

On the provided login page, type in your email, password and click on the "Login" button.

**Please note:** We recommend using any modern browser for the best experience

1 Once you are logged into the Customer Portal, click on "Manage Cases."

The screenshot shows a navigation menu with four options: 'Place an Order', 'Manage Cases', 'View Pending Orders', and 'View Closed Orders'. The 'Manage Cases' option is highlighted with a mouse cursor. Below each option is a brief description of its function.

2 You may filter the cases that had activity within the last 90 days (default view) by typing in the Case Name or Case Number in the search box. The list of cases will be filtered as you type in your key words or numbers.

28 Cases with Activity in the last 90 days

Case Name	Case #	County	Jurisdiction	Action
AS v. Fair Realty	30-2013-0067629	Orange	Santa Ana	Place Order
Aratus Solutions, Inc.	CC521426	Los Angeles	Los Angeles	Place Order
Bonnie, Irma Garcia v. MV Transportation, Inc.	YC553629	Los Angeles	Los Angeles	Place Order
Britt, Todd James v. Motor Coach	BC549121	Los Angeles	Los Angeles	Place Order
Carranza v. Cold Storage Manufacturing, Inc.	BC068829	Los Angeles	Los Angeles	Place Order
Carranza, Dagoberto v. Storage Manufacturing, Inc. INC.	CC068121	Los Angeles	Los Angeles	Place Order
Christina Areyan v. Cozymel's Coastal Mexican Grill, et al.	BC067629	Los Angeles	Los Angeles	Place Order
Collins, William F v. NAVISTAR, INC.	CV007121	San Joaquin	Stockton	Place Order
Devisakiah, Suguna v. AMA Ride	BC551629	Los Angeles	Los Angeles	Place Order
Flory v. Calchef Foods, LLC	YD063121	Los Angeles	Torrance	Place Order

Show 10 entries Showing 1 to 10 of 28 entries

3 When your case appears, you may click on "Place Order" to create a new order on this case without having to re-enter the case information. You may also click on the + symbol next to the case name to see the orders and documents associated with the case.

1 Cases with Activity in the last 90 days

Case Name	Case #	County	Jurisdiction	Action
Mark Peterson v. FGW Contractors Inc.	CGC123123	Alameda	Oakland	Place Order

Show 10 entries Showing 1 to 1 of 1 entries

The **Orders** tab will show all of the associated orders that are **Pending** or **Closed** in the case. Click on the **+** of an Order to view its summary.

Order #	Order Type	Status	Order Date	Closed Date	Client	Billing Code
1008765-01	Court Filing	Closed	Aug 01, 2014	Aug 01, 2014	Anita Pasillas	3515
1008765-02	Courtesy Copy Delivery	Closed	Aug 01, 2014	Aug 02, 2014	Anita Pasillas	3515
990100	Process Serving	Closed	Jun 11, 2014	Jun 11, 2014	Anita Pasillas	3515
941047	Court Filing	Closed	Jan 25, 2014	Jan 25, 2014		

The **Documents** tab will contain all of the documents uploaded for the case, including what document was uploaded for a specific order. You can view, download or print the Conformed Copies and Proofs of Service by clicking on **“View.”**

Order #	Title	Date Uploaded	Action
1044657	Amended Answer	Jan 02, 2015	<a href="#">View</a>
1025133	Motion - Other	Sep 19, 2014	<a href="#">View</a>
	Conformed Copy	Feb 03, 2015	<a href="#">View</a>
1025127	complaint	Sep 19, 2014	<a href="#">View</a>
1025127	complaint	Sep 19, 2014	<a href="#">View</a>
1025127	summons	Sep 19, 2014	<a href="#">View</a>
1025127	summons	Sep 19, 2014	<a href="#">View</a>
	Conformed Copy	Feb 03, 2015	<a href="#">View</a>
1008790	Notice of Motion	Aug 02, 2014	<a href="#">View</a>
1008790	Request - Other	Aug 02, 2014	<a href="#">View</a>
1008790	Witness List	Aug 02, 2014	<a href="#">View</a>
	Conformed Copy	Feb 03, 2015	<a href="#">View</a>

The case tab, will show the case information. You may edit the case information by clicking the **“Edit Case”** button. You can also hide a case from being viewed within your account by clicking on the **“Hide Case”** button.

Case #: CGC123123  
 Case Name: Peterson, Mark v. FGW Contractors Inc.  
 Jurisdiction: Central Courthouse - Rene C. Davidson

Client: FGW Contractors Inc.  
 Billing Code: 123

**New Order Notifications**

Daniel Ashley  
 Jonathan Nill


[Select All](#) [Deselect All](#) [Save](#)

[Edit Case](#) [Hide Case](#)



To find this case again, type in Case Name or Number in the “Search for” field.

The screenshot shows the 'Manage Cases' tab selected. At the top, there are navigation tabs: 'Place Order', 'Manage Cases', 'Pending Orders', and 'Closed Orders'. Below these is a search bar with the text 'Search for: All Cases and Orders' and a 'Go' button. A hand cursor is pointing at the search bar. Below the search bar, it says '11 Cases with Activity in the last 90 days'. There is a table with columns: Case Name, Case #, County, Jurisdiction, and Action. Below the table, there are filter boxes for Case Name, Case #, County, and Jurisdiction.

4 To see the other orders related to this case, click on the  symbol; you will be able to view the status, related documents and a summary of the case.

If you have any questions on any of the orders e.g. Status, Proof of Service, Missing documents, etc., click on the “Contact Us” button to email Customer Support.

The screenshot shows the detailed view for a case. At the top, it says 'Peterson, Mark v. FGW Contractors Inc.' and 'CGC123123'. Below that are tabs for 'Orders', 'Documents', and 'Case'. The 'Orders' tab is active, showing a table with columns: Order #, Order Type, Status, Order Date, Closed Date, Client, and Billing Code. The table has four rows, with the last one (1050952) highlighted in green. A hand cursor is pointing at a plus sign icon next to the highlighted row. Below the table, there are tabs for 'Status', 'Documents', and 'Summary'. The 'Status' tab is active, showing details for Order # 1050952, Case Name Peterson, Mark v. FGW Contractors Inc., Status Closed, Client FGW Contractors Inc., Ordered By Jonathan Nill, Billing Code 123, and Ordered Type Court Filing. There is a 'Contact Us' button and 'Print' and 'Share' buttons. Below that is a 'Status Updates' section with a table showing dates and status changes.

5 For cases with no recent activity, you may also use the “Search for” field to search the firm’s entire database.

The screenshot shows the 'Manage Cases' tab selected. At the top, there are navigation tabs: 'Place Order', 'Manage Cases', 'Pending Orders', and 'Closed Orders'. Below these is a search bar with the text 'Search for: All Cases and Orders' and a 'Go' button. A hand cursor is pointing at the search bar. Below the search bar, it says '11 Cases with Activity in the last 90 days'. There is a table with columns: Case Name, Case #, County, Jurisdiction, and Action. Below the table, there are filter boxes for Case Name, Case #, County, and Jurisdiction. At the bottom, there is a 'Show 10 entries' dropdown and a 'Showing 1 to 10 of 11 entries' indicator. There are also 'First', 'Previous', '1', '2', 'Next', and 'Last' navigation buttons.