

What is virtual law practice?

- ✓ A virtual law office is a professional **law practice that is located online** through a **secure portal** and is **accessible to both the client and the attorney** anywhere the parties may access the Internet.
- ✓ **Other terminology:** virtual lawyering, VLO, virtual law firm, web-based or web-enabled law practice, online law practice, delivering legal services online.



Username:

Password:

LOGIN

eLawyering is...

“...all the ways in which **lawyers can do their work using the Web and associated technologies**. These include new ways to communicate and collaborate with clients, prospective clients and other lawyers, produce documents, settle disputes and manage legal knowledge.

Think of a lawyering verb – interview, investigate, counsel, draft, advocate, analyze, negotiate, manage and so forth – **and there are corresponding electronic tools and techniques.”**

– Marc Lauritsen, co-chair, ABA eLawyering Task Force

Virtual law practice is not exclusively...

- ✓ an online **website that sells legal documents without attorney review**, such as LegalZoom and other web-based companies selling online legal forms
- ✓ a **law firm website with an email “contact us for a free quote” form** for prospective clients
- ✓ **communication by email** even if sent through a law firm’s website
- ✓ a **rented physical office** that may be shared with other professionals along with a receptionist service
- ✓ **VPNs, extranets and other services**, such as GoToPC and LogMeIn
- ✓ a **conglomeration of attorneys in remote locations** pooling resources and communicating over the Internet
- ✓ a **law practice based in a virtual reality world**, such as Second Life

Benefits

- ✓ For the Public
 - Greater access to justice
 - Court systems and non-profit legal aid organizations already rely on cloud computing methods to deliver legal services online
 - Affordable and accessible legal services for lower and moderate income individuals
 - Pro-se litigants
 - Pro bono opportunities



Benefits

✓ For the Legal Professional

- Main Benefits
- Technology streamlines and automates the workflow allowing the attorney to focus on practicing law
- Prevent malpractice through automated checks and processes
- Lower overhead, less office waste, eco-friendly
- Expanded client base, competitive advantage
- Better quality of life through work/life balance and flexibility
- As a transition method while meeting other personal and professional needs:
 - To raise families
 - To care for ill spouses or aging parents
 - To ease into retirement
 - After layoffs, to start a solo practice or work while searching for another legal job

How Attorneys Use Virtual Law Offices

- ✓ Completely Web-based
 - Unbundled or limited legal services
- ✓ Integrated into a traditional law office
 - Unbundled and full-service



Unbundling Legal Services

- ✓ Break out tasks associated with a legal matter and provide the client with only specific portions of the legal work
- ✓ Clearly define for online client the nature and scope of unbundled legal services – what will and will NOT be covered
- ✓ Provide comparisons/education for the client to make an informed judgment
- ✓ ABA Unbundling Resource Center
<http://www.abanet.org/legalservices/delivery/delunbund.html>
- ✓ Serving the DIY Client ebook:
www.virtuallawpractice.org



Online Document Assembly & Automation

- ✓ Automating document assembly for online clients
- ✓ Intuitive online forms
- ✓ Purchased directly by the client after attorney review or in conjunction with additional legal advice

Automated Document Assembly

Excepietur sint occaecat cupidatat non proident, ut voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

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Last Will & Testament

Excepietur sint occaecat cupidatat non proident, ut voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

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You don't just 'fill out' an automated document – you create it.

The answers you enter create a custom legal document, built from a library of state-specific and relevant legal text, that is tailored to client's specific facts.

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Secure and Personal North Carolina Estate Planning Online

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How Much is Your Estate Worth?

Try Our Property Analysis Web Calculator

[Get Started](#)

Kimbrow Legal Services provides cost-effective North Carolina estate planning legal services delivered online. Register for a secure account to request legal services from Stephanie Kimbro, Esq., a licensed N.C. attorney. Payment plans and fixed fee billing are available upon request. Your satisfaction is 100% guaranteed. If you are not satisfied with the quality of services delivered online, the total amount will be refunded to you. I look forward to speaking with you about how we may work together to create the estate planning that is needed to protect you and your family.

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Basic Estate Planning Package for Couples

For Two Individuals, Includes:

- Last Will and Testament
- Living Will

How it Works

1. Register for a secure account page.
2. Complete estate planning worksheet with guidance from the attorney.
3. The attorney reviews your documents and discusses them.

Contact Us

Call Me

Click and Google will connect you for free.

by Google

Traditional Firm w/Virtual Law Office

The screenshot shows the website for Rice Law, a traditional law firm with a virtual law office (VLO). The header includes the firm's logo, navigation links (ABOUT, FAMILY LAW, EDUCATION LAW, BLOG, RESOURCES, SERVICES AREAS, CONTACT), and utility links (OFFICE LOCATION, CHAT ONLINE, Custom Search). The main content area is titled "VIRTUAL LAW OFFICE" and explains that many clients prefer the convenience of the VLO, which allows legal advice to be obtained online from a lawyer licensed to practice in North Carolina. It encourages users to register for a free account and ask a legal question. A sidebar on the left provides links to "You're viewing" (About Rice Law, PLLC, Virtual Law Office), "Watch an overview" (Attorney Williams shows how to create a VLO account, Attorney Williams shows how to ask a question in the VLO), and "Get help" (Chat online with legal staff, Register for a free account & ask a legal question in our virtual law office). A "Resources" section on the right includes links to "Have questions about the VLO?", "Use the virtual law office", "Video: Create a VLO account", "Video: Message an attorney", and "Your virtual law office". A video player shows a person using a laptop.

Unbundled Services

The screenshot shows the website for Smarter Will, an online service for creating wills. The header includes the "SMARTER WILL" logo, a search bar, and navigation links (Home, Wills & Powers of Attorney, How It Works, Why Smarter Will, Why You Need a Will, News & Blog, About Us, Contact Us). The main content area is titled "Control Your Legacy." and features a video of a person's hands holding a ring. A "Start Your Will" button is prominently displayed. To the right, a "5 Steps to a Smarter Will" section lists the process: Register, Complete Forms, Checkout, Receive Attorney Review, and Receive Document for Signature. A "Help Me Choose" section provides guidance on selecting a package. The footer includes logos for "As Seen In" (CRAIN'S, Parent, WGN, The New York Times) and a "100% Satisfaction Guaranteed" badge.

Virtual Law Office - Home Office



TEXAS WILLS & TRUSTS
Online

GETTING STARTED WILLS TRUSTS ESTATE PLANNING DIY RISKS INTESTACY PROBATE FAQs ABOUT MY FIRM

WELCOME TO RANIA COMBS LAW!

Our lives are hectic. Thankfully, the Internet allows us to accomplish a lot of what we need to do online. We already use the internet to communicate, bank, shop, and work. Why shouldn't we be able to get legal advice from a licensed attorney in the same way?

What is a virtual law office?

My virtual law office is not a "forms" website that generates identical, mass-produced documents. I am a licensed attorney who practices law through a secure online law office. As a licensed attorney, I am able to provide legal advice based on the facts of your individual situation and tailor your legal documents to ensure that your legal needs are met.

How is a virtual law firm different?

Unlike traditional law firms which are constrained by time and location, clients can access this law firm 24 hours a day and 7 days a week from any location through a secure Internet connection.

This means that you have the flexibility to communicate with me after you put the kids to bed, on the weekends, early in the morning before work, or any other time it is convenient for you. Simply contact me through your client account and leave a message. I'll respond as quickly as possible.

What are the benefits of a virtual law firm?

ABOUT RANIA



Rania is an attorney with a completely web-based law firm who helps busy Texans prepare their wills, trusts, and estate plans online. [Read more...](#)

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VISALAW.COM - The Immigration Law Portal

Immigration Bulletin Green Card Lottery Center ABCs of Immigration Hiring a Lawyer Health Care Info Center Immigration Sites Fashion, Arts & Sports Visa Info

Check out THE Visalaw Blog, the world's first Law Firm Blog, for up-to-the minute immigration news and analysis.

The Visalaw Blog

Client Login

VISALAW Blogs

Request a Consultation with an Attorney

Ask Visalaw

Call Toll-Free: 1-800-343-4890
International Callers: (901)-682-6455

Articles for the week:

- BREAKING NEWS:** [Siskind Susser Releases Important FAQs About 8/19/2011 Prosecutorial Discretion Announcement \(Available in English and Spanish\)](#)
- [AITA Consumer Advisory: New Obama Policy is NOT an Amnesty](#)
- [Siskind's 2011 Immigration Overview](#)
- [Siskind Susser's Employer Compliance Portal is Now Online](#)
- [The ABCs of Immigration: Everything You Need to Know About E-Verify](#)

Siskind's Immigration Bulletin: September 9, 2011

What's New @ Siskind Susser

- September 9, 2011** - The newest edition of Siskind's Immigration Bulletin is available.
- September 6, 2011** - Lynn Susser and John S. Richbourg quoted in *Memphis Commercial Appeal*.
- August 31, 2011** - Sergio Karas, attorney at Siskind Susser's Toronto affiliate, quoted on the front page of the *National Post*.
- August 29, 2011** - Sergio Karas, attorney at Siskind Susser's Toronto affiliate, appeared on the front page of the *Toronto Sun*.
- August 17, 2011** - The newest edition of Siskind's Immigration Bulletin is available.




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How it works:

1. Click on a document name to purchase it.
2. Complete a simple, online Questionnaire and submit it to us via our web site.
3. We will review your submitted Questionnaire and contact you if additional information is needed to clarify your intent. If necessary, we will draft language to make sure the document reflects your intent and is right for your circumstances.
4. When your completed document is ready, we will upload it to your MyLegalAffairs™ web space and notify you via e-mail.
5. Simply log into your secure web space to review, download and print your completed document.

Wills, Powers of Attorney, and Estate Planning

Document	Description	Price	Buy
Notice to Creditors of Death		FREE!	
Notice to Creditors of Spousal Death		FREE!	
Notice to Homeowners Insurance Company of Death		FREE!	

Unbundled Legal Services



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- [Missouri Residential Lease Package for Landlords](#)
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Welcome to Strawder & Loewenstein

Strawder & Loewenstein P.C. is a Kansas City, Missouri law firm focused on helping small businesses and the families that own them make more money through identification of new revenue streams, mitigation of risk, strategic tax planning, and succession planning. If you don't own a business, we are happy to assist with wills, tax planning and returns, traffic tickets, personal injury and other civil matters. If we don't have the expertise in a particular area, we will find someone we trust who does. [Read more...](#)

Strawder & Loewenstein P.C. is one of the first virtual law firms serving small business in Kansas City, Missouri. We have the capability of offering you legal services online through your own secure web space, including Missouri-specific legal documents bundled with legal advice for a fixed fee; legal advice; counseling; and legal support services. [Read more...](#)

Contact Us 24/7

E-mail Address:

Name:

Message:

Please type the word **support** (this is to

Multijurisdictional Virtual Law Firm


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- » Do Business On The Go, Mobile Access
- » Access Your Client Account, Anytime
- » Online Legal Services Available
- » Highly Accessible Charleston Attorney

Our Charleston law firm is passionate about providing start-up business and small business clients with affordable legal services throughout South Carolina, including North Charleston, Summerville, Mt. Pleasant, Daniel Island, Sullivan's Island, Folly Beach, and Johns Island.


SC BIZ BLOG

New Business: Hangers Couture, LLC Launches!

Friday, June 03, 2011

New Start-Up, Hangers Couture offers for sale through its new ecommerce site designer pearl hangers and crystal beaded hangers for both adults and children. These hangers are not only good for retail clothing stores but also great for gifts, special events, bridal showers, and house warming gifts.

Mount Pleasant Entrepreneur & Business Expo


BUSINESS NEWS

One economist's even bleaker economic view

6/8/2011 10:32:04 AM

The struggling U.S. economy is in even worse shape than it appears, and the Obama administration has done little to help, according to influential economist Martin Feldstein.


OPEC deadlocked on oil production hike

6/8/2011 9:53:03 AM

Oil prices rose nearly 2% Wednesday after



LEGAL SERVICES

- » Charleston Business Attorney
- » Start A New Business
- » Form an LLC
- » Draft A Buy-Sell Agreement
- » Draft A Shareholder Agreement
- » Draft A Redemption Agreement
- » Trademark a Good or Service
- » Sell A Small Business
- » Buy A Small Business
- » Add A New Member to LLC
- » Draft Employment Agreement
- » Draft Shareholder Equity Incentive Plan


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Law

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Law



Welcome to Harrill Law

Harrill Law maintains a full-service southern California law practice together with multijurisdictional secure online law practices through this website for both California and North Carolina.

Harrill Law is a multijurisdictional law firm integrating traditional values with innovative online law practice technology to better serve clients. This law firm is committed to helping domestic and international clients by providing personalized legal counsel across a broad spectrum of practice areas, including business, real estate, intellectual property and estates.

Regardless of the size or complexity of your legal matter, Harrill Law strives to deliver timely, cost-efficient representation tailored to achieve your goals.

Clients of Harrill Law may choose to receive full-service legal counsel in a traditional law firm structure or limited legal counsel and services through this website over a secure HTTP network, the best industry standard protection available on the


Consultation

First Name

Last Name

State

Email

Comments

[SEND](#)

Contact

11622 El Camino Real

Client Portal - Example

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DCDivorceOnline MyLegalAffairs™

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Collaboration

Share Files

Reference Number	Date	Uploaded By	File
11000007	6/4/2009 1:00:48 PM	Client	test.doc
11000024	7/7/2009 3:41:09 PM	Attorney	test.doc
11000028	7/8/2009 2:29:07 PM	Attorney	test.doc

Upload File

To share a File (document) with our firm:

1. Click on the "Browse" button to locate the File on your computer.
2. Double-click on the File name.
3. Click on "Upload".
4. A member of our firm will contact you.

Communicate with Us

Reference Number	Date
22000006	6/4/2009 12:56:22 PM
22000007	6/4/2009 12:56:36 PM
22000008	6/4/2009 12:56:45 PM
22000020	6/16/2009 3:59:12 PM
22000024	6/23/2009 11:21:13 AM
22000042	7/8/2009 2:23:57 PM
22000074	7/29/2009 12:11:01 PM
22000080	8/3/2009 4:36:03 PM
22000095	8/6/2009 12:49:13 PM
22000097	8/11/2009 11:57:01 AM

[Create New Communication](#)

Client Portal - Example

Virtual Law Office Test Site

Welcome, Sample Client CA [Logout](#)

[Dashboard](#)
[Cases](#)
[My Info](#)

Case Overview — Estate Planning - Wills

[Refresh](#)
[Manage](#)
[Discussion](#)
[Events](#)
[Files](#)
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Last update: Case status (2009-01-16 16:53:53)

A file has been uploaded, click to download.

[Respond to Discussion](#)
[Create an Event](#)

Upcoming Events

02/03/2009 9:00am to 9:00am

phone conference with attorney

NOT CONFIRMED

View All Events

Recent Discussions

01/16/2009 4:32pm

This package costs...this service includes...

case quote from Stephanie Kimbro

View Full Discussion

01/16/2009 4:30pm

View

Case Information

Estate Planning - Wills

Start Date: 2009-01-16 16:17:04

Status: In Progress

Case Settings

Alerts: Off

Uploads: Off

Edit

The screenshot displays the NABRICO web application interface. At the top, the header includes the 'FIRM OF THE FUTURE' logo, a user welcome message 'Welcome, Stephanie Kimbro', and navigation links for '90', '151', and '118' items, along with a 'Logout' button. Below the header is a main navigation bar with tabs for 'Dashboard', 'Contacts', 'Matters', 'Calendar', 'Tasks', 'Billing', and 'Documents'. The 'Contacts' tab is currently selected. The interface shows a 'Contacts' section with a 'Video Tutorial' link and a status message: 'future.user@yahoo.com has been sent an invitation email'. Below this, there are filters for 'Display' (all, prospects, clients, parties, co-counsels, opposing counsels, in conflict, archived) and 'Filter' (alphabetical A-Z). A 'Date Filter' section allows filtering by 'All', 'Start Date', or 'End Date'. An 'Add a New Contact' button is located on the right. The main content area features a table of contacts with columns for First Name, Last Name, Type, Phone, Email, Received, and Actions.

First Name	Last Name	Type	Phone	Email	Received	Actions
Carol	Smith	Prospect	(312) 555-5555	none@none.com	9/26/2011	Actions
Mark	Emark	Prospect	(555) 555-5555	future.user@yahoo.com	9/20/2011	Actions
Peter	Pan	Client	(312) 555-5555	peterpanclient@gmail.com	9/13/2011	Actions
David	Foster	Client	(312) 554-5555	future.user@yahoo.com	9/7/2011	Actions
Thom	York	Prospect	(773) 654-6546	future.user@yahoo.com	9/7/2011	Actions
Scott	Brogan	Prospect	(312) 544-5555	scotthogan33@gmail.com	9/2/2011	Actions
Andrew	Jackson	Client	(773) 546-5465	future.user@yahoo.com	8/31/2011	Actions
John	Adams	Prospect	(773) 555-5555	future.user@yahoo.com	8/31/2011	Actions
President	Snow	Prospect	(344) 555-5555	future.user@yahoo.com	8/23/2011	Actions
Peeta	Mellark	Client	(444) 888-5555	future.user@yahoo.com	8/23/2011	Actions

Practice Management Applications

- ✓ Case calendar
- ✓ Conflict of Interest checking
- ✓ Jurisdiction check to avoid UPL
- ✓ Document archiving
- ✓ Billing and invoice management
- ✓ Online bill payment by credit card
- ✓ Case and client management
- ✓ Contact management
- ✓ Libraries: Files, Forms, Legal Research

Part Three: Ethical Issues

✓ Choosing the Technology and Researching the Provider

✓ The Attorney's Daily Use of the Technology to Deliver Legal Services Online



Due Diligence & Reasonable Care

✓ Model Rule 1.6(a), "Confidentiality of Information"

- Comment 17 provides that lawyers must "act competently" to safeguard confidential information and prevent it from going to unintended recipients during the transmission.

✓ Most State Bars' Rules of Professional Responsibility have the "reasonable care" standard.

✓ Conduct **due diligence** in researching both the provider and the technology application.

Research the SaaS Provider & Review the SLA

- ✓ Data return and retention policies
 - Transferring Data/Compatibility Issues
- ✓ Backups
 - Export features and/or offline versions of the software
- ✓ Third-party hosting
 - Server locations and geo-redundancy
- ✓ Response time/customer service and tech support
- ✓ Infrastructure to support growth
- ✓ Costs – Subscriptions, what is included
- ✓ History of the company
 - Financial history or funding of company
- ✓ Current user reviews
- ✓ Infrastructure to support growth
- ✓ Membership in LCCA and/or ILTSO compliant
 - Legal vs. Public SaaS

Research the SaaS Provider & Review the SLA

- ✓ Confidentiality of law office data
 - Who has access?
 - Government and civil search and seizure actions
 - Breach of confidentiality – unlimited liability for data breaches?
- ✓ RPC Rule 1.6(a), "Confidentiality of Information"
 - Comment 17 provides that lawyers must “act competently” to safeguard confidential information and prevent it from going to unintended recipients during the transmission.

For Guidance

- ✓ ILTSO Standards (April 2011): www.iltso.org
- ✓ Proposed NC FEO 6 (2011)
- ✓ PA FEO 2010-200 (2010)
- ✓ eLawyering Task Force Guidelines (2011)
- ✓ Law Society of British Columbia's Working Group Report on Cloud Computing (Summer 2011)
- ✓ Legal Cloud Computing Association (LCCA)

Ethics Considerations

- UPL
 - Multijurisdictional virtual law firms
 - Rule 5.5, regarding UPL and multijurisdictional law practice.
- Establishing the Online Attorney/Client Relationship
 - Rule 1.18, "Duties To Prospective Client"
- Defining the Scope of Online Representation
- Conflict of Interest
- Conflict of Laws

Ethics Considerations (cont)

- ✓ Authentication of Online Client's Identity
- ✓ Competency
- ✓ Confidentiality of Client Data
 - Safeguarding Client Property
 - Online storage and retention of client data
- ✓ Using Internet Tools to Build an Online Client Base
 - Rules 7.1–7.5 of Professional Conduct regarding advertising of legal services
- ✓ Online Payments
 - Trust Accounting & IOLTA Compliance

Minimize Risk

- ✓ It is the responsibility of the attorney operating a virtual law office to do the following:
 - Make the determination on a case by case basis:
 - **Can I competently handle this legal matter online or does it require in-person representation?**
 - Understand the technology and the security risks
 - Implement daily best practices for use of the technology