

***Dear Customer,***

We have released our newest version of the Tucker Element. To start the process of downloading it, please follow these steps. The new version includes mediators and law type specialties.

1. Go to control panel, add and remove programs, find Tucker Element and press remove.
2. Once it is removed, go to our website [www.etucker.net](http://www.etucker.net), click on the element tab and select 14 day free trial. You may get a message asking if this is a trusted site, select RUN anyway.
3. Push RUN and follow instructions to install the new program.
4. Once installation is complete, right click on the logo of an E that is located next to the time in the lower right hand corner.
5. Select License
6. Select Request License
7. Select Email, fill out your information and press send.
8. You will receive an email back with your license key. Copy and paste this code. Right click on the Element Logo again, and select Enter License. Paste your license key into the dialogue box.
9. Select Apply License

I have also included the tutorial so that you can walk through all the features of the program. We are very excited to hear what you think.

Let us know if you have any questions!

Annie Cook or Ryan Crisp

208.345.3704 x 303



## How do I

Use the Certificate of Service icon to quickly put together a certificate with multiple recipients?

**A:** Type each attorney's first or last name in the box to find the correct person, then click on the Certificate icon. Paste into Word document.

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## How do I

Use the label or envelope feature?

**A:** With the attorney's name appearing in the box, click the Element Envelope icon to copy the address information. In Word, click Mailings, Envelopes, and paste (Control V) the address in the label box.

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## How do I

Email directly using the Element?

**A:** With the attorney's name appearing in the box, click the Detail icon (magnifying glass) and click on the highlighted email.

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## How do I

Look up a filing fee?

**A:** On the Element bar, click on the word Attorney, and select Filing Fees on the pop-up menu. Choose the first window and select the desired court, then proceed through the other windows using the prompts.

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## How do I

Find a judge's staff?

**A:** Click on the word Attorney, select Judges on the pop-up menu, select judge's name from pop-up menu. Click Detail icon (magnifying glass).

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## How do I

Find a trial court administrator's contact information?

**A:** Click on the word Attorney, select Judges on the pop-up menu, type the name of any judge in that district. Click Detail icon (magnifying glass).

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## How do I

Look up a judge's law and motion day?

**A:** Click on the word Attorney, select Judges on the pop-up menu, type judge's name. Click Detail icon (magnifying glass).

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## How do I

Let Tucker & Associates know that database information is incorrect?

**A:** Type in the attorney or firm name, click on the Detail icon (looks like a magnifying glass), click on the contact card below the information that needs to be changed, an email appears. Type the correction and the new information will appear the next day on everyone's computer.

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## How do I

Download and purchase the Element?

**A:** Go to [www.etucker.net](http://www.etucker.net).

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## How often

Does the Element update?

**A:** Each morning at 3 a.m.