

Basic Computers for Seniors: The Next Step

Illinois State Bar Association

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Basic Computers for Seniors: The Next Step

Presented by the ISBA Senior Lawyers Section

Co-Sponsored by the ISBA Young Lawyers Division

Normal

Wednesday, May 15, 2019

Illinois State University

Alumni Center - Room 117

1101 North Main Street

9:00 a.m. – 1:15 p.m. (*Doors open at 8:30 a.m. for check-in*)

4.0 hours MCLE credit, including 4.0* hours Professional Responsibility MCLE credit in the following category: *Professionalism, Civility, or Legal Ethics MCLE credit*

Register Early!

This program is limited to the first 20 registrants.

Become familiar with Windows 10, basic email security, Microsoft Word, the Internet, and cybersecurity with this half-day seminar!

Don't miss this program designed to give you individualized, hands-on computer training directly applicable to the practice of law. Computer literacy has become increasingly important to attorneys with the use of online research, email service of pleadings and motions, electronic filing, and digitalization of the court's business. Competent representation not only requires legal knowledge, skill, and preparation, but also requires that all attorneys keep abreast of changes in the law and its practice, including the benefits and risks associated with technology. This course addresses those computer skills relevant to the practice of law but also the ethical ramifications of the use of such electronic technology. Attorneys seeking to enhance their basic computer skills who attend this seminar will better understand:

- Basic operations of the computer and Windows 10;
- How to scrub, encrypt and attach a document to an email;
- How to recall a previously sent email;
- How to track changes, add signatures, and insert footnotes into a Microsoft Word document;
- How to add a table of contents to a document;
- How to use the Internet to communicate with others and conduct legal research;
- How to access online resources useful to your practice;
- The threats posed by computer hackers and what to do about them;
- The ethical and practical reasons for cybersecurity;
- How to convert documents to PDF; and
- Much more!

Program Coordinator:

Eugenia C. Hunter, Attorney at Law, Carbondale

Program Moderator:

Don M. Mateer, Mateer Goff & Associates LLP, Rockford

8:30 – 9:00 a.m. Attendee Check-In

Please Note: Doors open at 8:30 a.m. and will be locked and inaccessible prior to this timeframe.

9:00 – 10:00 a.m. Windows 10*

Don't miss this lesson on basic computer operations and Windows 10 (the most current operating system for Windows). Take advantage of our hands-on team of instructors as they give you individualized training to help you overcome any difficulties you may have with the computer and Windows.

Todd H. Flaming, Todd Flaming LLC, Chicago

10:00 – 10:30 a.m. Basic Email Security*

Learn how to scrub, encrypt, and then attach a document to an email with this informative segment. Additional topics include how to recall a previously sent email and how to default to "reply all."

Don M. Mateer, Mateer Goff & Associates LLP, Rockford

10:30 – 11:15 a.m. Microsoft Word Essential for Lawyers*

Whether you are new to drafting or well-versed in Microsoft Word, this presentation teaches you how to effectively use the program's features to streamline their practice, including how to track changes, add signatures, use footnotes, and create tables in documents.

Todd H. Flaming, Todd Flaming LLC, Chicago

11:15 – 11:30 a.m. Break *(refreshments provided)*

Please Note: Refreshments will be provided but cannot be taken into the classroom computer lab.

11:30 a.m. – 12:15 p.m. Accessing the Internet*

Join us as our team of experienced instructors show you how to access the Internet for a number of important tasks, including: how to communicate with others, how to do basic online research (such as Google searches), how to use Outlook for Calendars, how to access email, and legal research inquiries, as well as the online resources that are useful in the day-to-day practice of the law.

Hon. Edward J. Schoenbaum (Ret.), Administrative Law Judge, Springfield

12:15 – 12:45 p.m. Cybersecurity*

Gain a better understanding of how lawyers and their clients can be threatened by computer hackers and what to do about them. The importance of cybersecurity defenses is discussed from the standpoint of mitigating operational, financial, and ethical risks.

William W. Austin, of Counsel, McDevitt Osteen Chojnicki & Deters LLC, Effingham

12:45 – 1:15 p.m. Panel Discussion*

The program closes with a look at why converting a document to PDF is so important, what scanning is all about, and the general ethical safeguards to employ when using advanced technology. Privacy issues on the Internet, smartphones, and tablets are also explored.

Todd H. Flaming, Todd Flaming LLC, Chicago

Don M. Mateer, Mateer Goff & Associates LLP, Rockford

Hon. Edward J. Schoenbaum (Ret.), Administrative Law Judge, Springfield

William W. Austin, of Counsel, McDevitt Osteen Chojnicki & Deters LLC, Effingham

**Professional Responsibility MCLE credit to subject to approval*

TAB 1

Windows 10

- *Todd H. Flaming, Todd Flaming LLC, Chicago*
Todd@krausflaming.com

This segment includes all materials received by the course book publication deadline.
Please contact the speaker for any other materials used at the program.

The Computer and
Windows 10:
A Brief Overview
Todd H. Flaming

1

Pre-Overview: Scope of this presentation

Barely
understands
computers

?



Knows Windows
but wants tips +
tricks

!



Expert with
nothing better
to do

Zzzzz



2

Pre-Overview: Scope of this presentation

Barely understands computers

?



Mainly for you

Knows Windows but wants tips + tricks

!



You'll be bored in parts but you'll hopefully learn some stuff and get CLE credit at least

Expert with nothing better to do

Much better!



3

Your computer, the basics

Computer

- CPU (brain)
- RAM (active memory)
- Hard drive (stored memory)
- I/O ports



Monitor/screen

- Output device
- Displays what Windows outputs

Mouse

- Input device
- Sends movement to software

Keyboard

- Input device
- Sends key presses to software

4

Your computer, the basics

Computer

- CPU (brain)
- RAM (active memory)
- Hard drive (stored memory)
- I/O ports

Windows is software (programming) stored on the hard drive, loaded into RAM when you turn on the computer, that makes the computer do stuff. It allows other programs you use (like a word processor) to run on top of it. You interact with it and those programs through the I/O devices.

Monitor/screen

Output device

Displays what Windows outputs

Mouse

- Input device
- Sends movement to software

Keyboard

- Input device
- Sends key presses to software

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Important question

Q: What do lawyers do with an OS?

A: They use programs to do these things:

- Make briefs, pleadings, etc.

- Create/open
- Edit
- Print/send/save

- Use email

- Read emails
- Send/reply
- Search them

- Use Internet

- Google
- Pacer/efile
- Edisio site

- Use other programs

- Accounting
- Specialized
- Solitaire

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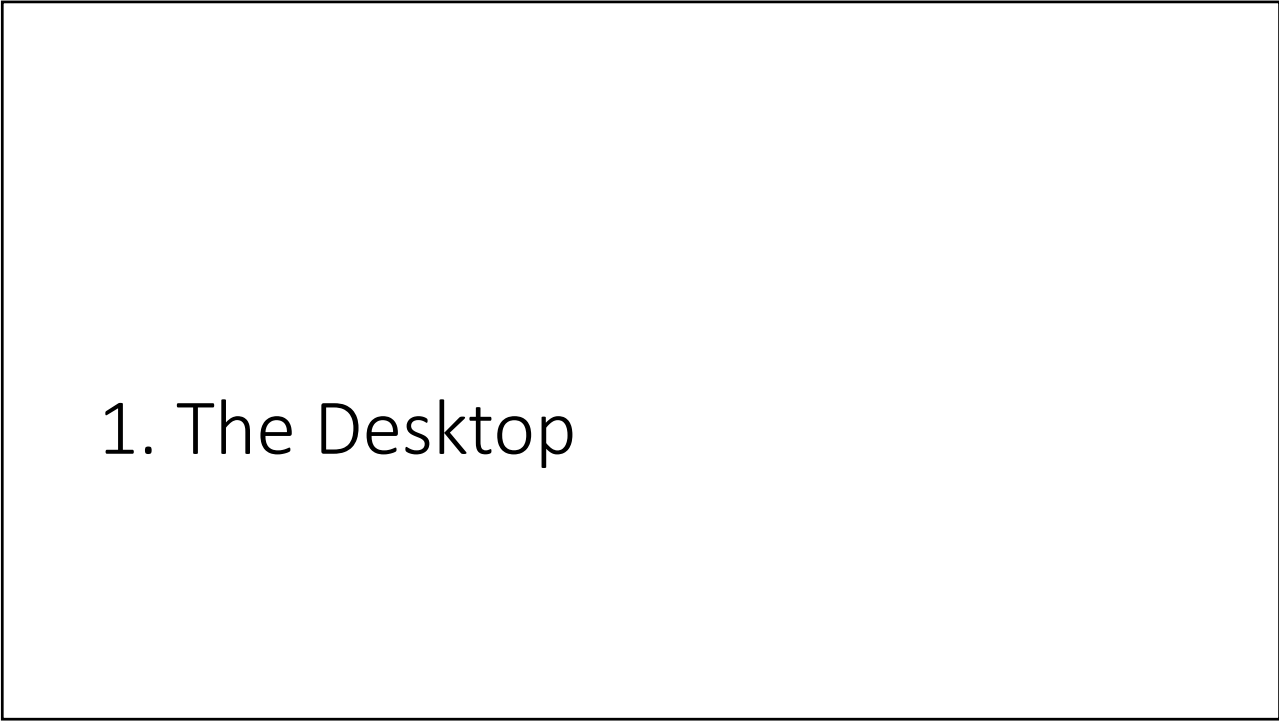


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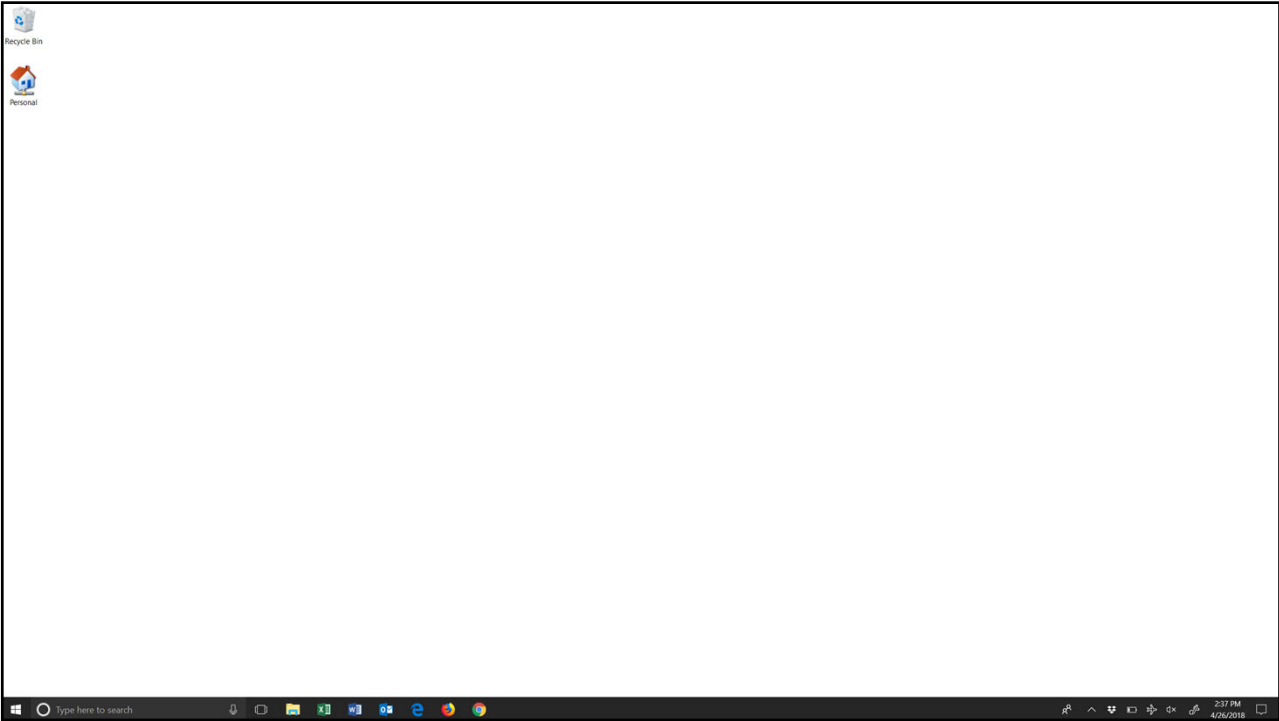
What's next?

- The desktop
- The file system
- Running a program
- Working within a window
- Running multiple programs
- Working with multiple windows
- Brilliant and mind-bending thoughts about stuff

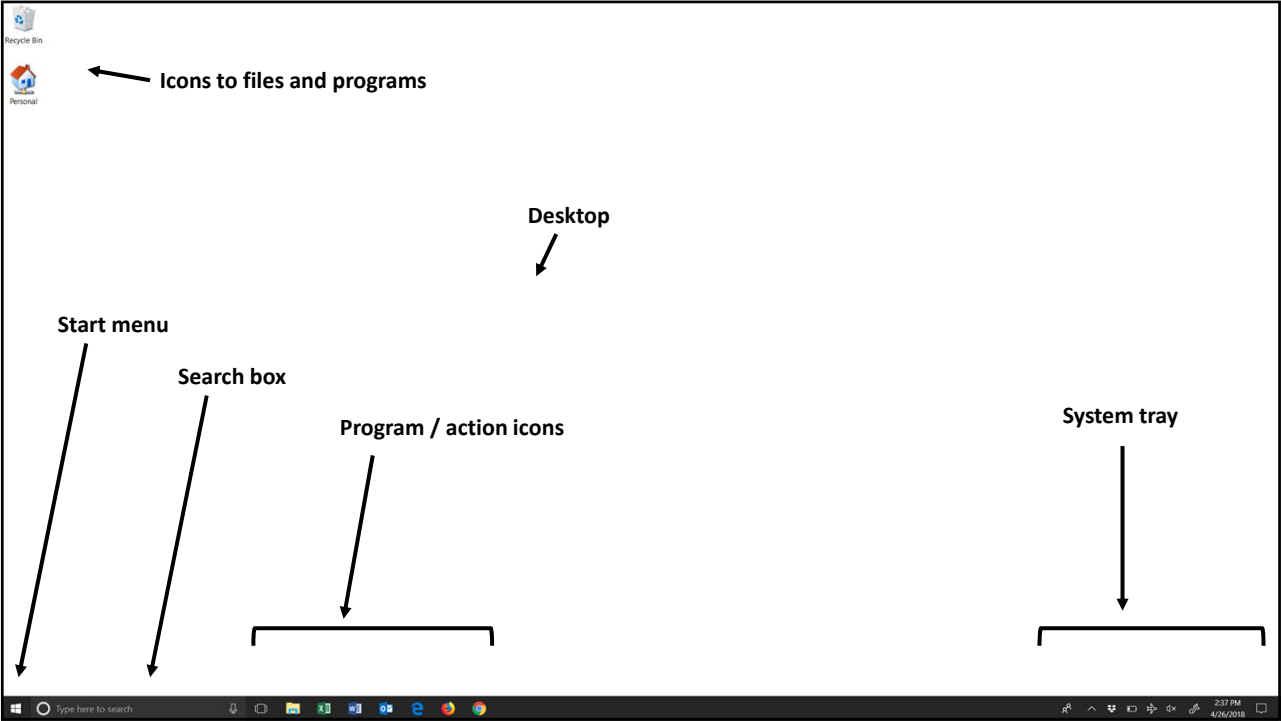
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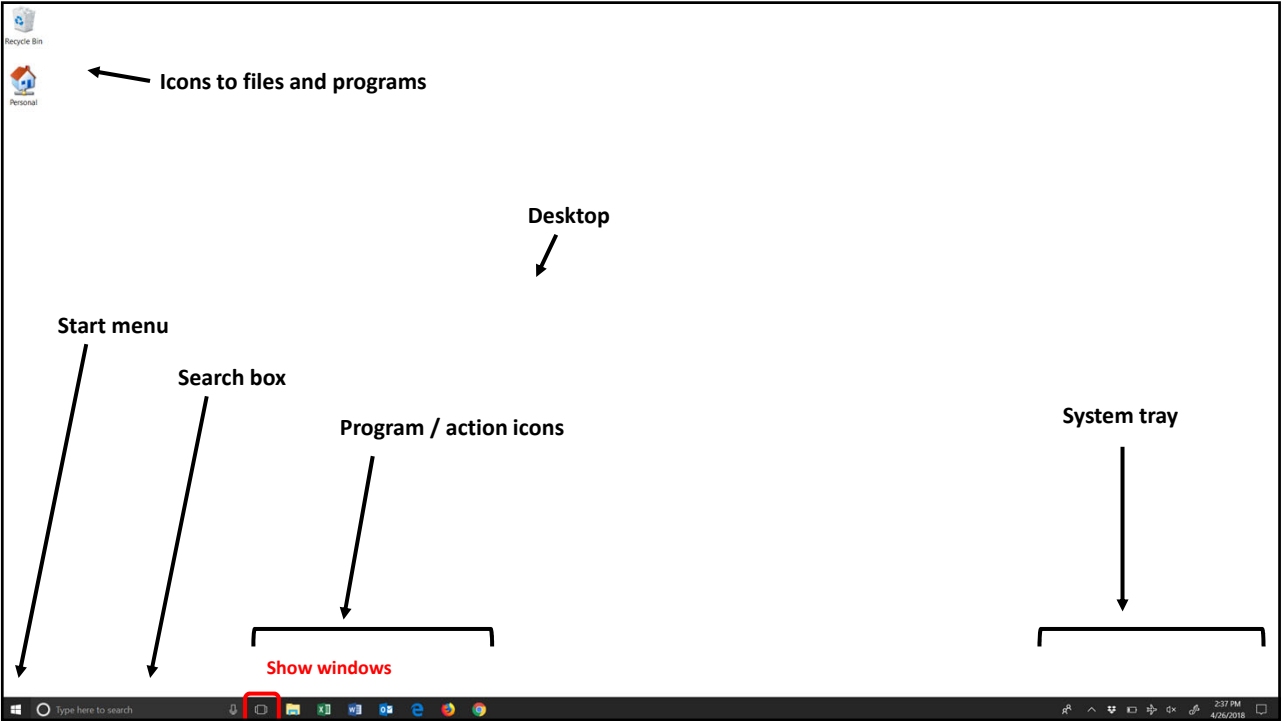
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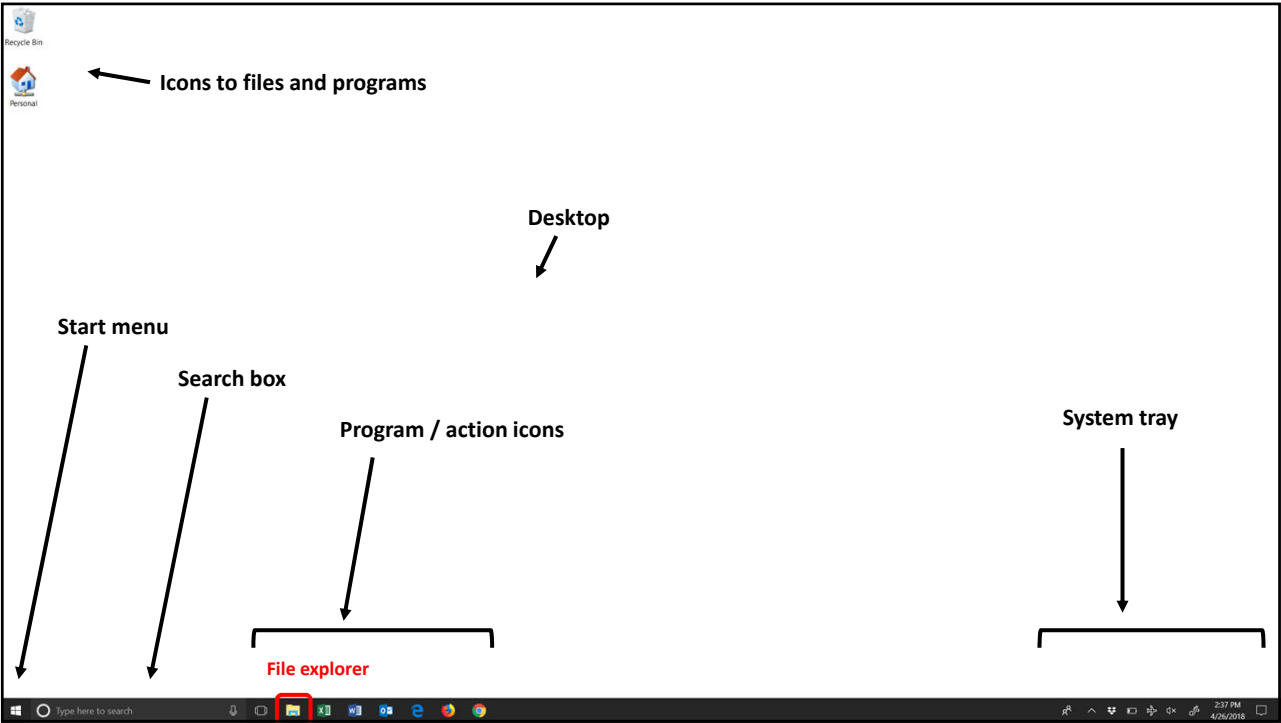
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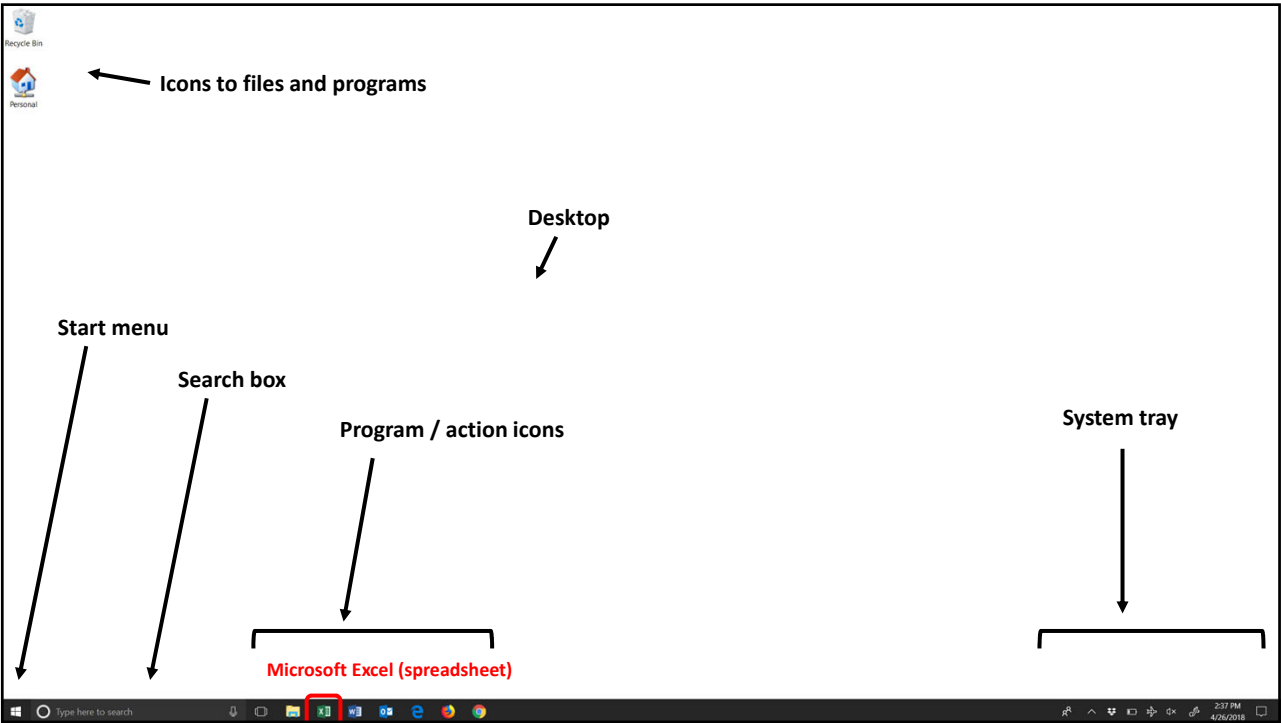
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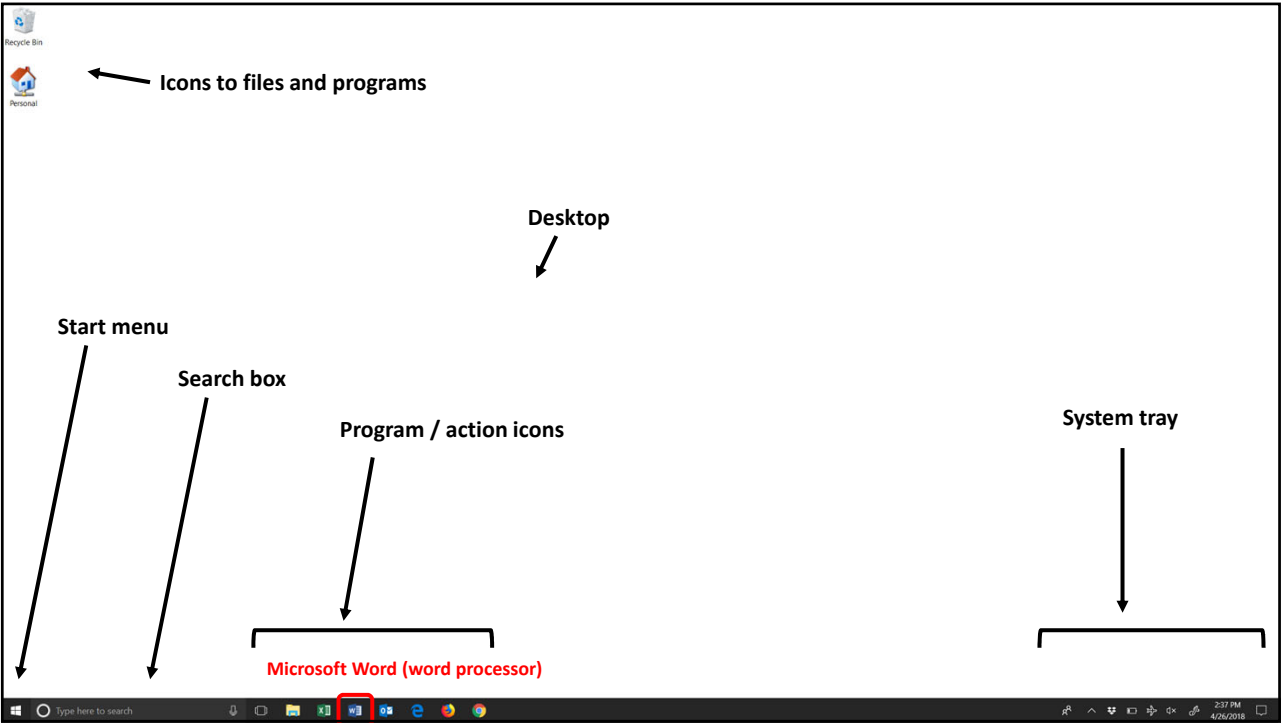
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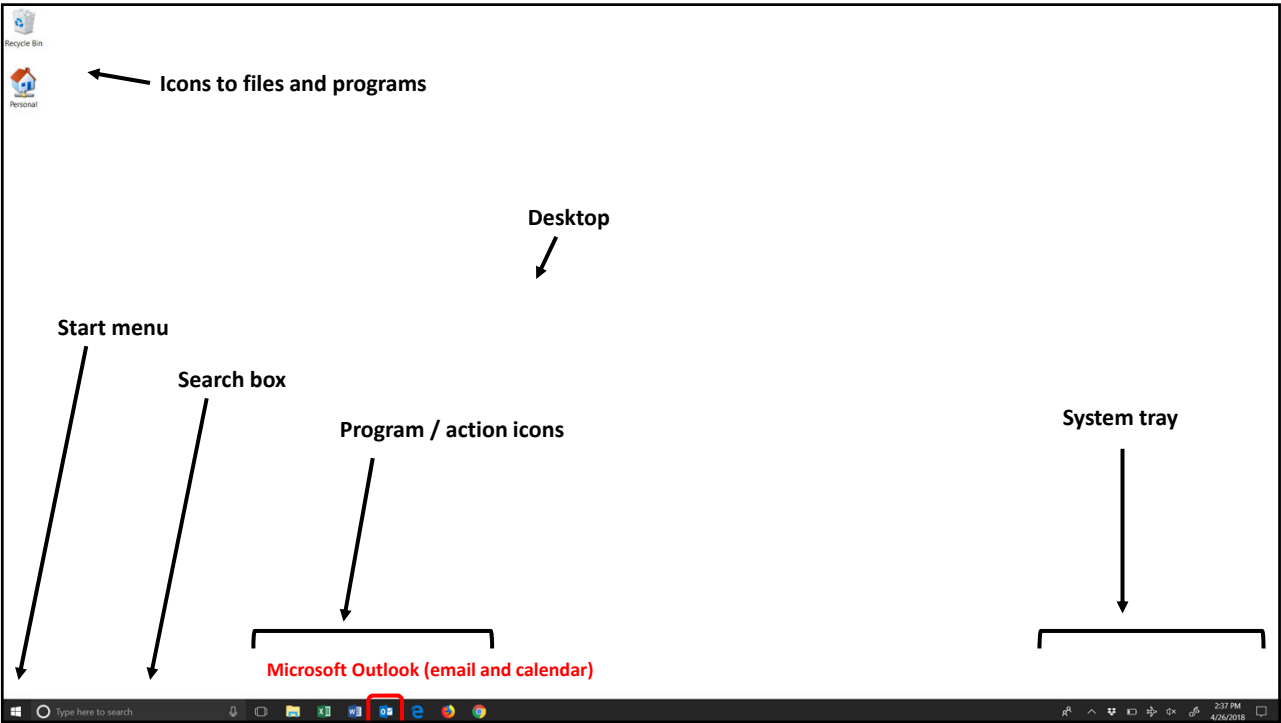
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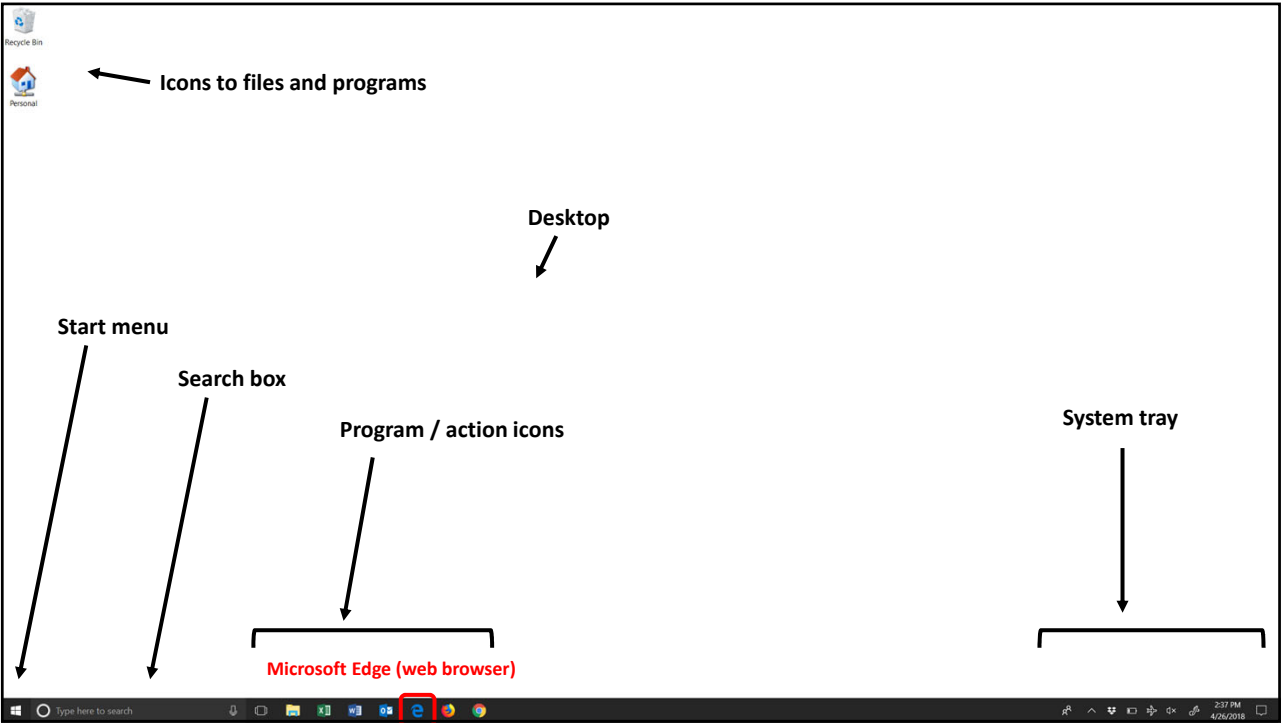
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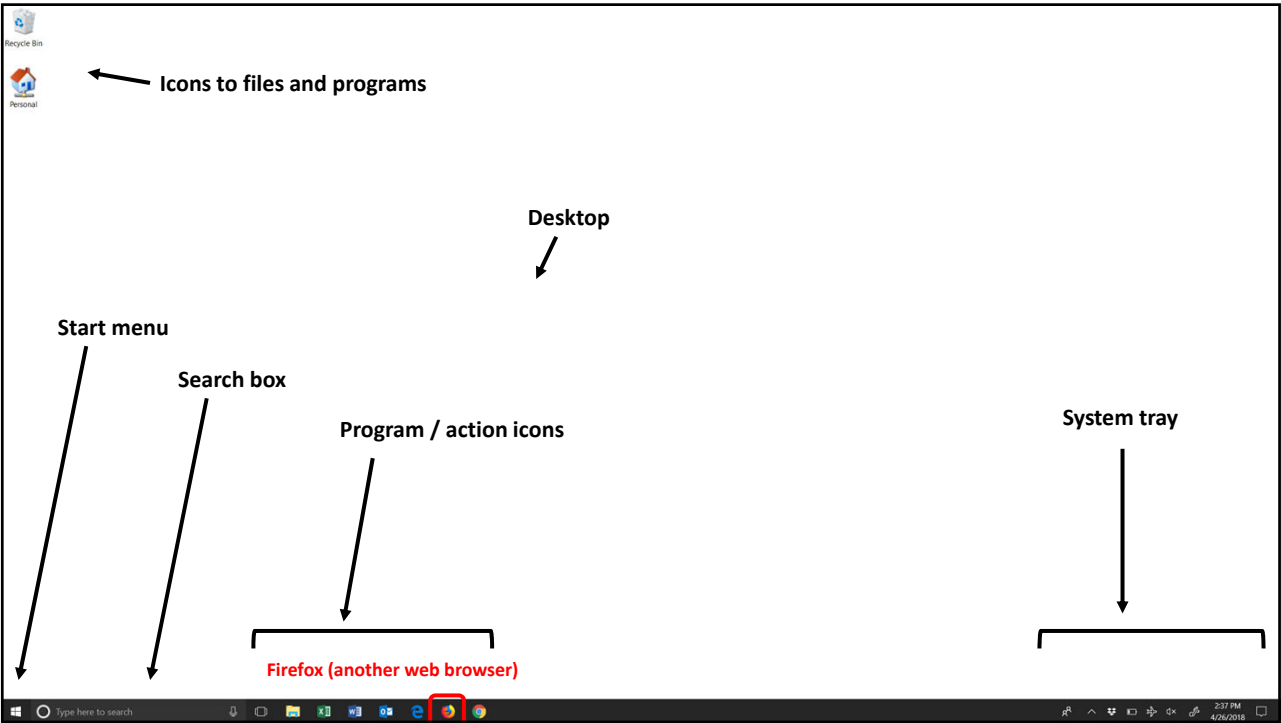
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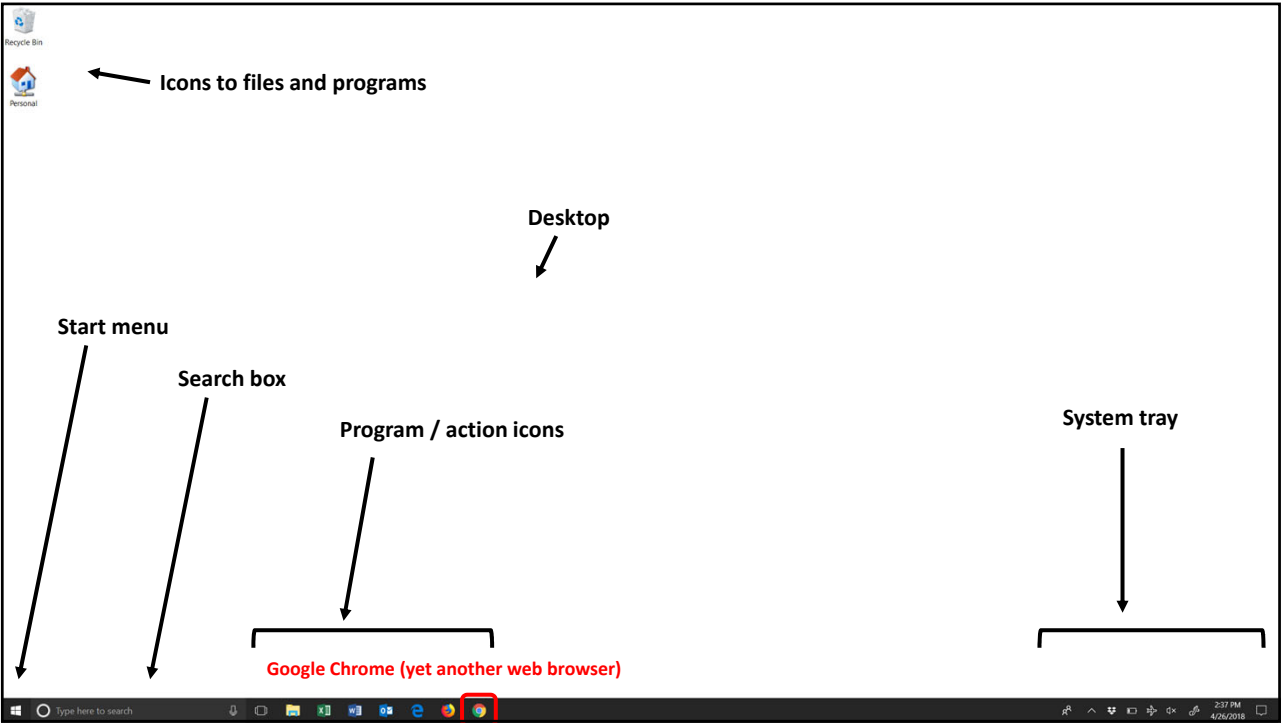
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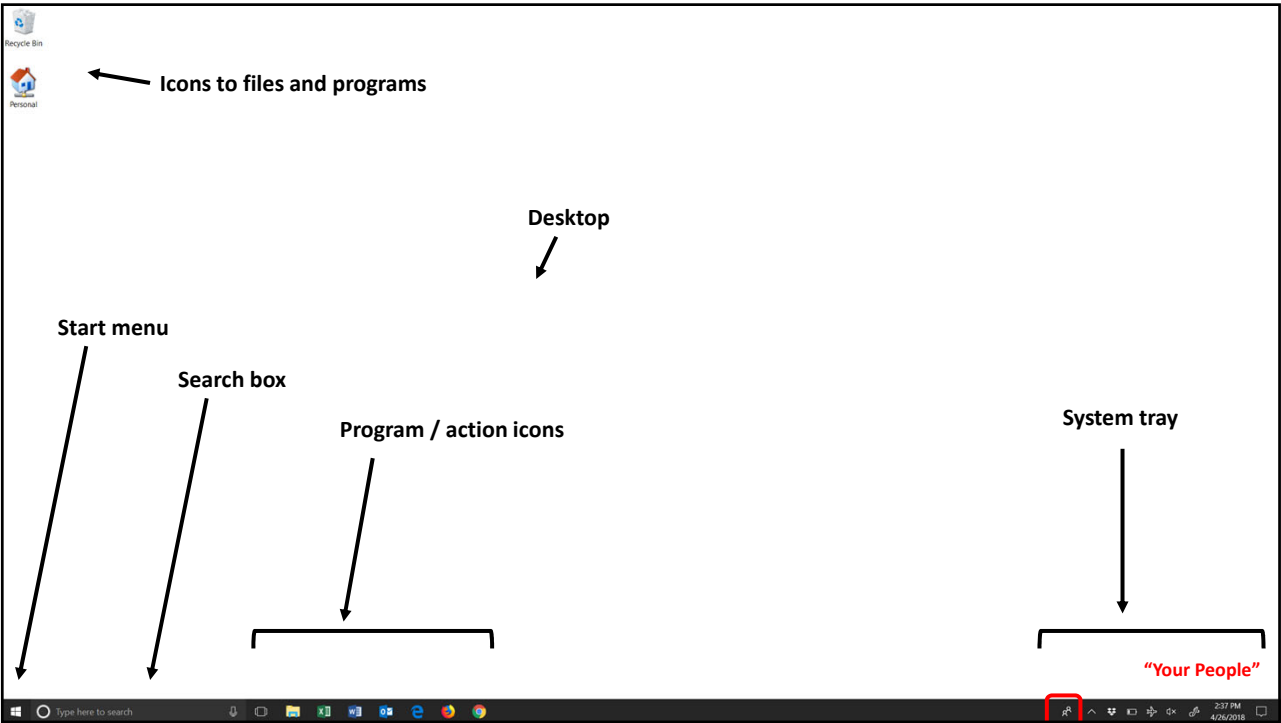
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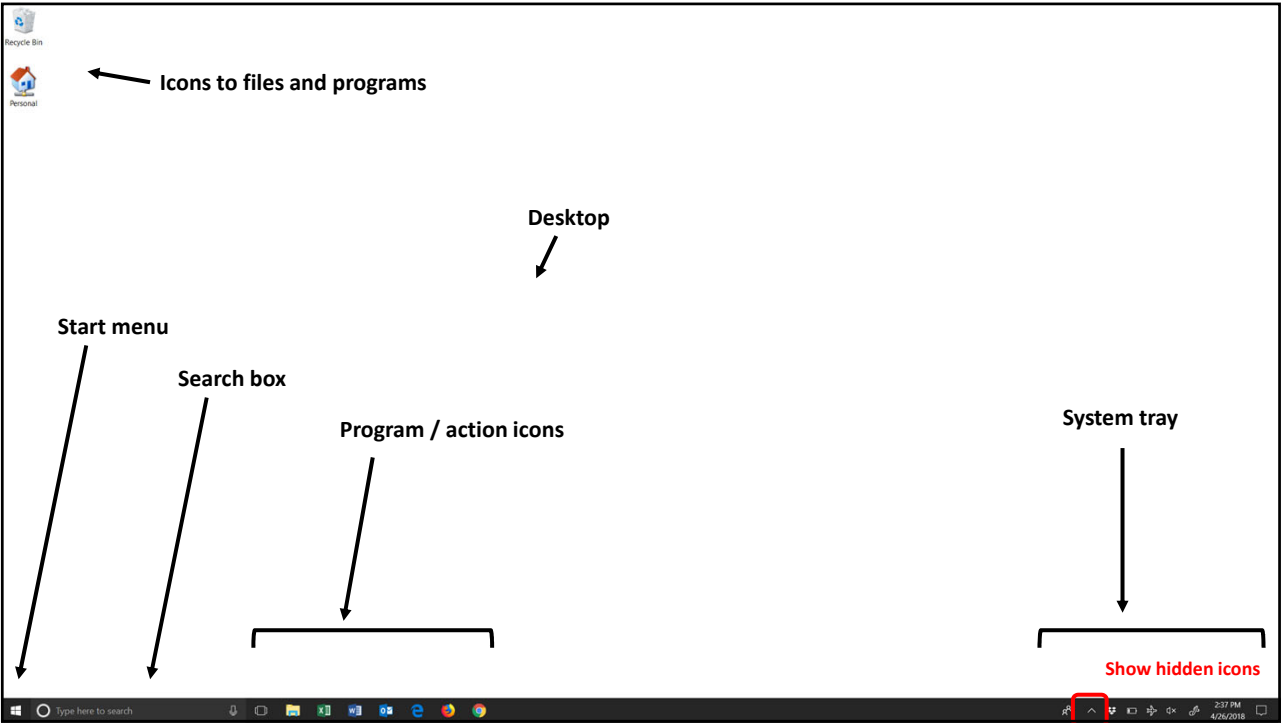
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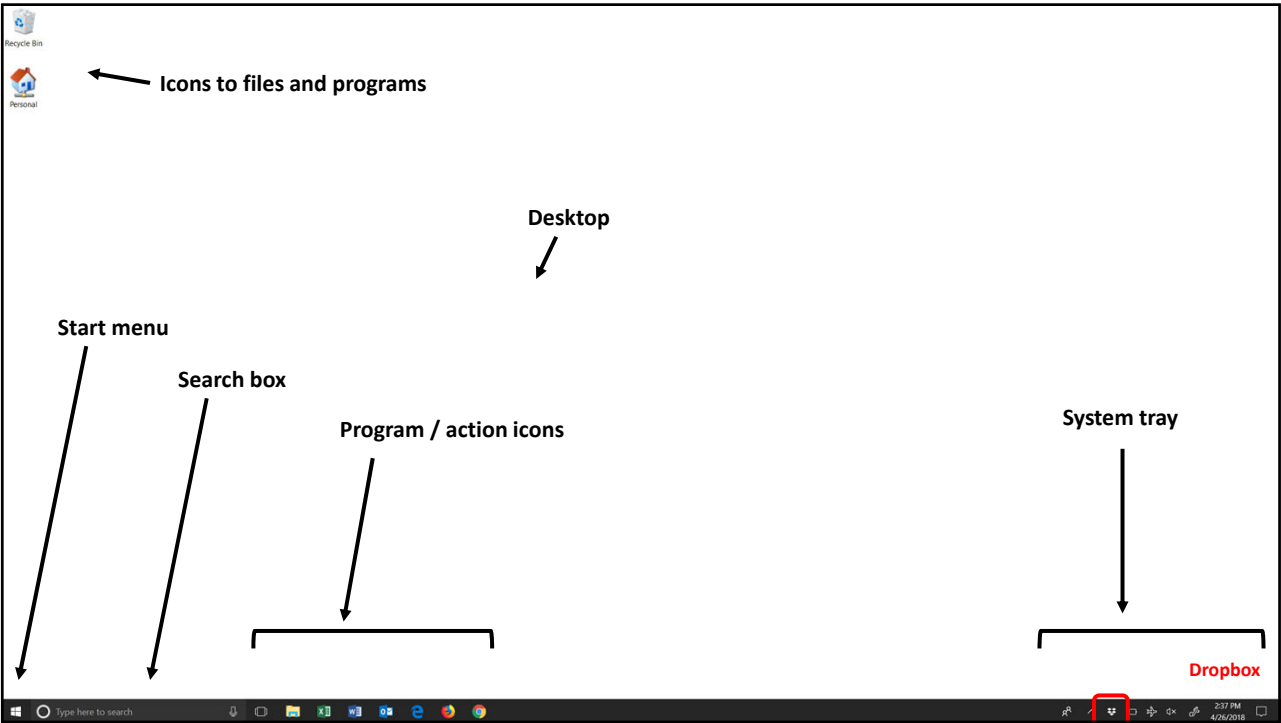
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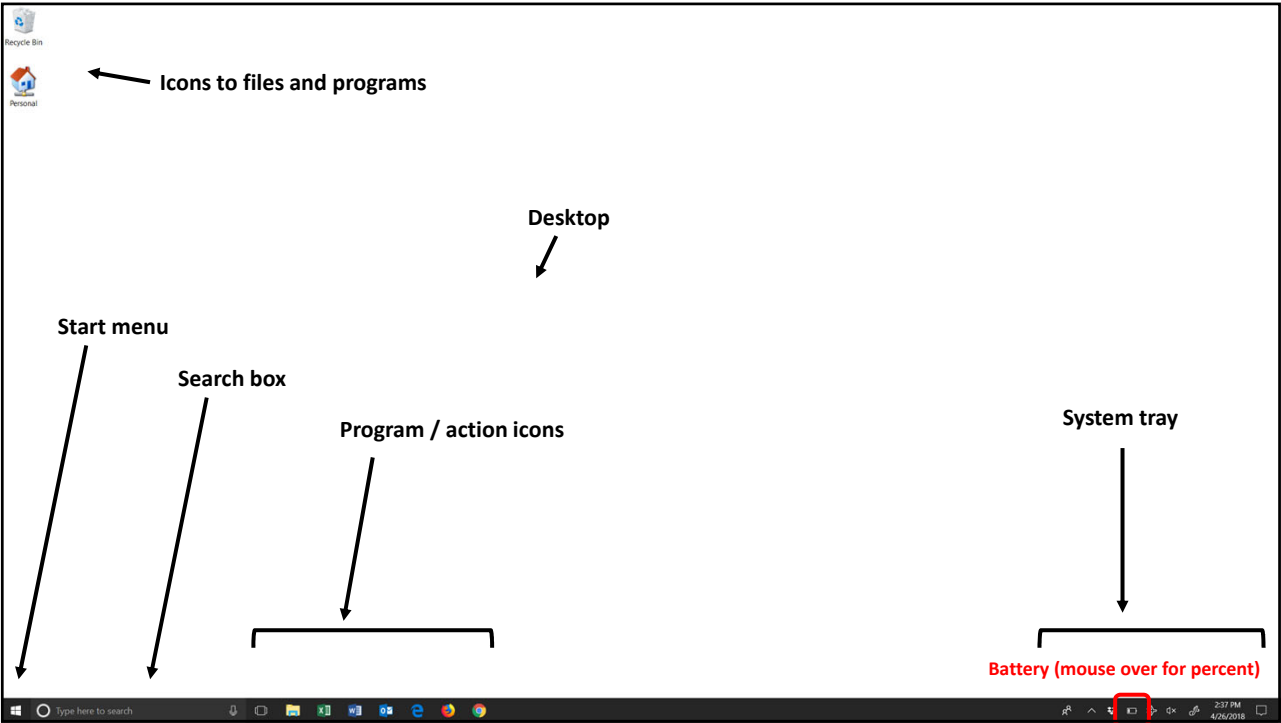
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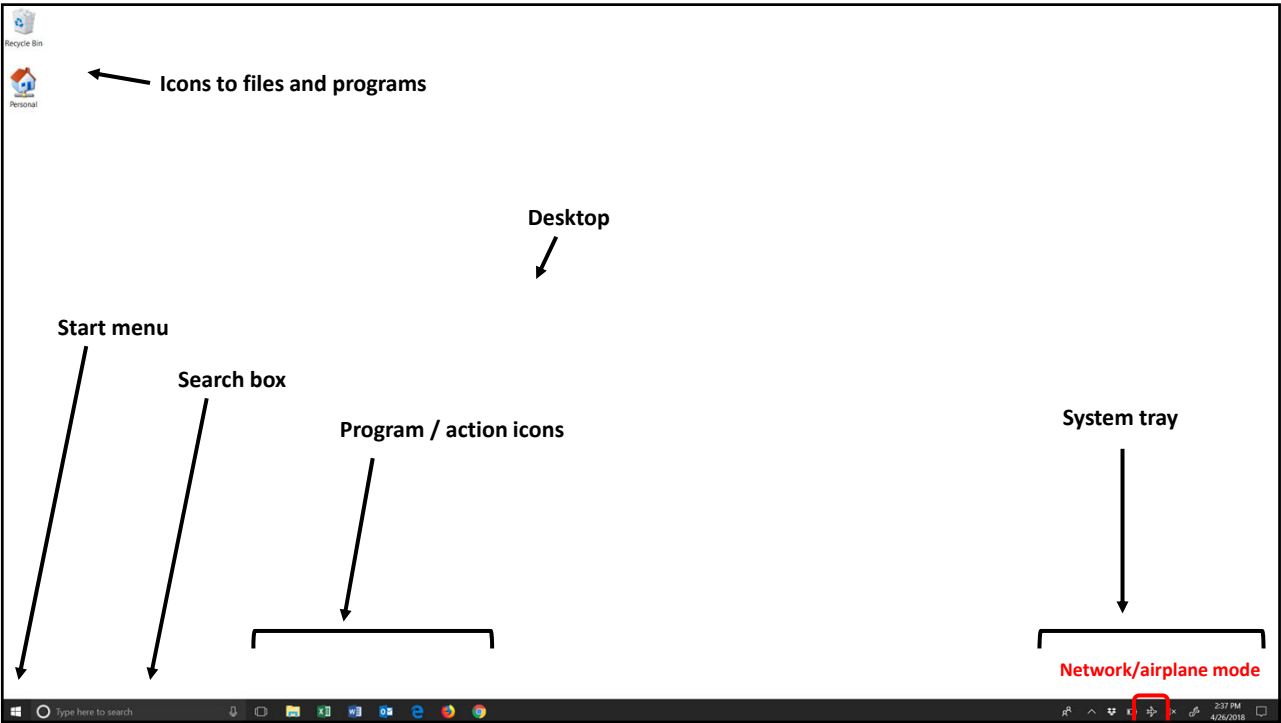
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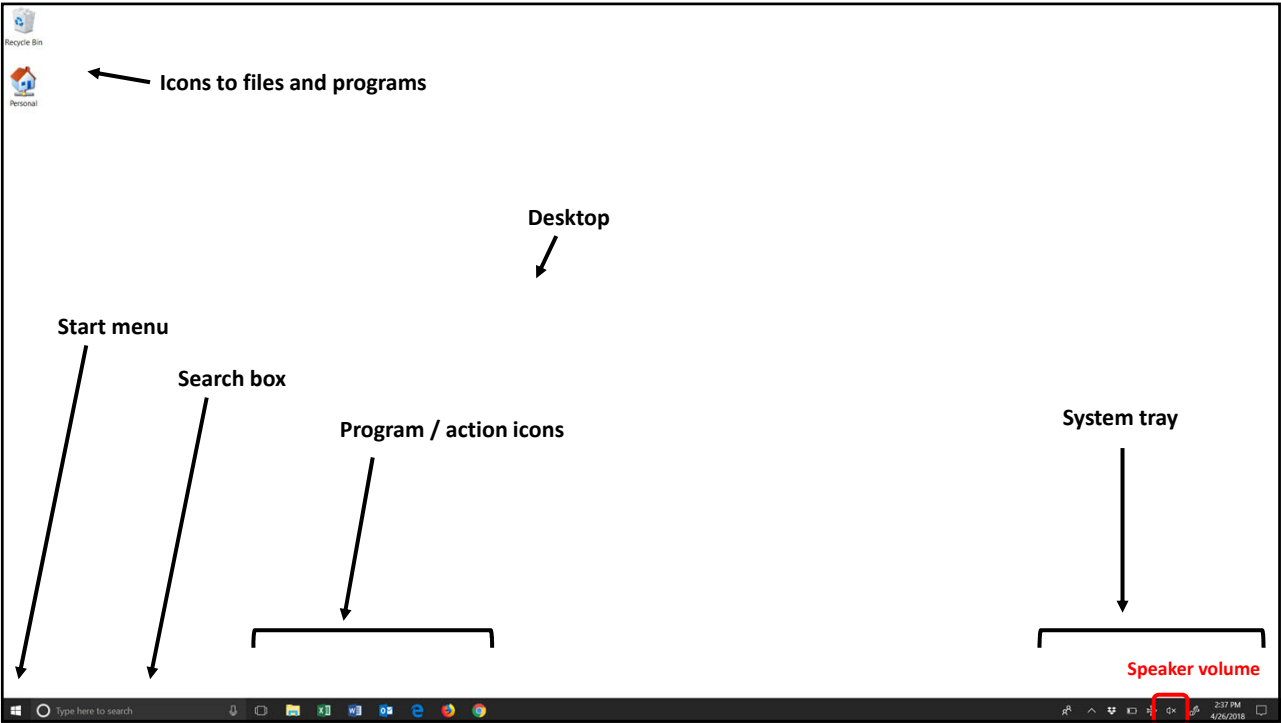
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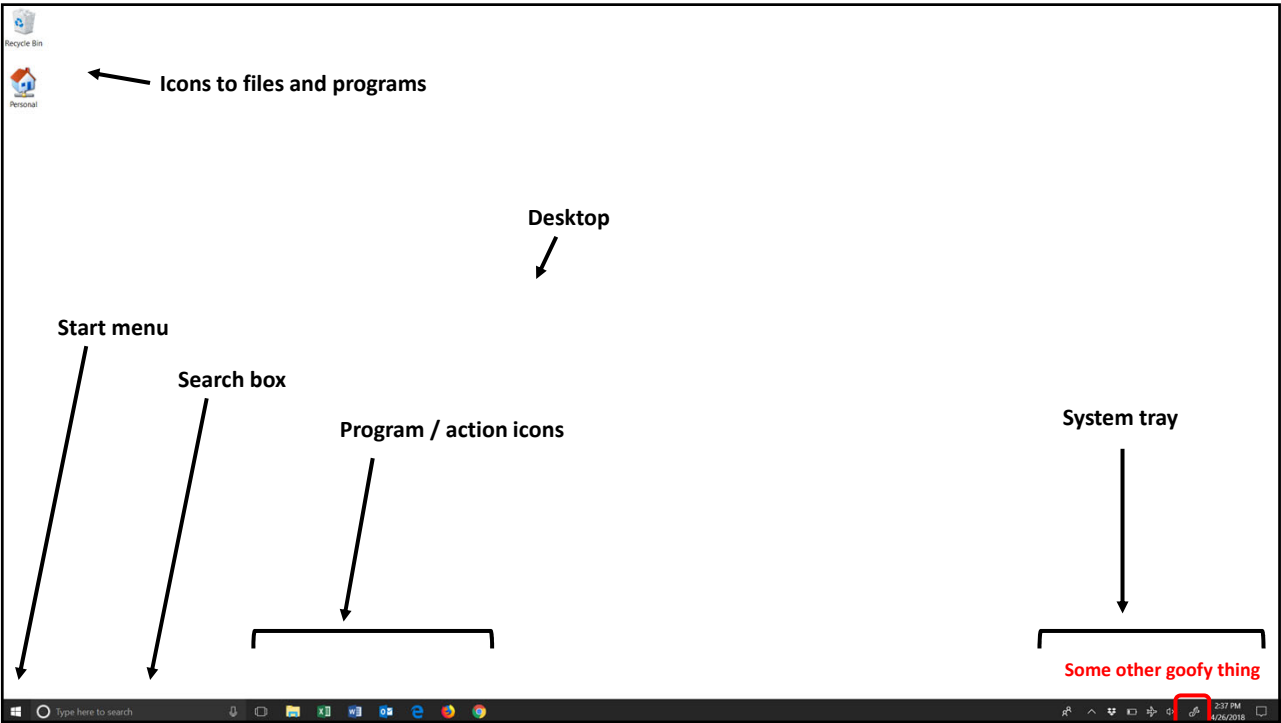
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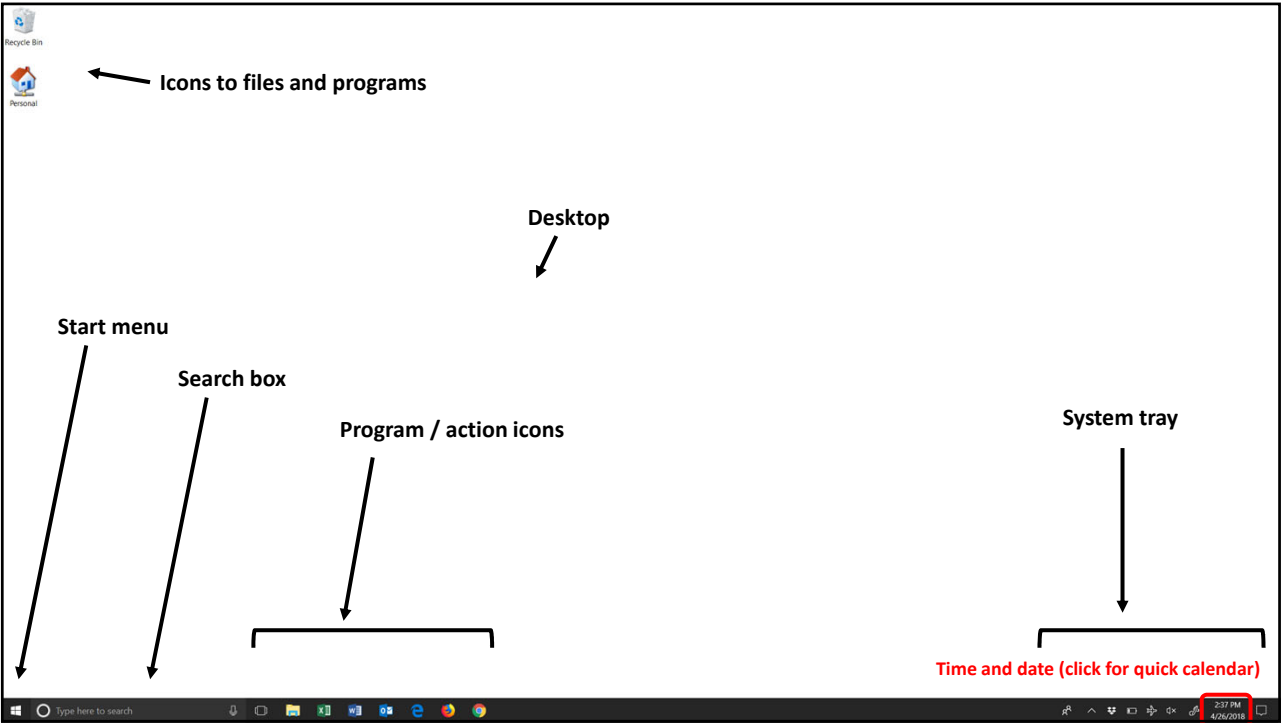
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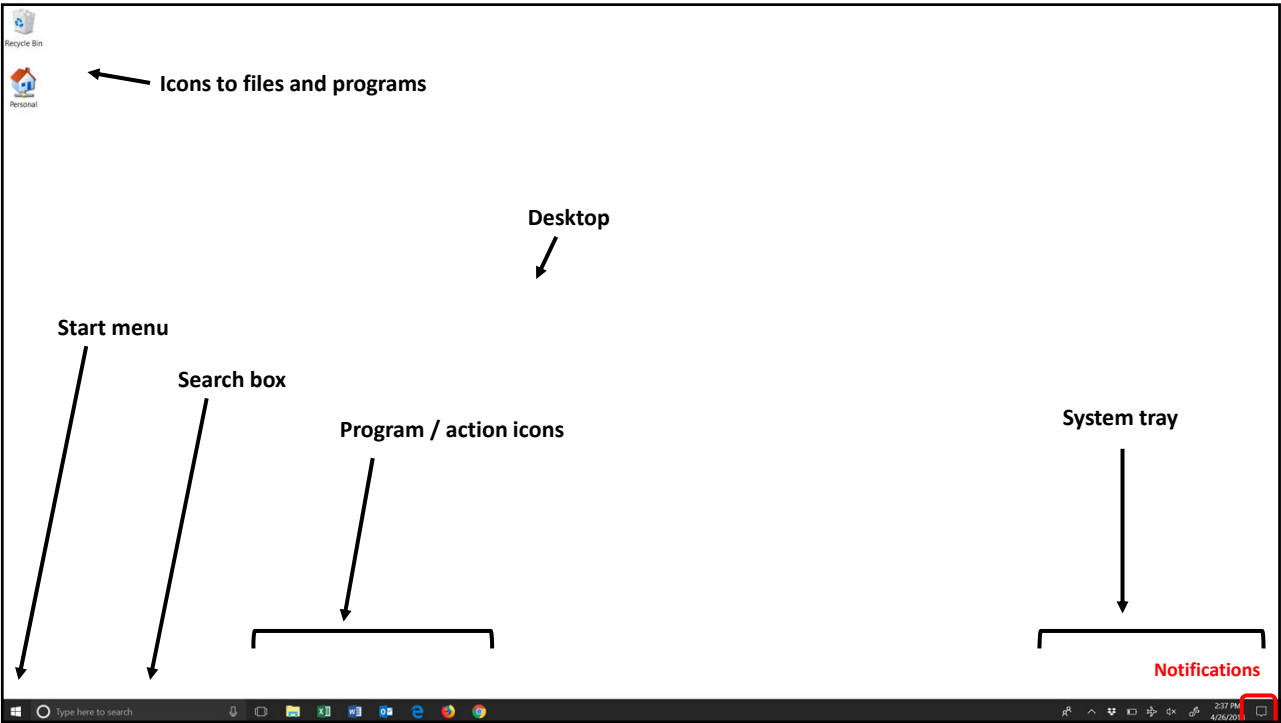
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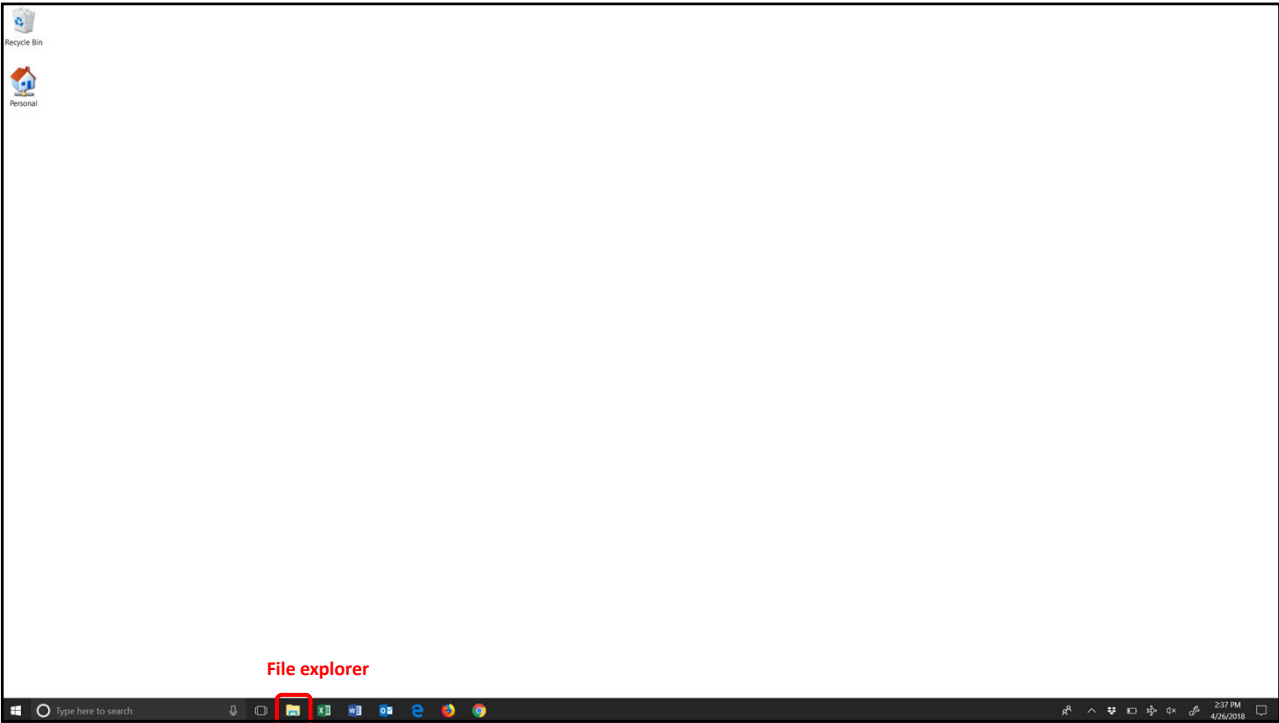
2. The file system

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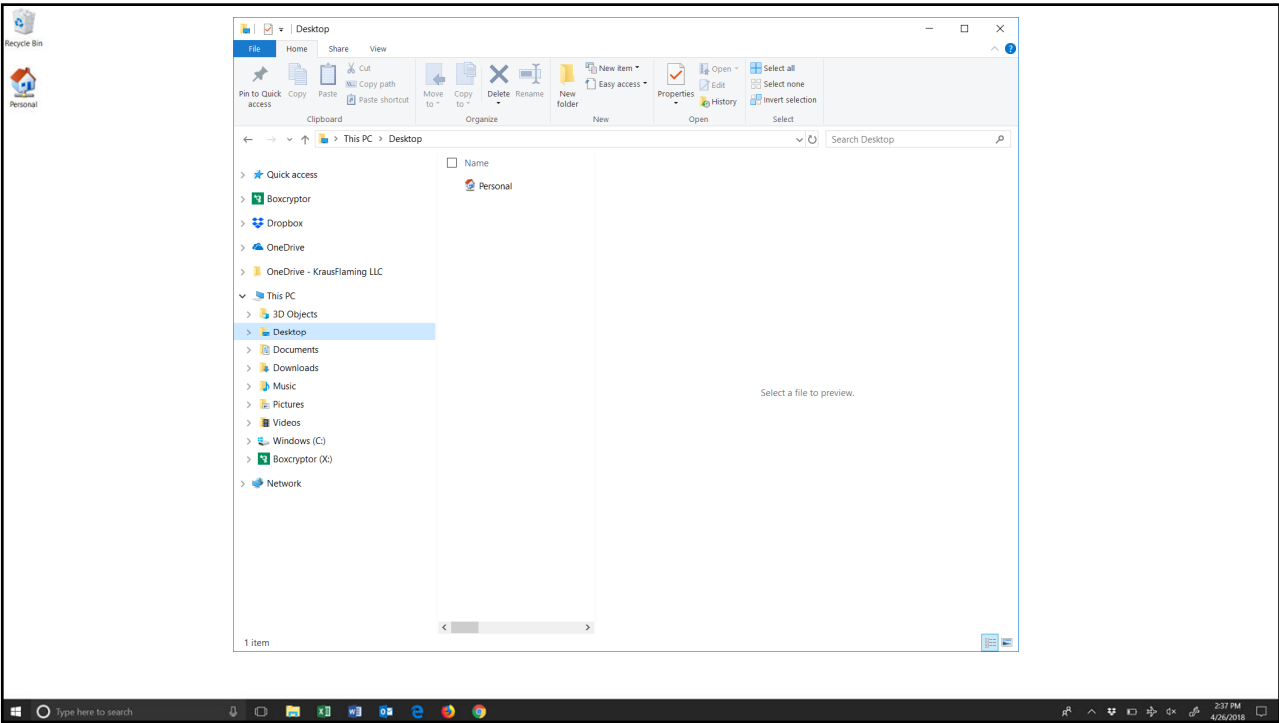
The file storage/retrieval system

- Part of Windows that manages storing/getting data from hard drive
- Organized in a hierarchy—folders and subfolders
- A “file” stored there is just a chunk of data the OS treats as one thing
- You can look at the files stored through a file browser
- It shows the name and other details, e.g.:
 - Date created, modified, last accessed
 - Type of file (which program it’s associated with)
- You can store whole case / matter files there

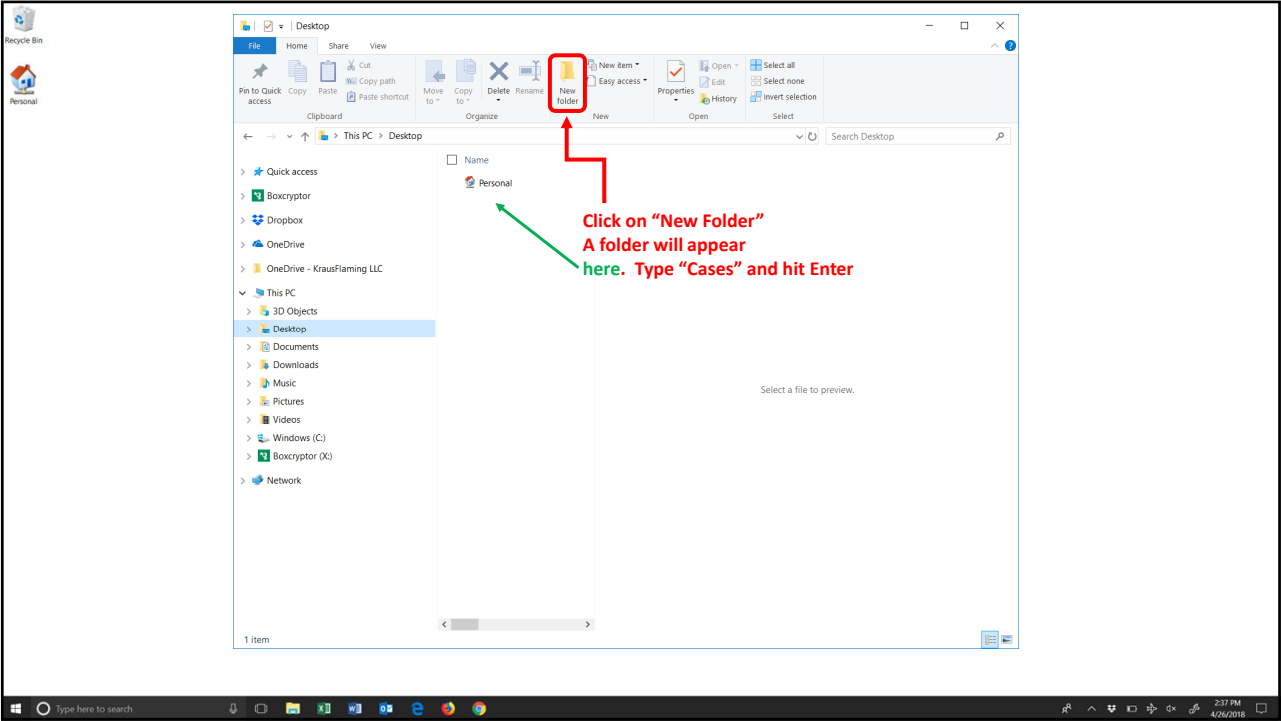
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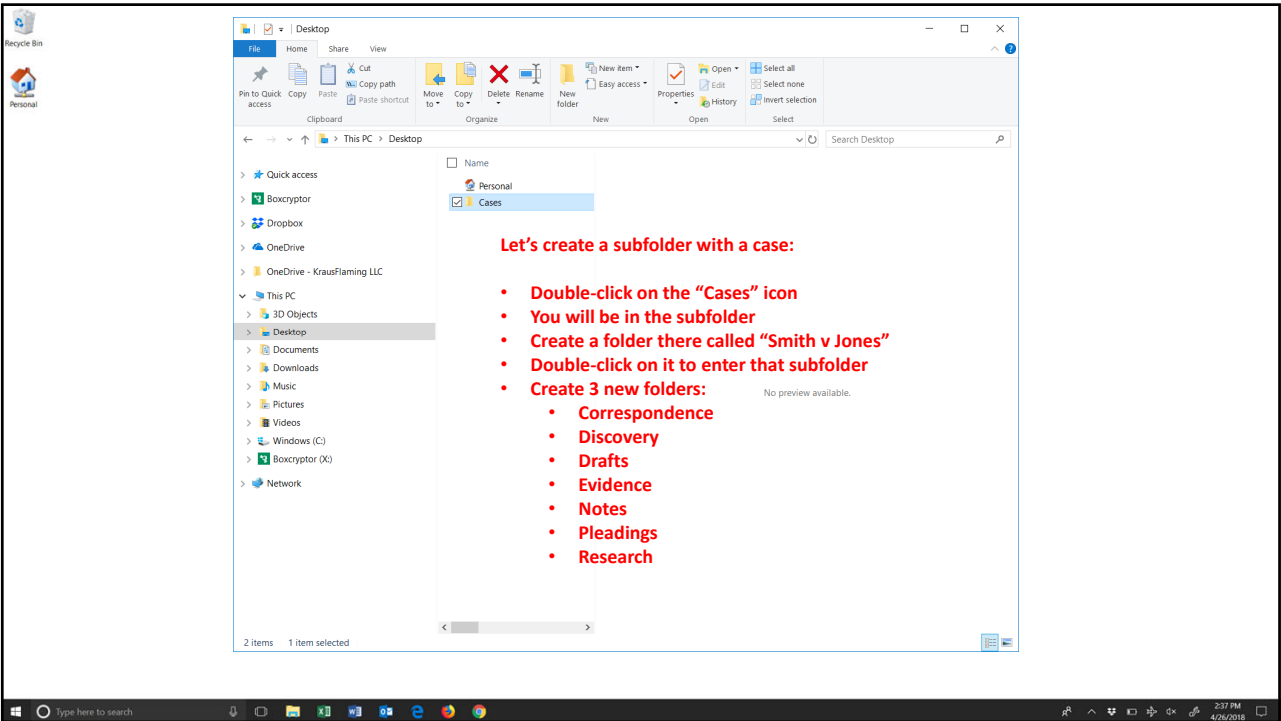
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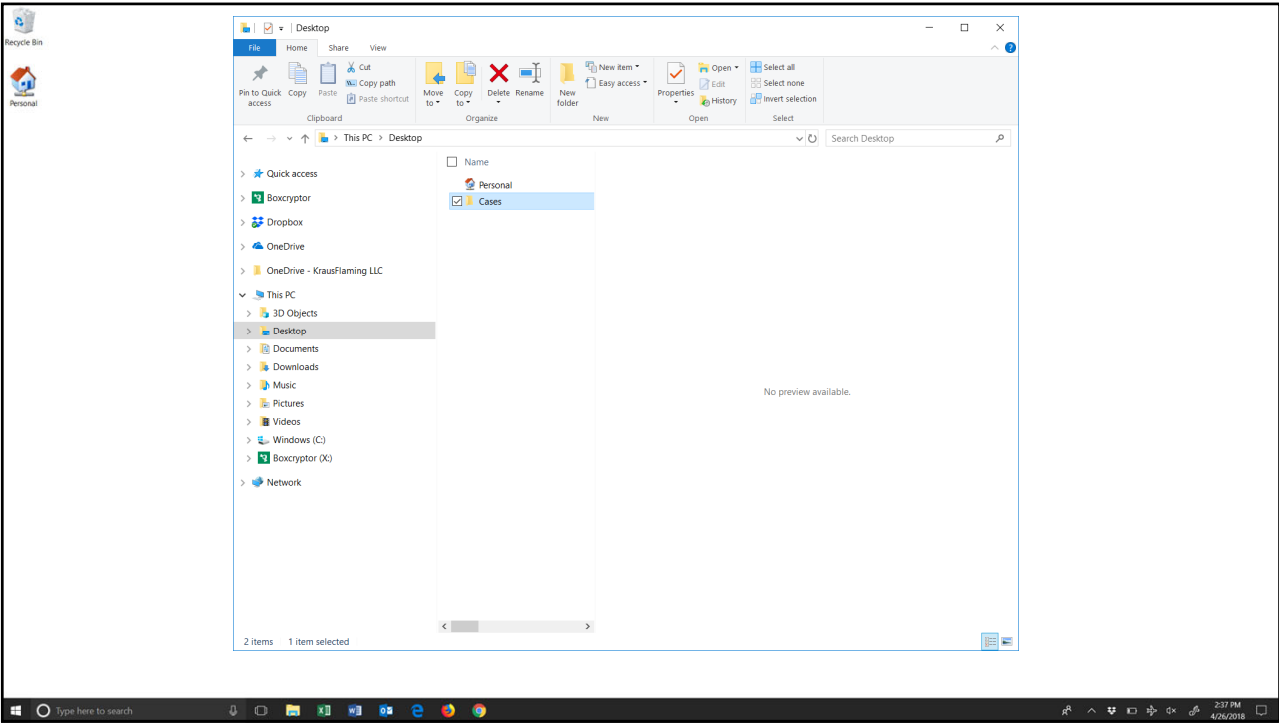
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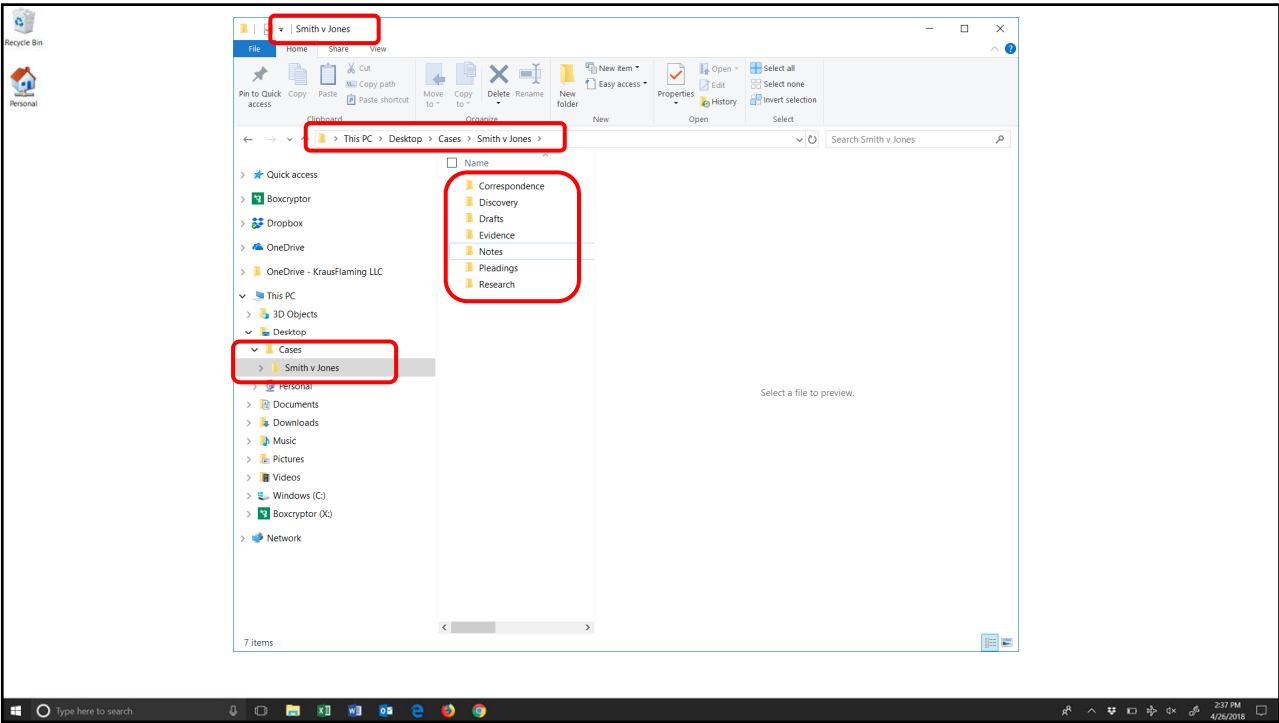
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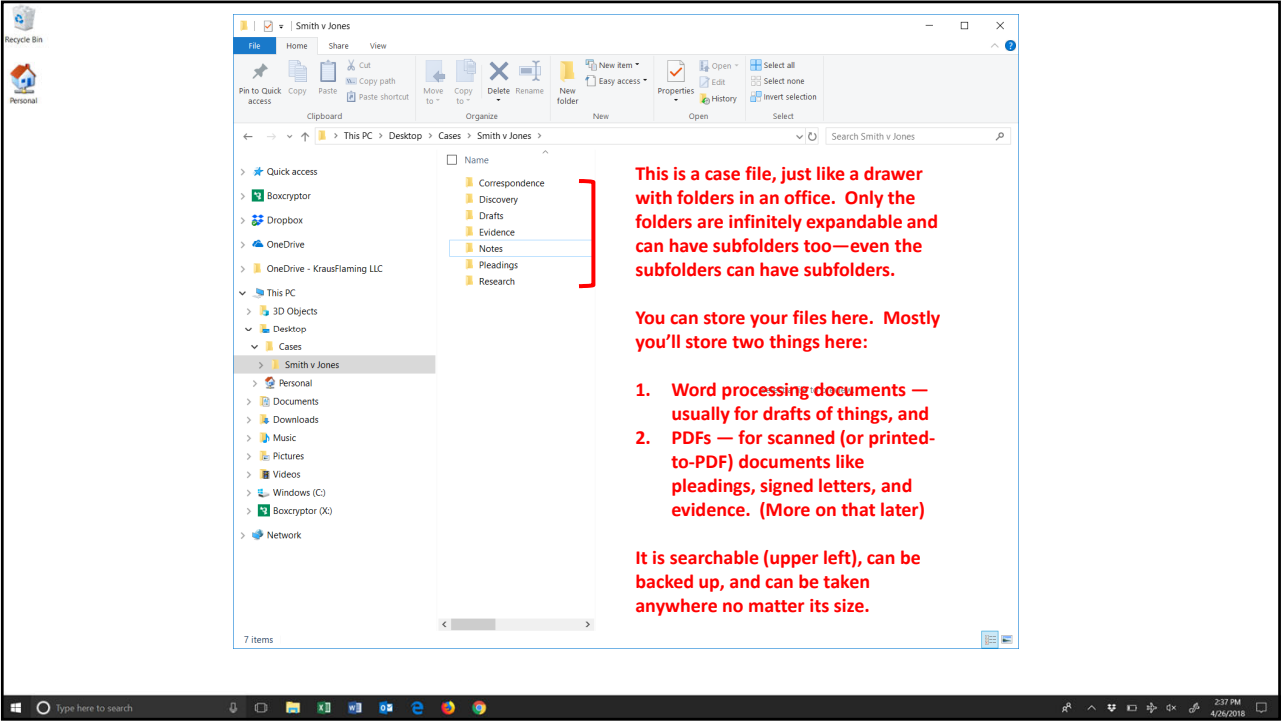
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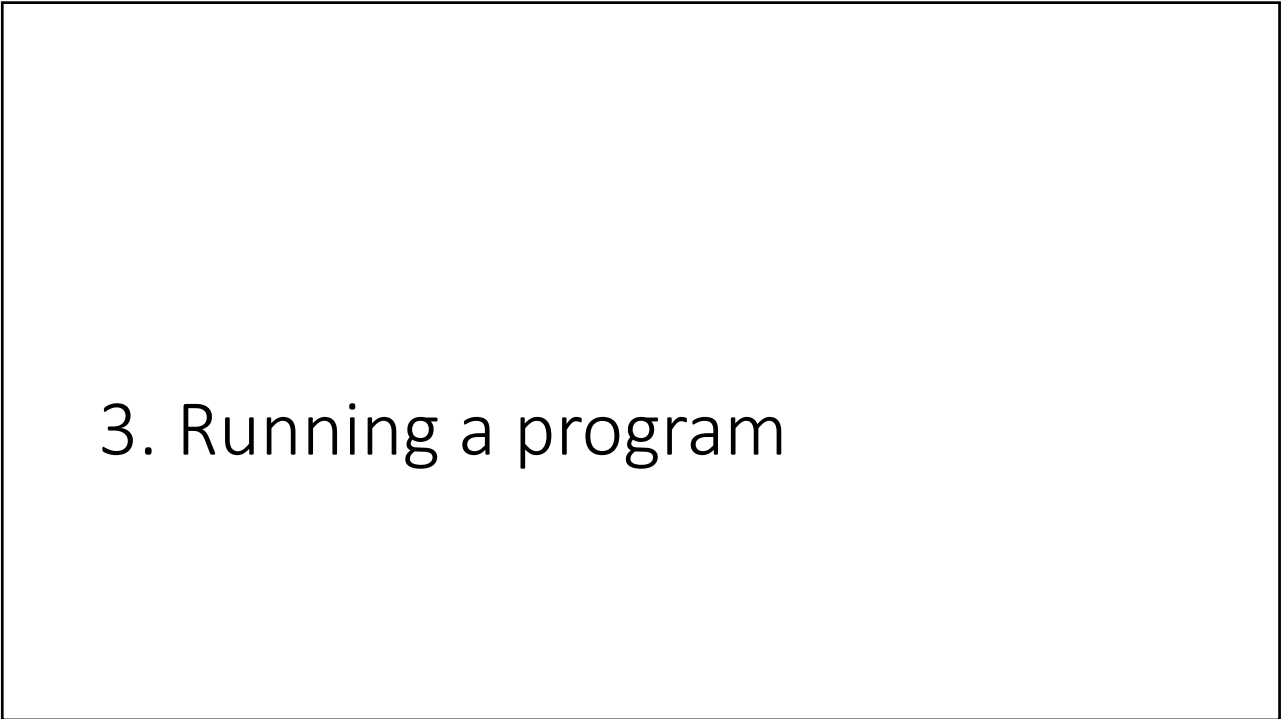
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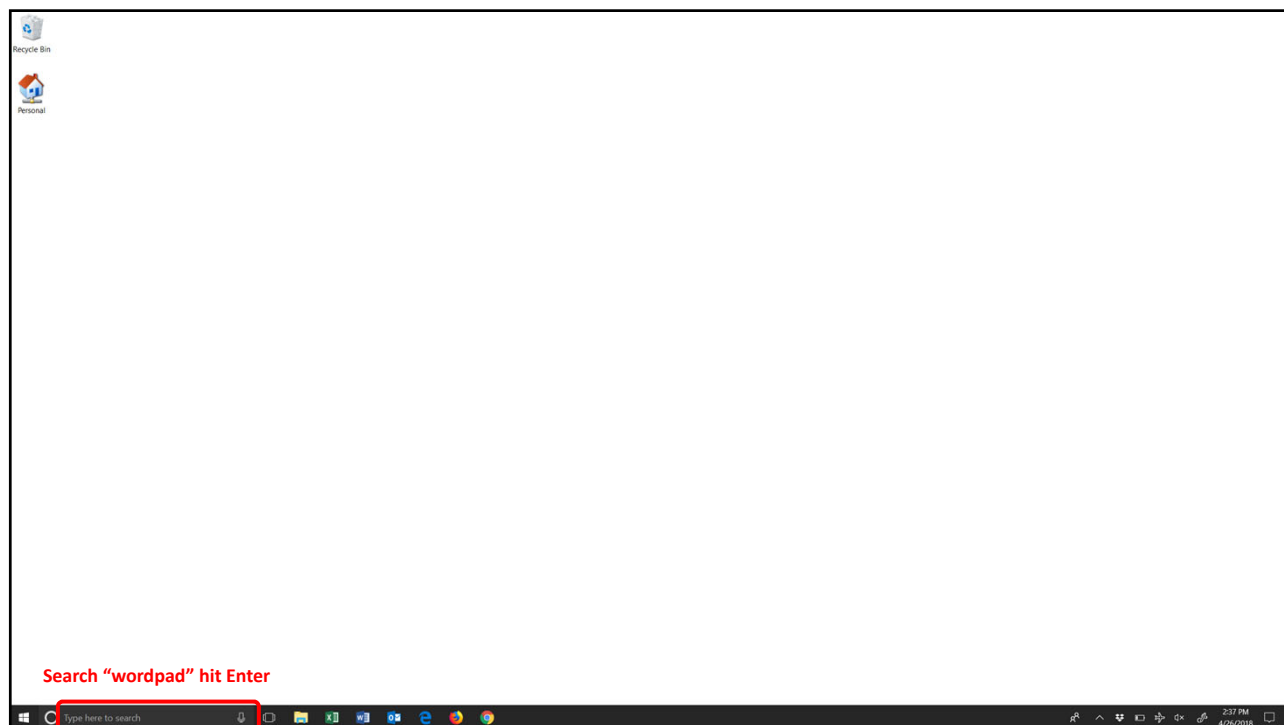
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3. Running a program

Running a program

- Programs are sometimes called “applications” or “apps”
- Pieces of software dedicated to a particular task
- Examples:
 - Word processor: the modern-day typewriter
 - Email “client”: the program that sends/receives email from a server
 - Spreadsheet: a big set of grids that let you do number stuff
 - Time and billing program: enter time, generate bills
- In Windows, each of these operates in a window
- They have common elements—coming up next

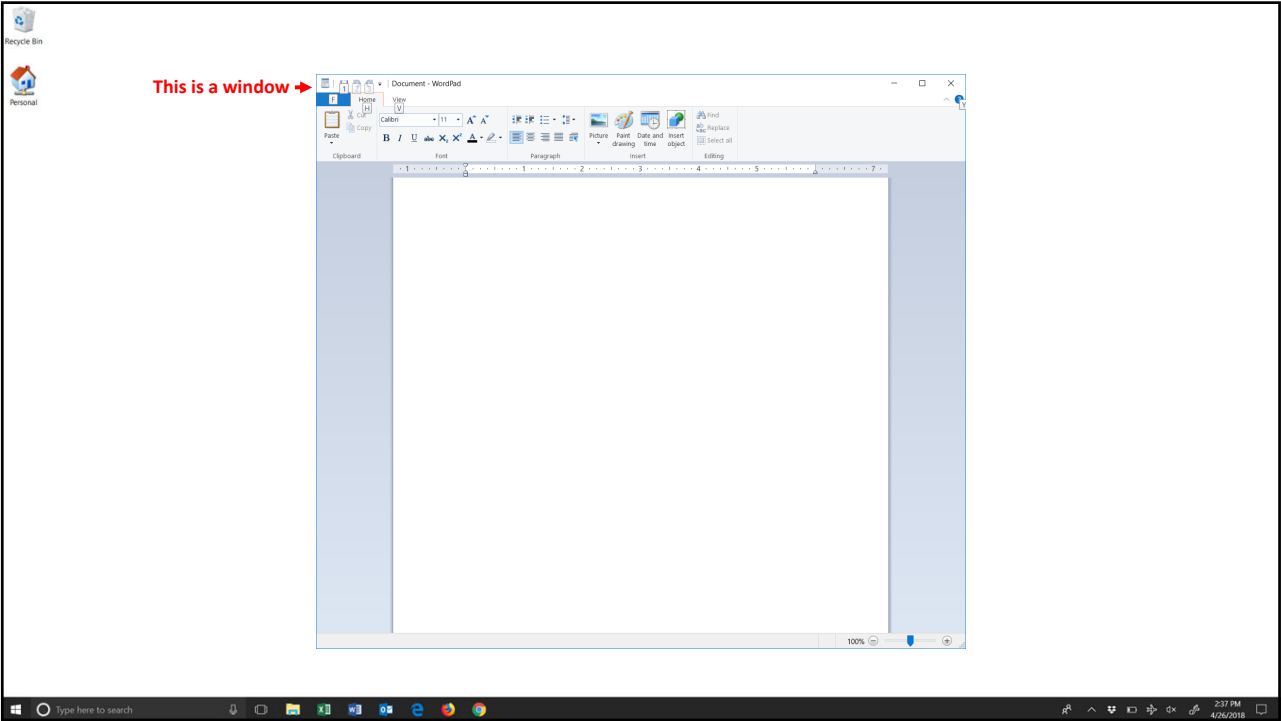
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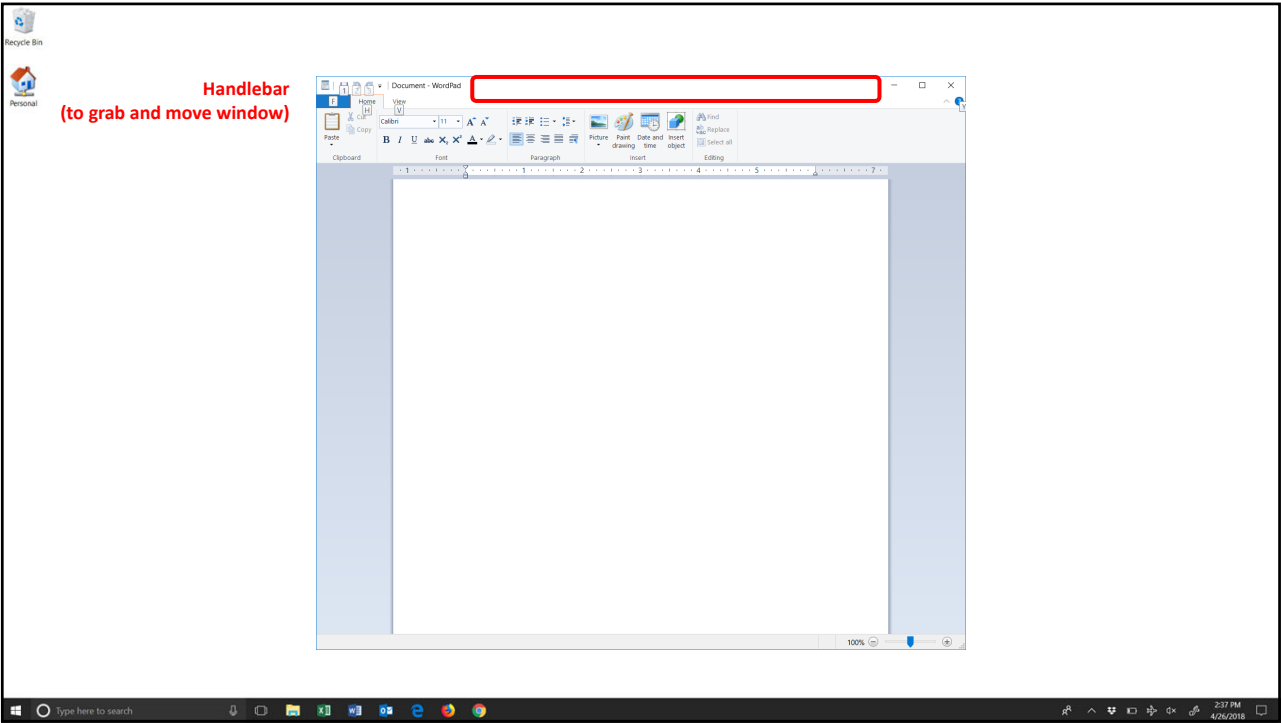
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4. Working with a window

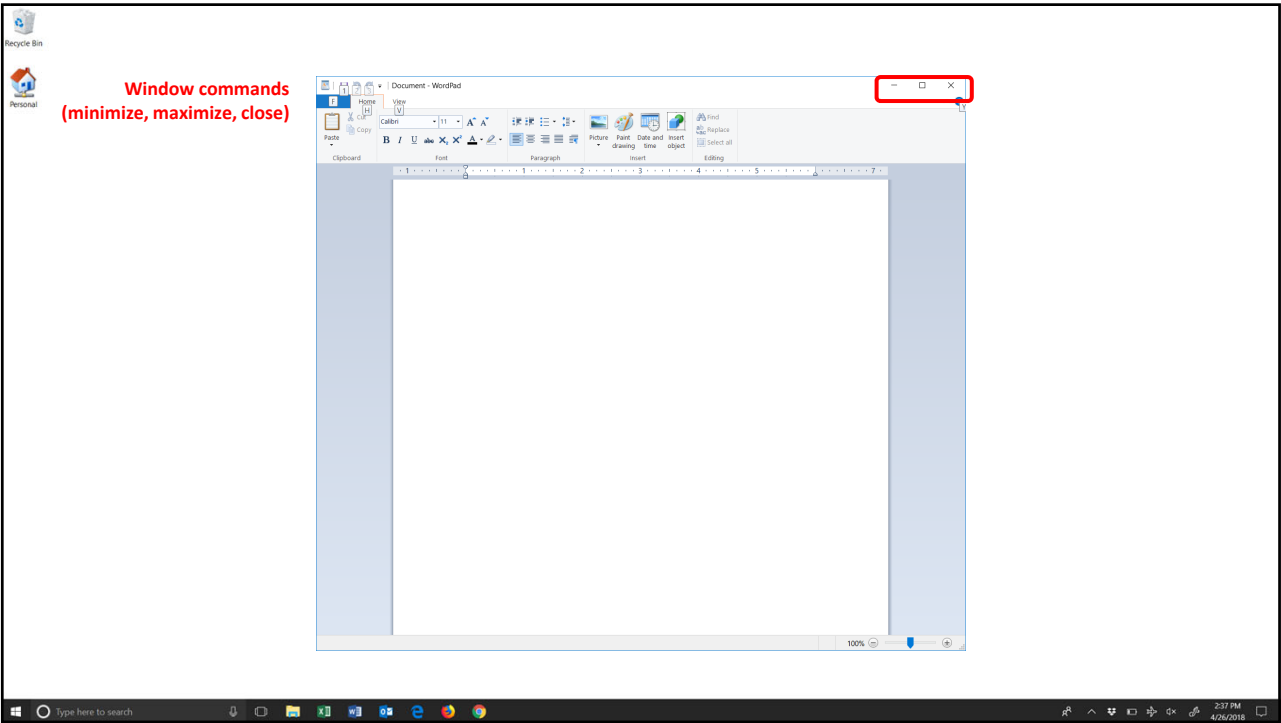
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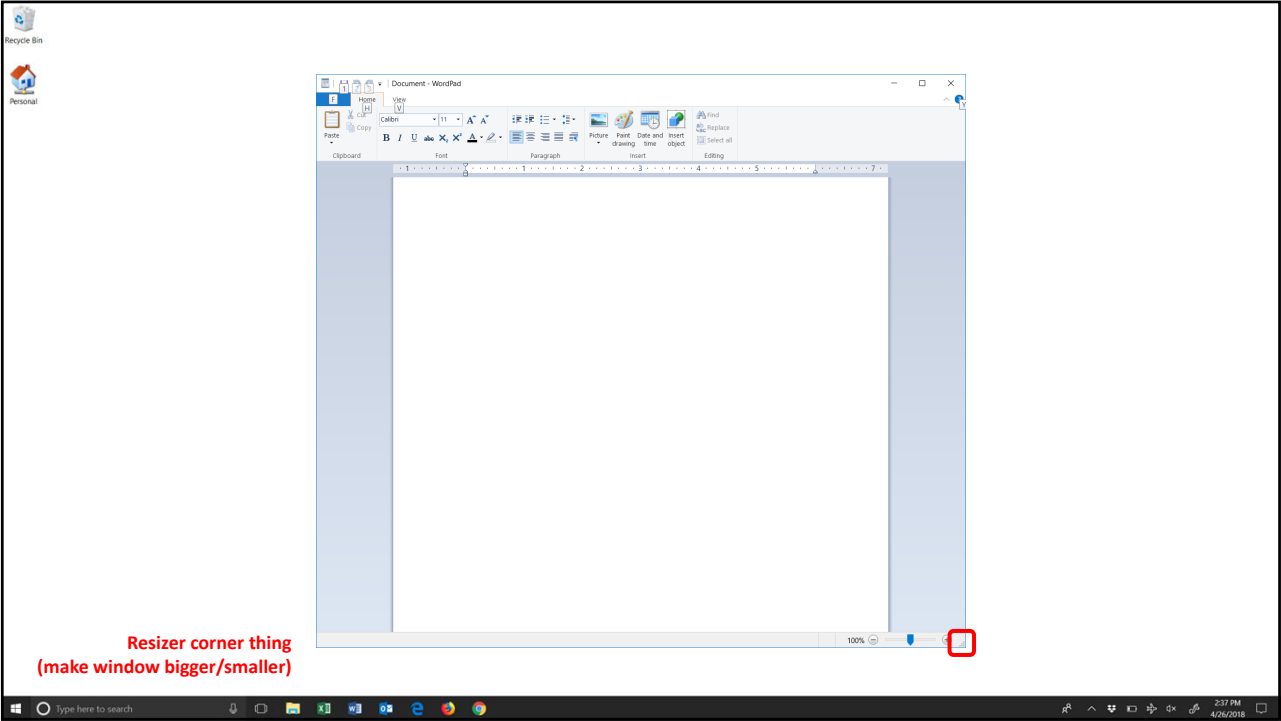
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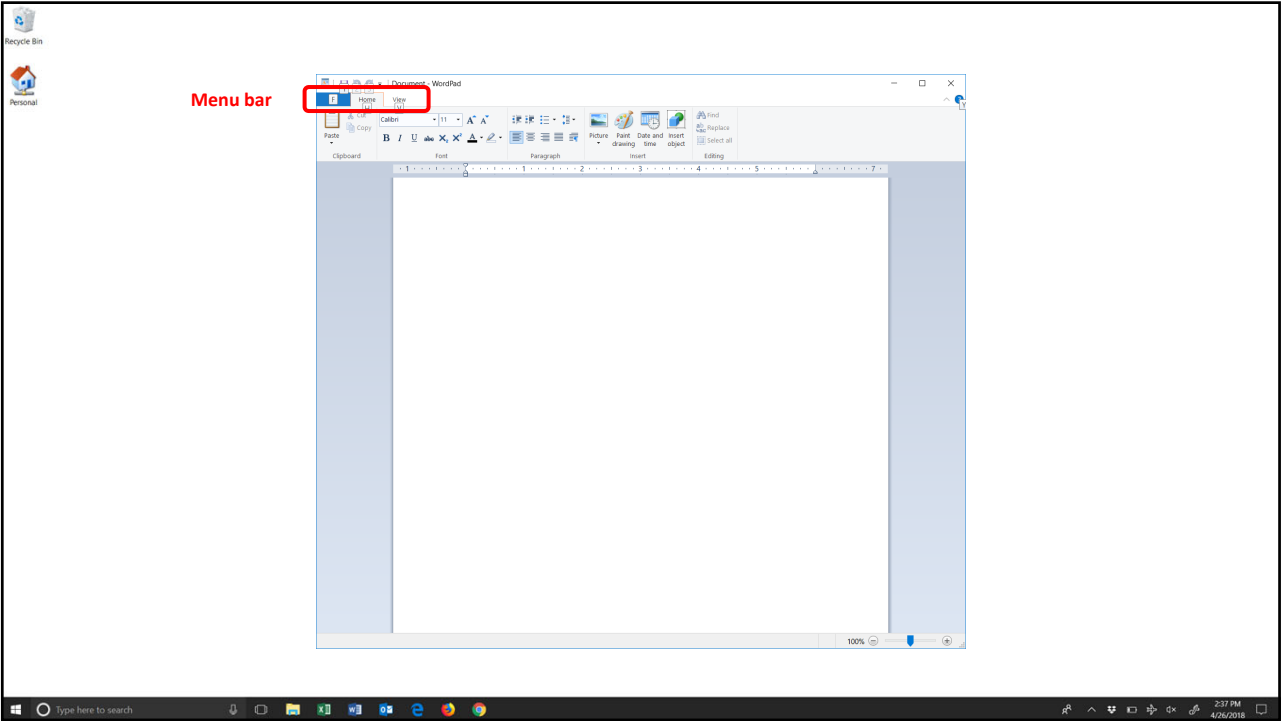
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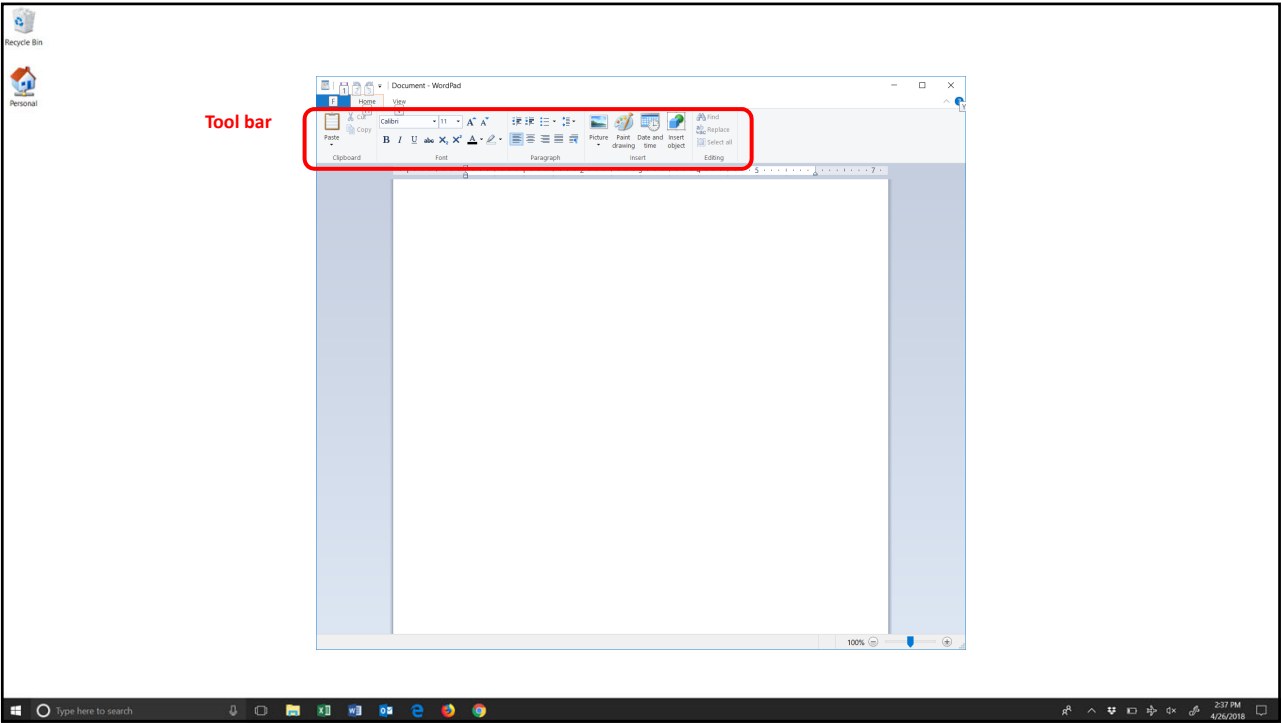
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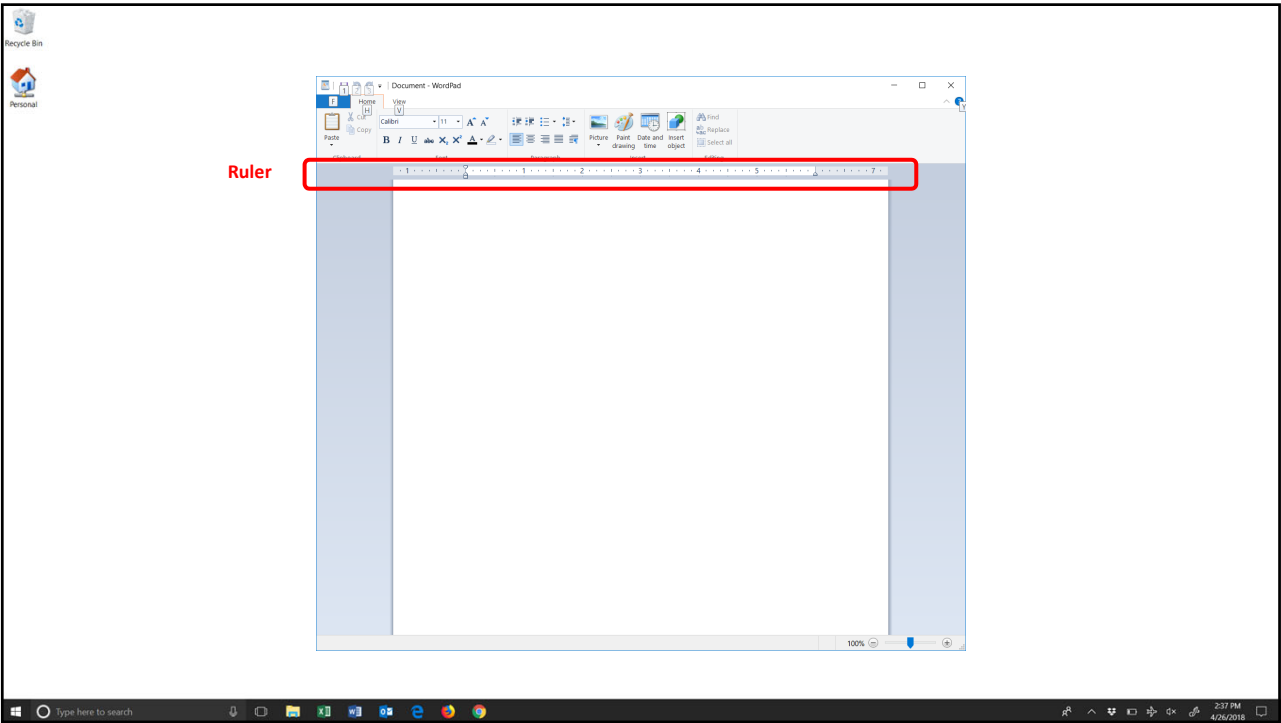
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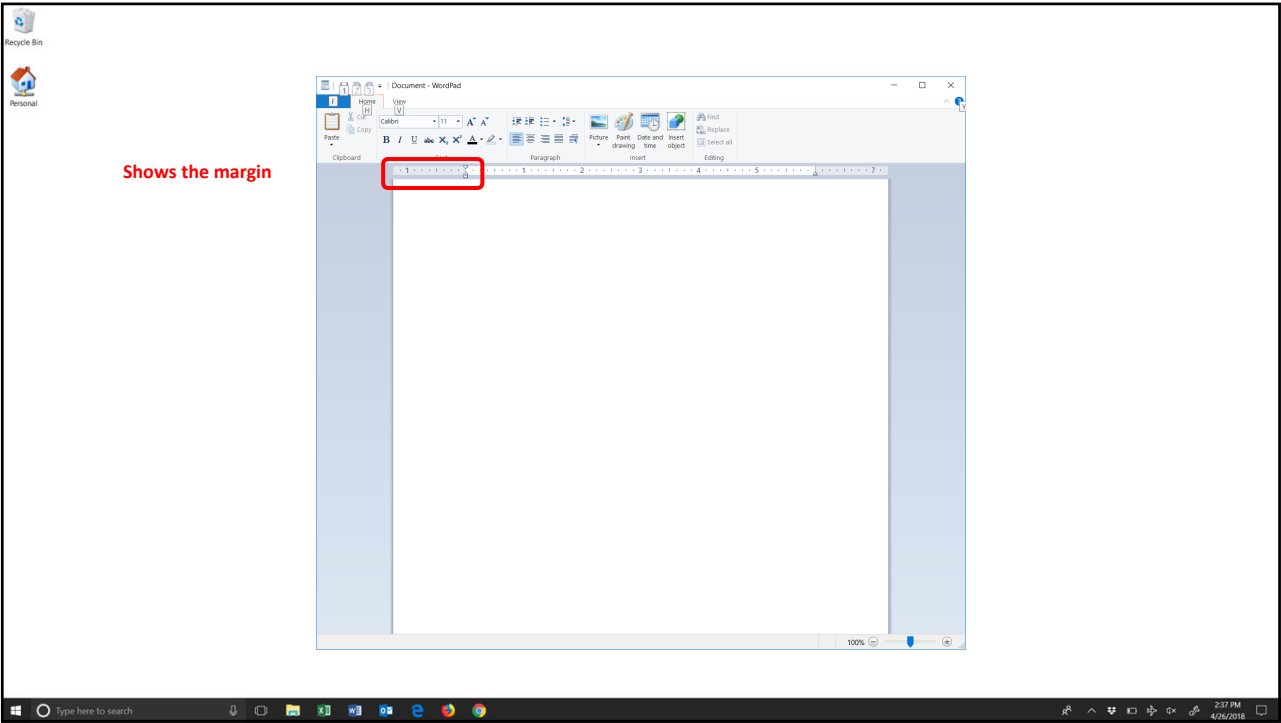
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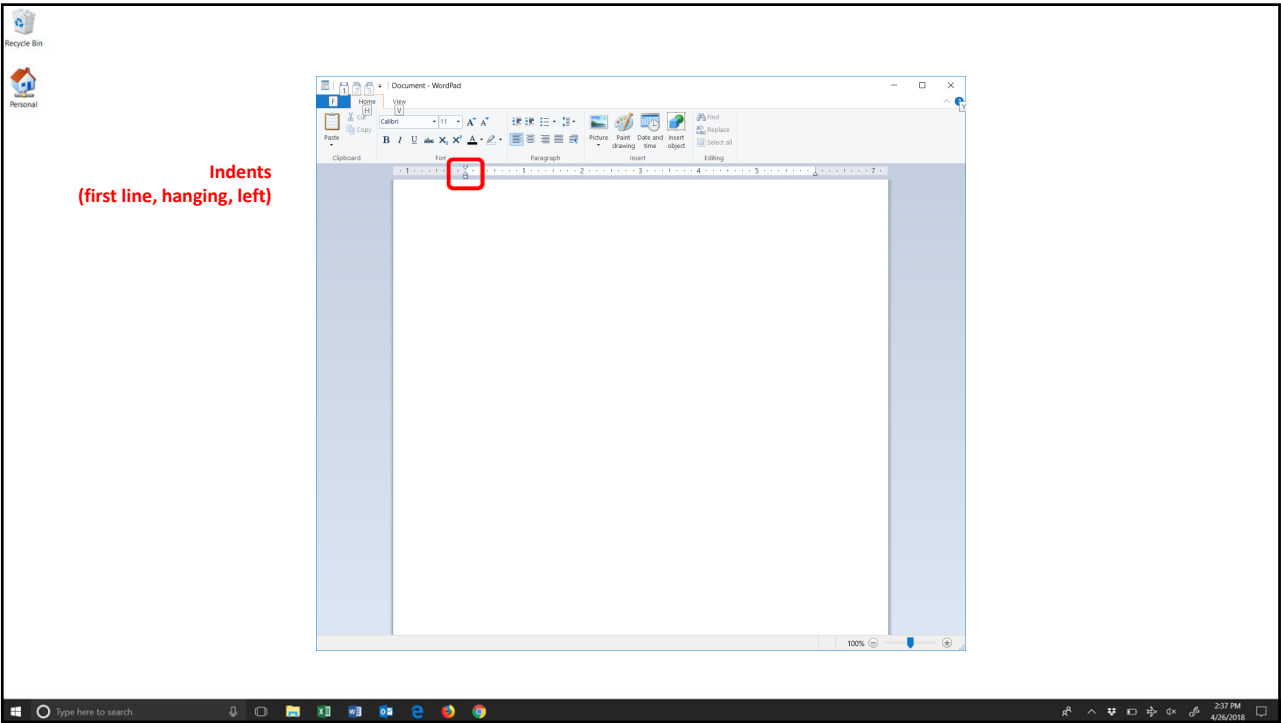
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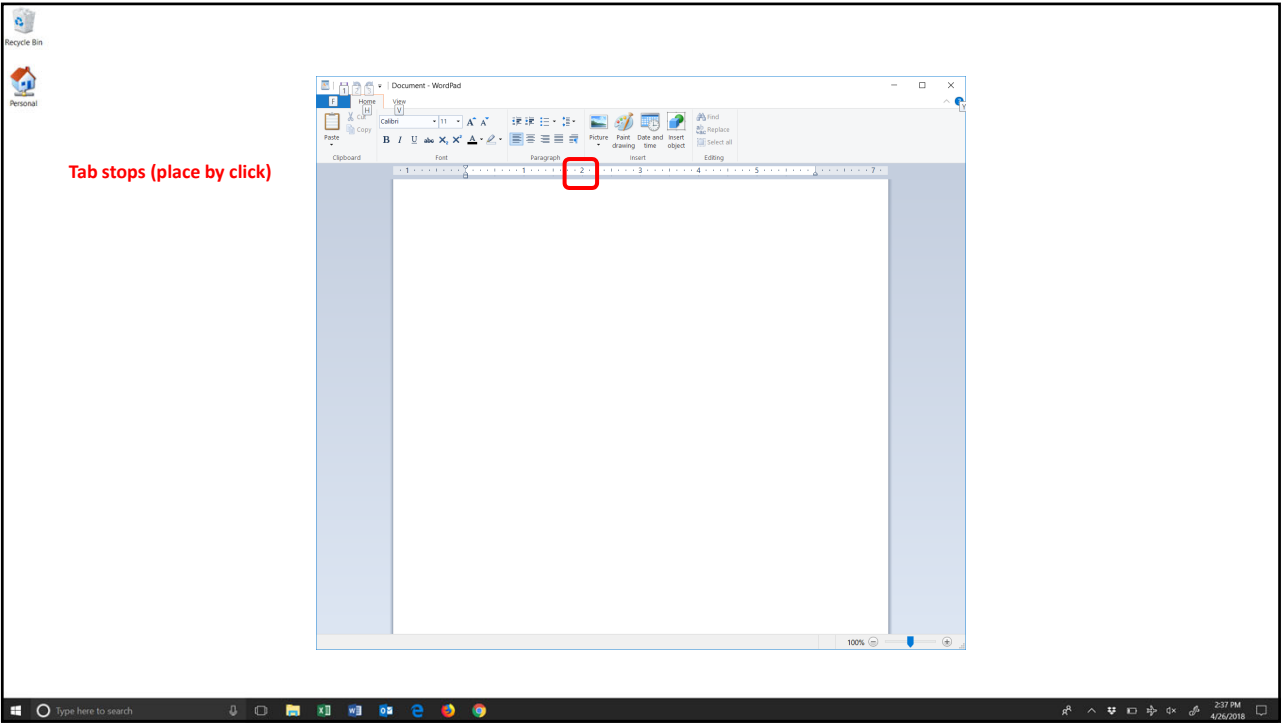
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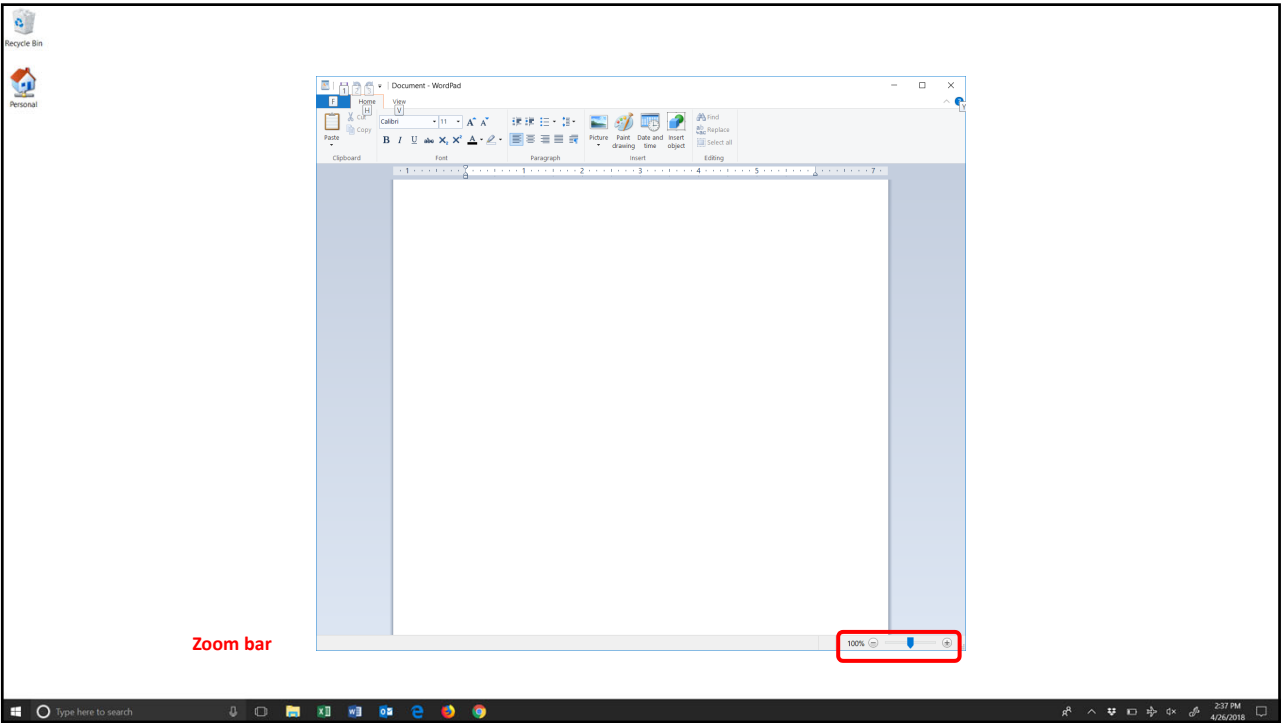
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Make a complaint:

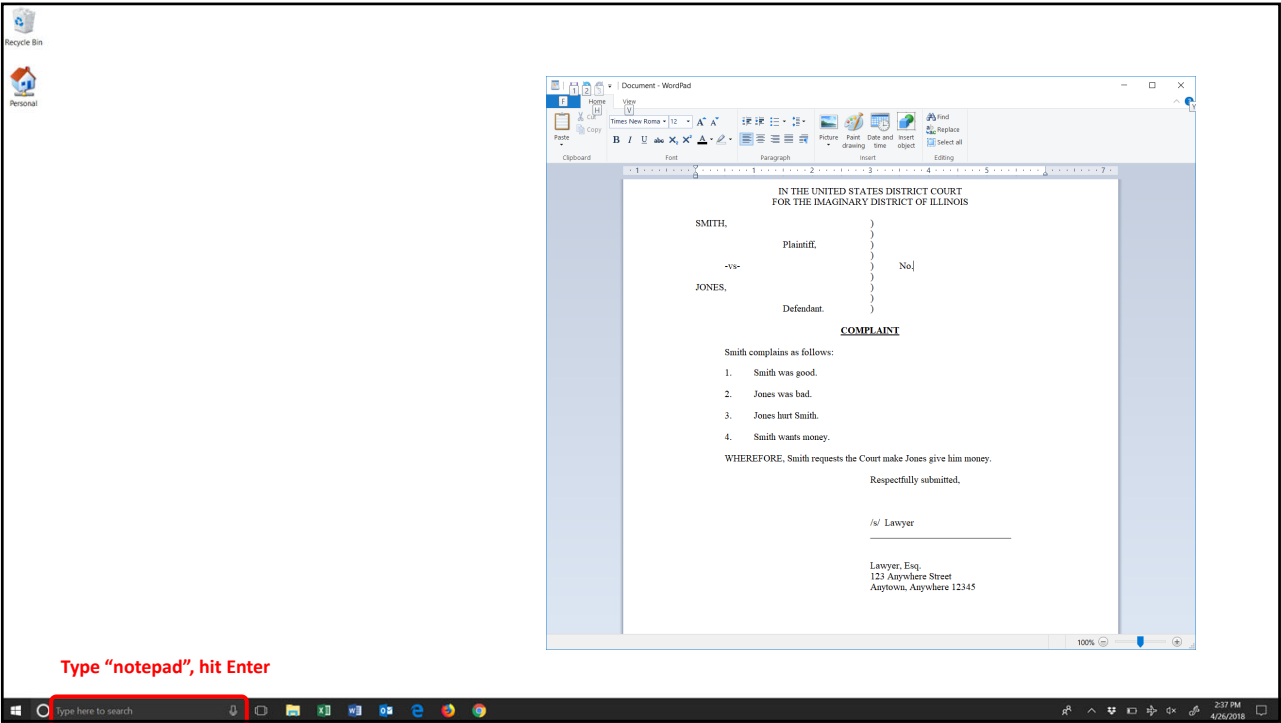
1. Change font to "Times New Roman" 12 point
2. Change line spacing to 1 (+no extra space after)
3. Type the header/caption, signature block
4. Move cursor up and change line spacing to 2
5. Type the brief
6. Save in "Drafts" folder
7. Print to PDF (CTRL-p, select Adobe PDF, save)

(You can efile it, but that's a different lecture)

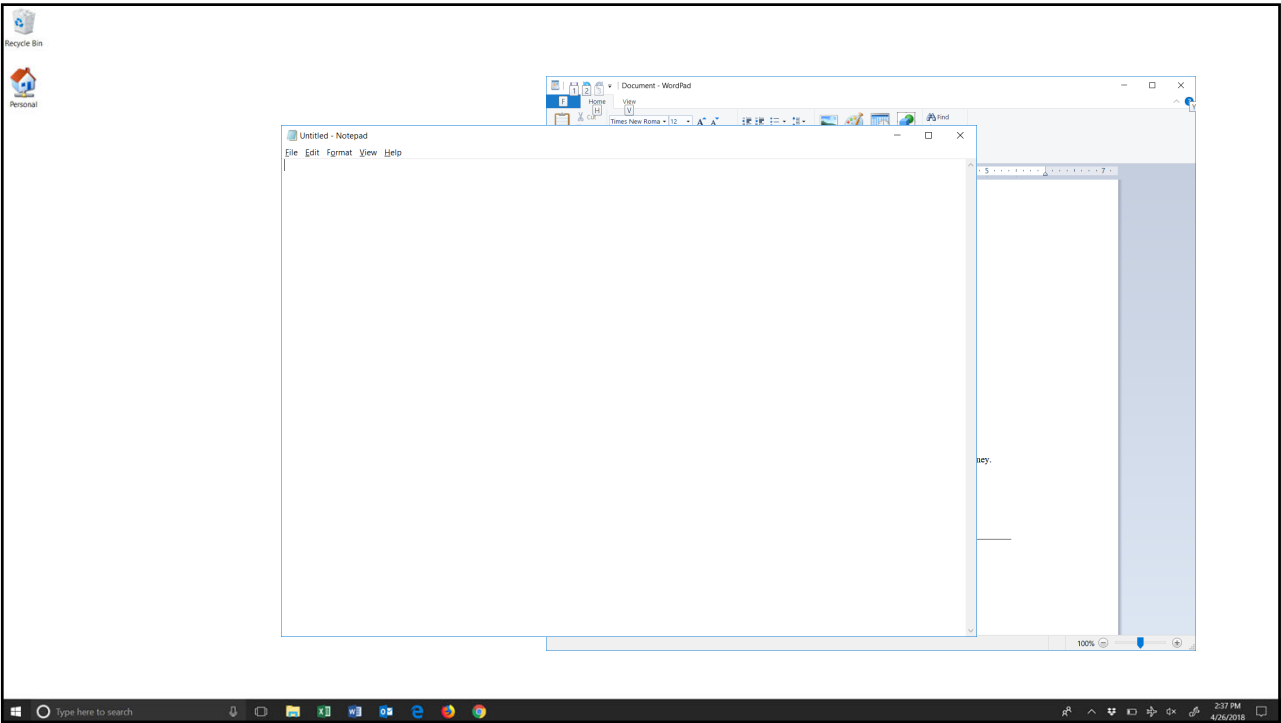
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5. Running multiple programs

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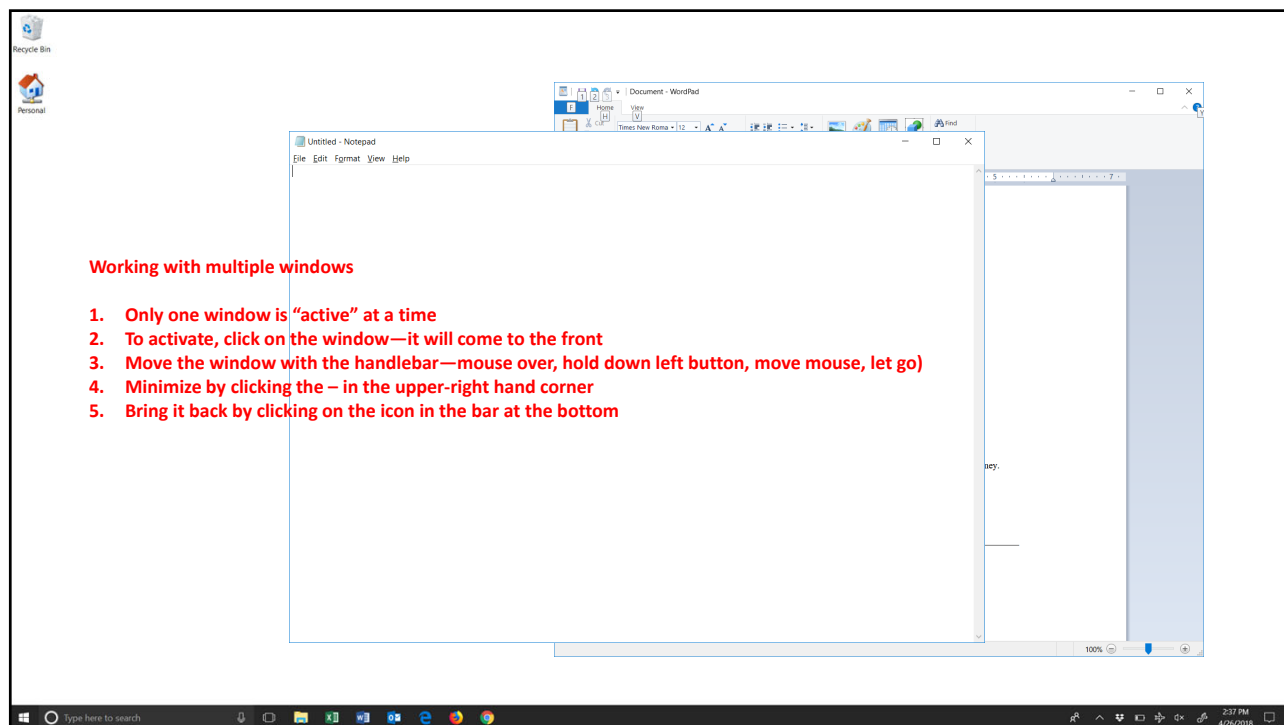
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6. Working with multiple windows

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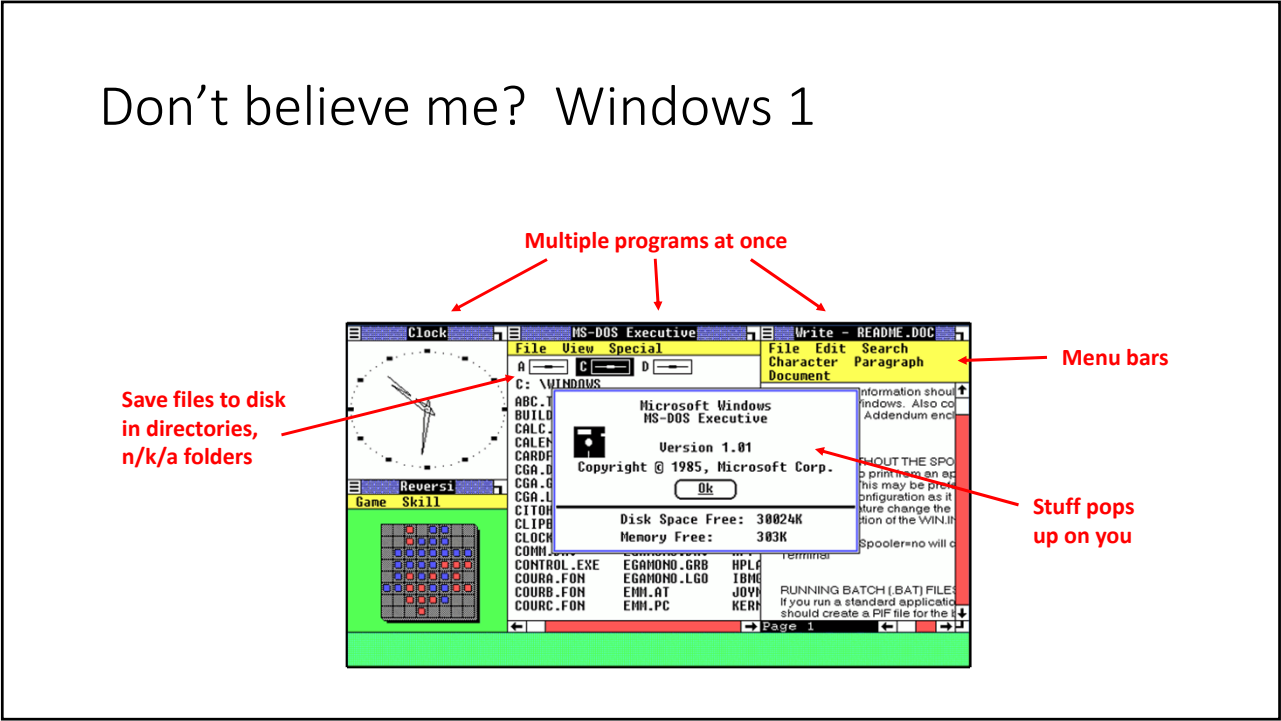
7. Brilliant thoughts about stuff

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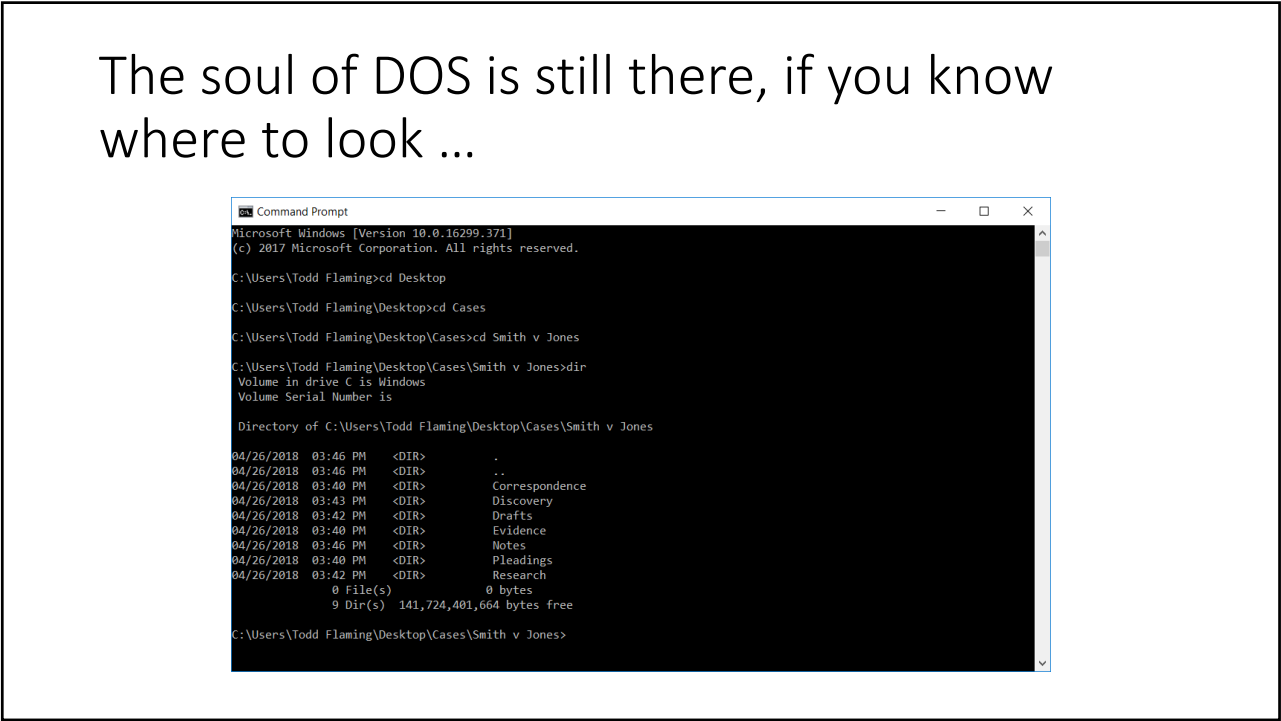
How to really get Windows

- Microsoft gets bored and moves everything around periodically
 - So understand the fundamentals
 - Search for “How to _____ on Windows ____” when they move things again
- Fundamentally, Windows 10 is Windows 1, whose soul is still DOS
 - The OS is primarily a file storage and program running device
 - File storage is the same (folder hierarchies with no useful metadata)
 - Programs still run the same way (as little individual fiefdoms)
 - Since then added some Internet and networking stuff
 - But the OS is Windows 1, which is DOS, with multitasking + window dressing

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One final helpful tip:

Remember the magic “oops” command: CTRL-z

Life should have one of those

TAB 2

Basic Email Security

- *Don M. Mateer, Mateer Goff & Associates LLP, Rockford*
mateerdon@gmail.com

This segment includes all materials received by the course book publication deadline.
Please contact the speaker for any other materials used at the program.

Basic Email Security

Basic Computers for Seniors: The Next Step

ISBA SENIOR LAWYERS SECTION

May 15, 2019

Authored by: Don Mateer

Basic Email Security

CONFIDENTIALITY AND EMAIL

According to the Rules of Professional Conduct, attorneys must take reasonable steps to protect client information and be reasonably aware of the risks that technology poses. Emailing documents presents the attorney with the challenge of taking reasonable steps to secure the communication. If there is no cost and it is easy to do, I would submit that any communication that needs to be secure, and has not been secured by the attorney sending it, could pose problems for the attorney.

First, it is very easy to scrub any Word document that you attach to an email. It is also very easy to encrypt that same Word document. When you encrypt a Word document, the recipient of the email needs a password to open the document. We will learn how to scrub (remove the meta data) and encrypt the document, both for free.

Meta data is the term used to describe the information attached to the document by Microsoft. This includes the author's name, the date of all revisions and the authors of those revisions. There is some controversy as to whether it is ethical for attorneys to obtain this information from documents they receive, but theoretically a non attorney may feel no prohibition from obtaining it. There are scrubbing programs that can be purchased to run all your Word documents through to clear all the Meta data. However, built in to your Word program is a button that clears the Meta data for your document.

Encryption of your document is also free and provided in your Word program. Again all you have to do is hit a button.

RULE 1.1: COMPETENCE

Maintaining Competence

[8] To maintain the requisite knowledge and skill, a lawyer should keep abreast of changes in the law and its practice, including the benefits and risks associated with relevant technology, engage in continuing study and education and comply with all continuing legal education requirements to which the lawyer is subject

RULE 1.6: CONFIDENTIALITY OF INFORMATION

(e) A lawyer shall make reasonable efforts to prevent the inadvertent or unauthorized disclosure of, or unauthorized access to, information relating to the representation of a client.

Acting Competently to Preserve Confidentiality

[18] Paragraph (e) requires a A lawyer must to act competently to safeguard information relating to the representation of a client against unauthorized access by third parties and against inadvertent or unauthorized disclosure by the lawyer or other persons who are participating in the representation of the client or who are subject to the lawyer's supervision. See Rules 1.1, 5.1 and 5.3. The unauthorized access to, or the inadvertent or unauthorized disclosure of, information relating to the representation of a client does not constitute a violation of paragraph (e) if the lawyer has made reasonable efforts to prevent the access or disclosure. Factors to be considered in determining the reasonableness of the lawyer's efforts include, but are not limited to, the sensitivity of the information, the likelihood of disclosure if additional safeguards are not employed, the cost of employing additional safeguards, the difficulty of implementing the safeguards, and the extent to which the safeguards adversely affect the lawyer's ability to represent clients (e.g., by making a device or important piece of software excessively difficult to use). A client may require the lawyer to implement special security measures not required by this Rule or may give informed consent to forgo security measures that would otherwise be required by this Rule. Whether a lawyer may be required to take additional steps to safeguard a client's information in order to comply with other law, such as state and federal laws that govern data privacy or that impose notification requirements upon the loss of, or unauthorized access to, electronic information, is beyond the scope of these Rules. For a lawyer's duties when sharing information with nonlawyers outside the lawyer's own firm, see Rule 5.3, Comments [3]-[4]

We will now take it step by step as to how to scrub and then password protect your document. Then we will go step by step to show how you attach this document to your email. Then we will show how you can stop the email from being sent when you realize you have sent it to the wrong person. This happens because of autofill. Your computer guesses the person for you and is not always correct.

SCRUBBING

In Word, after you have completed your document, click on “File” on the top left of your screen. Then click on “Info” and then click on “Check for Issues” box, then click on “Inspect Document,” then click on “Inspect” then click on “Remove all.” Your document is now clear of the data that was hidden in it by Microsoft. Another free method of scrubbing your document is to convert your Word document to PDF before you attach it to your email. To do this, again click on “File” at the top right, then click on “Export” and then click on “Create PDF/XPS Document.” Then add PDF to your file name, so you have two files, one Word and one PDF, then “Publish” to Word. You will find that new PDF document in your One Drive directory.

Another advantage of converting to PDF is that your document cannot be edited by the recipient. This can also be done in Word by making your document a read only document that cannot be edited by the recipient. Go back to the File button, then to the Info button and then to the Protect Document button. Then click on “Mark as Final.”

ENCRYPTION

In Word, again click on File in the upper left corner of your screen. Then click on Info, and then on Protect Document. Then click on Encrypt with Password. Now type in your password (be sure to write it down, it cannot be recovered anywhere). Then you will need to type in the password a second time. Your document is now encrypted and cannot be opened without the password you selected. You need to notify your recipient of the password. If you have many documents going to the same recipient, use the same password.

To remember the password for your various clients, use some portion of their name so it will come to you without having to look it up each time. For example; if your client's name is Don Mateer you could use the Client's first initial, the first three letters of his or hers last name and the file number for that client (DMAT100123). Of course, to be real secure you should use a password of at least 13 characters. The key is to do it no matter the password. If a system as described is easier and will be used, that is better than not using the password protection.

STOPPING AN EMAIL AFTER IT IS SENT

In Gmail you can set up a recurring rule that gives you time to cancel the sending of an email that you have already sent. Open your gmail account and click on the gear wheel in the upper right corner. From there click on Settings and go down to Undo Send. Click in that box and then set the amount of time you would like to

decide if the email should go through or be cancelled. When you send an email you will see at the top in a yellow box the following language, "Your message has been sent Undo View Message." If you wish to stop the email from sending, click on the Undo within the time you set and the email will not be sent. The confirmation of that are the words you will now see, "Sending has been undone." If you ignore the message above your email, it will be sent after the prescribed time set. If you aren't sure if you made a mistake in the email you can view your message by clicking those words above your email. However, this DOES NOT STOP the email from being sent. Therefore; if you think you made a mistake, click on Undo, check it out and then send if all is fine.

Setting a delay for sending your email in Outlook is a bit more complicated. There are four ways to control outgoing email in Outlook. I suggest you read the article written by Susan Harkins in Microsoft Office published at TechRepublic.com. To find the article, go to techrepublic.com and click on the search icon. Search for Susan Harkins and scroll down until you find the article entitled "Four ways to control outgoing email in Outlook." On your way there you will find many interesting and helpful articles you may wish to browse.

SET YOUR DEFAULT FOR REPLY, NOT REPLY ALL

Another embarrassing but also potentially a legal problem, is when in a string conversation you mean to answer the last email but inadvertently reply to all in the string. To prevent that from

happening gmail lets you set reply as the default. If you wish to reply to all, you manually have to check that box. To set this up, go back to settings in gmail and just below the undo send is default reply behavior. Check reply.

ATTACHING THE DOCUMENT TO YOUR EMAIL

Open your gmail account. Click on compose. At the bottom of the email you will be composing is a paperclip. Click on the paperclip and then go to documents and click on (highlight) the document you wish to attach to your email. Then click the box with "open" in it and your document is now attached to your email and ready for sending.

SECURITY CHECKUP

There is a free security planner on line (securityplanner.com) that is a great tool to use to check the security of your computer, phone, tablet etc. Also you can check the security of your email, social media accounts, online shipping and banking. If you click the "Other" box you can get information on accidentally downloading viruses, malware or other harmful software. You can get information on protecting your data if your device is lost or stolen and information on better privacy for your communications. You can check one or as many boxes for which you wish the information. Most of the information is free but for the more

sophisticated problems or issues, software recommendations will be given.

This is just one example of a suggested plan for safeguarding your online accounts, browsing more securely and securing your internet connection. 1. Two factor authentication (free): two articles. 2. Password manager (variable cost). 3. Security checkups (free): two articles. 4. Security Key (\$18): three articles. 5. Spot Suspicious Emails (free) three articles. 6. Privacy Settings (free): seven articles. 7. Password Alert (free) two articles. 8. Advanced anonymity & security guides (free): two articles. 9. Check website names (free): two articles. 10. Privacy Badger (free): three articles 11. Virtual Private Network (variable cost): three articles.

I highly recommend visiting this site and checking your security. Most of the information is free so there is no reason to hold back. Reread page two of this article. The Supreme Court has stated that a lawyer must keep up with technology and take reasonable steps to safeguard client's information or face the possibility of malpractice suits and or Rules violations. Since most of this information is free and easily accessible, you should not ignore what can be done to improve your computer and phone security.

TAB 3

Microsoft Word Essential for Lawyers

- *Todd H. Flaming, Todd Flaming LLC, Chicago*
Todd@krausflaming.com

This segment includes all materials received by the course book publication deadline.
Please contact the speaker for any other materials used at the program.

Word for Lawyers

Todd H. Flaming

1



2

- 220 (AD) Wood block printing
- 1040 Movable type
- 1450 Gutenberg press
- 1867 First typewriter
- 1960-70s Dedicated word processor
- 1978 WordStar / Word Perfect
- 1980-90 MS Word

```
H:INTRO PAGE 1 LINE 9 COL 11          INSERT ON  
      <<    MAIN MENU            >>  
--Cursor Movement--   -Delete-   -Miscellaneous-   -Other Menus-  
^S char left ^D char right ^G char ^I Tab ^B Reform (from Main only)  
^A word left ^F word right DEL chr lf ^V INSERT ON/OFF ^J Help ^K Block  
^E line up ^X line down ^T word rt ^L Find/Rcpce again ^O Quick ^P Print
```

```
--Scrolling--         ^V line RE           This is an example of WordPerfect 5.1  
^-Z line down ^W line up             I am running under FreeDOS 1.2  
^C screen up ^R screen down
```

```
!-----!  
  
1. Introducing WordStar  
  
WordStar is highly flexible and ver screens as you give commands, and parts of the screen will guide you information all the time, but it will it.  
  
WHERE YOU ARE  
  
The seven WordStar menus are your gr like signposts at the top of your scr you are.
```

```
C:\WP5\INTESTFILE                               Doc 1 Pg 1 Ln 1 " Pos 2.4"  
{ ~~~~~ }  
[Just:Center]This is an example of WordPerfect 5.1[HRT]  
I am running under FreeDOS 1.2[HRT]  
[Just:FULL][HRT]  
WordPerfect was a very powerful word processor, although in the[SrTi]  
1980s, I only used it to write papers for class. I loved using[Srt]  
WordPerfect, although later I found another word processor to use[Srt]  
instead.[HRT]  
[HRT]  
[BOLD]This is bold text.[bold][HRT]  
[UND]This is underline text.[und][HRT]
```

```
[HELP] [INDENT] [SET LN.] [SET RM.] [UNDO LNK] GR  
  
Press Reveal Codes to restore screen
```

George R.R. Martin
– Conan O’Brien show

“Remember DOS? I use WordStar 4.0 as my word processing system.... I actually like it. It does everything I want a word processing program to do, and it doesn’t do anything else. I don’t want any help, you know? I hate some of these modern systems where you type a lowercase letter and it becomes a capital. I don’t want a capital. If I’d wanted a capital, I would have typed a capital. I know how to work the SHIFT key.”

5

Philosophically

WordStar/WP

-vs-

Word

Document is a string of **characters** with codes at points to cause/stop some condition—e.g.,

- Paragraph break,
- Tab mark,
- Start/stop underline

Document is a string of **objects** with common properties, varied as indicated in the object—e.g.,

- Normal paragraph
- Block quote paragraph
- Heading level 1/2/3 etc.

6

**MEMORANDUM IN SUPPORT OF
MOTION TO DISMISS AMENDED COMPLAINT**

Defendant moves this Court to dismiss the First Amended Complaint ("FAC")
because it states no legally recognized cause of action, and it seeks a remedy the
Court cannot enter. The relief sought makes clear that Plaintiff's FAC should be
dismissed:

Plaintiff demands that Defendant stop annoying it and seeks an injunction
ordering Defendant to climb a mountain and proclaim that Plaintiff is
right and Defendant is totally wrong.

There is no cause of action for "annoying" someone, and no authority
recognizes the power of a Court to order a defendant to climb a mountain and
proclaim anything.

7

Centered
Single-spaced
12-point (full line) after

**MEMORANDUM IN SUPPORT OF
MOTION TO DISMISS AMENDED COMPLAINT**

Left justified
First line indent 0.5"
Double-spaced
No extra line
(It's double-spaced)

Defendant moves this Court to dismiss the First Amended Complaint ("FAC")
because it states no legally recognized cause of action, and it seeks a remedy the
Court cannot enter. The relief sought makes clear that Plaintiff's FAC should be
dismissed:

Left justified
Left indent 1"
Single-spaced
12-point after

Plaintiff demands that Defendant stop annoying it and seeks an injunction
ordering Defendant to climb a mountain and proclaim that Plaintiff is
right and Defendant is totally wrong.

Same as 2nd
paragraph

There is no cause of action for "annoying" someone, and no authority
recognizes the power of a Court to order a defendant to climb a mountain and
proclaim anything.

8

TITLE → **MEMORANDUM IN SUPPORT OF
MOTION TO DISMISS AMENDED COMPLAINT**

BODY TEXT → Defendant moves this Court to dismiss the First Amended Complaint (“FAC”) because it states no legally recognized cause of action, and it seeks a remedy the Court cannot enter. The relief sought makes clear that Plaintiff’s FAC should be dismissed:

BLOCK QUOTE → Plaintiff demands that Defendant stop annoying it and seeks an injunction ordering Defendant to climb a mountain and proclaim that Plaintiff is right and Defendant is totally wrong.

BODY TEXT → There is no cause of action for “annoying” someone, and no authority recognizes the power of a Court to order a defendant to climb a mountain and proclaim anything.

9

TITLE → **MEMORANDUM IN SUPPORT OF
MOTION TO DISMISS AMENDED COMPLAINT**

BODY TEXT → Defendant moves this Court to dismiss the First Amended Complaint (“FAC”) because it states no legally recognized cause of action, and it seeks a remedy the Court cannot enter. The relief sought makes clear that Plaintiff’s FAC should be dismissed:

BLOCK QUOTE → Plaintiff demands that Defendant stop annoying it and seeks an injunction ordering Defendant to climb a mountain and proclaim that Plaintiff is right and Defendant is totally wrong.

BODY TEXT → There is no cause of action for “annoying” someone, and no authority recognizes the power of a Court to order a defendant to climb a mountain and proclaim anything.

Change the **BODY TEXT** style first line indent property from 0.5” to 1”

10

TITLE → **MEMORANDUM IN SUPPORT OF
MOTION TO DISMISS AMENDED COMPLAINT**

BODY TEXT → Defendant moves this Court to dismiss the First Amended Complaint (“FAC”) because it states no legally recognized cause of action, and it seeks a remedy the Court cannot enter. The relief sought makes clear that Plaintiff’s FAC should be dismissed:

BLOCK QUOTE → Plaintiff demands that Defendant stop annoying it and seeks an injunction ordering Defendant to climb a mountain and proclaim that Plaintiff is right and Defendant is totally wrong.

BODY TEXT → There is no cause of action for “annoying” someone, and no authority recognizes the power of a Court to order a defendant to climb a mountain and proclaim anything.

11

All of this is well
and good. *But I
just want to learn
to use the damn
program!*

12

If you just want to learn to use the damn program...

To do this	Type/do this
Open a file	CTRL-o [or just run it and a blank document will open]
Make words appear	Start typing [change font to Times New Roman at top menu]
Make a new paragraph	ENTER
Indent the first line	TAB
Make paragraph single- or double-spaced	CTRL-1 or 2
Move some text around	Highlight it, CTRL-X, put cursor where you want it, CTRL-p
Underline or boldface	CTRL-u or b
Indent the whole paragraph	CTRL-m [if you want to go back: CTRL-SHIFT-m]
Insert a page break	CTRL-ENTER
Insert page numbering	Use the menu: click INSERT and drop down Page Number
Save / close the file	CTRL-s / CTRL-w

13

A few fancier features ...

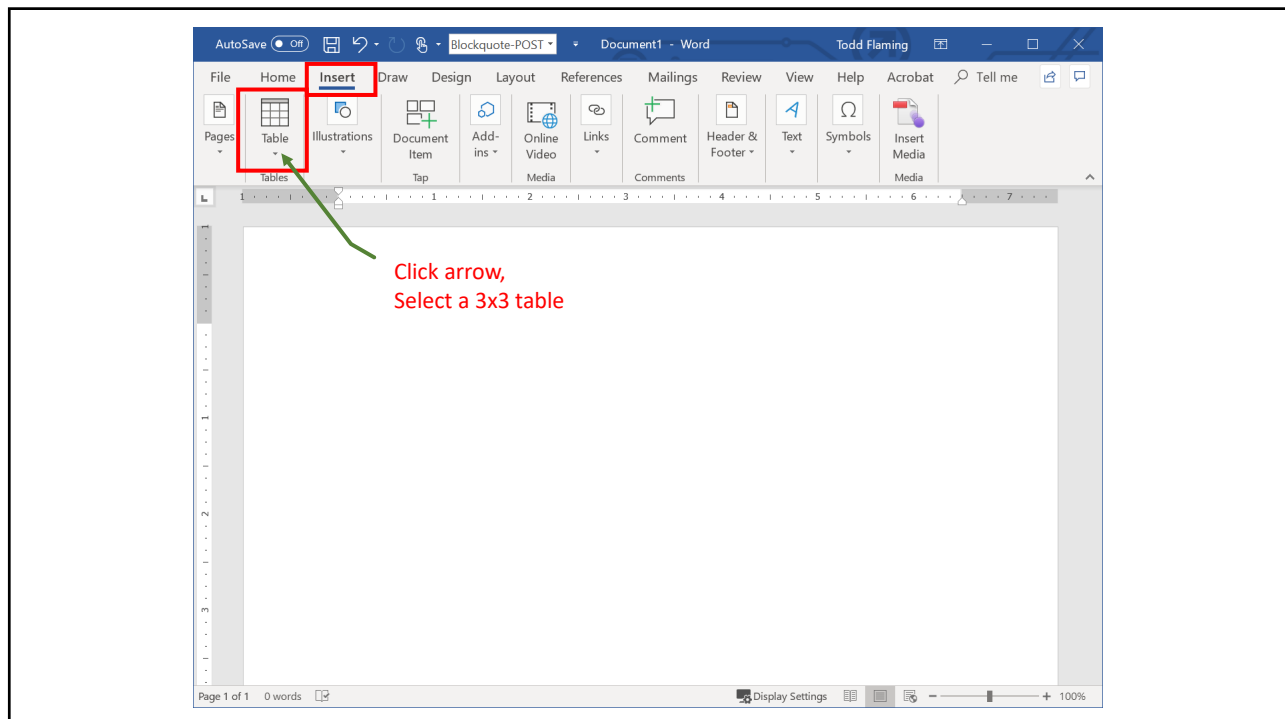
Table	Make a table
Footnote	Insert a footnote
Track	Track changes and add comments

15

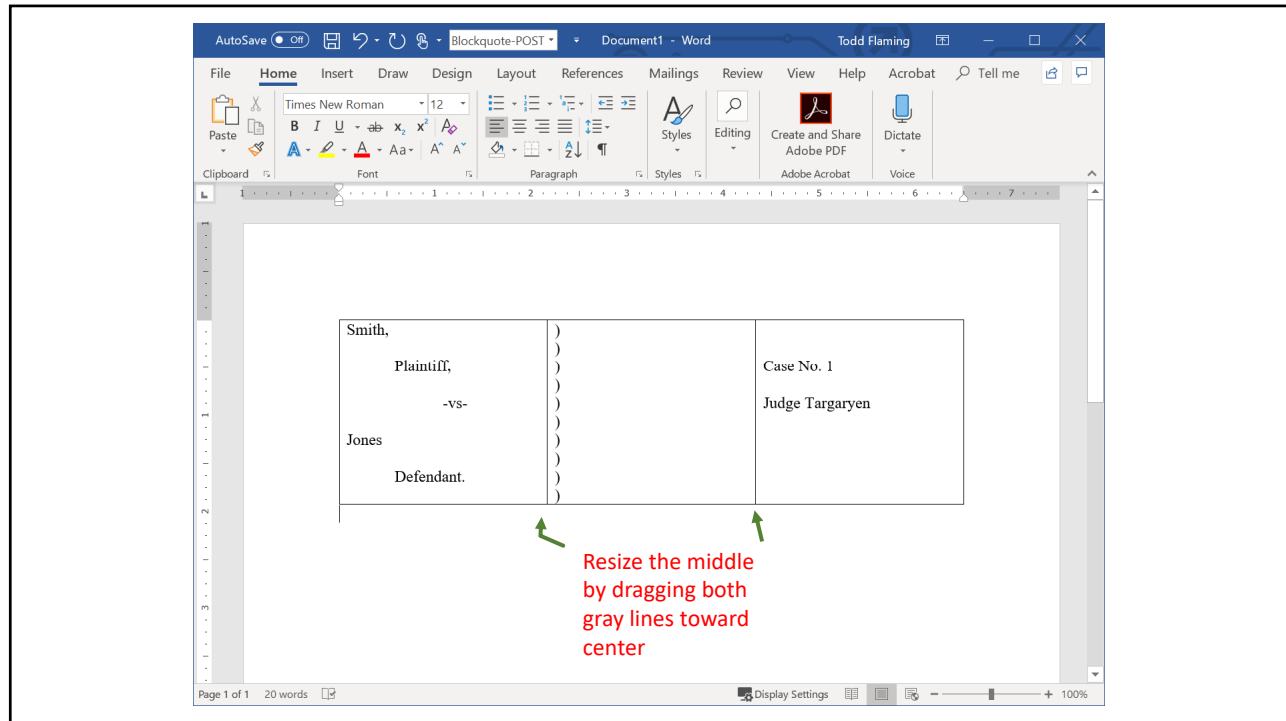
A few fancier
features ...

Table	Make a table
Footnote	Insert a footnote
Track	Track changes and add comments

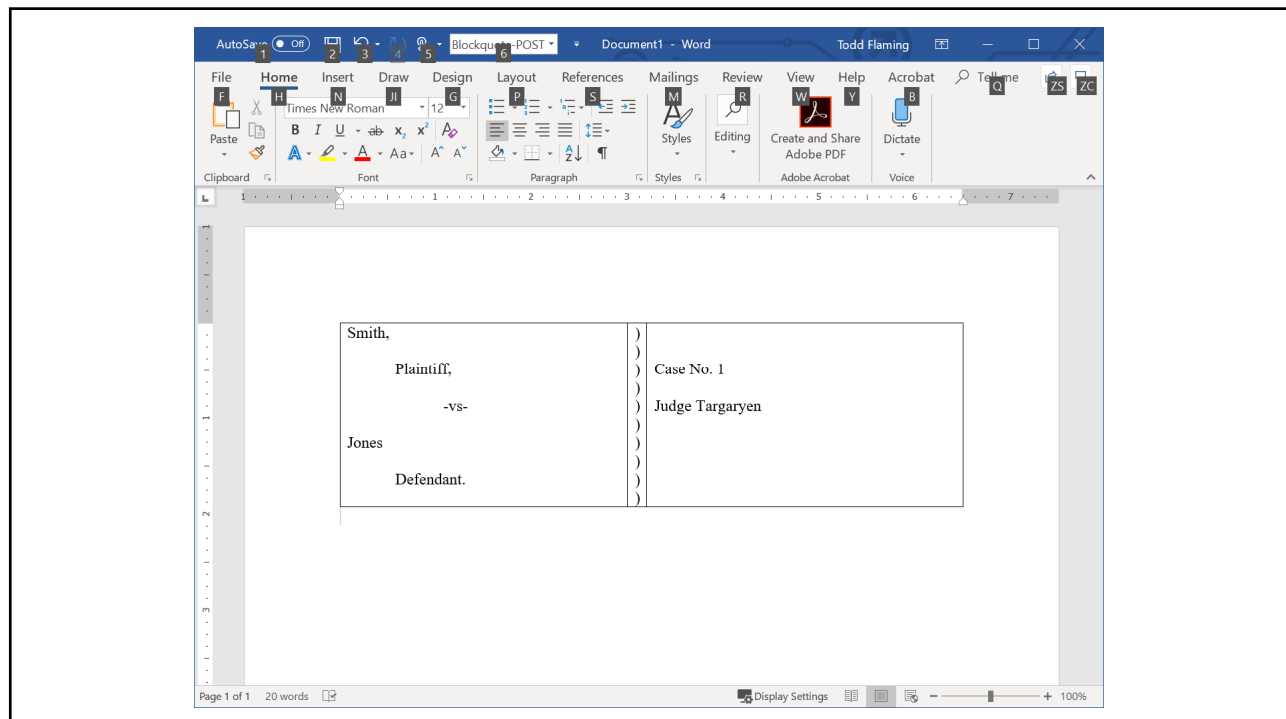
16



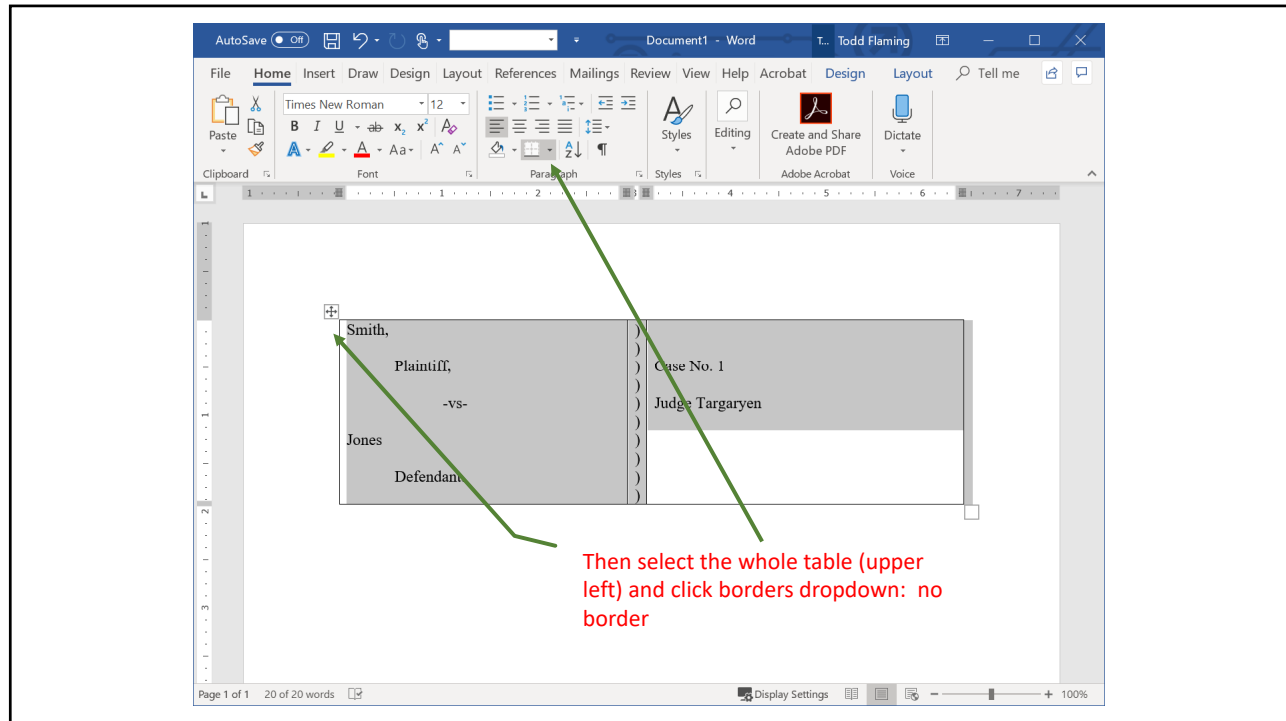
17



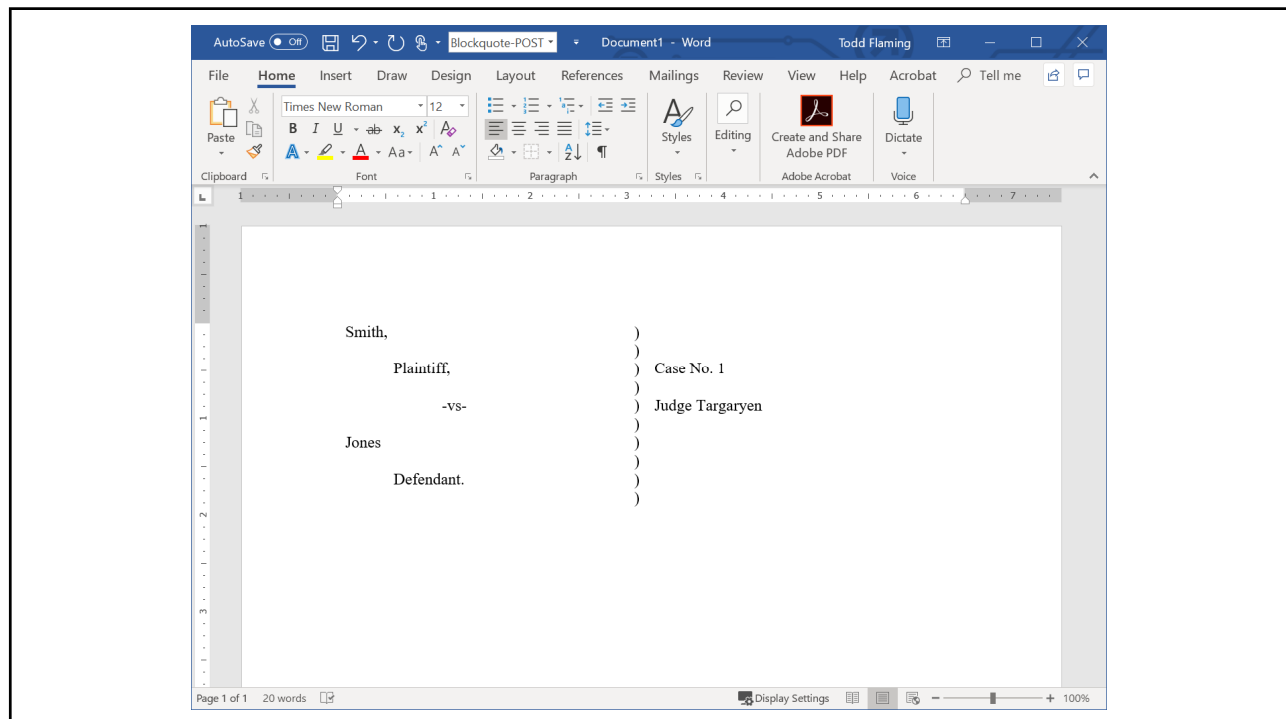
18



19



20

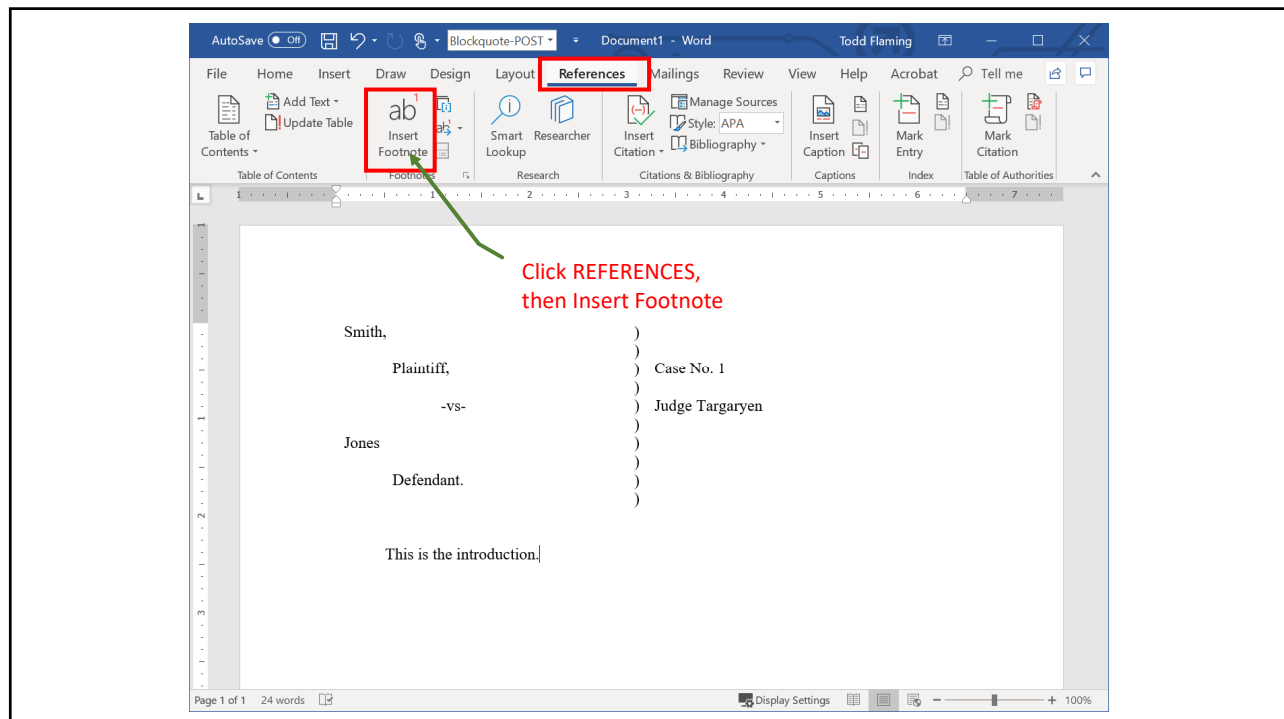


21

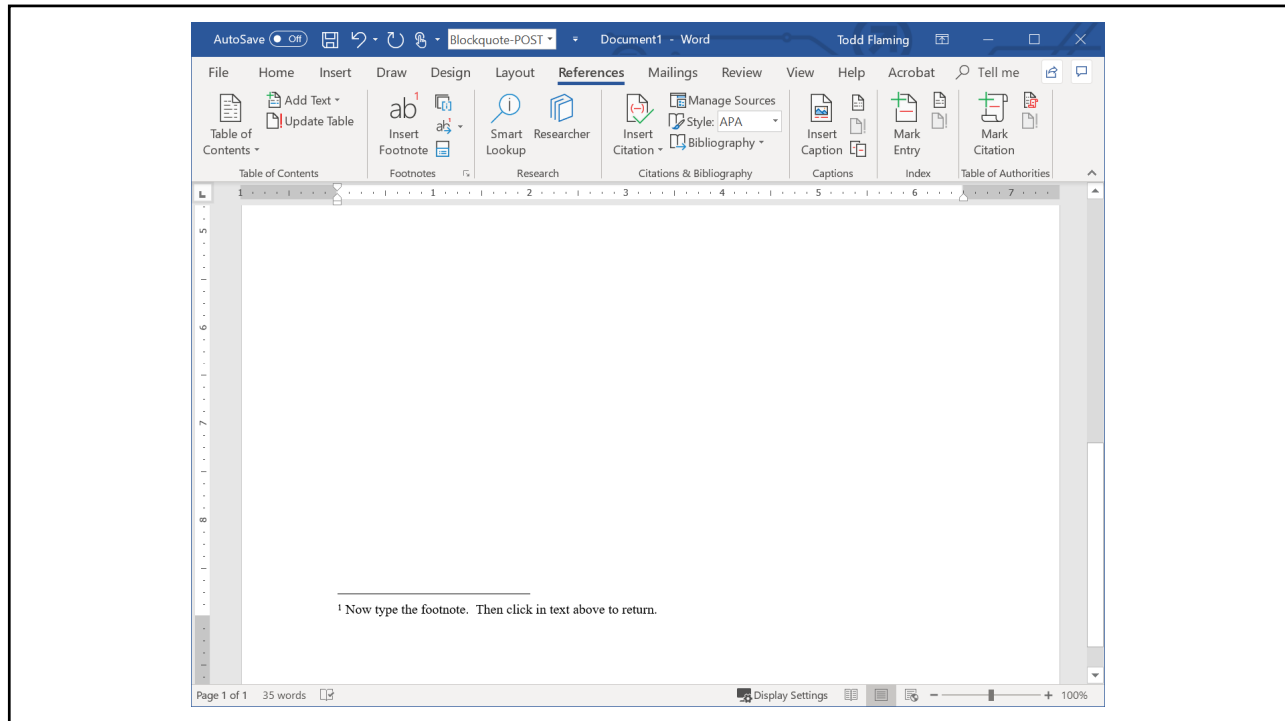
A few fancier
features ...

Table	Make a table
Footnote	Insert a footnote
Track	Track changes and add comments

22



23

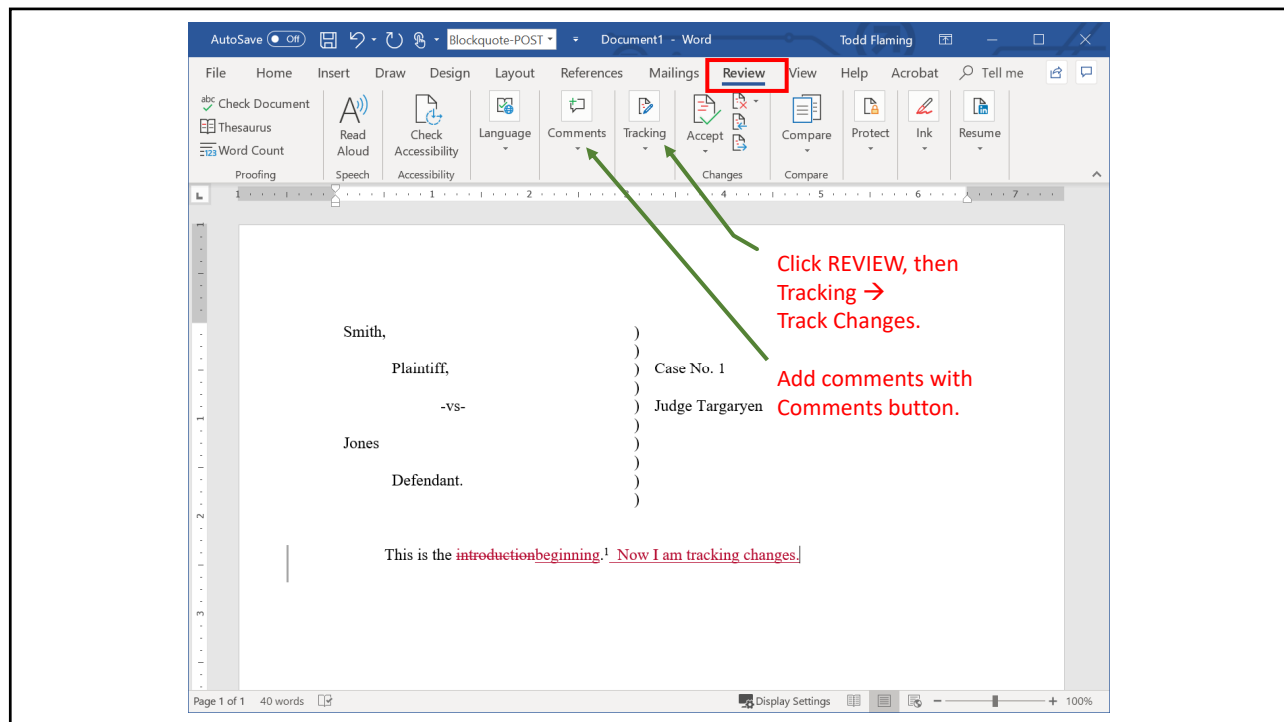


24

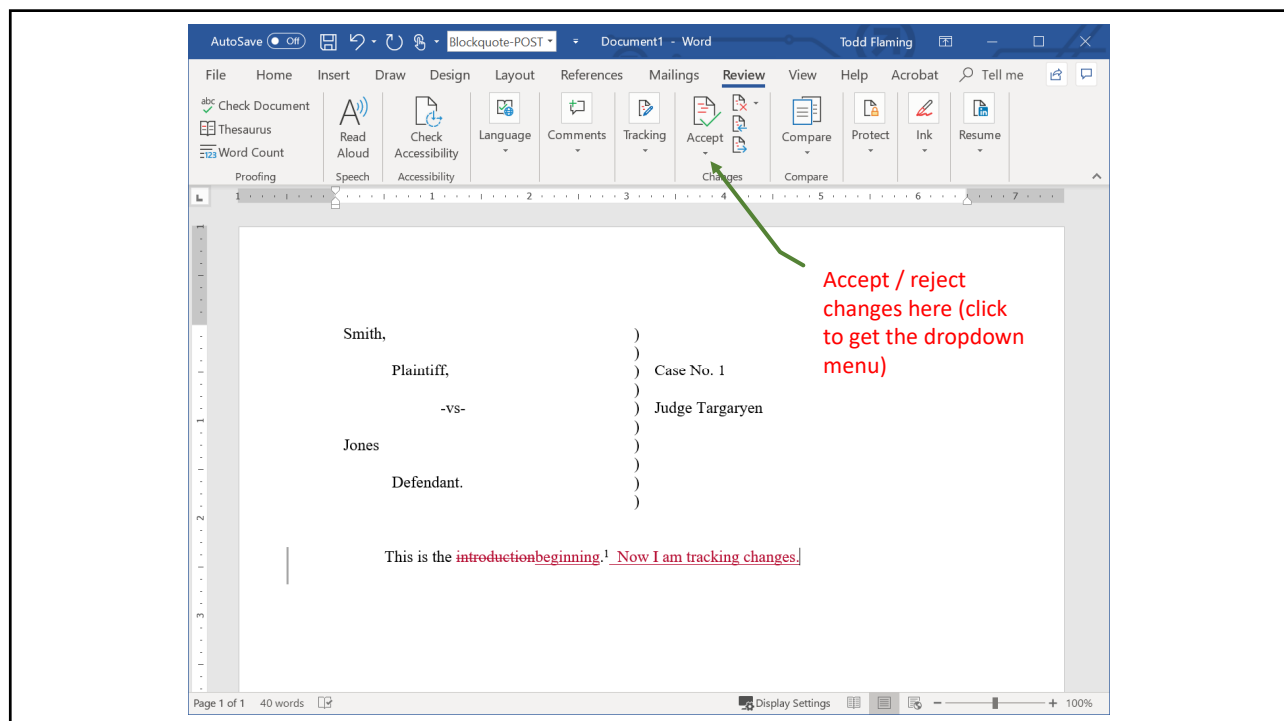
A few fancier
features ...

Table	Make a table
Footnote	Insert a footnote
Track	Track changes and add comments

25



26



27

But if you want
Word to do all the
formatting for you,
learn the styles ...

28

What is a
“style”?

It's a blueprint Word uses to format, e.g., a paragraph

- “Paragraph” for our purposes is what comes after you hit the ENTER key.
- So, a normal paragraph-looking thing is a paragraph.
- So is a centered heading or a Roman-numeral I. heading.

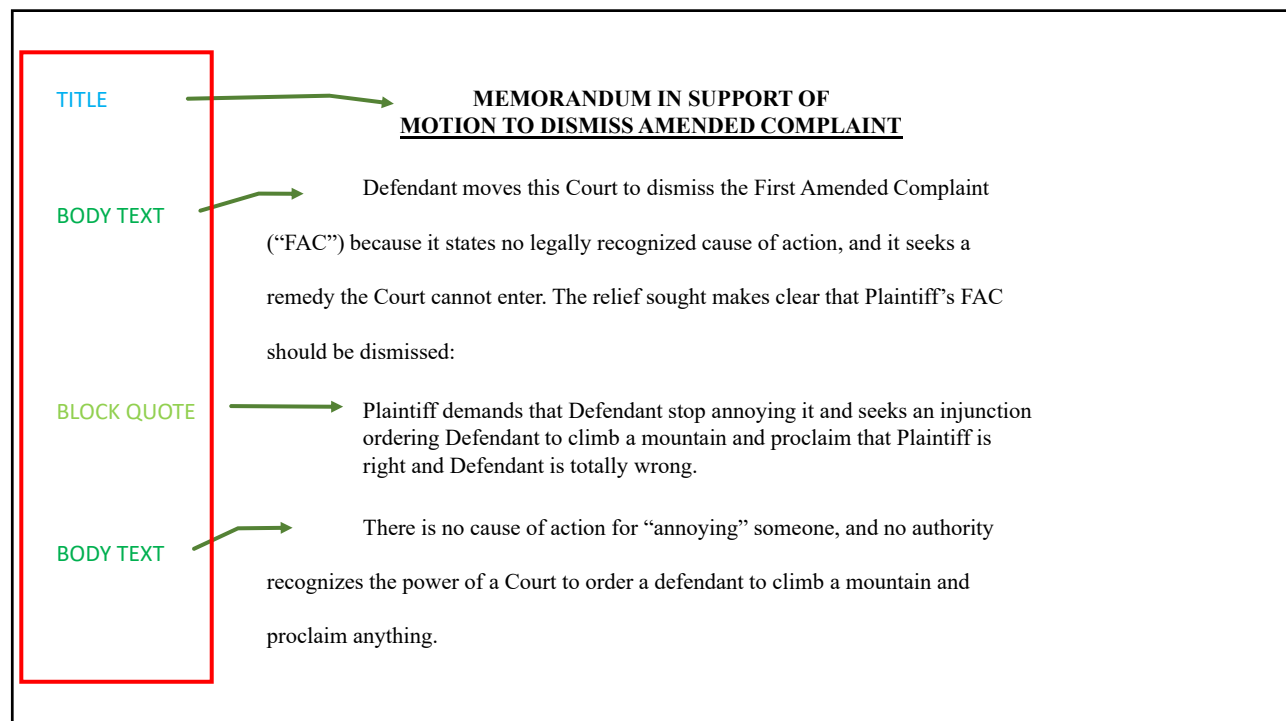
The style is a bunch of properties that apply to the paragraph:

- What is its font?
- How much is it indented, left and right, from the margin?
- How much is the first line indented?
- How much are the lines *after* the first line indented? (“hanging” indent)?
- How much space is there before and after the paragraph?
- Is this a special paragraph that has numbering—outline or just plain numbering?

29

Once you define your styles, you can apply them with a simple keystroke combination.

30



31

You can add your own. My typical styles:

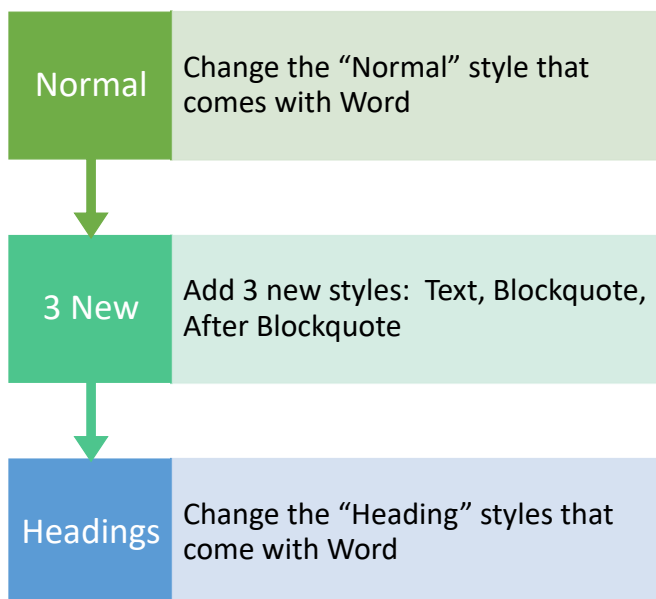
1. **Normal:** 12pt TNR, 0 indent, single-spaced, nothing before/after
 2. **Text:** first line 0.5" indent, double-spaced
 3. **Blockquote:** left indent 0.5", single-spaced, 12pt—1 line—after
 4. **Post blockquote:** no indent, double-spaced
-
5. **Headings 1-5** [I'll explain this]
 1. Section heading
 2. Roman point I
 3. Sub-point A
 4. Little 1
 5. Little a

NORMAL STYLES

SPECIAL STYLES

32

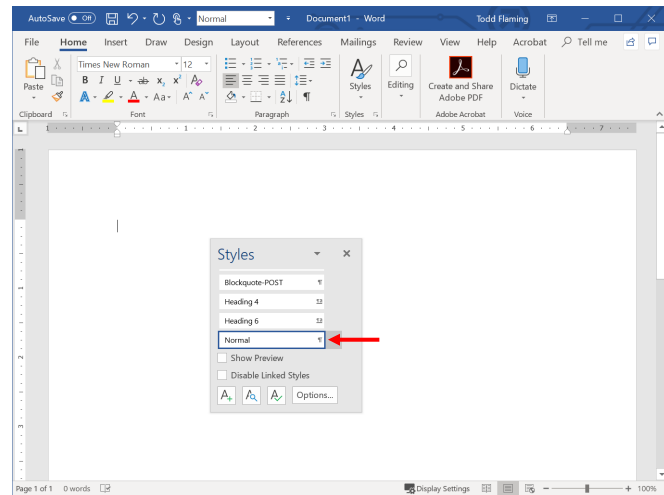
Step-by-Step making styles



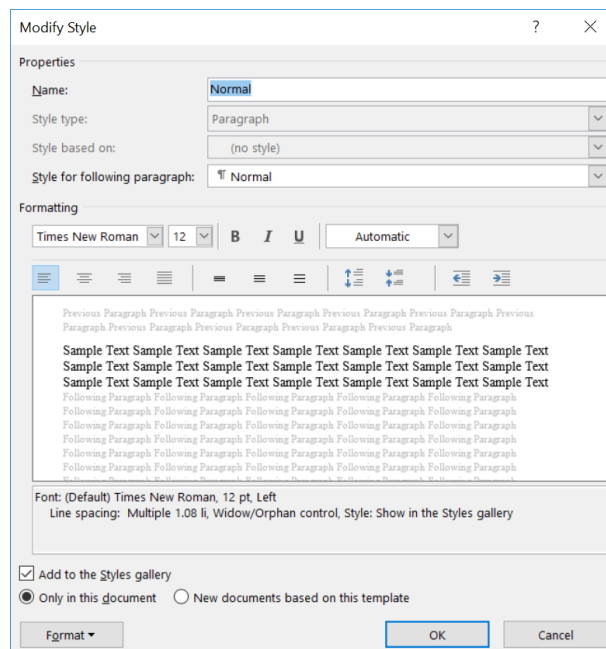
33

Steps for making styles—*first* change the “Normal” style

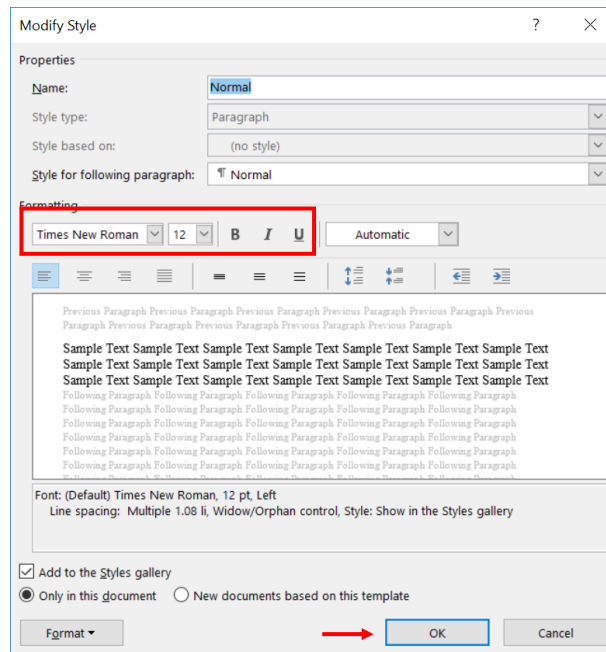
- Open blank Word document
- ALT-CTRL-SHIFT-S
- Scroll down to “Normal”
- Click dropdown arrow
- Click “Modify”
- 12pt Times New Roman font



34



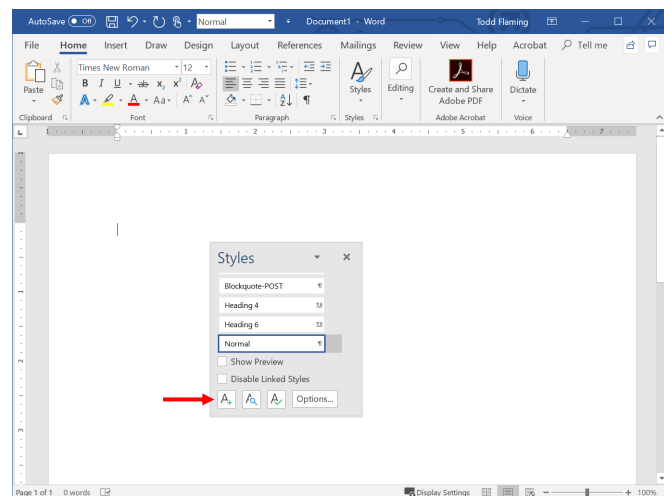
35



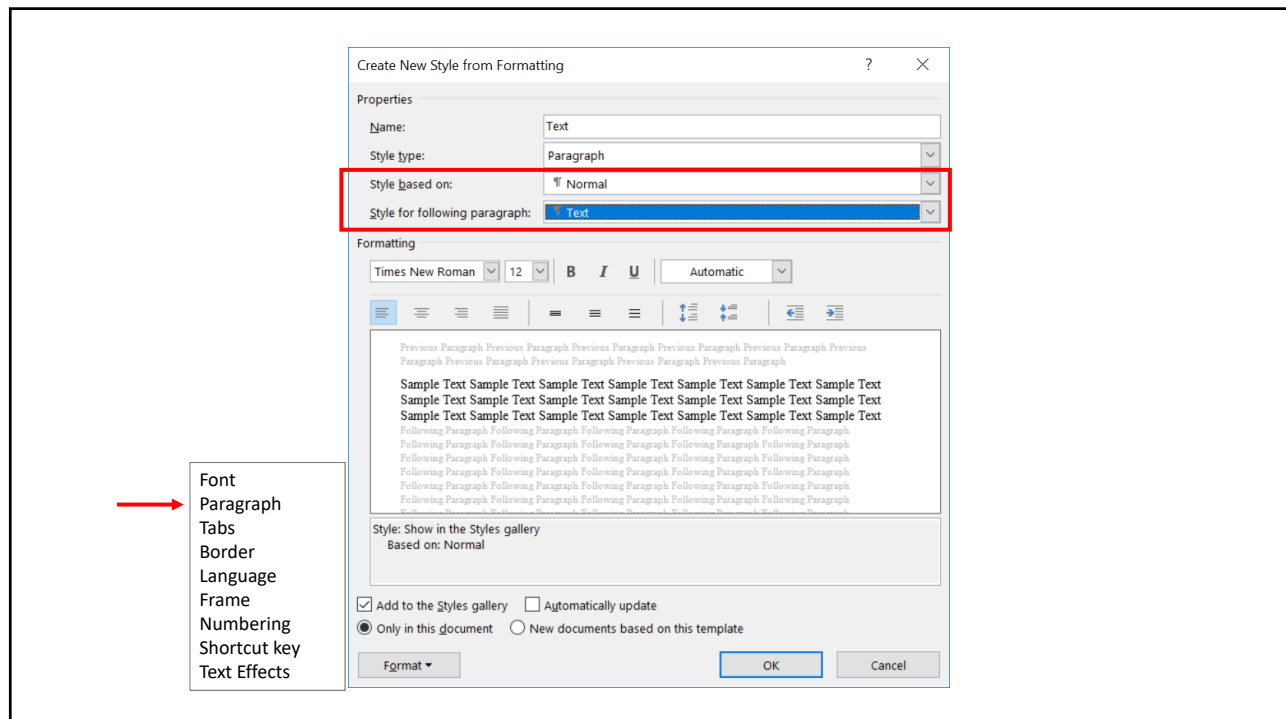
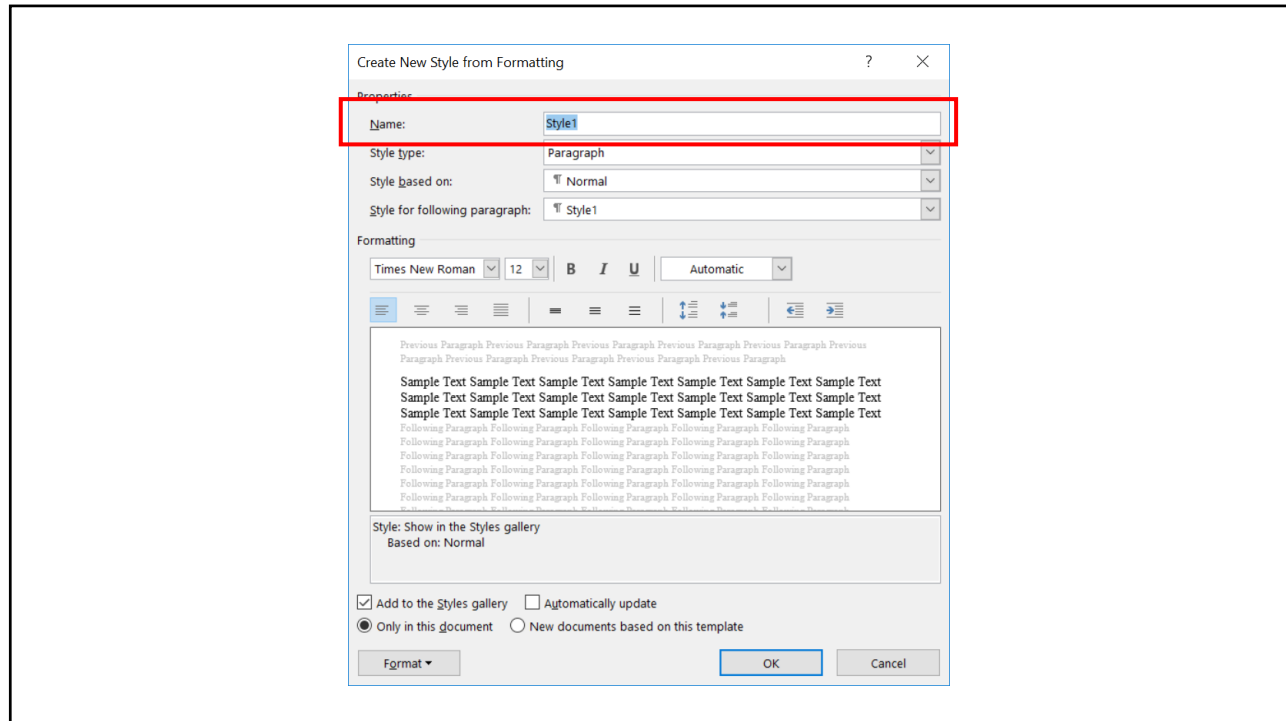
36

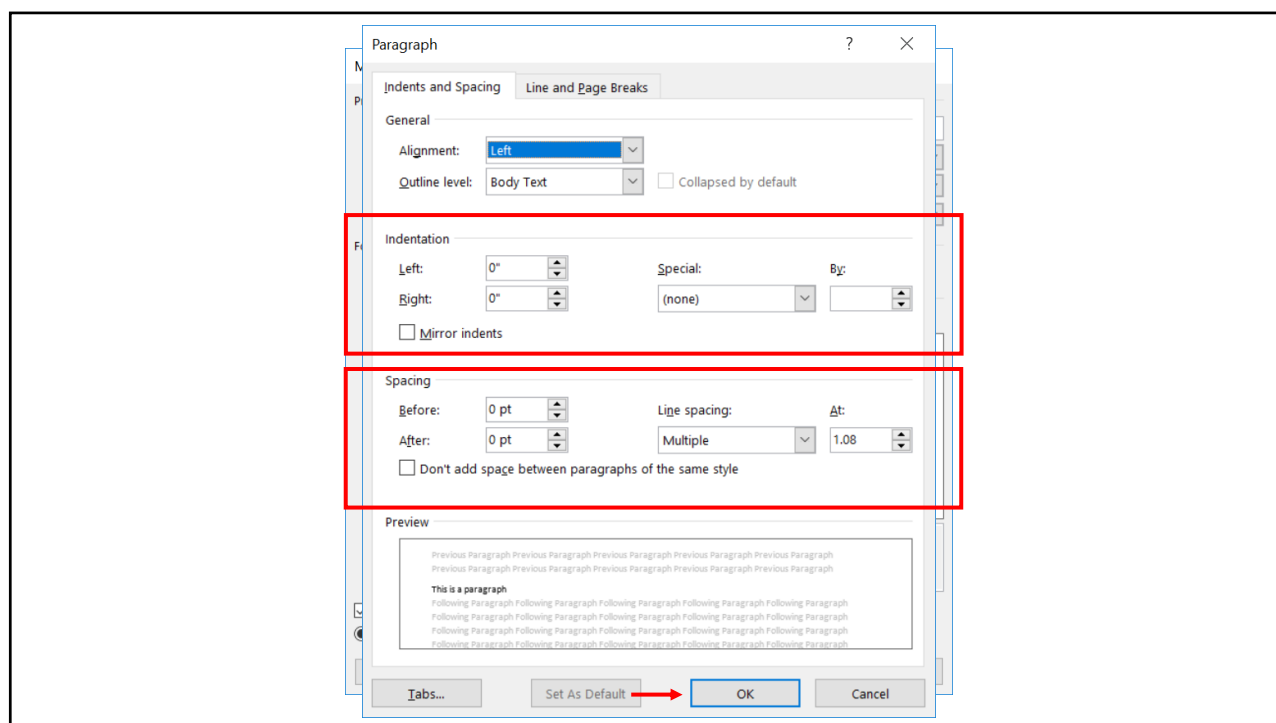
Steps for making styles—*second* add 3 new styles

- Click the A+ button
- Name the style
- Change para. formatting
- Then do the next 2



37





40

Three styles you will make:

- **Text**
 - Make sure style based on is **Normal**
 - Change indent to Special→First Line to **0.5"**
 - Change line spacing to **Double**
 - Assign shortcut key: ALT-t
- **AfterBlockquote** [yes, make this before making Blockquote]
 - Style based on **Text** [why? Because Text is already double-spaced]
 - Style for following paragraph to **Text** [why? Because after this you return to normal paras.]
 - Change indent Special→First Line to **0.0"**
 - Assign shortcut key: ALT-a
- **Blockquote**
 - Style based on **Normal**
 - Style for following paragraph **AfterBlockquote** [why? Should be obvious from the name]
 - Change indent to Left **0.5"**
 - Change line spacing to **Single**
 - Change spacing after to **12pt** [why? Because single-spaced paragraphs have no X-tra space]
 - Assign shortcut key: ALT-b

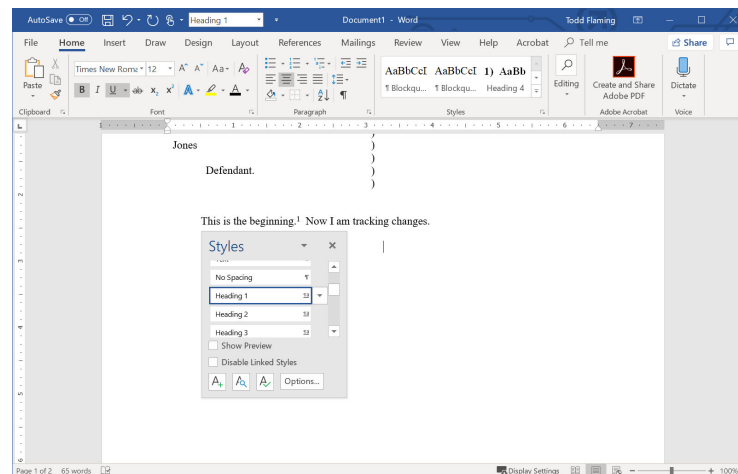
41

Don't panic. This takes some time upfront. But it's much easier than repeatedly formatting briefs from scratch.

43

Steps for making styles—*finally*, change the Heading styles

- Modify each “Heading” style
 - 1-5 : unless you want more
- Start with “Numbering”
- Then modify “Paragraph”
- The shortcuts are built-in



44

For Heading 1, you want no numbering. Why? Because it will be used for centered section headers.

2 → Font
Paragraph
Tabs
Border
Language
Frame
1 → Numbering
Shortcut key
Text Effects

45

Numbering and Bullets

Numbering Library

None

I. II. III.

I. II. III.

A. B. C.

(i) (ii) (iii)

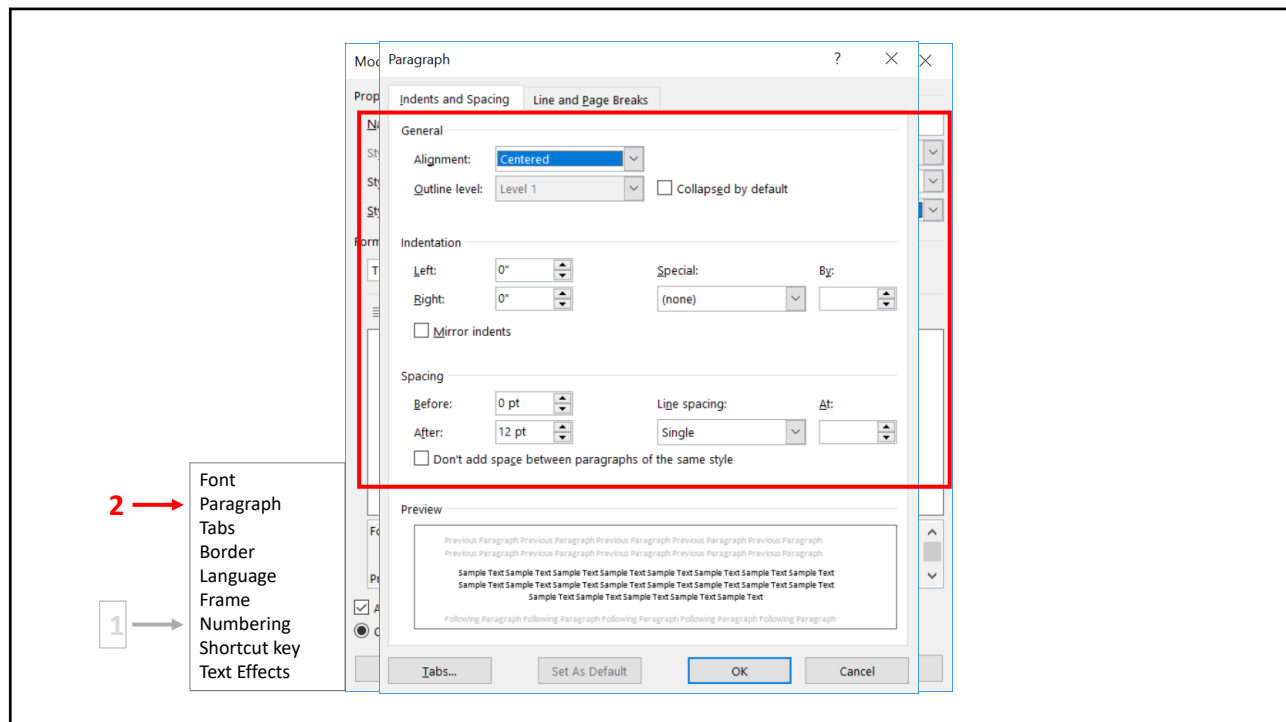
(a) (b) (c)

1. 2. 3.

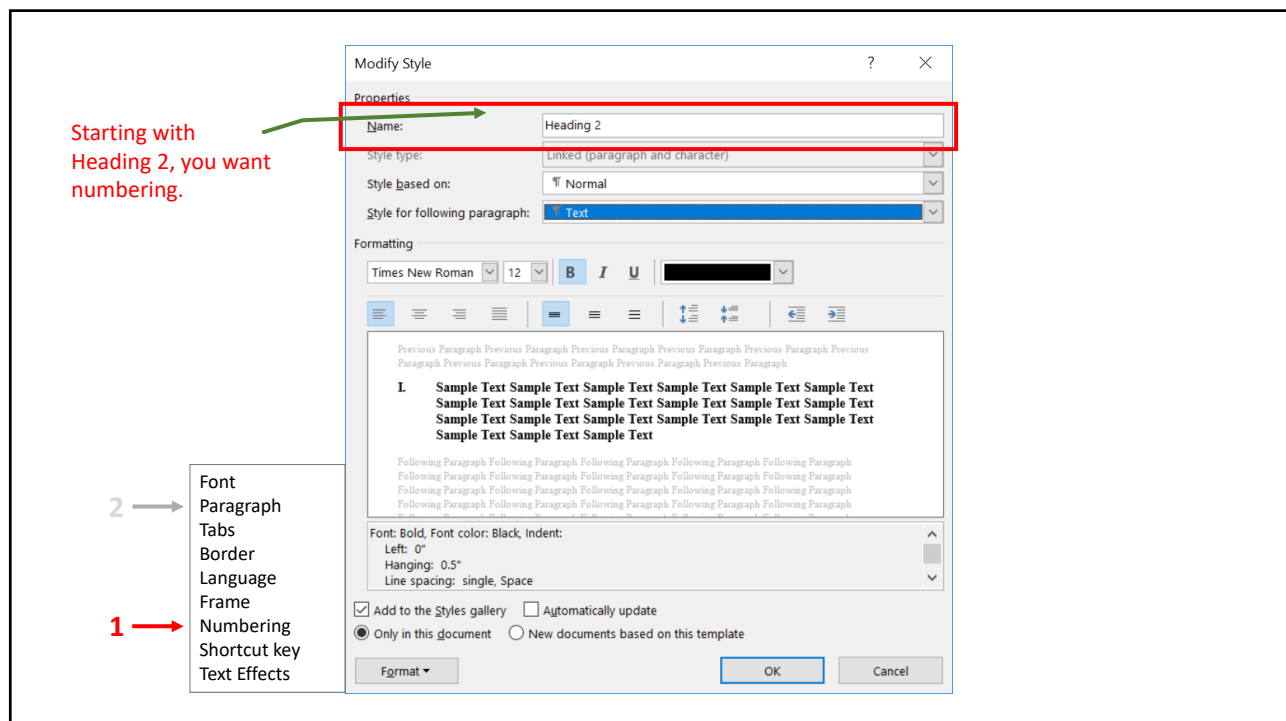
Define New Number Format...

OK Cancel

46



47



48

49

Start with Number Style I, then for Heading 3 use A, Heading 4 use 1, Heading 5, use a.

Font
Paragraph
Tabs
Border
Language
Frame
Numbering
Shortcut key
Text Effects

Define New Number Format

Number format

Number style:
I, II, III, ...

Number format:
I.

Alignment:
Left

Preview

I. _____
II. _____
III. _____

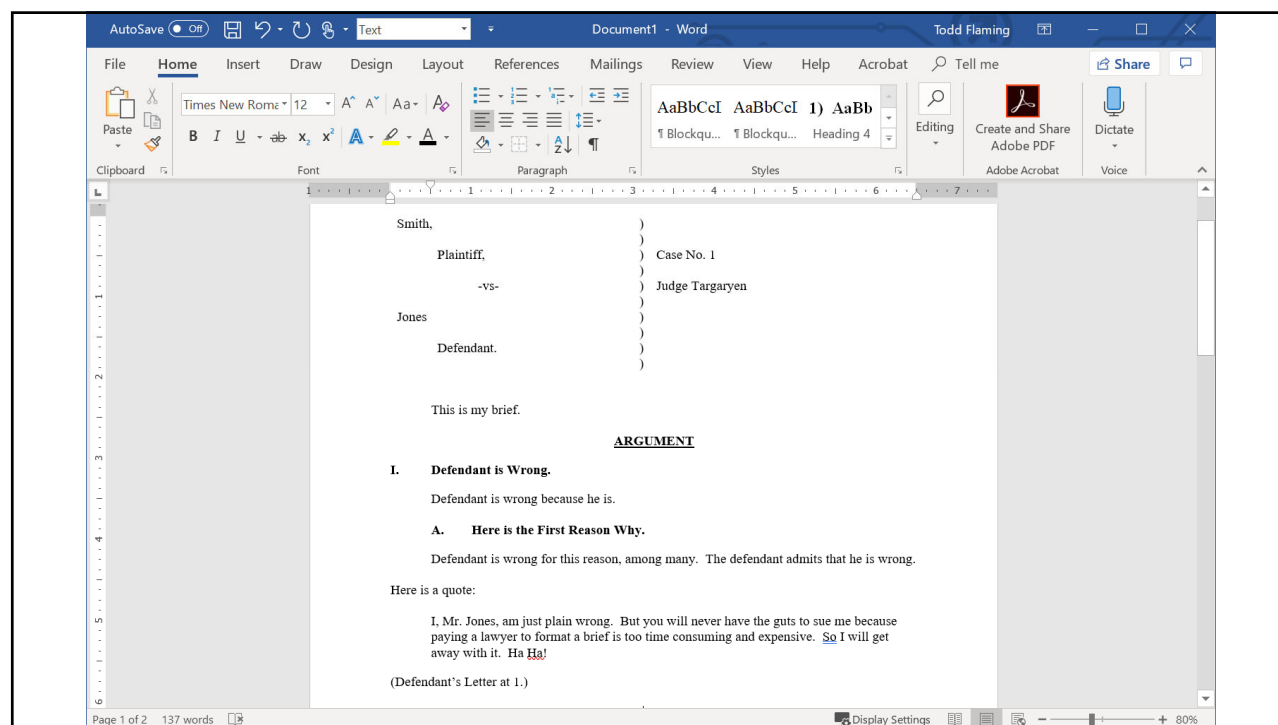
OK

50

Headings recap:

- For each one:
 - Modify the style
 - Change Numbering first
 - No numbering for Heading 1
 - Numbering for the rest, 2-5, as follows: I, A, 1, a
 - Change paragraph properties second
 - Font Bold Times New Roman 12pt
 - Centered for Heading 1, Left for the rest
 - Hanging indent for all 0.5"
 - Increase left indent for each, starting with 0" for Heading 1
 - Single spaced, 12-point after
- When you're done, you'll have automatic outlining
- And it allows you to automatically generate a Table of Contents

53



54

Accessing the Internet

- *Hon. Edward J. Schoenbaum (Ret.), Administrative Law Judge, Springfield*

This segment includes all materials received by the course book publication deadline.
Please contact the speaker for any other materials used at the program.

Accessing the Internet

Hon. Edward J. Schoenbaum

Past Chair, Senior Lawyer Section, ISBA

Past Chair, ABA Senior Lawyer Division

(retired Administrative Law Judge)

Browsers

Google Chrome

Designed to be fast in every possible way. Quick start from desktop, loads web pages in a snap, and complex web applications fast. Browser window streamlined, clean and simple. Search and navigate from same box - arrange tabs how you wish -- quickly and easily.

Omnibox – search web & navigate to sites. Autocompletes as you type, suggestions, & loads results instantly if you enable Chrome Instant. Type [youtube.com](https://www.youtube.com) into Omnibox and hit tab to search YouTube. Set up custom keywords for favorite sites. Built-in PDF viewer, load PDFs without installing software or a plug-in to resize, save, and print PDFs with a click.

When you close Chrome it remembers tabs you had open, pick up where you left off. Designed to keep you safer and secure on web with built-in malware and phishing protection, auto-updates to make sure you have the latest security. Checks regularly to make sure it's up-to-date. Update check ensures your Chrome is automatically updated with latest security features and fixes. If you encounter a website suspected of phishing or malware, you will see a warning page

Signing in to Chrome brings your bookmarks, history, and other settings to all your computers. Automatically signs you in to favorite Google services. Many ways to customize Chrome. Easy to tweak settings, add apps, extensions, and themes from Chrome Web Store.

Private Browsing

Browse web without storing browsing history on machine. Browser saves information on which pages you visited, files you downloaded, your site preferences, form and search entries, passwords and more. Private Browsing temporarily prevents Firefox from saving this information – but still not anonymous on Internet.

To turn it on:

1. Click “Firefox” button.
2. Select “Start Private Browsing” or turn on Private Browsing by using keyboard shortcut; Ctrl + Shift + P. When you start Private Browsing Firefox will save your current tabs after you finish your Private Browsing session. Click “Start Private Browsing” to continue (you can check the box next to “Do not show this message again” if you don’t want to see it each time you turn on Private Browsing).

Private Browsing

While in Private Browsing mode, the Firefox Button at top-left will turn purple, so you keep track of which mode you’re in. Stop Private Browsing by pressing the same entry in the menu you used to open it, or you can use keyboard shortcut: Ctrl + Shift + P.

Mozilla's website: **Warning:** Private Browsing doesn’t make you anonymous on Internet. Your service provider, employer, or sites themselves can track which pages you visit. Private Browsing doesn’t protect you from spyware installed on your computer. If you are doing something you’d rather not record in your browsing history, and it’s perfect if you’re quickly using someone else’s computer

Google Chrome

Great because of simplicity, in the user interface. Design philosophy “I want to look at websites, not load websites. Easy to look at websites without taking up space with the content.”

Send From Gmail If you use Google Mail as your email service, you’ve clicked on an email link at some point and been frustrated when it opens up a default mail client that you’ve never used before. Its much better if clicking on the link would take you to a window to compose a new email with Gmail. That’s where Send from Gmail comes in. Simply install the extension, and any mail to links clicked in Chrome send you to Gmail to compose a new message. Install Send from Gmail from the Chrome Web Store (<https://chrome.google.com/webstore/detail/pgphcomn-laojlmcmjmidhdapjpbgeoc>)

Google Chrome Print

You want to print something from a computer not set up to use your printer. Google’s Cloud Print fixes that and allows printing from devices such as your phone or tablet.

Many new printers with Google Cloud Print compatibility built in are ready to go out of the box. You can connect your old printer to the cloud. You need to set it up to print to another computer, which acts as host. The host needs to be on for you to print. You need to have Google Chrome installed on the host. Once printer is set up and you install Google Chrome on the host, go to Chrome’s preferences by clicking wrench.

YouTube Options

Allows you to change how YouTube works. Change default size and quality of videos, what information is visible on the video page and turn auto-play and pre-buffering on and off. Also gives links to download video in variety of formats and resolutions.

Install from Chrome Web Store

<https://chrome.google.com/webstore/category/apps?feature=chromeapp>

iCloud Mail

If you have an [@mac.com](#) or [@me.com](#) email address, Apple saved an [@icloud.com](#) email address for you. You will receive an [@icloud.com](#) equivalent for every active [@me.com](#) or [@mac.com](#) email address you have. Send email from your [@icloud.com](#) address by:

- Begin composing a new email on the device of your choice.

- Select the From: field in your message.

- Choose your [@icloud.com](#) address from the list shown.

- Compose your message and send.

Make your [@icloud.com](#) address the default address for sending email from your iCloud account, follow the steps below for each device you use to send email.

iCloud.com

In iOS 6. Go to Settings > iCloud > Account (your Apple ID) >Advanced: Mail.

Under iCloud Account Information, tap your email address. From list of addresses available, tap @icloud.com email address you want to use as the default address for sending mail from iCloud Mail.

Windows Shortcuts

Keystroke Combination	Effect
Ctrl+X	Cuts selected text/object
Ctrl+C	Copies selected text
Ctrl+V	Pastes Copied or cut text

Windows Shortcuts

- | • Keystroke Combination | Effect |
|-------------------------|------------------------------------|
| • F1 | Displays help |
| • F2 | Opens selected |
| • Ctrl+Z | Undoes previous action |
| • Alt+Tab | Displays list of open apps |
| • Prt Scr | Prints current screen to Clipboard |

Firefox Keyboard Shortcuts

If you do not like to interrupt the flow of your work, when in the middle of writing something with the keyboard, you can browse the web in Firefox using shortcuts. I use shortcuts because switching between keyboard and mouse wastes time.

Firefox Keyboard Shortcuts

- | • Keyboard Shortcut | Function |
|---------------------|-----------------------------|
| • CTRL + T. | open new tab |
| • Up & Down arrows. | scroll up and down the page |
| • CTRL + D. | bookmark the page |
| • CTRL + P. | print page |
| • CTRL + W. | close tab |
| • CTRL + H. | show history |
| • CTRL + J. | show downloads window |

MS OUTLOOK

- Please open and focus on your plastic Outlook
- Pages to see what you can do with this very useful program.

Websites for Senior Lawyers

www.isba.org

www.isba.org/fastcase

www.isba.org/fastcle

<http://www.isba.org/freecle>

<http://www.isba.org/sections/seniorlawyers>

Websites for Senior Lawyers

- www.americanbar.org/groups/senior_lawyers.html
- www.bbb.org Better Business Bureau, identify safe online stores.
- www.cnet.com Review products for online tech purchases.
- www.ilookbothways.com blogs & step by step tips to help seniors stay safer.

Useful Websites

www.ftc.gov/bcp/edu/micro_sites/idtheft shows how to detect and deter ID thieves, and defending yourself from them

www.fraud.org/internet/intinfo.htm National Fraud Information Center's online scams and online complaint form that you can inform them of your bad experiences with scammers or spammers.

www.sec.gov Securities and Exchange Commission protect your investments and use an investment calculator.

www.cnn.com News site

Useful Websites

- www.illinois.gov Home page for State government branches including bills, news (see next 8 Slides)
- www.fool.com Financial news and advice
- www.eons.com Senior oriented social networking site
- scholar.google.com/intl.en/scholar/about.html

State of Illinois Home
www2.illinois.gov
State Agencies

Aging, Department on www.state.il.us/aging
Agriculture, Department of www.agr.state.il.us/
Appellate Defender, Office of www.illinois.gov/osad
Appellate Prosecutor, Office of www.ilsaap.org/
Attorney General, www.illinoisattorneygeneral.gov/
Attorney Registration & Disciplinary Comm. www.iardc.org/
Auditor General www.auditor.illinois.gov/
Capital Development Board www.illinois.gov/CDB

Click Agency to Link up

Central Management Services
<https://www.illinois.gov/cms/Pages/default.aspx>
Children and Family Services, www.state.il.us/dcf
Commerce and Economic Opportunity www.illinois.gov/dceo/
Commerce Commission www.icc.illinois.gov/
Community College Board www.iccb.org/
Comprehensive Health Insurance Plan www.chip.state.il.us/
Comptroller www.ioc.state.il.us/
Corrections <https://www.illinois.gov/idoc/Pages/default.aspx>
Criminal Justice Information Authority www.icja.state.il.us/
Deaf and Hard of Hearing Commission
<https://www.illinois.gov/idhhc/Pages/default.aspx>
Developmental Disabilities, Council www.state.il.us/agency/icdd

Click on Agency to Link Up

Education State Board <http://www.isbe.state.il.us/>
Elections Board <http://www.elections.il.gov/>
Emergency Management Agency <http://iema.illinois.gov/>
Employment Security, Department of <http://ides.illinois.gov/>
Environmental Protection Agency <http://www.epa.state.il.us/>
Fair, Illinois State <http://www.agr.state.il.us/>
Finance Authority, Illinois <http://www.il-fa.com/>
Financial and Professional Regulation, Dept www.idfpr.com/

Click on Agency to Link Up

Gaming Board, Illinois www.igb.illinois.gov/
Guardianship and Advocacy <https://gac.state.il.us/>
Higher Education, Board of www.ibhe.state.il.us/
Historic Preservation Agency www.illinois.gov/ihpa
Housing Development Authority www.ihda.org/
Human Services, Department www.dhs.state.il.us/

Click Agency to Link Up

Illinois General Assembly www.ilga.gov/
Insurance Department insurance.illinois.gov
Investment, Illinois State Board www2.illinois.gov/isbi
Judicial Inquiry Board www2.illinois.gov/jib www.illinois.gov/idji
Juvenile Justice, Department of www.illinois.gov/idji
Labor Relations Board www2.state.il.us/ilrb
Labor, Department of www.illinois.gov/idol
Law Enforcement Training and Standards Board www.ptb.state.il.us/
Liquor Control Commission www.state.il.us/lcc/
Lottery, Illinois www.illinoislottery.com/en-us/
Lt. Governor, Office of the www2.illinois.gov/ltgov
Management and Budget, Office of www.state.il.us/budget

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Medical District Commission <http://www.imdc.org/>
Military Affairs, Department <http://www.il.ngb.army.mil/>
Natural Resources, Department www.dnr.illinois.gov/
Pollution Control Board <http://www.ipcb.state.il.us>
Power Agency, Illinois <http://www2.illinois.gov/ipa>
Prisoner Review Board www2.illinois.gov/prb
Property Tax Appeal Board www.state.il.us/agency/ptab/
Public Health, Department www.idph.state.il.us/
Racing Board, Illinois www2.illinois.gov/irb
Revenue, Department tax.illinois.gov/

Click Agency to Link Up

Secretary of State, Office www.cyberdriveillinois.com

State Fire Marshal www.sfm.illinois.gov/

State Police Merit Board www.illinoistrooper.com/

State Police, Illinois www.isp.state.il.us/

State Retirement Systems www.srs.illinois.gov

State Treasurer, Office www.treasurer.il.gov/

State Universities Civil Service www.sucss.state.il.us/

State Universities Retirement www.surs.org/

Student Assistance Commission www.isac.org/

Click Agency to Link Up

Supreme Court, Illinois www.state.il.us/court/

Teachers' Retirement System trs.illinois.gov/

Toll Highway Authority, Illinois www.illinoistollway.com/

Transportation, Department www.dot.il.gov/

Veterans Affairs, Depart www2.illinois.gov/veterans

Workers' Compensation Commission www.iwcc.il.gov/

Becoming Safer Online

Create stronger passwords. Do not share

Do not expose personal information

Do not fall for e-mail scams.

Do not click links to download malware.

Becoming Safer Online

- Know who you are doing business with
- Watch out for e-mail attachments
- Use software to avoid malware
- Create safe e-mail aliases

Great Guides & Subscribe to MakeUseOf.com (Free)

Home: www.makeuseof.com

MakeUseOf Directory: www.makeuseof.com/dir

MakeUseOf Answers: www.makeuseof.com/answers

Geeky Fun: www.makeuseof.com/tech-fun

Great Guides & Subscribe to MakeUseOf.com (Free)

- PDF Guides:
www.makeuseof.com/pages/
- Deals:
www.makeuseof.com/pages/hot-tech-deals
- MakeUseOf:
www.feedproxy.google.com/Makeuseof

Search Engines

While most grammar and symbols are ignored by search engines to better facilitate search results, some that are critical to the search are needed. Dollar sign (\$) isn't ignored, when searching for a price. Search terms 'Canon 400' and 'Cannon \$400' will obviously yield different results. Programming language ie letter sequences & symbols are not ignored. Neither are hyphens, on how they're used. Remember the principle is that if any grammar in your search terms has an undeniable meaning or relevance it will be accounted for.

Search Engines

- Small words which could be omitted are not included when searching. For example 'a' or 'the' aren't taken into account (One exception to this rule). 'Obvious Intent'. If you're searching for 'The Killers', you're looking related to the famous rock band – not homicidal maniacs. Search engine will probably include 'The', because it's part of the bands title - even though usually it would be omitted.
- Search commands below will work for almost any search engine. There are a few exceptions to the rule, which we'll discuss later

Common Search Commands

“ ____ ” - By using double quotes, you want search results that contain that exact phrasing, with no changes to the order of the words.

' -' - Using the minus sign (hyphen, used differently) omits certain words from the search. However, unlike the hyphen it must be preceded by a space: 'anti-virus' will not omit 'virus', using 'anti -virus' will.

Common Search Commands

- '*' - Using asterisk indicates looking for additional terms and want to include them in the search. 'Toyota *' will yield many different Toyota car and truck models, 'Toyota' will return official website and related pages.
- 'OR' – Using OR search command you want to search for one of two phrases, like 'Toyota OR Nissan', with the OR in all-caps.

Additional Google Commands

'In Title: ___' - By putting this before a search terms you're telling Google to only return pages with the query enclosed in the page title. This narrows search results which could be regarded as ambiguous. Useful when looking for jobs or products that are hard to come by.

'Site: ___' - By using this command search results only from the specified website. So if searched Google for 'cell phone site:makeuseof.com ', making sure there was no gap between the colon and the web address, it would limit results to relevant articles on www.makeuseof.com

'+' - Using the plus sign will yield results that definitely include the words after the plus sign. 'Toyota +News' will yield only news stories about the car manufacturer.

Basic Rules for Searching With Yahoo! and Bing

The grammar rules outlined at Google are the same. You can leave out most grammar unless it is crucial to your search. If this is the case it will fall into the 'Obvious Intent' category.

'Suggested Search' function and 'Explore Concepts' feature are good when using Yahoo! - When entering search term, previous searches by other users will appear below the text entry box. These are optimized searches and will lead you to better results by clicking on them. The 'Explore Concepts' function which appears to the right of the suggestions as seen in the screen shot gives you keywords and searches related to your main search, which may come in handy later or even exactly be what you're looking for.

Basic Rules for Searching With Yahoo! and Bing

Yahoo features shortcuts for popular informative searches, such as queries relating to weather, transport, airports etc... They work by simply entering a specific term related to the subject followed by the topic in question. To find information about an airport simply enter in the airport name or code followed by the term 'Airport'.

Yahoo site explorer allows one to explore a specific site with more ease (as opposed to using the 'site:___' command).

www.ask.com allows one to type in questions

Further Reading

Control other computers remotely for free - Chrome Remote Desktop

<http://www.makeuseof.com/tag/control-computers-remotely-free-chrome-remote-desktop-crossplatform/>

Use Internet Explorer in Google Chrome with IE Tab

<http://www.makeuseof.com/tag/internet-explorer-google-chrome-tab/>

How to trick website by changing your user agent

<http://www.makeuseof.com/tag/trick-websites-changing-user-agent-chrome/>

Further Reading

- 10 really cool games from the Google Chrome Store
- <http://www.makeuseof.com/tag/10-really-cool-games-from-google-chrome-store/>
- Opt out of Facebook app permissions with Privacy
- <http://www.makeuseof.com/tag/concerned-privacy-opt-facebook-app-permissions-fprivacy-chrome/>
- Enhance your browsing experience with FastestWeb
- <http://www.makeuseof.com/tag/enhance-browsing-experience-fastestweb-chrome/>

Identity Theft

- The Federal Trade Commission has a new tool for victims of identity theft. Now, people can report tax-related identity theft directly to the IRS online at IdentityTheft.gov.

If someone steals your Social Security number, files a tax return, and claims your refund. You might find out about it when you try to e-file — and learn that someone already submitted a return — or when the IRS sends you a letter saying it received a suspicious tax return with your Social Security number. If that happens, you need to file an IRS Identity Theft Affidavit, which you can do at IdentityTheft.gov.

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- _____

Cybersecurity

- *William W. Austin, of Counsel, McDevitt Osteen Chojnicki & Deters LLC, Effingham*
austin@mocdlaw.com

This segment includes all materials received by the course book publication deadline.
Please contact the speaker for any other materials used at the program.

Traveling Overseas with Mobile Phones, Laptops, PDAs, and Other Electronic Devices

YOU SHOULD KNOW

For general travel alerts and information, see the Department of State Site.

<http://travel.state.gov/content/passports/en/alertswarnings.html>.

(<http://travel.state.gov/content/passports/en/alertswarnings.html>)

- In most countries you have no expectation of privacy in Internet cafes, hotels, offices, or public places. Hotel business centers and phone networks are regularly monitored in many countries. In some countries, hotel rooms are often searched.
- All information you send electronically – by fax machine, personal digital assistant (PDA), computer, or telephone – can be intercepted. Wireless devices are especially vulnerable.
- Security services and criminals can track your movements using your mobile phone or PDA and can turn on the microphone in your device even when you think it's off. To prevent this, remove the battery.
- Security services and criminals can also insert malicious software into your device through any connection they control. They can also do it wirelessly if your device is enabled for wireless. When you connect to your home server, the "malware" can migrate to your business, agency, or home system, can inventory your system, and can send information back to the security service or potential malicious actor.
- Malware can also be transferred to your device through thumb drives (USB sticks), computer disks, and other "gifts."
- Transmitting sensitive government, personal, or proprietary information from abroad is therefore risky.
- Corporate and government officials are most at risk, but don't assume you're too insignificant to be targeted.
- Foreign security services and criminals are adept at "phishing" – that is, pretending to be someone you trust in order to obtain personal or sensitive information.
- If a customs official demands to examine your device, or if your hotel room is searched while the device is in the room and you're not, you should assume the device's hard drive has been copied.

BEFORE YOU TRAVEL

- If you can do without the device, don't take it.
- Don't take information you don't need, including sensitive contact information. Consider the consequences if your information were stolen by a foreign government or competitor.
- Back up all information you take; leave the backed-up data at home.
- If feasible, use a different mobile phone or PDA from your usual one and remove the battery when not in use. In any case, have the device examined by your agency or company when you return.
- Seek official cyber security alerts from: www.onguardonline.gov and www.us-cert.gov/cas/tips

Prepare your device:

- Create a strong password (numbers, upper and lower case letters, special characters – at least 8 characters long). Never store passwords, phone numbers, or sign-on sequences on any device or in its case.
- Change passwords at regular intervals (and as soon as you return).
- Download current, up-to-date antivirus protection, spyware protection, OS security patches, and a personal firewall.
- Encrypt all sensitive information on the device. (But be warned: In some countries, customs officials may not permit you to enter with encrypted information.)
- Update your web browser with strict security settings.

- Disable infrared ports and features you don't need.

WHILE YOU'RE AWAY

- Avoid transporting devices in checked baggage.
- Use digital signature and encryption capabilities when possible.
- Don't leave electronic devices unattended. If you have to stow them, remove the battery and SIM card and keep them with you.
- Don't use thumb drives given to you – they may be compromised. Don't use your own thumb drive in a foreign computer for the same reason. If you're required to do it anyway, assume you've been compromised; have your device cleaned as soon as you can.
- Shield passwords from view. Don't use the "remember me" feature on many websites; re type the password every time.
- Be aware of who's looking at your screen, especially in public areas.
- Terminate connections when you're not using them.
- Clear your browser after each use: delete history files, caches, cookies, URL, and temporary internet files.
- Don't open emails or attachments from unknown sources. Don't click on links in emails. Empty your "trash" and "recent" folders after every use.
- Avoid Wi-Fi networks if you can. In some countries they're controlled by security services; in all cases they're insecure.
- If your device or information is stolen, report it immediately to your home organization and the local US embassy or consulate.

WHEN YOU RETURN

- Change your password.
- Have your company or agency examine the device for the presence of malicious software.

(<http://travel.state.gov/content/passports/en/alertswarnings.html>)

TAB 6

Panel Discussion

- *Todd H. Flaming, Todd Flaming LLC, Chicago*
- *Don M. Mateer, Mateer Goff & Associates LLP, Rockford*
- *Hon. Edward J. Schoenbaum (Ret.), Administrative Law Judge, Springfield*
- *William W. Austin, of Counsel, McDevitt Osteen Chojnicki & Deters LLC, Effingham*

This segment includes all materials received by the course book publication deadline.
Please contact the speaker for any other materials used at the program.

Ten tips to stop yourself from getting hacked

By Todd Flaming

As a preliminary caveat, I note that no one is hack proof. If Russian, Chinese, or North Korean agents (or just some bored kid in a basement) want to hack your firm, you may be hacked despite your best efforts. Computers are complicated, vulnerable even with the best protections, and the blame should fall squarely on the producers of our software.

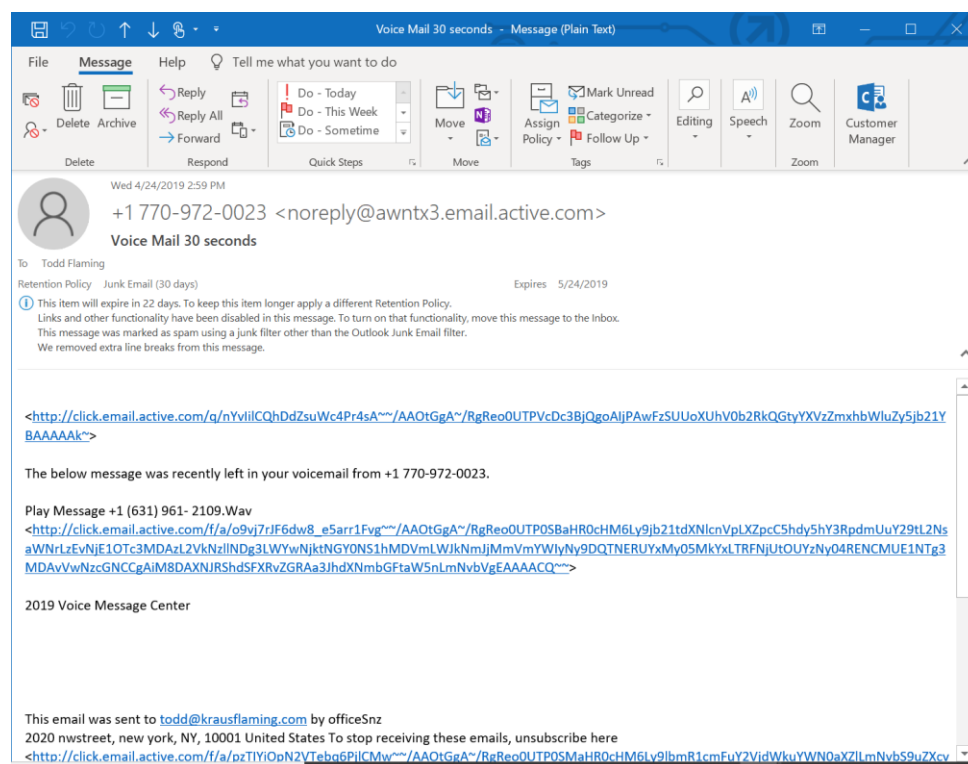
However, there are things you can do to minimize your risk of getting hacked. The easiest way for someone to hack your computer or get access to your bank accounts is to trick you into letting him in.

Below is a list of things to do and not do.

1. Never click on a link in an email from someone you do not know—ever.

You will receive hundreds of emails that often end up in Junk Email. They want you to click on something. Some are obvious, but hackers are clever and getting cleverer.

Here is one that arrived this morning in mine:



My Junk filter caught it so any images are disabled. It appears to be a voice mail of some kind. You want to click on something like this: “Wow, someone left me a 30-second voice mail. I should listen to it!”

This is not from my voice mail system. It is from the outside. I don’t recognize the email address. What is “active.com”?

Result? TRASH!

This is only one example. There are hundreds. Forget Nigerian princes asking you to send your bank information so they can transfer you millions of dollars. What about your cell carrier saying it needs to verify your credentials, so can you please send your username and password? You get the idea.

Anything that comes from outside your firm is automatically suspicious.

2. Treat emails from your own colleagues as suspicious too

Here’s a new scam: An email comes in from a partner in the firm to the accountant, instructing the accountant to wire \$5,000 to a bank account. The accountant dutifully does so.

But the account is a hacker’s account. The email only looked like it came from the partner. It was from an outside email address with the partner’s name.

You can imagine many scenarios similar to this.

- Your partner sends you an email from his personal account (or so it seems) saying he forgot the bank account number and needs to get it to a client to wire a retainer: can you send?
- The IT department (or so it seems) needs your username and password to check out your computer because they detected a virus.
- Your CPA needs your social security number to complete your tax return.
- Your aunt forgot your birthday and middle name—she wants to send you a present.
- Your friend is trapped in Honduras and wants you to send lawyers, guns, and money.

Hackers are moving from mass emails to targeted, specific ones. Your information and your firm’s information are all public, easily identified. Your firm biography gives lots of details.

When you get such a request, take time to pause and think about it. Then call the person to find out if the request is legitimate.

3. Don't give information over the phone when someone calls you

For the same reasons as above, never give information to someone who calls you. Even if it seems legitimate.

I could receive, for example, a phone call from (what seems to be) someone taking donations for a local charity I know. I could even believe the call is legitimate. They want my credit card number. My answer is always the same: no way. You could be a hacker. No one should ever expect you to give your credit card number to him over the phone.

Not even if the person gives you a number to call back. How do you know it is legitimate?

And that leads to ...

4. Initiate contact yourself

Even if you receive a legitimate looking email or call that you think requires action, then start up your own web browser and type the company's name in yourself (or look up its number and call that number yourself). Then you can be fairly sure you're safe.

5. Don't download anything unless you are 100% sure it is safe

Emails linking to things or even web sites that you aren't 100% sure are safe can contain malware, bad software that will do bad things. Don't download it. Let your IT people handle the installation of software.

6. Don't go to sketchy web sites

I'll leave the definition to you. Obvious ones are anything involving pornography or illegal downloads of movies, songs, software, etc. They are infected with bad stuff. Just don't go there.

7. Don't respond to "emergency" pop-ups

If suddenly something pops up on your computer with big alerts blaring and warnings about your computer being compromised, it's probably something that found its way into a web site you are viewing through an advertiser insert. Close the web page and ignore it.

The same is true if the "IRS" calls you, telling you that your arrest is imminent unless you pay a fine. People fall for this—seriously. Don't be one of them.

8. Encrypt sensitive numbers, etc. sent over the Internet

Encrypted stuff is hard to crack, and for most hackers not worth it. If you send bank account numbers, social security numbers, etc., then send them encrypted. Some options are putting them into a PDF file and securing that file with a password or using a shared Dropbox folder.

9. Keep your software updated.

Updates contain security patches.

10. Tell your co-workers about this stuff

If you are on the same network and one of them downloads malware, it can infect the whole network.

Don't let your co-worker take down your firm.

TAB 7

William W. Austin is currently Of Counsel to the Effingham, Illinois firm of McDevitt, Osteen, Chojnicki & Deters, LLC, after practicing with Parker, Siemer, Austin & Resch for over forty years. He focuses on business, banking, and real estate law, and related civil litigation. He is a member of the Illinois State Bar Association and the Effingham county Bar Association and is a former member of the American Bar Association, Illinois Real Estate Lawyers Association, and the Bar Association of the Central & Southern Federal Districts of Illinois. He currently serves as Chairman of Attorneys' Title Guaranty Fund, Inc., a bar-related title insurer. He is a director of former Chairman of ATG Trust Company, an independent bar-related trust company. Mr. Austin is currently a member of the ISBA's Senior Lawyer Section Council and its Standing Committee on Military Affairs, which he previously chaired. He is a Fellow of the Illinois Bar Foundation. He served several terms as an Assembly Representative in the ISBA and served on the ISBA's Mineral Law Subcommittee.

He was admitted to practice in Illinois following his graduation from the University of Illinois, BS Finance 1968 and JD Law 1970, and later admitted to practice in certain federal courts, including the U.S. Supreme Court.

Mr. Austin is a former Assistant and Special Assistant Illinois Attorney General. He serves on and has held leadership positions on several corporate boards, as well as on several local, state, and national not-for-profit boards.

Todd H. Flaming is a trial lawyer who represents companies in commercial cases, including complex disputes over patents, trade secrets, and technology. His experience ranges from contract and tort claims to statutory claims, including patent infringement and Paragraph IV (Hatch Waxman) litigation. He has handled trials, arbitrations, mediations, as well as class actions in courts around the country.

Mr. Flaming's clients have included Fortune 100 and Fortune Global 500 computer, consumer electronics, military, financial, service, and retail companies, as well as Internet and pharmaceutical start-ups. His patent and technical cases have involved a variety of technologies, including WLAN (Wi-Fi) standards; cellular telephones; industrial machines, such as servomotor-driven collators, inserters, and adaptive learning machines; Internet devices and software, including software robots and load balancing software; medical devices, such as biopsy needles, hemodialysis catheters, and cannulas; pharmaceuticals and nutraceuticals, such as drugs and nutritional products; opiod detoxification; automotive batteries; nuclear waste disposal; and optics and data transfer, including audio streaming and phase modulation; among others.

He is a member of the United States District Court for the Northern District of Illinois, including its Trial Bar; the Eastern District of Wisconsin; the Eastern District of Michigan; the Illinois State Bar; and the Federal Circuit Court of Appeals. He has also served as an Adjunct Professor of Law at the John Marshall Law School and a Lecturer at the DePaul College of Computing and Digital Media. He served for a decade as a Director and was the President and Chair of Illinois Legal Aid Online, a not-for-profit organization dedicated to using technology to provide access to justice for underserved communities.

Mr. Flaming is a co-author of three books, *A Trial Lawyer's Guide to Discovery in Federal and State Courts in Illinois*, *A Lawyer's Guide to Computers* (editor), and *Web Linking Agreements*. He is a frequent author and speaker on electronic discovery, including the Allerton Conference on electronic evidence and discovery. He has appeared on NBC Nightly News and First Business, been quoted in Business Week and the Financial Times, and featured on the cover of Chicago Lawyer magazine.

Mr. Flaming testified before the American Bar Association's Ethics 2020 Commission on the role of ethics rules with respect to technology. He serves on the Seventh Circuit's Electronic Discovery committee. He also has served as Co-Chair of the American Bar Association Litigation Section's Technology for the Litigator Committee and the Illinois State Bar Association's Standing Committee on Legal Technology.

He has been recognized by his peers to be included in Best Lawyers in America from 2008 through the present.

Mr. Flaming received his J.D. from the University of Chicago Law School in 1993, where he was a member of the Law Review, and his B.A. *magna cum laude* in 1988 from Loyola Marymount University.

Eugenia C. Hunter earned a B.A. from Southern Illinois University in 1963. In 1963-4, she studied Interdisciplinary Social Science at San Francisco State College, then returned to SIU for a M.S. (Economics) in 1970 and a J.D. in 1976. In 1977, she was admitted to practice in the Illinois Supreme Court and the U.S. District Court for the Southern District of Illinois, and she served as Assistant State's Attorney in Jackson County. She was admitted to practice before the United States Court for the Seventh Circuit in 1986, and to the Supreme Court of the United States in 2011.

Ms. Hunter has been in private practice in Carbondale since 1977. Today, she concentrates on elder law, guardianships, probate and real estate and is frequently appointed a guardian ad litem for children and disabled adults. Ms. Hunter was first qualified to represent children in 2006 and maintains this qualification. As a member of the Illinois State Bar Association, and has served on numerous standing and special committees, taskforces and section councils and currently serves on Elder Law and as vice-chair of the Senior Lawyers Section Council. She is also a member of the Jackson County Bar Association.

In 2011, she received both a Land of Lincoln Joseph R. Bartylak Pro Bono Award and a Certificate of Appreciation from the Legal Services Corporation for an extraordinary commitment to providing equal access to justice. In 2018, she was honored by the Fellows of Illinois Bar Foundation for leadership and dedication to the law.

Don M. Mateer received his undergraduate degree from the University of Michigan and his law degree from the University of Illinois. He is licensed to practice law in the State of Illinois, and was licensed to practice in the U.S. District Federal Court, the U.S. Court of Appeals, 7th Circuit, and the U.S. Supreme Court. Mr. Mateer tried jury cases in both state and federal courts for over 40 years. Mr. Mateer, in addition to his trial work, was an active arbitrator and mediator. He has been honored by his peers in several ways, having been elected a Fellow in the American College of Trial Lawyers, named a Leading Lawyer in Illinois, named a Super Lawyer in Illinois and is AV peer review rated. Mr. Mateer is presently “Of Counsel” to the firm of Mateer Goff & Associates in Rockford, Illinois.

Hon. Edward J. Schoenbaum earned his Juris Doctor in 1968, M. Div. degree in 1970, and his M.P.A. in 1985. He was an Administrative Law Judge with the Illinois Department of Children & Family Services and the Illinois Department of Employment Security, until he retired December 31, 2007. He has served as an ABA-Dispute Resolution Section/Judicial Division Certified Mediator since 1998.

Judge Schoenbaum was elected to the American Law Institute in 1983 where he helped provide judicial education for Administrative Law Judges in the District of Columbia, Georgia, Illinois, Kentucky, New York, and Texas, as well as at numerous national educational programs. He also served as faculty for the National Judicial College from 2008-15. Judge Schoenbaum served as the President of the Illinois Government Bar Association of Illinois (1996-97 and 2007-09), President of the Association of Administrative Law Judges (2004-06), President of the National Association of Administrative Law Judges (1995-96), Editor-in-Chief for the Journal of the NALJ (1993-96), Board of Advisors Chair for the Journal of NAALJ (1996-2009), and Chair of the Education Committee of NAALJ (1994-95, 1996-2000). He is an active member of the Illinois State Bar Association, including the Judicial Administration Section Council (1978-86), Administrative Law Section Council (1996-2010), Bench and Bar Section – Chair (2008-09), and Senior Lawyer Section – Chair (2015-16).

Judge Schoenbaum received the Victor Roskopf Award of Excellence in 2007 and was the Fellowship Recipient of the National Administrative Law Judge Foundation in 2000 for Improving Public Trust and Confidence in Administrative Adjudication: What an Administrative Law Judge Can Do.

ILLINOIS STATE BAR ASSOCIATION

[ISBA.ORG/FREECLE](https://isba.org/freecle)



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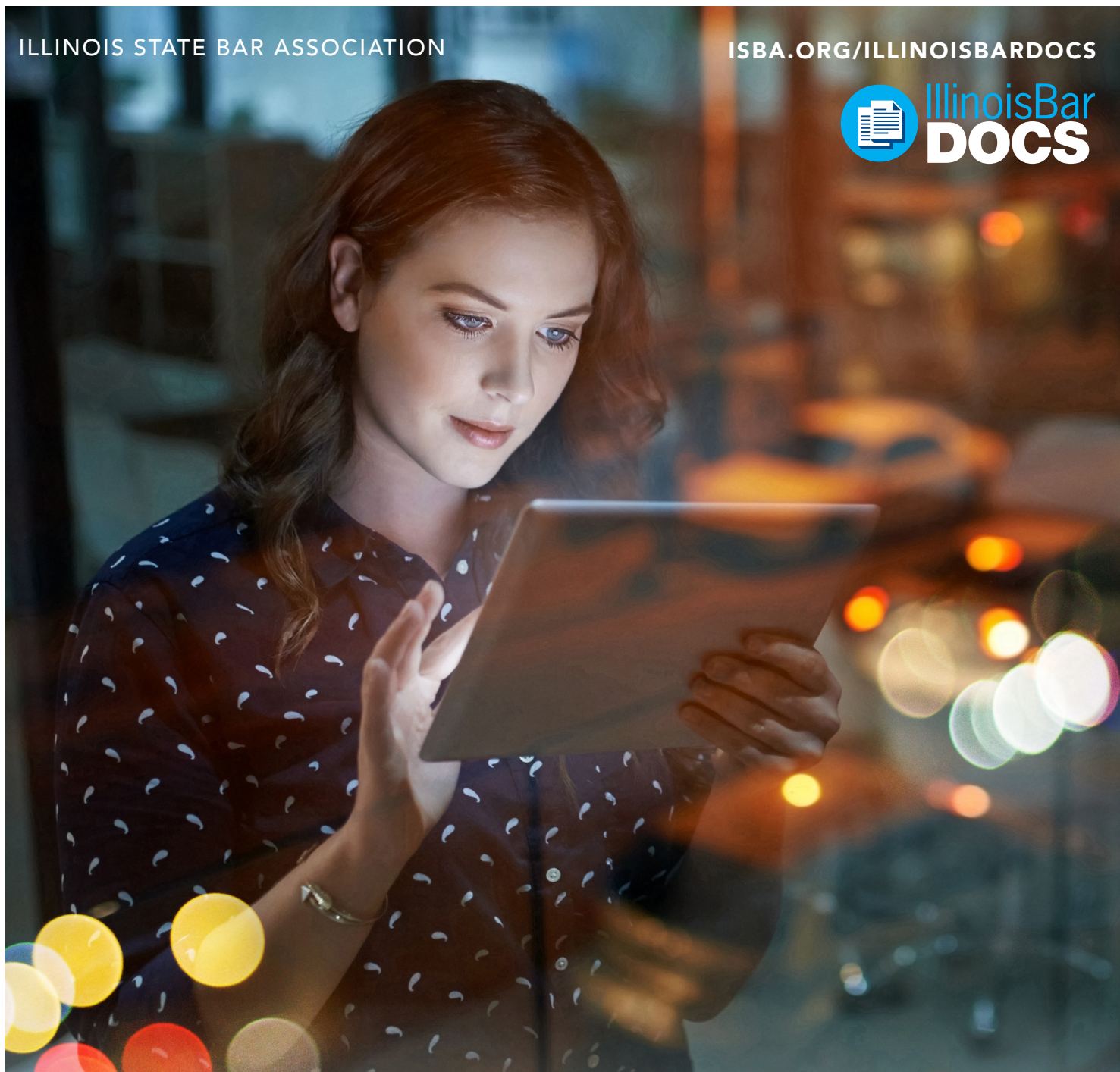


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