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Electronic Communications

FAQs

- **Secured Links**
- **DMJ Portal**
- **iPad Instructions**

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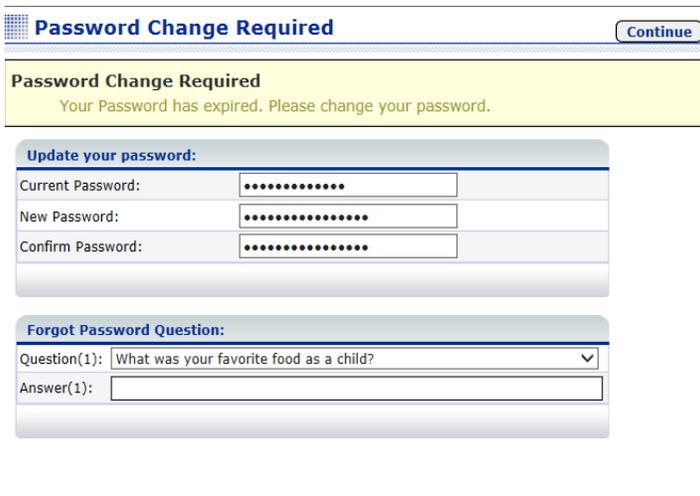
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DMJ Portal Instructions

1. Portal can be accessed using any Internet Browser. Ipad users see separate instructions.
2. Visit www.dmj.com and click on "DMJ Client Portal" located at the top of the webpage near the DMJ logo or visit the portal directly at <https://portal.dmj.com>.



3. User ID: email address
4. Password: email address (for first login)
5. First login requires password change:
 - a. Password cannot be email address
 - b. Password must be 10 characters
 - c. Password must contain 2 numbers
 - d. Password is case sensitive
6. Choose a Forgot Password Question and Answer



7. You must agree to the User Agreement.
8. To view Files, click on the List All button.
9. Open files by clicking on the File Name.

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10. To view Account Properties, at the top right, click on the  My Profile icon. Here you can make changes to name, phone, email, password, and the Forgot Password Question.
11. If you are a contact to more than one account/company/entity, at the top right click on the Switch Site pull down menu to choose account/company/entity you wish to view or submit files.
12. The portal sessions do not time out. Remember to log off when finished.

DMJ Portal FAQ

1. *How do I get access to the DMJ Portal to share documents and files?*
Speak with your primary contact at DMJ to have the portal established. You will receive a confirmation email with a link to the secure site. See DMJ Portal Instructions.
2. *Are there any Internet browser requirements to use the portal?*
No. Any of the common browsers will work - Internet Explorer, Chrome, Firefox, Safari...
3. *What are the password requirements for the DMJ Portal?*
The password is a ten character minimum that includes two numerical digits and it is case sensitive.
4. *Can I use an iPad?*
Yes. See special instructions: DMJ Portal iPad Instructions.
5. *Is a DMJ Portal required to share documents with DMJ?*
No. A secured email link can be sent to you that will allow for download or uploading of files. A password will need to be established with your primary contact at DMJ prior to the link being sent to you.
6. *What if I forget or can't remember my password?*
We will assist you in retrieving or establishing a new password. Please contact Ashley Stanley at astanley@dmj.com or call the office at (336) 275-9886.
7. *Are there any limits to the files shared through the email with secured link?*
Yes. The default limit is for 3 downloads and is available for 30 days.

Viewing a Document from an iPad

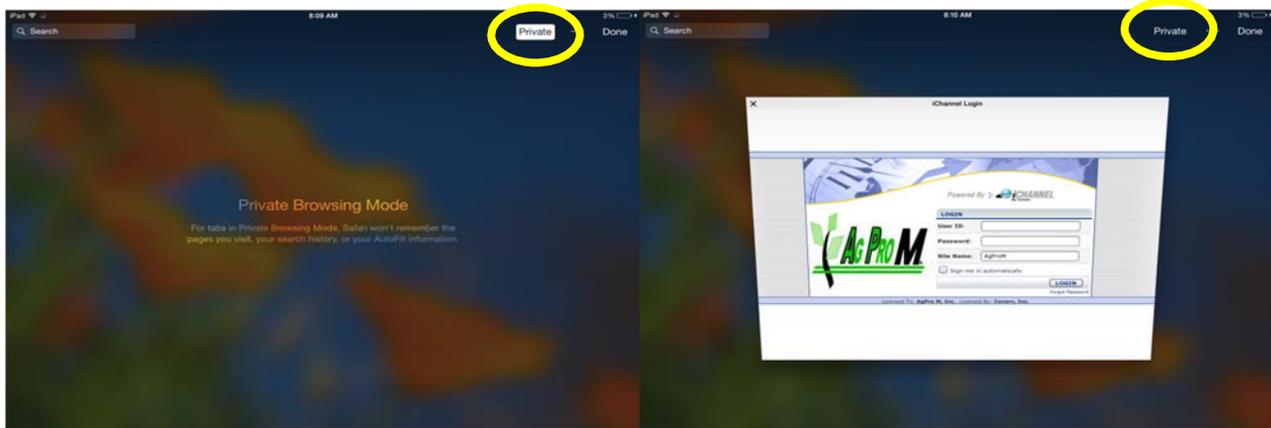
When Apple came out with their latest release for the iPad, they also released Private Browsing. This caused an issue with iChannel when opening a document. In this instance, an error occurs where only the first page is visible and Private Browsing will need to be turned off. If you experience this issue, follow the steps below.

* Make sure you are in Safari and not in any other internet browser.

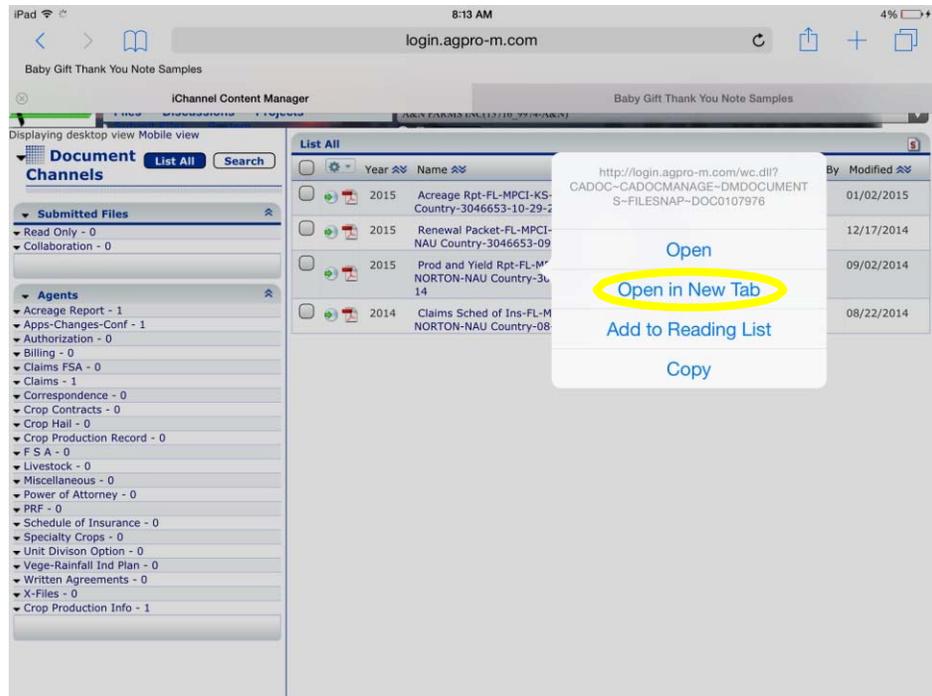
1. Open Safari.
2. At the top right, click on the 2 squares.



3. At the top right is the word "Private"; if this is highlighted, you are currently in Private Browsing and you need to turn it off. Simply click on the word "Private" to make it un-highlighted, and you are out of Private Browsing.



4. You can now log in to iChannel.
5. When you see the document you need to view, put your finger on the title and hold it there till you see the pop up.



6. Click "Open in New Tab."
7. The document will then load in another Safari window. You can view the entire document from there or "Open In" another app. *DMJ also recommends the Adobe Reader app. It is free and documents can be saved in the app as well.