

Helpline Staff Instructions for Completing Microsoft Word Templates

1. Templates are stored on the Judicare Share Drive.
2. To access the scripts, double click on the folder labeled “INTAKE.”
3. To select the appropriate template for the topic of the call, double click on the icon with one of the following titles:
 1. “Landlord tenant” is saved as “LLT.dot”
 2. “Security deposit” is saved as “SD.dot”
 3. “Utilities ” is saved as “U.dot”
4. After opening the template, make sure the document is “protected” (i.e. the lock in the picture should be closed)



5. Complete the form using either the mouse or the keyboard to navigate within the document:

To move to the next field	Press [Tab]
To move to the previous field	Press [Shift] + [Tab]
To complete a drop-down	Press [Alt] + [Arrow]

6. The questions may call for you to fill in any of the following:

1. Check boxes

2. Pull down menus

(Select one) :↓
 YES
 NO

3. Answer Blanks

7. Print the completed form and give to the Helpline Attorney.