

IOLTA COMPLIANCE STATEMENT and PRO BONO REPORTING
Frequently Asked Questions about Online Reporting

How do I enter my information into the spaces provided? *Use your “tab” key to move from entry to entry. You can also rest your cursor on the desired location.*

Do I have to provide an answer for every question? *No. It is only necessary to provide information that is applicable to your situation. Make sure you read the questions carefully to make certain you answer those that apply to you.*

How do I change my answers when I am still in the online forms? *You can change your answers while you are still in a form by simply typing over your previous answer. You can go back and forth between pages by pressing “previous” and “next” at the bottom of each page.*

How do I change my answers after I have pressed “Done” and exited the forms? *Follow the original link on the State Bar website from the same computer you originally completed the form from. Your answers are saved and you can make necessary changes. Changes will not be saved unless you press “next” at the bottom of the page and “Done” at the end of the form.*

How come I can’t advance to the next page by pressing “next” at the bottom of the page? *Some responses are required fields (marked with an “*”). You must provide an answer in these fields or you will not be permitted to advance in the form. Generally, it will bring you back to the question that requires an answer or additional information.*

How come I have to use the same computer to complete the form? *The program remembers your previous entries. If you use a different computer to revise or finish your forms, the information previously entered will not be saved.*

How come I can’t enter more than one set of forms (Pro Bono Reporting and IOLTA Compliance Statement) on a single computer? *Allowing a single entry from each computer preserves the integrity of data by limiting entries from outside sources and identifying any problems. If you try to remove the prior information and enter new information for another, it changes the first form and your Report and Compliance Statement will not be saved.*

When I try to print, my selections don’t appear on the printed form? *This is a problem related to how your Internet Browser printing features are set up. You have to have “background” printing selected. Below are instructions on how to make sure your Browser’s settings are correct:*

Internet Explorer:

- Click on "Tools"
- Click on the "Advanced" Tab
- Scroll down to "Printing"
- Make sure Print Background Colors is checked
- Save settings

Modzilla Firefox:

- Click on "File" on your Web Browser Toolbar
- Click on "Page Setup"
- Make sure the box that says "Print Background Colors" is checked

FireFox on Mac:

- Click on the File prompt on the Web Browser Toolbar
- Select "Print"
- Make sure that Firefox is selected in the Presets dropdown menu choice
- Under "Appearance" Options, make sure a check mark is ticked for "Print Background Colors"

Once you are sure you are set up TO PRINT:

- While the page is still visible, either press "Ctrl" and "p" (together) and choose a print option;

OR

1. Click on "file" (top bar, far upper left hand corner) of your Web Browser.
2. Click on print (or print set-up if you wish to revise printing options)
3. Click on print source.

YOU WILL NOT BE ABLE TO PRINT AFTER YOU CLICK "DONE" ON THE FOLLOWING PAGE WITHOUT RE-ENTERING THE FORM FROM THE ORIGINAL LINK ON THE SAME COMPUTER.

How do I print once I have assured my Browser print settings are correct?

While the page is still visible, either press "Ctrl" and "p" (together) and choose a print option;

OR

1. *Click on "file" (top bar, far upper left hand corner) of your Web Browser.*
2. *Click on print (or print set-up if you wish to revise printing options)*
3. *Click on print source.*

Remember, you will not be able to print after you click on "Done" unless you re-enter the form through the original link.

Who do I contact if I have questions or comments?

IOLTA Reporting: Kathy Powers, State Bar of Montana, 406/442-7660 or kpowers@montanabar.org

Pro Bono Reporting: Patty Fain, Montana Supreme Court, 406/794-7824 or pfain@mt.gov

