HotDocs Template Portal 11

System Administrator Guide

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About HotDocs Template Portal

What is HotDocs Template Portal?

HotDocs Template Portal is an out-of-the-box host application for HotDocs Server that provides an intuitive and secure Web interface for assembling documents from HotDocs templates. It includes the following features:

- **User Authentication and Access Control:** Template Portal's secure environment allows you to manage user access to templates, template sets and answer files.
- **Template Uploading:** You can publish your templates directly from HotDocs Developer. HotDocs Template Portal recognizes published templates and uploads them directly into the database.
- **Template Management:** You can create groups of templates for specific needs within your organization. You can also give users access to templates or answer files directly from Template Portal.
- **Answer File Management:** You can store answer files on the server and share answer files with other users within your organization. You can also upload existing answer files from the desktop to the server, and download answer files from the server to the desktop for offline management.

System Requirements

Hardware Requirements

The hardware requirements for your system vary depending upon the type and complexity of the templates assembled. HotDocs Server performance is primarily bound by disk I/O speed, which means you should ensure that the disk system is as fast as possible. Also, additional RAM improves disk I/O speed by allowing the operating system to cache more files in system memory. The basic recommended hardware configuration is as follows:

- 2 or more processors (2 GHz or faster) (Single processor machines can work well for development and lower load production environments.)
- 1GB RAM (2GB recommended)
- SCSI or comparable storage subsystem

Software Requirements

Your system must meet the following software requirements before you can install HotDocs Template Portal:

- Microsoft Windows Server 2008, 2008r2, or 2012.

  Note: When deploying on Windows Server 2012, it is recommended that the temporary directory be located on an NTFS partition rather than ReFS.

- HotDocs Server 11
- Microsoft .NET Framework 3.5 and 4.0

  Note: On some operating systems, if the HotDocs Server installation program does not detect .NET Framework on your machine, the HotDocs Server installation program installs these elements automatically. On other operating systems, such as Windows Server 2008 and Windows Server 2012, you must manually install the .NET Framework before you install HotDocs Server

- Microsoft Internet Information Services (IIS) 6 or greater
- Access to a running SQL server where Template Portal can create the database for template, answer file, and user information

In addition to the requirements listed above for the server, end users who assemble documents using HotDocs Server must have certain software installed on their computers to complete browser-based interviews or view assembled documents. The following software is required:

- Microsoft Windows
- A Web browser capable of displaying an interview. These include Microsoft Internet Explorer 8 or later, Firefox, Chrome, or Safari. JavaScript interviews are also compatible with mobile Safari on iPads. Silverlight interviews require a desktop browser in which the Silverlight 5 runtime engine is installed.

- Any word processor that can display, edit, or print an assembled text document, including WordPerfect® and Microsoft® Word
- HotDocs® Filler (for assembled HFD and HPD form documents) and/or Adobe® Reader® (for assembled PDF based form documents)

Install HotDocs Template Portal

The process of installing HotDocs Template Portal on your Web server is handled by a custom installation package designed for this purpose. Like most installation packages, this installation consists of several wizard-like dialog boxes that gather the information necessary for HotDocs Template Portal to be installed correctly.

Before you run the installation package, however, you perform some preliminary steps. Specifically, to install Template Portal, you must:

- Create a SQL database and user account.
- Create an ODBC system data source (DSN), which Template Portal and the install will use to connect to the database.
- Install Template Portal.

How do I create an SQL database and use account

HotDocs Template Portal uses a SQL database to store information about the templates, answer files, user accounts, etc. At run-time, Template Portal then uses a single SQL user account to read and write information to this database.

To create the SQL database and user account

1. Open your SQL server management console and connect to the SQL server using an account that has permissions required to create a new database and server login.
2. Right-click the **Databases** folder and select **New Database** from the shortcut menu. The **New Database** dialog box appears.
3. Enter the name of the new database (e.g., HDSPortal) in the **Database name** field, and then click **OK**. The new database is created and added to the list of databases.
4. In the **Security** for the SQL server (not the database), right-click the **Logins** sub-folder and select New Login from the shortcut menu. The **Login - New** dialog box appears.
5. Enter a name for the new login (e.g., HDSPortalUser) in the **Login name** field.
6. Select **SQL Server Authentication** and enter a **Password** for the new login. (Also make sure that the user is not required to change the password at next login.)
7. Select the Template Portal database (created in step 3 above) from the **Default database** drop-down list.
8. Click **OK**. The new login is created and added to the list of logins.
9. In the **Security** folder for the database, right-click the **Users** subfolder and select **New User** from the shortcut menu. The **Database User - New** dialog box appears.
10. Enter a **User name** and a **Login name** (the login name was created in step 5 above).
11. Select **db_datareader** and **db_datawriter** from the **Database role membership group**.

    Note: If using SQL Server 2012 you will need to first select the **Membership page**, then select **db_datareader** and **db_datawriter** from the **Database role membership group**.

12. Click **OK**. The new user is added to the list of database users.

How do I create an ODBC system data source (DSN)?

To create an ODBC system data source (DSN)

1. Depending on your version of Microsoft Windows Server there are two methods to access the ODBC Data Source Administrator:
   - **Server 2008:** Click **Start** > **Programs** > **Administrative Tools** > **Data Sources** (**ODBC**). The **ODBC Data Source Administrator** dialog box appears.
   - **Server 2008r2 or 2012:** You must create a 32-bit DSN. To do this, run the 32-bit version of the ODBC Data Source Administrator, which you can find in C:\Windows\SysWoW64\Odbcad32.exe.
2. At the **System DSN** tab, click Add. The **Create New Data Source** dialog box appears.
3. Select the **SQL Server** driver you need to connect to your database, and then click Finish. The **Create a New Data Source to SQL Server** dialog box appears.
4. Type a unique **Name** and **Description** for the data source in the corresponding fields.
5. Select the instance name of the **SQL Server** on which you created the Template Portal database, and then click **Next**. The dialog box changes to show options for connecting to the SQL Server.
6. 6. Select **With SQL Server authentication using a login ID and password entered by the user**.

Caution

Do not select Windows authentication. HotDocs Template Portal requires a DSN that uses SQL server authentication.

7. Select **Connect to SQL Server to obtain default settings for the additional configuration options**, and enter the Login ID and Password created in part 1 above.
8. Click **Next** The dialog box changes to show additional configuration options.
9. Select **Change the default database to**, and enter the name of the Template Portal database (see part 1 above) as the default database.
10. Click **Next**, and then **Finish**. The **ODBC Microsoft SQL Server Setup** dialog box appears, showing the configuration of the data source that will be created.
11. Click **Test Data Source** to ensure that you can connect to the SQL Server, then click **OK** to return to the **ODBC Data Source Administrator** dialog box. The new data source is added to the list of data sources.

How do I install HotDocs Template Portal?

To install HotDocs Template Portal

1. Close all open applications.
2. Perform one of the following actions depending on how you received the installation package:
   - If you received an installation CD, insert it into the server's CD-ROM drive.
   - If you downloaded the installation package, save it to a location on the server's hard drive.
3. Open Windows Explorer and browse to the folder on the CD or hard drive where the installation package (TemplatePortal.msi) is found.
4. Double-click **TemplatePortal.msi**. The installation program begins installing Template Portal.
5. Follow the on-screen prompts to complete the installation. You will be prompted for information at the following dialogs:

Dialog	Description
Program Files	Enter the folder where Setup should install the program files. By default, this is the same folder where HotDocs Server is installed.
HotDocs Server URLs	This dialog box prompts for the following information: ▪ **User Style Sheet:** This is the URL to the user style sheet (e.g., hdsuser.css) that will control the interview appearance. ▪ **Images Folder:** This is the URL where images used during the interview are found. ▪ **JavaScript Folder:** This is the URL of the HotDocs Server JavaScript folder.
Windows User Account	This dialog box lets you specify the name and password of a Windows user account under which Template Portal will run. You can use an existing user account, or create a new account.
SQL Database Connection Information	This dialog box lets you specify the system DSN the install (and Template Portal) will use to connect to your Template Portal database. It also prompts for two different user accounts for connecting to the database: ▪ The Setup User Account is used by the install to create and populate the tables with default information, which requires dbo privileges (e.g., the sa account or any other account that has at least dbo privileges on the Template Portal database). This account may also use a trusted connection (Windows authentication) if desired. ▪ The Template Portal User Account is used by Template Portal at run-time; it is the SQL user account created in part 1 above.

6. After completing the installation, verify that both HotDocs Server and your Web site are running.

Section 2: Assembling Documents Using Template Portal

Descriptions of Template Portal Pages

This section contains descriptions of pages used by non-administrative users.

Home (Select Template) Page

This page lets you choose a template to begin assembling a new document. The **Items per page** drop-down list allows you to select how many templates are displayed per page. If templates are located on additional pages, you can click a page number to view additional templates. To help you find a specific template, you can sort the list by clicking the **Title** or **Description** column headings. The **Search** box can also help you find a specific template if you know a word or phrase in its title or description.

Tip: Click the Home button at any time while logged on to HotDocs Template Portal to return to this page.

To search for a specific template

In the **Search** box, type some of the text that is in the title of the desired template. The template list changes to show only the templates that contain the text you typed.

Select Answer File Page

The **Select Answer File** page (**Select Template > Select Answer File**) lets you choose whether to create a new answer file or use an existing file. After you complete the interview, you can then save your answers for use when assembling other documents.

To create a new answer file

1. Select **Begin using a new, empty answer file**.
2. Click **Continue** to display the HotDocs interview.

To use an existing answer file from your computer

1. Select **Use a HotDocs answer file from my PC**, then click the **Browse** button to locate an existing answer file on your computer.
2. Click **Continue** to display the HotDocs interview.

To use an existing answer file from the server

Select an answer file from the list of answer files stored on the server by clicking on the link name. (Use the **Search** box to find answer files containing specific text in the title or description.)

Complete Interview Page

The **Complete Interview** page (**Select Template > Select Answer File > Complete Interview**) gathers the answers required by the template to assemble a document. To help you answer the questions, the interview window is divided into three panes:

- Interview Outline: Provides an overview of the questions you must answer
- Dialog Pane: Displays the specific questions
- Resource Pane: Provides helpful information to assist you in answering specific questions or dialogs

Interview Outline

The interview outline lists all of the dialogs (or groupings of questions) in the interview and allows you to quickly move to any dialog in the interview you need. When you click the name of a dialog in the outline, the dialog appears in the dialog pane so you can answer questions in it.

The following icons are used in the interview outline to show the answered status of questions in each dialog, which can help you determine which dialogs contain questions you still need to answer:

	None of the questions in the dialog are answered.
	A new repetition of a repeated dialog in which none of the questions are answered.
	At least one of the questions in the dialog is answered.
	All required questions in the dialog are answered.
	The dialog contains at least one unanswered required question.
	The dialog contains at least one unanswered required question.

These icons and the list of dialogs in the interview outline are updated dynamically as you answer questions in the interview. Sometimes, especially when assembling large or complex documents, the time it takes to update the outline may noticeably slow down the interview. For example, it may take a few seconds to move from question to question within a dialog. You can change the interview speed by clicking the Enable/Disable Instant Update button. When Instant Update is enabled, the interview is updated as you move between answer fields; when it is disabled, the interview is only updated when you move between dialogs.

By default, the interview outline appears to the left of the dialog pane, but you can change its width or position as needed:

- To change the width, drag the border separating the interview outline and dialog pane to the desired width.

- To close the interview outline, click the **Close** button in the upper right corner of the interview outline. (To show it again, click the **Interview Outline** tab on the left side of the interview.)

Some options may not be available in all situations. For example, template providers may require that Instant Update always be enabled, or they may choose not to allow you to view the interview outline.

Dialog Pane

Questions you must answer are presented in dialogs. Some questions appear repeatedly--either as a series of dialogs or as a spreadsheet. This allows you to enter multiple answers for a single question, thereby creating a list of answers. Finally, some questions appear in a nested dialog. Nested dialogs usually represent questions that are either dependent on or related to questions in the main dialog. They usually appear as an icon directly on the main dialog, but they can also appear as a spreadsheet on the main dialog.

The following table shows how to navigate through dialogs and answer various types of questions:

To	Do This
Answer text fields	Enter your answer in the text field.
Answer check boxes or option buttons	Either select the check box using the mouse, or press the space bar.
Answer dates	Click the **Calendar** button and choose a date from a calendar. You can also enter the letter T for today's date or enter a date in one of the following formats: 6/3/90, 06/03/1990, June 3, 1990, 3 June 1990, and so forth.
Answer questions when the dialog is asked repeatedly	Answer all the questions in a dialog, clicking **Next** to get to each repetition. When you are finished entering all of the different sets of answers, click **Next** at a dialog without any answers.
Answer questions in a repeated spreadsheet	Enter each set of answers on a its own row in the spreadsheet. To edit a row of answers, click **Edit Row**. To insert a new row between existing sets of answers, click **Insert Row**. To remove a set of answers, click **Delete Row**.
Answer questions in a nested dialog	Click the dialog icon. When you finish answering its questions, you can either click the Next button in the navigation bar or click the main dialog in the interview outline.
Go to the next or previous dialog	Click either the Next button or the Previous button. (You can also press **Page Down**/**Page Up** or **Alt+N**/**Alt+P**.)

To	Do This
Go to the next dialog or the previous dialog that contains an unanswered question	Click either the **Next Unanswered Dialog** button or the **Previous Unanswered Dialog** button. (You can also press **Ctrl+Page Down**/**Ctrl+Page Up**.)
Go to the first or the last dialog in the interview	Click either the First button or the Last button. (You can also press **Alt+R**/ **Alt+L**.)
Finish the interview	Click the Finish button.
Save Answers	As you answer questions during the interview, you may want to save your answers in an answer file. To do this, click **Save Answers**. You will then be prompted to enter the information required for saving the file.
Preview Assembled Word Documents	If you are assembling a Word document, you can preview the document at any time during the interview. To do this, click the **Document Preview** button. To return to the interview to continue answering questions, click **Back to Interview**.

Resource Pane

Sometimes, the template provider includes resource text (or information) that can help you answer questions in a dialog. For example, reading a relevant statute may help you know how to answer a particular question. When resource text is available, it appears in the resource pane, which is located just below the dialog pane.

To show or hide the resource pane, click the **Show/Hide Resource Pane** button. When the resource pane is shown, you can see resource text for the current question in the dialog. (If a question does not have resource text available, the resource pane is empty.) In addition, you can click the **View Resource** button next to any question with resource text to view its resource text in a separate window.

Note

The resource pane may not be available in all situations. For example, template providers may choose to permanently hide the resource pane for a template.

Save/Download Page

The **Save/Download** page (**Select Template > Select Answer File > Complete Interview > Save/Download**) lets you save your answers and assembled document when you complete an interview.

Note

If you did not finish answering all of the questions in the interview, click **Return to Interview** to go back to the interview and enter the missing information. Questions requiring answers to complete the document are marked in red.

To save your answers on the server

1. Click **Save Answers**. The **Save Answer File** dialog box appears.
2. Enter an **Answer File Title** and **Answer File Description** for the answer file.
3. Click **Save**. The answer file is saved on the server.

Note

To make a copy of an existing answer file and assign it a new name, click **Save Copy**.

To save your answers locally (on your computer)

1. Click **Download Answers**. The **File Download** dialog box appears.
2. Click **Save**. The **Save As** dialog box appears.
3. Choose a folder where the answer file will be saved, specify a new file name if desired, then click **Save**. The answer file is saved to your local computer.

To download the assembled document

1. Click **Download** for the document you want to download. The **File Download** dialog box appears. (Optionally, if assembling a Word document, select PDF to download the assembled document in PDF format before clicking Download.)
2. Click **Save**. The **Save As** dialog box appears.
3. Choose a folder where the document will be saved, specify a new file name if desired, then click **Save**. The document is saved to your local computer.

Note

If multiple documents are generated by the template set, a message indicates how many interviews will be presented to complete the document set. Click **Next Interview** to proceed to the next interview.

View User Profile Page

The **View User Profile** page (**Manage > My Profile**) lets you view or edit your user information. For example, you can change your password or view the user groups to which you belong.

The following information may only be viewed (not modified) at the **View User Profile** page:

- Last Name
- First Name
- User Role
- Group Membership

The other information, **E-mail** and **Password**, may be changed as described below.

To change your e-mail address

1. Enter a new e-mail address in the **E-mail** box.
2. Click **Save.** The address is saved and the **Home** (**Select Template**) page appears.

To change your password

1. Enter your new password in the **Change Password** box.
2. Re-enter your new password in the **Verify Password** box.
3. Click **Save.** The new password is saved and the **Home** (**Select Template**) page appears.

Answer File Management Page

The **Answer File Management** page (**Manage > My Answers**) lets you manage answer files stored on the server. For example, you can edit the title or description of an answer file, upload an answer file to the server from your local computer, or delete an answer file from the server.

To help you find a specific answer file, you can sort the list by clicking the **Title**, **Description**, **File Name**, or **Last Modified** column headings. You can use the **Search** box to find a specific answer file if you know a word or phrase in its title or description. The **Items per page** drop-down list allows you to select how many answer files are displayed per page. If answer files are located on additional pages, you can click a page number to view additional answer files.

To edit answer file properties

1. Click **Edit** for the answer file you want to edit. The **Edit Answer File** dialog box appears.
2. Enter a new **Answer File Title**, **Description**, or **File Name**.
3. Optionally, select the user groups with which you want to share the answer file.
4. Click **Save**. The answer file properties are saved.

To upload an answer file to the server

1. Click **Upload Answer File**. The **Upload an Answer File** dialog box appears.
2. Click the **Browse** button. The **Choose file** dialog box appears.
3. Select the answer file you want to upload to the server, then click **Open**. The answer file name and path is inserted in the **Choose answer file to upload** box.
4. Enter an **Answer File Title** and **Description**.
5. Optionally, select the user groups with which you want to share the answer file.
6. Click **Save**. The answer file is uploaded to the server and added to the list of answer files.

To download an answer file from the server

1. Click **Download** for the answer file you want to download. The **File Download** dialog box appears.
2. Click **Save**. The **Save As** dialog box appears.
3. Choose a folder where the answer file will be saved, then click **Save**. The file is saved to your local computer and the **Download complete** dialog box appears.

To delete an answer file from the server

1. Click **Delete** for the answer file you want to delete. A dialog box appears which asks if you are sure you want to delete the answer file.
2. Click **OK**. The answer file is deleted and removed from the answer file list.

Section 3: Managing Template Portal

Template Portal Administration

Most of the Template Portal administrative tasks, such as adding and removing users or assigning templates to groups of users, may be performed by logging on to the site as an administrator and making changes through the Web interface.

Once logged on, you can click the Help button on any page to view step-by-step instructions for completing tasks on that page. As an administrator, you can manage answer files, template files, users, and user groups. You can also view a report of usage statistics. Information about performing these tasks is contained in the online Help pages.

Note

Some administrative tasks cannot be performed through the user interface. These tasks include file management and enabling or disabling Windows authentication and PDF conversion. Steps for completing these tasks are listed below.

How do I log on to Template Portal?

Before completing any other tasks, you must first log on to Template Portal. Once you are logged on, you can you can assemble documents, manage answer files, and view your personal profile information. In addition, users with administrative rights can also manage templates and user accounts.

To log on to Template Portal

1. Open Internet Explorer and enter the URL (e.g., http://www.domain.com/hdsportal) in the **Address** box. (The last part of the URL, hdsportal, will always be the same, but you must replace www.domain.com with your own domain or computer name.) When the page appears, you will see the **User Authenitcation** page where you can log on.
2. At the **User Authenitcation** page, type your user name and password in the **User Name** and **Password** boxes.

Note

The default administrator user account name is admin, and its password is also admin.

3. Optionally, click **Remember Me** to automatically log on in the future.
4. Click **Log On**. The **Select Template** page (the “Home” page) appears.
5. Optionally, select **Manage** > **My Profile** to change the password. (This is recommended the first time you log on.)

How do I manage template and answer files?

Template and answer files may be deleted from the database using the Web interface, but this does not delete the files from the server itself. These files are stored in the Files subfolder on the server (e.g., C:\Program Files\HotDocs Server\Template Portal\Files) and may be deleted as necessary.

How do I enable Windows authentication?

Template Portal supports Windows authentication, which means users may use their own Windows user name and password to log on to Template Portal, rather than using a separate user name and password specific to Template Portal.

To enable Windows authentication in Template Portal

1. Edit the Template Portal web.config file (e.g., C:\Program Files\HotDocs Server\Template Portal\HDSPortal\web.config).
2. In the appSettings section, set the UseWindowsIdentity key to **true**.
3. Optionally, change the NewWindowsUsersGroup key value to the name of a Template Portal user group to which all new users will be assigned by default. (The default value is **Users**.)
4. Save your changes to web.config.
5. In the Template Portal program files folder (e.g., C:\Program Files\HotDocs Server\Template Portal), right-click the **HDSPortal** folder and select **Properties** from the shortcut menu.
6. At the **Security** tab, give each Windows user or group of users **Read** permissions to the folder.
7. Repeat steps 5–6 to give each Windows user or group of users **Read** permissions to the Files folder.
8. In the IIS management console (**Start** > **Programs** > **Administrative Tools** > **Internet Information Services**), browse to the **HDSPortal** virtual directory on your Web site.
9. Right-click the **HDSPortal** virtual directory and select **Properties** from the shortcut menu.
10. At the **Directory Security** tab, click **Edit** from the **Anonymous access and authentication** control group. The **Authentication Methods** dialog box appears.
11. Clear the **Anonymous access** check box, and select the **Integrated Windows authentication** check box.
12. At the **Component Security** node of the HotDocs Server Management Console (**Start** > **Programs** > **HotDocs Server** > **HotDocs Server Management**), grant each Windows user or group of users permission to access the HotDocs Server COM objects.

How do I enable PDF conversion?

Template Portal has the ability to invoke PDF conversion utilities to convert assembled RTF documents to PDF. HotDocs Server includes a built-in PDF conversion utility, but you can also choose to use one of two supported third-party conversion utilities: Neevia Document Converter Pro and activePDF DocConverter. Using this PDF conversion feature, you can let users decide whether to download the RTF or PDF version of an assembled document, or you can force all RTF documents to be converted to PDF before they are downloaded.

To enable PDF conversion in Template Portal

1. Edit the Template Portal web.config file (e.g., C:\Program Files\HotDocs Server\Template Portal\HDSPortal\web.config).
2. In the appSettings section, set the PDFConverterName key to one of the following values (you can just uncomment the appropriate statement):
   - HotDocs
   - ActivePDFServer
   - NeeviaDocumentConverter

Caution

The built-in HotDocs PDF converter analyzes the codes contained in the RTF file and translates them to PDF. This differs from the method used by other third-party PDF converters, which rely on an instance of Microsoft Word on the server from which the document is "printed" using a driver to create the PDF document. PDF documents created using a PDF driver can typically handle a greater number of formatting variations, while the PDF conversion method used by HotDocs Server works best for documents with simpler formatting. If you use HotDocs Server's built-in PDF conversion, some formatting differences will exist between the original RTF and the PDF.

3. Optionally, to force all RTF documents to be converted to PDF, set the ConvertAllRTFDocumentsToPDF key value to **True**. (If this key is **False**, or commented out, PDF conversion is optional for each assembled document.)

4. Configure the selected PDF converter as follows:

Option	Description
HotDocs	If you want to password-protect the PDF files, you can specify values for one (or both) of the following keys: ▪ HotDocsPDFUserPassword ▪ HotDocsPDFOwnerPassword **Note** The user password controls view access to the PDF file, while the owner password controls print and edit access. By default, these passwords are empty strings (""), which do not password-protect the PDF files.
ActivePDFServer	Set values for the following keys (referring to your active-PDF documentation for information about appropriate values): ▪ ActivePDFServerAddress ▪ ActivePDFServerPort
NeevialDocument-Converter	Ensure that Neevia is configured to look in the folders specified by the following keys: ▪ PDFDocumentErrorFolder ▪ PDFDocumentOriginalsFolder ▪ PDFDocumentOutFolder ▪ PDFDocumentInFolder Also, set the following additional values as needed (referring to your Neevia documentation for information about appropriate values): ▪ PDFConverterTimeout ▪ PDFScriptSrc ▪ PDFScriptLang ▪ PDFLinearized ▪ PDFScriptTimeout ▪ PDFPaperSize ▪ PDFPaperOrientation ▪ PDFTopMargin ▪ PDFBottomMargin ▪ PDFLeftMargin ▪ PDFRightMargin ▪ PDFDocumentResolution ▪ PDFCompatibilityLevel ▪ PDFAutoRotatePage ▪ PDFCompressPages ▪ PDFEmbedAllFonts ▪ PDFSubsetFonts ▪ PDFFontsMaxSubset

5. Save your changes to web.config.

Contact HotDocs

Technical Support Contact Information

For customer inquiries, including technical support issues, contact the HotDocs Professional Services team.

Outside the European Union:

Method of Contact	Information
Telephone	(800) 828-8328 (U.S.) (801) 615-2200 (International) **Note** Technical support is available from 7:00am to 6:00pm (MST), Monday through Friday.
E-mail	support@hotdocs.com
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