

Frequently Asked Questions

Q. How much does it cost?

A. MyCaseInfo is free to sign-up and use with an active maintenance plan. Your firm will incur charges only when a client file is downloaded from MyCaseInfo. Each downloaded client will incur a \$8 plus applicable tax charge. Inviting clients and reviewing their information is free.

Q. What information can be imported?

A. The following information can be imported into a Best Case Bankruptcy client file:

- Voluntary Petition
- Real & Personal Property
- Secured, Unsecured and Priority Creditors
- Additional Notice Parties
- Co-Debtors
- Unexpired Contracts & Leases
- Monthly Income & Expenses
- Statement of Financial Affairs Information (1-16)
- Means Test Income Information

The following information is NOT imported into Best Case Bankruptcy client files:

- Client Notes
- Exemption Information
- Statement of Financial Affairs Information (17-25)
- Means Test Deduction Information

Documents uploaded by your client, like paychecks, tax returns and Credit Counseling Certificates, can be downloaded to your computer and attached to the petition in Best Case.

Q: If my client has a problem, who should they contact?

A: Wolters Kluwer Law & Business cannot directly support your clients with MyCaseInfo. Your client must contact your firm with any issues or questions. If your client is having a problem which requires technical support, your firm should contact Wolters Kluwer directly at 800-492-8037 so we can assist.

Q: I get a message saying my client's email is already found in our database. What should I do?

A: Each MyCaseInfo client account requires a unique email address to be created. The client email entered has previously been invited to use the service. If the client has been invited your account, simply find the client and click 'Resend' to resend the invitation. If the client was not invited by your account, we recommend requesting a different email address from your client.

Q: My client says they can't login. What should I do?

A: Direct your client to the login page and instruct them to click 'Forgot your password'. After entering in their email address, they will be issued a new password via email. Also have client verify they are entering the correct password, as passwords are case sensitive.

Q: I want to give my client additional instructions on how to complete the questionnaire. What should I do?

A: You have several options for providing specific instructions to your clients:

- Client Invitation - You can add reusable instructions (denoted Chapter 7 or Chapter 13 instructions) to your client when inviting them to MyCaseInfo. You can also use the box labeled 'Special Instructions' and to send instructions that are specific to this client and will not be saved for other clients.
- Client Questionnaire Hints - You can also add text to a specific form or question by using the client questionnaire hints found in the Attorney Management center. Just select your question and add a question and/or form hint as you see fit.
- Email Client - Have something you need to tell your client? Just select the client and click 'Email Client' to quickly send them an email.
- Needs Review Notes - While previewing your client's information you can add a note directly to a question or piece of information for your client to further review once the questionnaire is resubmitted.

Q: Can I add MyCaseInfo to my website?

A: The MyCaseInfo Website Registration Integration feature allows prospective or current clients to sign up for MyCaseInfo directly from your website, giving you more time to focus on other business needs.

Have Additional Questions

Contact a technical support specialist by calling 800-492-8037 or email help@bestcase.com