

# CaseLines FAQs from User Feedback

**New!**

## We Heard You!

The NH Superior Court has received many excellent questions and comments via the two feedback options available:

Anonymous Survey: <https://www.surveymonkey.com/r/NHCASELINES>

Receive a direct response: Email the [SuperiorCourtCenter@courts.state.nh.us](mailto:SuperiorCourtCenter@courts.state.nh.us)

The court prepared responses to these new Frequently Asked Questions based on these sources:

## Courtroom Technology

### How secure is the court's public Wi-Fi (to access CaseLines) in the courtroom?

The guest Wi-Fi is not password protected, so it does not use encryption. The following are the security features on the Guest Wi-Fi:

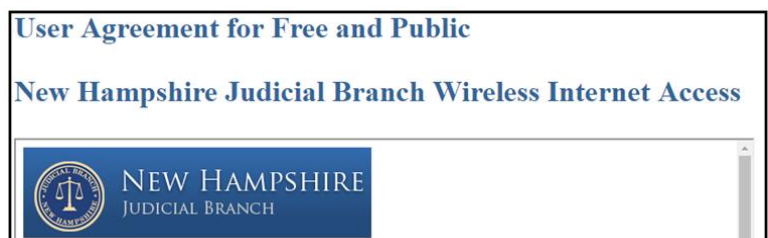
- Peer-to-Peer communication is disabled – This means that any devices connected to the Guest Wi-Fi cannot see and communicate with each other.
- The Guest Wi-Fi uses the court's firewall and has industry standard Intrusion Prevention rules enabled.
- The guest Wi-Fi uses the court's Cisco Umbrella DNS – this means traffic to/from known malicious IP addresses and websites are blocked.
- The Guest Wi-Fi has content filtering enabled to prevent access to social media sites and blocked streaming audio/video protocols to prevent large bandwidth consumption. The default content block includes the typical content blocks such as pornography, hate/violence, security circumvention sites, etc.

Regarding CaseLines specifically, please note that CaseLines is fully encrypted. Our vendor (Thomson Reuters – an experienced software vendor for the legal community) hosts CaseLines in the highly secure Azure Government Cloud. Internet traffic from the host to browsers is also encrypted.

The court recommends that attorneys who need access to their organization's internal IT resources use the VPN provided by their organization.

### How do I access the court's Public Wi-Fi network?

Step-by-step instructions are available [here](#). It is important to remember that you must accept the User Agreement before your device has access to the internet. Although you are connected to the network, internet access is only available after clicking "I agree" on the Agreement Splash Page.



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**May a litigator who uploads exhibits for the court using CaseLines use another digital evidence management software, for example, Trial Director, during a jury trial?**

Litigators may use the software of their choice in the courtroom for presentation purposes such as opening statements or closing arguments; however, the court cannot provide any viewing equipment, technical support, or training for products other than CaseLines. Anyone wishing to present evidence to the court should be prepared to use CaseLines for that purpose. Exceptions are at the judge's discretion.

**What viewing equipment will be available in the courtroom if a litigator is using Caselines?**

For the pilot, the NH Superior Court will be running CaseLines on a computer connected to a projector. A projector screen will also be used. The project team is evaluating other equipment needs (for court monitors, jury access to CaseLines, and witnesses).

Attorneys using CaseLines will not need to bring display equipment. Attorneys who choose another digital evidence management application to display evidence will need to use their equipment.

**What experience does Thomson Reuters have in providing digital evidence management software?**

CaseLines has a global presence, including North America, the UK, and South Africa, among others. Thomson Reuters is implementing CaseLines in Arizona and Indiana, having completed an extensive deployment in Ontario, Canada. The global user base exceeds 100,000, and CaseLines has managed over twenty million pages of digital evidence to date.

Thomson Reuters is a trusted vendor for the NH Judicial Branch. They have provided software and services to our courts for nearly twenty years. They have the technical expertise to integrate into the court's case management systems – a key component of a streamlined digital evidence management platform.

### Court Rules, Orders, and Procedures

**Will litigators need to use CaseLines to impeach witnesses?**

Because the material used to impeach or refresh witnesses is not often introduced as exhibits, litigators will not use CaseLines. Instead, approach witnesses as done in the past using the paper form of the document. It is not necessary to upload these materials into Caselines. If the document ultimately becomes marked for ID or a full exhibit, it will then be scanned or uploaded into Caselines. This latter scenario will likely be a rare occurrence.

**Will court rules change to include digital evidence in the courtroom?**

During the pilot phase, the NH Superior Court Chief Justice will issue an [administrative order](#) regarding digital evidence management instead of temporary rules. Eventually, new or revised [court rules](#) may be adopted; however, the court intends to include input from the CaseLines pilot before making any such changes.

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## Training

**My practice requires only occasional participation in evidentiary matters. I'm concerned that even after training, I may not recall essential details when using CaseLines. Will help remain available beyond the pilot phase?**

Yes. The court understands this concern and strives to follow a collaborative process to ensure no one is on their own. Besides attending workshops when necessary, CaseLines contains a test case to use for practice at any time after you attend a [Workshop](#). Furthermore, court monitors are receiving intensive training and are equipped to help litigators in the courtroom when the need arises.

**Using digital evidence is a significant change with a steep learning curve. How can I get up to speed quickly?**

The court recommends all litigators view the CaseLines Digital Evidence Management [online seminar](#). Other "on-demand" training options include:

<b>Option 1. Start on the Learning Path</b>	Use this interactive diagram to select "start-to-finish" training topics: <a href="https://answers.legalprof.thomsonreuters.com/caselines-lawyer-and-advocate/caselines-lawyer-and-1">https://answers.legalprof.thomsonreuters.com/caselines-lawyer-and-advocate/caselines-lawyer-and-1</a>
<b>Option 2. Watch videos</b>	(1) Getting Started: <a href="https://answers.legalprof.thomsonreuters.com/gettingstarteddec/w-evetdrvjggpyu4kdqng">https://answers.legalprof.thomsonreuters.com/gettingstarteddec/w-evetdrvjggpyu4kdqng</a> (2) Presenting Case Documents: <a href="https://answers.legalprof.thomsonreuters.com/presenting-case-documents/8qtpbzpc9rconut8fasd">https://answers.legalprof.thomsonreuters.com/presenting-case-documents/8qtpbzpc9rconut8fasd</a>
<b>Option 3. Read the Tips and FAQs</b>	(1) Superior Court – CaseLines – Tips: <a href="https://www.courts.state.nh.us/superior/caselines/tips.htm">https://www.courts.state.nh.us/superior/caselines/tips.htm</a> (2) Superior Court – CaseLines – FAQs: <a href="https://www.courts.state.nh.us/superior/caselines/faqs.htm">https://www.courts.state.nh.us/superior/caselines/faqs.htm</a>
<b>Option 4. Read Quick Reference Guides</b>	Complete Online Catalog of CaseLines Reference Guides: <a href="https://caselines.freshservice.com/support/solutions/folders/2000062769">https://caselines.freshservice.com/support/solutions/folders/2000062769</a>