

INSTRUCTIONS

Making It All a Little Easier to Deal With

Why not print these instructions and keep them handy as you try out the program? Once you log on to a program, you may find it very convenient to have a printed copy of these instructions at hand, although you can also view them on-screen by clicking the “Help” button at the upper right of the screen.



Checking the System Requirements

It is very important that you read the system requirements and ensure that your computer and Internet connection meet those requirements. If your system does not meet the requirements, then this online program may not work well for you, or may not work at all. The hardware specifications listed in “System Requirements” should be fairly self-explanatory. If you don’t know the specifications of your computer or the type of modem and Internet connection you have, check with someone who knows how to look at your setup and tell you what you have.

The software requirements are just as important as the hardware specifications. You will need to have Acrobat Reader® (version 3.x or later) installed on your computer in order to successfully run this online program. Acrobat Reader® is a software program that can be downloaded for free over the Internet, and our Systems Requirement page provides you with a link to the Internet site where you can download that program for free. In case you already have this software program on your computer, check to be sure that you have the correct version for purposes of running this online program. Earlier versions of Acrobat Reader® may not run this online program well or at all.

To play the audio segments in this program, you will need Microsoft Windows Media Player® installed on your computer. Computers with Windows 95® (or later versions of that operating system) have Media Player®. Those with earlier versions of Windows® or those with Macintosh® computers not outfitted with Media Player® for Macintosh® will not be able to play the audio segments of the program, and therefore cannot use the program.

Special Note to Users of Windows Media Player 9, 10, or 11

There may be audio playback issues for those using Windows Media Player (WMP) versions 9 or higher. If you are using WMP version 9 or higher and are experiencing problems related to audio playback, you may need to download a codec (audio compression/decompression) from this URL: http://acelp.net/acelp_eval.php . Upon completion of the download, you will need to run the file to install the required codec. Although it should be perfectly safe to download and install this file, we cannot provide technical support for this process, and we assume no liability in connection with it—you do so at your own risk. If you are uncomfortable with downloading and installing such a file, as an alternative we offer our programs in other recorded formats, including CDs, audio tapes, and audio CDs, so that you may have access to our programs without having to download a codec file to your computer.

If you have installed the ACELP.net codec (see above) and are still experiencing audio playback issues, your problems may be related to firewall restrictions that are currently in place either on your system, intranet, etc. To determine if your firewall is blocking specific ports required for audio playback, contact your IT department or read the documentation found here: <http://www.microsoft.com/windows/windowsmedia/forpros/serve/firewall.aspx>

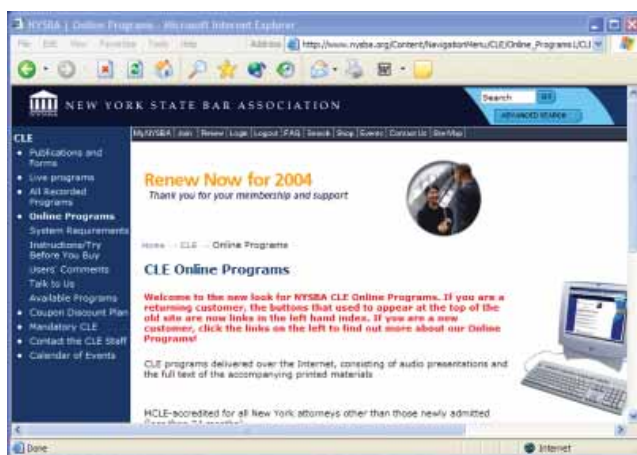
You need to know what type of modem and Internet connection you have and the speed of that Internet connection when you log on to the Internet. This online program sends large files over the Internet—the audio files are huge and the text files, particularly if you open the entire book, are also large. If you have a slow modem or a slow Internet connection, the program will probably work very slowly, if at all, and may do some very undesirable things like lock up your computer while it waits for the data to transfer or the computer to open downloaded files. The type of Internet connection you have makes a big difference. If you are using America On Line®, you should make sure that you are using the latest version, AOL 5.0® or AOL Desktop®, rather than an earlier version. If you are using AOL® or CompuServe, you will have to minimize your AOL® or CompuServe browser and open the Microsoft Internet Explorer® browser to make this online program function properly. If your Internet browser is Netscape® version 4.08 or higher, or Microsoft Internet Explorer®, then it should work fine. Regardless of what kind of Internet service and browser you have, the speed of the connection you establish to the Internet in the particular instance when you log on (that can vary from time-to-time when you log on) prior to opening this online program, and the extent of Internet traffic at the time (if, for example, you log on at a very busy time) may affect the speed at which this online program functions. In such circumstances, if the program is operating too slowly for your satisfaction, you might try logging on to the Internet again, until you get a faster connection (56K works very well; 28.8K may be too slow), and/or try the program at an “offpeak” time, when there is not so much Internet traffic. If you have cable access to the Internet, a T1 line, or DSL, you should have no difficulty in accessing our online programs.

Trying it out—the Free *Ethics* Program

We provide you with access to a free program, on the topic of recent developments in ethics and professional responsibility, and you should use that to ensure that this program operates properly on your computer before you sign up for another program. If this free program works on your computer, you can earn a half-credit in ethics for completing it. Before you try the free program, you should finish reading these instructions and probably print them out for convenient reference as you try the free program. In order to try the free program, click on the program title, “Ethics Program (Free)” on the “Available Programs” page (described below in the next section).

Looking at What Programs Are Available

At NYSBA’s web site (www.nysba.org), you will find information about our CLE programs, products and publications by clicking on “CLE” in the grey strip right under the logo and name of the Association. That will open a new screen, with a menu on the left side. If you click on “Online Programs” in that menu, it will bring you to the “CLE Online” page, and will expand the menu on the left side, under “Online Programs,” giving you such options to click on as “System Requirements,” “Users’ Comments,” “Available Programs,” etc. Click on “Available Programs.” This will take you to a list of all the CLE Online programs that are available. To find out more about a specific program, simply click on that program. The page that appears will list the topics and faculty, the price, and the program description, as well as the number of New York CLE credits you can earn for that program. This page is also where you can add the product to your shopping cart and purchase it.

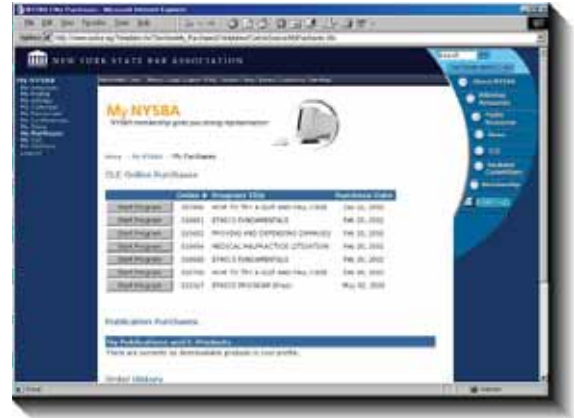


Purchasing a Program

Once you have decided on the online program(s) you wish to purchase, click on the first program you want from the “Available Programs” page (see above picture). Then click on the “Add to Shopping Cart” button. If you are logged in you can proceed with your checkout or select other programs and products you wish to purchase. If you are not logged in, you will be taken to a page with a link allowing you to login. Once logged in, click on the “Return to Online Store” link and it will return you to the product you selected for purchase. Click on “Add to Shopping Cart” and proceed with your checkout.

Accessing Your Programs

You need to be logged into NYSBA's Web site (see below). Once logged in, click on the words, "MyNYSBA" found in the text on that page (red letters, underlined). Then click on the "Purchases and Downloads" link that appears on the left of the screen. All the online products you have purchased will appear. To listen to your program, simply click on the "Start Program" button next to it.



Logging In

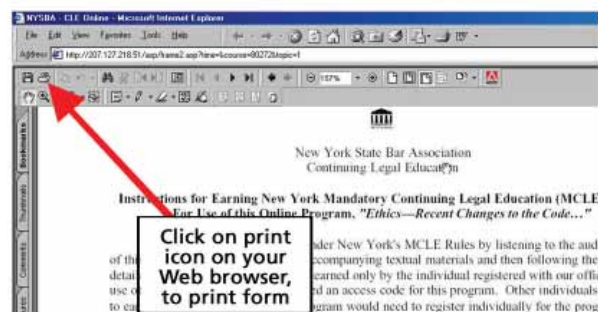
You can log into NYSBA's web site in two different ways. If you are on the New York State Bar Association's home page (www.nysba.org), you can enter your "User Name" and "Password" information, and then press "GO." If you are at NYSBA's web site, but not on the home page, you can login by clicking on the "Login" button that is located towards the upper middle portion of the screen, under the NYSBA logo and name. Once logged in, you can follow the above instructions for accessing your program.

The Attestation Form and the Program Segment Control Numbers

When you log on to a program, the first document you should open up is the attestation form for the program. It is the first item listed in the "Program Menu"—click on "2 pgs." to the right of that, in the "Text Pages" column. In order to comply with New York's mandatory CLE rules, we must ask that you fill out this form and mail it to us, before we can issue you a certificate acknowledging the MCLE credit(s) you have earned by partaking of the course. Therefore, the first step is for you to print this form, which you should fill out as you listen to the program.

A screenshot of a document titled "ATTESTATION FORM" from the New York State Bar Association. The form includes a table with columns for "NAME", "TITLE", "COURSE", "CREDIT", "DATE", and "TOTALS". Below the table, there are sections for "ATTENTIONS" and "SIGNATURES".

To print the form, it is probably best to click on the printer icon in the Acrobat Reader®



control bar which appears immediately above the text page—the printer icon on the control bar on your web browser may or may not work for this purpose, depending on the browser. Close the form on your screen when you have finished printing it. When you print the attestation form, two pages are printed. The first is an instruction page; the second is the form.

We hope the instructions for completing and returning the form are clear, but feel free to call or e-mail us if you have any questions. You should keep the form and instructions at hand as you listen to the program.

Very Important Note about Audio Segment Control Numbers: Each audio segment of the program has its own unique control number. At some point in the segment, a narrator will tell the listener what the control number is for that segment. You should listen for this number, and make a note of it—you need to insert the number in the appropriate space on the attestation form, in the row of boxes pertaining to that audio segment of the program. Without the correct control number for the segment of the program, you cannot receive credit for listening to that segment.

When you have finished the program (or as much of it as you wish to use to earn MCLE credit), mail the completed attestation form to us and we will send you a certificate reflecting the MCLE credit you have earned. You need to keep that certificate in your files for four (4) years, to present as evidence in case you are audited as to your compliance with New York’s MCLE requirement. We will also keep a copy of the certificate in our files, and can back up the documentation for you if you are audited.

Opening the Text

To open a “chapter” or segment of the course book, or indeed the entire book, click on the page numbers listed in the far right Text Pages column on the Program Menu screen for the segment you wish to view. The “Table of Contents” contains not only that table, but also the front pages from the book, the agenda for the program, and the list of faculty members. Normally, you would only open the portion of the text pertaining to the audio segment you will be listening to, so that you can read that text as you listen to the lecture. The text is presented in PDF text written format, and looks virtually identical to the text as it appears in the printed course book for the program. The pages are numbered on the bottom, in the center of the page, and the pagination is the same as it was in the printed course book for the live program at which the audio was recorded. Therefore, if you want to look at a particular page to which the speaker is referring, you simply scroll down through the document, checking the page numbers at the bottom of the page, until you find the page you want. You might also be able to use the “find” feature in Acrobat Reader® to find the page faster, by typing in the page number.

At the bottom of the list of items in the left-side column in the “Program Menu,” you will see “Entire Book.” You could open this, instead of just opening the chapter pertaining to the audio segment you are listening to, but it is a very large file and may slow down the performance of your computer as you are using the program. We recommend just opening one chapter at a time. Please keep in mind that all of the materials in these online program, both the audio and text portions, are copyrighted by the New York State Bar Association.

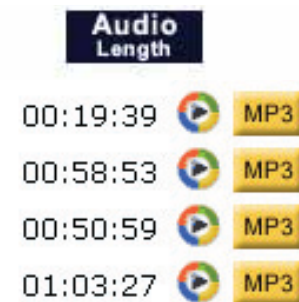


Selecting an Audio Segment

To select an audio segment of the program, click on the Media Player® icon immediately to the right of the time (duration) in the “Audio length,” column for the desired segment. That audio track will open and begin to play. It may take a few seconds (maybe a minute) to load, depending on your Internet connection speed, etc. While it is loading, you may see some status information at the next-to-the bottom bar on your screen, giving you messages like, “Loading plug-in,” “Loading,” “Buffering,” etc. Using the audio control buttons, you can pause or stop the audio, bookmark where you left off (or return to that point), and adjust the volume, as described in the next section of these instructions.

iPod and MP3 player users

The audio segments on our newer programs are downloadable to your iPod or MP3 player — just click on the MP3 button next to the audio track you wish to download, and follow the normal procedures you use to download other audio materials.



Using the Audio Control Buttons

When you first open an audio segment of the program, a control box opens at the bottom of the page. The box tells you what “Current audio” you are playing (what audio segment you have selected). Beneath that, a control strip appears which contains several buttons to start, pause, stop, or fast-forward/rewind the audio segment, and to adjust the volume.



(Actual audio control appearance may vary depending on version of Windows Media Player installed)

Here is a brief description of the function of each of these control buttons:



Play button—starts the audio segment when it has been paused or stopped without saving an audio bookmark



Pause button—pauses the audio; permits you to resume from where you were by pressing the play button. Only use this if you only want to pause the audio temporarily and plan to resume play soon



Stop button—stops the audio, **but does not save your place**. When you resume playing the audio after hitting this button, it will return you to your last audio bookmark, if one exists, or will return to the beginning of the audio segment if there is no audio bookmark present



Slide bar fast-forward or rewind—allows you to quickly move to a different point in the audio segment by sliding the bar left (back) or right (forward)



Audio volume icon and slide bar—Although you can certainly use the volume knob on your computer speaker to adjust the loudness of the audio segment, you can also use the slide bar at this icon, which allows you to adjust the volume

To the right of the audio control bar is a blue button, labeled “Set Audio Bookmark.” It will also be the location of a “Resume From Bookmark” button (the latter only appears after you set a bookmark). If you are listening to an audio segment but have not yet completed it, and wish to stop the program for a while, you should use the “Set Audio Bookmark” button to save your place in the audio segment. If you don’t, when you return to the program, it will return to the point where you last placed a bookmark or to the beginning of the audio segment if no bookmark has been saved for that segment. If you properly used the “Save Audio Bookmark” feature when you stopped the audio segment, then clicking on the “Resume From Bookmark” button will bring you back to the point you bookmarked. When you use the “Save Audio Bookmark” button, a screen pops up which confirms that your place has been saved. Just close that message (click on “Return to Course”) and proceed with whatever else you plan to do. To resume listening to the audio segment, click on the “Play” button.

Video Clips

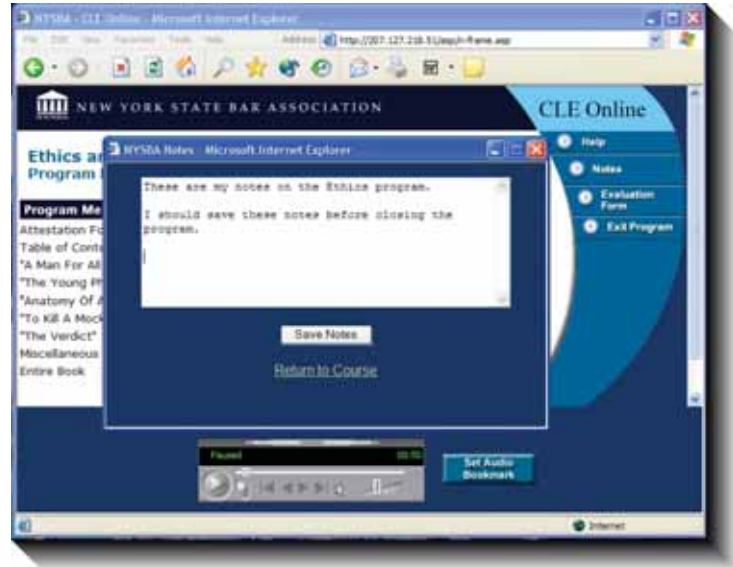
We have begun adding video clips to some of our programs, where appropriate. For example, our “Ethics and Professionalism” from the fall of 2002 contains video clips from movies, wherein ethics and professionalism issues are raised. In order to view these video clips, you will need to have Microsoft Windows Media Player®, version 7 or later, installed on your computer (see “System Requirements”). Earlier versions of Media Player® may or may not play the video clip. The video segments “pop up” automatically, on their own, at the appropriate point in the audio portion of the program—

you don't have to open the video clip. Likewise, when the video clip is finished, it automatically closes itself, although you then need to press the "Play" button on your audio controls to resume playing the audio.

Taking Notes

Of course, you could just take notes on paper, as you normally would at a CLE program—there's nothing wrong with doing that. Indeed, it is the surest way to have your notes safely in your possession. However, you may want to compose your notes on your computer, as you are listening to a program. We have built in a feature which may make it a little more convenient for you to do that. At the top of the main screen that first opens when you log on to a program, in the blue crescent under

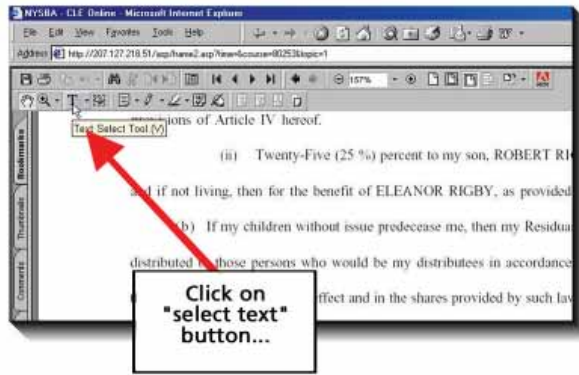
"CLE Online," you will see some features you can click on and open ("Help," "Notes," "Evaluation Form," "Exit Program"). When you click on "Notes," a popup window appears, containing an area in which you can write your notes. It also contains a button which allows you to **SAVE NOTES** (a **real good idea** before you close the program—otherwise you lose these electronic notes, or at least the notes you typed since the last time you used the "Save Notes" feature). When using this feature, your notes are saved in our computer at our server site, not on your computer or in your office's computer system. Unless you copy and save your notes to your own computer (see discussion below), you will only be able to access them while you are logged on to your NYSBA CLE Online program.



If you are going to use this feature to write notes, you probably will want to open it and leave it open during the program, and minimize it when you want it out of the way so that you can see more of the course book text on the screen. You can minimize the "Notes" window by clicking on "Return to Course" (under the "Save Notes" button). To restore the "Notes" window, just hit the "Notes" button again. **Again, please remember that if you close the "Notes" window by closing the program or hitting the "X" at the top right of the window, and you did not first save your notes, then you lose the notes, or at least those you wrote since the last time you saved your notes using the "Save Notes" button.**

Once you have finished writing your notes, you can transfer them to a word-processing document and save them in your computer, if you wish. Basically, it involves selecting

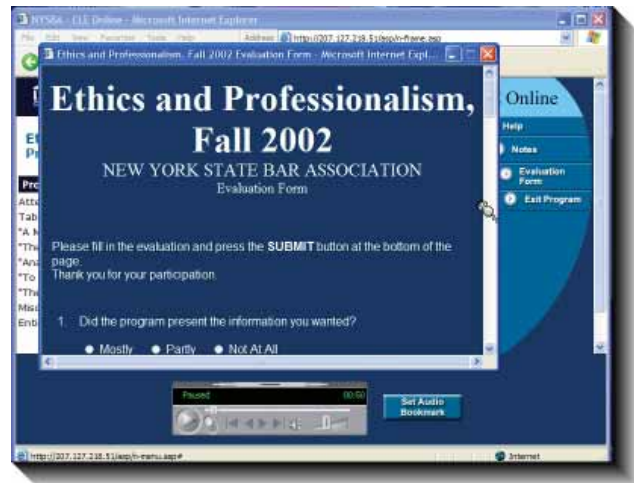
the text in the Notes window, copying it, and pasting it into a word processing document, then saving that document where ever you wish. This would have to be done before you could print the notes. Unless you save your notes to your computer in this fashion, they will only reside on our computer at our server site and will eventually be purged from our files, a few months after you have completed the program.



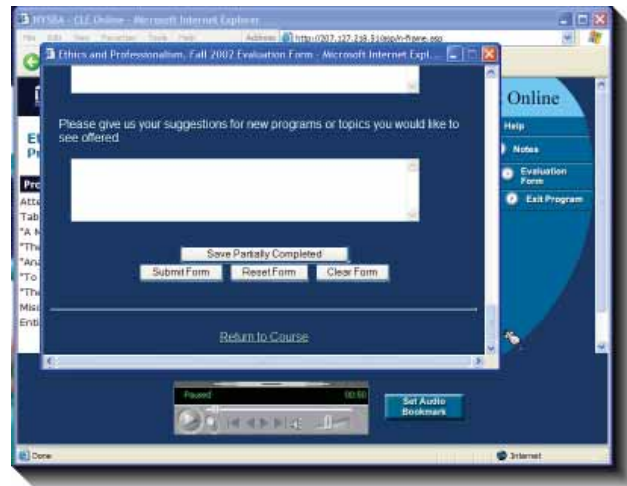
Also, you may want to select some portions of the course materials, copy them and paste them into your notes, e.g., a case cite, a checklist, etc. To do that, use the “Text Select Tool” on the Acrobat Reader control bar; select the text you want, then use the “Copy” tool on that control bar to copy the text; then place your cursor in “Notes” at the point where you want to insert what you have copied, and hit the “Ctrl” and “V” keys on your keyboard. This will insert the copied text into your notes.

Filling Out the Program Evaluation Form

We would really appreciate it if you would fill out the program evaluation form and submit it to us—we read all of the forms that are returned and we take your critique and suggestions seriously. Please take a few moments during the program to fill out the form. To access the form, go to the top right on the main screen that first opens when you log on to a program, and look in the blue crescent, where you will see buttons for several features you can open (“Help,” “Notes,” “Evaluation Form,” “Exit Program”). When you click on “Evaluation Form,” the evaluation form opens. It is an electronic form, e.g., you fill it out on screen and submit it electronically (it comes to us in the form of an e-mail). You don’t need to print out the form, unless you want to keep a copy. At the bottom of the evaluation form is a button labeled “Submit Form.” You click on this button when you have finished filling out the form and are ready to send it to us. Just above the “Submit Form” button, there is another button, labeled “Save Partially Completed.” If you have partially completed the evaluation form and don’t want to submit it at the time, but instead want to return to it later and complete it, click on the “Save Partially Completed” button to save the entries you have made on the form up to

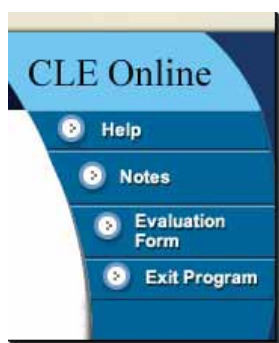
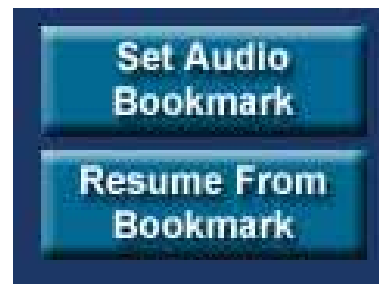


that point. If you close the form without saving your partially completed entries, it will not save them and the form will be blank when you reopen it, or will reflect the partially completed stage it was in when last you saved it by clicking on “Save Partially Completed.” If you wish to completely clear the form, use the “Clear Form” button — this removes all entries on the form. If you want to reset the form to the state it was in when you opened it on this occasion, use the “Reset Form” button. To return to the program from the “Evaluation Form” page, click on “Return to Course” at the bottom of the evaluation form.



Exiting from and Returning to the Program

When you are listening to an audio segment of the program and have not yet finished that segment of the program, but decide to close the program, you should use the “Set Audio Bookmark” button on the control bar at the bottom to save your place in the audio segment. If you don’t save your place in this fashion, then when you return to the program and to the specific audio segment, it will return to the point where you last placed an audio bookmark (if you



have placed any), or to the beginning of the audio segment if no bookmark has been saved on that segment. If you are finished listening to an audio segment, then there is no need to place a bookmark when you close the program. Subject to these caveats and saving your bookmark if appropriate, you can close the program by clicking on the words “Exit Program” at the top of the page, in the blue crescent. When you click on that button, it returns you to your list of purchased programs at NYSBA’s web site. If you are finished with your business at that site, just close that.

To return to a program, follow the steps outlined above in the section on “Logging In” and “Accessing Your Programs.” If you book-marked your place on an audio segment of the program and wish to return to that audio segment and point in the segment, open the audio segment (see instructions above in “Selecting an Audio Segment”) then click on the “Resume From Bookmark” button in the bottom audio control box. The audio should start where you left off. Don’t forget to bookmark your place again when you stop the program, if you have not finished the audio segment at that point, so that it will save your new place on the audio segment—otherwise, the next time you use the audio bookmark feature, it will return you to the last bookmark you saved, if

any, but not to where you left off in the segment you subsequently played.

Completing the Process—the “Snail Mail” Steps

You will need to mail in your completed attestation form. Return the completed, signed and dated form, by regular mail, to:

CLE Department - Online Program Credit
New York State Bar Association
One Elk Street
Albany, NY 12207

You must return the original, signed copy of the form. Photocopies will not be accepted or processed. Upon receipt of your completed form, we will send you a document certifying the New York MCLE credit you have earned from the use of this program. You should keep this certificate of participation in your files for a period of four (4) years, in case you are audited for MCLE compliance. We will also keep a copy on file in our office.