

Idaho Legal Aid Services, Inc.

Advocacy. Education. Representation.

www.idaholegalaid.org

Interactive Forms FAQs ^[1]

 [Download the Interactive Forms brochure here!](#) ^[2]

Why can't I see the interview? I Keep Getting an Error Message: "There's a problem. Could not find question. Unable to proceed."

Adobe Flash Player MUST be installed on the computer you are using in order to view the interviews. If Flash is not installed, you will get an error message at the beginning of your interview indicating there's a problem. If you are using your own computer it's safe, easy to install, and free.

To download the latest version of Flash, visit: [Adobe Flash Player](#) ^[3]

Scroll down for "Install Now". You do not need the free McAfee Security Scan Plus and should uncheck that box if you don't want to install it.



^[3]

Please Note: If you are using a public computer, check with the organization to find out if Adobe Flash Player is already installed. You may need to restart your computer after installation.

What Software is Needed to Download and Print the Forms?

The interactive court forms download for printing in Rich Text Format (.rtf), which can be opened only in **Microsoft Word**. Make sure when downloading the documents your computer chooses that program to download the documents. Otherwise you will likely experience formatting or other errors such as getting nonsense or "gibberish" rather than a document. *Note:* Microsoft WordPad is NOT the same as Microsoft Word. Using WordPad WILL cause problems with your documents.

If you do not have Microsoft Word, you can download Microsoft Word Viewer for free from Microsoft.com ^[4].



[4]

Do I Need a Specific Browser to Access the Interactive Forms?

To access the interactive court forms, make sure to use an updated, Flash-enabled internet browser such as Internet Explorer, Mozilla FireFox or Chrome. You may want to check for the latest version of the browser by visiting their website.

When I click the link to complete the forms, I'm taken to the LawHelp Interactive server. What is this?

The LawHelp Interactive server was donated by Lexis Nexis to Legal Service programs throughout the US to host online documents for low-income individuals. This server hosts all of the Idaho interactive court forms. It is an encrypted, secure server. Read the [LawHelp Interactive frequently asked questions](#) [5].

How can I learn more about the security of the server that hosts the documents? What Is The Interactive Court Forms Project?

Read the full [privacy policy](#) [6].

Why should I sign up for a user-name and password on the server?

Signing up for a user-name and password allows you to save your answers each time you complete an interactive court form. The benefit comes when you need to come back and make changes to your documents or when you are completing documents with a two or more step process. For example, if you were completing documents to file for divorce, if you saved your answers when you completed the first set of documents, you could come back, access your saved answer file and use those answers to complete the documents needed to finalize your divorce, thus saving you time. Your answers are stored on a secure, encrypted server and are not accessible to anyone but you, unless you have shared your username and password. Read about the server [privacy policy](#) [6].

The interactive court forms project is designed to help individuals representing themselves in court complete the forms they need easily and accurately online.

What Should I Expect?

You will answer questions in an interview format and your answers will be used to fill in Idaho court approved forms relevant to your court case. Links to the interviews (interactive forms) are on both the Idaho Legal Aid Services website and the Idaho Supreme Court's Court Assistance Office website. Once you click the link to the form you need, you will taken to our partnering site, LawHelp Interactive, to complete the interview for the interactive forms. At the end of the interview, you will "submit" your answers, wait for your documents to be assembled, and then download your documents for printing. Instructions about what to do next will be included in your

printed form packet.

Who Can Use This Program?

This program is designed for low income Idaho residents, or advocates assisting them, who are representing themselves in a non-criminal court case.

What Do I Need To Get Started?

First, select the type of forms needed for your legal situation (eg. Family Law, Landlord/Tenant, or Name Change). Each section will provide you with a list of information you will need to complete the interview and corresponding court forms.

How Much Does It Cost?

There is no cost for using this program. However, please note there are fees for filing most court documents. The instructions will include fee information or you can contact your local Court Assistance Office for more details.

What Should I Know About Representing Myself In Court?

When you represent yourself in court you are held to the same standards as an attorney. Your preparation, paperwork, and your conduct at all hearings must comply with court rules and orders. You should always talk to a lawyer about your legal issues before filing any legal paperwork. Even if you do not hire a lawyer to appear in your case, a lawyer can give you information about your rights. Read our [full warning](#) [7].

Where Can I Find An Attorney If I Decide I Need One?

You can contact the Idaho State Bar Lawyer Referral Service at (208) 334-4500 or online for a [referral to a licensed attorney](#) [8].

Printed: August 13, 2020

<http://www.idaholegalaid.org/node/1074/interactive-forms-faqs>

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