

Smokeball Communicate

You will be sent a link because Cornerstone Legal PLLC uses the Smokeball Communicate program. Communicate is Smokeball's secure messaging and file sharing system. Communicate allows you to share confidential information with your attorney in a secure way vs. through traditional email. You will need to verify your identity using two-factor identification so you will always have the peace of mind that your information is safe and secure. You can also download the Smokeball Communicate Mobile App on the Apple or Google Play Store.

Account Set Up

- When you receive your first secure message, you will receive a notification via email to set up your Communicate account.
- Select "Get Started" to set up your account and start sending messages or reviewing documents securely.

Log into Communicate

- **Brand new communicate users:** If you are a new Communicate user accessing for the first time, you will be required to authenticate your email address with two-factor authentication.
- **Returning communicate users:** If you are returning to an existing conversation, you will be taken straight into the conversation using two-factor authentication.
- Once logged in using two-factor authentication, you can update your user profile by selecting your name at the top right of your web browser.

Navigation

- Select the conversation you want to review. If you are involved in multiple conversations, all conversations will be listed on the left side of the screen.
- Quickly toggle between the message history or files only.
- Review individual messages and/or attachments.
- Respond to messages and attach files.

Sending Messages and Files Securely

It is very easy to send messages and files through Communicate.

- From the conversation, type any message and select the paper clip to attach files to the message.
 - Attachments can be dragged and dropped into the window or by selecting the files from your computer.
- Once a message has been sent, it can be edited or reviewed by selecting the three dots next to each message.
- Select any attachment to review the file.
 - Select the arrow to go back to the conversation.
 - Preview the document.
 - Add additional comments to the file. Note: All comments will also appear in the main conversation.
 - Download the file.