



# Attorney at Large

A FIELD GUIDE FOR **MOBILE LAWYERS**



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# A Field Guide

## FOR MOBILE LAWYERS

Lawyers are flying high these days. Literally.

No longer tethered to the ground, our lives and work have been elevated by a new mobility. The cloud means lawyers can (and do) work *anywhere*—seat 32F, the B train, hotel bars, airport shuttles and wherever your feet (and your luggage) may land. With just a smartphone, a tablet and a change of underwear, you're off in a trice to tend to business in parts unknown. You can be constantly in touch, in sync with your desktop, and getting things done regardless of latitude, longitude, altitude or attitude. It's as if your bottom still warmed that desk chair back home!

So, since being an attorney at work now often means being an attorney at large, we thought it high time to share the wealth of knowledge about how to make working while traveling work for *you*. To guide you on your next journeys, we've divided things into three categories in this special "Attorney at Large" download.

**MASTERS OF TRAVEL Q+A: Secrets You Can Learn from Them** Fifteen inveterate travelers—all flush with umpteen miles under their belts—answer our questions about working on the move and give up some hard-earned travel secrets for our readers. Most of them have been making it look easy for years. Now you can, too.

**PRODUCTIVITY: Power Tips + Tools to Keep You Functioning on the Fly**

This travel-sized collection of apps, tricks and tools will keep you working at optimum speed and maximum quality. From making the most of smartphones and scanners, to attending virtual conferences and tweeting from meetings, you'll find a wheelie-bag full of ideas to power up your output wherever you are.

**SMOOTH SAILING: If We Have to Travel This Often, We Might as Well Enjoy It!**

Whether you're on the road for work, pleasure or a combination, there are inevitably anxieties trying to creep in and skew your bon voyage. Stop, don't let it happen! This stress-reducing selection of tips is all about taking care of yourself—by staying safe, sane and healthy—while you're roaming far and wide.

Wishing you a smooth flight and a soft landing!

—Merrilyn Astin Tarlton and Joan Feldman, Editors



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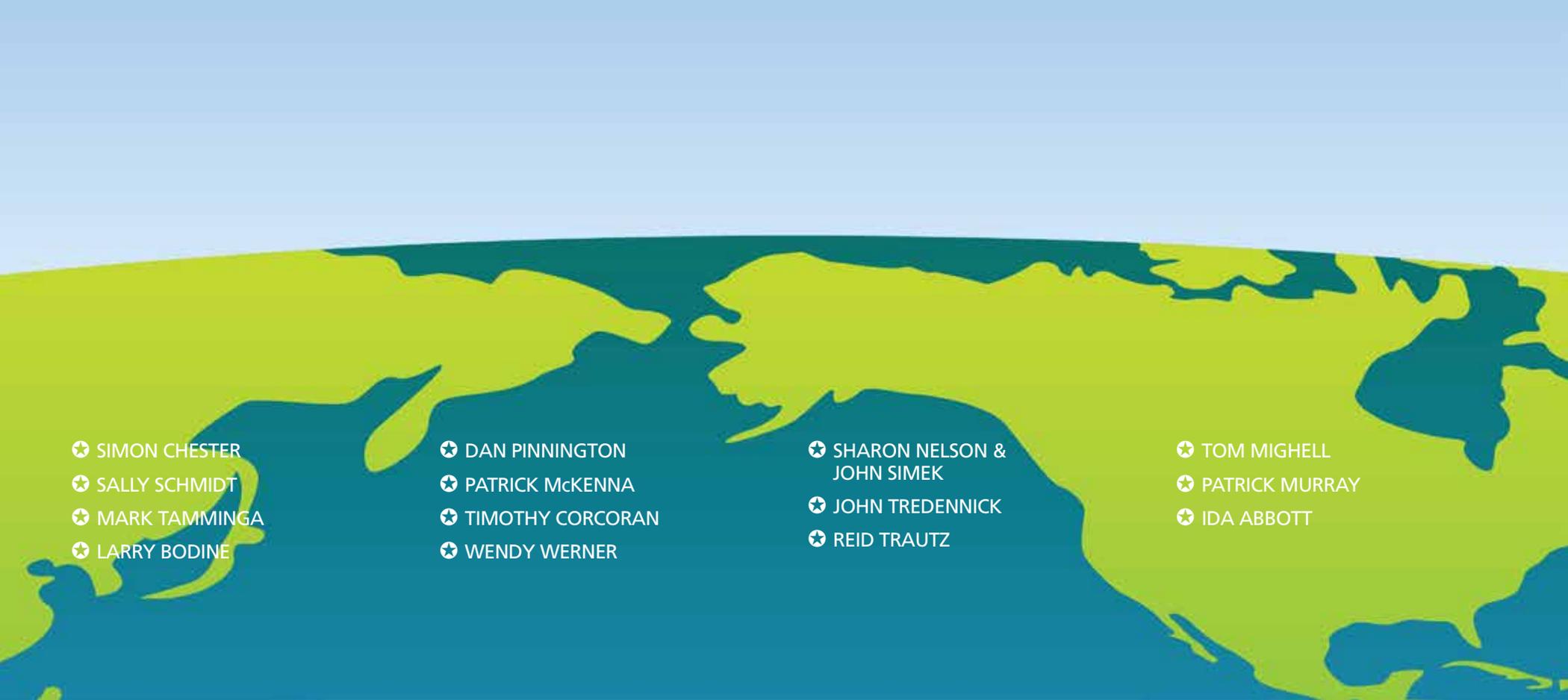
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- ✦ WENDY WERNER

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- ✦ JOHN TREDENNICK
- ✦ REID TRAUTZ

- ✦ TOM MIGHELL
- ✦ PATRICK MURRAY
- ✦ IDA ABBOTT

# Masters of Travel Q+A

**SECRETS YOU CAN LEARN FROM THEM**

There are among us those for whom travel is a fact of everyday life—like brushing your teeth. You know the ones. They always upgrade to First-Class. They perform flawlessly with little more than a smartphone and a carry-on. They have the best and latest advice on mobile technology. And you never know where they've hung their hat when you speak on the phone—Mykonos, Fleet Street, Fort Wayne—and, frankly, it doesn't matter. Here 15 inveterate travelers answer our questions about working on the move.



Don't let calendaring mistakes eat you alive.

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See every appointment, meeting, task and deadline at once, or by day, week or month. Shared calendaring, delegation and tracking offer ultimate control & collaboration with your legal team, and highlight what you need to do—and where you need to be—to stay on schedule. Our Daily Digest feature also emails your next day's appointments & tasks the evening before.

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Keep everything related to a specific project, case or action in a single location. Messages, documents, court dates, tasks, meeting, time & expenses and client details are always at your fingertips.



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## SIMON CHESTER

TORONTO, ON | ONT

MILES: 170,000

By the time he was 3 years old, Simon Chester had already lived on two continents (in the U.S. and the U.K.), and today he's fond of saying he has "feet in three continents." He married in Chennai, studied at Oxford and now lives in Toronto, spending a great deal of professional and leisure time on airplanes, trains and rental cars. A partner with Toronto law firm

### EXPLORER

Simon Chester treks the Fife Coastal Trail in Crail, Scotland.

Heenan Blaikie, Simon's practice focuses on conflicts of interest, professional responsibility and legal opinions around the globe. He's a pioneer in the application of technology to the practice of law and has been a much-in-demand speaker for over 25 years.

**What is the biggest challenge that travel presents for you?** Lack of proper sleep and the consequent exhaustion—and getting used to dry, overheated rooms.

**What is the best thing about all this travel?** Playing hooky on the road—exploring new towns and sneaking away to galleries and museums.

**What must you absolutely have when working away from the office?**

- ➔ My BlackBerry.
- ➔ Workout gear.
- ➔ Headphones and my iPod.



In Chennai, India, Simon Chester, in traditional kurta and dhoti, prepares to attend a niece's wedding with his wife, Anna, and their daughter Rahael.

**Best tips for successful travel for work?** Evernote keeps all my addresses for restaurants and other sites at my destination and it syncs over all services.

**Traveling can be enervating. How do you keep your energy level up?** By working out and getting fresh air. Fruit and espresso help, too.

**Over your career, have you identified specific travel booby-traps that you'd warn others against?**

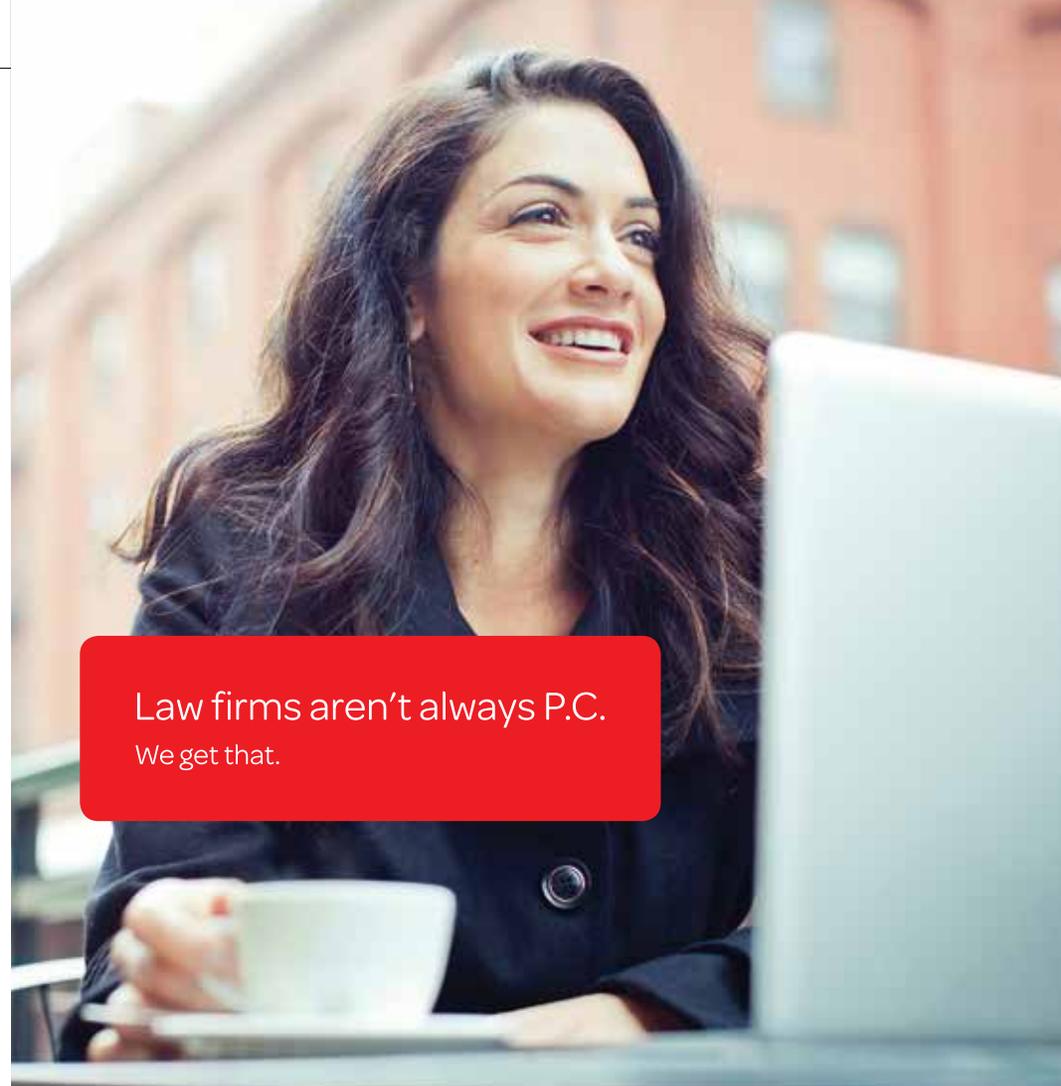
- ➔ You can actually do the impossible—say, India for less than a week, or Europe for a weekend—but your body always punishes you for it eventually.
- ➔ Overpacking.
- ➔ Taking an airport bus without checking on the duration of the ride. I've missed planes while an airport bus flirted around every obscure hotel.

**Travel motto?**

"It's both the journey and the arrival that matters—Leonard Woolf had it wrong."

### SIMON'S ROAD KIT

- ★ **Computer:** HP Elitebook.
- ★ **Smartphone:** BlackBerry Pearl.
- ★ **Tablet:** Apple iPad.
- ★ **Business bag:** Lands' End travel bag. Their bags are amazingly well designed.
- ★ **Secretarial or other service:** I just cope by myself.



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READY TO GO  
Sally Schmidt at Sun Devil Stadium in Tempe, AZ, at the end of the 4.2 mile “Pat’s Run” charity event in honor of Pat Tillman.

★ MASTERS OF TRAVEL Q+A

## SALLY SCHMIDT

MINNEAPOLIS, MN | MIN  
MILES: 100,000+

Sally Schmidt travels every week of the year, typically for two or three days. So it’s kind of surprising that she only has 100,000 airline miles in the bank—until you realize that she’s constantly using them to travel even more! A law firm marketing expert and President of Schmidt Marketing, Sally travels to work with clients, present workshops, speak at retreats and conferences and interview law firm clients. She leaves nothing to chance. Most travelers would do well to take a page from Sally’s very organized book.

**What is the biggest challenge that travel presents for you?** Keeping up with things at the office (e.g., invoices, mail, staff questions, etc.) and responding promptly to requests, emails and phone calls.

**What is the best thing about all this travel?** I get to see some wonderful (and some not so wonderful but nonetheless interesting) places. I also love visiting law firms and seeing the lawyers in their own environments.

**What sort of work do you do on the road?** On the plane, I do everything but email. I do not connect to Wi-Fi so I have a nice block of undistracted time for thinking, reading, outlining reports and writing. I may draft emails but I don’t send and receive. In my hotel room at night, I try to get caught up on email, LinkedIn and Twitter.

**What must you absolutely have when working away from the office?**

- ➔ My laptop. I write *a lot*.
- ➔ My BlackBerry.
- ➔ My calendar—I am old school and use a paper calendar.

**Best tips for successful travel for work?**

- ➔ Focus. I write a list of things to do on the plane and put them in priority order. I may allow myself to read the newspaper before taking off but, once the wheels are up, I’m working.
- ➔ Allow enough time. People think because I travel a lot I plan things down to the wire, but it’s the opposite; I anticipate problems so I can avoid stress. Parking lot is full? No problem. If everything goes smoothly, I get to the

airport early and work in a lounge. In the winter, I always plan to travel to my destination the night before.

**Traveling can be enervating. How do you keep your energy level up?** I love what I do! That helps immensely. That being said, after a long day, I will allow myself the luxury of doing absolutely nothing in a hotel room. I also try to work out every morning on the road.

**Over your career, have you identified specific travel booby-traps that you would warn others against?** The Philadelphia airport—just kidding, but not really. Also, be sure you have backup batteries, extra battery packs and extra chargers. And *never* pack them in checked luggage—or you may not have them when you need them.

**Travel motto?** “Accept that which you cannot change.” Weather, mechanical problems, meetings running late ... I’ve had my share of extra nights on the road, which can be tremendously frustrating when all you want to do is go home. So I have learned to just accept and, if possible, even embrace it. The last time I got snowed in overnight, I treated myself to a really nice room at the Four Seasons (on my own dime).

### SALLY’S ROAD KIT

- ★ **Computer:** Dell.
- ★ **Smartphone:** BlackBerry.
- ★ **Tablet:** Evaluating ....
- ★ **Business bag:** Tumi.
- ★ **Secretarial or other service:** None.



**GLOBE TREKKER**  
Mark Tamminga and his wife, Joany, frequently travel to extremes to take part in long-distance running events.

★ **MASTERS OF TRAVEL Q+A**

## MARK TAMMINGA

HAMILTON, ON | ONT  
MILES: 272,244

Mark Tamminga, real estate law and recovery partner and Leader of Innovation Initiatives at Gowlings, LLP, has banked an incredible number of frequent flyer miles. "But that's over a long period of time. I don't redeem them very often." His travels, which come "once a month or so," are evenly split between business and pleasure (if you call running hundreds of miles through desert regions for days on end a pleasure). And while he says he still hasn't figured out how to make travel "routine," he does have some smart advice for world travelers.

**What is the biggest challenge that travel presents for you?**  
Getting there. I somehow have still not worked out how

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to make travel routine. I'm easily distracted and highly forgetful. Traveling with me is like traveling with an 8-year-old. I lose my travel documents. I forget toiletries. I can't remember where I parked. I leave my bags in my car as I enter the airport. I usually don't remember to carry cash. I have four pairs of reading glasses, all lost in some way or another.

I have a full awareness of my vulnerability in this regard and have even read *The Checklist Manifesto*, but that doesn't mean I've actually created, well, a checklist. Maybe someday. In the meantime, I muddle through, dogged by a sense of foreboding, wondering what stupid thing I've forgotten that will make this trip way more of an adventure than it needs to be.

**What is the best thing about all this travel?** Getting there. Somehow I always manage to make it. The magic starts the moment the door to the plane latches shut. I just like being in planes. But—particularly for the kinds of travel I do with my wife, Joany—I'm still enthralled by this world. Getting off the

plane somewhere else is a transcendent experience. Six, eight, 14 hours ago, I was in a familiar place; now I'm magically transported. All the hassles and indignities of travel are still worth it.

**What sort of work do you do on the road?** I'm responsible for the design of a number of practice systems at our firm and I can take pieces of them with me as I travel. I genuinely, thoroughly enjoy working on them because it makes me feel inventive. And so I tinker. The projects are endless and as complex as I want to make them.

Other than that, I simply stay in touch with the office over email. I don't feel the pressing need to leave work behind. So I avoid turning the "out-of-office" reply on for email, unless I'm headed for someplace truly, truly remote (but Western Civ is pretty hard to get away from no matter where you are these days).

Clients don't need to know when I'm gone or for how long. If I can simulate presence by being quasi-responsive via email, I can travel farther and stay away longer, so it's better that I'm

## MARK'S ROAD KIT

- ★ **Computer:** Thinkpad T420s. I don't like the keyboard that much—not like the fabled IBM Thinkpads of yore. But it's light and has plenty of power.
- ★ **Smartphone:** BlackBerry Bold, but only until the iPhone 5 comes out. And then I'm moving over. I just can't hold out any longer.
- ★ **Tablet:** We have three iPads, including the newest one. I had a Playbook, but I gave that away. I was so hoping for more from RIM, but my disappointment is complete.
- ★ **Business bag:** Tumi briefcase. It has nice protection for the notebook, a nice side pocket for the iPad (which does not have to come out of the bag at security, just in case anybody asks), and enough room for the cords.

**“Getting off the plane somewhere else is a transcendent experience. Six, eight, 14 hours ago, I was in a familiar place; now I'm magically transported. All the hassles and indignities of travel are still worth it.”**

able to respond as inquiries come in. Joany feels the same way with her work and so when we're on vacation, we set aside a few minutes daily to clear our inboxes. I'm good with that trade-off.

This approach also makes re-entry much more manageable.

**What things must you absolutely have when working away from the office?**

➔ Until a few months ago I would have said my BlackBerry. But that story looks like it's coming to a sad, tragic end. Now I wouldn't go anywhere without my enterprise-managed iPad. Email on that thing is The Bomb.

➔ A pen. There are always forms to fill out.

➔ Running shoes. Because otherwise I'd just be sitting around.

**Best tips for successful travel for work?**

➔ If you're Canadian or an American who travels to Canada with any frequency, get a [Nexus card](#). More generally, join an airline rewards program. If you travel regularly, you will readily gather enough points to gain access to lounges, upgrades and express check-in. And if you have both a Nexus Card and Elite (or Gold or whatever the rank of your preferred program) status, you can sail through security and customs. Taken together, it's what it must have been like in the 60s when travel was so much less fraught and even had an air

of privilege to it—except that you're now carrying more computing power in your pocket than was available on the entire planet back then.

➔ Put your toiletries (if you remember to bring them) in a baggy and make that small package accessible from a pocket on the outside of your luggage so it can be retrieved instantly and security can see how obviously harmless you are.

➔ Make a checklist.

**Traveling can be enervating. How do you keep your energy level up?** If it's a short trip, maintain your normal sleep patterns. It can get a bit awkward, but this can be made to work even if you're crossing two or three time zones. Just make a decision not to abide by local time. You'll be going to sleep and waking up at strange hours, but sometimes that's okay. And the hotel gym is usually empty then in any event—exercise being another magic bullet for fighting fatigue.

**Over your career, have you identified specific travel booby-traps that you'd warn others against?** Never check luggage. Ever. And don't eat sushi at the airport. Ever. Never. Ever.

**Travel motto?** “Joany ... um ... have you seen my passport?”



#### TRAILBLAZER

Larry Bodine doing one of his favorite things: traveling on foot through the trails around Tucson, AZ.

#### ★ MASTERS OF TRAVEL Q+A

## LARRY BODINE

CHICAGO, IL | MDW

MILES: 777,000+

In his role as Editor-in-Chief of Lawyers.com, [Larry Bodine](#) says he travels at least twice a month—roughly 50,000 miles a year—to places like New York, New Orleans, New Jersey, Las Vegas, San Francisco, Dallas and Tucson. Larry started as a journalist, transitioned to law firm communications and marketing, then founded the groundbreaking Law Marketing Portal. Now he fills slivers of downtime on the road by posting on [blog.larrybodine.com](#) as well as [lawyers.com](#) and continues to be a frequent speaker on marketing topics at conferences.

**What is the biggest challenge that travel presents for you?** Staying current with the home office. I rigorously follow my Outlook appointment calendar and set alarms on my iPhone to notify me of appointments and calls.

**What is the best thing about all this travel?** A change of scenery and a chance to see colleagues and longtime friends.

**What must you absolutely have when working away from the office?** Medical marijuana, prescriptions and a bag of cookies—kidding!

**Best tips for successful travel for work?**

- ➔ Check flights on Expedia and filter the results by “flight duration.” I always choose the shortest flight.
- ➔ The day I travel, I get up at my wake-up time in my destination time zone.
- ➔ Drink Emergenzee and take vitamins and lysine the morning of a travel day.
- ➔ I pack quickly, because my shaving kit includes duplicates of everything at home. I keep my traveling clothes together under a plastic dry cleaner bag, and my briefcase is a rolling Office Depot/Walgreens/Radio Shack.
- ➔ Stick to familiar places: I always use the same airlines, book the same hotels and eat at my favorite restaurants in the cities where I’ve been before. The less unfamiliarity I can build into my trip, the better.
- ➔ Get an aisle seat near the lavatory for long flights.
- ➔ Bring earplugs and a sleep mask. This helps with noisy seatmates on a plane, unexpected construction outside the

hotel and bright lights seeping into the hotel room (think Las Vegas).

- ➔ Avoid babies (noise), old people (clogged aisles), and sick people.
- ➔ iPhone apps: [GoHowAirport](#) (which tells you stores near the gate), FourSquare, NPR Station Finder, Weather Channel, plus [Yelp.com](#) and [TripAdvisor.com](#).

**Traveling can be enervating. How do you keep your energy level up?** Get lots of sleep, go to bed early, skip the late-night drinking forays. As Clint Eastwood said, “A man’s gotta know his limitations.”

**Over your career, have you identified specific travel booby-traps that you’d warn others against?** US Airways, Miami airport, and bad weather airports like Chicago and Denver.

**Travel motto?** “Get up early and allow plenty of time to get there.”

#### LARRY’S ROAD KIT

- ★ **Computer:** Dell Latitude E4310 laptop.
- ★ **Smartphone:** iPhone.
- ★ **Tablet:** Don’t have one. Too much to carry.
- ★ **Business bag:** Codi leather three-pocket bag plus a five-zipper Swiss Army Victorinox rolling briefcase.
- ★ **Secretarial or other service:** Company voicemail.



AT THE TOP  
Dan Pinnington does a bit of rock climbing after coming off the zip line at Chute Coulongers in Quebec.

★ MASTERS OF TRAVEL Q+A

## DAN PINNINGTON

TORONTO, ON | ONT  
MILES: NOT ENOUGH!

In an average year, Dan Pinnington will give something in the neighborhood of 40 presentations, traveling across Canada and the U.S. As a practice advisor and now Vice President at the Lawyers' Professional Indemnity Company (LAWPRO), Dan's focus is on helping lawyers be more successful and avoid malpractice claims—with a passion for technology tips and tricks. Whether presenting CLE programs or attending meetings at bar association conferences and other events, "I can do virtually everything I can do in the office when I am on the road," he says.

**What is the biggest challenge that travel presents for you?** Being away from family. Also, how the emails seem to come in faster when you are away. And explaining to people in the office that travel isn't always as exciting as they might think.

**What is the best thing about all this travel?** It's nice to break the routine of being in the office and to have the opportunity to see places I would probably never get the chance to see—albeit briefly (like from the taxi going to and from the airport). I have a list of places I would like to go back to with my family. (The Grand Canyon is number one.) Also, checking out the single-malt scotch selections in duty-free stores.

**What must you absolutely have when working away from the office?**

- ➔ My laptop.
- ➔ My BlackBerry.
- ➔ Comfortable travel clothes.

**Best tips for successful travel for work?**

- ➔ Use [Kayak.com](http://Kayak.com) or [TripAdvisor.com](http://TripAdvisor.com) to check for the best fares and cross-check them on the airline sites. TripAdvisor hotel reviews are really good for finding out if you should or shouldn't stay at a particular hotel.
- ➔ Set yourself up to work on the stuff you need to while waiting in airports and sitting at 30,000 feet. All my work product is on my laptop and I keep a local copy of my mail file, calendar and contacts on it, which lets me work even when I can't access the cloud.
- ➔ Checking in online gets you through check-in faster and helps make sure you get a seat if the flight is oversold.

➔ Keep your gear together and prevent it from getting lost with a small zippered mesh bag for cords, chargers, etc.

**What are your biggest travel annoyances?** Hotels that charge for Wi-Fi or Internet access. People who get upset when waiting in line, especially when being upset doesn't accomplish anything.

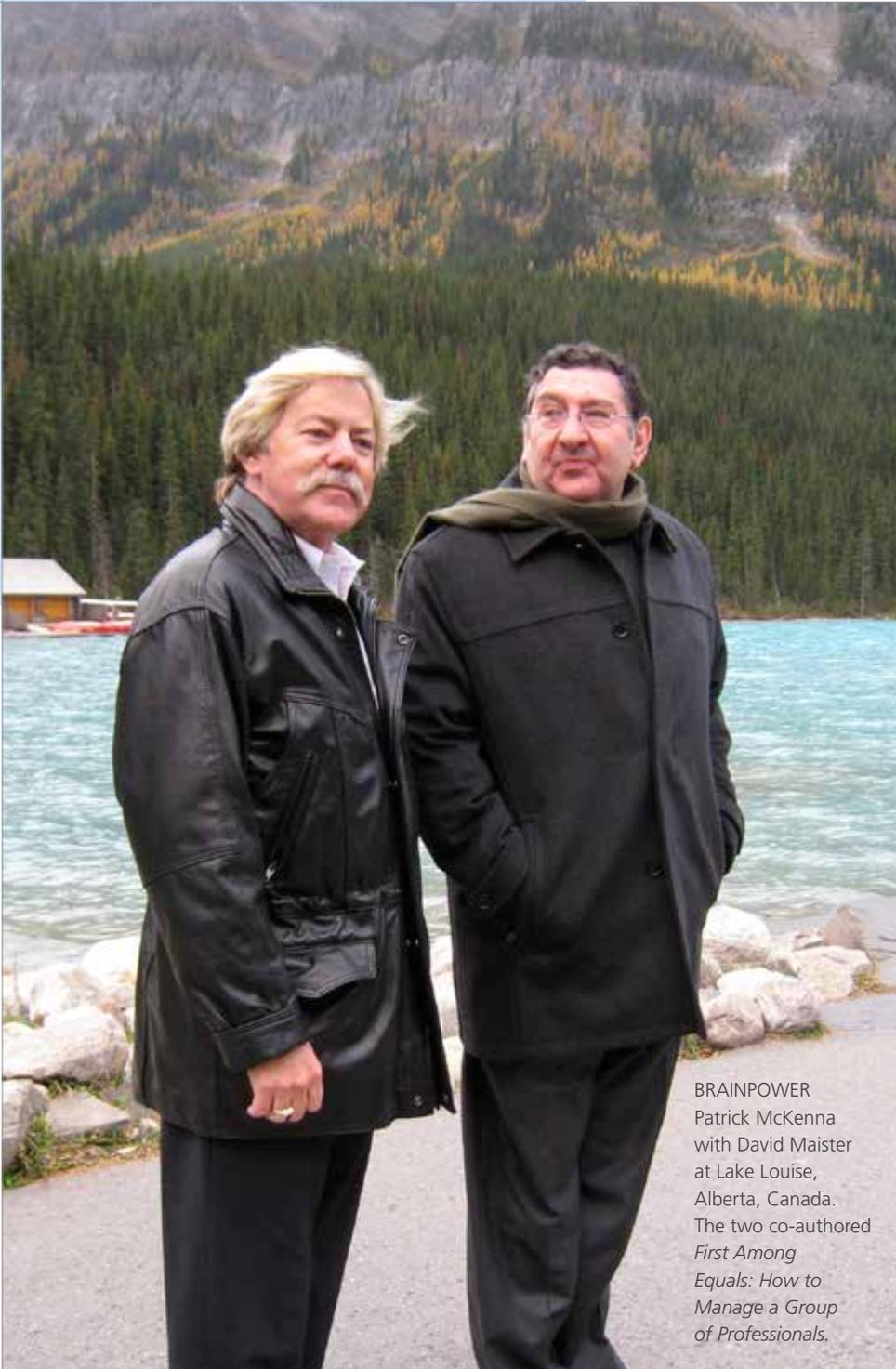
**Traveling can be enervating. How do you keep your energy level up?** I enjoy giving presentations and meeting new people. Spending time with good friends, and in particular the good company of my fellow practice management advisors, always recharges my batteries and gives me new ideas on things I can do to help lawyers in my daily work.

**Over your career, have you identified specific travel booby-traps that you'd warn others against?** Never check your bags if you can avoid it—you can't make last-minute changes if your bag is already on the plane.

**Travel motto?** "Earn one more tomorrow with a good deed today."

### DAN'S ROAD KIT

- ★ **Computer:** HP EliteBook 2780p tablet PC—my main and only computer.
- ★ **Smartphone:** BlackBerry Torch (9800).
- ★ **Tablet:** BlackBerry Playbook.
- ★ **Business bag:** No-name bag from a conference. I like it as it has a great selection of pockets and pouches.
- ★ **Secretarial or other service:** I wish!



**BRAINPOWER**  
Patrick McKenna  
with David Maister  
at Lake Louise,  
Alberta, Canada.  
The two co-authored  
*First Among  
Equals: How to  
Manage a Group  
of Professionals.*

## ★ MASTERS OF TRAVEL Q+A

# PATRICK MCKENNA

EDMONTON, AB | YEG

MILES: 789,000

A recognized Delta million-miler, law practice consultant and trainer [Patrick McKenna](#) travels “10 out of every 30 days” for an exotic combination of work and play. He has worked with “at least one of the top 10 largest professional service firms in each of over a dozen countries,” and is Co-Chairman of the Managing Partner Leadership Advisory Board. He’s got this whole mobility thing down to a science ... and an art.

**What is the biggest challenge that travel presents for you?** The lack of planes that take off and land on time. Most are pathetic at being on time.

**What is the best thing about all this travel?** Visiting some great parts of the world—last year in Bogotá, London, Budapest, Vienna and Prague.

**What must you absolutely have when working away from the office?**  
A great place to get a café latte.

**Best tips for successful travel for work?**  
→ Always change your watch to the time zone that you are traveling to the minute you get on the plane, especially when going overseas, and never think about what time it is at home.  
→ Always keep an emergency credit card stored somewhere safe and away from your other credit cards and ID.

→ Be a member of American Express and use their concierge service if you get into trouble.  
→ Always put your name and address somewhere in your baggage, so if the identification is torn off, inspectors can find out who your bag belongs to.  
→ Always check to ensure that the destination label the airline affixes to your bag is the destination you are going to and not someone else’s destination.  
→ Unless you are staying for a protracted period of time, keep your hotel room clean and make your own bed and do not let anyone from housekeeping into your room. Also leave the TV set on when you leave your room—even in a five-star hotel.

**Traveling can be enervating. How do you keep your energy level up?** Sit in First-Class whenever possible and always, always drink good wine.

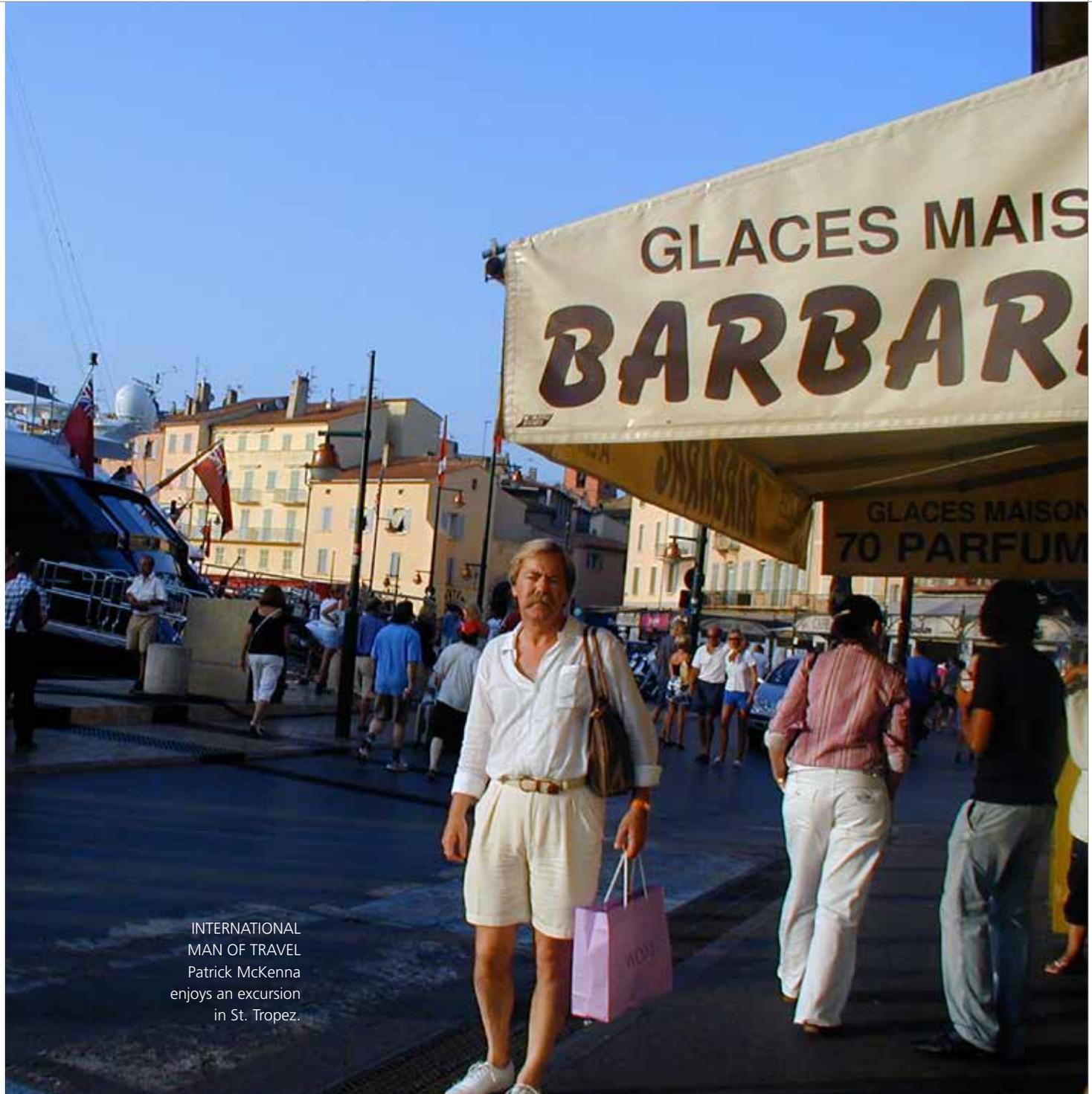
**Over your career, have you identified specific travel booby-traps that you would warn others against?** Beware of the “mustard men” and similar tourist traps. For example:

➔ You are walking on the street in a good area of the city when some very well-dressed local comes up to you all concerned that you have mustard (or whatever) on the back of your coat. And you do. Being a good samaritan, they proceed to help you take off your coat and clean yourself up. Only later do you realize that your wallet (or something) is missing. *Learning: Remain calm when something unexpected happens and be wary of good samaritans in strange places.*

➔ You are standing in the airport or your hotel lobby. A well-dressed local comes up to ask you a question, compliment your dress or seek instructions. That well-dressed local comes between you and your business bag for only a period of two minutes. As he walks away, you look down and your bag is gone, as is everything in it. *Learning: Never take your eyes off your bags.*

### PATRICK'S ROAD KIT

- ★ **Computer:** MacBook Pro.
- ★ **Business bag:** Cole Hahn.
- ★ **Secretarial or other service:** American Express Concierge Service.



INTERNATIONAL  
MAN OF TRAVEL  
Patrick McKenna  
enjoys an excursion  
in St. Tropez.



ALL SMILES  
Legal technology and legal marketing consultant Tim Corcoran with a few fellow attendees at the Legal Marketing Association's Annual Meeting in Orlando.

★ MASTERS OF TRAVEL Q+A

## TIMOTHY CORCORAN

NEW YORK, NY | EWR  
MILES: 1.5 MILLION, LIFETIME

Tim Corcoran seems at home everywhere (as long as there's a basketball court and a pickup game)—and it's a good thing, since he's everywhere all of the time. He lives in Lawrenceville, New Jersey, with his wife and two daughters, and calls New York City home base for Corcoran Consultancy. But most of the time, he's 30,000 feet in the air bound to or from a speaking engagement, consulting gig or client meeting. His Facebook friends are sometimes the only ones who know where he is. "On the rare occasion I have no travel scheduled for a week or more, I begin to go stir-crazy and start scheduling things to get me back on the road!"

**What is the biggest challenge that travel presents for you?** My biggest challenge is dealing with the many client issues that arise while I'm traveling. You can't really say "I'm away from the office and will get back to you when I return next week," because everyone knows you're checking email and voice mail at least once a day. But if I'm conducting a workshop and another client needs me, it's challenging to fit that in. You can respond to inquiries in the evening, but some require a live conversation. Even when you carve out time in the day to tend to these matters, other clients aren't so efficient as to have problems when I've set aside time to deal with them.

**What is the best thing about all this travel?** I love to see the world, try new foods and visit people I might not otherwise see very often. I particularly enjoy that my workdays are not restricted to one location, one commute, one cafeteria, one schedule.

**What must you absolutely have when working away from the office?** I have evolved from carrying every gadget known to man in order to address any crisis to a smaller, simpler road kit. I can't live without my iPod, which is full of movies and music for the planes or trains; my iPhone, which has all my email accounts and contacts (and a game or two); and a high-speed Internet connection, which allows me to connect to my office desktop via GoToMyPC.com, where I can access everything else I need.

**Best tips for successful travel for work?**  
→ Try to maintain a routine. If you

don't eat huge meals at home, don't binge at restaurants on the road even if someone else is paying. If you exercise every day, then find time to exercise on the road. (And if you don't exercise at home, those 100 crunches in the hotel gym will make it hard to sit still in meetings the next day!)

→ Don't try to fit too much in. When you have time in your schedule, go see a tourist attraction or visit your college chum, but you will be exhausted if you attempt to fulfill every demand on your time and complete your wish list, too.

→ You will always overestimate how much work you can do on the road. Before leaving, remove from your bag half of the paperwork you planned on dealing with on the plane. Then take out another quarter. You still won't have time to tackle the remaining paperwork, but at least your shoulder won't be as sore when you lug it all home.  
→ Pack all clothing in plastic dry cleaning wrappers. Since I learned this trick, my travel ironing has gone from a daily chore to maybe three times a year.

**Traveling can be enervating. How do you keep your energy level up?** I enjoy a good basketball game whenever I can, though it takes time to find suitable places to play on the road. I really don't enjoy waiting for a treadmill or cramming into small hotel gyms, so I'll jog on nice days. More importantly, I watch what I eat and drink. Small portions, no late-night meals, minimal snacking and minimal cocktails. Closing the bar and being alert the next day is a younger person's game ... and I suspect I wasn't as good at it years ago as I thought I was.



## WHY NOT?

Tim Corcoran and wife, Carmen (an account manager at Magna Legal Services), take an off-road tour of famous Kauai locations.

### Over your career, have you identified specific travel booby-traps that you'd warn others against?

➔ Whenever possible, I book direct flights rather than connections. Yes, it can be more costly, but you substantially increase the potential complications when you connect.

➔ Secondly, despite the allure of discount travel sites, it's very challenging to address a problem on the road when you can't deal with the airline or hotel directly, and instead must work through a website's call center.

➔ Finally, when an interruption occurs, like a canceled flight, I will remain unfailingly polite while availing myself of every opportunity to find a solution. If I'm standing in line at the ticket counter to be rebooked, I'm also on the phone with the airline and looking at other options online. Politely reject the inconvenient offers from airlines and hotels and you will very likely receive a better offer. But in the history of travel, the loud, obnoxious, insulting complainer has never gotten her way.

**Travel motto?** When I'm home, it's "I can't wait to get on the road"; when I'm not at home, it's "I can't wait to get home to see my girls"; and during some travel interruption, it's "Relax, as long as my iPod is charged, then I'm up for anything."

## TIM'S ROAD KIT

- ★ **Computer:** I recently swapped my Dell laptop for a MacBook Air and I'm never going back.
- ★ **Smartphone:** I rely heavily on my iPhone, but I'm not ashamed to say it's terrible for typing anything intelligible, and I miss my Blackberry, which had an ergonomically perfect keyboard.
- ★ **Tablet:** I will carry an iPad (1.0) or the laptop, but typically not both.
- ★ **Business bag:** I'm fond of simple, black leather backpacks, but it's impossible to find one that isn't nylon or large enough for a week of camping. My dog ate my favorite one so I now have a McKlein black leather backpack.
- ★ **Secretarial or other service:** I will occasionally rely on Regus remote offices while traveling, but their pricing is geared for one-time or long-term use, not occasional use. As a result, I take a lot of calls from hotel lobbies.

## CHECKPOINT-FRIENDLY BRIEFBAGS

A reliable, checkpoint-friendly carry-on is a must for frequent flyers. Here are some favorite brands.



**Tom Bihn.** The Checkpoint Flyer Briefcase, handmade in Seattle, WA, meets TSA requirements for X-ray screening, allowing you to keep your laptop in your bag. It includes over 10 organizational pockets so that you can keep your power supply and cables neatly organized inside of your bag.



**Victorinox-Swiss Army.** Victorinox offers a number of attractive options for business travel gear, including plenty of carry-on picks. For a checkpoint-friendly, expandable computer bag, check out the Werks Traveler, WT Standard Brief EXP.



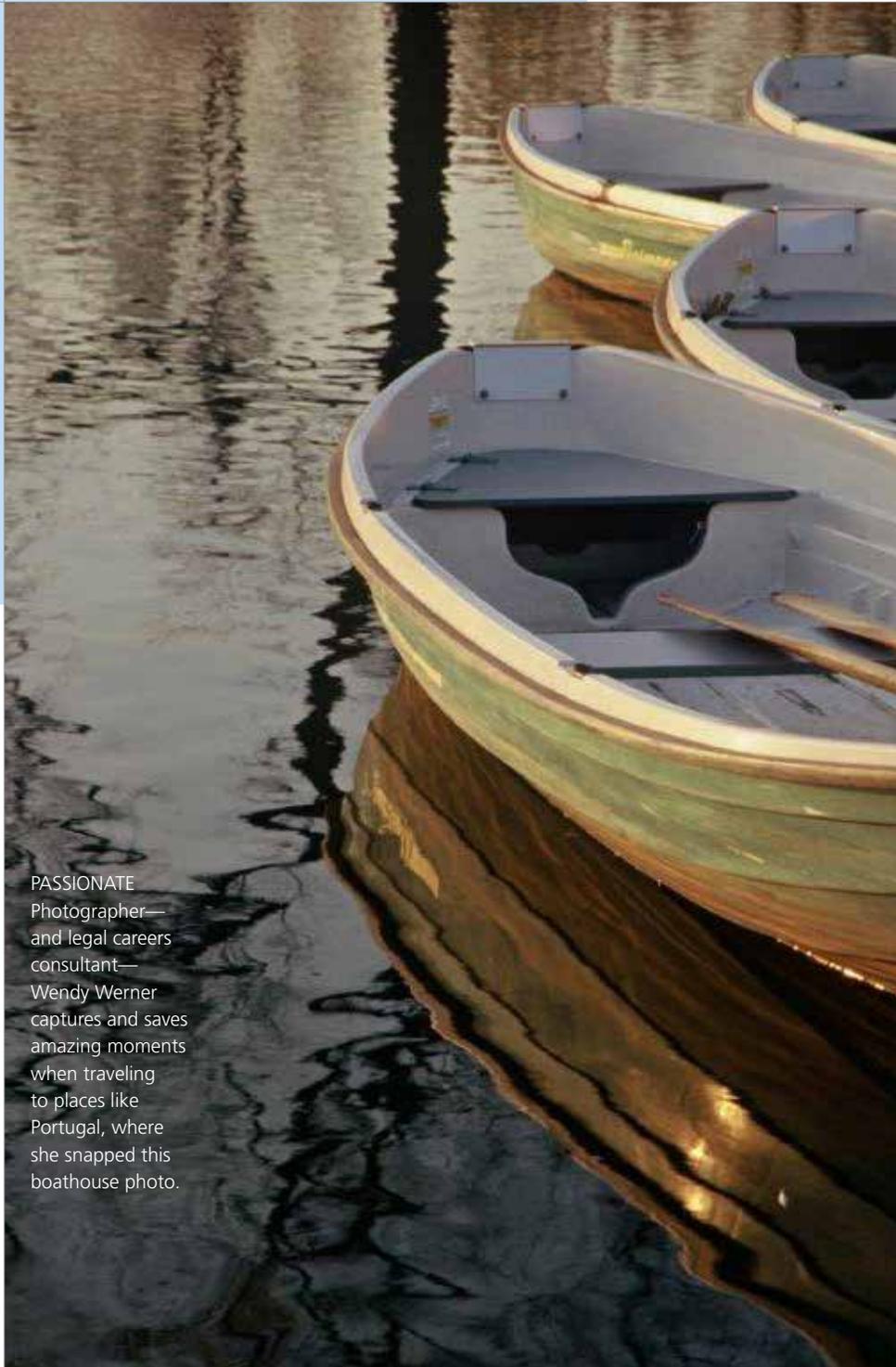
**Jack Georges.** The Generations Edge Checkpoint-Friendly business case is handcrafted from ballistic nylon and trimmed with scratch-resistant Italian leather. It includes a padded compartment for laptops, zippered pockets, piggy-back strap to securely hold the case to your luggage, and adjustable removable shoulder strap.



**Tumi.** The Arrive T-Pass Kennedy Delux Brief is a roomy, lightweight expandable briefcase that features the T-Pass checkpoint-friendly design so that you can go through airport security without removing your laptop. It has smooth calfskin trim and intelligent interior organization.



**McKlein.** The Series R Fly-Through Checkpoint-Friendly 2-in-1 Removable-Wheeled 17-inch Laptop Case offers a padded laptop sleeve, adjustable, non-slip shoulder straps. Front zipper pockets and a front organizer with storage space for media devices.



PASSIONATE  
Photographer—  
and legal careers  
consultant—  
Wendy Werner  
captures and saves  
amazing moments  
when traveling  
to places like  
Portugal, where  
she snapped this  
boathouse photo.

★ MASTERS OF TRAVEL Q+A

## WENDY WERNER

ST. LOUIS, MO | STL

MILES: 230,000

Wendy Werner is all about people and their careers.

For years, she was the Assistant Dean of Career Services at Saint Louis University School of Law. Now she consults with law firms regarding recruiting, retention, development and supervision of talent. And she coaches individual professionals (mostly lawyers, but not entirely) about their work and lives. But that's not all she does on the road.

Wendy is an accomplished photographer and chronicles her travels with stunningly beautiful photos.

**What is the biggest challenge that travel presents for you?** Pre-planning, and living near an airport that has few non-stop flights.

**What is the best thing about all this travel?** Surprise, the pleasantly unexpected, and chance encounters with people. And, of course, the amazing photography opportunities.

**What must you absolutely have when working away from the office?**

- ➔ My laptop.
- ➔ My iPod.

**Best tips for successful travel for work?**

- ➔ Pre-plan as much as possible, including all travel aspects.
- ➔ Get restaurant recommendations.
- ➔ Let local clients know that you will be gone.

**Traveling can be enervating. How do you keep your energy level up?** Try to get enough sleep!

**Over your career, have you identified specific travel booby-traps that you would warn others against?** For me it would be letting anyone else plan the trip in any way. I want to book all of my own travel.

### WENDY'S ROAD KIT

- ★ **Computer:** Sony Vaio mini-laptop.
- ★ **Smartphone:** Not me.
- ★ **Tablet:** Not yet.
- ★ **Business bag:** Victorinox.
- ★ **Secretarial or other service:** None.

**Travel motto: "Be open to the moment."**



PLANES, TRAINS AND ... BUSES  
John Simek and Sharon Nelson travel frequently for speaking engagements and volunteer bar activities. Here they're headed to a speakers' dinner during the Indiana State Bar's Solo & Small Firm Conference. At right, John gets the pat-down at Dulles.

★ MASTERS OF TRAVEL Q+A

## SHARON NELSON & JOHN SIMEK

FAIRFAX, VA | IAD  
MILES: 75,000

Sharon Nelson and John Simek are the wife-and-husband team behind Sensei Enterprises, a nationally known computer forensics, information security and information technology firm. "We are mostly on the road to lecture or to serve the ABA or the Virginia State Bar," says Sharon. "Our whole office is in our laptops so we can do everything we could in our office." Their travel schedule will intensify beginning this summer, with Sharon becoming the first woman President-Elect of the Virginia State Bar. "At that point, my calendar is crushing for two years."

**"Go to bed early despite many attractive invitations to stay up. You'll look better than your late-partying buddies do in the morning."**

**What is the biggest challenge that travel presents for you?** Staying connected without paying ridiculous monies to hotels that should have free Internet, and getting exercise and eating well.

**What is the best thing about all this travel?** Seeing old friends and making new ones. Also, getting out of the office!

**What must you absolutely have when working away from the office?**

- ➔ Our router and laptops.
- ➔ Smiles.
- ➔ Each other.

**Best tips for successful travel for work?**

- ➔ Know where the outlets are on airplanes and book those seats.
- ➔ Use your laptop, *not* cyber cafes.
- ➔ Be wary of hot spots—they're often insecure.
- ➔ Carry a surge strip/extension cord.
- ➔ Have a way to remotely connect to

your office, for example via LogMeIn, Terminal Server or Citrix.

**Traveling can be enervating. How do you keep your energy level up?** Exercise, no alcohol once dinner is over—and go to bed early despite many attractive invitations to stay up. You'll look better than your late-partying buddies do in the morning.

**Over your career, have you identified specific travel booby-traps that you would warn others against?** There are still places in which it is hard to connect (know before you go). Don't go to China with any data you care about. Recognize mobile security is different and consult your experts. Know the baggage policies of the airline. And don't post your travel plans on social media sites.

**Travel Motto?** "Nothin' but a good time." (It always helps to have a positive attitude when your flight is delayed or the hotel has mislaid your reservation.)

### SHARON & JOHN'S ROAD KIT

- ★ **Computer:** Thinkpad laptop with biometric access coupled with TPM encryption of the hard disk.
- ★ **Smartphone:** BlackBerrys (soon to be Androids).
- ★ **Tablet:** Apple iPad.
- ★ **Business bag:** McKlein Series R.





IN SYNC WITH THE GLOBE John Tredennick experiences the unique graciousness of geishas as he celebrates his birthday while in Tokyo, meeting with one of Catalyst's Japanese partners.

#### ★ MASTERS OF TRAVEL Q+A

## JOHN TREDENNICK

DENVER, CO | DEN

MILES: 100,000+

"I get my best work done on an airplane, probably because there is no cell or Internet connection," says John Tredennick. The former litigator, who is founder and CEO of Catalyst, travels several times a month, often overseas to Catalyst's Asia offices. "I put on my Bose headphones, turn on music and write. This is also the time to work through long documents or just think about something. Indeed, I have said half-kiddingly that I should just head to the airport each morning, get on a plane and circle around Denver for the day. I would get a lot done. Of course, the addition of Internet services on flights might put a crimp in things."

**What is the biggest challenge that travel presents for you?** Planes are always full, and coach seats keep getting smaller.

**What is the best thing about all this travel?** Coming home. Actually, there are often wonderful moments when the stars align, jet lag seems to be at a minimum and you stumble onto something beautiful or unique at your destination. Seeing the cherry blossoms in Tokyo, for example, or having an actual geisha serve you tea or sake can be pretty amazing. Even in the U.S. there are always special moments that can only happen if you are out there.

**What must you absolutely have when working away from the office?**

- ➔ My cell with Internet access point capabilities.
- ➔ My MacBook Air.
- ➔ A Starbucks.

**Best tips for successful travel for work?**

- ➔ Take carry-on only. I don't check bags even for a week in Asia.
- ➔ Bring an extension cord or one to three plugs so you can power up in an airport.
- ➔ Try to work out at least once on the trip.

**Traveling can be enervating. How do you keep your energy level up?** It can be really tough flying to Asia or Europe. For Asia, the trick is to fly across during the day and stay awake through arrival at about 6 p.m. Then force yourself to stay up until, say, 11 p.m. Then sleep for at least six hours if you can. If you are lucky, you will wake up at the appropriate local morning time and be adjusted

for the trip. If you cheat and sleep, you may find yourself wide awake at 2 a.m. staring at dark walls (or CNN). Your week may be ruined as it is difficult to get in sync once you are out of it. Flying east, the trick is to sleep as much of the way as you can. Then you wake up in the morning local time and start your day. Make sure you stay up until at least 10 that evening.

Whatever you do, don't drink on the planes, eat light and bag the movies on the east legs. I work on stuff all the way going west or at least until I am bleary-eyed.

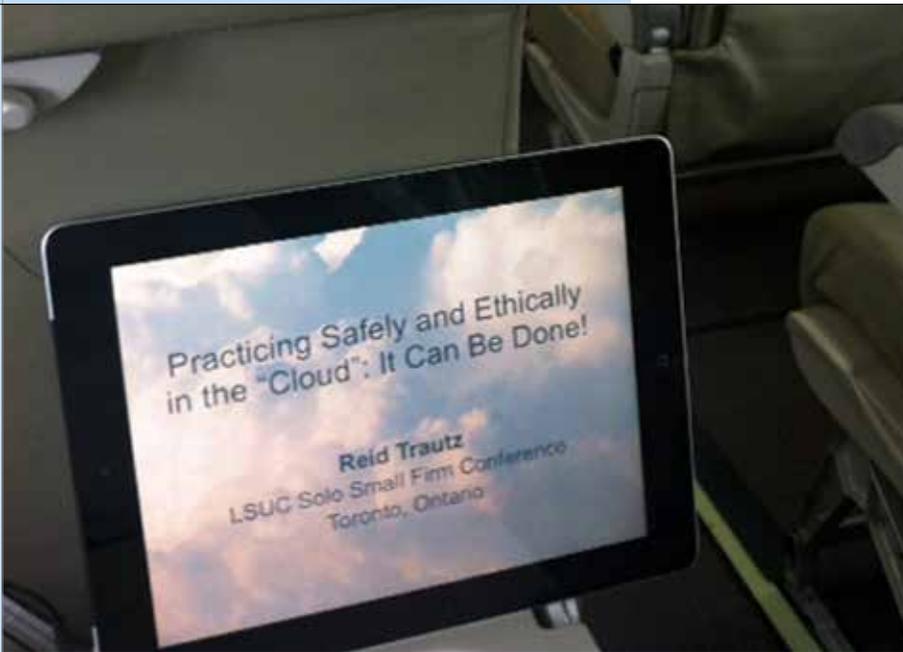
Otherwise, you just power through it. I don't touch energy drinks but I drink my share of hot tea.

**Over your career, have you identified specific travel booby-traps that you would warn others against?** Middle seats. Take the aisle and get up several times.

**Travel motto?** I fly late at night so I can work in the day. I hate to leave in the morning.

### JOHN'S ROAD KIT

- ★ **Computer:** MacBook Air.
- ★ **Smartphone:** Apple iPhone 4S.
- ★ **Tablet:** Usually not, it's one too many things to take.
- ★ **Business bag:** Tumi.
- ★ **Secretarial or other service:** My assistant flies with me. His name is John, too.



COMFORT ZONE Reid Trautz does much of his writing while traveling—here's a tray-table view of his workspace on the way to speak at the Law Society of Upper Canada's Solo and Small Firm Conference.

## ★ MASTERS OF TRAVEL Q+A

### REID TRAUTZ

WASHINGTON, DC | IAD  
MILES: 350,000

As Director of the American Immigration Lawyers Association Practice and Professionalism Center, Reid Trautz's mission is helping lawyers innovate to improve their business processes. He takes his passion for the subject on the road throughout the year, too, by speaking at bar conferences across North America. But wherever he may roam, he says, "I always need to be connected to my office." Fortunately, tech-maven that he is, he has full remote access to his desktop, "so I can do any thing on the road that I can do in my office. Surprisingly, I even do much of my writing and creating my speaking presentations while traveling." His writing includes his popular Reid My Blog, where

## Travel motto: "It's better to arrive earlier than have the stress of arriving too late."

he covers management, governance and ethics (and where he notes a partiality for "local diners, drive-ins and dives" when traveling with his family).

**What is the biggest challenge that travel presents for you?** Trying not to miss my two sons' high-school sporting events.

**What is the best thing about all this travel?** I enjoy the diversity of traveling to other parts of the country and beyond. From weather to food to meeting new people and seeing old friends, I like the temporary change of venue.

**What must you absolutely have when working away from the office?**

- My iPhone.
- My laptop.
- The special VGA adapter needed to connect my MacBook to the projectors supplied at most conferences.

**Best tips for successful travel for work?** I recommend travelers use several websites to make travel easier:

- Kayak for the best airfares,
- SeatGuru to avoid bad airplane seats,
- TripAdvisor to get up-to-date information about any problems at your chosen hotel, and
- Chowhound to find a good restaurant near your hotel.

Also, keep a set of important

computer, tablet, and phone cables and adapters in your travel bag. It gets expensive to buy new ones all the time!

**Traveling can be enervating. How do you keep your energy level up?** I try to stay on the schedule of my own time zone. I also try to work out when on the road.

**Over your career, have you identified specific travel booby-traps that you would warn others against?** Making my own flight arrangements minimizes booking errors and the resulting problems. In these days of full flights, it pays to confirm your seating assignment at least 24 hours in advance of check-in, and to check in online as soon as permitted. Otherwise you may be stuck in the middle of the last row!

### REID'S ROAD KIT

- ★ **Computer:** MacBook Pro.
- ★ **Smartphone:** Apple iPhone.
- ★ **Tablet:** Apple iPad2.
- ★ **Business bag:** A Jack Georges soft leather briefcase that I've owned for 15 years but hardly used until I dumped my heavy Windows laptop (and rolling bag) for my MacBook, which fits perfectly in this awesome bag. And there's still room for plenty of other gear, including my iPad.
- ★ **Secretarial or other service:** None.



**STAGE PRESENCE**  
Hard to believe Tom Mighell (right) has time to squeeze in production of the annual Dallas Bar Association “Bar None” variety show fundraiser at the SMU Dedman School of Law. But he does. This year’s production? “The Girl With the File-Stamp Tattoo.”

★ **MASTERS OF TRAVEL Q+A**

## TOM MIGHELL

DALLAS, TX | DFW  
MILES: 300,000+

Legal technologist [Tom Mighell](#) has literally written the book on iPads for lawyers and is much in demand to speak at conferences all over the U.S. As a Senior Consultant with Contoural, he also travels two to three times a month to work and meet with clients—often landing at home base in Dallas only to grab some fresh clothes and fly out in the morning. Tom has also done quite a bit of traveling for the ABA Law Practice Management Section, while serving as its 2011-2012 Chair. Travel doesn’t interfere with his writing, though—in addition to his iPad books and blog, check out his legal technology blog [Inter Alia](#).

**What is the biggest challenge that travel presents for you?** The only real challenge I have when traveling is the unpredictability of the weather. As long as the weather is nice, the travel is typically not a problem for me. Actually, my biggest challenge with travel is that I don’t get to spend enough time at home.

**What is the best thing about all this travel?** Probably getting the mileage, or a better status on an airline. I could say the best thing is getting to see a lot of places I have never seen before—and that’s mostly true, although after a while it becomes a struggle not to see everything as being the same.

**What must you absolutely have when working away from the office.**

- ➔ My iPhone.
- ➔ My wireless card.
- ➔ Something to keep everything charged or plugged in.

**Best tips for successful travel for work?**

➔ Learn how to really use Priceline for getting cheap hotel rooms. I now regularly stay at four-star hotels for less than \$100 a night, often at better rates than my clients’ corporate rates.

### TOM’S ROAD KIT

- ★ **Computer:** Lenovo work laptop.
- ★ **Smartphone:** Apple iPhone 4s.
- ★ **Tablet:** Apple iPad.
- ★ **Business bag:** Tom Bihn Checkpoint Flyer. Checkpoint-friendly—love it!
- ★ **Secretarial or other service:** None.

“Learn how to really use Priceline for getting cheap hotel rooms ....Use [biddingfortravel.com](#) to learn how to get the best places on Priceline.”

➔ Use [biddingfortravel.com](#) to learn how to get the best places on Priceline.  
➔ Invest in an airline club membership, like the Admiral’s Club. If I have to spend more than 30 to 45 minutes waiting to board my plane, being able to sit in a comfortable chair with a television and a cold beverage has become a necessity after all this time on the road.

**Traveling can be enervating. How do you keep your energy level up?** See above for my tip on airline club memberships.

**Over your career, have you identified specific travel booby-traps that you would warn others against?** I think the biggest “booby-trap” I encounter is the “fill up your tank” offer from rental car agencies, where they offer to charge you for a full tank of gas so you don’t need to deal with the gas yourself. The prices they charge for that gasoline are outrageous. Whenever you can, opt for filling the tank yourself. Of course, gas stations do not make this easy—for some reason they are never situated close to an airport entrance ....

**Travel motto?** “Plan ahead, and be flexible.”



ALWAYS ON  
For Pat Murray, accessibility is one of the keys to making sure things get done well, whether stopping for a cafe break, or negotiating a deal on the road.

#### ★ MASTERS OF TRAVEL Q+A

## PATRICK MURRAY

SCHAUMBURG, IL | ORD  
MILES: 100,000+

As Senior Counsel—Midwest at Verizon Wireless, Pat Murray is on the road several times a month, and he knows a thing or two about staying connected. Pat has served in positions at the U.S. Attorney's Office in Chicago, the Department of Justice as well as the CIA—and in his spare time he enjoys time with his wife and five children. "There is nothing that can't be done work-wise when I'm away from the office, and it makes

no difference *where* the work is done—it needs to be done well and thoroughly." But no worries there, says Pat, "Verizon Wireless has all the tools to be absolutely as productive as if we were sitting in our offices."

**What is the biggest challenge that travel presents for you?** Staying on top of the work and being away from my family.

**What is the best thing about all this travel?** Seeing new and different places, eating at wonderful restaurants that these places have to offer, meeting different people, and the work, of course.

**What must you absolutely have when working away from the office?** My Verizon 4G LTE mobile broadband network. With it, there's nothing to slow my team down.

#### Best tips for successful travel for work?

➔ Prepare in advance for your time away from the office. In other words, bring what you need to be productive. There's nothing worse than being hours away from your office and realizing that you left the file or your electrical cords on your desk.

➔ It is impossible to be successful as a traveler for work if you are a micromanager. You must be able to trust people to get the work done, and done well. This is true whether you are in the office or not. If you can't trust your people, it is time to get new people.

➔ Stay in contact with the office (*without* being a micromanager). This lets folks know that you aren't abdicating and that they will have an opportunity to ask the necessary questions. Don't allow some small thing to fester while you're away.

**Over your career, have you identified specific travel booby-traps that you would warn others against?** Not getting enough sleep, or working in the hotel room until you are falling asleep at the laptop. Another trap is trying to cram too much activity into a small amount of time.

**Travel motto?** "When I'm out the door, I'm not in control." This helps me keep perspective on the troubles that can arise getting from one place to the next. There is nothing I can do about it, so, there is no point in expending energy and effort getting annoyed or irritated.

#### PATRICK'S ROAD KIT

- ★ **Smartphone:** Verizon 4G LTE.
- ★ **Tablet:** iPad.
- ★ **Secretarial service:** I am my own secretary, so I use my smartphone calendar, email and cell phone visual voice mail to help me keep track of things. I constantly keep notes, either on my iPad or in longhand on a notepad.



**FIRST-CLASS**  
In February, Ida Abbott and husband Myles headed a delegation to India for People to People, where they met with LPO's and legal service providers. Here they take a ride in Jaipur.

★ **MASTERS OF TRAVEL Q+A**

**IDA ABBOTT**  
OAKLAND, CA | OAK  
MILES: 180,000+

A former litigator and now principal of Ida Abbott Consulting, Ida Abbott is a leading expert in lawyers' professional development, advancement for women and developing leaders. When not cloistered in her office giving birth to a new book, she travels at least monthly—sometimes it's more like three or four times a month. One of her travel secrets is that she'll pack several gigs into a single trip, flying from city to city to city before returning home.

**“Getting angry at the airlines or flight personnel is a waste of effort, time and energy.”**

**What is the biggest challenge that travel presents for you?** Schleppling bags around. Endless security lines. Bad food.

**What is the best thing about all this travel?** It's fun to see clients in their offices and meet people at conferences. I sometimes get to see friends and family who live far away, too. Plus, if I can make some extra time during a trip, I love to explore new places.

**What must you absolutely have when working away from the office?**  
 ➔ My iPad.  
 ➔ My iPhone.  
 ➔ A good book.

**Best tips for successful travel for work?**  
 ➔ Pack light and keep clothes simple and coordinated.  
 ➔ Plan ahead carefully but be prepared for things not to work out as planned.



**Traveling can be enervating. How do you keep your energy level up?** I'm learning to sleep on the plane, even if it's a short nap, and I try (not always successfully) to watch what I eat and to get some exercise and fresh air, even if it's just walking briskly for 20 or 30 minutes.

**Over your career, have you identified specific travel booby-traps that you'd warn others against?** Getting angry at the airlines or flight personnel is a waste of effort, time and energy. Travel is stressful enough; anger just makes it worse.

**Travel motto?** “Arriving safely is what's most important.”

**IDA'S ROAD KIT**

- ★ **Computer:** Not on the road.
- ★ **Smartphone:** Apple iPhone.
- ★ **Tablet:** Apple iPad.
- ★ **Business bag:** Lodis leather briefcase.
- ★ **Secretarial or other service:** None.

**PLEASURE TRIP**  
Ida's family toured Vietnam and Cambodia last year. Here, she and her husband are pictured with sons David and Myles in Angkor Wat..



# Productivity

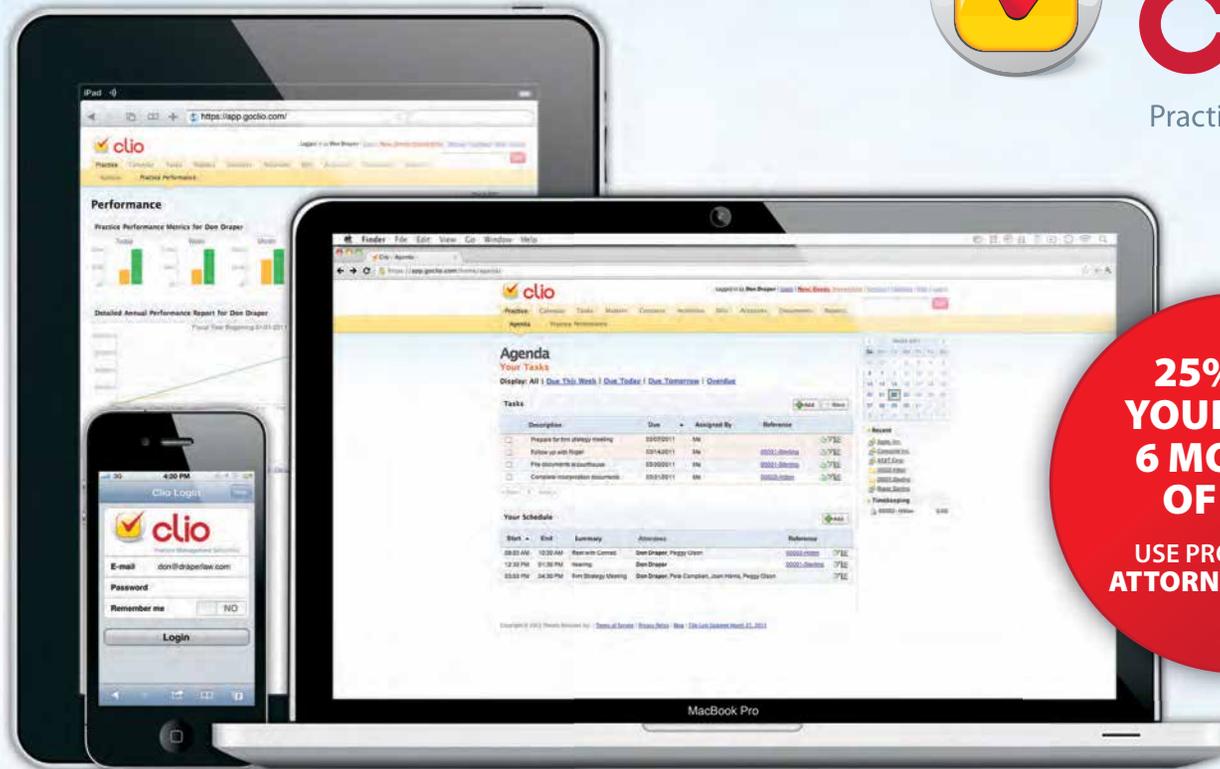
POWER TIPS + TOOLS TO KEEP YOU **FUNCTIONING ON THE FLY**

When you travel for business the world doesn't stop and wait for you to get back to the office. Your clients, colleagues and the courts expect to interact with you as if you never left. The good news is that now you can. Here's a whole bunch of tips for your paper-less, desk-less, address-less productivity.



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# Five Things Lawyers Should Know About the Cloud

COURTNEY KENNADAY

Although most lawyers have heard something about cloud computing, there is confusion about what the cloud is and what it can do for them. Unfortunately, researching the cloud may leave you feeling more bewildered than enlightened. From the flood of acronyms (SaaS, PaaS, IaaS) to conflicting opinions by the experts about what to call everything, it's a confusing topic. There are companies that offer to back up your data to the cloud, others that let you share and synchronize your files with other users, and new

products for practice management cropping up regularly. It's hard to know what's what. Leaving aside technical jargon and simplifying the cloud to its core, here are five things every lawyer should know.

**1. The Cloud Is Not New.** The first thing lawyers should know is that cloud computing is nothing new. The "cloud" is a new name for something that has been around for years. When you hear "cloud" it usually means that the software and data you are accessing are not on your computer but somewhere else, accessible through the Internet. If you have used AOL or Gmail, then you've used the cloud to access your email on someone else's server. Or, if you've logged in to your bank's website and checked your account balance there, you've used the cloud.

What *is* new are the products and services available for lawyers. There are products for case management, time keeping, email, word processing, file backup and more.

**2. Some Software Programs for Law Firms Only Exist in the Cloud.** Software as a Service, aka SaaS, is software that isn't installed on your computer; it's only in the cloud. Instead of purchasing CDs and loading them on your office computer or server, you sign up online and pay a monthly subscription fee. Some examples include the case management products Clio, Rocket Matter and MyCase. Whether or not cloud software is right for your firm depends on many factors, including your operating system preferences, number of

users, current hardware and software situation, type of practice, costs, etc.

**3. Software Installed on Your Office Computers Can Also Be Hosted in the Cloud.** Traditionally, lawyers purchase servers and create computer networks for their offices. Some software is installed and shared across the network; some is installed on each individual's computer. The law firm has the chore (and expense) of keeping the network running smoothly.

But nowadays, it is becoming increasingly popular to move the services performed from the local network to a network in the cloud, in hopes of alleviating the costs and aggravations associated with running one's own computer network. The ability to work from anywhere and collaborate with clients is also enhanced. This type of cloud solution is referred to variously as "managed services," "hosted infrastructure" or "virtual servers," among other names. A law firm can outsource its whole network, including software like word processing or accounting, or it can outsource selected parts. For example, Microsoft and many other companies offer hosted email, such as Microsoft Exchange Online. For many small firms that have struggled to afford their own Microsoft Exchange Server, this has been a great affordable solution.

**4. If You Live By the Cloud, You Die By the Cloud.** Cloud computing is utterly dependent on the Internet. If you lose the Internet, with most cloud products, CONTINUES

you lose the ability to work. When choosing a cloud product, ask whether you will be able to work offline. Internet service varies depending on where you are and the type of service you purchase. Also, before you choose the cloud, be absolutely certain that your Internet connection is fast enough for the size of your office and the type of work you'll be doing. Some lawyers who quit cloud products cite slow Internet speed as one reason. You may discover you need a serious upgrade to a costly T-1 line or above.

**5. You may ethically use cloud computing.**

In my state, South Carolina, there are currently no ethics opinions on cloud computing. Several other states, however, have issued advisory opinions on using cloud services, including North

Carolina, Pennsylvania and Alabama. Of the states that have opined, all have decided in favor of allowing lawyers to use cloud services, with caveats. Most of the opinions caution lawyers to take reasonable care to ensure that confidentiality is maintained and reasonable safeguards are employed to protect client data from breaches, loss and other risks.

The South Carolina Bar has a list of due diligence questions and other resources on its website to assist with choosing a cloud vendor ([Questions to Ask Cloud Providers](#)).

*Courtney Kennaday is Director of the Practice Management Assistance Program of the South Carolina Bar. As a Practice Management Advisor, Courtney advises lawyers during every phase of their professional career, from starting up to winding down and retirement. This post originally appeared on her blog, SC Small Firm Law.*

**LEARNING MORE**

If you would like to learn more about cloud computing and whether it is the right choice for your firm, here are some online resources to help you on your way:

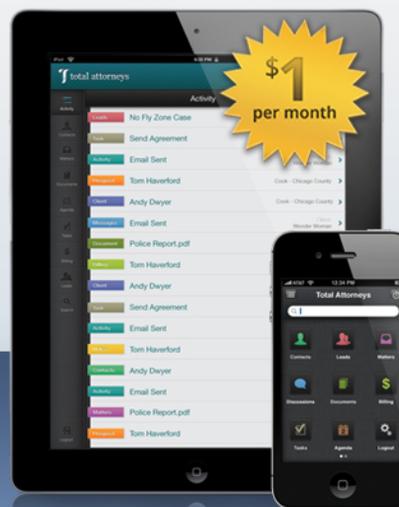
- ➔ [FYI: Software as a Service \(SaaS\) for Lawyers](#), ABA Legal Technology Resource Center
- ➔ [Reach for the Cloud](#) by Catherine Sanders Reach, Trial magazine, January 2012
- ➔ [Fog Bank: When the Cloud is Down](#) by Catherine Sanders Reach, AttorneyatWork.com, May 2012 ([See here](#))
- ➔ [Popular Cloud Computing Services for Lawyers: Practice Management Online](#) by Stephanie Kimbro and Tom Mighell, Law Practice magazine, October 2011
- ➔ [Limiting Risk in the Cloud: Smarter SaaS Agreements](#) by Tom Zuber, AttorneyatWork.com, April 2012

—Courtney Kennaday



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# The Essential Cloud: Critical Tools for Lawyers

LARRY PORT

The cloud is no longer a new, fuzzy idea. Lawyers are quickly adopting cloud computing technologies to power their firms, leveraging browser and mobile app-based services. But which products are emerging as the leaders, the can't-do-without services? We asked Larry Port, founding partner of Rocket Matter practice management software, to share his list of indispensable tools he recommends to lawyers—in addition to practice management software, of course.

**Dropbox** is a service that allows you to sync your files across multiple machines, including laptops, desktops and mobile devices. Getting started with Dropbox is very simple: Once you download and install their free application, you designate a special Dropbox folder on your primary work machine. Next you drag all of the files and folders you want to synchronize across multiple machines into your Dropbox folder. Now, any device given your permission can access and modify those files.

**Evernote** is a comprehensive note taking and digital organization system. Like Dropbox, Evernote works on laptops, desktops and mobile devices. Plug-ins for browsers allow you to clip and archive entire websites easily. The mobile app is a must for busy lawyers on the go, allowing you to capture audio files and take pictures (very useful for receipts and expenses). When you get back to the office, notes recorded with your smartphone will appear on your primary work machine.

**MyFax and Efax** are online fax services that send and receive faxes, eliminating the need for a dedicated machine. When combined with a Fujitsu ScanSnap scanner, lawyers can do away with their old fax machines and streamline their workflow with their PDF-based, paperless office.

**Skype** is a Swiss army knife for inexpensive communication. If you haven't used it in a while, try it again. You'll be blown away by the call quality. For no cost, you can call, instant message, videoconference and share your computer desktop with other Skype users. For additional fees, you can call non-Skype phones and add a Skype Online Number that allows you to receive calls.

**Square** allows you to easily collect credit card payments with a mobile device. A small credit card reader plugs into the headphone jack of your iPhone or Android device. The 2.75 percent rate on each transaction is extremely reasonable, especially considering you don't need a merchant account with the corresponding fees. The setup process is quick, so you can start accepting payments via credit card instantly. Just know your trust account obligations before you start accepting credit card payments.

*Larry Port is the Founding Partner of Rocket Matter, a web-based practice management software application for law firms, and the editor of the popular Legal Productivity blog and webinar series.*

# Fog Bank: When the Cloud Is Down

CATHERINE SANDERS REACH

Sometimes you just don't have access to the Internet. Whether you're traveling in a plane, or in a remote (or sometimes not so remote) area that has no Wi-Fi, 3G or 4G coverage, or simply because your cable or T1 line is down due to weather or some other outage, on occasion you will have some forced downtime because you can't access your cloud-based documents, send emails, or pull up a client's contact information from a cloud-based provider. In fact, it is likely to happen at the most inopportune moment. Fortunately, there are ways to access online information locally.

## GOOGLE IN THE HOUSE

Although Gears is gone, Gmail, Google Docs and Google Calendar are all still available in an offline mode. You won't be able to send and receive messages, but Gmail email and contacts are available offline through a Chrome web app (in BETA). Of course, you can also set up IMAP or POP to maintain a local copy in the email client of your choice. Likewise you can install the Google Calendar Chrome web app and access a read-only version of your calendar anytime. Alternatively, you can sync it with a local calendar application. At Google's Sync Center you can learn to sync Gmail and the calendar with most all of your desktop (PC and Mac) and mobile (Android and iOS) devices.

To set up Docs offline, go to the settings in Google Docs and click the link at the bottom to "set up Docs offline BETA." You can set up offline docs locally, though you will have read-only access to Google docs, spreadsheets, presentations, etc. For Microsoft Office or other document formats you uploaded to Google Docs, you will still be able to edit them. You will also need a Chrome web app, and this will only work in the Chrome browser. Google recommends that you do not use this option for shared computers, since the files will be available to anyone who has access to those computers. Google Apps administrators can use the Chrome browser for Business MSI to push out offline capabilities to the entire office.

## PAPER CHASE

So, you say you want to have your cloud and eat it, too? There's another option for offline access to Microsoft Office documents that allows for the power of collaboration with Google Docs, with the familiar and local format of MS Office: Cloud Connect for Microsoft Office through Google Apps. [Tech Republic](#) noted that Cloud Connect was less expensive than Microsoft's own Office 365, a selling factor to the price-sensitive enterprise customer. Office 365 lets you take advantage of all your local MS Office applications in the cloud—and offline.

Online file storage and sync services like Dropbox keep a local copy of your file, unless you take steps to remove it. Drive, Google's new competitor to Dropbox, allows for offline access in the settings, through a few clicks and a Chrome Web Store install. Apple's iCloud, similar to Dropbox, maintains a cloud copy of your Apple content.

Tools like [Evernote](#) also make having a local copy of your data easy. A lightweight software version resides on the desktop, syncing with the cloud version and your apps. Offline or online you have access to all the information stored in Evernote.

## LEGAL DOCUMENT MANAGEMENT EASE

Whether you're creating documents and email in the cloud and maintaining a local copy, or generating content on your desktop and syncing to the cloud, offline access for the "simple" tools is

CONTINUES

pretty straightforward. What about offline access to more complex applications, like legal document management or practice management? In most cases there is not a complete replication of the software and data locally, although the growing development of HTML5 will be changing that in the near future. For now, many lawyers still have a few offline options.

Some practice management applications like MyCase, Clio and Rocket Matter have various sync capabilities with Google Apps, as well as Google Calendar and Gmail. Since Google makes these services available offline, you can access some of the stored data, though not the entire database. In all three cases the representatives for these products were enthusiastic that offline access was in the development calendar. Additionally, these providers have sync capabilities with Microsoft Outlook, which will also serve to create a local copy of some of the data (although you will need to sync Outlook with Google to sync with Rocket Matter).

Clio has added a specific offline feature for a time-entry application, called Express. The recently revamped [Clio Express](#) takes advantage of the same offline technology through Google Chrome that Google Apps offline uses, and you will need to use Chrome and download Clio Express from the Chrome Web Store. The last 30 days of time entries, all enabled account users, matters, activity description and running timers will be available offline.

One practice management SaaS product available with complete offline functionality is [Advologix](#). Advologix

is built on the Force.com platform, and it leverages that company's (relatively) long history and focus on enterprise. A representative at Advologix said that while offline was available, it was not part of the standard offering and requires extra time and expense. They do offer standard Microsoft Outlook, Office and Google Apps integration.

While traditional document management software like Worldox now offers a SaaS version ([Worldox/Web Mobile](#)), the files are still available on the local server. Native SaaS document management provider NetDocuments offers to set up a local version of the NetDocuments repository, so that users can have access offline. This is the [local document server](#), which is an add-on that is an additional 7 percent of the total user subscription fee.

Needless to say, the above is not comprehensive, but rather it provides a taste of some of the options. Check with your favorite cloud providers to see if and how you can access information offline. As we see business adoption of the cloud mature, we will likely see a rise in the number of offline options to address not only the concern for when Internet access is slow or impossible, but also for business continuity.

*Catherine Sanders Reach is Director, Law Practice Management & Technology for the [Chicago Bar Association](#). A popular speaker and author on law technology, previously she was Director of the American Bar Association's Legal Technology Resource Center for over 10 years, providing practice technology assistance to lawyers.*

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# Passive Aggressive: Background Timekeeping Tools

JARED CORREIA

Time capture has been the bane of a lawyer's existence ever since there have been lawyers—and it's especially tricky on the go. But a new category of time management tools offers a novel solution for an old problem.

The main reason lawyers find timekeeping so disagreeable is that it disrupts the flow of work—to capture the time spent on what they have worked on, attorneys are forced to stop working on whatever else they have to do. In a modern, busy law practice, with all manner of multitasking ongoing, it's difficult to find a particularly effective stopping-place. The expedient is to ignore the requirement, at which point uncaptured time begins

CONTINUES

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to pile up. Sometimes, through the course of a busy day, lawyers can simply forget to start and stop the clock.

In any event, the lost time becomes less and less likely to be billed (promptly, or ever), unless and until the protagonist settles on a late-night or weekend cram session just to catch way up. But despite best efforts, that lost time is sometimes lost forever.

Despite the obnoxious interruption of daily workflow, the bare fact is that time capture is something attorneys must stay on top of, consistently and continuously, because it's integral to getting paid. Attorneys billing hourly are obviously required to track their time. But even those who use alternative billing methods need to track their time, at least initially, to set their fees—and the most diligent such practitioners want to continue to track to determine changes in case or project values over time.

Still, whether tracking your time on paper or through an electronic system, nobody wants to come to a halt to write something down, or to click and unclick a button to start and stop a timer, even if that timer exists within the most popular program in use at the firm.

This all begs the question: Isn't there a less-disruptive way?

#### ALTERNATIVES TO DISRUPTION

Passive, background timekeeping programs may offer a solution to the disruption caused by traditional time capture systems. These programs work on the thesis that almost all of the work done in a modern office is accomplished through the use of electronic devices. Background timekeepers, then, track everything that you do on your primary

device, or even across your devices. This means that all of your activity is being monitored, in the background and continuously, as you progress through your workday. There is no stopping your workflow; there is no starting a timer. As far as you're concerned, the system is completely passive: You don't have to do anything except your work.

These timekeepers also generate specific reports, based on fields that you select, from the stored log of your activity. Customized reports can then be used to create invoices, including through popular accounting applications, like QuickBooks. In the raw, these programs can be highly effective; but users can, and should, train them to work in the ways that they want. Customization options include: automating repetitive processes; creating and utilizing client tags; and allowing tracking of a designated "work" browser (research in [Firefox](#), read [Cats that Look Like Ron Swanson in Chrome](#)).

These three background timekeeping systems are particularly useful for attorneys, and all offer trial periods:

- [Chrometa](#) (see my full review [here](#); as well as my update, [here](#))
- [Smart Time](#)
- [Time-Aid](#)

Even if you never end up using one of these types of programs for passive time tracking on a full-time basis, testing one can be a downright enlightening experience. You may be surprised to find out just how much time you leave behind [everyday](#).

*Jared Correia is Senior Practice Advisor at the Massachusetts Law Office Management Assistance Program.*

# ANDREA CANNAVINA



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# Conference Rooms in the Clouds

## DIG DEEPER

Read these posts on Attorney at Work:

- [The Joys of Join.me](#) by Vivian Manning
- [Skype 101](#) by Lincoln Mead

## JACK NEWTON

Collaborating with clients used to be a face-to-face, in-person deal—taking place in your conference room or theirs, or perhaps a swank restaurant to impress. Now, communication with clients mostly happens virtually, with emails and documents substituting for face time. With online collaboration tools, it doesn't matter whether you are on the road or sitting comfortably at your desk—you can reach out and connect, often “face to face,” through the web, with your collaborators any time.

## COLLABORATION TOOLS

If you want to leverage some of the new cloud-based tools to collaborate with clients and colleagues, consider online client portals. Through [online portals](#), you can conduct almost all of your business with a client—securely sharing documents and messages and even collecting payment. And, whether you use a system like [Google Docs](#) for document editing, [Dropbox](#) for file storage, or a SaaS product for practice management, sharing data with clients often involves just one click. Using online collaboration tools helps set your practice apart from the competition and establish you as an innovator. No one wants to work with a dinosaur!

There's a lot of information out there about [working in the cloud](#). But for lawyers, the key points remain:

- **Security.** Many of the technical and security-related challenges associated with cloud-based portals have been reduced or eliminated, so you can now securely collaborate with your client. Unlike unencrypted emails, all communications through a properly secured online cloud-based portal are secured using SSL encryption. This is the same type of encryption employed by banks

and e-commerce sites to ensure secure, confidential transmission of sensitive data. Of course, you need to assess your risk, but ask yourself what's more secure? A password-protected online portal or a stack of file folders lying on your desk for anyone to peek at, including the janitorial staff?

- **Efficiency.** Communicating with clients online can often be more efficient and focused than in-person meetings, which leads to substantial time savings. Web-based collaboration eliminates many of the costs and delays that plague law office communication—printing, courier and mail costs—and can also create an opportunity to work out of your home.

- **Instant gratification.** In a world dominated by Facebook and Twitter, not to mention iPhones and BlackBerrys, clients expect rapid, real-time communication with their lawyers. Online collaboration tools give you the capability to communicate more easily and directly with your clients, whether you're in the office, on the road or at the beach!

Using online collaboration tools in your practice can lead to a more convenient and low-overhead method of delivering service to your clients. Create your own virtual conference room online with extranets and portals, and you won't even have to pay for lunch.

*Jack Newton is co-founder and President of [Clio](#), a web-based practice management system specifically designed for solo practitioners and small law firms. Jack holds a M.Sc. in Computer Science from the University of Alberta and holds three software-related patents in the United States and Europe.*

## ONLINE CONFERENCING TOOLS

- ➔ [Skype](#)
- ➔ [Google+ Hangout](#)
- ➔ [FaceTime for Mac](#)
- ➔ [GoToMeeting](#)
- ➔ [Join.me](#)

# Drop Your Data into Dropbox

VIVIAN MANNING

For better or worse, we've become "always-on" professionals. We want access to all our data, all the time, and we want it now. In the past, data housed on an office network or personal computer could be difficult to access remotely. With the advent of cloud storage, however, accessing that data has become much easier. With nothing more than an Internet connection and a computer (or tablet or smartphone) you're good to grab your data from the cloud, no matter where you might be in the world.

DIG DEEPER  
[Work Remotely With Great Tech Tools](#) by Vivian Manning has tips for using Windows Remote Desktop Connection, LogMeIn and more.

There are security issues to consider—issues that may keep you from housing confidential client data in the cloud—but it is here to stay. The question becomes which provider will you use and what are you going to store there?

[Dropbox](#) is the best-known cloud storage service. While its competitors may offer more free storage, Dropbox's auto-syncing feature, cross-platform abilities and web access are hard to beat. Dropbox allows you to store 2 GB of data for free (with up to 100 GB available, depending on pricing plans), but that 2 GB limit is a minimum—you can easily up your storage limits by connecting your Dropbox account to your mobile devices and by completing the website tour. And, if you don't mind annoying people, there is a re-

ferral program that provides additional free space in return. While Dropbox is intended for individual users, the new Dropbox Teams is aimed at businesses, projects and groups. Teams starts at \$795 for five users and 1,000 GB of storage; additional users cost \$125 and get 200 GB each added.

Dropbox's neatest feature, auto-syncing between the cloud and your devices, means you always have access to your data, even without an Internet connection. How does this work? After you install the Dropbox client, a local Dropbox folder is created (under My Documents for Windows users). Whenever you save a document to the Dropbox folder, the program grabs a copy and tosses it up to the cloud. Dropbox monitors the folder, syncing any changes between the folders on every Dropbox-connected device. If you make changes offline, Dropbox syncs the changes as soon as the computer is connected to the Internet. It works beautifully.

Dropbox also allows you to share your data, if you choose. It creates a public folder (where you can store those charming pet pics to share with unsuspecting victims) or you can choose to share a non-public folder by invitation. Once shared, the data is copied locally to each invitee's Dropbox folder and they then have a two-way sync to the folder (until it is unshared).

*Vivian Manning is the IT Manager at Barriston Law LLP in Barrie, Bracebridge and Cookstown, Ontario. Vivian practiced law primarily in the area of Municipal Land Development before switching to the IT side of the law office. She currently indulges her love of teaching tech through her blog [Small City Law Firm Tech](#).*

## DROPBOX ISN'T THE ONLY CLOUD IN TOWN

- ➔ [Box.net](#) (5 GB free with additional paid storage available. LinkedIn integration.)
- ➔ [SugarSync](#) (Minimum \$4.99 per month for 30 GB storage, with other plans available. A 30-day free trial but no free plan.)
- ➔ [Microsoft Sky Drive](#) (25 GB free storage; no paid plans. Requires a Windows Live ID.)
- ➔ [Amazon Cloud](#) (5 GB free storage with additional paid storage available.)
- ➔ [Apple iCloud](#) (A work-in-progress currently limited to music, e-books and apps. There is no web client; access is through iTunes.)

# CYA When Working from Mobile Devices

RUTH CARTER

With a laptop, tablet or smartphone you really can work anywhere with access to Wi-Fi and your files. But the question of security must be addressed. How can you protect yourself and your clients when working in public spaces? Here's some valuable advice for lawyers who like to work in coffee shops.

## Applying the Reasonableness Standard

At ABA TECHSHOW 2012's "Coffee Shop Office: The Ethics of Mobile Computing," [Sharon Nelson](#) and [Tom Mighell](#) covered issues confronting lawyers who work remotely. The big issue, of course, is protecting client confidentiality. There's no such thing as absolute security, so the next best thing is the "reasonableness standard." When it comes to data security, look at your work circumstances, the technology you're using and the data you're working with. Then ask yourself the following questions.

- How sensitive is this data?
- What's the likelihood of this data being disclosed

if I don't take any additional steps?

- What's the cost of taking these steps?
- How difficult would it be to implement these security measures?
- Will taking these measures make it harder to represent my client?

As a general rule, it's not a good idea to access client information when you're in a public space. Coffee shops are good for doing general research and marketing activities. I work out of a co-working space in Phoenix called Co+Hoots one afternoon a week. I use that time to write blog posts, post and respond to discussion items on LinkedIn, and connect with co-workers. It's not the time to be drafting contracts or writing memos to clients.

## EIGHT TIPS FOR COVERING YOUR LEGAL ASS

For those who occasionally do real legal work in cafes, airports and other public spaces, however, here are the best tips I brought home from the session.

- Have your client give informed consent to forgo certain security measures, i.e., to communicate via email.
- Turn off file sharing, especially on your mobile devices.
- Get a good firewall. Don't rely on the one that came with your machine. [Kaspersky Internet Security](#) was recommended.
- Encrypt your data on mobile devices. [TrueCrypt](#) (free open source) for laptops and [IronKey](#) for flash drives were suggested.
- Invest in a data loss prevention solution. This will prevent you from inadvertently sending out sensitive

information, like your client's social security number.

- Never access client or financial information while using public Wi-Fi. If you often use your devices in public consider getting your own virtual private network (VPN).

- Consider investing in a privacy screen that requires you to look head-on at your device to see it clearly. This prevents nosy people from seeing what you're working on.

- Make sure you have strong passwords. While it's said that hackers can crack an eight-character password in two hours, it takes them 17 years to crack a 12-character alphanumeric password. Also, don't use the same password in multiple places, and consider using [LastPass](#) to generate and store your passwords.

The best tip? Hackers often target vulnerable targets first, so always make sure your security is stronger than your neighbor's.

*Ruth Carter is an Arizona lawyer with a virtual practice, [The Carter Law Firm](#), focusing on intellectual property, social media, First Amendment and flash mob law.*

## MORE CYA ADVICE

- ➔ [Don't Trifle with Password Safety](#) by Vivian Manning
- ➔ [Give Final Documents a Good Scrubbing](#) by Deborah Savadra
- ➔ [Stupid Mistakes Lawyers Make with Technology](#) by Sharon Nelson and John Simek

# It's Wi-Fi: Keep It Clean

ANDREA CANNAVINA

Do you prefer to use a public toilet or a home-based one? When you have to, sure you can use the public one—but really, you try to touch as little of it as possible, right? Well, that's exactly how you should feel about your equipment when out and about “in public.” You should want it to touch as little “public” anything as possible—including limiting the number of web pages you visit.

Every time you visit a website, almost invariably bits of code, cookies and digital flotsam and jetsam are exchanged and sometimes left behind. Use public Wi-Fi to connect? Imagine the build-up. Over time, this electronic crap can bog down your equipment—slowing it down significantly. It can even contain malicious code that does everything from hogging resources, to logging all keystrokes, to whatever a coder can conceive and get code to do. And all you did was visit one website or, sadly, incorrectly type the URL of a site you visit frequently. You never know.

Yes, web surfing is that scary. And now that I have your attention ....

## QUICK TOP 10 DIGITAL SECURITY DOS

1. Always choose to connect through your own ISP, Wi-Fi, aircard or mobile hotspot if you can get a signal.
2. Make sure connected equipment is protected—if your device has a firewall, turn it on.
3. Disable file and folder sharing in Windows devices.
4. Use a secure connection (https).
5. Use care when downloading and installing software and apps.
6. Keep your software up-to-date.
7. Don't leave your equipment unattended, even for a second.
8. Use a passphrase on all mobile equipment and set the device to lock and require the passphrase just to fire it up.

9. Don't store anything on a mobile device that isn't absolutely necessary.
10. Pay attention. Pay attention. PAY ATTENTION!

## DIG IN TO DIGITAL SECURITY

Here is a list of great articles that dig into the details of digital security.

- [Four Key Security Setups to Safely Connect to Public Wireless Networks](#), by Tina Sieber, staff writer and the editor of MakeUseOf Answers.

- [Ethics of Mobile Computing: Obligations, Security Tips](#), an ABA E-News roundup of tips from Sharon Nelson and Tom Mighell's ABA TECHSHOW 2012 presentation.

- [Practical IT: How to Assess a Third-Party Provider's Security](#), by cybersecurity specialist Ross McKerchar on Sophos' Naked Security blog.

- [Five Web Application Security Myths](#), an IT Business Edge slideshow with five common web security myths identified by Alan Wlasuk, managing partner at 403 Web Security.

- [How to Stay Safe on Public Wi-Fi](#) by Steven Andrés, PCWorld.

*Andrea Cannavina is President/CEO of [LegalTypist, Inc.](#), and helps sole practitioners, law firms and companies which service the legal industry upgrade their business processes to digital in order to get more done with less—less employees, less equipment and less stress.*

# Top iPhone and iPad Apps for Lawyers

Since there's nothing better than a new list of apps to explore, it was pretty great when [National Purchasing Partners \(NPP\)](#) and [Verizon](#) offered to share their list of the top iPhone and iPad apps being used by lawyers. In no particular order, we give you the top 10 apps lawyers love for getting organized, doing a bit of research and, yes, remembering where they've parked their cars.\*

—*The Editors*

- **Federal Rules of Civil Procedure 2010.** Fitz Collings' reference app includes the text of each of the Federal Rules of Civil Procedure, including Advisory Committee notes. There's full-text search and in-text highlighting, and it operates fully offline—just download and go. \$99.
- **G-Park.** The instructions for using this app are simple: Just park your car, press the Park Me button, get lost, and then press "Where Did I Park?" to locate your car. \$99.

- **Patents.** Cliff Maier's app for patent attorneys is aimed at helping litigators retrieve U.S. utility patent information. If you know the patent number you can get claims, title, inventors and priority information. You can also launch Safari to view the full-text of the specifications on the USPTO's website, or email the claims via your device's mail application. \$2.99.
- **Manual of Patent Examining Procedure.** The MPEP app allows you to search the U.S. Manual of Patent Examining Procedure wherever you roam, with fast, full-text search, search highlighting, bookmarking ability and the ability to email portions of your search. Free.
- **Fastcase.** This nifty app allows subscribers to Fastcase's legal research service desktop edition to search its growing library of primary law from all 50 states, as well as deep federal coverage, on the go—including cases, statutes, regulations, court rules and constitutions. Subscriptions to the desktop service are month-to-month, but many state bar associations offer member access to Fastcase, too. Free.
- **LinkedIn.** Use this app to access all your favorite LinkedIn features for networking, catching up on news feeds and getting updates from your network. Handy for looking up profiles on the go when you are headed for a meeting. Plus, you can keep your status up-to-date in real-time. Free.
- **Things.** Cultured Code's intuitive task manager helps you manage tasks, notes, due dates and projects—tracking all the little and big things that need to get done. You can tag each to-do by creating custom tags or select from preset tags, which let you sort things by priority, how much time is needed to complete the task, and difficulty. \$9.99.
- **GoodReader.** Mashable describes this PDF reader for the iPad as "a Swiss Army knife of awesome!" and other reviews—including [here](#)—acclaim it as an iPad essential. Why? For one, GoodReader allows you to read virtually anything, anywhere: books, movies, maps and more. For another, you can mark up PDFs and easily send them on their way to keep your work flowing. \$4.99.
- **Auditorium Notes.** This app is a nice little multitasker that allows you to take notes and record audio simultaneously. Si-mul-tane-ously! Features include a handy way to organize, review and share your audio and text notes. \$4.99.
- **Dragon Dictation.** This easy-to-use voice recognition application is powered by Dragon NaturallySpeaking. Open the app and a blank screen appears with a big red "record" button at the top. Tap the button, start speaking and your words magically appear on screen. Free.

\* For [direct links to these apps](#), click here.



**CLICK THIS!** [NPP](#) and [Verizon](#) helped Attorney at Work compile this [bonus apps download](#) with descriptions of more than 30 of the most popular i-apps for lawyers.

# Using iPads to Enhance Your Meetings

TOM MIGHELL

One of the things every lawyer does on a regular basis is attend meetings and make presentations. The iPad is a fantastic tool for engaging meeting attendees. Here are a few ways your meetings can be enhanced.

First, unless your meeting is really small, you'll want to display your iPad materials through a projector. Buy the Apple VGA Adapter, connect it to the projector and you're ready to go. A word of warning, however: Although you should be able to view all apps on a projector, not all of the apps I have used display correctly (or at all) when my iPad is connected. Test out your apps before your meeting to avoid any delays (or embarrassment).

## FOR PRESENTATIONS

If you're just giving a presentation, you'll want to make sure [Keynote](#) is installed. PowerPoint files display well

in Keynote, but you might want to test these files out, too—not all fonts can be displayed, and some of the special features in PowerPoint are not available in Keynote. You can run your presentation from your iPad with the flick of a finger, but if you don't want to be tethered to the device install the Keynote Remote app on your iPhone, and you can control the presentation via Wi-Fi or Bluetooth connection.

## FOR SHOWING DOCUMENTS

One thing that lawyers will always do in meetings is show documents, and of course the [GoodReader](#) and [Aji iAnnotate PDF](#) apps are great for reviewing and marking up documents. But what if you want to be a little bit more creative? Check out [Adobe Ideas](#) or [Layers Pro Edition](#), nifty apps that allow you to doodle, draw on photos, sketch out accident scenes and more. With Ideas you can then export the file to more powerful Adobe products like Photoshop or Illustrator for further enhancement.

## FOR BRAINSTORMING

If your meetings include a lot of brainstorming, there are a number of mind-mapping apps that can help you and your attendees organize and prioritize your ideas. One of my favorites is [MindMeister](#), for two reasons—it's easy to use and it syncs up with the Internet version, so your maps are available wherever you happen to be. [iThoughtsHD](#) is a great app for those of you who already own mind-mapping software. It has many

more features than MindMeister, and it exports to seven or eight different mind-mapping programs.

## FOR COLLABORATING WITH OTHER IPAD USERS

You're probably not the only person in the meeting room with an iPad. There are a couple of great new apps designed specifically for this eventuality. [Meeting Mngr Pro](#) will allow you to connect an unlimited number of iPads, instantly push documents to them for review, ask questions on the device, create surveys, take notes on presentations and much more. One caveat: Everyone will have to pay for, download, and install the app on their own device to "attend" the meeting. Another app, [Idea Flight](#), will cost the meeting host (or "Pilot") \$7.99, but the attendees (or "Passengers") can download the app for free.

*Tom Mighell is the author of [iPad in One Hour for Lawyers](#), plus [iPad Apps in One Hour for Lawyers](#). A Senior Consultant with [Contoural, Inc.](#), he helps companies and in-house counsel with records management and electronic discovery issues. Tom is the 2011-2012 Chair of the ABA Law Practice Management Section.*

# Note-taking and Dictation Apps for iLawyers

PAUL UNGER

For recording and organizing notes, there are a number of really good apps to consider. The following apps for the iPad and iPhone have particular strengths that may resonate with the way you work and satisfy your note-taking needs. Check them out and see which ones you like best.

## NOTE-TAKING AND AUDIO RECORDING

I'd been searching a long while to find an app that can take notes and also record audio. Not too long ago, I discovered a very nice one for the iPad called [Auditorium](#), which allows you to type notes and record the audio from a meeting or lecture simultaneously. While it is a very good app, however, it does not have handwriting or drawing functionality.

## NOTE-TAKING, AUDIO RECORDING AND HANDWRITING

In the app world, of course, things change very quickly. Soon, I discovered [Notability](#) (\$0.99) and then I found [Soundnote](#) (\$4.99), two great iPad apps that offer the three functions I want in a note-taker: typing, audio recording *and* handwriting.

You can't go wrong with either app—both are inexpensive and both work well. Personally, however, I find Notability to be more feature-rich. With the ability to change the thickness of the writing point, width of lines and paper color and add lines—important to simulate an experience similar to writing on a piece of paper—for me, it offers a better writing experience.

I love having the ability to record meetings and lectures in certain situations and, quite frankly, I do not want to have a separate typing program, or a separate handwriting app, and a separate audio recorder. I want an all-in-one, and Notability provides me with all three functions.

Plus, when choosing a note-taking app, one of my favorite features is the ability to tap the share icon and simply email a note or recording back to the office or to yourself (or save it to Dropbox) for filing into the appropriate matter or project folder. This saves the step of having to scan paper. All three apps mentioned have this feature. Also, while you could use your finger to write notes on the iPad, I strongly recommend investing in a stylus so that your writing experience is more similar to writing on paper with a pen.

## A FIND FOR HANDWRITTEN NOTES

For the best handwriting experience, my good friend and colleague Brett Burney ([MacsInLaw](#)) told me about [Noteshelf for iPad](#) (\$4.99). Based on my experience and in talking with many other folks, Noteshelf is probably among the highest-ranking and most popular options. [Penultimate](#) (\$0.99) also receives high marks. What sets Noteshelf apart from many other handwriting apps is the ability to magnify the writing area to maximize the sharpness and resolution of your handwriting.

## A DICTATION APP STAR

The sound recorder built into the iPhone is too basic for lawyers who need the more traditional features of dictation equipment. A while ago, an attorney at one of my seminars told me about another great dictation app called [Dictamus Dictate & Send](#) (\$14.99), which he uses every day. (It's also iPad-compatible.) I checked it out and now I use it almost daily. Much like a traditional digital recorder, with Dictamus you can rewind, overwrite and insert anywhere within the audio recording. Once you are finished recording, you can download your recordings, send them as e-mails, or upload them to Dropbox, MobileMe, FTP or WebDAV. Many lawyers use Dictamus to email dictation to a virtual assistant. I use it to record my timesheets when I am on the go so that I capture more billable time.

*Paul J. Unger is a lawyer and founding member of Affinity Consulting, Inc. in Columbus, OH, and Past-Chair of ABA TECHSHOW 2011.*

# Android Apps for Easy Note-taking

JEFF TAYLOR

One of the fundamental “tools” of the attorney arsenal has long been the yellow legal pad. I keep an abundant supply of them around my office, but as my law practice has evolved from paper to digital, I depend more on my Android tablet and smartphone for notes and reminders. Android has an abundant number of apps for note-taking, some of which are fantastic, and some that fail miserably. Here are a few favorites.

## THE HALLOWED TWO: EVERNOTE AND ONENOTE

Evernote and Microsoft OneNote are two of the crown jewels of digital note-taking. Most lawyers I speak with are intimately familiar with Evernote. It is particularly useful because its interface is clean and well-developed. The app allows you to sync notes across several devices, including PC and Mac, and clip pictures or screenshots to include in your notes. I use Evernote heavily to store recipes and research and to keep a journal, among other things. Evernote also accepts voice notes, which can be handy for reminders and storing information.

OneNote is a newcomer to the Android note-taking field, and like its PC-based parent, I predict the app will be a valuable tool to those who use the desktop version. I like OneNote for its features, though I tend to use Evernote more because of its cross-platform capabilities (yes, OneNote has that too, finally), because I’m more heavily committed to the Evernote platform. (See my Droid Lawyer [OneNote review here](#).)

## TO TYPE OR WRITE?

Like most lawyers I’d rather write than type my longer notes. It’s just common sense, since you can probably jot your notes or ideas faster than typing them on a tablet screen. Unfortunately for Android users, there isn’t a true challenger to the iPad note-taking apps like Penultimate or Noteshelf—though a few come close.

[PenSupremacy for Tablets](#) is my handwriting app of choice. For the

price (\$1.49), this app delivers a near-legal pad experience with a well-thought-out interface. Notes are organized into, get this, *notebooks*, which have pages you can flip as they’re filled. When you’re finished, you can store your notes on the tablet or, as I prefer, email or share them with yourself or staff in PDF. I love this app because it feels most like an actual legal pad.

The app isn’t without its flaws, though. A big one is the fact that it requires an Internet connection to validate your license. This is harmful and annoying if you’re trying to take notes and can’t validate because you don’t have an active Internet connection.

If you are not satisfied with PenSupremacy, you might want to check out Handrite Note Pro (\$2.99) or TabNotes (\$2.94). Both apps function like PenSupremacy, but have some usability issues that make them less appealing. Unfortunately, though, regardless of which handwriting app you choose, none of the apps functions truly like a notepad because of the limitations of capacitive touch screens.

For those who favor typing, check out the free apps [AK Notepad](#) and [Notepad](#). Both function like Evernote and offer great interfaces with lots of features.

For simple notes, I find that Google Docs is a great resource, too. It syncs across devices and, since its recent update, it features a great interface. It may not be quite ready for prime time use for attorneys, but in a pinch you can use Google Docs for just about anything you’ll need.

CONTINUES

**SPEAK EASY**

Android has fantastic voice recognition, so you might expect the dictation apps on Android to rock. You'd be right, except that the king of dictation (or is dictation a queen?), Dragon Naturally Speaking, isn't even a contender. Instead, I favor the \$1.99 Dictadroid app (there's a free version, but don't bother). If you'll browse this post, you'll see why.

Dictadroid provides great recording and playback, in addition to the ability to share files in .wav format via email, text or Dropbox. There is a great in-app search feature as well as pause, insert and overwrite recording functions. Note, however, that this app does *not* transcribe your dictation.

For voice recognition and text-to-speech transcription, I prefer to use Android's native application. It's fast, extremely accurate depending on conditions, and free. Since many note-taking apps accept voice input, I'll often let Android's transcription program do its job.

There are many more good note-taking and dictation apps for Android. Decide which features are most important, and pick an app that contains the most positive connections for you.

*Jeff Taylor is a lawyer in Oklahoma City, and the author of The Droid Lawyer, a blog about using Android-based devices in law firms.*

*Note: All the links to apps mentioned in this article can be found in Jeff's original Attorney at Work post.*

**CLICK THIS! BONUS APPS REPORT**

National Purchasing Partners (NPP) and Verizon helped Attorney at Work compile "Favorite Android Apps for Lawyers," a free download with descriptions of more than 40 Android apps for lawyers in categories such as practice management and productivity, legal reference, security, time and billing and trial apps.



**A FEW FAVORITE ANDROID APPS**

Some of the big names in legal technology proudly carry Android devices, and the following tech wizards were glad to share their favorite apps and security tips with Attorney at Work. Thanks to Andy Adkins, the CIO for Steptoe & Johnson; Future Lawyer blogger Rick Georges; Monroe Horn, who's Chief Technology Officer at Sunstein Kann Murphy & Timbers; Nerino Petro, Practice Management Advisor for the State Bar of Wisconsin; Catherine Sanders Reach, Director of Law Practice Management & Technology at the Chicago Bar Association; and The Droid Lawyer blogger Jeff Taylor for pointing out these apps.

You'll find the direct links to these apps here. Also, download our Android Apps for Lawyers directory, developed with National Purchasing Partners and Verizon, for links and descriptions of more than 40 popular apps.

- ➔ PressReader offers subscriptions to 1,400+ newspapers—which appear exactly like the paper versions.
- ➔ Instafetch allows you to save web content for later.
- ➔ Ambling BookPlayer is an audiobook player that functions like iOS's.
- ➔ Shazam! allows you to hold up your phone to the radio and it identifies the song.
- ➔ Dropbox is essential for file syncing and sharing.
- ➔ Efax mobile allows you to send or receive faxes wherever you are.
- ➔ Scan2pdf uses the phone's camera to scan a document.
- ➔ Mortgage Calculator can be used for real estate calculations as well.
- ➔ Touchdown provides access to Outlook Contacts, Email, Calendar and Tasks.
- ➔ Flex T9 Text Input provides a better on-screen keyboard.
- ➔ Evernote captures notes, thoughts, audio and more.
- ➔ TuneIn Radio lets you listen to radio stations across the U.S. or the world.
- ➔ Speaktait Assistant offers a great hands-free assistant.
- ➔ Picture It Settled can track settlements and other types of negotiations.
- ➔ Repligo Reader is for viewing, editing and commenting on PDF documents.
- ➔ Lookout Mobile Security and Antivirus scans all new apps for malware.
- ➔ FindMyPhone allows your phone can be tracked with its GPS when lost or stolen.
- ➔ Seal adds a second layer of security to allow you to lock specific apps you don't want everyone to have access to.
- ➔ Fastcase launched its much-anticipated research app for Android this summer. Read Catherine Sanders Reach's review here on Attorney at Work.

# Portable Scanners for the Modern Circuit Rider

JARED CORREIA

Today's mobile tool kit may be incomplete without a portable scanner that will allow you to roam free, and paperless, wherever you happen to be.

The recent history of technology advancements teaches that the path to happiness is paved with ever-smaller, and ever-more potent, devices. This post-modern love story has its historical roots in a repetition of the moral to the end of the Cretaceous Period, when dinosaurs became extinct, clearing the Earth for the rise of smaller, lithier, more well-equipped mammals and, eventually, the course of humanity. The recent [history of computerized devices](#) shares the tenor: the first modern computers, being large, docile machines, were made to give way to more compact versions, culminating, to the furthest stretch of time as we know it, in [the rise of the tablets](#).

The beauty of powerful micro-devices, of course, is that you can use them nearly anytime, and nearly anywhere, with very little personal discomfort. And lawyers, with their industrious (though late-coming) folkways, have begun to adopt all manner of carry-alongs, to reproduce their practices out of their doctor's bags without a moment's hesitation. More solo and small firm lawyers, then, are skirting traditional costs by removing from their operating budgets the appendices of office space rentals and are instead practicing in virtual spaces, out of colleagues' offices, in their cars, [in a house, with a mouse](#) ...

Making this drifting work style possible are tools for converting potentially cumulating paper documents to null-weight electronic files. Attorneys have adopted portable scanners to turn paper that used to weigh pounds into gigabytes that, in total combination, weigh only as much as the device from which they are accessed.

Of course, choosing a scanner is one thing; but selecting the right scanner is another matter altogether. It is, in most cases, easier and cheaper to buy a wand scanner (like [this](#)), or a slim scanner (like [this](#)); but for a busy lawyer, with lots of documents to process, the most effective choice is a business-level device versus a home-use device, meant to scan old family photos, one at a time, of a Sunday afternoon.

Fast batch-scanning, double-side rendering, [OCR-ing scanners](#) that reproduce at high quality are the order of the present day for the lawyer about

town. Here are three top scanners for the law office that meet the referenced requirements:

- [Fujitsu ScanSnap S1500](#) (specs: bundled with Adobe Acrobat; "M" version available for Macs; 20 ppm color; 50-sheet document feeder)
- [Kodak ScanMate i1120](#) (specs: bundled with Nuance PDF; interactive color adjustment; 20 ppm color; 50-sheet document feeder)
- [Canon ImageFormula P-150](#) (specs: bundled with Nuance PDF; Windows and Mac compatible; no plug, powers from computer via USB; 15 ppm; 20-sheet document feeder)

It's owing to tools like these that the contemporary circuit ride does not any longer follow a barnstorming courthouse, but breaks, rather, whenever and wherever suits the roving, modern-day lawyer.

*Jared Correia is Senior Practice Advisor at the Massachusetts Law Office Management Assistance Program.*

# Dos and Don'ts of Conference Tweeting

JORDAN FURLONG

Lawyers attend conferences. Lawyers tweet. Much like chocolate and peanut butter, these are two great trends that, for the most part, have trended great together. The integration of the two phenomena was inevitable from the day Twitter made its 140-character debut, and happily, the live-tweeting of legal events has proceeded remarkably well. Compared to tech events, where faltering speakers are often ripped to shreds by the attending twitterati (worse still, when the merciless conference Twitter feed is projected onto the screen behind the presenter), tweeting lawyers have been models of decorum and generosity.

Still, the social media platform doesn't exist that's not susceptible to errors of both omission and commission, and Twitter is Exhibit B. (Facebook is, and always will be, Exhibit A.) Accordingly, here are my five pieces of advice about live-tweeting a legal event.

**1. Prepare.** Arrive at the event about 10 minutes early to get a good seat (preferably near the back, so you can assess audience reaction and identify questioners) and to ensure you're plugged and logged in ahead of time; you don't want to "join the event in progress." Send out a courtesy tweet at the start, identifying where you are and what you intend to do for the next couple of hours. Type out each presenter's name and credentials in a separate document, so you can copy and paste them quickly into a tweet when they start speaking.

**2. Get the details right.** Identify the official conference hashtag and use it; if the organizers haven't chosen one, scan the early candidates on Twitter and go with the consensus pick. (If you're lucky, you'll get to be the one who makes it up.) Spell the speakers' names correctly and link each salient point to the person who delivered it. Yes, live-tweeting is a hurry-up game; but you're acting as a broadcaster, and your first responsibility is to be accurate: Each individual tweet is a stand-alone dispatch that could be retweeted all over the world.

**3. Quality beats quantity.** Aim for fewer, well-written tweets, rather than a torrent of sound bites. First reason:

Someone else will probably provide the torrent anyway. Second: Your subscribers don't want to be buried in tweets. Third: Carefully crafted tweets have a better chance of retransmission. (Don't use all 140 characters, either; make it easy for someone to RT you.) Fourth, you'll have time to offer your own insights (being sure to identify them as your own, not the speaker's).

**4. Scan other tweets.** Open Twitter in a separate tab and set up a search for the event hashtag. Unless you're the only person in the room broadcasting the event, there'll be other tweets; refresh the search screen frequently to see what others are saying, retweet the best of these updates, and recommend your subscribers follow these fellow tweeters. If it's a major conference with multiple sessions, do the same with other session streams. It's both excellent etiquette and a powerful networking tool.

**5. Don't be a jerk.** Twitter has enabled a new type of heckling: the obnoxious or sarcastic tweet. Tweets that mock a speaker or rip a presentation will reflect more poorly on you than on your targets. By all means, disagree vigorously with a speaker whose points you dispute. But abide by this simple rule: If you wouldn't stand up and say it into a microphone in front of the live audience, don't say it on Twitter.

*Jordan Furlong is a Senior Consultant with Stem Legal and a partner with Edge International Consulting. He authors the award-winning blog [Law21](#).*



# Smooth Sailing

IF WE HAVE TO TRAVEL THIS OFTEN, **WE MIGHT AS WELL ENJOY IT!**

Yes, Virginia, there was a time when travel was the most elegant of endeavors. (Ask grandma. She'll remember when you had to actually dress up to go to the airport!) But, no more. Instead it is often a raw and tedious grind, from airport security to hotel Wi-Fi hassles to bouts of loneliness. This stress-reducing selection of tips is all about taking care of yourself—by staying safe, sane and healthy—while you're roaming far and wide.

# Frequent Traveler Tips for Smoother Sailing

JASON WOMACK

A successful business trip is not only defined by your productivity. It's also about staying healthy, mentally and physically, so you can actually enjoy what you're doing and return back home ready to go. Easier said than done. So we asked Jason Womack, author of the best-selling book *Your Best Just Got Better: Work Smarter, Think Bigger, Make More*, to give us his best tips for smooth and uneventful travel. The trick, he says, is to reduce anxiety whenever and wherever you can.

When you spend the whole day just traveling, it means you have to catch up on emails, reports, phone calls and other tasks once you reach your destination. Plus, the knowledge of what you have to do later stresses you out all day long. When you work and travel smart, however, you can skip the anxiety, get more done and explore the city you're in after checking into the hotel. You might even be able to enjoy that hot bath and a glass of wine once you finally return home. Here are some simple ways to keep the stress to a minimum.

**Always leave early!** Allow more time than you think is necessary to get to the airport. Yes, this is “duh!” advice, but it's surprising how many people don't follow it. Missing a flight or a meeting because you wanted an extra 20 minutes of sleep doesn't make any sense. Plus, if you show up early, you can use that bonus time to work on something else. And if you run into a problem en route to your destination, you won't have to panic about the time.

**Make sure all travel itinerary info is in your cell phone.** Don't underestimate the value of having easy access to confirmation numbers for your hotel, rental car, flight and so on, as well as phone numbers for each of those agencies. Sooner or later, your plans *will* change when you're on the go, and having all of the pertinent information at your fingertips can change the game.

**Take a (great) seat.** If you've ever watched *The Amazing Race*, you know the contestants always jockey for seats

at the front of the plane so they can be the first ones off when it lands. While you might not need to be as strategic with your seating as those racers, the aisle seat does have advantages. First, it allows you to easily get the items you need out of the overhead bin. (Side note: Plan what you'll need during the flight before the plane takes off so you won't have to keep opening and closing the overhead bin.) Second, having a seat in the exit row and on the aisle makes it easy to get up to use the lavatory. (And let's face it: Drinking lots of water is one of the best ways to stay healthy while traveling!)

**Become a preferred customer.** Having preferred customer status with car rental companies, airlines, hotels and other key travel vendors can be a big help if you go on more than a handful of business trips a year. If something goes wrong, preferred status can often mean that a company's employees will help you resolve a situation more quickly. And if you're a preferred customer with an airline, you'll get to board early.

**Invest in an airline club membership.** If you can, invest in a club membership with an airline you frequently fly. You'll gain access to that airline's club space, so when you're waiting for your next flight you'll have a calmer, more comfortable place to be your best productive self. And perhaps most importantly, the space will be quiet enough for you to make calls to clients or colleagues without airport announcements blaring in the background!

CONTINUES

**Always carry cash.** You never know when a problem will cause a card to be denied, or when your cell will lose its connection mid-transaction. Travel with cash so you won't be left stranded without money for lunch—or a way to pay a cab driver.

**Plan meal times.** From the airport to your destination city to the journey home, you gotta eat. Do a little thinking about where and what before you even leave your house. On short trips, I make sure to have a Balance Bar or a bag of nuts from Trader Joe's. For flights longer than five hours, I make sure to include time to grab a sandwich, a salad and a bottle of water at the airport. And figuring out beforehand where you're going to eat at your destination will not only save you time searching for food, but it will also help ensure you go to quality restaurants while on your trip.

**Know in advance how you're going to get from place to place.** Getting lost can be a huge time waster once you actually arrive at your destination. Plus, it can make you feel anxious, frustrated or downright panicked! Prior to leaving for your trip, plan your routes and how you'll travel. Save directions searches in your smartphone's navigation app.

**Avoid traveling during the busiest times of day.** For example, in New York City, taxi drivers change shifts around 3 p.m., so getting a cab to a meeting that's scheduled for mid-afternoon can be difficult. The same goes for traveling to and from the airport (or anywhere) during rush hour in any big city.

**Get to know people where you travel.** If you frequently travel to the same locations (or heck, even if you don't!), get to know the locals. They'll often be able to tell you the best places to go off the beaten path. They can also recommend better routes to use while traveling or put you in contact with other locals whom you might benefit from meeting. It's always nice to have a friendly face to see wherever you go.

**Learn to master your tech.** Far too many of us have the latest gadgets ... but no idea how to really use them productively. Learn about the features of your smartphone, laptop and tablet. For example, apps exist to help you find great places to eat or visit in your destination city, and to check in for your flight while you're waiting for a meeting to start or in the cab line at the hotel. Your phone's alarm can even remind you to stop shopping in the airport bookstore and get to your gate! And your cell phone's camera, of all things, can provide a bunch of time-saving options: snapshots of things you want to buy, restaurants you want to try, presenters' notes on the whiteboard, where you parked your rental car (and what it looks like), the number on your hotel room door ... literally anything you need to remember.

*Jason Womack is principal with The Womack Company, which provides training and personal coaching that gives practical methods to maximize tools, systems and processes to achieve quality work/life balance. He has worked with leaders and executives for over 16 years in the business and education sectors. Jason is the author of Your Best Just Got Better: Work Smarter, Think Bigger, Make More (Wiley, 2012).*

## BECOME A PACKING MINIMALIST

➔ **Pack as little as possible.** Before the next trip, carefully examine what you pack and eliminate anything that isn't necessary. I know it sounds overly simple, but I promise you'll be surprised by how much easier it is to find what you need when you're on the road. Plus, the next time you have to pack, the task will go a lot more quickly. To save yourself some last-minute stress, I suggest repacking your travel bag the second everything is washed, dried and folded.



➔ **Invest in important duplicates for travel.** We've all experienced the sinking feeling that hits the moment you realize you've forgotten your phone charger, or even your hairbrush. It's worth investing in a duplicate set of power chargers for your phone, laptop and other tech devices, as well as a duplicate set of toiletries (toothbrush, toothpaste, razor, grooming products, etc.). Always keep these duplicates in your travel bag. You'll never have to worry about forgetting something, and you'll save time because you won't have to unplug your office setup and raid your bathroom before every trip. And speaking of important things, ladies, always put extra hosiery in your purse. Men, you might want to put a backup tie in your briefcase. Having items like these on hand can reduce stress if you run into any hiccups on the road.

➔ **Charge it ... all.** Create a checklist of "power" items you travel with and get into the habit of reviewing that list the night before each trip and making sure each device is charging. I have one place in my home office where I always charge my travel must-haves. Conveniently, it's on the same counter as my keys and wallet so I'm sure to grab my charging items before I head to the airport. Be sure to do the same thing in your hotel room the night before traveling back home, too. And again, buy extra charging cords that always stay in your carry-on. (All-in-one universal chargers are handy, too.)

➔ **Pack your workout gear.** Taking advantage of your hotel's gym, even if you can only find 15 or 20 minutes, can relieve travel stress, keep you energized and help with jet lag. Always carry a set of workout clothes in case you get a chance to use them. Lay them out when you arrive at your hotel room so that you won't have to dig through your luggage first thing in the morning.

➔ **Be medically prepared.** Always travel with a first-aid kit that includes essentials like pain relievers, bandages, cold medicine and so on. Having to stop what you're doing to find a pharmacy can be time-consuming and expensive.

—Jason W. Womack

# Traveling Internationally: Seven Things to Consider

MARY ELLEN SULLIVAN

Attorney Bill Gibson still remembers the ordeal of making a transatlantic phone call back in the 1970s when his wife lived in Europe. You had to put in a request at the post office or an American Express office, then return hours later at an appointed time for the call to be put through. Today, he's taken groups of lawyers to China and seen people call their office in the U.S. while standing atop the Great Wall. Yes, things have changed, particularly with ease of communication, but that doesn't mean you shouldn't do a little preparation before hopping that plane.

## TIPS FOR TROUBLE-FREE TRAVEL

Here are seven things you can do to ward off potential problems abroad so you can focus on getting the most from your trip, whether it is for business or pleasure.

**1. Get your cell phone package sorted out before you leave the country.** Most companies have international plans or short-term packages that can be activated before your trip. You might also check out the options at [cellularabroad.com](http://cellularabroad.com), which include cell phone rental, SIM cards, satellite phones and data services. Keep in mind that it is usually cheaper to text than to talk when abroad. Also, if you are traveling with your smartphone, turn off the roaming feature (and don't use it to check email and the Internet) unless you are prepared to pay exorbitant fees. You might also want to figure out the basics of online conferencing and video chat services before you leave.

**2. Back up all your devices.** Just as we live by the information stored in our laptops, phones and iPads, we can also die by them if they are lost or stolen. Keep backup copies at home or convert to cloud storage so that you can access the information from anywhere. If you don't need it, don't bring it. Instead figure out how to [access your desktop remotely](#).

If you must bring presentation or work data on your laptop, consider offloading a copy of it onto an encrypted flash drive that you keep in a separate bag (as well as all your contact informa-

tion). You are password protecting and encrypting your devices, right?

**3. Make several photocopies of your passport.** Leave one copy at home with a family member or administrative assistant, put one in your wallet and keep one in a compartment of your main suitcase. That way, if your passport gets lost or stolen, you will have the information at hand to expedite the process of getting a new one. If you travel with a laptop, putting a scanned copy on it is a good idea as well.

**4. If you are doing business, consider hiring a driver and interpreter.** Yes, global travel is more commonplace and global business is a fact of life. But if you are traveling beyond the big cities in countries like India or China, you might want someone with you who knows the territory—and the roads, which can be treacherous, not to mention hair-raising. Also, you can't expect everyone to speak English, so if a meeting or negotiation rests on good communication, you might want to bring in an interpreter experienced in the language and nuances of both countries.

**5. Do your research.** Try to understand what environment you are getting into and how you can be a respectful visitor. Learn the words for “please” and “thank you”—this alone can earn you a lot of goodwill. Find out the major taboos (everything from opposite sexes shaking hands to talking about forbidden topics to what direction you point your feet). Learn the tipping

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policy so you don't alienate the very people who can help you most. And try to get a grasp of the political situation so you don't get caught in an uprising, contentious election or military action. (The rule of thumb that foreign correspondents live by is, "If you hear gunfire in the streets, fill your bathtub with water.") For extensive and up-to-date information on travel conditions for every country in the world, go to the [State Department's website](#).

**6. Plan for emergencies (and just plain human error).** Get a few hundred dollars in the local currency before you leave in case a flight delay lands you after airport currency exchanges are closed, or you arrive on a national holiday that closes the banks for a day (or two or three). When you check into your hotel, immediately take several cards (or matchbooks or brochures—whatever is available) with the hotel name and address on them and put them in your wallet or purse. In case you get lost, are befuddled by local libations or can't remember or pronounce the name of your hotel, you can just show this to a cab driver. Another trick of seasoned travelers, especially in developing countries, is to bring along several \$100 bills—USD or the Euros equivalent—as a little safety net. If you get stuck in a situation where you need help fast, these can provide tremendous incentive.

**7. Consider unplugging altogether.** One of the great joys of travel is that it takes you out of your comfort zone and into the great unknown. If you stay connected to home the entire time, not only do you miss out on discovering new parts of both yourself and the world, but you also miss out on that deep relaxation that can only come from silence—electronic or otherwise.

*Mary Ellen Sullivan is a Chicago-based freelance writer who writes frequently about the arts, music, travel and women's issues, with a specialty in health care for more than 27 years. She is the author of the best-selling book *Cows on Parade* in Chicago, several travel guides, and has been published in The New York Times, The Chicago Tribune, Chicago Sun-Times, Woman's Day, For Me, Vegetarian Times, Booklist and other publications.*

## TAKE SOME TRAVEL APPS FOR A SPIN

Perhaps you're an insatiable traveler, never quite at home unless you're not at home. Perhaps work regularly tears you away from the comforts of home, and you're always looking for ways to make it less of a pain. Or maybe for you, planning the journey is the best part of the trip—and there's nothing you love so much as spending 11 months researching every last detail of your one big travel splurge: mapping the itinerary, boning up on local culture, and making endless lists of must-sees. Well, no matter your travel personality, it's almost certain there's a travel app to get you through.



**Be a better road warrior.** If business travel is your thing, there's probably no more obvious place to look for app recommendations than Forbes, right? Well, here are the "[10 Best Travel Apps](#)" from Tracey Greenstein, the magazine's wanderlust expert. And if that doesn't chill your app-etite, see her "[10 Apps for Traveling Like a Local](#)." You'll get everything from authentic dining at the locals' favorite restaurants to world customs (don't offend that new Argentinian client!) and a Wi-Fi finder.

**Take the scenic route.** Maybe a float down the Danube or heli-skiing in the Bugaboos is your idea of a dream vacation. If so, Frommer's has some apps for that. And they're free! Start with "[8 Must-Have Free Travel Apps](#)," where you'll find everything from the routine (Yelp) to the frugal (GasBuddy). Backwoods aficionados will covet the list of apps in Dennis Schaal's "[Best Smartphone Apps for Offline Use](#)" at Frommer's, too. We particularly like the concept of Ask a Nomad!

**Be special.** For some reason (we can only guess), a preponderance of apps described or reviewed online seem to be iPhone or iPad focused. But the two self-described travel technology geeks at [Too Many Adapters](#) now offer a monthly list of their favorite Android travel apps. By the way, this is a *really* cool site. Bet you end up spending more time on it than you planned!

**Go for sheer quantity.** CNN International's travel site, CNN GO, delivers an amazing feast of apps—both iOS and Android. "[50 Ultimate Travel Apps ... So Far](#)" includes locators, maps, translators, packing help, flight arrangers and more. Once the pilot says it's safe to crank up your electronic devices, this article will get you through the entire flight home. We promise.

**Or quality. Be skeptical.** Okay. Back to reality. Just because you can get apps that purport to forecast earthquakes and kill bedbugs doesn't mean you should. The ever-trusty *New York Times* checked out some road trip apps in the real world for "[Trying Travel Apps in Real Time](#)." As you might guess, of the four apps Seth Kugal road-tested some were sweet, and some were ... well, you've got to read it.

—The Editors

# Sanity Tips for Road Warriors

MARCIA PENNINGTON SHANNON

The life of a successful lawyer who travels constantly for work can sound attractive, even alluring ... to those who don't have to do it. But ask someone who's actually living the road warrior life and you'll hear about a different reality. Living in hotels, endless meetings, airport delays, traffic jams, fast food or skipped meals, the effects of multiple time zones—it's not an easy life. While many successfully navigate through it, there can be significant negative effects on one's mental health. How can you minimize the negative consequences? Try these tips for reducing on-the-road "stressors."

**Exercise.** Just as exercise helps with staying physically healthy on the road, it definitely leads to better mental health as well. Even short 10-minute exercise sessions can have a positive impact. It lifts your mood, increases your mental agility and helps reduce the effects of jet lag.

**Grab some sunshine.** Just 15 minutes in the sun will help your mental health. If your schedule makes it tough to get any sunlight, consider purchasing and traveling with a light box. Verilux and other manufacturers make portable ones.

**Pack audiobooks and music.** Plan some healthy mini-escapes from constant work. Download audiobooks of your favorite fiction and non-fiction subjects. Engaging your mind in something different has a refreshing effect. And don't underestimate what music can do! Studies show that listening to upbeat songs can have a wonderful impact on your mood. Classical music in particular can have a very relaxing effect, lowering stress almost immediately.

**Stay connected.** Use Skype, Facetime or other apps to stay in face-to-face contact with your family and friends. One of the hardest things about being on the road a lot is the way it affects personal relationships, which need nurtured through interactions. Plan out with your loved ones how you'll continue to interact normally even when away. It reduces the loneliness factor, as well as the negative impact of re-entering home life after long stretches of travel.

**Create social relationships on the road.** Are there locales that you go to often? Get to know your clients and others there on a social level. For example, my father-in-law, a former road warrior for an international company, would play tennis with some of the people he met with regularly in different places. This gave him exercise plus a social outlet, even when the job demanded his absence from home for long periods. Others I know use Facebook and LinkedIn to look up old friends and possible connections in locations where they must travel often.

**Try meditation.** Neurological and psychological studies show that nothing has a greater impact on our mental health than getting our stress under control, and nothing does that better than meditation. Consider downloading some "how to" lessons on your iPod or other MP3 player.

You may have your own strategies for maintaining a healthy mind and mood while meeting the demands of a challenging career. The important point is to think ahead about how you'll proactively do this, with particular emphasis on reducing stress, staying connected with family and friends—and finding ways to engage different parts of your brain through exercise, reading, music and meeting new people.

*Marcia Pennington Shannon is Assistant Dean, Office of Career Services, at Georgetown Law Center, and a founding principal of the Shannon Group, with nearly 30 years of experience in lawyer career and professional development. Marcia's latest book is The Lawyer's Career Management Handbook: Your Bridge to a Satisfying Career.*

# Stay Healthy: 10 Tips for Traveling Lawyers

JAMIE SPANNHAKE

Business travel can be bad for your health. In fact, studies show that health risks increase as travel increases. Extensive travelers are 92 percent more likely to be obese and 260 percent more likely to rate their health as poor. They also have higher cholesterol, higher body-mass indexes and high blood pressure. Even people who travel as infrequently as one night per month experience negative effects because of poor sleep patterns, unhealthy diets, long periods of inactivity and tight travel schedules.

So what should you do if you must travel often for work, or if you are working away from home for an extended period of time? Stay healthy with these 10 tips.

**1. Splurge a little, then watch what you eat.** While it can be enjoyable to splurge the first day on room service and desserts, limit your splurge to that one day and then get back on track. At every meal, choose from only two of these four categories: appetizer, entrée, dessert or drink. Focus on healthy options like grilled chicken or fish without heavy sauces, steamed vegetables, salads with dressing on the side, and whole grains. You can use your mobile device to help you. GoMeals, which is free, is three apps in one: a nutritional database powered by CalorieKing combined with a restaurant locator and food tracking tool. Or try Calorie Counter by MyFitnessPal, a free app that lists over 1 million foods and lets you track your food and exercise.

**2. Exercise daily.** Nearly every hotel has a gym or pool. Schedule your workout into your calendar with a reminder that will help you stick to your plan. Try running or walking on the treadmill. Swim laps or simply tread water in the deep end. If you can't find time to go to the gym, get creative and take the stairs instead of the elevator, park your rental car in the back of the lot, or do crunches in the morning before you shower.

**3. Keep healthy snacks with you.** When hunger strikes, you may not have any

healthy options available, so keep snacks with you. Healthy options include fruit, nuts and bottled water. If you must eat the airline snack, pick the one with the highest amount of protein—probably the peanuts—because it will sustain you longer so you won't need to eat *another* airline snack.

**4. Take your vitamins.** You can ensure that you get sufficient nutrients by taking your multivitamin every day. This can help ward off colds and other illnesses to which you are more susceptible due to the immune-suppressing stress associated with business travel.

**5. Stay hydrated.** Traveling can be dehydrating, which can cause headaches, tension and fatigue. Stay hydrated by drinking plenty of water and avoiding alcohol, caffeine and sugary drinks like soda.

**6. Drink alcohol in moderation.** Many business events revolve around alcohol. If you are counting calories, this can be a real problem. Avoid sugary drinks like daiquiris, which have more than 200 calories per drink. Better choices include wine, light beer and alcohol with seltzer. Or avoid alcohol completely and choose seltzer with lemon or lime.

**7. R&R.** Rest and relaxation may not be on your agenda, but you need both. Sleep is one of the best ways to stay healthy. Invest in an eye mask and earplugs so you can sleep even if your surroundings are noisy. Also take time to explore your destination. It may even

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result in bonus points with your clients if you can talk about the wonderful things their city has to offer!

**8. Have a time zone strategy.** Time zone changes present additional challenges. If your trip is short, don't adjust to the new time zone; instead schedule meetings for times that work with your body clock. If you must adjust, arrive at least a day early to help sync yourself with the new time zone.

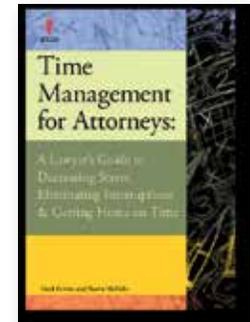
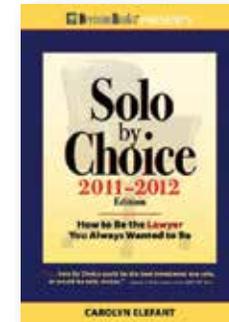
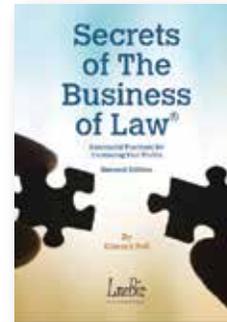
**9. Wash your hands, a lot.** When you travel, you are touching a lot of surfaces that everyone else touched too, and at least one of those people was probably sick. Keep the germs away by washing your hands frequently, especially before you eat because most germs enter the body through the mouth and nose.

**10. Stay connected to your loved ones.** It can be lonely on the road where your

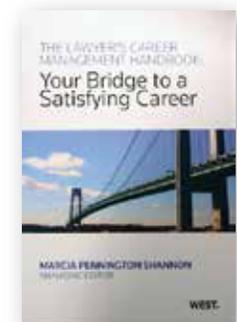
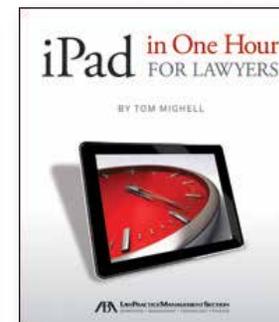
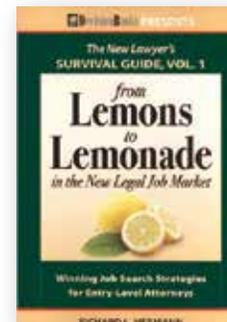
only friends are flight attendants and baristas. Coordinate with your loved ones and schedule time to connect with them every day. The phone is always easy. You can also use Skype or Face-Time, which are especially great for connecting with toddlers who can't carry on a phone conversation. For adults—and especially for tweens and teenagers—texting can be a great way to stay connected to moments that you would otherwise miss.

*Jamie J. Spannhake is a lawyer, certified health coach and blogger. After working for a large Manhattan law firm for six years as a commercial litigator, she founded her own practice serving clients in New York and Connecticut. She focuses on wills, residential real estate and business transactions, and provides legal research and writing services for other lawyers. As a health coach, she works with individual clients—mostly lawyers—to help them achieve a healthy balance in their lives. She writes and speaks on issues of interest to lawyers and blogs about good nutrition and healthy lifestyle choices at [The Daily Balance](#).*

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