

PBONLINE – FOR PRIVATE BAR

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What is PBOonline?

As of April 1, 2014, all private bar lawyers active on the LAM panel must use PBOonline to sign certificates, receive correspondence/documents, request authorizations/disbursements and receive client address updates.

As of January 1, 2016, private bar lawyers can use PBOonline to submit their Statement of Accounts for Certificate and Duty Counsel work.

System Requirements

1. Web access with one of the following browsers:
 - a) Windows XP with Service Pack 3
 - Firefox (latest version) or Google Chrome (latest version)
 - **Internet Explorer can not be used on Windows XP**
 - b) Windows Vista
 - IE 9
 - Firefox (latest version) or Google Chrome (latest version)
 - c) Windows 7 & 8
 - IE 9 or 10
 - Firefox (latest version) or Google Chrome (latest version)
 - d) Mac OS X
 - Safari (latest version) or Firefox (latest version)
 - e) iOS 6 & 7 (iPhone / iPad)
 - Safari (latest version)
 - f) Android (Phones & Tablets)
 - Dolphin (default browser) or Firefox (latest version)
2. All platforms require **Adobe Reader**. For phones and tablets, this a free download from the App Store for Apple and Play Store for Android.

Step 1 – Getting started

1. Make sure you have all the system requirements in place.
2. Watch the training tutorials available at www.legalaid.mb.ca/for-lawyers/pbonline.
3. The first time LAM has documents for you, you will receive an email from PBOonline.
4. Follow Step 2 to create an account.

Step 2 – Create an account

1. The email you received from PBOonline advising there are certificates or new documents waiting contains a **link** to create an account. **This link expires in 7 days.**
2. Click on the link in the email:
 - a) a window will open in your “browser” with the **Terms of Use Agreement**
3. The lawyer **MUST**:
 - a) electronically sign the Terms of Use Agreement
 - use your mouse (click and hold) or finger on a touch screen device to sign the

Agreement above **Sign here**

- then click the green **Sign** button to accept the Agreement.
4. A new window will open to pick a username and password.
 5. Usernames:
 - a) must be at least 5 characters long
 - b) are case sensitive
 - c) are allowed to have alphabetic and numeric characters
 - d) the underscore (_) character is also permitted, but not more than once in a row
 6. Passwords must:
 - a) be at least 8 characters long
 - b) not contain any spaces or tabs
 - c) contain either:
 - at least 2 UPPERCASE letters, 2 lowercase letters and 2 numbers OR
 - 2 symbol characters (such as hash (#), dollar sign (\$), period (.) or plus sign (+))
 7. The lawyer will receive an email confirming they have successfully created their PBOOnline Account and their username.

Step 3 – using PBOOnline

PBOOnline will **NOT** allow your browser to save or remember your username and password. We recommend bookmarking the PBOOnline web address.

There are instructions at the end of this document on what to do if you have forgotten your username or password.

PBOOnline will send notifications by email to the email address lawyers have provided to LAM. These emails provide a link to PBOOnline and will also remind you of your username.

PLEASE ADVISE LAM IMMEDIATELY IF YOU CHANGE YOUR EMAIL ADDRESS.

PBOONLINE MENU ITEMS

1. Tasks

After you are logged in, PBOOnline defaults to the **Tasks** Menu.

Any task with a red X in the upper right corner should be closed once you have dealt with it so the next highest priority task is brought forward.

On the right hand side of the screen, there are two options: **Awaiting Your Action** and **Awaiting LAM Action**.

Tasks > Awaiting Your Action

This is a list of tasks you need to attend to. Any task with a red X in the upper right corner should be closed once you have dealt with it so the next highest priority task is brought up.

(a) Certificate Acceptance

1. Created after a Certificate is issued.
2. Under the Legal Matter but above the list of documents it may say "The application was taken by your firm." in bold green if:
 - a) you are the requested lawyer on the application AND
 - b) the lawyer taking the application is from your firm
3. You may choose to:
 - a) click on individual documents to view, download or print PDFs OR get all documents as one PDF or ZIP file
 - b) click on the green **Accept** button to digitally sign the Certificate (lawyer's IP Address is recorded):
 - after signing, click on the green **Sign** button
 - your "signature" is stamped on the Certificate and a signed copy is automatically returned to LAM
 - you now have the choice to "Make this my default signature"
 - c) click on the red **Decline** button to decline the Certificate:
 - providing a reason for declining is optional
 - click on the red **Decline** button
 - d) click on the yellow **Report Certificate Error** button to have an error corrected:
 - add your message and click on the green **Report** button
 - your message is sent to the Area Director for review
 - if the Area Director agrees, the Certificate will be returned to you
4. This Task is visible after email notifications are sent at 5:05 pm on workdays:
 - a) 1 email per lawyer
 - b) may be combined with New Documents Task notification
5. Reminder email is sent after 4 business days.
6. Remove these tasks by clicking on the red (X) in the upper right corner.
7. Access the documents later through the **Search** or **Statement of Accounts** menu.

(b) Client Update

1. Created when client name and/or address changes IF the LAM File is NOT closed.
2. Task shows original client record (in red) and new client record (in green) side by side.
3. Task is not created and received by email:
 - a) if there is a pending Certificate Acceptance Task
 - b) if lawyer has not setup a PBOonline account
4. Email notifications are sent at 5:05 pm on workdays:
 - a) 1 email per lawyer
 - b) notification not combined with other tasks
5. Remove these tasks by clicking on the red (X) in the upper right corner.
6. Task is deleted after 30 days without notification.

(c) New Documents

1. This Task is created:
 - a) after you have accepted and signed the Certificate **OR**
 - b) when LAM sends documents to you IF the Legal Matter is open

2. After you have accepted and signed the Certificate, you can make a request to the Area Director for authorizations, disbursements or travel:
 - a) click on the green **Request New Authorizations** link and a **New Authorization Request** form opens
 - request an authorization, disbursement or travel
 - click on the green **Attach** button to upload a PDF or scanned image (only PDF, JPEG, PNG and Bitmaps allowed) of quotes or documentation. **DO NOT** use for submitting Statement of Accounts.
 - Add a **Message / Additional Requests**
 - click on the green **Request Authorization** button
 - these authorization requests are sent to your Area Director
3. You can add your own File Number (optional) and then click on the green **Use File Numbers** OR assign your own File Number to individual Legal Matters.
4. Task is visible after email notifications are sent at 5:05 pm on workdays:
 - a) 1 email per lawyer
 - b) may be combined with Certificate Acceptance Task notification
5. Task does not expire.
6. Remove these tasks by clicking on the red (X) in the upper right corner.

(d) Authorization Request

1. Approved authorizations will be listed as a line of text with a green background.
2. An amount is shown for the authorized, declined or partially authorized request item.
3. Each Request that is declined or partially authorized has a green **Re-Request** button if the Legal Matter is open.
4. A green **Request New Authorizations** link is at the bottom if the Legal Matter is open.
5. Remove these tasks by clicking on the red (X) in the upper right corner.

(e) Statement of Account

1. This task is created after an invoice has been created by LAM's Legal Accounts Department.
2. If a Statement is sent back to you with a note:
 - a) The status of the invoice has changed from **Pending** to **Revised**
 - b) Click on the dark green **Messages** link, which takes you directly to the messages on the invoice
 - c) To send it back to Legal Accounts, click on the green **Update Statement** button.
3. If a Statement is denied:
 - a) The status of the invoice has changed from **Pending** to **Denied**
 - b) Click on the dark green **Messages** link, which takes you directly to the messages on the invoice
 - c) You can add a New Statement of Account by going back to the **Statement of Accounts** menu.
4. Remove these tasks by clicking on the red (X) in the upper right corner.

(f) BCM Opinion Form

1. This Task is created after you have accepted and signed the Certificate.
2. There is a question highlighted in orange asking "Have you set a Preliminary Hearing

or Trial date yet?”

- a) if the answer is yes, you need to **Fill Out** an online BCM Opinion Form
 - you can partially fill out the form and click on the yellow **Save and Submit Later** button
 - b) if you know the Preliminary Hearing or Trial Date won't be set for awhile, you can delay filling out the opinion for up to two months by entering a date in the **Delay Until** field
3. After the BCM form is filled out and submitted, a task is sent to LAM.
 4. After the lawyer has met with the BCM committee, an Offer will be added to the BCM form.
 5. The lawyer will get another task, asking them to sign the Offer. A BCM Acceptance form will automatically be generated.
 6. Email notifications are sent at 5:05 pm on workdays:
 - a) 1 email per lawyer
 7. Remove these tasks by clicking on the red (X) in the upper right corner.

(g) Remittance Advice

This is a restricted feature which will advise you a payment has been issued and you will be able to view the **Remittance Advice**.

Only authorized lawyers in your firm have access to this feature. If you are a single practitioner, you automatically have access.

(h) Matter Types

Every lawyer should declare what matter types and how many of each matter type they are willing to receive in each calendar month. Click on the green **Select My Matter Types** button to make these selections.

You can change these preferences later by going to **Profile > My Matter Types**.

Tasks > Awaiting LAM Action

This is a list of tasks you have submitted to Legal Aid Manitoba for processing.

2. Search

On the right hand side of the screen, there are three options: **Certificates, Documents** and **Statement of Accounts**.

(a) Certificates

You can search for any Certificate issued to you since April 1, 2009. The default view shows your Certificates with at least 1 open Legal Matter, sorted from oldest to newest issued Certificates.

Your File #, LAM File # or client name Certificates
 Certificates Issued Between (Start Date) and (End Date)

1. You can use the drop-down arrow beside the Certificates field to change the search to:
 - a) Any
 - b) All Legal Matters are closed
2. Lawyers can also search for their Certificates:
 - a) issued between a start date and end date
 - entering just a start date provides results from the start date to today's date
 - b) your lawyer File #
 - c) LAM File #
 - d) client name
 - only need to enter first name or last name
 - not case sensitive
3. Enter the criteria and click on the green **Search** button.
4. On the right hand side of the search results, click on Change My File Numbers to add your file number to separate legal matters and/or the Certificate.
 - a) Add your file number and then click on the green **Use File Numbers** button
5. On the right hand side of the search results, click on more to:
 - a) see Legal Matters and Purposes
 - b) see printed documents addressed to you
 - c) see all file documents in a ZIP file
 - d) **Request New Authorizations** or complete a **New Statement of Account**
6. **REMINDER:** You can **NOT** see matters issued before April 1, 2009.
7. You **MAY** see certificates and documents printed after September 20, 2012.

(b) Documents

This list shows all Documents LAM has sent you or you have sent LAM within the last month. The most recently added documents are shown first.

LAM computer generated documents go back to September 20, 2012. You may search for all types of documents back until September 3, 2013.

1. Lawyers can search their documents by:
 - a) date printed within a date range
 - b) Lawyer File #, LAM File # or client name
2. Enter the criteria and click on the green **Search** button.
3. Lawyers can see:
 - a) documents LAM has granted them permission to see, provided the lawyer is still listed as the assigned lawyer or requested lawyer.
 - b) the LAM File #, Lawyer File #, client name and Payment Programs contract type if:
 - they are the assigned lawyer
 - they are the requested lawyer AND a document was sent to them (Rejection, Lawyer pending letter ...)

(c) Statement of Accounts

1. Lawyers can search their documents within a date range for the following accounts:
 - a) Submitted Between
 - b) Paid Between
 - c) Has Appearance Between
2. The default view is a list of the Statement of Accounts for a one month period based on the current date.
3. Change the **Start Date** and **End Date** and click on the green **Search** button
4. Click on Details to see the Invoice.
5. Click on the green Print link to print the Invoice.

3. Statement of Accounts

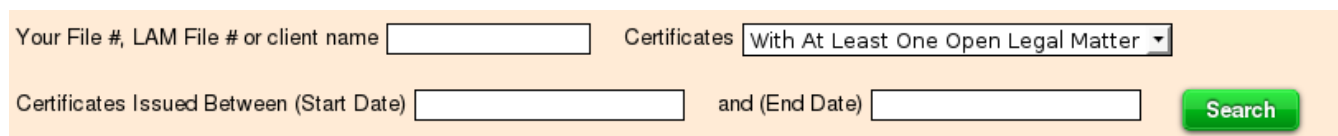
On the right hand side of the screen, there are two options: **New Certificate Statement** and **New Duty Counsel**.

If a lawyer has access to restricted features, you may see two further options: **Remittance** and **Reporting**.

(a) New Certificate Statement

This screen is essentially the same as the **Search > Certificates** screen.

You can search for any Certificate issued to you since April 1, 2009. The default view shows your Certificates with at least 1 open Legal Matter, sorted from oldest to newest issued Certificates.



Your File #, LAM File # or client name Certificates

Certificates Issued Between (Start Date) and (End Date)

1. You can use the drop-down arrow beside the **Certificates** field to change the search to:
 - a) Any
 - b) All Legal Matters are Closed
2. Lawyers can also search for their Certificates:
 - a) issued between a start date and end date
 - entering just a start date provides results from the start date to today's date
 - b) your lawyer File #
 - c) LAM File #
 - d) client name
 - only need to enter first name or last name
 - not case sensitive
3. Enter the criteria and click on the green **Search** button.
4. Click on Change My File Numbers to add your own File Number to each Legal Matter or to the Certificate
 - a) Add your identifying number and click on the green **Use File Numbers** button

5. On the right hand side of the search results, click on more to:
 - a) see Legal Matters and Purposes
 - b) see printed documents addressed to you
 - c) see all file documents in a ZIP file
 - d) **Request New Authorizations** or complete a **New Statement of Account**
6. **REMINDER:** You can **NOT** see matters issued before April 1, 2009.
7. You **MAY** see certificates and documents printed after September 20, 2012.

(b) New Duty Counsel

This screen is used to enter a new Duty Counsel Statement of Account if you have been specifically authorized by the Area Director to perform the services for the court and location.

If you do not have this feature and have been authorized by the Area Director to perform Duty Counsel services, please contact them to have this feature added.

(c) Remittance (Restricted Access)

Only authorized lawyers in a firm have access to this feature. If you are a single practitioner, you will have received this authorization automatically.

Remittance notices for the most recently issued cheques are shown first. You can search for remittance notices by cheque issue date going back to January 1, 2016.

(d) Reporting (Restricted Access)

Only authorized lawyers in a firm have access to this feature.

You can view or download a spreadsheet of your firm's statement of accounts based on cheque reconciliation date.

4. Profile

On the right hand side of the screen, there are two options: **Change Password** and **My Matter Types**.

Change Password

1. You can change your password any time you wish.
2. Passwords must:
 - a) be at least 8 characters in length
 - b) not contain any spaces or tabs
 - c) contain either:
 - at least 2 UPPERCASE letters, 2 lowercase letters and 2 numbers OR
 - 2 symbol characters (such as hash (#), dollar sign (\$), period (.) or plus sign (+))
3. You will receive an email confirming you have successfully changed your password.

My Matter Types

There are three sections:

1. **Accepting** for Matter Types you are currently accepting:
 - a) Uncheck the matter type to stop receiving it
 - b) You can temporarily cut yourself off from receiving certificates by entering a date in the **Temporarily cut me off until** field
2. **Cut Off** for Matter Types you have temporarily cut off:
 - a) Remove the date to start accepting a Matter Type again before the cut off date expires
3. **Not Accepting** for those Matter Types you will never receive:
 - a) Check off any Matter Types you wish to receive if you change your mind
4. Make sure you use the green **SAVE** button at the end of these lists in order for the changes to take effect. These lists will update after saving.

PBONLINE HOW TO'S

Authorization Requests (includes Disbursements)

1. Authorization Requests should appear on all Certificate views, including before the lawyer signs the Certificate.
2. OR search for your Certificate from the **Search > Certificates** menu – then click on more.
3. Click on the green **Request New Authorizations** link:
 - a) If the Legal Matter is closed, you will not see this link
4. On criminal matters, you can request authorizations for:
 - a) Bail Review – a message is required
 - an automatic disbursement for an expedited transcript for \$300.00 is added
 - only 1 bail review can be requested/authorized at a time
 - b) Quasi-Judicial Matters
 - c) Extraordinary Remedies
 - a message is required
 - d) Junior Counsel on a BCM matter (check box)
 - a message is required
5. On civil matters, you can request authorizations for:
 - a) Trial
 - b) Examination for Discovery or on an Affidavit
 - number of people is required
6. On both criminal and civil matters, you can request authorizations for:
 - a) Disbursements
 - pick an item from the drop-down list
 - put in the amount requested
 - b) Travel Authorization
 - the **Travel From** field defaults to the location closest to your office but can be changed
 - select where you want to **Travel To** from the drop-down list
 - add the # of trips you think you need
7. Click on the green **Attach** button to attach a PDF or scanned image (only PDF, JPEG, PNG and Bitmaps allowed) of quotes or documentation.

8. Click on the green **Request Authorization** button.
9. The status of the Request is **Pending**.
10. If you need to make changes immediately, click on the green edit link, make your changes and click on the green **Update** button.
11. If you want to make changes later, search for the Certificate and then:
 - a) click on more
 - b) click on the green edit link
 - c) the Request re-opens, make your changes and click on the green **Update** button.
12. These Authorization Requests are sent to your Area Director.
13. The **Tasks > Awaiting LAM Action** menu shows all your Requests waiting for authorization.
14. Once these Requests have been **Authorized, Declined** or **Partially Authorized**, they show up in your **Tasks > Awaiting Your Action** menu.
15. Any messages between you and the Area Director (or designate) will appear at the bottom on the Authorization Request.

Statement of Accounts – Certificates

1. Search for your Certificate from the **Statement of Accounts** menu – then click on more.
2. Click on the green **New Statement of Account** link:
 - a) At any point, you can click on the yellow **Draft** button. This draft Invoice will not be sent to LAM until it has been signed.
3. **Select an Activity** from the drop-down list.
4. Depending on the **Activity** selected, you will have different options (e.g. Was it a GP / SOP / Incomplete matter? Was there a preliminary hearing? etc.)
5. Fill in the **Disposition** or **Appearance Date, AM or PM, Location, Court** and **Outcome**, as required.
 - a) There is a field for **Disposition Notes**.
 - b) There may be additional boxes to check off if that work was completed.
6. Click the green **Add Item** button:
 - a) If a required field has not been filled in, the field box will turn red and there will be a red **Please fix errors** message.
7. You can now **Select an Activity** to add further items for work you were authorized to complete.
8. Add disbursements from the **Disbursement Type** drop-down list:
 - a) Some disbursements have a limit of \$125.00
 - b) There is a yellow warning message to **Please ensure you attach a receipt for each disbursement where required**.
9. Click on the green **Attach** button to upload PDF or scanned images of documentation such as disbursement invoices or detailed itemization.
10. You will now see the **Total Payable** on your invoice.
11. There is a field to send a **Message to Legal Accounts**.
12. There is a check box to **Request Discretionary Increase**.
13. If you are satisfied the Invoice is complete:
 - a) sign the Invoice and click on the green **Sign** button
 - b) or click on the green **Sign With This Signature** button if you have saved your default signature

14. You should see a green message that **Your Statement of Account has been submitted.**
15. You can print this Invoice by clicking on the green **Print** link.

Statement of Accounts – Duty Counsel

There are 4 Duty Counsel activities that can be billed: Duty Counsel; Weekend Bail Court; On Call and Mental Health Review Board Pilot Project.

1. Click on **Statement of Accounts > New Duty Counsel**
2. **Select an Activity** from the drop-down list:
3. Fill in the **Appearance Date, AM or PM, Location, Court**, number of **Assists**, as required.
 - a) At any point, you can click on the yellow **Draft** button. This draft Invoice will not be sent to LAM until it has been signed.
4. Click on the green **Add Item** button.
5. If the Duty Counsel attendance required travel (driving or fly):
 - a) there is a check box to confirm the travel date
 - b) there may be a check box to claim **mileage**
6. Click on the green **Add Travel** or **Add Fly Time** button.
7. The only disbursement available from the **Disbursement Type** drop-down list is Photocopy/Printing (in house):
 - a) There is a yellow warning message to **Please ensure you attach a receipt for each disbursement where required.**
8. Click on the green **Attach** button to upload PDF or scanned images of documentation such as disbursement invoices or detailed itemization.
9. You will now see the **Total Payable** on your invoice.
10. There is a field to send a **Message to Legal Accounts.**
11. There is a check box to **Request Discretionary Increase:**
 - a) There is a box to enter an amount for additional fees
 - b) There is a box to enter a **Discretionary Increase Narrative** or you can click on the green **Upload PDF or scanned image of Request Narrative**
 - c) There is a box to enter the number of hours spent on the matter
 - d) The Request requires a secondary signature from the lawyer
12. If you are satisfied the Invoice is complete,
 - a) sign the Invoice and click on the green **Sign** button
 - b) or click on the green **Sign With This Signature** button if you have saved your default signature.
13. You should see a green message that **Your Statement of Account has been submitted.**
14. You can print this Invoice by clicking on the green **Print** link.

General Billing Information

Certain types of bill items will exclude other types of bill items for the same matter. For example, once a guilty plea has been billed on a matter, a trial or preliminary inquiry may not be billed on that matter.

Certain types of bill items can not be billed with other types for the same date and client. For example, if a preliminary inquiry were held in a time slot for one matter, a trial could not be billed in the same time slot for another matter.

Certain types of items can only be billed once (or a limited number of times) for a single legal matter. For example, you can't bill a guilty plea more than once (even with a different date). Another example: you can't bill more "Also's" than there are remaining informations.

Authorizations are required for some types of bill items.

The types of items available to bill are dependant on the matter type and sometimes the stat code.

(a) Travel Time

A lawyer may not bill travel to the same location more than once in a day.

A lawyer may not bill more travel trips than they are authorized for a legal matter. They can bill travel on Duty Counsel without explicit authorization.

(b) Duty Counsel

A lawyer can not submit more than one Duty Counsel bill for the same time slot.

When more than one lawyer has billed Duty Counsel for the same court, location and time slot, this will be indicated to LAM Legal Accounts staff.

A lawyer may only bill one Certificate with a Duty Counsel. PBOonline will either prevent Duty Counsel from being billed (except travel time) or make an adjustment (depending on the order the billings were entered).

(c) Reduced Fees

A lawyer should bill the reduced fee matter first when it is dealt together with other matters. It will be indicated to LAM Legal Accounts staff that other matters have reduced fees for a client.

A lawyer will be required to provide an update on the next court date or disposition date when **all** of the following applies:

- there are unbilled reduced fee matters for the client
- **AND** there is only one "non-reduced fee" matter left unbilled, and the lawyer is billing it

(d) Late Billing

Lawyers must provide a reason for billing later than 60 days on a final bill.

(e) Cancelled File – Not Billing

Lawyers can complete a Statement of Account using the Activity **Request Matter Closure (\$0.00)**. This item is only available when nothing has been billed on the matter. When \$0 bills are approved, no invoice will be created however you will receive a Statement of Account in your Tasks.

Forgotten your username or password?

If you forget your username or password, you can make a reset request from the PBOOnline Home Page by clicking on **I forgot my password**.

1. You can enter either your username or your email address on file with LAM.
2. Click on **Email Password Reset**.
3. An email will be sent to the lawyer with a link to reset their password:
 - a) the link will expire in 1 week
 - b) LAM will **ONLY** send to the email address we have on file for the lawyer
 - c) the email will also confirm your username
4. Click on the link in the email to reset your password:
 - a) enter and verify your new password
 - b) click on the green **Confirm** button.
5. You will receive an email confirming you have successfully changed your password

Want to set a new password?

1. You can change your password any time you wish. After you log in, click on **Profile**:
 - a) enter your current password
 - b) enter your new password
 - c) verify (re-enter) the new password
2. Click on the green **Confirm** button.
3. Passwords must:
 - a) be at least 8 characters in length
 - b) not contain any spaces or tabs
 - c) contain either:
 - at least 2 UPPERCASE letters, 2 lowercase letters and 2 numbers OR
 - 2 symbol characters (such as hash (#), dollar sign (\$), period (.) or plus sign (+))
4. You will receive an email confirming you have successfully changed your password.

Need help navigating PBOOnline?

Please contact pbhelpdesk@legalaid.mb.ca

Need help with billing or the tariff?

Please contact legalaccounts@legalaid.mb.ca