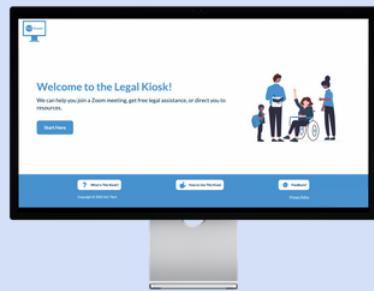
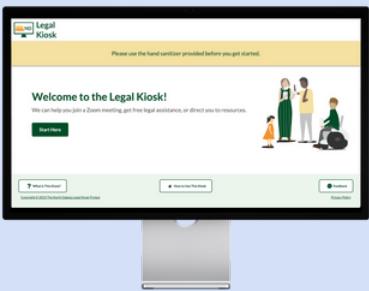
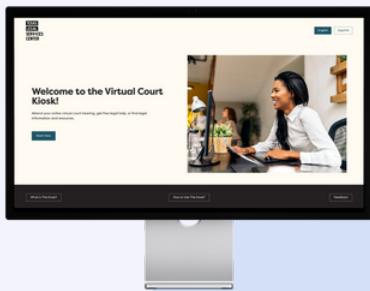
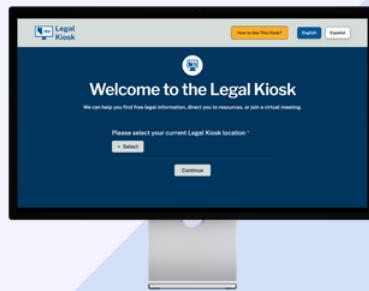


Legal Kiosks Guide: Pre-Planning



This guide includes questions, prompts, and ideas to help you think through the important aspects of starting a Legal Kiosk Project. Use this guide to align stakeholders, stay organized, and ensure your program is a success!

Learn more at LegalKiosks.com

A2J Kiosks

Legal Kiosk Guide: Pre-Planning

① Who are the Legal Kiosk project stakeholders?

Consider...

- Who needs to be kept in the loop?
- Who needs to approve or be present for decisions?
- What external partners might you want to engage to help spread the word?

② How will the Legal Kiosk project be funded?

Consider...

- Do you have existing funding or will you need to explore opportunities?
- Do you need help applying for grants or other funding?
- Our team can help you apply for grants to fund your program

③ What should users be able to do on a Legal Kiosk?

Examples include...

- Attend remote court hearings
- Access our statewide legal aid site
- Access to our county court self-help page
- Print forms
- Fill out court forms
- Scan documents to share during a court hearing
- E-file court documents
- Apply for legal aid services
- Open email to find important information
- Conduct legal research

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④ What video conference platforms will be available on the Legal Kiosks?

Examples include...

- Zoom
- Teams
- WebEx
- Google Meet
- BlueJeans
- CourtCall

⑤ Will the Legal Kiosks be reservable online?

Consider...

- Reserving a Legal Kiosk in advance can help users who want to attend court hearings or attorney meetings
- Allowing for online reservations requires host site management
- Other options include walk-ins and calling to reserve
- Our custom solution sends automatic reminders and allows host sites to integrate with existing calendars

⑥ Will the Legal Kiosks be available in other languages?

Consider...

- What languages are the existing resources translated into? Existing resources include your Law Help website, your court website, self-help resources.
- Aside from the Legal Kiosk interface, what else might need to be translated? Examples include instructional materials, marketing materials, training videos, support content, etc.

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7 Where will the Legal Kiosks be located?

Consider...

- Legal Kiosks are most useful if embedded in the communities that need them
- Are there community centers, libraries, social service agencies, or places of worship that are high traffic?
- Do you already have contacts at these locations?
- What information do the locations need to host a Legal Kiosk?
- Share our [FAQs for Host Sites](#) with your prospective locations
- How many Legal Kiosks do you want?

8 Will you conduct user research and testing?

Consider...

- User testing can help you understand how people unfamiliar with the legal system.
- Do you have time and budget constraints?
- Planning out your user research phases early is essential to ensure adequate funding allocation in your RFPs and contracts.
- Our team has conducted user testing with other projects that you might be able to leverage for your new project

9 Do you have a marketing and outreach plan?

Consider...

- How will people know about this important free resource?
- Are there agencies you are currently partnered with who could let their clients know?
- Are there agencies you are not yet partnered with who could help get the word out?

10 How can I help plan a project timeline?

Consider...

- Have I accounted for holidays, vacations, conferences, and stakeholder expectations when drafting an RFP?
- Can you utilize timeline estimates from previous Legal Kiosk projects to help you plan more effectively?
- Sample Timeline Estimates (many of which can be done concurrently depending on vendor bandwidth):
 - Securing Host Sites (1-3 Months)
 - Legal Kiosk Interface Discussion (1-2 Months)
 - Interface Development and Testing (1-2 Months)
 - Interface Language Translation Development (1-2 Months)
 - Integration with Data Configurations (1-2 Months)
 - Kiosk Installation at Host Sites (1-2 Months)
 - Support Site Content Update (1-2 Months)
 - Training and Go-Live (1 Month)
 - Ongoing – Marketing and Outreach Initiatives

Have Questions?

Learn more about bridging the digital divide in your community!

LegalKiosks.com