



SUHRE &
ASSOCIATES, LLC

ATTORNEYS AT LAW

NAVIGATING YOUR CASE:

**KEY INFORMATION,
FAQS, AND STAYING
CONNECTED**

**We're committed to providing exceptional service
and look forward to assisting you every step of the way!**

MEET OUR CASE MANAGERS



AIMEE WAITS

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Cincinnati, Northern KY,
& Dayton Offices



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CASSANDRA THEIS-VOGL

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Lexington Office

We're excited to have you with **Suhre & Associates LLC!**
To ensure a smooth start, follow this checklist:

MYCASE GUIDELINES

• GETTING STARTED WITH THE MYCASE PORTAL

- **Log into the MyCase portal** for secure communication, document uploads, and calendar events.
- Bookmark the portal link and log in frequently to stay updated on your case progress.
- Watch this tutorial video to learn about all the MyCase features: **[Watch the Tutorial Video HERE]**.

• ENSURING ACCESS TO MYCASE

- You'll receive an email notification from MyCase whenever a new message, document, or event is added to your file.
- Once you're logged in, email will only be used to notify you about updates in MyCase or to request electronic signatures.
- All communication with our firm will take place through MyCase messages or our secure MyCase texting number — not through email.
- To avoid missing important updates, please add donotreply@mycase.com to your safe senders list.

• COMMUNICATING WITH THE FIRM

- Save our secure MyCase text number: **(513) 457-6081**.
- Send SMS messages to this number—both the lawyer and case manager will receive them.
- Use **MyCase messages** for secure communication. Avoid emailing directly.
- Using MyCase texting and messaging ensures secure communication and links messages to your file for optimal service.

• USING MYCASE CALENDAR AND COMMUNICATION TOOLS

- Check the **MyCase calendar** tool regularly for court-scheduled hearings and important dates.
- Use **MyCase Messages** to send messages and communicate securely with the firm.
- All communication through MyCase—whether messaging or texting—is directly linked to your case file for better organization and tracking.
- Please remember, email is not used for communication other than electronic signature requests.

• STAYING INFORMED AND CONNECTED

- **Log in to MyCase** often and explore all the features available to stay engaged with your case.
- Use the portal to review documents, send messages, and track progress to ensure smooth communication and case management.
- Familiarize yourself with MyCase tools, including notifications, calendar features, and secure texting, to stay proactive throughout your case.

Reach out anytime, we're here to help!

Contact us if you need assistance accessing the portal or have any questions.