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# Hong Kong Legal Cloud

## User Guide

**Version 1.5, July 2022**

**eBRAM Online Dispute Resolution Centre Limited**



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# 1. Introduction

Jointly built by lawyers and IT specialists, the Portal meets the unique needs of legal and dispute resolution professionals, to enhance their efficiency by empowering individual professionals with affordable, advanced and secure data storage and Cloud-based online LawTech services, including high-volume Cloud-based Extranet and document exchange storing only in servers in Hong Kong with a high level of security, legal research placing the power of LexisNexis at your fingertips, and Artificial Intelligence backed translation that is trained with legal domain-specific wordings and the system is capable of learning and improving over time with your help.

The Department of Justice will subsidise eligible local legal and dispute resolution professionals to subscribe to the Portal for free for up to three years (“Free Subscription”). A subscriber in Hong Kong, who falls within any of the following categories, may apply for Free Subscription:

- (a) a solicitor admitted in Hong Kong or any one of the recognized jurisdictions as stipulated under section 2A and Schedule 2 of the Legal Officers Ordinance (Cap. 87);
- (b) a barrister who has attained the right to full practice in Hong Kong or any one of the recognized jurisdictions as stipulated under section 2A and Schedule 2 of the Legal Officers Ordinance (Cap. 87);
- (c) a mediator accredited by the Hong Kong Mediation Accreditation Association Limited; or
- (d) a fellow or chartered arbitrator of the Hong Kong Institute of Arbitrators or the Chartered Institute of Arbitrators (East Asia Branch).

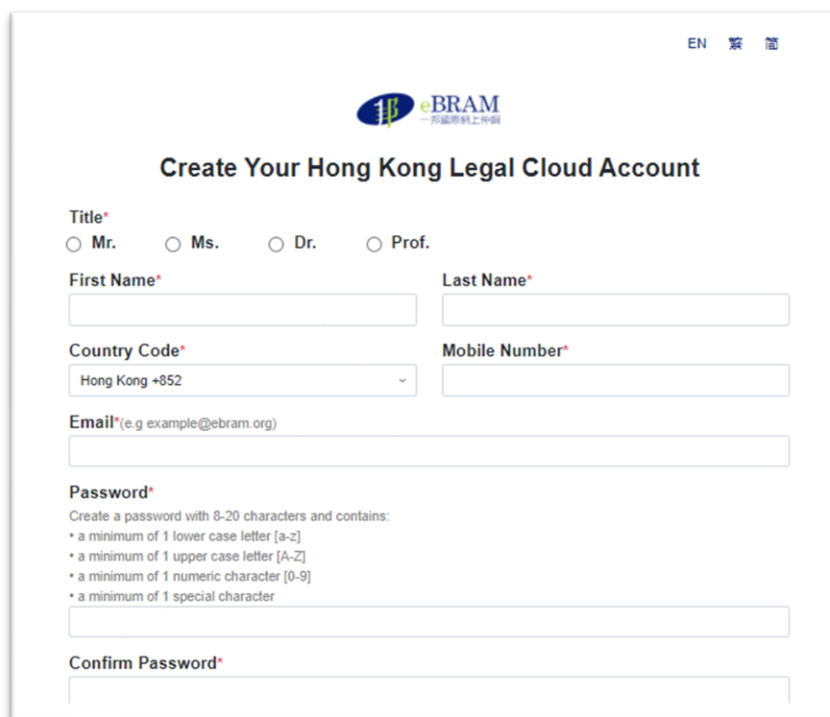
This user guide provides information and guidance on how to use each feature on the Hong Kong Legal Cloud Portal.

## 2. How to get started?

### 2.1. Create an account –

Users must create an account by filling out the registration form on the Portal by following the on-screen prompts.

During the registration, the user is required to provide information such as membership number/ practising certificate, email, and mobile number. A One-Time-Password (OTP) will be sent to the registered email and mobile number for verification purposes.



The screenshot shows a web registration form titled "Create Your Hong Kong Legal Cloud Account". At the top right, there are links for "EN", "繁", and "簡". The eBRAM logo is centered at the top, with the text "eBRAM" and "香港律師網上平台" below it. The form fields include: "Title\*" with radio buttons for Mr., Ms., Dr., and Prof.; "First Name\*" and "Last Name\*" text boxes; "Country Code\*" with a dropdown menu showing "Hong Kong +852"; "Mobile Number\*" text box; "Email\*" with a placeholder "(e.g. example@ebram.org)"; "Password\*" with a list of requirements (8-20 characters, 1 lowercase letter, 1 uppercase letter, 1 numeric character, 1 special character) and a text box; and "Confirm Password\*" text box.

EN 繁 簡

**eBRAM**  
香港律師網上平台

### Create Your Hong Kong Legal Cloud Account

**Title\***  
☐ Mr. ☐ Ms. ☐ Dr. ☐ Prof.

**First Name\***  **Last Name\***

**Country Code\***  **Mobile Number\***

**Email\*** (e.g. example@ebram.org)

**Password\***  
Create a password with 8-20 characters and contains:  
• a minimum of 1 lower case letter [a-z]  
• a minimum of 1 upper case letter [A-Z]  
• a minimum of 1 numeric character [0-9]  
• a minimum of 1 special character

**Confirm Password\***

If you are an eligible subscriber and want to enjoy a [free subscription](#), you should also fill in the form below and agree to the Terms and Conditions:

**Subscription to Hong Kong Legal Cloud Service\***  
Please select from the following categories and provide proof upon submission of your application:

☐ **Free Subscription only available to the following eligible categories:**  
Note: The Department of Justice will subsidise eligible local legal and dispute resolution professionals to subscribe to the Portal for free for up to three years ("Free Subscription"). A subscriber in Hong Kong, who falls within any of the following categories, may apply for Free Subscription:  
  
(Please provide the legal membership card number or the certificate(s) from recognised institutions of the selected category)

☐ a solicitor admitted in Hong Kong or any one of the recognized jurisdictions as stipulated under section 2A and Schedule 2 of the Legal Officers Ordinance (Cap. 87);

☐ a barrister who has attained the right to full practice in Hong Kong or any one of the recognized jurisdictions as stipulated under section 2A and Schedule 2 of the Legal Officers Ordinance (Cap. 87);

☐ a mediator accredited by the Hong Kong Mediation Accreditation Association Limited; or

☐ a fellow or chartered arbitrator of the Hong Kong Institute of Arbitrators or the Chartered Institute of Arbitrators (East Asia Branch).

**Legal Membership Card Number**

**Certificate(s) from Recognised Institutions**  
For practising legal practitioners, please upload your practising certificates.  
For others, admission certificates are also accepted.

File Requirements: JPG, PNG, BMP, TIFF or PDF, Maximum File Size: 5MB  
Drag and drop file(s) here or  
[Choose File Here](#)

**Language Preference\***  

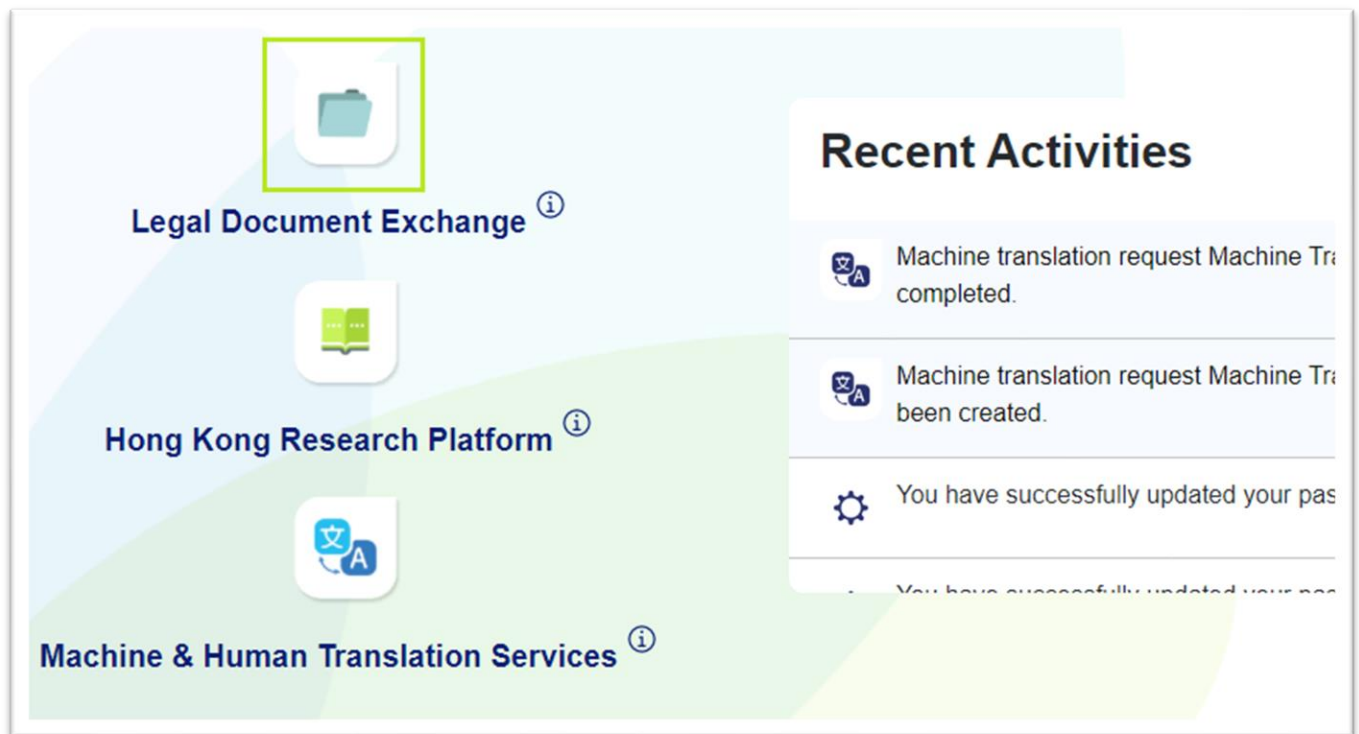
English

After creating your account, an acknowledgement will be shown on the screen.

## 2.2. Validation –

The validation process for a free subscription generally takes 5-10 working days, subject to different situations.

Eligible subscribers will duly receive a confirmation email upon validation. They may log in to their accounts and experience the LawTech services by clicking the icons on their home page.



## 3. Functions

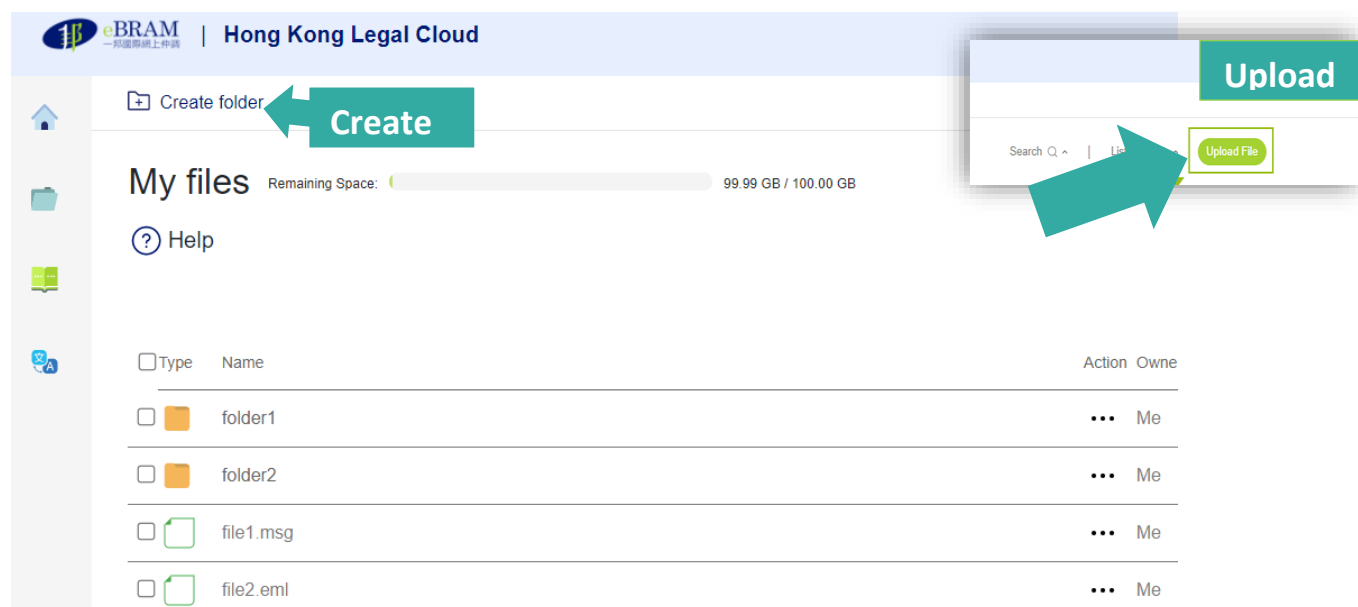
### 3.1. Legal Document Exchange –

Hong Kong Legal Cloud facilitates sharing of legal documents with clients.

- Offer up to 100GB of online storage per user
- Files are stored securely in data centres with high data availability located in Hong Kong
- Additional features include authenticated external user access, shared file folder with access expiry

#### (a) Upload and Rename files

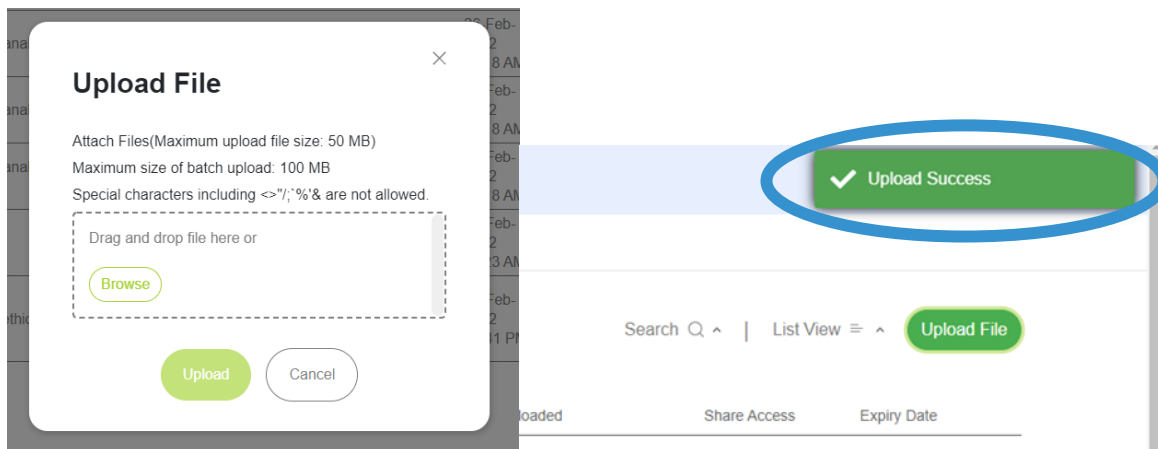
Users can **upload** files and **rename** them using the functions on the toolbar.



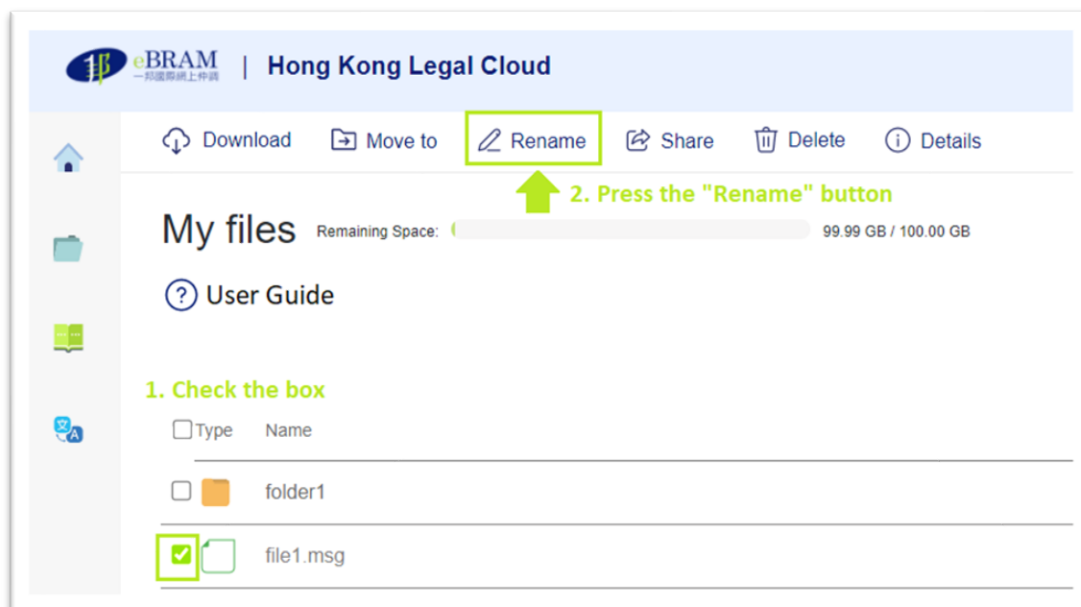
The screenshot displays the Hong Kong Legal Cloud interface. At the top, the header includes the eBRAM logo and the text "Hong Kong Legal Cloud". Below the header, a toolbar contains a "Create folder" button, which is highlighted with a green arrow and the word "Create". To the right of the toolbar, a search bar and an "Upload File" button are visible, with a green arrow pointing to the "Upload" button. The main area shows "My files" with a remaining space indicator of 99.99 GB / 100.00 GB. Below this, a table lists files and folders:

Type	Name	Action	Owner
Folder	folder1	...	Me
Folder	folder2	...	Me
File	file1.msg	...	Me
File	file2.eml	...	Me

Select a file from your local drive and click “**upload**”. A message will promptly be shown on the top right-hand corner of the screen if the file has been successfully uploaded. You are only allowed to upload a maximum of 50 MB for a single file and 100 MB for a batch of files. For cybersecurity reasons, special characters such as <>"/;`%'& are not allowed.



If you want to rename the file, select the file, and click “**Rename**” on the toolbar.



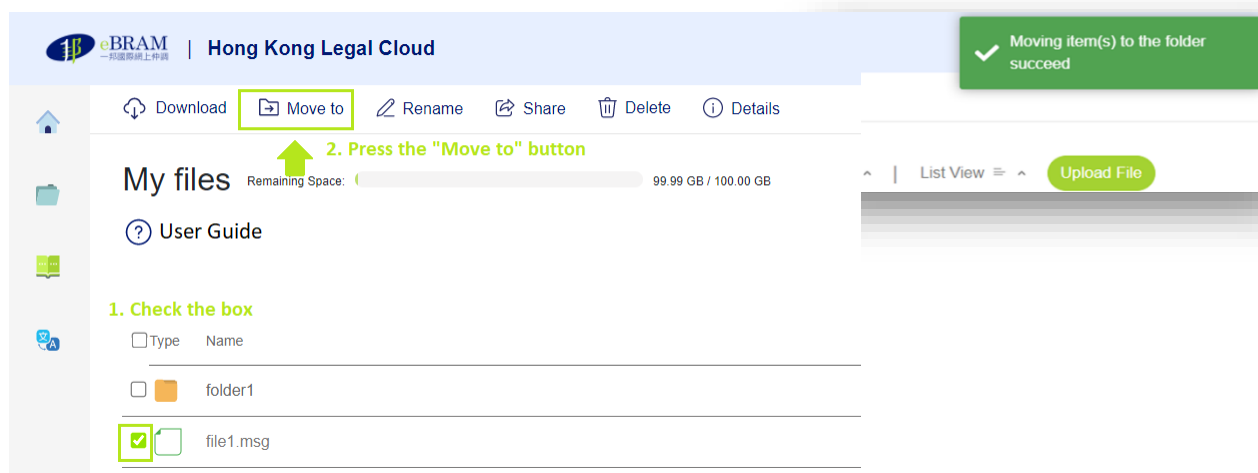


## (b) Manage your document

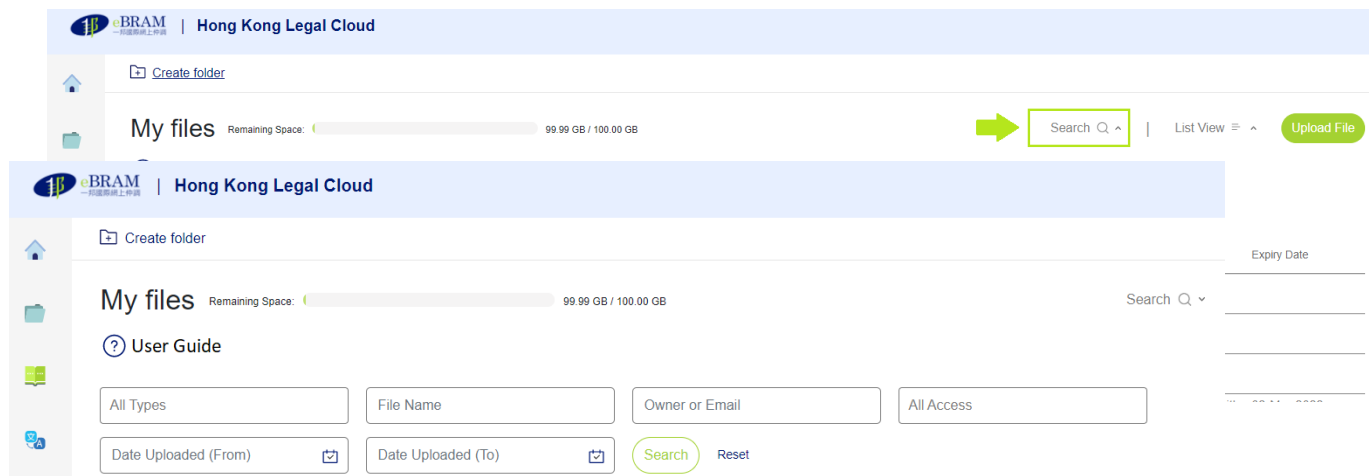
Users can manage files with different folders. Click “**Create Folder**” to open a folder with the name selected.



Move the selected file and click the “**Move to**” button to save it in the designated folder. A “successful” message will be shown in the top right-hand corner of the page. You can delete a file by selecting it and clicking “**Delete**” on the toolbar and then “**Delete**”.

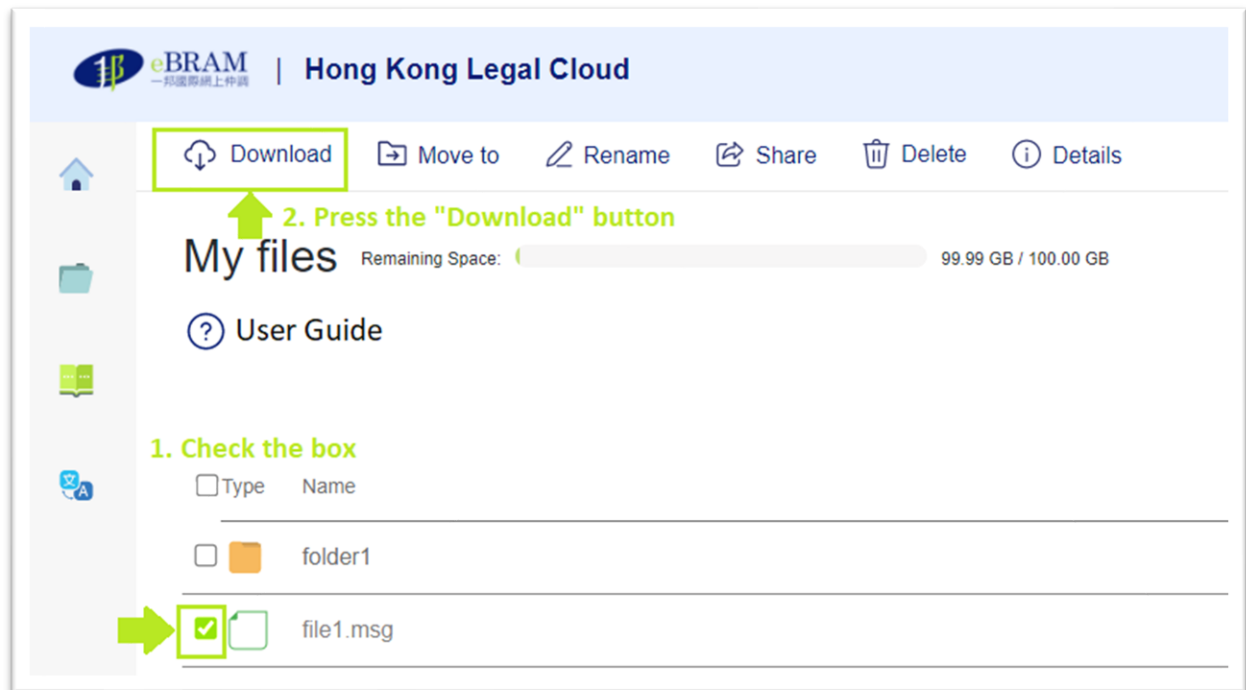


You can use the **search function** to locate the files quickly by filling in the various fields.



### (c) Download the files

Select the file and click “**Download**” on the toolbar to save the file on the local drive.



## (d) Share files/folders

Select the file and click “Share” on the toolbar to share with **one or more recipients using their email address(es)**.

**Share Document**

Give access to  
(Type 'Enter' to add new tag for an email)

example@ebeam.org x

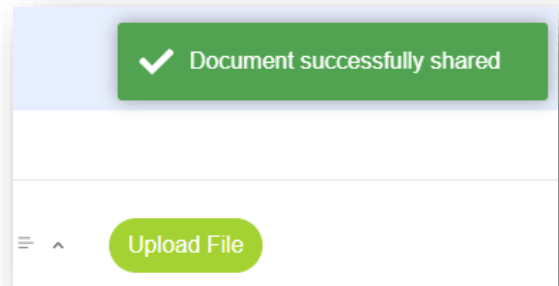
Set access expiration date

03/01/2022

☐ Allow guest access

Remarks:


If the recipient is not a member of the Hong Kong Legal Cloud, he/she will receive an email with a link to the document. If the recipient is a member, he/she will receive a notification email.



A notification email will be sent to the recipients' respective email addresses. To download the shared file(s), the recipients can click on the link in the email, and then log in with their email address and a One-Time-Password (OTP) generated by the Hong Kong Legal Cloud.

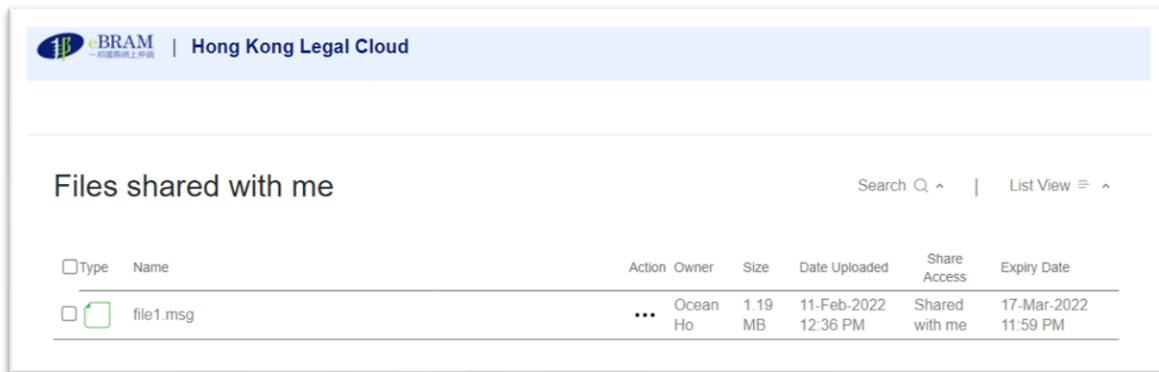
**eBRAM**  
— 邦國國際網上仲調

**Hong Kong Legal Cloud**

**eBRAM**  
— 邦國國際網上仲調

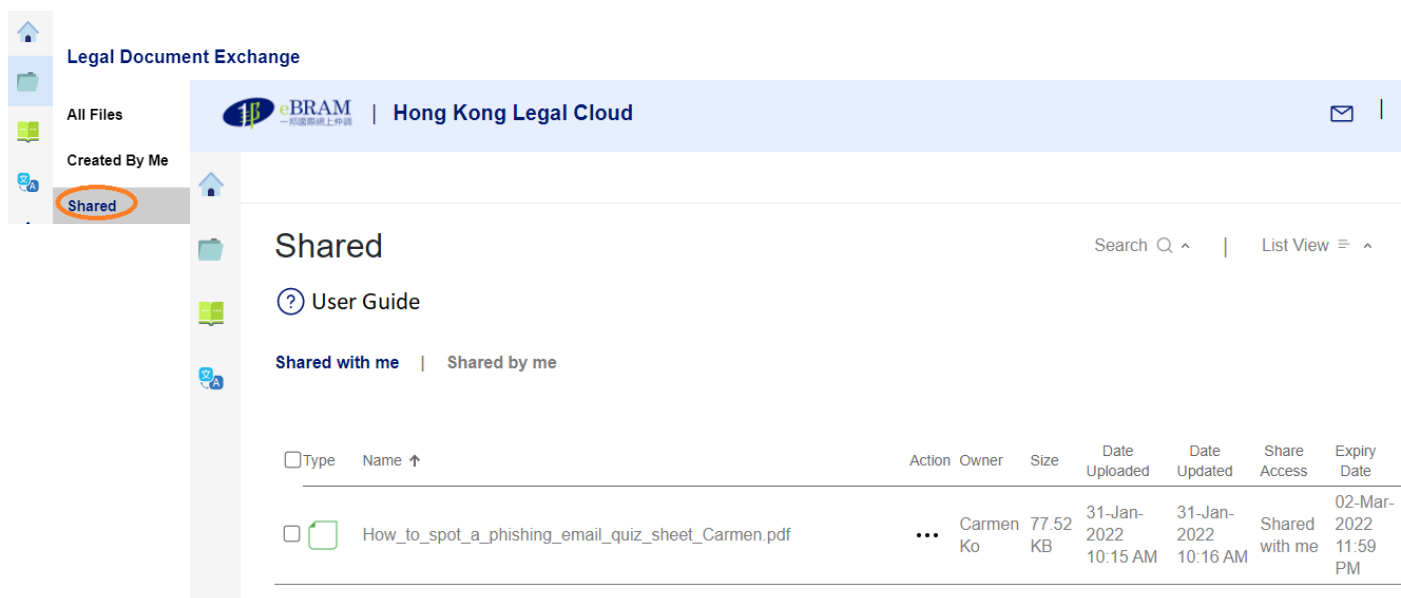
EN 繁 简

Respective users' interface will show all the files/folders for downloading.



Type	Name	Action	Owner	Size	Date Uploaded	Share Access	Expiry Date
<input type="checkbox"/>	file1.msg	...	Ocean Ho	1.19 MB	11-Feb-2022 12:36 PM	Shared with me	17-Mar-2022 11:59 PM

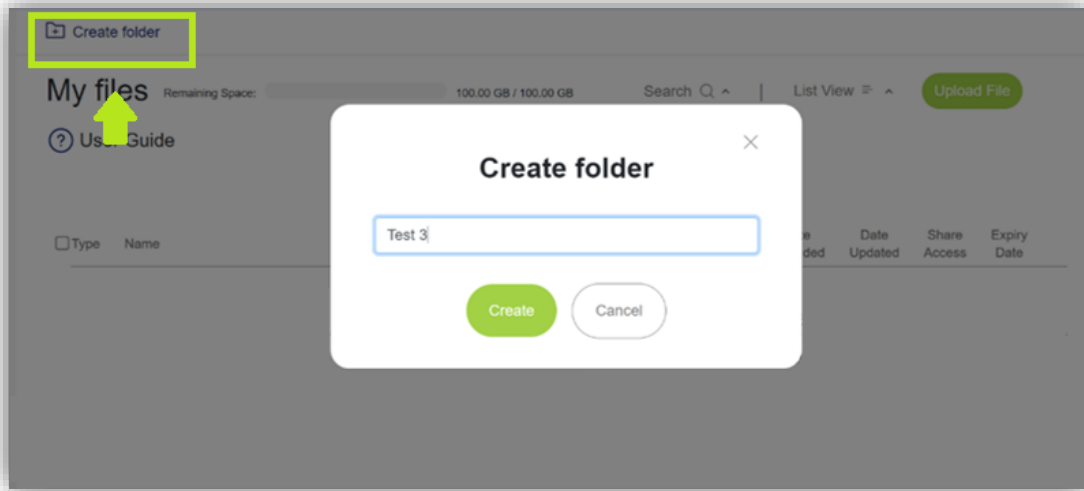
If the recipient is a registered user, the recipient can log in to Hong Kong Legal Cloud Portal to view the list of files/folders shared from the other user(s) in the “**Shared**” function of the Legal Document Exchange.



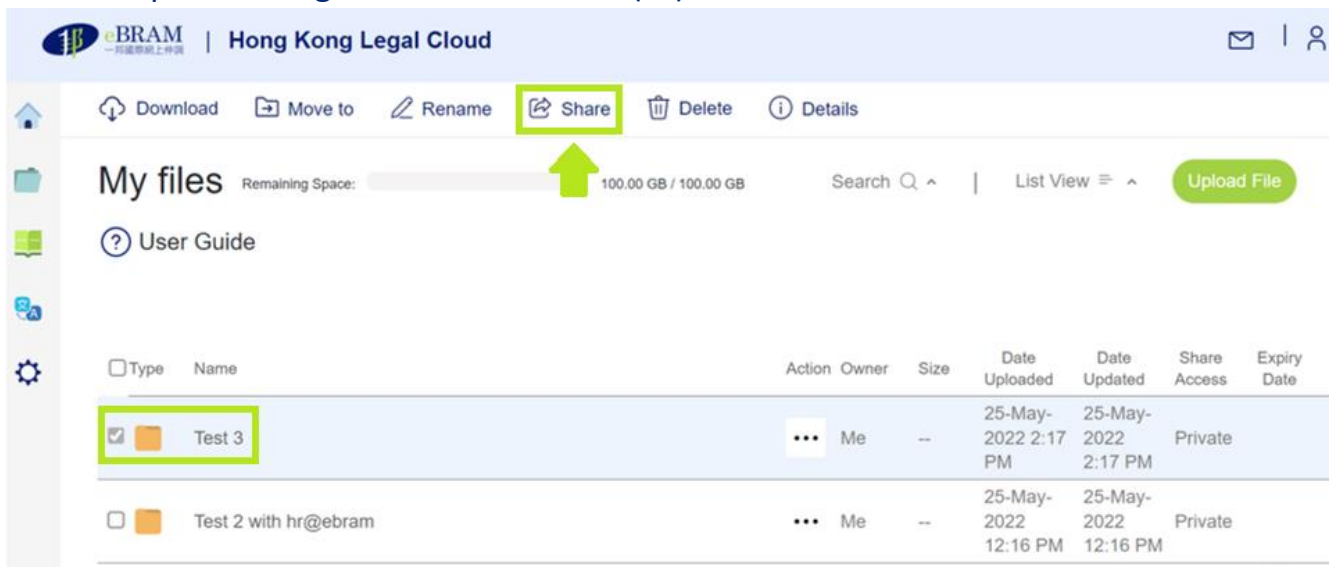
Type	Name	Action	Owner	Size	Date Uploaded	Date Updated	Share Access	Expiry Date
<input type="checkbox"/>	How_to_spot_a_phishing_email_quiz_sheet_Carmen.pdf	...	Carmen Ko	77.52 KB	31-Jan-2022 10:15 AM	31-Jan-2022 10:16 AM	Shared with me	02-Mar-2022 11:59 PM

### (e) Share a folder for an external user to upload files

To exchange files with an external user of Hong Kong Legal Cloud, click **“Create folder”** and name the folder to be shared.



Select the folder to be shared and click **“Share”** on the toolbar to share with one or more recipients using their email address(es).



Check “Allow guest user to upload document” in the Share Document panel. A reminder will be prompted to ask for your confirmation that the guest may upload many files to consume your remaining space in Hong Kong Legal Cloud or upload malicious files harmful to your computer.

**Share Document**

Give access to  
(Type 'Enter' to add new tag for an email)

external\_user@ebram.org x

Set access expiration date  
03/30/2022

☒ Allow guest user to upload document

Remarks:  
If the recipient is a registered user in Hong Kong Legal Cloud, he/she could leverage the "Share File" function to share files with you.

Share Cancel

Please note that once you allow a guest to upload files, there are risks that the guest may upload many files to consume your remaining space in Hong Kong Legal Cloud, or upload malicious files harmful to your computer.

Confirm Cancel

A notification email will be sent to the recipients' respective email addresses. After logging in with the email address and One-Time-Password, the external guest user can download the files in the folder and upload files to the shared folder.

**eBRAM** | Hong Kong Legal Cloud

Previous

Files shared with me

Search Q ^ | List View = ^

Upload File

Type	Name	Action	Owner	Size	Date Uploaded	Share Access	Expi Date
------	------	--------	-------	------	---------------	--------------	-----------

The files uploaded by the external guest user will belong to the owner of the folder so that you can manage them with “Rename”, “Move to”, and “Delete” functions.

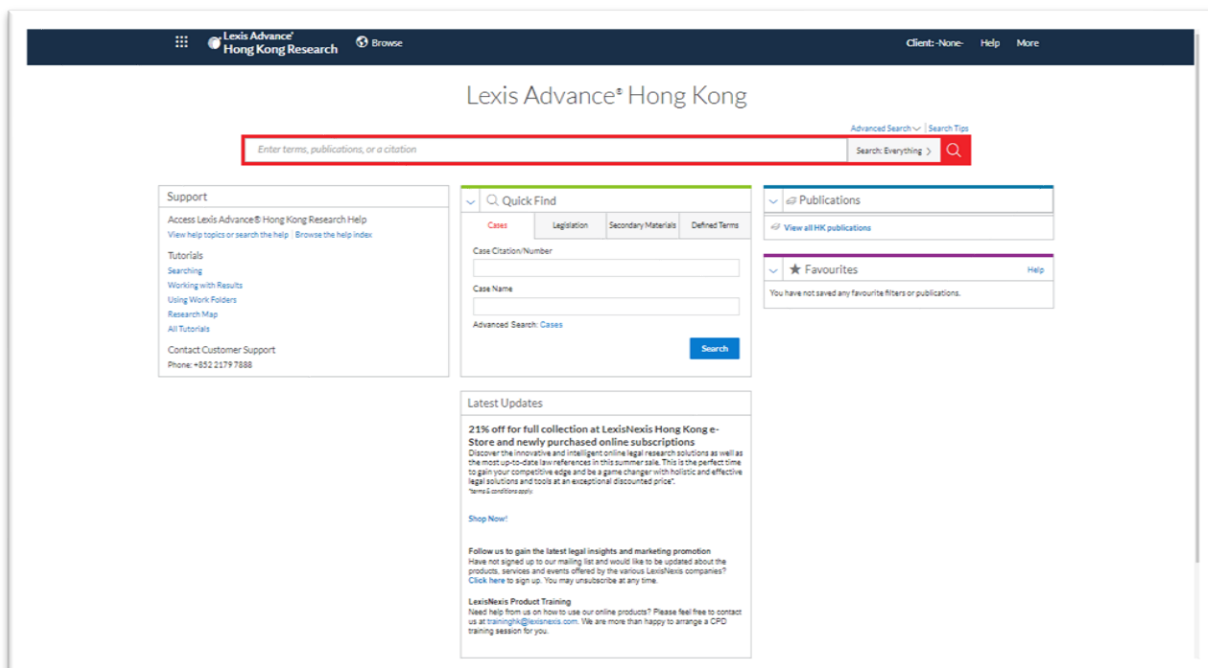
## 3.2. Hong Kong Research Platform –

eBRAM partnered with LexisNexis to provide users with exclusive access to Lexis Advance® Hong Kong platform including

- The Annotated Ordinances of Hong Kong
- Hong Kong Bilingual Legal Dictionary
- Hong Kong Cases
- Hong Kong Cases Unreported
- Laws of Hong Kong
- Halsbury's Laws of Hong Kong
- Casebase Hong Kong
- Practical Guidance Corporate
- Lexis Analytics Hong Kong

which enables users to quickly locate their required information and streamline their research process by filtering by judges' name, representation, timeline, and/or by court, and contract templates.

After clicking on the service icon on the user's home page, you will be connected to the LexisNexis Advance® Hong Kong platform.



### 3.3. Machine & Human Translation Services –

The Legal Cloud Portal provides Machine or Human Translation Services.

Our e-translation system uses AI Machine Learning assisted translation with the option at an additional charge of human professional translator final-touch editing improvement. Our e-translation system is currently only available for translation between English and Chinese (traditional and simplified), Russia, Arabic, or Spanish. Users can upload their documents to the eBRAM translation system to translate them from English to any of the above 5 languages, or vice versa.

#### 3.3.1. Machine Translation Service

##### a) Create a service request

To enjoy this free machine translation service, the user must file a request on the Portal.

The screenshot shows the Legal Cloud Portal interface. At the top, there's a navigation bar with the eBRAM logo and 'Legal Cloud' text. Below it, a sidebar contains icons for home, details, update, view quotation, save to document exchange, and download. The main area displays a table titled 'My Requests' with columns for Type, Name, and Date Modified. The table lists four requests, alternating between Machine and Human translation types. A green arrow points from a 'Create Request' button in the top right corner to the 'Create New Request' modal. The modal is titled 'Create New Request' and contains fields for 'Translation Request Title', 'Request Description', 'Document for Translation' (with a file upload area showing 'Hong Kong Legal Cloud User Guide v1.0.docx (3.78 MB)'), 'Translation Service Required' (with radio buttons for Machine and Human), and 'Languages to be translated' (with 'From' and 'To' dropdowns). A 'Create' button is at the bottom right of the modal.

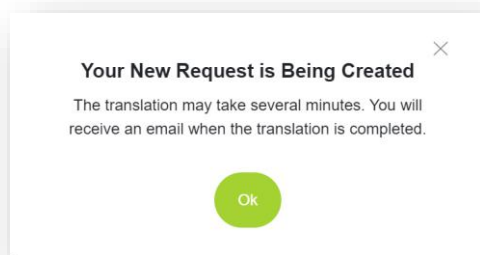
Type	Name	Date Modified
Machine	Lorem ipsum dolor sit amet, consectetur adipiscing elit	10-Sep-2021 5:05 PM
Human	Lorem ipsum dolor sit amet	2-Sep-2021 2:00 PM
Machine	Lorem ipsum_Contract_Traditional Chinese	14-Aug-2021 4:34 PM
Human	Lorem ipsum dolor	7-Aug-2021 12:15 PM

**Follow the on-screen prompts to complete your machine translation request:**


- ✓ Input a Translation Request Title
- ✓ Upload the document
- ✓ Select “Machine Translation” as highlighted
- ✓ Choose the languages to translate from and to
- ✓ Press “Create”.




The created request will appear on the summary page within several minutes.







The request status will indicate the progress of translation in terms of percentage.



**eBRAM**  
— 易國語網上仲譯 —

**Hong Kong Legal Cloud**













## My Requests

Search  ^

[Create Request](#)

[? Help](#)

Type	Translation Request Title	Action	Date Modified	Status 
<input type="checkbox"/>  Machine Translation	Machine Translation	...	16-Feb-2022 6:13 PM	 20%
<input type="checkbox"/>  Human Translation	HT	...	16-Feb-2022 3:39 PM	 Pending Invoice

After the translation is finalized, a notification email will be sent to the user, who should click on “**Document Translation Requests**” appearing in the notification email to return to the Portal.

- b)** To download the document, check the box next to the request and click “**Download**”. A message will be shown on the top right-hand to indicate the downloading status. If you wish to save the file on the Portal, click “**Save to Legal Document Exchange**” on the toolbar.

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2. Press the "Download" button

Save to Legal Document Exchange ☐ Download

**My Requests**

1. Check the box

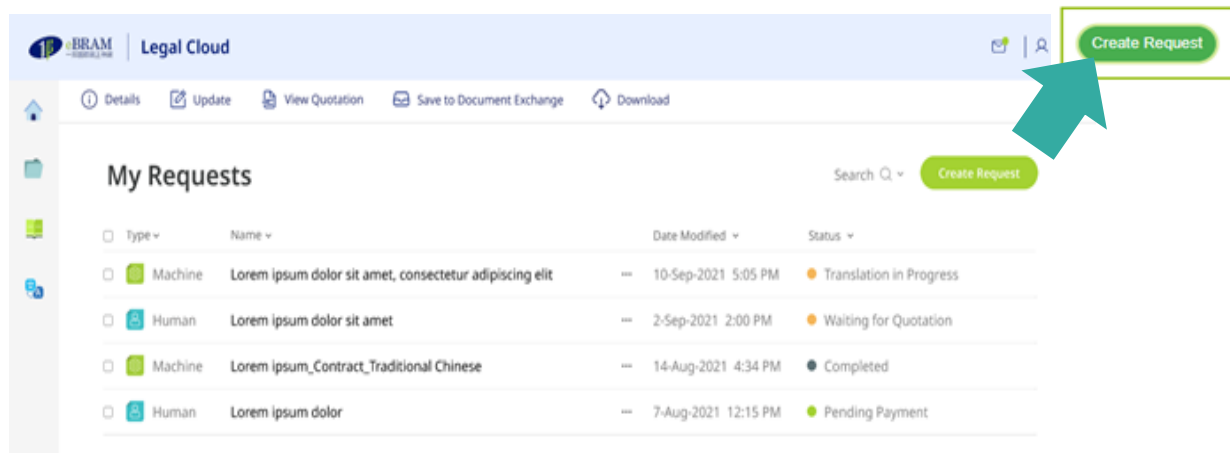
Type	Name	Date Modified
<input type="checkbox"/> Human	Test user guide	20-Jan-2022 1:00 PM
<input checked="" type="checkbox"/> Machine	Translate user guide	20-Jan-2022 12:50 PM

Downloading Finished

### 3.3.2. Human Translation Service

#### a) Create a service request

Users are required to create a request on the web page to start the human translation process. The request will be forwarded to RWS for a quotation.



After clicking on the “**Create Request**” button,

- ✓ Input a Translation Request Title
- ✓ Upload the document
- ✓ Select “**Human Translation**” as highlighted
- ✓ Choose the languages to translate from and to
- ✓ Click “**Create**”.

A confirmation message will appear, notifying the user that a quotation will be ready within a certain period, and the newly created request will appear on the requests list.

**Create New Request**

Translation Request Title\*  
Special characters like \/:\*?<>| are not allowed  
Human Translation

Request Description (maximum 255 characters)

Document for Translation\*  
Supported Type: doc, docx, pdf, ppt, pptx, xls, xlsx  
Human Translation extra supported type: 7z, zip, tar  
Unsupported Symbol (File Name): <>/:\*?%;  
File Name Length: maximum 255 characters  
Total File Size: 100MB  
Hong Kong Legal Cloud User Guide v1.0.docx (3.78 MB)  
Drag and drop file here or **Browse**

Translation Service Required\*  
☐ Machine Translation  
☒ **Human Translation**

Languages to be translated  
From\* To\*  
English x Traditional Chinese

Human translation has to be ready by\*  
02/16/2022

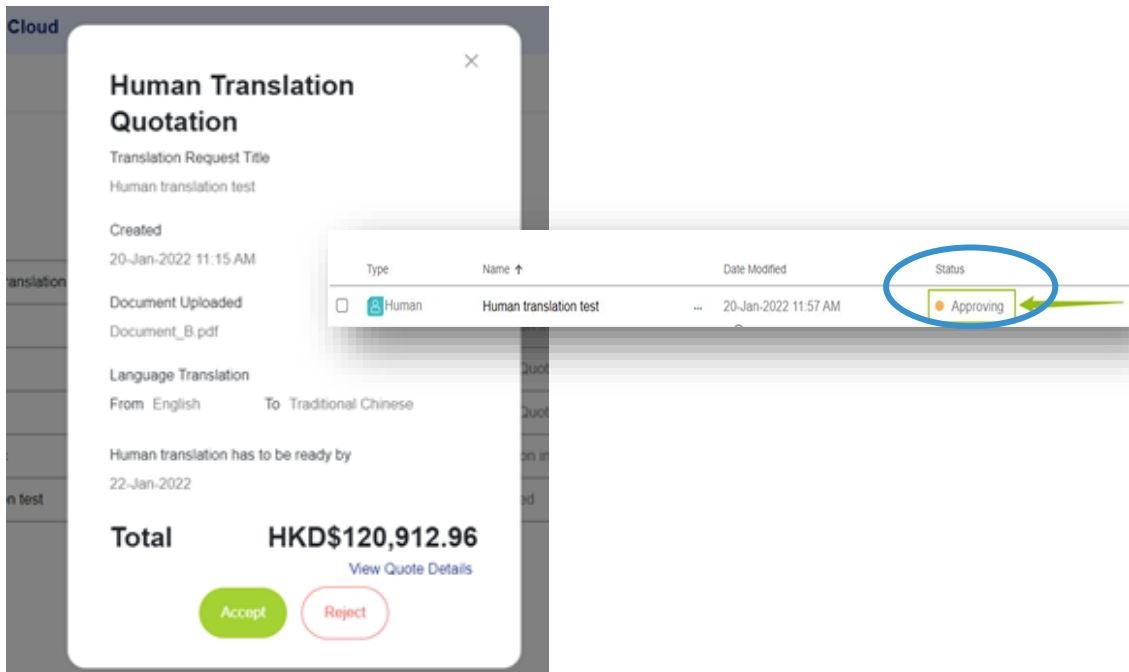
**Create** **Cancel**

## b) Accept the Quotation

When the quotation is ready, the user will receive a notification by email. The user should click on the “**Document Translation Requests**” appearing in the notification email to access the portal to review and approve the quotation, to proceed to the next step.



After accepting the quotation, the request status will be changed to “**Approving**”.



When the requested translation is finalised, the user will receive a notification by email. The user should then click on “**Document Translation Requests**” appearing in the email notification, to access the portal and download the document for review.

### c) Review the Document

Select the file and click **“Download”** to review the document.

View Quotation Accept Document Save to Legal Document Exchange Download

2. Press the "Download" button

### My Requests

Search Create Request

1. Check the box

Type	Name	Date Modified	Status
<input type="checkbox"/> Human	Human Translation test	20-Jan-2022 2:15 PM	Wait for Quotation
<input type="checkbox"/> Machine	Translate sample report	20-Jan-2022 2:15 PM	Translation in Progress
<input checked="" type="checkbox"/> Human	Test user guide	20-Jan-2022 1:10 PM	Review Document
<input type="checkbox"/> Machine	Translate user guide	20-Jan-2022 12:50 PM	Completed

### d) Confirm and Accept the Document

If no further amendments are required, click **“Accept Document”** on the toolbar and **“Proceed to Payment”** on the pop-up box to access the payment gateway.

View Quotation Accept Document Save to Legal Document Exchange Download

2. Press "Accept Document"

### My Requests

1. Check the box

Type	Name	Date Modified
<input type="checkbox"/> Human	Human Translation test	20-Jan-2022 9:45 PM
<input type="checkbox"/> Human	Test user guide	20-Jan-2022 6:09 PM
<input checked="" type="checkbox"/> Human	Test for viualization	20-Jan-2022 5:03 PM
<input checked="" type="checkbox"/> Human	Test for viualization	20-Jan-2022 4:10 PM
<input type="checkbox"/> Machine	Translate sample report	20-Jan-2022 2:20 PM
<input type="checkbox"/> Machine	Translate user guide	20-Jan-2022 12:50 PM

### Human Translation Invoice

Translation Request Title  
Human Translation test

Created  
20-Jan-2022 2:10 PM

Document Uploaded  
competitionreport.pdf

Language Translation  
From English To Traditional Chinese

Human translation has to be ready by

**Total** **HKD\$2881.2**  
[View Invoice](#)

[Proceed To Payment](#) [Cancel](#)

If the user is not satisfied with the translation, the user may send an email to [ebam.translations@rws.com](mailto:ebam.translations@rws.com) for further assistance.

### e) Payment

By clicking “Continue”, the user deems to have consented to the payment and will be directed to a secured payment gateway operated by a third party.

The image shows a 'Proceed to Payment' modal on the left and a payment gateway form on the right, connected by a large teal arrow.

**Proceed to Payment Modal:**

- Header: **Proceed to Payment**
- Text: When you click 'Continue', you will be directed to a secure third-party website for completing the payment.
- Buttons: **Continue** (green) and **Cancel** (white).

**Payment Gateway Form:**

- Billing Information:** Fields for First Name, Last Name, Company Name, Address Line 1, Address Line 2, City, Country/Region (dropdown), and Email.
- Your Order:** Total amount: HKD 2,881.20.
- Payment Details:** Card Type (radio buttons for Visa, Mastercard, Amex, JCB), Card Number, Expiration Month (dropdown), Expiration Year (dropdown), and CVN. A note states: 'This code is a three or four digit number printed on the back or front of credit cards.'
- Buttons: **Cancel** and **Pay** (green).

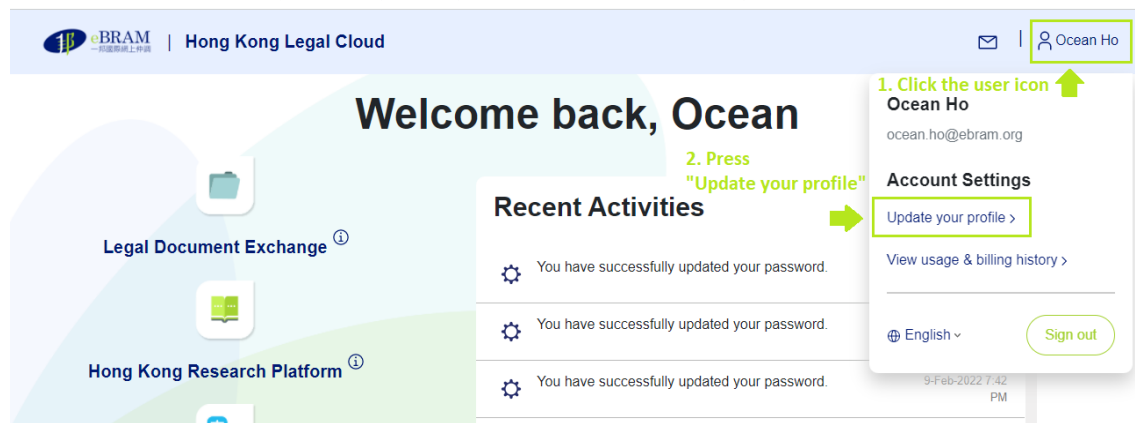
A pop-up notification message will appear on the screen, indicating that the payment has been completed. The status of the corresponding document will also be changed to “**Completed**” after the payment is settled.

### f) Save the document on the Portal

The user may save the document on the Legal Document Exchange by checking the box next to the document and clicking on “**Save to Legal Document Exchange**” on the toolbar.

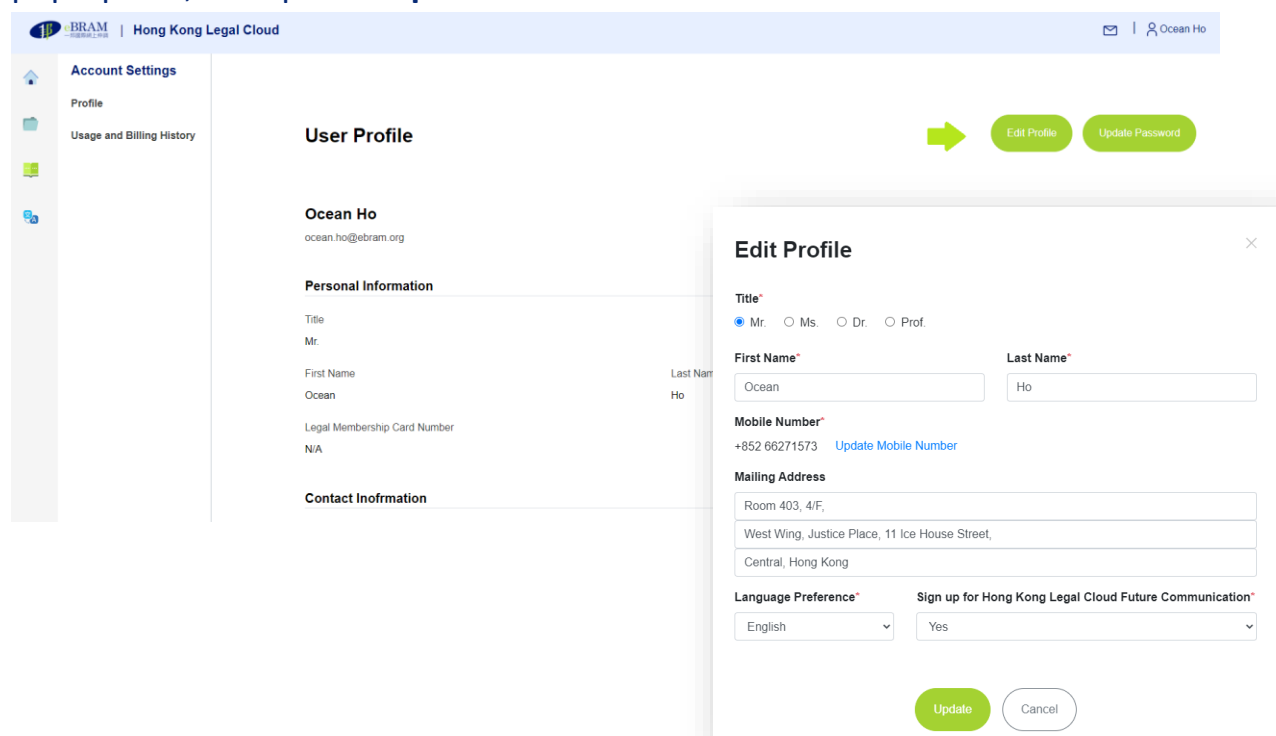
## 4. Edit your profile

The user may update his/her personal information by moving the mouse on/clicking their name to access “**Update your profile**” on the drop-down menu.



### 4.1 Update personal information –

Click “**Edit Profile**” in the personal information section and edit the information on the pop-up box, then press “**Update**”.



## 4.2 Update your Mobile Number –

On the “**Edit Profile**” page, the user may update his/her mobile number by clicking “**Update Mobile Number**”.

**Edit Profile**

Title\*  
☒ Mr. ☐ Ms. ☐ Dr. ☐ Prof.

FULL NAME as shown on the HKID Card is required

First Name\* Last Name\*  
Ocean HO

Mobile Number\* Email\*  
+852 [redacted] [Update Mobile Number](#) [redacted]@ebram.org [Update Email](#)

Mailing Address  
test address

Language Preference\* Sign up for Hong Kong Legal Cloud Future Communication\*  
English Yes

[Update](#) [Cancel](#)

Input the 6-digit verification code sent to the registered email address and click “**Continue**”.

EN 繁 简

**eBRAM**  
一邦國際網上仲調

**Security Verification**

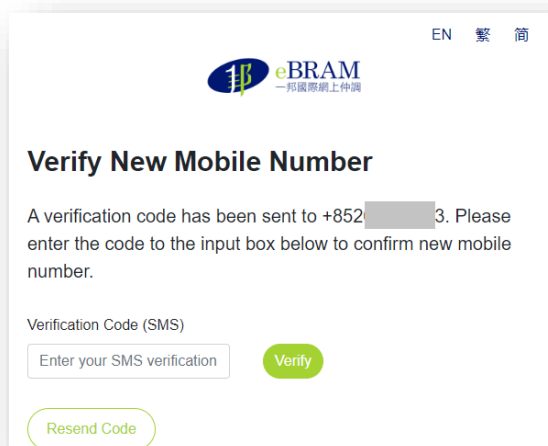
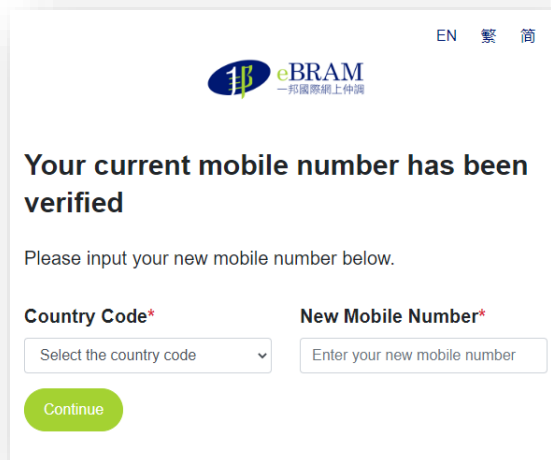
To update your mobile number, we need you to complete the multi-factor authentication. A verification code has been sent to oce\*\*\*\*\*@ebr\*\*\*\*\*. Please enter the code to the input box below to continue.

Verification Code (Email)  
Enter your email verification [Continue](#)

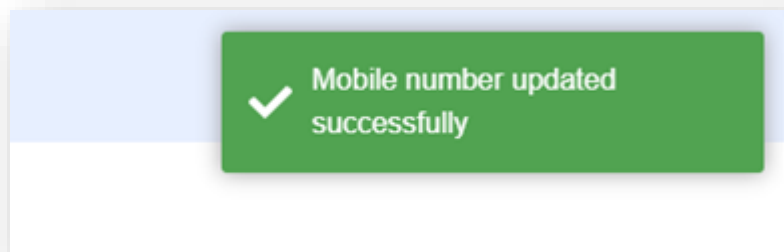
[Wait 29s to resend code](#)

Input the new mobile number to be registered with the country code and click **“Continue”**.

And then input the 6-digit verification code sent to the **new** mobile number, and click **“Verify”**



You will see the message indicating the mobile number was updated successfully.





### 4.3 Update your Email Address –

On the “**Edit Profile**” page, the user may update his/her mobile number by clicking “**Update Mobile Number**”.

**Edit Profile**

Title\*  
☒ Mr. ☐ Ms. ☐ Dr. ☐ Prof.

FULL NAME as shown on the HKID Card is required

First Name\*  
Ocean

Last Name\*  
HO

Mobile Number\*  
+852 [redacted] [Update Mobile Number](#)

Email\*  
[redacted]@ebram.org [Update Email](#)

Mailing Address  
test address

Language Preference\*  
English

Sign up for Hong Kong Legal Cloud Future Communication\*  
Yes

[Update](#) [Cancel](#)

Input the 6-digit verification code sent to the registered mobile number and click “**Continue**”.

EN 繁 简

**eBRAM**  
— 邦國際網上仲調

To update your email, we need you to complete the multi-factor authentication. A verification code has been sent to +852 XXXX1573. Please enter the code to the input box below to continue.

**Verification Code (SMS)**

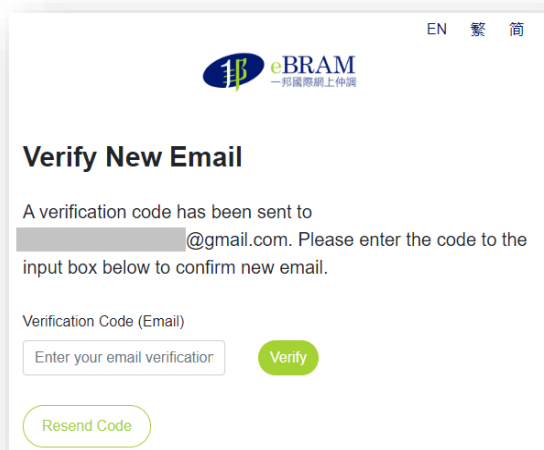
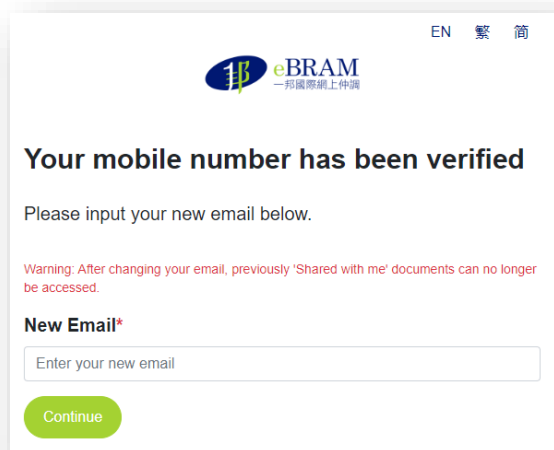
Enter your SMS verification

[Continue](#)

Wait 28s to resend code

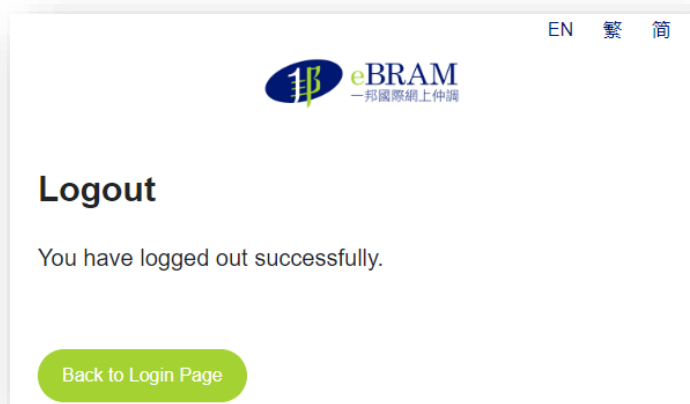
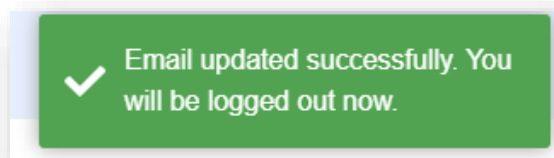
Input the new email address to be registered and click “**Continue**”.

And then input the 6-digit verification code sent to the **new** email address, and click “**Verify**”



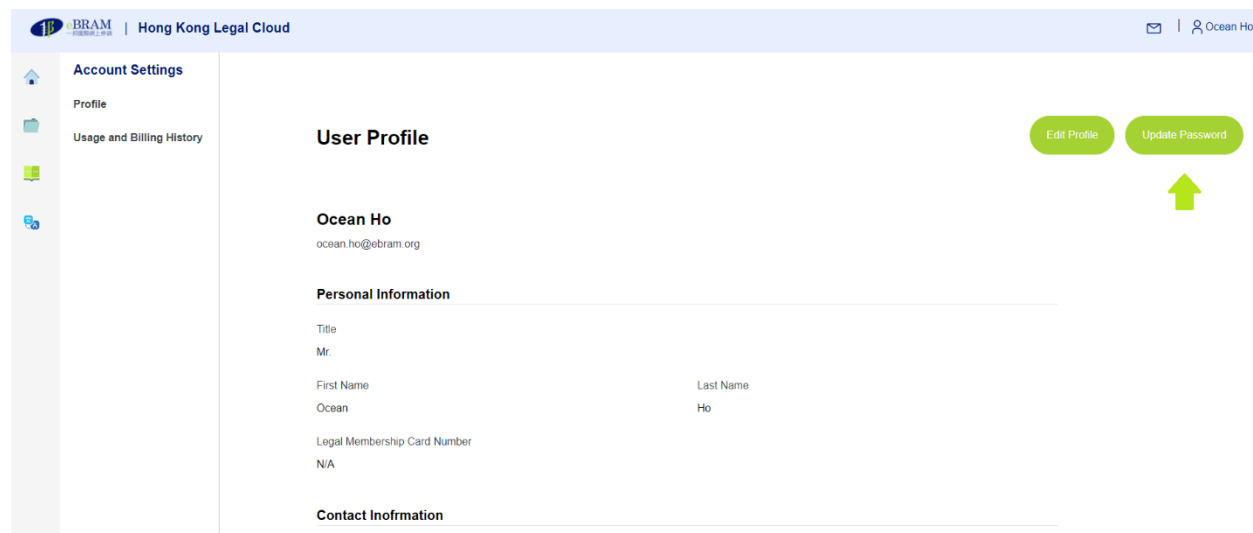
You will see the message indicating the email address was updated successfully.

You will be logged out and you have to log in to Hong Kong Legal Cloud with the new email address.



## 4.4 Change your Password –

The user may change the password by clicking on “**Update Password**” available on the personal information page.



A pop-up window will appear for the user to change the password.

- ✓ Input the old password and new password and
- ✓ Confirm new password
- ✓ Press “**Update**”.

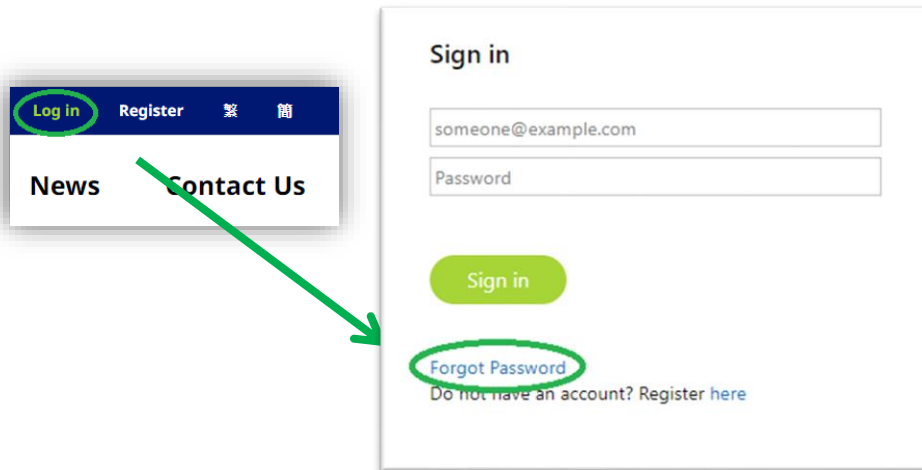
**A confirmation email for the change of password will be sent to the registered email, and the new password will be activated.**

The 'Update Password' pop-up window contains the following elements:

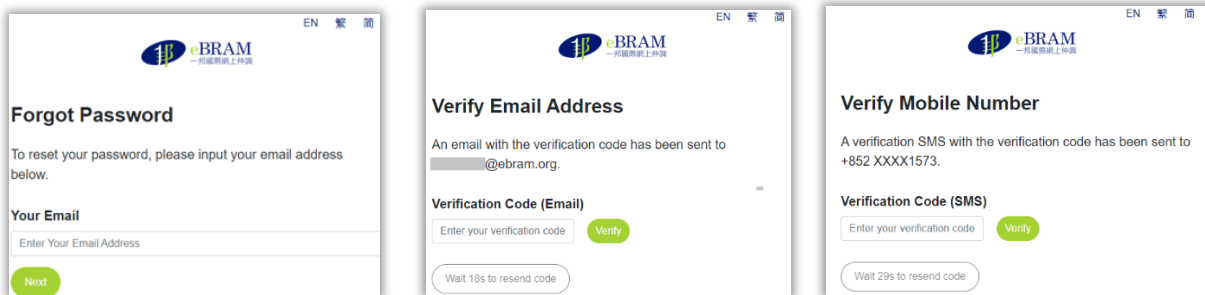
- Title:** Update Password
- Instructions:** Create a password with 8-20 characters and contains:
  - a minimum of 1 lower case letter [a-z]
  - a minimum of 1 upper case letter [A-Z]
  - a minimum of 1 numeric character [0-9]
  - a minimum of 1 special character
- Form Fields:**
  - New Password:** A text input field with placeholder text 'Enter your new password'.
  - Confirm New Password:** A text input field with placeholder text 'Enter your new password again'.
- Buttons:** 'Update' (green) and 'Cancel' (grey) buttons at the bottom right.

## 5. Forgot password

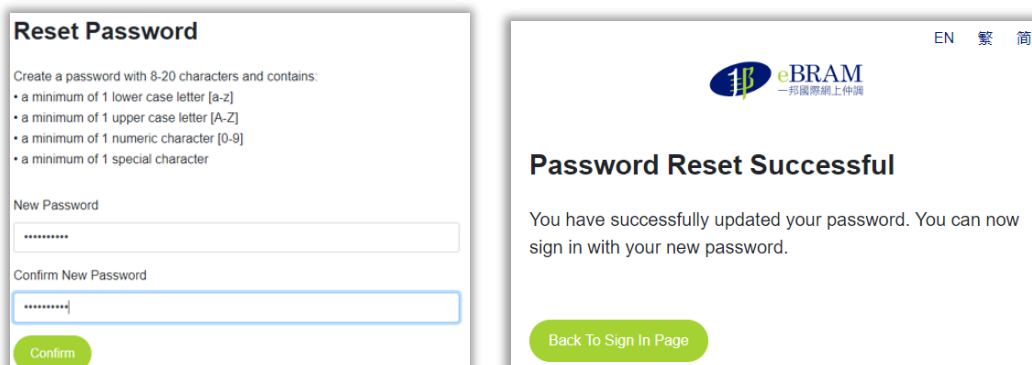
The user may reset the password with the “Forgot password” function by clicking “Log in” and then “Forgot Password” on the Hong Kong Legal Cloud public website <https://hklegalcloud.ebram.org/>.



Follow the instruction to input the registered email address, verify One-Time-Password sent to the registered email address, and verify One-Time-Password sent to the registered mobile number.



Input the new password twice and click confirm, and the password will be updated.



## 6. Enquiry and Technical support

Users may contact eBRAM for enquiries or technical support, either online via the Portal, or by email or phone.

### 6.1. Online Enquiry Form –

The user may click “**Contact Us**” at the bottom of the user’s home page or top menu bar of the public website to access the Online Enquiry Form.



To ensure a prompt reply, enquirers should indicate their name, email, message, and phone number (optional) on the Online Enquiry Form.

eBRAM will then follow up with the enquirer by email or telephone.

The screenshot shows the 'Hong Kong Legal Cloud' online enquiry form. At the top, there is a header with the eBRAM logo and contact information: 'Email: hkecloud@ebram.org', 'General Enquiry: +852 3844 5258', and 'Technical Support: +852 3792 0985'. Below the header, there is a list of required fields: '1. First Name \*', '2. Last Name \*', '3. Email \*', '4. Telephone', and '5. Message \*'. Each field has a corresponding input box. At the bottom of the form, there is a 'Submit' button and a small note: 'Never give out your password. Report abuse'.

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## **6.2. Email –**

Users may contact us by email at [hklegalcloud@ebeam.org](mailto:hklegalcloud@ebeam.org) for assistance or queries.

eBRAM will reply by email during business hours (Monday to Friday 09:00 – 18:00 excluding public holidays).

## **6.3. Telephone –**

During business hours (Monday to Friday 09:00 – 18:00 excluding public holidays), users can also contact eBRAM by phone at +852 3844 5228 (for general enquiry) or +852 3792 0985 (for technical support).



Room 403, 4/F, West Wing, Justice Place, 11 Ice

House Street, Central, Hong Kong

+852 3792 0985 Technical Support

+852 3844 5228 General Enquiry

| [hklegalcloud@ebram.org](mailto:hklegalcloud@ebram.org) | <https://www.ebram.org>



<https://hklegalcloud.ebram.org>

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