

Hello and Welcome to Fightback4Justice! This document is designed to give you all the information you need to get started on the network. For you, our clients, our aim with the VIP network is to provide you with a handy online directory of everything you will need to assist with your applications; from the extensive online library of fact sheets and claims forms, to template letters, everything you could need to help you process your application effectively. On top of this vast library of information, our VIP members have access to the live Q&A sessions we run with both law and health professionals, allowing you to talk directly to people in the know and get the help you need. Not only that but it is primarily a social platform, allowing us to further our overall mission by getting people to come together to help each other out. And when we say VIP, we really mean VIP! Our network has a priority email and telephone advice line that is checked on a regular basis, meaning our members will get their queries answered much quicker than conventional methods. Below you will find all the information you need to make the most of our features and get the most from being a VIP member.

## Accessing Documents

The Documents section should be your first port of call when you join the network. This is the area where we store our extensive range of documents from our popular Well Completed Forms to helpful Template Letters. The section is broken down into easy to use folder so you'll be able to find exactly what you need. Although all of our documents are mobile and tablet friendly, we would always advise that you view this section of the network on Desktop or Laptop.

Step 1) Click 'Documents' in the network tab.

Step 2) Select the chosen area you wish to view - for example, If you are a VIP 2 member, select VIP level Documents.

Step 3) Again, select the area you wish to view - DLA, PIP or ESA.

Step 4) Select which stage of the application process you would like to access documents on.



## Live Q&A

The Live Q&A is one of the most popular features on our network. Our team will designate times when we'll hold a Live Q&A group session where you can get involved in discussions on various topics relating to welfare benefits. This feature is open to all members and can be accessed through the network tab. Remember, our team may not be monitoring the chat at all times but if you leave a message, we will always try to get back to you within 24 hours. Keep an eye on our social media channels and inside the network to find out when we'll be holding a Live Q&A.

Click [HERE](#) to view our video tutorial on accessing the Live Q&A feature.

## Connect with FB4J

If you feel you need a little more 1 on 1 support or have a matter which you don't wish to share with others, feel free to 'Private Message' a member of our team. Our team are clearly marked with 'FB4J' in their network name - For Example, FB4J Michelle, FB4J Dee etc. We'd always advise that you connect with them by viewing their profile and clicking 'Connect'. Once you are friends with our team, you can private message them in similar ways to other forms of social media by clicking the highlighted button below. As with the Live Q&A, our team will always aim to respond within 24 Hours.



## VIP Email Account

In addition to the above, we also operate a VIP email account. This service is best used if you're struggling to get to grips with the network. Once you're a VIP member, we would always advise that you use the features above to contact us but we have added this service as a second form of contact. Obviously, we don't give the VIP email out to anyone so you'll have to be logged in to the network to find it, but below you will be able to see where our top secret email address can be found.



## Technical Support

Although we do try to make our network as reliable as possible, we understand that from time to time you may need a little technical assistance. Our tech team are always coming up with ways to make the network safer, more efficient and easier to use. However, if you do need to contact them, they are available to answer any of your technical questions and assist you in any way they can. The technical support form at the bottom of the network is the best way to get in contact. They are very hard working and will always return your messages within 24 hours. Please note - this is for technical issues only and any welfare benefit related messages will not warrant a response.

