

Page Vault User Guide

Everything you need to know to get set up and start capturing online evidence



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On Demand®



NAVIGATING THE PAGE VAULT PORTAL

The Portal is your Page Vault account hub. In the portal you can:

- Manage your account
- View, organize, and download your captures
- Access the Batch capture tool (if your firm subscribes to access)

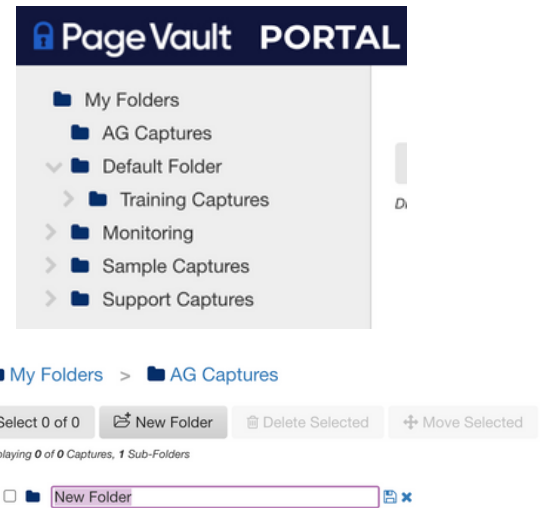
ACCESSING THE PORTAL

Navigate to portal.page-vault.com and log in with your Page Vault credentials.

ORGANIZING & VIEWING YOUR CAPTURES

Your folder structure is displayed on the left-hand side. Select the folder and a summary of the sub folders and captures contained in that folder will load in the main page. For more information, see our [help page](#).

To create folders, click “New Folder.” Name the folder and click the save icon. To move folders or captures, drag and drop items or use the “Move Selected” button.



DOWNLOADING CAPTURES

On the left-hand side, select the folder where you saved the capture. Underneath the capture preview on the main page, click “Download.” If you do not see a download button, the PDF has not been generated yet. It may take a few minutes for the button to appear. For more information, see our [help page](#).

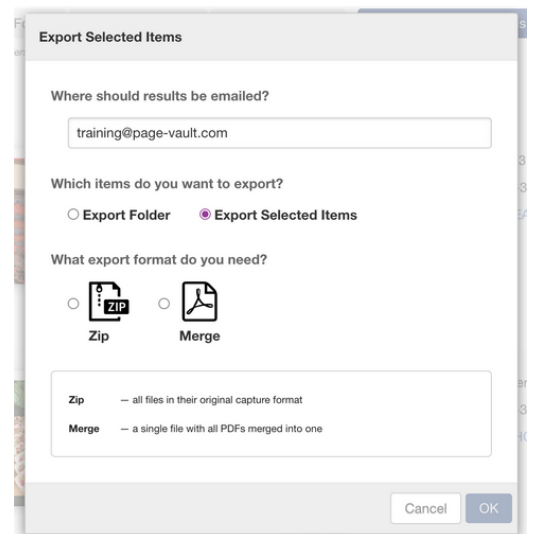
EXPORTING FOLDERS

If you need to download multiple captures or folders, select the items and click the “Export Folder” or “Export Selected Items” button. Please verify the correct email address is populated.

You will see two options for the export:

- **Zip:** each capture will download as its own PDF and include a Load File for Relativity (or similar software.)
- **Merge:** all captures will be merged into one PDF. You can choose to keep the metadata cover page on each capture or remove it.

Click OK. You will receive two emails - one confirming your export request and a second with a download link for your captures. The link will be valid for 6 hours.

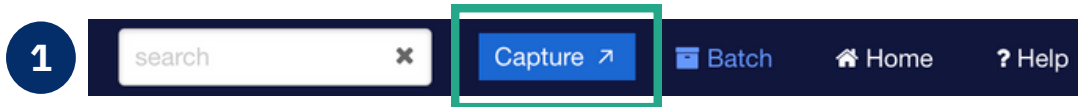




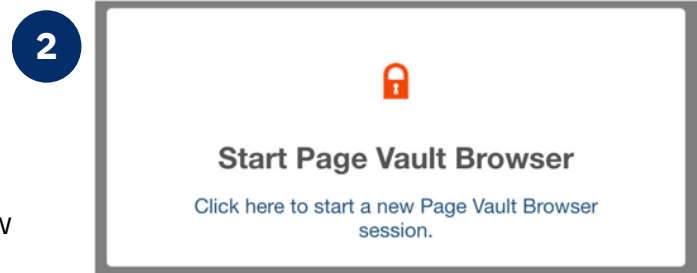
ACCESSING CAPTURE MODE

Capture Mode will open the Page Vault Browser, where you will make captures.

To access Capture Mode, log in to your Portal at portal.page-vault.com. Click the “Capture” button at the top of your screen.



A dialogue box will appear. Click on “Click here” to start your session. The browser may take 60-90 seconds to load.



NOTE: If you are asked to allow access to your clipboard, choose “Yes.” This will allow you to paste URLs and credentials into the browser.

Once connected, you will see our start page. The Page Vault Browser works just like any other internet browser. You can type or paste any URL in the address bar and press Enter to load the site you wish to capture. The buttons to the left of the address bar will help you capture content, which we will cover in the following pages.



HOW TO END A CAPTURE MODE SESSION

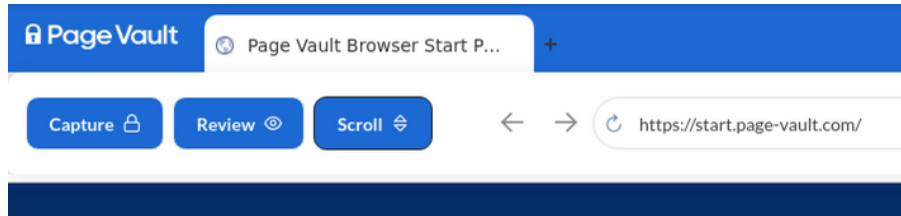
Click the “Exit” icon in the top right corner of your browser when you are done making captures. Confirm that you’re ready to end your session by clicking “Terminate.”



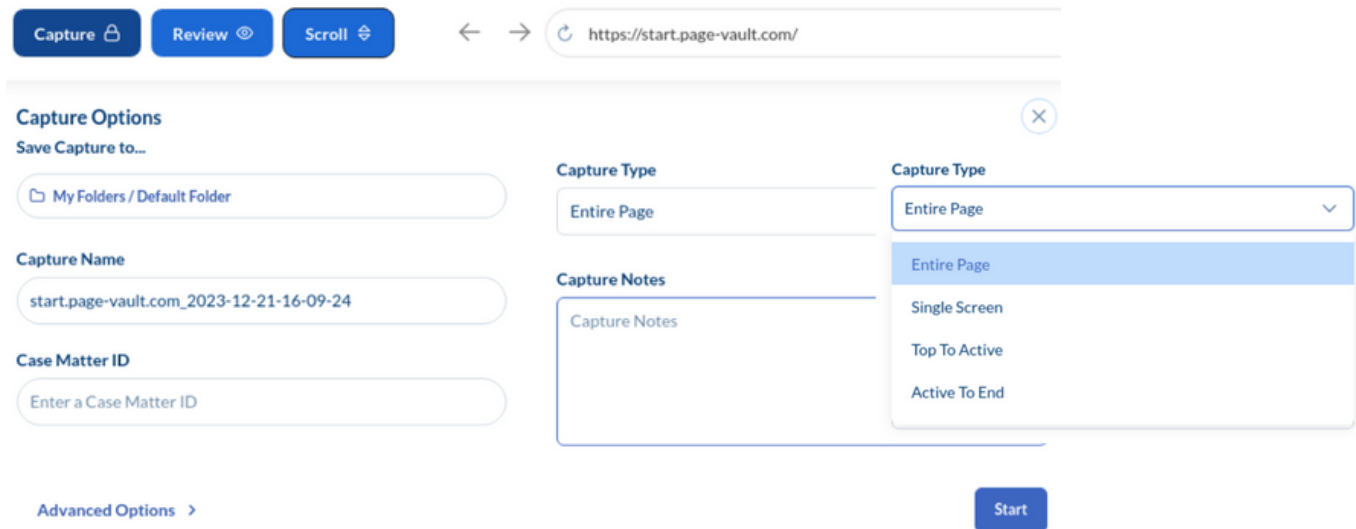
CAPTURING BASICS - WEB PAGES

HOW TO CAPTURE A WEB PAGE

1. Enter the URL that you need to capture in the browser address bar and press Enter.
2. Once the web page has loaded, click “Scroll.” This will scroll down the page, load additional content, and trigger pop ups. Once the Scroll has completed, close any pop ups that you don’t want to appear in the captured PDF.



3. Click “Capture.”
4. Under Capture Options, select the folder where you want to save the capture. You can also change the default capture name, input a case matter ID, and add notes. Notes will be visible only in the Portal and will not appear in the capture.



5. Under Capture Type, select one of four options:
 - **Entire Page:** capture the entire page
 - **Single Screen:** capture a one-page PDF output of what you are currently looking at
 - **Top to Active:** capture from the top of the page down to what you are currently looking at
 - **Active to End:** capture what you are looking at down to the bottom of the page
6. Click “Start” to begin the capture process. Return to your Page Vault Portal to view your capture.



CAPTURING BASICS - FACEBOOK

HOW TO CAPTURE A FACEBOOK PROFILE

1. Enter the URL that you need to capture in the browser address bar and press Enter.

2. Once the page loads, it is important to log in to Facebook to access all available content. We suggest using an examiner account to prevent your personal information from appearing in the capture. See our [help page](#) for more detail.

3. After logging in, click “Expand.”

4. Under Capture Type, select one of two options:



- **Standard:** capture one PDF of the profile and a second PDF of the posts with expanded comments, if you elect to capture comments.
- **Post by Post:** capture individual PDFs for each post on the profile with comments

Capture Type

Standard ⓘ

Post by Post ⓘ

Standard is best for capturing a personal Facebook page. Post by Post is best for large profiles like Facebook groups, companies, and celebrities. For more information on using the Post by Post Capture type, see our [help page](#).

5. Under Capture Options, select one of three options:

- **Scroll page only:** scroll to load older posts; it will not open comments or capture content; useful for investigations using ctrl F to search for keywords
- **Scroll page & capture (no comments):** scroll the profile and capture posts
- **Scroll page & capture (with comments):** scroll the profile and capture posts with comments

Capture Options

Scroll page only (no capture, no comments)

Scroll page & capture (no comments)

Scroll page & capture (with comments)

NOTE: The pixel limit stops the expansion process after a certain number of pixels load to prevent any extremely large profile from crashing the browser. We find that the browser functions best when limiting the expansion to 250,000 pixels at a time.

Pixel Limit ⓘ

250,000 px

6. Once you have the Expand settings selected, select the folder where you would like to save the capture. You can also change the default capture name, input a case matter ID, and add notes.

7. Click “Expand and Capture.”



CAPTURING BASICS - INSTAGRAM

HOW TO CAPTURE AN INSTAGRAM PROFILE

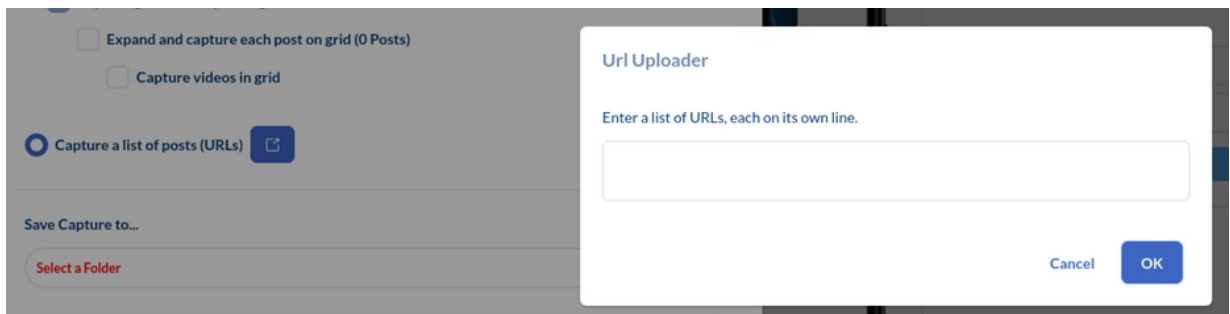
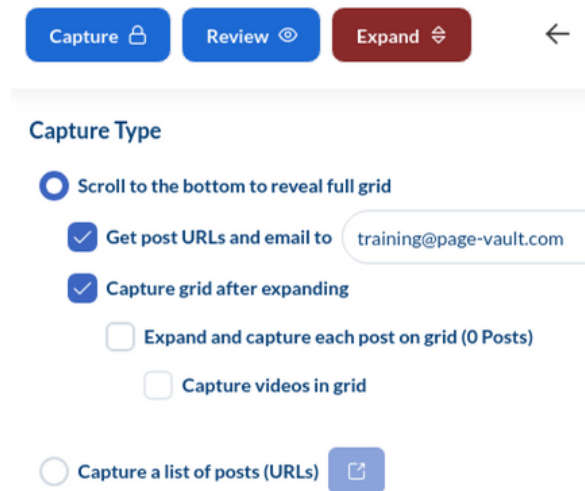
1. Enter the URL that you need to capture in the browser address bar and press Enter.

2. Once the page loads, it is important to log in to Instagram to access all available content. We suggest using an examiner account to prevent your personal information from appearing in the capture. See our [help page](#) for more detail.

3. After logging in, click “Expand.”

4. Under Capture Type, select desired options:

- Default options shown here will capture the Instagram grid in view and email a list of posts available on the profile, including the post URLs. Verify that the correct email address is populated.
- “Expand and capture each post on grid” will capture each post on the profile in individual PDFs including comments.
- “Capture videos in grid” will capture the playable output of any videos.
- “Capture a list of posts” will open a pop-up where you can paste URLs of specific posts you would like to capture. Each post will capture in an individual PDF.



5. Once you have the Expand settings selected, select the folder where you would like to save the capture. You can also change the default capture name, input a case matter ID, and add notes.

6. Click “Expand and Capture.”

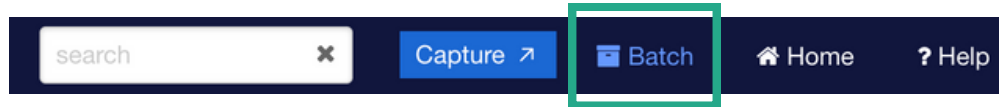


INTRODUCTION TO BATCH

Batch is a premium feature designed to quickly capture bulk web pages, documents, and videos. Batch is included in Professional and Enterprise plans, and it can be added to any plan for an additional charge. Please contact [Customer Support](#) for more information.

ACCESSING BATCH

First log in to the Page Vault Portal at portal.page-vault.com. Once logged in, click on the icon that says “Batch”, next to the Capture button.



This will bring you to the job request page, where you can select from web page, document, or video.

HOW TO START A BATCH CAPTURE

Each job type will require you to select a folder where you want to save the captures and enter a Job Name. This will also be the name of the sub folder where your captures will save in the Portal. Adding a case matter ID is optional.

Folder:	<input type="text" value="My Folders / Monitoring"/>	← 1. Select a folder for your captures. (Required)
Job Name:	<input type="text" value="Training"/>	← 2. Enter a job name for this Batch capture. (Required)
Case Matter Id:	<input type="text"/>	← 3. If applicable, enter a case matter ID. (Optional)

Next, paste your desired URLs in the URL List Box with each URL on its own line.

Please read the notes next to the URL list for information on what kind of content we can capture for each job type. For more information, see our [help pages](#). Web page jobs can handle 500 URLs per job and run 10 jobs at once. For Document and Video jobs, you can enter up to 25 URLs per job and run 10 jobs at once.

Once you have entered your URLs, click “Start Batch Capture.” URLs that are not valid for capture will return in a pop-up. Click the button a second time to begin the capture for all valid URLs.

Once the job has started, you will be directed to the Job History page where you can see the progress of the jobs currently running, as well as previous jobs.



USEFUL CHROME EXTENSIONS FOR BATCH

We recommend downloading three chrome extensions to help with Batch captures:

1. EDIT THIS COOKIE

Edit this Cookie copies cookies to block pop-ups and maintain logins

- When to use:
 - To capture web pages that have cookie notifications or other pop ups to prevent the pop ups from blocking content on the page.
 - To capture web pages or videos that require login or age verification (e.g., Facebook videos)
- How to use:
 - Install the "EditThisCookie" extension for Google Chrome
 - Access website you want to capture in google chrome (not Page Vault)
 - Log in (or verify that you're already logged in) to the website you are attempting to capture
 - Click all of the popups you wish to close on the website
 - With the website tab active in Chrome, click the EditThisCookie icon
 - Click the "Export" icon
 - Paste your clipboard contents into the text box below

2. LINK GRABBER

Link Grabber pulls all available URLs on a web page

- When to use:
 - To capture all subpages of a webpage or social media profiles
 - To capture an entire YouTube channel
- How to use:
 - While viewing the webpage you want to pull the URLs from, click the Link Grabber extension
 - Copy URLs from provided list
 - Paste URLs into Batch tool

3. VIDEO DOWNLOAD HELPER

Video Download Helper pulls all available URLs on a web page

- When to use:
 - To find the source URL for videos embedded in webpages
- How to use:
 - Click the Video DownloadHelper extension while viewing the video you wish to capture
 - Look for the option with "HLS Streaming"
 - Click the ellipses on the right side of the option
 - Select Copy Video URL
 - Paste URL into Batch tool



SUPPORT RESOURCES

CUSTOMER SUPPORT

If you have any questions, want tips for a specific project, or need to request an affidavit, our customer support team is here to help! Reach out by email, form, or phone, and we will get back to you within one business day (usually within a few hours).

[Support Request Form](#)

Email: support@page-vault.com

Phone: (312) 561- 4113

Hours: M-F, 9am-5pm CT

TRAINING SESSIONS

We offer several open training sessions every week to discuss questions, offer best practices, and walk through how to make captures across web and social platforms.

Register for a session [HERE](#)

To arrange a private firm training please reach out to Customer Support.

HELP CENTER

We have Help Pages covering everything from logging in and making your first capture to more complex social media questions and more.

Link: <https://help.page-vault.com>

Page Vault On Demand[®]

Outsourced web captures for legal use.

Tell us what you need captured. We'll do the rest.

Short on time, complicated project, or prefer to outsource? Our capture experts can help.

1 Submit a request

Online form, email, or phone call— just tell us what you'd like to capture.

Online: [Request a Quote Form](#)

Email: ondemand@page-vault.com

Phone: (312) 561 - 4113 x1

2 Receive a free quote

Our team will review your request, then send you a quote. We can accommodate rush jobs, just let us know!

3 We deliver the capture

Once the quote is approved, Page Vault will make the captures and send them to you. Affidavits are available for all collections upon request

Get started at page-vault.com/ondemand

FEATURES



AFFIDAVITS



RUSH JOBS



METADATA ON EVERY PAGE



MONITORING & RECURRING CAPTURES

WE CAN CAPTURE

- Facebook
- Instagram
- TikTok
- Twitter
- LinkedIn
- Videos
- Web pages
- Entire Websites
- Wayback Machine
- and more!

For our full list of services, please visit

page-vault.com/ondemand