Page Vault User Guide

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

AT A GLANCE

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
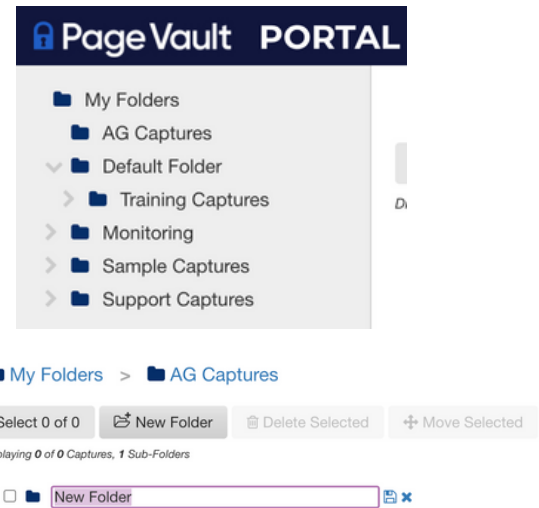- Access the Batch & Site Crawler capture tools (if your firm subscribes to access)

ACCESSING THE PORTAL
Navigate to portal.page-vault.com and log in with your credentials.

ORGANIZING & VIEWING YOUR CAPTURES
Your folder structure is displayed on the left-hand side. Select a 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.
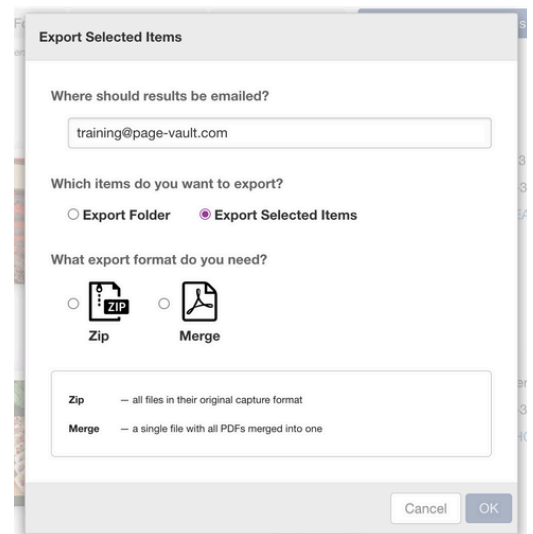
EXPORTING FOLDERS
If you need to download multiple captures or folders, select the items and click the "Export Folder" or "Export Selected Items" button. Please verify the email address.

Export Options:
- Zip: each capture downloaded as its own PDF + Load File for eDiscovery software.
- Merge: all captures 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.
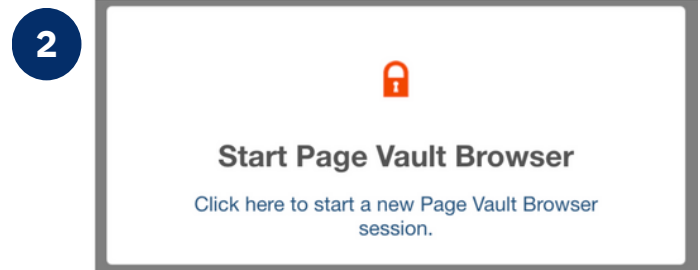
ACCESSING THE CAPTURE BROWSER

To access the Page Vault Browser, log in to your Portal at portal.page-vault.com.
Click the "Capture" button at the top of your screen.

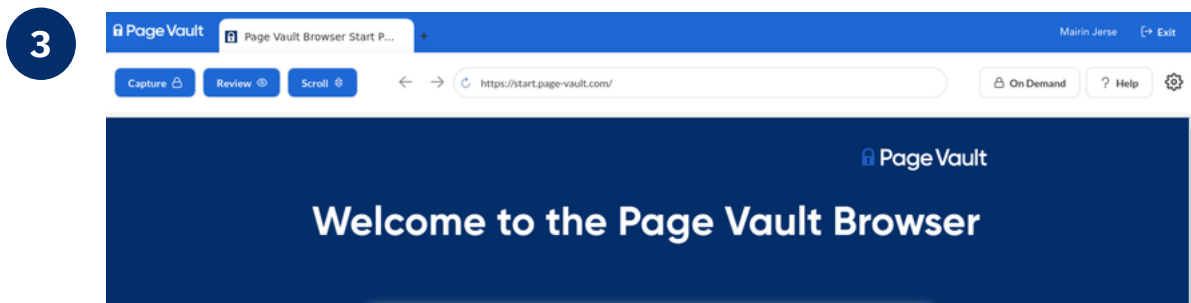**1** search ✕ | Trial Site Crawler | Capture ↗ | 🗄 Batch | ? Help

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.

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Start Page Vault Browser
Click here to start a new Page Vault Browser session.

Once connected, you will see our start page. Our 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.

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🔒 Page Vault | 🔲 Page Vault Browser Start P... | + | Mairin Jerse | [→ Exit
Capture 🔒 | Review 👁 | Scroll ⟳ | ← → ⟳ https://start.page-vault.com/ | 🔒 On Demand | ? Help | ⚙
🔒 Page Vault
Welcome to the Page Vault Browser
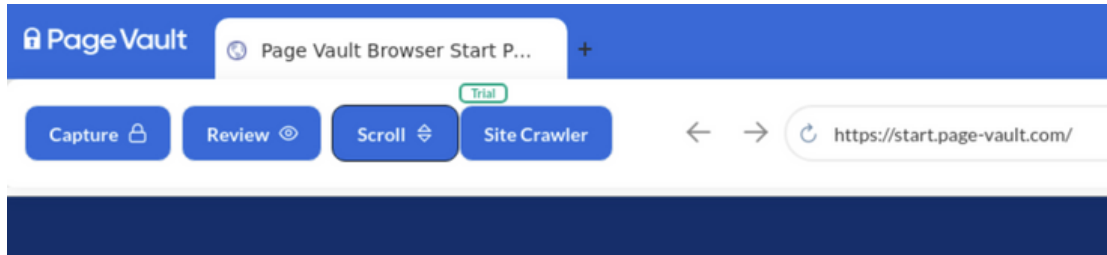
HOW TO END A CAPTURE MODE SESSION
Click the "Exit" icon in the top right corner of your browser when you are done making captures. Confirm that you're ready to end your session by clicking "Terminate."
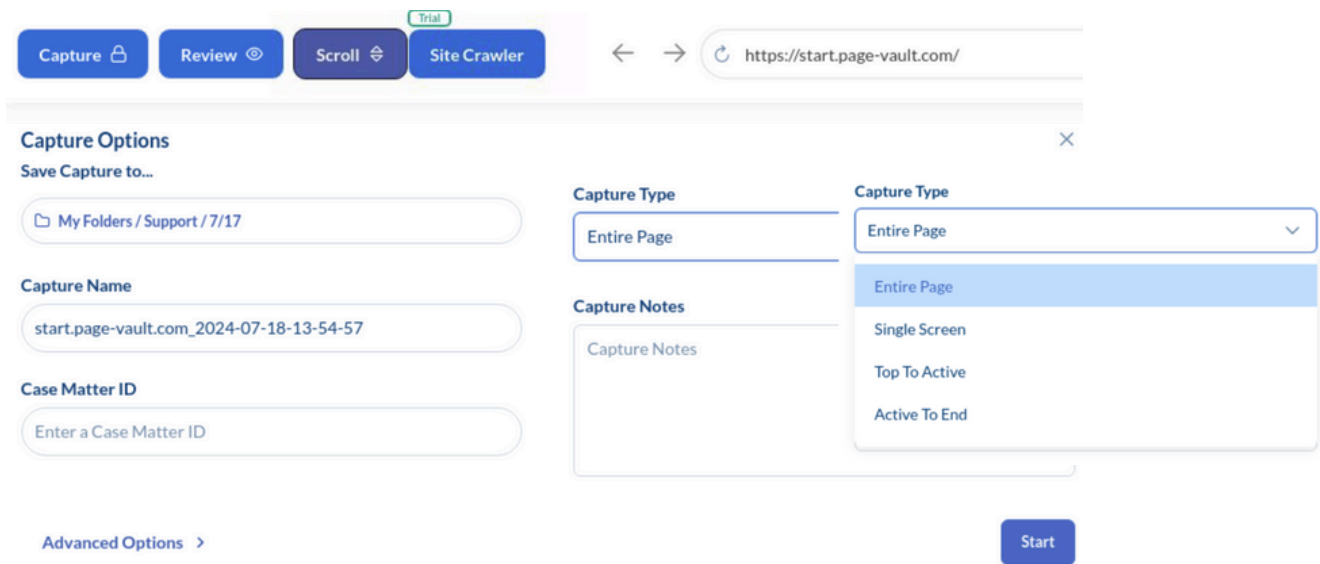
CAPTURING WEB PAGES

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, close any pop ups that you don't want to appear in the captured PDF. You can also click "Scroll" to scroll the page and load content.

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:
- <u>Entire Page:</u> capture the entire page
- <u>Single Screen:</u> capture a one-page PDF of what you are currently looking at
- <u>Top to Active:</u> capture from the top of the page to what you are looking at
- <u>Active to End:</u> 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 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: request a scrape of the profile

5. Under Capture Options, select one option:

- Scroll 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: scroll the profile and capture posts

- Capture Page & Post with Comments Expanded: scrolls the profile and captures the posts, also produces a merged PDF of all individual posts with comments expanded

- Bulk Capture List of Post URLs: Paste a list of Post. Video, or Reels URLs to be captured. This results in one single PDF capture per URL.

NOTE: The pixel limit stops the expansion 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.

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 INSTAGRAM
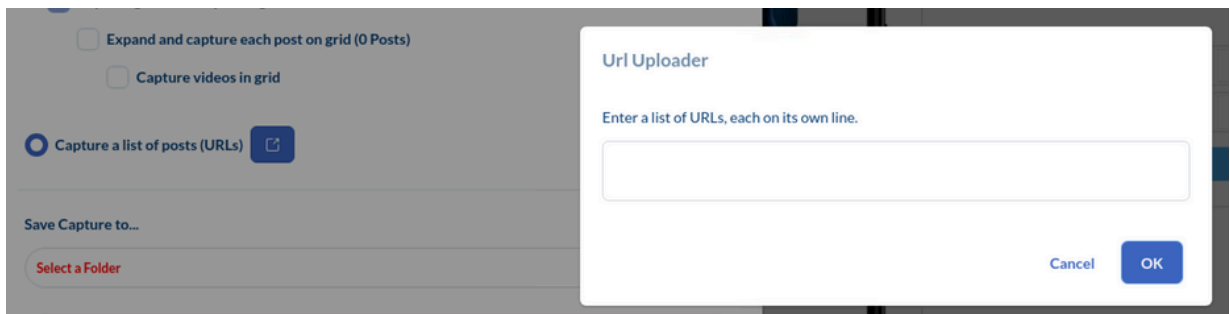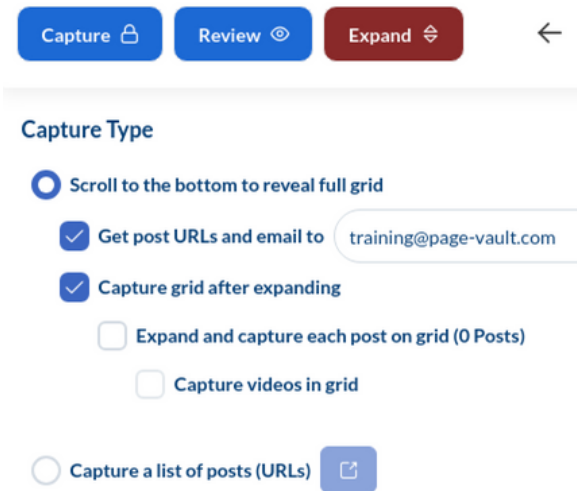
HOW TO CAPTURE AN INSTAGRAM PROFILE

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. Please verify the email address.

- "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 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.
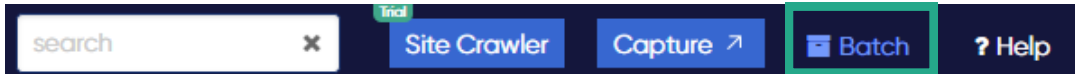
6. Click "Expand and Capture."

BULK CAPTURES WITH BATCH

Batch is a premium feature designed to quickly capture bulk web pages, documents, and videos. Contact Customer Support if you are interested in upgrading your plan.

ACCESSING BATCH
In your Page Vault Portal, click on the "Batch" button.

This will bring you to the job request page. Click web page, document, or video depending on what you need to capture.

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.

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 process 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 a few chrome extensions to help with Batch captures:

1. 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

2. 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

3. COPY COOKIES
Copy Cookies copies the existing from your existing browsing session
- When to use:
    - To help bypass pop-ups or log-ins when using Batch and Site Crawler
- How to use:
    - Access the webpage you are trying to capture and close out any pop-ups/log into your account
    - Click the Copy Cookies extension while viewing the web page
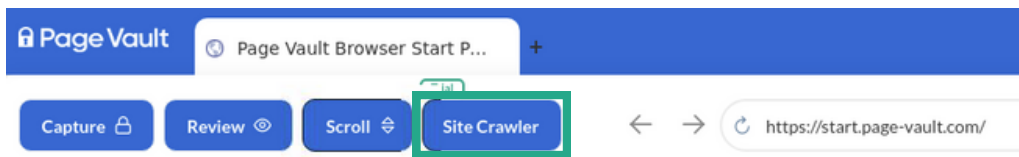   - Paste the copied cookies into the Advanced Options dialog

CAPTURING WEBSITES WITH SITE CRAWLER

Site Crawler is a premium feature designed to crawl and capture entire websites. Please contact Customer Support if you are interested in upgrading your plan.

ACCESSING SITE CRAWLER: You can start a crawl from the Page Vault Browser or Portal.

HOW TO START A SITE CRAWL FROM THE BROWSER

In your Portal, click the Capture button to launch the Browser. Navigate to the website you wish you crawl. Close any pop ups, cookies acknowledgements, or other elements you do not want present in your captures. Then click Site Crawler.

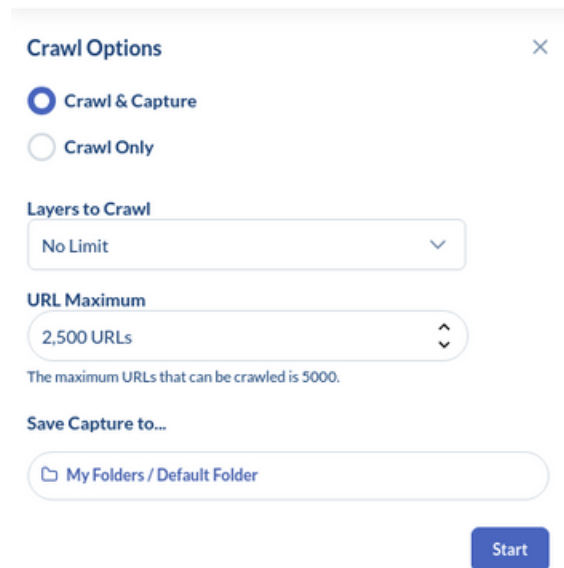You have two options when starting a crawl:

Crawl & Capture: crawl the website to get a list of all URLs and capture each page
Crawl Only: crawl the site to generate just a URL list, no captures. Start here if you don't know the size of the site or if you want to capture specific links using our Batch tool.

Layers to Crawl defaults to no limit, however this can be restricted to crawl 1- 5 layers. Think of layers as the number of clicks deep you want the crawl to go. Starting from your main URL, when you click into a new URL on that page you are entering the next layer and so on. We recommend No Limit if you want the whole site.
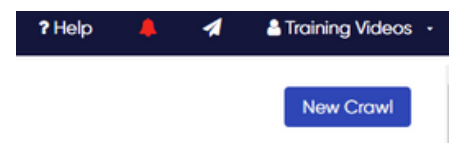
You can increase the URL Maximum up to 5,000.

Click Start to begin the crawl. Return to the Portal and click the Site Crawler button to track its progress and see your results.

HOW TO START A SITE CRAWL FROM THE PORTAL

Click the Site Crawler button at the top of your Portal. Click New Crawl and follow the steps. Using this method, you may need to add cookies to your crawl to help prevent any pop-ups, whereas in the browser your cookies are automatically stored from your browser session. For more information on how to enter your cookies, view our help article here!

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