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**FIRST VIRTUAL** Site Map

**Become a Seller**  
**Shopping Directory**  
**System Overview**  
**Company Information**  
**Customer Support**  
**VIP Integrators**  
**What's New**

**Apply**  
VIRTUAL PIN

## General Information

[[HelpMeister](#)] [[InfoHaus](#)] [[InfoHaus Seller's Guide](#)]

# The InfoHaus HelpMeister

The HelpMeister covers advanced topics for expanding your shop's design and capabilities. For basic information on opening a shop and stocking it with products for sale, please refer to the [InfoHaus Seller's Guide](#).

**Contents of this Page:**

- [Improving the Look of Your Shop](#)
- [Products](#)
- [Changing How Your Shop is Listed](#)
- [Contact With Customers](#)
- [Selling Periodicals](#)
- [Fees, Accounting and Changing Your Information](#)
- [Miscellaneous](#)
- [Legal Information](#)

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## Improving the Look of your Shop

Your shop is up and running, but doesn't look as enticing as you would like. Here are the tips and tricks to make your storefront an eye-catching Web site.

- [Adding Graphics](#)
- [Designing Your Own Shop Pages](#)
- [Adding Forms -- Customer Responses](#)
- [Adding Forms -- Transactions](#)
- [Adding Directories of Your Products](#)

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## Changing How Your Shop Is Listed

- [Adding a Brief Description Under Your Shop Name](#)
- [Making Your Shop Invisible](#)

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Details on products and how to keep them up to date.

- [Choosing the Correct File Extensions](#)
- [Modifying Products Already in Your Shop](#)
- [Setting a Product's Posting Date](#)
- [Creating Product Expiration Dates](#)
- [How to Buy Products Through E-mail](#)
- [Adding a Directories of Your Products](#)

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## Contact With Customers

- [Contacting Your Customers](#)
- [How Customers Can Contact You](#)

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## Selling Periodicals

Information for Merchants selling subscriptions to products that are sent to buyers on a regular basis.

- [How To Use Periodicals](#)
- [Gift and Trial Subscriptions](#)
- [Making Payment Optional in Periodicals](#)
- [How Buyers Can Adjust Their Subscriptions](#)
- [Periodical Distribution](#)

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## Fees, Accounting and Changing Your Information






InfoHaus billing and how to update the financial information, e-mail address, etc. that First Virtual has on file for you.

- [InfoHaus FEES for Merchants](#)
- [Designating Which VirtualPIN to Charge](#)
- [If You Change Your E-mail Address](#)
- [Changing Your Seller's VirtualPIN](#)
- [Additional Messages for Accounting Purposes](#)

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## Miscellaneous

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- o [Can't Sell Timed Access to My Shop?](#)
- o [Do You Customize Products Or Sales Processing?](#)

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## Legal Information

IMPORTANT: When you use your VirtualPIN, you agree to our [Terms & Conditions](#). Please read them.

- [Products Not Allowed on the InfoHaus](#)

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If you cannot find an answer in our on-line documentation, please send your question to: [ih-support@fv.com](mailto:ih-support@fv.com). Be sure to include your VirtualPIN and DBA (shop name).

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Comments about this Web site: [webmaster@fv.com](mailto:webmaster@fv.com)  
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### Adding Graphics

To add graphics to your shop:

1. Deliver the image to the InfoHaus, via FTP, as you would any other product.
2. Register the item by Telnet. Type in the following information when the appropriate prompt appears:

**item name** -- enter the name you will call the image file in your HTML code, but start the name with "**HIDDEN.**" (use all caps and include the period). The hidden image will not be seen on your shop's web page until you reference it in your HTML. (IMPORTANT: The InfoHaus will automatically add ".free" and ".gif" or ".jpg" extensions, as explained in Chapter 4 of the [InfoHaus Seller's Guide](#).)

**price** -- enter a price of zero (0.00).

**free portion** -- enter the name of the file you FTP'd to the InfoHaus (remember to name it exactly -- case matters).

**free portion's file type** -- select the type of image it is.

(Note: Since the price was zero, you will not be prompted for a paid part.)

3. Add an <IMG> tag to your shop's HTML that references the image by its relative URL:

```
/access/by-seller/your_shop_name/HIDDEN.item_name.free.gif
```

(Note: You **must** use full path from the root of the InfoHaus as shown!)

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If your cannot find an answer in our on-line documentation, please send your question to: [ih-support@fv.com](mailto:ih-support@fv.com). Be sure to include your VirtualPIN and DBA (shop name).

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# Designing Your Own Shop Web Pages

The InfoHaus automatically generates storefront pages. You may override these with your own HTML documents, creating a totally custom shop.

## The Basics

1. Your custom pages need to be complete HTML documents. Include <HTML> tags, <HEADER> tags, etc.
2. To customize your main page, the file must be called "**HIDDEN.ROOT**" (uppercase, with the period). This is the page displayed when a Buyer enters your shop.
3. The names of other pages you add must start with "**HIDDEN.**" (uppercase, with the period).
4. When creating links between your pages, please remember the InfoHaus naming conventions (see Chapter 4 of the [InfoHaus Seller's Guide](#)). Specifically, every filename will have ".free.html" added at the end.
5. **Your links must use the entire path from the root of the InfoHaus:**

```
/access/by-seller/your_shop_name/HIDDEN.page_name.free.html
```

6. To link to a product you are selling, remember to follow the product's name with ".paid" and the appropriate extension (".gif", ".txt", etc.):

```
access/by-seller/myshop/product_name.paid.txt
```

7. We strongly recommend [Making Your Shop Invisible](#) while adding custom pages.

## To Add a Custom Page by FTP

1. Upload your HTML file to the InfoHaus, as you would any other item.
2. Register it by Telnet. Type in the following information at the appropriate prompt:

# Explore Litigation Insights

Docket Alarm provides insights to develop a more informed litigation strategy and the peace of mind of knowing you're on top of things.

## Real-Time Litigation Alerts



Keep your litigation team up-to-date with **real-time alerts** and advanced team management tools built for the enterprise, all while greatly reducing PACER spend.

Our comprehensive service means we can handle Federal, State, and Administrative courts across the country.

## Advanced Docket Research



With over 230 million records, Docket Alarm's cloud-native docket research platform finds what other services can't. Coverage includes Federal, State, plus PTAB, TTAB, ITC and NLRB decisions, all in one place.

Identify arguments that have been successful in the past with full text, pinpoint searching. Link to case law cited within any court document via Fastcase.

## Analytics At Your Fingertips



Learn what happened the last time a particular judge, opposing counsel or company faced cases similar to yours.

Advanced out-of-the-box PTAB and TTAB analytics are always at your fingertips.

## API

Docket Alarm offers a powerful API (application programming interface) to developers that want to integrate case filings into their apps.

## LAW FIRMS

Build custom dashboards for your attorneys and clients with live data direct from the court.

Automate many repetitive legal tasks like conflict checks, document management, and marketing.

## FINANCIAL INSTITUTIONS

Litigation and bankruptcy checks for companies and debtors.

## E-DISCOVERY AND LEGAL VENDORS

Sync your system to PACER to automate legal marketing.