

West LegalEdcenter® CLE Mobile

FAQ Quick Reference Guide

General Questions

Q: WHAT IS THE CLE MOBILE APP?

A: CLE Mobile allows attorneys and other professionals to listen to more than 3,000 continuing legal education (CLE) programs on their iPhone® or iPod® touch. West LegalEdcenter has recreated its online experience with the free CLE Mobile app. All of the regulatory safeguards that states require have been incorporated in the mobile environment. This allows you to earn credits the same as you would with an on demand program at West LegalEdcenter. CLE Mobile is not just listening to a podcast for self-study credit.

After purchasing or enrolling in mobile compatible CLE content either online at westlegaledcenter.com or through CLE Mobile, courses become available for download to an iPhone or iPod touch. The app also allows users to manage their westlegaledcenter.com profile, including licensing states and registration numbers.

Q: HOW MUCH DOES IT COST?

A: There is no cost to download the CLE Mobile app. CLE programs on West LegalEdcenter range in price. You can either choose to purchase single programs with a credit card or purchase an unlimited subscription.

Q: WHEN WILL THE CLE MOBILE APP BE UPDATED?

A: As software updates become available, anyone who has downloaded the CLE Mobile app will be notified via the App StoreSM to download the latest version of the app.

Q: HOW DO I SEARCH FOR PROGRAMS USING CLE MOBILE?

A: You can search for programs from most pages in CLE Mobile. You can search by keyword and add optional filters to further refine your program search. Tap the **Search** icon at the bottom of the page to access the Search page. Type a keyword in the text box at the top of the page and tap a filter type (e.g., **Accreditation**, **Program Topic**) to narrow your search by jurisdiction, accreditation type, or topic.

Q: HOW DO I ACCESS PROGRAMS I HAVE PURCHASED WITH CLE MOBILE?

A: Complete the following steps to access on demand programs that you have purchased:

1. Sign on to CLE Mobile while connected via WiFi.
2. On the My Programs screen, tap **Available for Download**.
3. Scroll through the list of programs to locate the program you want to access.

Note You can sort the available programs alphabetically, by course length, or by expiration date.

4. Select the program you want to access and tap **Download**.
5. During the download process, do one of the following:
 - Select **For Credit** if you are requesting credit for the program.
 - Select **Not For Credit** if you are not requesting credit for the program.

For help 24 hours a day, seven days a week, please call West Customer and Technical Support at 1-800-495-9378.

-
6. If the program is available for CLE credit, verify the state information that is displayed and tap **Continue**.
 7. If you have requested credit in New York, you will be prompted to confirm whether or not you are taking the program from outside the United States. Tap **Yes** or **No**.
 8. Tap **Continue** to verify credit.
 9. Tap **Play**.

Upon completion and submission from your iPhone or iPod touch, West LegalEdcenter will report your program attendance if required by the state where you are seeking credit.

When the program is running, you can view program materials in PDF and participate in a discussion forum (available in North Carolina, Pennsylvania, Tennessee, Texas and Virginia only), and submit questions (required for Alabama, Illinois, Nebraska, and Puerto Rico only). Tap the appropriate buttons on the player to post comments and submit questions.

Q: WHEN I ENROLL IN A PROGRAM, HOW LONG DO I HAVE TO VIEW IT?

A: As with online program access, CLE Mobile programs may be played up to 180 days after the date of purchase on westlegaledcenter.com. One free CLE program is available to mobile users for 60 days after the first use of the application.

Q: IF I START A PROGRAM ONLINE, CAN I FINISH IT ON CLE MOBILE (AND VICE VERSA)?

A: You must complete the entire program on the same platform (online or mobile) where the program was started.

Q: HOW DO I DELETE A PROGRAM?

A: You can delete programs from your My Programs page in CLE Mobile. You can delete programs from the In Progress, Ready to Play, and Completed Programs categories. To delete a program, tap the appropriate category on the My Programs page (e.g., **Ready to Play**). On the category page, tap **Edit** in the upper right corner of the page. The Edit icon is displayed to the left of each item in the list of programs. Tap the **Edit** icon next to the item you want to delete. The Delete button is displayed next to the item you want to delete. Tap **Delete** to delete the program from the list.

Purchasing

Q: HOW DO I PURCHASE PROGRAMS?

A: You can purchase programs for download to CLE Mobile directly from CLE Mobile or from West LegalEdcenter.

Note A credit card, West LegalEdcenter subscription, or promotion code is required to purchase a program.

Purchasing Programs From CLE Mobile

After you have located the program you want to purchase, you can purchase the program from the Search Results page. See “How Do I Search for Programs Using CLE Mobile?” for more information on searching for programs.

On the Search Result page, tap the program that you want to purchase. The Program Details page is displayed. On the Program Details page, tap the **Buy** icon to access the Purchase page. Review the order details on the Purchase page. Tap **Purchase** to purchase the program using your default credit card, or tap the credit card name (e.g., **Visa**) to access the Payment Methods page and add a new credit card. Tap **Promotional Code** to purchase the program using a promotional code.

Purchasing Programs From West LegalEdcenter

While viewing programs displayed in My CLE Knowledge Center or in a search result on westlegaledcenter.com, click **Add to Cart** next to the program you want to purchase. Audio CLE programs are identified as “Mobile Compatible”. The program you selected is displayed at the Shopping Cart page. Click **Continue Searching** to find additional programs to purchase. When you have finished selecting programs, click **Purchase Now** in the shopping cart.

If you have not registered with West LegalEdcenter, or if you have not signed on to the site, you will be prompted to do so.

Accreditation

Q: CAN I GET MCLE CREDIT FOR ONLINE CLE MOBILE PROGRAMS?

A: 47 states require attorneys to continue their education to retain their license to practice law (MCLE). Of these states, 46 currently allow some or all MCLE credits to be earned online. Each state has its own requirements.

To see your state's requirements and to find out if your state allows MCLE credit for CLE Mobile programs, click the **CLE Requirements** tab at the top of any page on westlegaledcenter.com. Hover your cursor over a state to view a snapshot of the state requirements. Click your state on the map or choose your jurisdiction from the *Select Your State* drop-down list for more information. Credits available via CLE Mobile will be detailed. To ensure accurate interpretation of the information provided, contact your state MCLE authority shown on the right side of your state's requirements page.

Q: WHAT IS THE CREDIT EXPIRATION DATE?

A: In some states, programs are accredited until a certain date. The expiration date is the last date on which the program can be taken for credit in that state. Program expiration dates are displayed in the Select Credit step. After that date, accreditation for the state will no longer be displayed. In West LegalEdcenter, click a program title to view the expiration date under *State Credits* on the right side of the page. The state will be bold if you can view its information.

Q. HOW DO I ACCESS AND PRINT MY CERTIFICATE OF COMPLETION?

A. After you have submitted your program information from your iPhone or iPod touch you will receive an e-mail containing information on accessing your Certificate of Completion.

You can also go to westlegaledcenter.com and complete the following steps:

1. Sign on to your West LegalEdcenter account.
2. Click the **My Compliance/Credits** link in the upper left corner of the site.
3. Click the **All Credits** tab.
4. Locate and click the **Certificate of Completion** link located to the right of the program you have completed.

Q. I'VE COMPLETED A PROGRAM ON WEST LEGALEDCENTER OR CLE MOBILE BUT DID NOT RECEIVE A CERTIFICATE OF COMPLETION. HOW DO I OBTAIN ONE?

A. Please e-mail accreditation@westlegaledcenter.com with the following information:

- Name
- E-mail address
- Program Title
- Completion date

We will respond within two business days with information on accessing and printing your certificate.

MCLE Credit Tracking

Q: HOW DO I KNOW THAT I HAVE SUCCESSFULLY COMPLETED A PROGRAM?

A: After you complete a program on CLE Mobile, you can rate the program and submit it to West LegalEdcenter for credit. If you are not connected to the Internet, the information will be saved and automatically synced the next time you sign on and are connected. After West LegalEdcenter receives the program information, you will receive an e-mail with a link to your Certificate of Completion.

Q: HOW DO I FIND MY CLE CREDITS ON WEST LEGALEDCENTER?

A: Click **My Compliance/Credits** on westlegaledcenter.com to generate a report showing your progress toward meeting MCLE requirements for each state in which you are licensed.

Click the **All Credits** tab to view a complete record of the CLE credits you have earned. This feature automatically adds credit information for West LegalEdcenter programs you have completed and allows you to add external credits from traditional, in-person CLE programs.

Technical Support

Q: WHAT ARE THE TECHNICAL REQUIREMENTS FOR THE CLE MOBILE APP?

A: iPhone OS 3.0 or later is required. WiFi Internet access is required for setting up a CLE Mobile app account, audio downloads, and submitting courses for credit.

Q: HOW DO I SET UP THE CLE MOBILE APP?

A: To begin using the CLE Mobile app, you must

1. ensure that the iPhone or iPod touch operating system software is version 3.0 or later.
2. download the CLE Mobile app from the App Store. CLE Mobile is available in the Education and References categories.

Q: CAN I USE THE CLE MOBILE WITHOUT AN INTERNET CONNECTION?

A: You can listen to and access program materials from CLE Mobile courses offline after they have been downloaded to your device. After downloading the app, you must first sign on to CLE Mobile with a WiFi connection and download the content to which you want to listen. After your program is complete, you must again connect to the Internet to submit your program information for MCLE credit.

Q: WHAT SIZE ARE THE PROGRAM FILES?

A: One hour of audio is approximately 10 MB and can be downloaded on any kind of network, including EDGE, 3G, or WiFi.

Q: CAN I SHARE AN IPHONE OR IPOD TOUCH WITH A FRIEND?

A: You cannot share devices for the CLE Mobile app. CLE Mobile can be used by only one person per device.

Q: WHERE CAN I GO FOR MORE HELP?

A: For help 24 hours a day, seven days a week, please call West Customer and Technical Support at 1-800-495-93 78, or e-mail CLEMobile@westlegaledcenter.com. See the *CLE Mobile Quick Reference Guide* for more information about using CLE Mobile.

Podcasts**Q: WHAT IS A PODCAST?**

A: A podcast is an audio-only version of a program that can be downloaded to your PC or portable music player in MP3 format. Selected On Demand programs will be available as podcasts.

Q: HOW CAN I TELL IF A PROGRAM IS AVAILABLE AS A PODCAST?

A: On Demand/Podcast programs appear on both the On Demand Programs tab and the Podcasts tab in search results. Programs available in both formats display both format types on the Program Details page.

Q: CAN I BUY BOTH THE ON DEMAND AND PODCAST VERSIONS OF A PROGRAM?

A: Yes, purchase options are available for On Demand, Podcast or Both for selected programs.

Q: HOW DO I DOWNLOAD A PODCAST?

A: Click the **Download** button on the Purchase/Enrollment confirmation page or in the *Current Enrollments* section of My Programs.

Q: CAN I GET CREDIT FOR LISTENING TO A PODCAST?

A: Self-study credits may be available in your jurisdiction. Please check the *Accreditation* section on the program details page. Accreditation information may differ for On Demand vs. Podcast formats of the same program.

Q: WHAT IS MY CLE KNOWLEDGE CENTER?

A: My CLE Knowledge Center is a personalized page on West LegalEdcenter where you can find programs that may be of interest to you and track your CLE credits. Programs are suggested based on your practice areas and the license information that you entered during registration. To update this information, click **My Profile** under *My West LegalEdcenter* on the left side of any page.

Q: WHAT IS MY CLE TRACKER?

A: My CLE Tracker can be found on the My CLE Knowledge Center page. To set it up, create a current compliance period by clicking **My Compliance/Credits** under *My West LegalEdcenter* on the left side of any page. Once set up, My CLE Tracker displays your completed credits and credits yet to be completed for your current reporting period. You can also link to programs that satisfy your requirements, access your complete CLE credit record, and add external credits.

Q: WHERE CAN I SEE UPCOMING LIVE PROGRAMS?

A: Check the Live Program Calendar on the left side of any page to find dates for upcoming live programs. Click a highlighted date on the calendar to view a list of all live programs for that day. Use the forward arrow to check the next month. To purchase the program, click **Add to Cart**. To access a month-view, printable calendar, click **All Programs for This Month** under the *Live Programs Calendar*.

Published 8/10. L-355784.

© 2010 Thomson Reuters. All rights reserved. RMI71155.

The trademarks used herein are the trademarks of their respective owners. West trademarks are owned by West Publishing Corporation.

iPod and iPod touch are trademarks of Apple Incorporated, registered in the United States and other countries. iPhone is a trademark of Apple Incorporated. App Store is a service mark of Apple Incorporated.



THOMSON REUTERS™