

WESTLAW NEXT PATRON ACCESS



HELP TOOLS
THAT WILL
SAVE YOU
TIME



THOMSON REUTERS™

WESTLAW NEXT PATRON ACCESS

- Online Help Center
- Additional support

ONLINE HELP CENTER

HELP CENTER

History ▾ Sign Off

WestlawNext™

powered by WestSearch™

🔍 Enter search terms, citations, databases, anything ...

All Federal ▾

SEARCH

advanced

Browse

All Content

Federal Materials

State Materials

Topics

Tools

Cases

Briefs

Dockets

Statutes & Court Rules

Pleadings, Motions & Memoranda

News

Regulations

Expert Materials

Patents

Administrative Decisions & Guidance

Jury Verdicts & Settlements

Public Records [↗](#)

Trial Court Orders

Proposed & Enacted Legislation

Trial & Oral Argument Transcripts

Secondary Sources

Proposed & Adopted Regulations

Directories

Forms

Business Information

International Materials

 Preferences |  Getting Started |  Help |  Sign Off

HELP CENTER

WestlawNext™ Help Center

 All charges are suspended while in the Help Center.

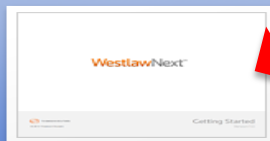
Get to Know WestlawNext

GETTING STARTED

A handy overview that outlines the major features of WestlawNext. If you haven't worked with WestlawNext before, this is a good place to get started.

[DOWNLOAD PDF](#)

16 MB, PDF format



Research Help (Reference Attorneys)

Contact a Reference Attorney if you need help researching a legal issue or working with WestlawNext.

1-800-REF-ATTY (1-800-733-2889)

Law Students call 1-800-850-9378

24 hours a day, 365 days a year

[✉ Email](#)

Technical Support

Contact Technical Support if you experience performance issues, encounter an error message or have other technical questions.

1-800-WESTLAW (1-800-937-8529)

24 hours a day, 365 days a year

[✉ Email](#)


Customer Service

Contact Customer Service for billing or account assistance.

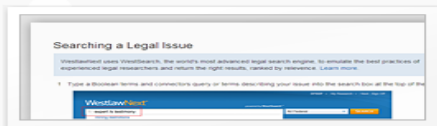
1-800-328-4880

7 a.m. to 8 p.m. CT, Monday-Friday

[✉ Email](#)

<http://west.thomson.com/support/> 

Documentation



Need more detailed instructions? Read through these handy help guides to learn even more about the way WestlawNext works.

Online Training




These easy-to-use tutorials are filled with interactive examples and actual screen shots to help you learn how to most effectively use WestlawNext.

System Requirements

- **Windows XP, Vista and Windows 7 running:**
 - Internet Explorer 7 or later, Firefox 3.0 or later, or Safari 4.0 or later
- **Mac OS 10.5 or later running:**
 - Safari 4.0 or later or Firefox 3.0 or later
- JavaScript and cookies enabled
- Adobe Acrobat Reader 9.0 and Adobe Flash 10.0 installed
- 1024 x 768 screen resolution (or higher) recommended

HELP CENTER

WestlawNext™ Help Center

 All charges are suspended while in the Help Center.

Get to Know WestlawNext

GETTING STARTED

A handy overview that outlines the major features of WestlawNext. If you haven't worked with WestlawNext before, this is a good place to get started.

DOWNLOAD PDF

16 MB, PDF format

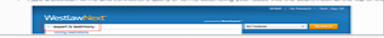


Documentation

Searching a Legal Issue

WestlawNext uses WestSearch, the world's most advanced legal search engine, to simulate the best practices of experienced legal researchers and return the right results. [Learn more](#)

1. Enter a Boolean string and construct your search using the search box at the top of the



Need more detailed instructions? Read through these handy help guides to learn even more about the way WestlawNext works.

Online Training



These easy-to-use tutorials are filled with interactive examples and actual screen shots to help you learn how to most effectively use WestlawNext.

Research Help (Reference Attorneys)

Contact a Reference Attorney if you need help researching a legal issue or working with WestlawNext.

1-800-REF-ATTY (1-800-733-2889)

Law Students call 1-800-850-9378

24 hours a day, 365 days a year

 [Email](#)

Technical Support

Contact Technical Support if you experience performance issues, encounter an error message or have other technical questions.

1-800-WESTLAW (1-800-937-8529)

24 hours a day, 365 days a year

 [Email](#)


Customer Service

Contact Customer Service for billing or account assistance.

1-800-328-4880

7 a.m. to 8 p.m. CT, Monday-Friday

 [Email](#)

<http://west.thomson.com/support/> 

System Requirements

- **Windows XP, Vista and Windows 7 running:**
 - Internet Explorer 7 or later, Firefox 3.0 or later, or Safari 4.0 or later
- **Mac OS 10.5 or later running:**
 - Safari 4.0 or later or Firefox 3.0 or later
- JavaScript and cookies enabled
- Adobe Acrobat Reader 9.0 and Adobe Flash 10.0 installed
- 1024 x 768 screen resolution (or higher) recommended

2

DOCUMENTATION

WestlawNext™ Help Center

Home All charges are suspended while in the Help Center.

Documentation

- Searching and Browsing Content**
 - Retrieving a Document by Citation**
Learn how to retrieve a document by citation.
 - Searching a Legal Issue**
Use simple descriptive terms to find the right results.
 - Using Advanced Search and Commands**
Learn how to construct a more detailed search using specific search criteria and specialized search commands.
 - Searching with Boolean Terms & Connectors**
Use Boolean terms and connectors to find the right results.
 - Browsing Content**
Browse directly to the content you're looking for, right from the home page.
 - Selecting Content to Search**
See how you can browse to a specific content category and search within that specific area.
 - Viewing Search Results**
What do you see after running a search? This guide helps you understand and interpret the results page.
 - Narrowing Search Results**
Learn how to search within and filter your search results.
- Using Delivery Options**
- Working with Text in Documents**
- Using History**
- Using KeyCite**
- Customizing WestlawNext**

Research Help (Reference Attorneys)

Contact a Reference Attorney if you need help researching a legal issue or working with WestlawNext.

1-800-REF-ATTY (1-800-733-2889)
Law Students call 1-800-850-9378
24 hours a day, 365 days a year
[Email](#)

Technical Support

Contact Technical Support if you experience performance issues, encounter an error message or have other technical questions.


1-800-WESTLAW (1-800-937-8529)
24 hours a day, 365 days a year
[Email](#)

Customer Service

Contact Customer Service for billing or account assistance.

1-800-328-4880
7 a.m. to 8 p.m. CT, Monday-Friday
[Email](#)
<http://west.thomson.com/support/>

WestlawNext. © 2010 Thomson Reuters | [Privacy](#) | [Contact Us](#) | [Customer Service: 1-800-REF-ATTY \(1-800-733-2889\)](#)





THOMSON REUTERS™

HELP CENTER

WestlawNext™ Help Center

 All charges are suspended while in the Help Center.

Get to Know WestlawNext

GETTING STARTED

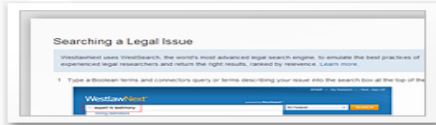
A handy overview that outlines the major features of WestlawNext. If you haven't worked with WestlawNext before, this is a good place to get started.

[DOWNLOAD PDF](#)

16 MB, PDF format

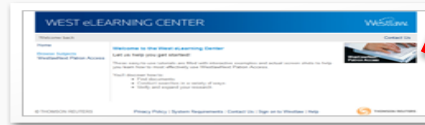


Documentation



Need more detailed instructions? Read through these handy help guides to learn even more about the way WestlawNext works.

Online Training



These easy-to-use tutorials are filled with interactive examples and actual screen shots to help you learn how to most effectively use WestlawNext.

Research Help (Reference Attorneys)

Contact a Reference Attorney if you need help researching a legal issue or working with WestlawNext.

1-800-REF-ATTY (1-800-733-2889)

Law Students call 1-800-850-9378

24 hours a day, 365 days a year

[Email](#)

3

Technical Support

Contact Technical Support if you experience performance issues, encounter an error message or have other technical questions.

1-800-WESTLAW (1-800-937-8529)

24 hours a day, 365 days a year

[Email](#)

Customer Service

Contact Customer Service for billing or account assistance.

1-800-328-4880

7 a.m. to 8 p.m. CT, Monday-Friday

[Email](#)

<http://west.thomson.com/support/>

System Requirements

- **Windows XP, Vista and Windows 7 running:**
 - Internet Explorer 7 or later, Firefox 3.0 or later, or Safari 4.0 or later
- **Mac OS 10.5 or later running:**
 - Safari 4.0 or later or Firefox 3.0 or later
- JavaScript and cookies enabled
- Adobe Acrobat Reader 9.0 and Adobe Flash 10.0 installed
- 1024 x 768 screen resolution (or higher) recommended

ONLINE TRAINING – HELP CENTER

The screenshot shows a web browser window displaying the West eLearning Center. The browser's address bar is empty, and the page title is "WEST eLEARNING CENTER". The Westlaw logo is in the top right corner. A navigation bar contains "Welcome back" and "Contact Us". A sidebar on the left lists "Home", "Browse Subjects", and "WestlawNext Patron Access", with a red box around the last two items and a red arrow pointing to them. The main content area features a "Welcome to the West eLearning Center" heading, a "Let us help you get started!" sub-heading, and a paragraph of introductory text. Below this is a list of topics: "Find documents", "Conduct searches in a variety of ways", and "Verify and expand your research". A small image of hands on a keyboard is labeled "WestlawNext Patron Access". The footer includes "© THOMSON REUTERS", a list of links ("Privacy Policy | System Requirements | Contact Us | Sign on to Westlaw | Help"), and the Thomson Reuters logo.

WEST eLEARNING CENTER

Westlaw

Welcome back Contact Us

Home

[Browse Subjects](#)

[WestlawNext Patron Access](#)

Welcome to the West eLearning Center


Let us help you get started!

These easy-to-use tutorials are filled with interactive examples and actual screen shots to help you learn how to most effectively use WestlawNext Patron Access.

You'll discover how to:

- Find documents
- Conduct searches in a variety of ways
- Verify and expand your research


**WestlawNext
Patron Access**

© THOMSON REUTERS Privacy Policy | System Requirements | Contact Us | Sign on to Westlaw | Help  THOMSON REUTERS

ONLINE TRAINING – HELP CENTER

The screenshot shows the Westlaw eLearning Center website. At the top, there is a blue header with the text "WEST eLEARNING CENTER" on the left and the Westlaw logo on the right. Below the header is a grey navigation bar with "Welcome back" on the left and "Contact Us" on the right. A left sidebar contains links for "Home", "Browse Subjects", and "WestlawNext Patron Access". The main content area is titled "WestlawNext Patron Access" and features a sub-navigation menu with "Fundamentals", "Cases", "Statutes", and "Forms". The "Fundamentals" tab is active, displaying a list of "Self-Paced Lessons" with their respective durations in minutes.

	Minutes
Getting Started with WestlawNext	View 6
Finding Documents by Citation or Name	View 3
Researching a Legal Issue	View 4
Viewing a Search Result	View 6
Printing Documents	View 3

© THOMSON REUTERS Privacy Policy | System Requirements | Contact Us | Sign on to Westlaw | Help  THOMSON REUTERS

ONLINE TRAINING – TERMINAL ACCESS



ONLINE TRAINING - WEBSITE

WEST STORE
Trusted Legal Resources from Thomson Reuters

Deal Of The Day | Free Ground Shipping | [MY CART](#) | [MY ACCOUNT](#)
Contact Us | Email Sign Up | Call 1-800-344-5008

SEARCH FOR [GO](#) [ADVANCED SEARCH >>](#)

[SHOP PRODUCTS](#) [SHOP JURISDICTIONS](#) [SHOP PRACTICE AREAS](#) [MORE WAYS TO SHOP](#)

[Home](#) > [Products & Services](#) > [Westlaw](#) > [WestlawNext Patron Access](#) [Share](#) | [Print](#) | [Contact Us](#)

Products & Services

- Books & CDs
- Westlaw
 - Advantages
 - Practitioner
 - Litigator
 - Primary Law
 - General Counsel
 - Westlaw Business
 - Westlaw Tax
 - Statutes & Regulations
 - Transactional Resources
 - Public Records
 - Business Information
 - Global
 - Westlaw Plan Finder
 - Subscription Options
 - Training
 - WestlawNext Patron Access
 - Westlaw Patron Access
 - Campus Research
- Law Student Products

WESTLAW NEXT PATRON ACCESS

Patron access for libraries is now available on WestlawNext

[FIND YOUR REP](#)

An intuitive interface, so you spend less time assisting patrons
WestlawNext Patron Access is easier to use. Patrons will be able to quickly get started and navigate their research with fewer questions, providing trouble-free patron self-service.

- Patrons can search in plain-English, using simple descriptive terms
- A single global search box searches across core WestlawNext content - patrons no longer have to choose a database
- Accessible with just the click of an icon, so users can sign on easily

Dramatically improved searching, so even inexperienced users find what they need
Exclusive WestSearch technology combined with West's world-leading legal information

Quick Links

- [WestlawNext Patron Access Desktop Training Guide >>](#)
- [WestlawNext Patron Access Support Guide >>](#)
- [eLearning for WestlawNext Patron Access >>](#)
- [WestlawNext Patron Access Checklist >>](#)

WestlawNext™
AALL
New Product of the Year 2011



THOMSON REUTERS™

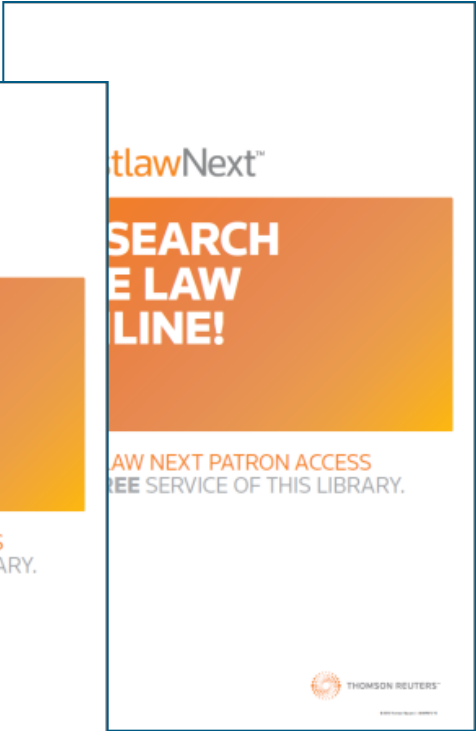
ADDITIONAL SUPPORT

“FLIPBOOK” USER GUIDE

- Getting Started
- Basics
- Searching Cases
- Searching Statutes
- Searching Forms
- Printing Documents



LIBRARY POSTERS



TRAINING FOR LIBRARIANS

- WEBINARS
- TELEPHONE TRAINING
- TO REQUEST:
 - Call 1-800-328-0109
 - Or work with your West representative



THOMSON REUTERS™

TECHNICAL SUPPORT

- SET UP HELP
 - Create shortcut link using IP addresses
 - Installation
- 1-800-WESTLAW
- (1-800-937-8529)

WestlawNext[™] Help Center

All charges are suspended while in the Help Center.

Get to Know WestlawNext

GETTING STARTED
A handy overview that outlines the major features of WestlawNext. If you haven't worked with WestlawNext before, this is a good place to get started.

[DOWNLOAD.PDF](#) 16 MB, PDF format

Documentation

Searching a Legal Issue

Need more detailed instructions? Read through these handy help guides to learn even more about the way WestlawNext works.

Online Training

WESTLAW TRAINING CENTER

These easy-to-use tutorials are filled with interactive examples and actual screen shots to help you learn how to most effectively use WestlawNext.

System Requirements

- Windows XP, Vista and Windows 7 running:
 - Internet Explorer 7 or later, Firefox 3.0 or later, or Safari 4.0 or later
- Mac OS 10.5 or later running:
 - Safari 4.0 or later or Firefox 3.0 or later
- JavaScript and cookies enabled
- Adobe Acrobat Reader 9.0 and Adobe Flash 10.0 installed
- 1024 x 768 screen resolution (or higher) recommended

Research Help (Reference Attorneys)
Contact a Reference Attorney if you need help researching a legal issue or working with WestlawNext.

1-800-REF-ATTY (1-800-733-2889)
Law Students call 1-800-850-9378
24 hours a day, 365 days a year
[Email](#)

Technical Support
Contact Technical Support if you experience performance issues, encounter an error message or have other technical questions.

1-800-WESTLAW (1-800-937-8529)
24 hours a day, 365 days a year
[Email](#)

Customer Service
Contact Customer Service for billing or account assistance.

1-800-328-4880
7 a.m. to 6 p.m. CT, Monday-Friday
[Email](#)
<http://west.thomson.com/support/>



THOMSON REUTERS[™]

REFERENCE ATTORNEYS

- RESEARCH HELP
- 800-733-2889
(800-REF-ATTY)

WestlawNext[™] Help Center

All charges are suspended while in the Help Center.

Get to Know WestlawNext

GETTING STARTED
A handy overview that outlines the major features of WestlawNext. If you haven't worked with WestlawNext before, this is a good place to get started.

[DOWNLOAD.PDF](#) 16 MB, PDF format

Documentation
Searching in Legal Issue
Need more detailed instructions? Read through these handy help guides to learn even more about the way WestlawNext works.

Online Training
WESTLAW TRAINING CENTER
These easy-to-use tutorials are filled with interactive examples and actual screen shots to help you learn how to most effectively use WestlawNext.

System Requirements

- Windows XP, Vista and Windows 7 running:
 - Internet Explorer 7 or later, Firefox 3.0 or later, or Safari 4.0 or later
- Mac OS 10.5 or later running:
 - Safari 4.0 or later or Firefox 3.0 or later
- JavaScript and cookies enabled
- Adobe Acrobat Reader 9.0 and Adobe Flash 10.0 installed
- 1024 x 768 screen resolution (or higher) recommended

Research Help (Reference Attorneys)
Contact a Reference Attorney if you need help researching a legal issue or working with WestlawNext.
1-800-REF-ATTY (1-800-733-2889)
Law Students call 1-800-850-9378
24 hours a day, 365 days a year
[Email](#)

Technical Support
Contact Technical Support if you experience performance issues, encounter an error message or have other technical questions.
1-800-WESTLAW (1-800-937-8529)
24 hours a day, 365 days a year
[Email](#)

Customer Service
Contact Customer Service for billing or account assistance.
1-800-328-4880
7 a.m. to 6 p.m. CT, Monday-Friday
[Email](#)
<http://west.thomson.com/support/>



THOMSON REUTERS[™]

FOR MORE INFORMATION

- CONTACT YOUR WEST REPRESENTATIVE
- CALL: 1.800.328.7990
- GO TO:

WEST.THOMSON.COM/WESTLAWNEX-PATRON-ACCESS



THOMSON REUTERS™