

# Westlaw Assistance and Support

## West Reference Attorneys

The West Reference Attorneys are bar-admitted attorneys and Westlaw experts who can help you find a specific document, identify a database identifier, refine your search, and answer just about any question you might have about retrieving documents on Westlaw. Call them as often as you need to; there is never a charge for their services.

### West Reference Attorneys provide

- service 24 hours a day, seven days a week, 365 days a year
- familiarity with the law and legal issues as bar-admitted attorneys
- expertise with Westlaw and its features, functionality, databases, and services
- research follow-up; upon request, the West Reference Attorneys will e-mail you the relevant searches run and databases searched during your call
- answers to simple, non-time-sensitive questions in writing; e-mail them when it's convenient for you at [west.referenceattorneys@thomson.com](mailto:west.referenceattorneys@thomson.com).

### Call the West Reference Attorneys when you need help

- navigating Westlaw databases and constructing Terms and Connectors queries
- finding a specific case or other document
- verifying that a particular document or database is available on Westlaw and is within your plan
- setting up WestClip® entries and using other alert services
- learning about shortcuts and other cost-saving tools and features on Westlaw

Call the West Reference Attorneys at 1-800-REF-ATTY (1-800-733-2889).

To order or download free reference materials, visit [west.thomson.com/westlaw/guides](http://west.thomson.com/westlaw/guides).

*See the other side for more training and support information.*

For assistance using Westlaw, call **1-800-WESTLAW** (1-800-937-8529).

For free reference materials, visit [west.thomson.com/westlaw/guides](http://west.thomson.com/westlaw/guides).

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## Westlaw Training Options

In addition to assistance from the West Reference Attorneys, West offers a variety of free training programs and educational resources to assist you with your Westlaw research.

### WEST ELEARING CENTER

Learn more about Westlaw with a series of short, interactive lessons. The West eLearning Center offers Web-based training sessions designed to show you how to get started using Westlaw as well as how to use Westlaw in a variety of practice areas. Each lesson is free and takes five to 10 minutes to complete. Learn exactly what you want at your own pace when it is convenient for you. Access [westlearning.com](http://westlearning.com) to get started.

### TELEPHONE TRAINING

West offers personalized, one-on-one Westlaw training by telephone. These training sessions are taught by attorneys who tailor training sessions to your experience level and research needs. To schedule a training session, call 1-800-328-0109 or contact your West account manager.

### CLASSROOM TRAINING

Westlaw training seminars, taught by legal professionals, are held regularly in many cities at West Information Centers. Classrooms are equipped with Westlaw access to give you hands-on experience. To find a training center and see the available classes, access [west.thomson.com/training](http://west.thomson.com/training).

### ON-SITE TRAINING

Customized Westlaw training targeted to your organization's particular needs is available for groups of 12 or more at a nearby West Information Center or your own offices. To schedule a training session, contact your account manager or call your nearest West Information Center.

## Other Support

### WESTLAW USER GUIDES

To help you get the most out of Westlaw, whether you are a new or advanced user, use West's free how-to guides, quick reference guides, and research aids. Many of the free reference materials are available in both print and online versions. To order or download free reference materials, visit [west.thomson.com/westlaw/guides](http://west.thomson.com/westlaw/guides).

