

Help Menu and Tip Enhancements

The new format for our help menus and tip screens will improve your user experience. The enhancements have been introduced to the following:

- Help Centre Home Page Changes
- Navigating Help Menus via the left pane
- Feedback on Help Menus and Tips

Help Centre Home Page Changes

If you select Help from the top of the screen, you will reach this page:

Navigating Help Menus via the left pane

You can also use the folders in the left pane to browse for your information. For example, if you want to know more about *KeyCiteCanada*, you may now do the following:

1. Click the “Using WestlaweCARSWELL” folder in the left pane. More folders will appear.
2. Click *KeyCiteCanada*. A menu of *KeyCiteCanada* help pages will appear in the right pane.
3. Select “Accessing *KeyCiteCanada*”. You will be taken to this help screen:

Westlaw CARSWELL

GO

Advanced Search

Advanced Search

West Products

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Accessing KeyCiteCanada

Accessing KeyCiteCanada

Several KeyCiteCanada access points are provided in WestlawCARSWELL to facilitate your research.

Accessing KeyCiteCanada from a displayed case, statute or rule

- When you are viewing a case, click the **Related Info** tab at the top of the left frame of your page, then click the **Full History**, **Direct History (Graphical View)** or **Citing References** link.
 - Clicking the **Full History** link will display the direct history as well as any negative judicial considerations of the case.
 - Clicking the **Direct History (Graphical View)** link or icon will display a graphical representation of the direct history of the case.
 - Clicking the **Citing References** link will display all citing references for the case you are viewing in the right frame, including all positive, neutral and negative judicial considerations, as well as secondary sources on WestlawCARSWELL that have discussed the case.
- When you are viewing a statute or rule, click the **Related Info** tab in the left frame, then click the **Citing References** link. This will display all citing references for the statute section or rule you are viewing, including all judicial considerations, as well as selected secondary sources on WestlawCARSWELL that have discussed the section or rule.

Accessing KeyCiteCanada from a status flag or other icon

Cases that have direct history or citing references may display a status flag or other icon (a red or yellow flag, a blue H or a green C), which will appear at the top left corner of the displayed case or to the left side of the listing of the case in a citation list (see [Interpreting KeyCiteCanada Results](#)). You can click on this icon to KeyCite the case.

- Clicking on a **red or yellow flag** will take you to the **Negative History** list, which will display a listing of the case and its subsequent appellate history (omitting all prior direct history) and the negative judicial treatments of the case (omitting the positive and neutral judicial treatments).

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From this page, you may also navigate to other help menus using the folders in the left pane. So, if you were in this screen and wanted to know more about printing, you would click on the “Printing and Downloading” folder in the left pane. This will bring up a screen with a menu of the help files regarding printing and downloading.