

Reporting System v.2

GENERAL

Q: Why is Carswell moving to a new Reporting System?

A: Carswell has partnered with West, a fellow Thomson Corporation company and the largest legal online and print publisher in the United States, to implement Reporting System v.2. West has been using a version of this system for a number of years and they continue to build enhancements to the system to meet the evolving needs of their customers. Leveraging the core West technology enables us to provide far more flexibility and many more features than we could develop and support on our own.

Q: What are the advantages of using Reporting System v.2?

A: Reporting System v.2 enables you to:

- streamline your reporting process
- set up auto-reporting so you can avoid creating the same reports month after month
- choose from multiple report formats or customize your reports
- group locations, departments or cost centres into one report so you can simplify the reporting process or provide an overview of specific areas of your business
- create client invoices if you wish
- view pay-per-view usage
- email reports directly to impacted parties within your organization, and
- set up report criteria specific to your organization.

Q: Is there any charge for Reporting System v.2?

A: No. Carswell is pleased to be able to provide advanced reporting functionality to aid you in effectively managing your business.

Q: Is the Reporting System v.2 a secure website?

A: Yes. Reporting System v.2 uses a Secure Socket Layer (SSL) protocol to ensure the confidentiality of the information.

ACCESSING THE REPORTING SYSTEM V.2

Q: Who can access the Reporting System v.2?

A: Your organization determines who will have administrative access to the Reporting System v.2.

Q: Can everyone in my firm use the Reporting System v.2?

A: The Reporting System v.2 supports multiple Administrators for the same set of accounts, but is not intended for "end user" use. If you do not have access, please contact your local Administrator(s).

Q: How can I determine who has access to the Reporting System v.2?

A: A list of Administrators who can access the system is found on the Manage TimeKeeper Information page.

ACCESSING THE REPORTING SYSTEM v.2 (CONTINUED)

Q: How do I log in to the Reporting System v.2?

A: If your organization has identified you as Reporting System v.2 Administrator, click www.reportingsystem.westlawecarswell.com and login with your Westlaw®CARSWELL password. Or login into Westlaw®CARSWELL, click the MORE drop down list, and select Reporting System.

If you have not been identified as an administrator for Reporting System v.2, please see your internal administrator(s).

Q: Why can't I log in to the Reporting System v.2?

A: If you have not been identified as an administrator for Reporting System v.2, please see your internal administrator(s). A list of Administrators who can access the system is found on the Manage TimeKeeper Information page.

If you are a Reporting System v.2 administrator, ensure that you are using your Westlaw®CARSWELL password, not your My Sign-On (personalized) password or contact Technical Support for assistance at carswell.techsupport@thomson.com.

Q: How do I find pricing information?

A: If you have not been given administrative access by your organization, please contact your internal Administrator (s) for pricing information.

If you are a Reporting System v.2 Administrator for your organization, click the Pricing tab to access a link to a Canadian Pricing page as well as a link to the International Pricing table. You will need to enter your Westlaw®CARSWELL password to access the International Pricing Table, housed in Reporting System v.1.