



Frequently Asked Questions
LexisNexis® Time Matters® v11.0
Updated May 15, 2011

Time Matters® Mobility

General Questions

Q. What is Time Matters® Mobility?

A. Time Matters Mobility is a new service—available with v11.0—included when you subscribe to a current Time Matters Annual Maintenance Plan (AMP). Time Matters Mobility allows users to view and update basic matter information, find client contacts and enter billable time and expenses from web-based smartphones and other web-enabled mobile devices.

Q. How much does Time Matters Mobility cost?

A. Time Matters Mobility is included at no additional cost as part of your AMP. However, you may incur data charges from your mobile provider when you use the service.

Q. Must I have a current AMP to get/use Time Matters Mobility?

A. Yes, Time Matters Mobility is only available to customers with a current AMP.

Q. What happens to Time Matters Mobility if I cancel or do not renew my AMP?

A. If you cancel or do not renew your AMP, you will lose access to the Time Matters Mobility service.

Q. Can I still use Time Matters Mobility if I am not on v11.0 of the software?

A. No, Time Matters Mobility only works with Time Matters v11.0.

Q. How do I get Time Matters Mobility?

A. Customers subscribed to a current AMP will be able to access Time Matters Mobility upon upgrading to v11.0, installing the Time Matters Mobility Access Manager agent on the server or workstation, then logging in to the secure Time Matters Mobility website.

Q. Does Time Matters Mobility require a user license to log in?

A. Yes, Time Matters Mobility requires a license to log in. Time Matters Mobility licenses are separate from Time Matters licenses. Customers who subscribe to a current Time Matters AMP will receive the same number of licenses to access Time Matters Mobility as they have for Time Matters.

Q. What actions can I take while using Time Matters Mobility?

A. You can view, enter and edit: matter information and contacts, plus view and enter time and expenses in Time Matters Mobility. Coming soon, you will be able to view, enter and edit information in your Time Matters calendar from Time Matters Mobility.



Q. What types of records are supported in Time Matters Mobility?

A. The following types of records are supported in Time Matters Mobility: matter, time, expense and contact. At this time, task, event, note, document and email records are not supported. Alerts and notifications are not supported. Event and calendar records will be supported soon after the release of version 11.0.

Q. Can I access archived records in Time Matters Mobility?

A. No, you cannot access archived records in Time Matters Mobility at this time.

Q. Can I search for records in Time Matters Mobility?

A. Yes, you can search for contact records by name, client ID, staff and code in the Contacts screen. You can also search for matters by name, matter number, staff and code in the Matters screen.

Q. Can I access my email through Time Matters Mobility?

A. Time Matters Mobility was developed as a complement to the existing Time Matters integration with Microsoft® Outlook®/Microsoft Exchange, which enables you to access your email and calendar from your web-enabled mobile device. Time Matters Mobility provides you with access to components not available via integration with Microsoft Outlook/Microsoft Exchange, such as matter information as well as time and expense entry.

Q. How does Time Matters Mobility allow me to track and enter my time?

A. The Time Matters Mobility service allows you to manually enter your beginning and ending time to ensure it is tracked.

Q. Will I be able to customize Time Matters Mobility?

A. No, Time Matters Mobility is designed to provide attorneys and billable staff with access to the key features of Time Matters that they need while on the go, not the full application.

Q. Can I access reports from Time Matters Mobility?

A. No, at this time, you cannot access reporting from Time Matters Mobility.

Technology Questions

Q. What are the system requirements to run Time Matters Mobility?

A. Time Matters Mobility requires a web-enabled mobile device with an active Internet connection—such as Apple® iPad®, Apple iPhone®, BlackBerry®, Google® Android™ and Windows 7 Mobile devices—as well as the installation of Time Matters v11.0 software and the Time Matters Mobility Access Manager agent on the server or workstation.

Visit <http://support.lexisnexis.com/iTimeMatters/record.asp?ArticleID=9243> for Time Matters system requirements.

Q. Why is LexisNexis not pursuing device-specific applications, such as an iPhone application?

A. Unlike a device-specific application, a web-based solution like the Time Matters Mobility service does not require data to be stored on the mobile device. As a result, the security risk to the organization is significantly less with a mobile web-based solution.



Additionally, mobile device manufacturers constantly change hardware and software platforms. A mobile web solution that only requires a browser and active Internet connection is compatible with more devices, allowing more customers to take advantage of Time Matters software on the go.

We will continue to monitor the mobile application market. Should there be significant demand for device-specific mobile applications, we will consider adding these to our portfolio.

Q. What experience does LexisNexis have in developing mobile services?

- A. We have deep expertise in developing services for mobile devices. Lexis® Advance, the new research platform for solo attorneys and Lawyers.comSM, the number one source of legal information, are both available for iPhone and iPad. In addition, the LexisNexis® Firm Manager™ Mobility service has also been developed to allow access to that software via the same mobile devices as the Time Matters Mobility service.

We worked with Microsoft to build and offer the Time Matters Mobility service. Time Matters Mobility is based on the Microsoft Windows Azure™ platform, a secure cloud computing platform used by over 10,000 leading organizations, including NASA, General Mills and 3M.

Q. If Windows Azure is a cloud application, who actually “controls” the Time Matters Mobility service—do I host it, or does LexisNexis or Microsoft host it?

- A. We host the Time Matters Mobility service on a secure Windows Azure server but do not store any of your client or matter data. Your client and matter data is stored only in your firm’s Time Matters database.

Q. Do I need to install software on the mobile device to use Time Matters Mobility?

- A. No, since Time Matters Mobility is a mobile web service, no software is required to be installed on your device. All you need is a supported mobile device with a web browser and a live Internet connection to access it.

Q. Must I have an Internet access to use Time Matters Mobility?

- A. Yes, you must be able to connect to the Internet through your web-enabled mobile device to use Time Matters Mobility.

Q. To use Time Matters Mobility, do I have to be logged into the Time Matters software on my desktop?

- A. The beauty of Time Matters Mobility is that you can use it from your web-enabled mobile device without needing to be logged into Time Matters back at your office.

Q. On average, how much of my phone’s data plan will Time Matters Mobility use?

- A. The amount of your data plan consumed by Time Matters Mobility use will depend on the frequency and duration of your use of the Time Matters Mobility service. You are responsible for any charges associated with data access and downloads. Please consult your mobile device provider for details about your plan.



Q. Since Time Matters Mobility is web-based, can I access it from my laptop?

- A. Although Time Matters Mobility was designed specifically for use with mobile devices as a mobile service to provide you with the convenience and flexibility of access to Time Matters in situations where you may not have a laptop, you can use a laptop if you choose.

Security Questions

Q. Will other individuals or firms see my data when I use Time Matters Mobility?

- A. No, when you use the Time Matters Mobility service, you are creating a secure, encrypted connection to your Time Matters environment back at your office. No one else can see your data.

Q. Will my data be secure?

- A. Yes, the data is compressed and encrypted from the moment the data leaves your office Time Matters environment all the way to it being shown on the mobile device. Additionally, no data is stored on the device, reducing your risk should the device be lost or stolen.

Q. How do I get rid of the data on the mobile device if that person leaves the firm?

- A. No data is stored on the device, so there is nothing to remove. By disabling the user in Time Matters, you also disable that user from access to Time Matters Mobility.

Future Development Questions

Q. I heard that calendaring will be available in Time Matters v11.0 SP1 and that service pack won't be ready until December 2011. Is this true?

- A. There has been some confusion about when calendar capabilities will be available as part of the Time Matters Mobility service. We understand how important the calendar is to our customers. There are a number of considerations in the development of this functionality that will impact whether or not a service pack will be required to make calendaring available to Time Matters v11.0 customers. When further details are available about timing and delivery, we will update this information.

Q. Does Time Matters Mobility replace the existing Time Matters mobile solutions?

- A. Time Matters Mobility is not designed to replace the existing Microsoft Outlook/Exchange integration, but provides another option to address customer need to access firm-level information, such as contacts and matters, as well as enter time and expenses when away from the office. Existing wired and "over-the-air" synchronizations *will still be supported* in Time Matters v11.0.

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