

# LexisNexis® Expert Research On-Demand

## What you need to know for the September 2019 upgrade

### EXPERT RESEARCH YOU CAN RELY ON

Having the right expert witness information when you need it is priceless. LexisNexis® Expert Research On-Demand is a comprehensive, powerful and authoritative service that quickly delivers critical information so you can thoroughly vet expert witnesses:

- Tap into a database of 400,000+ expert witnesses
- Uncover specific, hard-to-find resources
- Pay as you go—no subscription needed
- Get reports delivered in just 2-3 business days—or faster

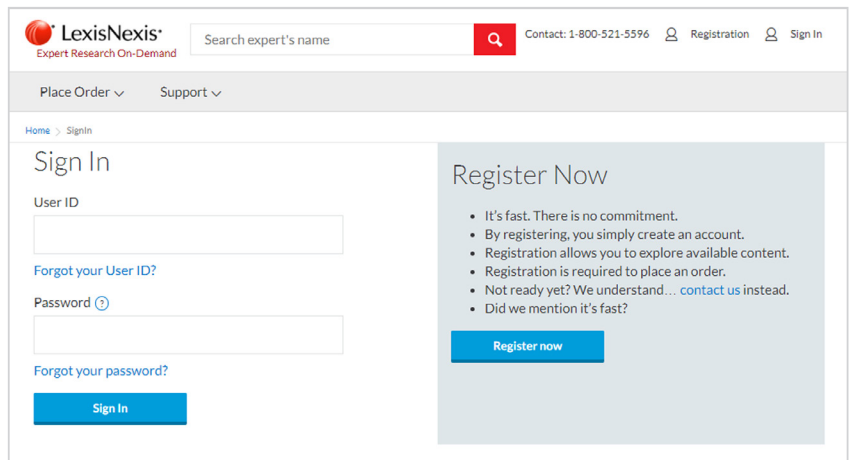
### WHAT YOU NEED TO KNOW ABOUT THE SEPTEMBER 20, 2019 UPGRADE

In preparation for future enhancements, the LexisNexis Expert Research On-Demand website will undergo an upgrade on Friday, September 20. Key changes to note following the upgrade are below.

1. **You will now login with your email address.** This will require you to create a new password. **Click [Forgot your password?](#)** from the Sign In screen. Check your email inbox for the Expert Research on Demand password reset email. There will be a link to click in the email to reset your password.

Going forward, your email address will be your User ID to login to LexisNexis Expert Research On-Demand.

If you encounter any problems, please immediately contact our support team at 800-521-5596 or email us at [fullservice@lexisnexis.com](mailto:fullservice@lexisnexis.com).



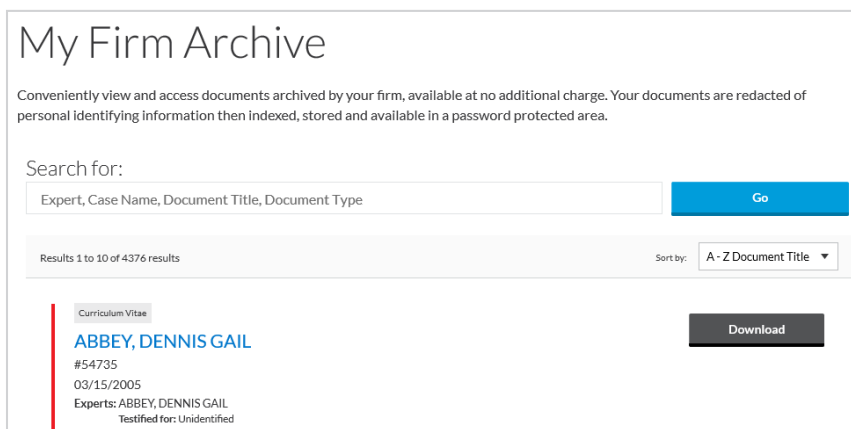
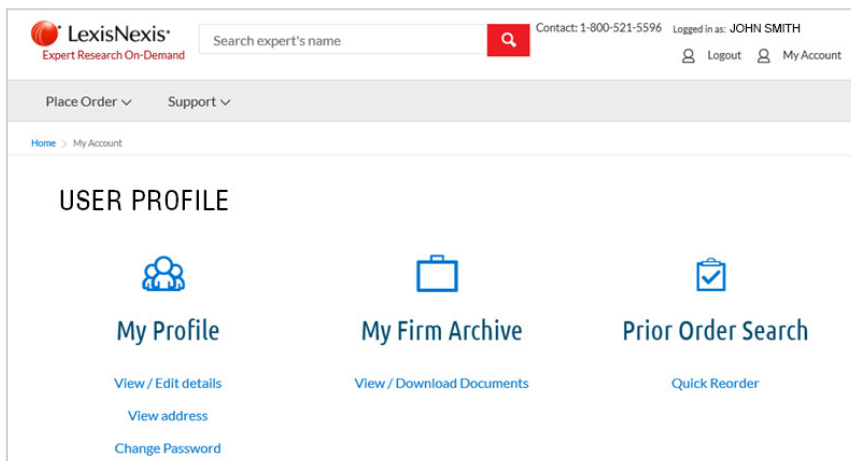
The screenshot shows the LexisNexis Expert Research On-Demand website interface. At the top, there is a search bar for "expert's name" and navigation links for "Place Order" and "Support". The main content area is split into two columns. The left column is titled "Sign In" and contains a "User ID" input field with a "Forgot your User ID?" link below it, a "Password" input field with a "Forgot your password?" link below it, and a "Sign In" button at the bottom. The right column is titled "Register Now" and contains a list of bullet points: "It's fast. There is no commitment.", "By registering, you simply create an account.", "Registration allows you to explore available content.", "Registration is required to place an order.", "Not ready yet? We understand... [contact us](#) instead.", and "Did we mention it's fast?". Below the list is a "Register now" button.

2. **Save files from My Firm Archive to a local directory.** My Firm Archive within Expert Research on Demand will no longer be accessible following the upgrade and files need to be saved by Saturday, September 13.

My Firm Archive is accessed under **My Account**, then select **View /Download Documents**.

To avoid loss of files stored in My Firm Archive, customers will need to:

- Download the files saved in My Firm Archive and re-save those files to a local or shared directory for future access. Simply access My Firm Archive under My Account and then select View / Download Documents.



If you have any questions on accessing or saving your files, please contact our support team at 800-521-5596 or email us at [fullservice@lexisnexis.com](mailto:fullservice@lexisnexis.com).

3. LexisNexis Expert Research On-Demand invoices and billing data are moving to the [LexisNexis® Account Center](#) and [PowerInvoice™](#) respectively.

- Orders from September 1 – 20, 2019:
  - Invoices will be available through PowerInvoice (same as today)
  - Billing data will be available through PowerInvoice (same as today)
- Orders from September 21, 2019 onward:
  - Invoices will be available in the LexisNexis Account Center
  - Billing data will be available through PowerInvoice
    - Orders placed September 21 – 30 will be included with the October invoice and billing data.

## Questions about the upgrade?

Reach out to our team of experienced research professionals at [fullservice@lexisnexis.com](mailto:fullservice@lexisnexis.com) or call 800-521-5596.

