

Training Support at Thomson Reuters

The NZ training team is a group of three highly experienced and supportive trainers. The training team's objective is to help you get the most out of our products and support your individual needs and requirements.

Products our training team can support you with are Westlaw NZ, Westlaw AU (Australia), Thomson Reuters Westlaw (International), Westlaw UK (United Kingdom), ProView and Drafting Assistant.

Our training sessions are eligible for CPD certificates and are included as part of your subscription.



Patricia Veen



Michelle Keshia



Elizabeth Odom

TRAINING OPTIONS



1. "Ask a Trainer"

"Ask a Trainer" is an email service available on Westlaw. You can send us a question or request support anytime during working hours and our first available trainer will respond to you as soon as possible. Be sure to include your contact details and information about your query in the email: nztrainers@thomsonreuters.com



"The 'Ask the Trainer' service is invaluable to anyone using more than one search term/field. Knowing that the trainers are available to double check your search string, the multiple fields you have used, or recommend a different approach is a huge relief. Even with 20 years behind me as a legal researcher I still run into problems with my research – that's where the trainers become indispensable."

Alf Luapo - Chapman Tripp



"The 'ask a trainer' service is an extremely helpful feature of Westlaw. Perhaps the major frustration with any database is that you sometimes know the information is there but you're just not quite connecting with it. The ability to ask a trainer if you're stuck is like an almost instant balm – the responses I've received are lightning quick and always spot on. I'm either directed to the information or have had the process explained or it's let me know I'm wasting my time. If I'm wasting my time, the trainers almost always suggest alternative ways to resolve the issue I'm dealing with."

Bradley Cato - General Counsel, Hutt City Council



2. Webinars

Our monthly webinars run for approximately 30 minutes and cover a variety of topics. They offer a great way to build your skills and help you develop a greater understanding of how Westlaw can benefit you. These sessions are interactive and provide you with the opportunity to ask our trainers any questions you may have.

View our upcoming webinars schedule at: <https://support.thomsonreuters.co.nz/product/westlaw-nz/events>

TRAINING OPTIONS (continued)



3. Request a training session for yourself or your firm/organisation

Training is always designed to suit a practice's specific needs, from the initial session to follow up activity, and we encourage our customers to take advantage of what's on offer. Training is delivered by a local trainer at your firm or organisation (subject to availability) or via webinar.

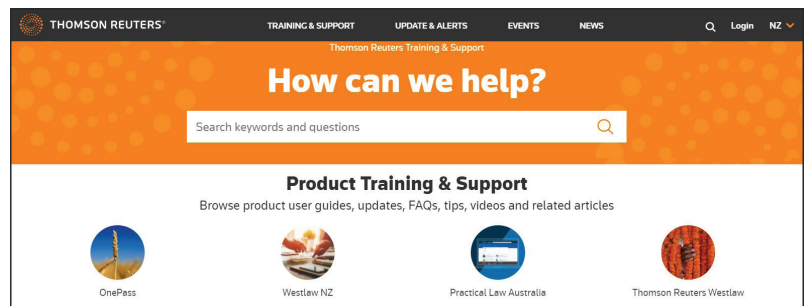
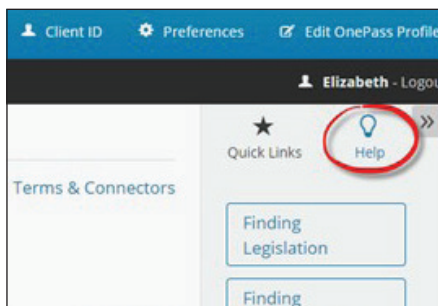
To book your training session, email nztrainers@thomsonreuters.com or register online at <https://support.thomsonreuters.co.nz/request-training>



4. Thomson Reuters Training & Support portal

To access the Training & Support portal, select the help icon in Westlaw NZ or visit <https://support.thomsonreuters.co.nz>.

On the portal, you will find downloadable user guides, tips and videos, as well as answers to frequently asked questions.



NEED A JUDGMENT?

If you cannot access the judgment you want through an online database, you may order a copy through our judgment service. To place your order, email judgments@thomsonreuters.co.nz or call us on 0800 10 60 60.

NEED TECHNICAL ASSISTANCE?

Technical support

Get help with any technical queries about our products as well as access enquiries.

Tel: 0800 10 60 25

Email: TechCare.ANZ@thomsonreuters.com

Hours: Mon-Fri, 8am-8pm NZST, excl. public holidays

Live Chat: <https://support.thomsonreuters.co.nz>
See "Chat with us now" to chat with our technical support team.

Customer care

Get help with account, billing and subscription queries.

Tel: 0800 10 60 60

Email: Care.ANZ@thomsonreuters.com

Hours: Mon-Fri, 8am-8pm NZST, excl. public holidays