



## FAQ

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### How do I get started?

Get started with a [free 30 day trial](#). When you receive your trial ID, log into LexisNexis Firm Manager and use the set-up assistant to guide you through personalizing the application and setting up your practice information. For more assistance, use the built-in help files and tutorials or visit the LexisNexis Firm Manager training site.

### Who do I contact to schedule a live demo of LexisNexis Firm Manager?

You can request a live demo through our [Contact Us](#) page.

### Are there any hidden fees or commitments with the free 30 day trial?

During the 30 day trial period, LexisNexis Firm Manager is available at no charge - no strings attached. If you choose to continue using LexisNexis Firm Manager after 30 days, you will be charged a low monthly, per-user, fee. There is no contract or long-term commitment, and you're free to cancel at any time.

### What kinds of documents does the search feature search?

The global search box, which is available on every view within LexisNexis Firm Manager, searches through all document formats, including emails, to ensure you do not miss any imperative information.

### How do I synchronize my Outlook contacts and calendar?

First, you must install the Plug-in and restart Outlook. Then, for Outlook 2007, click the LexisNexis Firm Manager menu and click Synchronize Now. For Outlook 2010, click the Add-ins tab and then select LexisNexis Firm Manager from the pull-down and click Synchronize Now. It will guide you through the rest of the steps.

### How do I assign time to a matter?

Assigning captured time to a matter requires the matter to already have been created. Once the matter has been created, you can type the matter name (or a hint) in the matter field and click the "search" icon to bring up a pop-up with a result set. Select the matter you are interested in and that selection will show up in the matter field in the time entry screen.

### Can I import data from Time Matters to LexisNexis Firm Manager?

Using Time Matters' export functionality and the Setup Assistant tools in LexisNexis Firm Manager, it is possible to bring Contact and Matter information from Time Matters to LexisNexis Firm Manager. It is important to note, however, that Time Matters is a highly customizable application with hundreds of data fields built in, and many more that users can add. Using the import capabilities of LexisNexis Firm Manager, it is possible to import the core data, but there is likely much data that will be left behind. For users taking advantage of the full features of Time Matters, a migration to LexisNexis Firm Manager might prove challenging. The LexisNexis Firm Manager application is not intended as a replacement for Time Matters. However, if this is the right move for you, it can work, with the limitations noted.

### How secure is my information in LexisNexis Firm Manager?

LexisNexis Firm Manager raises the bar with risk-mitigating security measures and certifications including:

- Encrypting all traffic between your systems and the on-line application/systems
- Protecting attorney client confidentiality by encrypting your confidential data
- Regular testing by third parties (and internal auditors) for vulnerabilities and potential security concerns
- Maintaining a number of market leading information security and privacy certifications including Systrust, Trustwave and TrustE
- HIPAA/HiTech review and certification
- 24x7 monitoring of the environment against intrusion or compromise
- Compliance with Statement on Auditing Standards (SAS) No. 70 (also commonly referred to as a "SAS 70 Audit")

### Where is the data from LexisNexis Firm Manager stored?

The confidentiality of you and your client's data is LexisNexis' first priority. Your data is kept private and stored in a secure environment in world-class data centers located exclusively in the U.S.

### Is my data always available?

The LexisNexis Firm Manager application is the only web-based legal practice management solution with 99.9% application availability through SAS 70 Type II attested data centers.

### What happens to my data if I decide to stop using LexisNexis Firm Manager?

Your data remains stored, and available for download, on our secure servers for up to six months after cancellation or account suspension. After six months of inactivity, the data will be purged.

If you have additional questions, please visit the [LexisNexis Firm Manager Community](#). On the Community site, you can ask questions, interact with our product team and other users, see answers to other questions and share your experiences and best practices with your peers.

