



Keeping you up to date on COVID-19

Your dedicated information centre

A Message from Andy Boss

General Manager, LexisNexis® New Zealand

These are trying times for New Zealand as Coronavirus (COVID-19) has gripped the global community. Thankfully, the technology of this generation allows us to be aware, stay informed and be diligent. Our thoughts are with all of you during this uncertain time.

As working remotely becomes the new normal, LexisNexis New Zealand has created this newsletter as a resource to help make the transition easier. We've launched the **COVID-19 Information Centre for New Zealand** with vital news, business updates and practical content during this crisis. You will also find user guides, video tutorials and CPD-earning virtual training options to help you with any product questions. And finally, our Customer Service and Technical Support teams are available as well, should you hit any snags during this new journey.

There is an opportunity to provide feedback at the bottom of this page and we invite you to do so should there be any requests you might have that were not covered in this newsletter.

As the country adjusts to each development, we are here to help you continue to provide the best service to your clients with the least amount of disruption.

Please stay safe, we are all in this together.

Kia Kaha.

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[LexisNexis NZ – COVID-19 Information Hub](#)

Gain access to practical content and stay informed of the latest developments in New Zealand

We are committed to providing relevant and up-to-date content to our customers and the legal community during this time of uncertainty. To that end, we have compiled a dedicated COVID-19 information resource hub and are offering full and free access to all.

The information spans legal, legislative and health content aimed at clarifying the impact to the legal industry and the practice of law in New Zealand and around the globe. The site will cover topics from business updates, legal & regulatory news and changes, health news (via our sister company Elsevier), and useful COVID-19 specific practical guidance checklists.

The site will be regularly updated, so please bookmark it and check-in for regular updates. We also encourage you to share this site amongst your colleagues and peers.

[LexisNexis NZ COVID-19 Info Centre](#)

[Virtual Training](#)

LexisNexis offers FREE product webinars to help you upskill & earn CPD points

By joining our virtual classroom, you'll not only learn a new trick or two, but also earn CPD points. Our local trainers Carolyn Freeman and Patricia Buckley-Andre will take you through best practices as well as a few tricks to help you utilize the robust functionality of Lexis Advance[®], Lexis[®] Draft and Lexis[®] Red. [CLICK HERE](#) or on the button below to access the current product webinar schedule.

[Product Webinar Schedule](#)

[Contact a Trainer](#)

To set-up a virtual classroom to suit your schedule

If our product webinar schedule doesn't quite fit yours, click below to request a time for you and one of our Customer Experience Learning trainers.

[Request Training](#)

[Lexis Affinity LinkedIn User Group](#)

Join the Affinity community on LinkedIn comprised of product experts, customers and consultants, brought together to help you navigate your practice management system. Conduct virtual Q&As with your peers, troubleshoot a problem and discuss all things Affinity with like-minds, on your schedule.

[Lexis Affinity LinkedIn User Group](#)

[Products Videos & Tutorials](#)

Informative videos to guide you through our solutions

[Lexis Advance Videos](#)

[Practical Guidance Videos](#)

[Lexis Draft Videos](#)

[Lexis Red Videos](#)

[Lexis Affinity On-Demand Webinars](#)

[Product User Guides](#)

Download here

**[Lexis Advance
User Guides](#)**

**[Lexis Draft User
Guides](#)**

**[Lexis Red User
Guides](#)**

[Working from Home](#)

Making the transition from office to home

We've gathered some useful advice to help you make the transition from the law office to the home office.

**[Remote work
Survival Toolkit](#)**

**[NZLS COVID-19
Info](#)**

**[Top Tips Work
From Home](#)**

Customer & Technical Support

Live Chat – Legal Research Assistant – [DOWNLOAD THE PDF](#)

Email: research.assistance@lexisnexis.com.au

Call: 0800 800 986

- Option 1 – Pricing, payments, orders and subscriptions
 - Option 2 – Accounts and billing
 - Option 3 – Technical Support with LexisNexis solutions functionality
 - Option 4 – Legal Software Solutions support for Lexis Affinity and LAWbase™*
- *Alternatively, you can call 0800 222 338 for the LSS Helpdesk

Email:

- CustomerSupport@lexisnexis.co.nz
For general enquiries relating to your LexisNexis account, products and services
- Practice.Management@lexisnexis.co.nz
For enquiries relating to Lexis Affinity and LAWbase products and services
- Affinity@lexisnexis.co.nz
For enquiries specifically about Lexis Affinity
- Sales.Enquiries@lexisnexis.co.nz
To enquire about LexisNexis products and library packages

Lexis Affinity Support & Customer Care: <http://lexiscare.com.au>

Feedback

We'd like to hear from you

Do you have a specific question about a product or service? Have a suggestion for the Information Centre? Want to provide some feedback on our communications? Click below and TELL US:

[CONTACT US](#)



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