

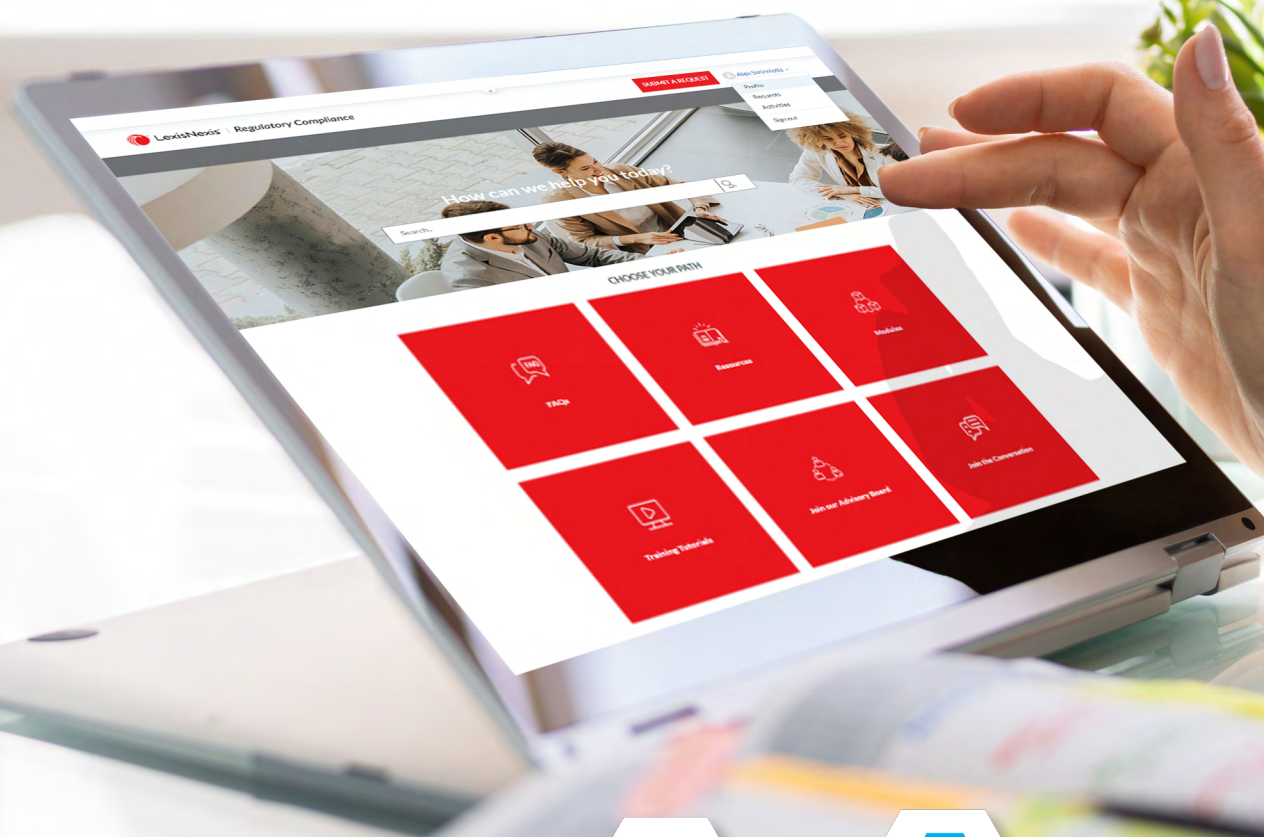
Community Portal

User Guide

Prepared by: **Michael Nelson**

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Date: **07/5/2024**



LexisNexis® Regulatory Compliance
Multi-award winning solution
helping you on your path to compliance



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Welcome

The Community Portal is a complete self-service support option for subscribers to LexisNexis Regulatory Compliance. The Community Portal gives you the opportunity to engage more closely with the wider regulatory compliance community, through LexisNexis' knowledge base and our community blog.

This user guide is designed to let you know:

- What the community portal is for and what LexisNexis is aiming to achieve with it;
- The content contained in our knowledge base, including scope and coverage offered by our modules, and details of any future developments planned for our Regulatory Compliance solution; and
- How to use the features the community blog offers, including creating posts, commenting on other people's posts, and searching for answers in the features and content contained within the Regulatory Compliance solution; and
- How to access our video tutorials, whitepapers and checklists that can help you on your path to compliance.

If you have any queries about the Community Portal, or about other LexisNexis products and services, please:

- contact your Relationship Manager; or
- email compliance@lexisnexis.com.au.

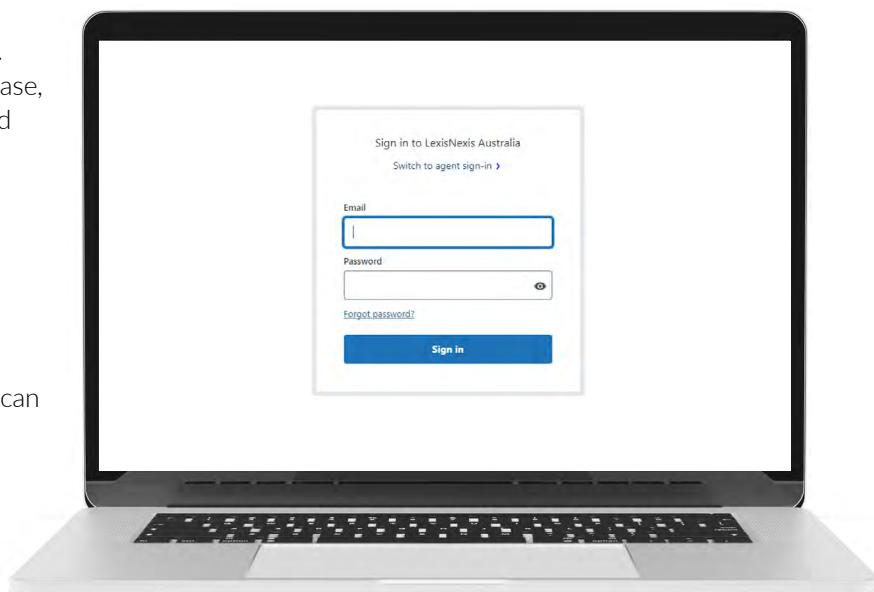
Our vision

Our vision for the community blog is to create a community of practice of regulatory governance professionals, who can work with us to refine and improve our services, as well as work together to share experiences and information about the regulatory governance ecosystem. A social network of professionals who learn, share and collectively raise standards across the board.

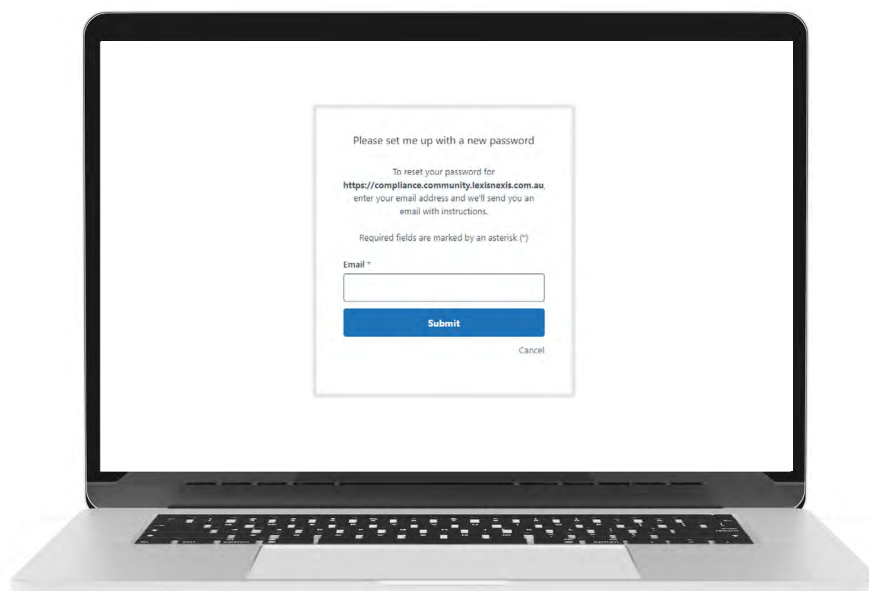
Logging in

The Community Portal is for the whole of the LexisNexis Regulatory Compliance community. Every subscriber, across our entire customer base, can gain to the Community Portal. If you would like access, please contact your Relationship Manager or Mary Wong, our Principal Product Manager, at mary.wong@lexisnexis.com.au, to arrange a username and password.

Once you've got that sorted, go to <https://compliance.community.lexisnexis.com.au>. This link will take you to the login page, where you can enter your email address and password.

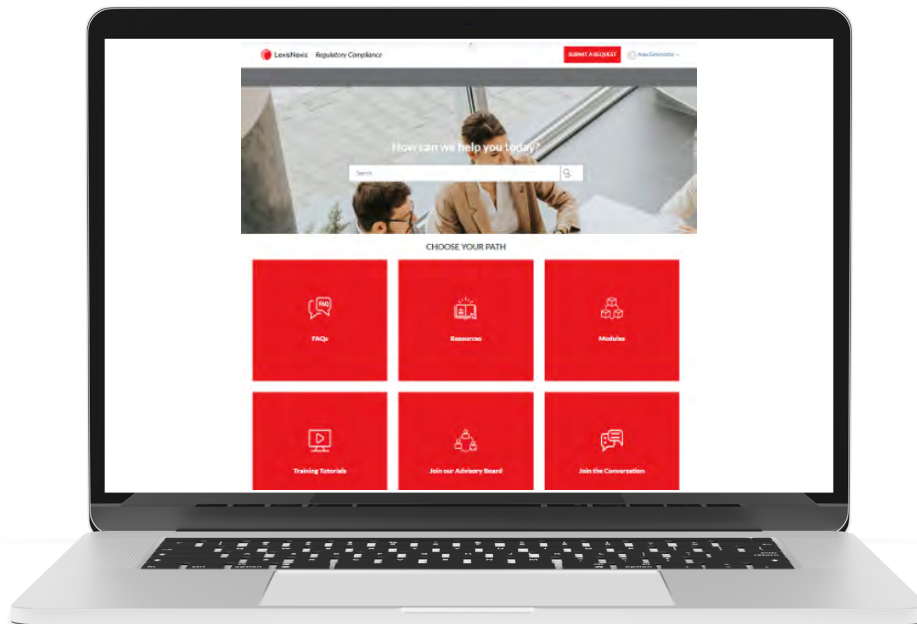


If you have forgotten your password, or want to change it from the default one, simply click on the 'Forgot password?' link. It will take you to the screen below. Simply enter your email address and then you will receive an email with instructions to set up a new password and log into the Community Portal.



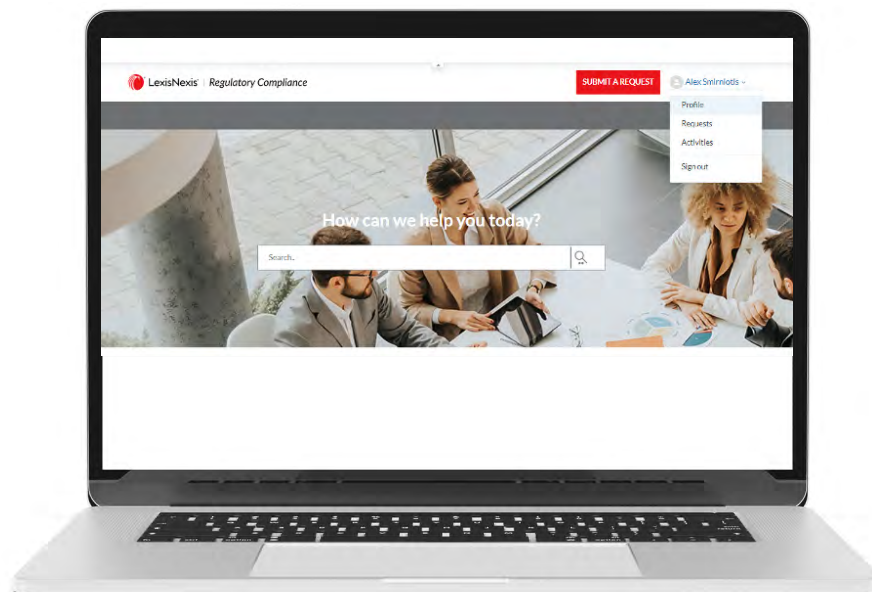
Home page

Once you have successfully logged in, you will enter the Community Portal Home Page:



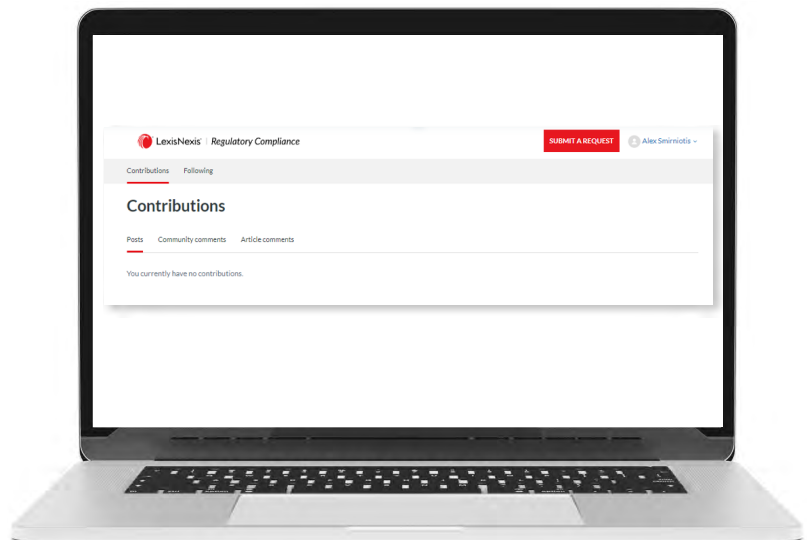
At the top left, the LexisNexis logo acts as the Home button, so that no matter how deeply you dive into the content, you can easily come back to this page. The tiled design lets you choose how to interact with the community, depending on your needs at the time.

On the top right are the link to the Community blog, which we'll get to in a moment, and a link to your activities and your profile. To access, click on the arrow next to your user name and a drop down will appear.



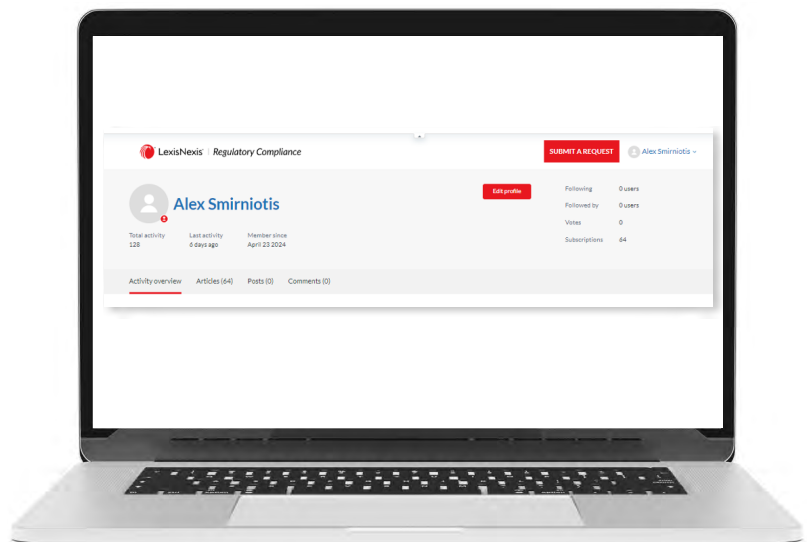
My activities

When you click on My activities, a window like this will appear. There you will be able to review any posts or comments you have made, or any posts or comments by any of the contributors you follow.



My profile

When you click on the My profile link, a window like this will appear. It's a summary of your activities, showing what contributions you've made, how many people you follow, and who follow you, and how often you've voted on some else's post. This mimics other social platforms you will be familiar with, and makes usability faster, more intuitive and easier.



Edit profile

If you would like to edit your profile and add some background to how you present to the community, just click the 'Edit Profile' button.

Once there, you can add a photo, contact details and a brief biography, and when you're happy with it, click ok.

Edit my profile

ⓘ Your name, avatar, phone number, and email are set in your profile in the Zendesk Support agent interface. You can't change them here.

Name:
Alex Smirniotis

Profile photo (optional)
Change photo

Email:
alexander.smirniotis@lexisnexis.com.au

Phone (optional)

Manage two-factor authentication (2FA) ⓘ
[Manage 2FA](#)

Description (optional)
Tell the rest of the community a bit about yourself. 500

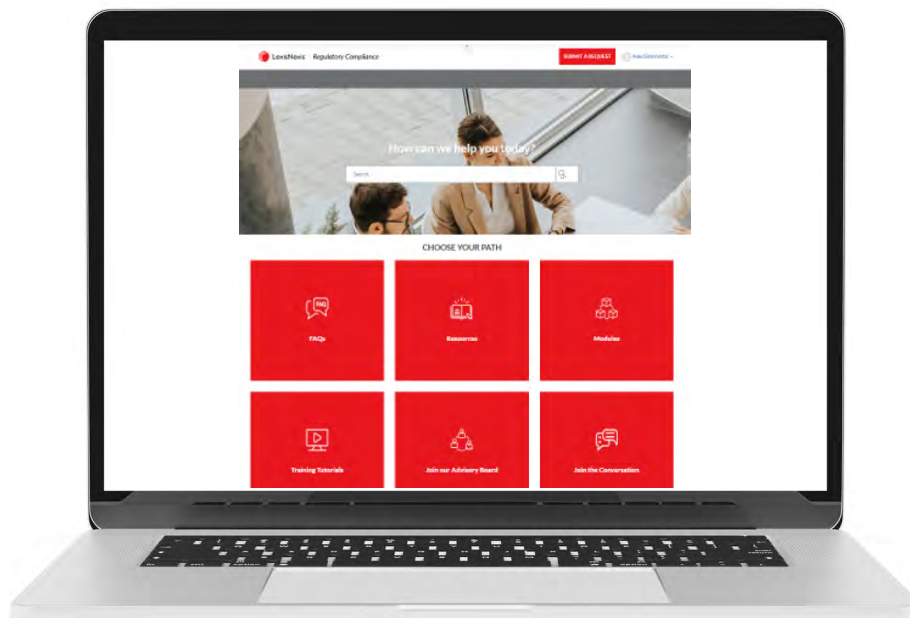
OK

Home page — Choose your path

Welcome to the Community Portal home page. Here, you will see that we offer the following information:

- FAQs
- Resources
- Modules
- Training Tutorials
- Join our Advisory Board
- Join the Conversation

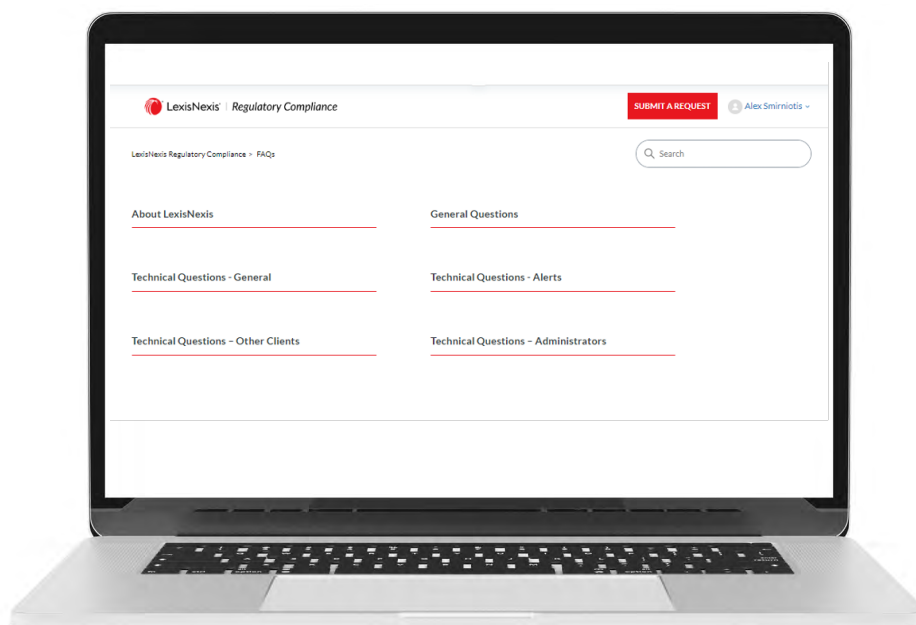
Simply click on the tile to choose the path you wish to access.



FAQs

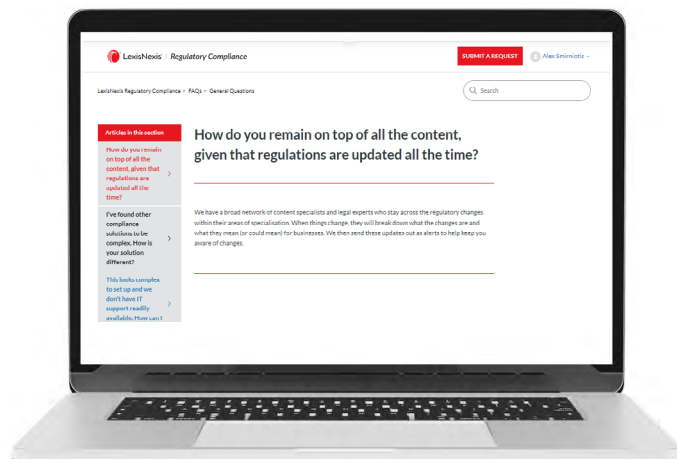
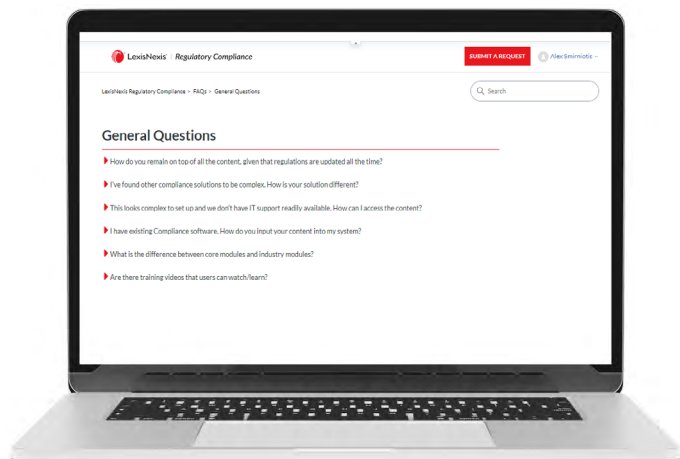
To access the FAQs, click on the FAQs tile on the home page.

We have compiled a list of frequently asked questions that we have received from customers. These are divided into topics as shown below, enabling you to determine which group will best answer your question.



Once you click on a group, (e.g. 'General Questions') you will be taken to a page which lists all the FAQs pertaining to that topic.

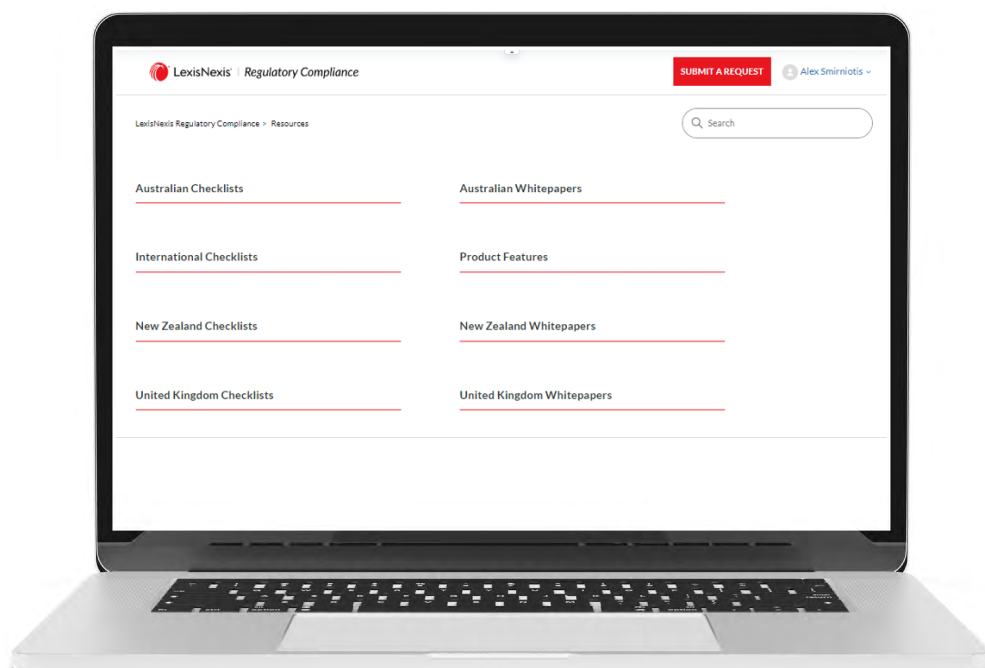
Simply review the questions and click on the question that you would like the answer to. In this example, the question is: "How do you remain on top of all the content, given that regulations are updated all the time?"



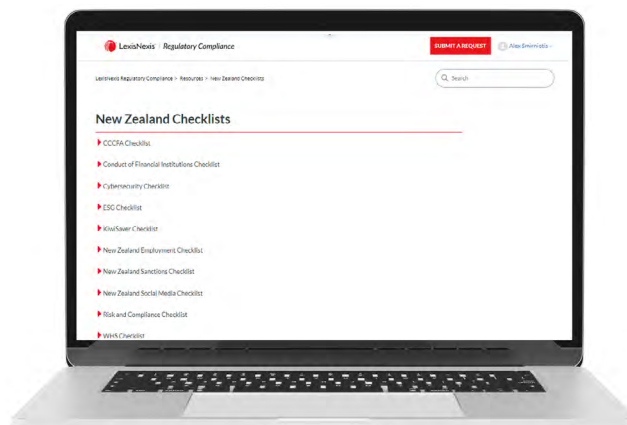
Resources

To access the Resources, click on the Resources tile on the home page.

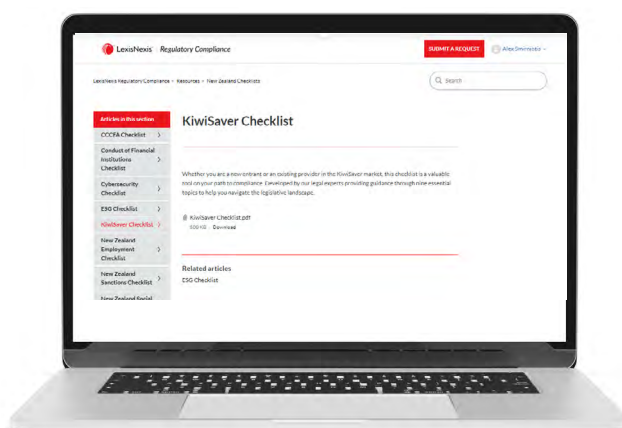
To help you on your compliance journey, we have put together a list of checklists, whitepapers and user guides that you may find useful. These are clearly grouped and these also are divided into jurisdictions.



For this example, let's say you are a New Zealand based Compliance professional, looking for regulatory information within the Financial Services industry. You can click on the 'New Zealand Checklists' link to see what is available.



Look through the list and find the checklist that may be of interest to you and your business. In this example, let's assume that 'KiwiSaver Checklist' is the checklist needed – simply click on that link.



You will land on the KiwiSaver checklist page. Here we provide a short summary of what is contained in the checklist. To access the checklist, click on the PDF link, KiwiSaver Checklist.pdf



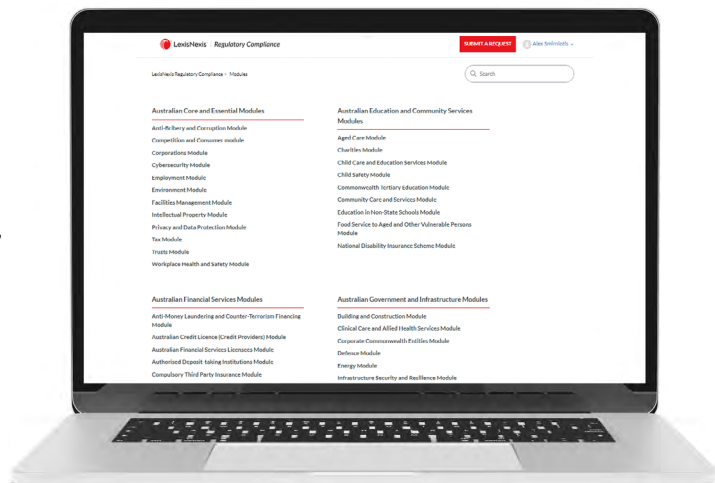
Now you will get access to the checklist. You can review and save the file to your computer or device.

Modules

To access the Modules, click on the Modules tile on the home page.

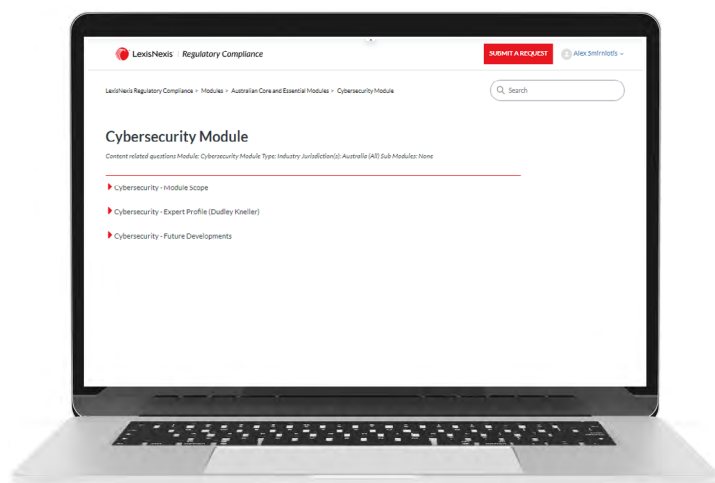
The Modules section is a comprehensive catalogue of the contents of the LexisNexis Regulatory Compliance modules, broken down by jurisdiction, type and industry.

Within each category, you will find details of each module, including a detailed summary of the module scope and any likely future developments, and in some cases, a profile of one of the various legal experts LexisNexis retains to collaborate with us on our module content.

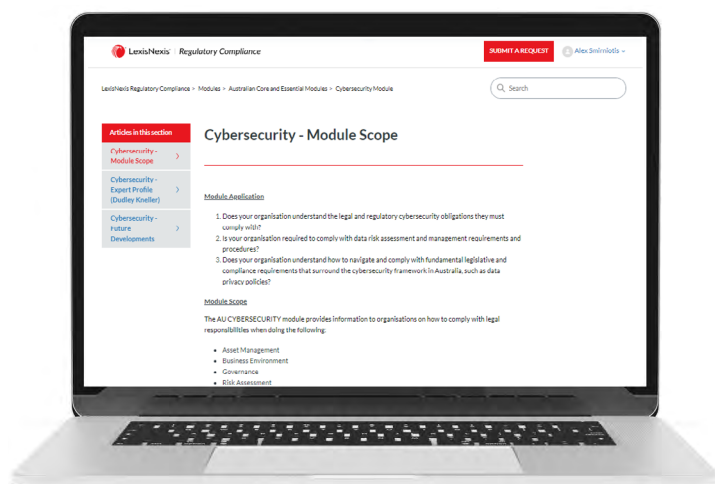


This is a great section to learn more about the content you have already subscribed too, or if you want to learn more about content you're not subscribed too, but might be useful for your business.

In this example, let's explore the Australian Cybersecurity Module.



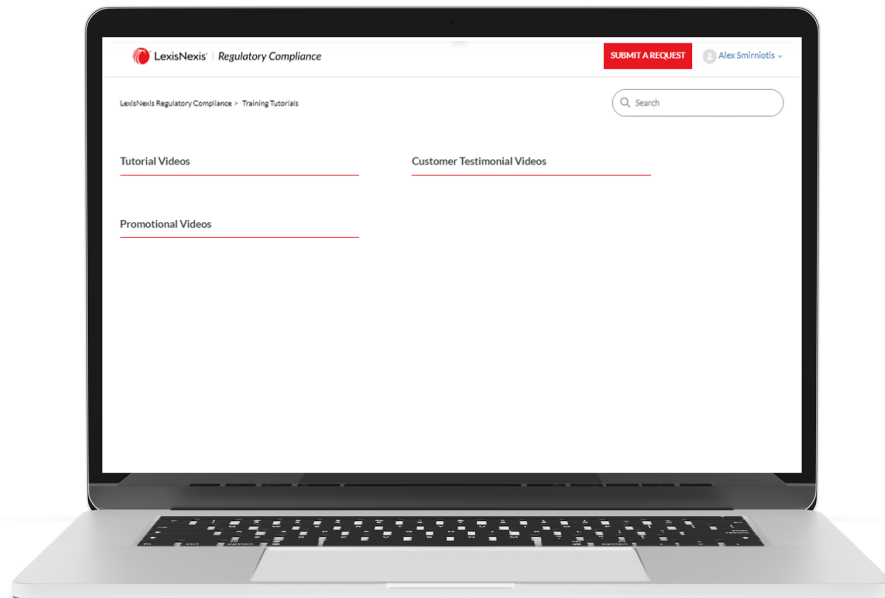
On this page, you can see you have access to the Module Scope, Legal Expert Profile and Future Developments. As an example, if you would like to learn more about the Cybersecurity Module, click on the 'Module Scope', and you will be taken to a page which outlines the module in full.



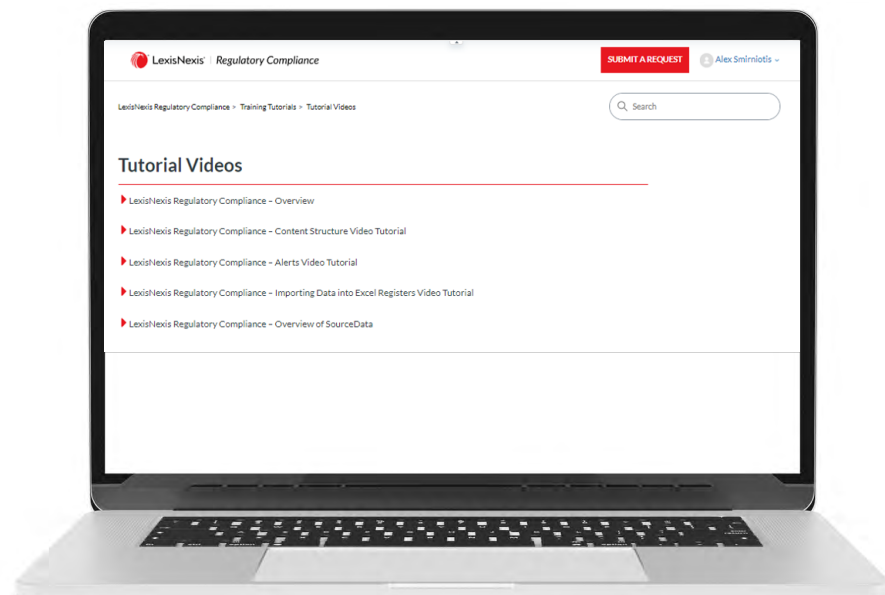
Training tutorials

To access the Training Tutorials, click on the Training Tutorials tile on the home page.

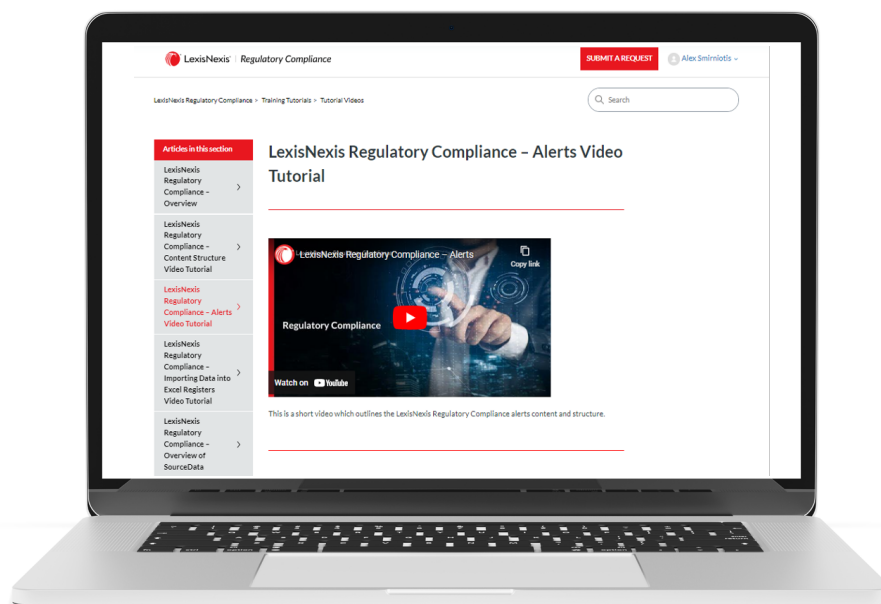
The Tutorials section is a list of short videos that can help you get the most out of our registers and alerts. We also provide some customer testimonial videos too.



If you would like to access our tutorial videos, simply click on the Tutorial Video link.



Here, we list a number of videos that you can use to learn more about our registers and alerts. If you are interested in learning more about alerts, you can click on the alerts tutorial link.



On this page, you will be able to view the video on alerts.

Join our advisory board

To access the Join our Advisory Board page, click on the Join our Advisory Board tile on the home page.

LexisNexis Regulatory Compliance Customer Advisory Boards are regular meetings we have clients, grouped by industry or compliance area. It's an initiative designed to have open discussions regarding trends in your industry, improve communication generally for compliance professionals within the sector and to get your feedback about LexisNexis Regulatory Compliance content development.

If you would like to join our advisory board, you can do so here.

Submit a request

Company

Company

Contact Name

Contact Name

Contact Number (optional)

Contact Number

Email (optional)

Email

Issue/Request Type

Modules (optional)

Modules

Subject

Description
 Paragraph

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Once you are on the Submit a Request page, please complete the following steps:

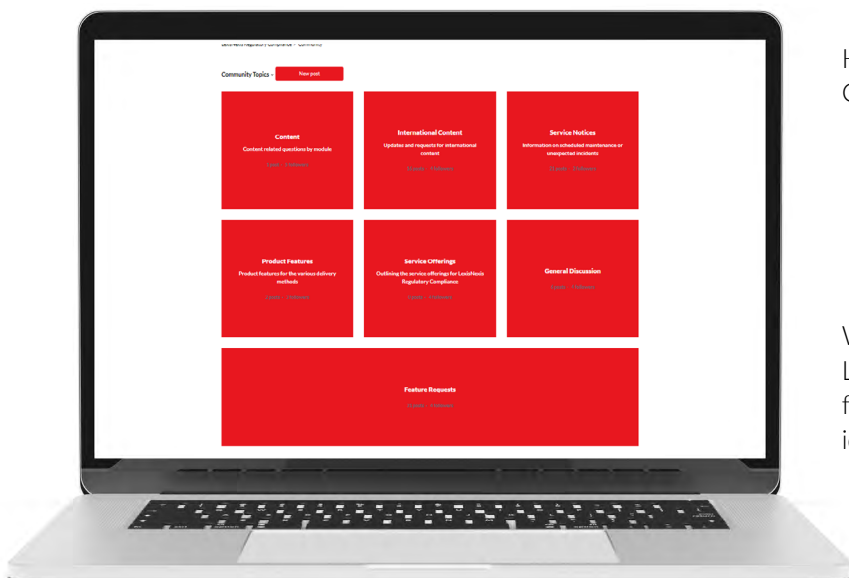
1. Please enter your company details, contact name and email.
2. In the "Issue/Request Type", select 'Join our Advisory Board'.
3. In the Subject Header, enter "I would like to join the Advisory Board"
4. In the description, simply type in the industry/s that your business operates in.

Once we receive this information, we will invite you to any Customer Advisory Board we host that involves your industry.

If you do have any questions relating to this, please contact your Relationship Manager.

Join the conversation - Community blog

The other key aspect of the Community Portal is the Community Blog section. To access the Join the Conversation page, click on the Join the Conversation tile on the home page.



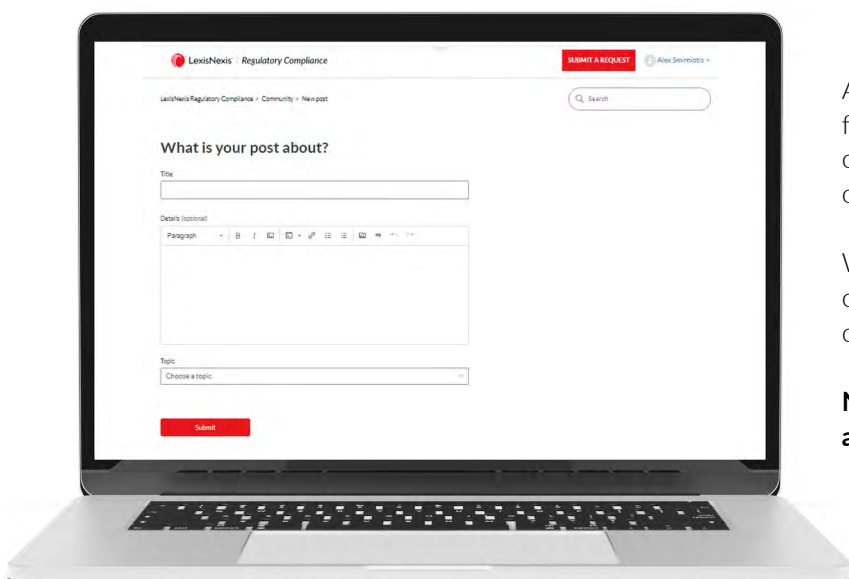
Here you are able to ask LexisNexis Regulatory Compliance team questions about:

- content and product features;
- suggestions for possible new features; and
- starting threads about important issues in the wider regulatory and compliance community.

We see this blog as a way of providing a space for LexisNexis Regulatory Compliance subscribers to form a community of like-minded people, sharing ideas and helping each other.

Posting and commenting

To start with, simply click 'New Post'. You'll see a window appear that looks like this:

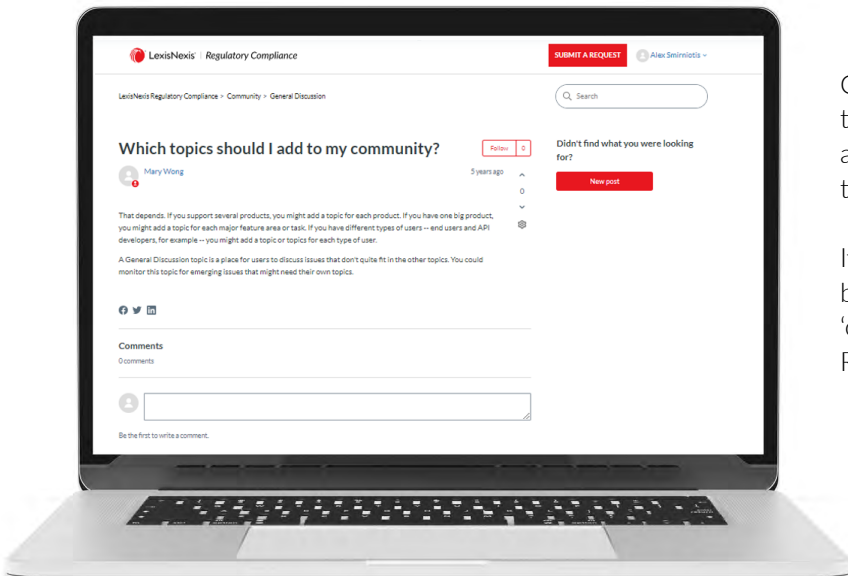


Add a title, compose your post, select the topic from the drop-down menu, and submit it. As you can see, you can format the text, add bullet points or ordered lists, photos or hyperlinks.

When it's posted, people will be able to comment underneath it, and we can get the conversation going.

NB All posts are moderated before they are available for public viewing.

Once the post is live, it will look something like this:



On the right hand side you can follow or unfollow the author, recommend (or not) the post, or, if you are the author, you can click on the 'cog' symbol to edit the post or delete it.

If you see something that you think needs to be brought to our attention, you can click on the 'cog', and create a ticket that will get sent to the Regulatory Compliance team.

Submitting a request

If you want to submit a request regarding functionality or content for Regulatory Compliance generally, here is how to do it.

When you click on the link a window will appear like this:

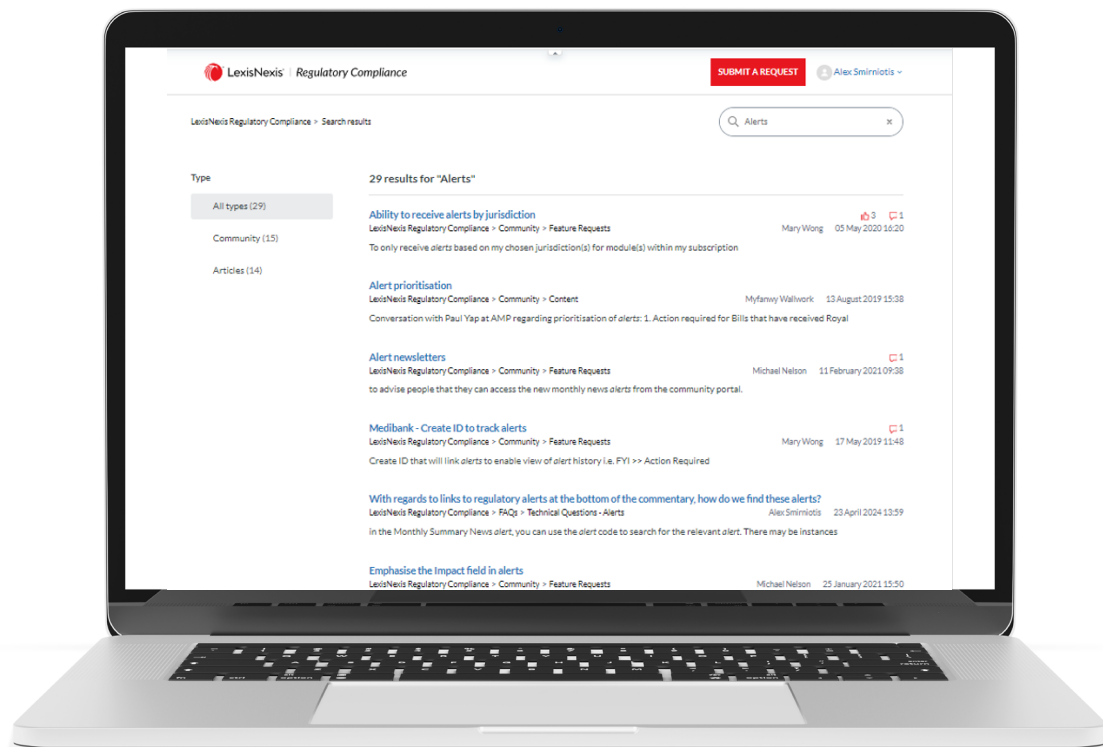
A screenshot of a "Submit a request" form. The form contains several input fields: "Company", "Contact Name", "Contact Number (optional)", "Email (optional)", "Issue/Request Type", "Modules (optional)", and "Subject". Below these fields is a "Description" section with a rich text editor toolbar (including bold, italic, link, and other icons) and a large text area. At the bottom of the form, there is a small note: "Please enter the details of your request. A member of our support staff will respond as soon as possible."

Fill in the relevant details and click submit. The request will come to our Regulatory Compliance team, and we will respond to you as quickly as possible.

Search

Search functionality is available within the Community Portal. If you are wanting to learn more about a topic, enter the topic name in the search bar that can be found on the home page.

In this example, lets search 'alerts'.



Further queries

If you have any queries about the Regulatory Compliance Community Portal, or about other LexisNexis products and services, please contact your Relationship Manager or email compliance@lexisnexis.com.au.



About LexisNexis Regulatory Compliance

LexisNexis Regulatory Compliance helps you forge a clear path to compliance.

With LexisNexis content know-how at the core, our compliance registers, alerts, and information-driven solutions make compliance uncomplicated for GRC professionals across the globe.

- Find relevant obligations faster with jargon-free registers that are aligned to your business processes.
- Stay up to date with near-real time alerts delivered straight to your inbox when you may be impacted by regulatory change.
- Explore your compliance obligations under a particular regulator, or a particular compliance source, with SourceData.
- Engage with the wider compliance community and LexisNexis experts through the Community Portal, our self-support platform.
- Access comprehensive, current LexisNexis content that meets your unique needs, with eight core modules relevant to all businesses, and over 90 industry-specific modules.

Authored by leading legal and industry experts, and supported by flexible technology that works the way you do, LexisNexis Regulatory Compliance gives you peace of mind while saving time, and money.

About LexisNexis

LexisNexis is part of RELX Group, a world-leading provider of information and analytics for professional and business customers across industries. LexisNexis helps customers to achieve their goals in more than 175 countries, across six continents, with over 10,000 employees.

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helping you on your path to compliance

