

## Thank you for enrolling in the SERION® Certification Program!....A few things before you get started, and to help you along the way...

Thomson CompuMark designed the SERION® Certification Program to enable legal professionals to optimize their skills and validate their proficiency with the SERION online environment tools they use every day.

This SERION Certification Program is built using a recorded simulation of the real SERION online user experience. It is not a live SERION online environment.

- The SERION Certification Program Modules will focus on best practice methods taught through Thomson CompuMark training.
- Every action you take in the SERION Certification Program Modules is recorded and measured, including clicks and text entries. Similar to the SERION online environment, you will be required to scroll to view hits and conduct other actions. This required scrolling is not scored and will not impact your final result.

Your results are based on your success in completing each of the requested actions.

- You will have 3 attempts for all required actions (clicks), 2 attempts for text entries and 1 attempt for answering quiz questions.  
(Note: A click of a mouse will be evaluated as right or wrong. Spelling errors will be evaluated as right or wrong.)
- You will see red captions providing hints if you have not clicked or entered the correct response. On the 3rd attempt, the screen will skip this action and move on to the next (and points will then be deducted).
- Upon completion of the scenarios, your result will be displayed on the last screen as either "Certified" or "In Progress".
  - If you have achieved enough points to become certified, then no additional action is required, and you may view your certificate in the 'My Certificates' section of the SERION Certification Program site.
  - If your result is "In Progress" your Account Manager or Product Trainer will be in touch with you to recommend next steps.

Certification is achieved at a score of 80% or higher (75% for SAEGIS® Basic and Advanced Custom Search Modules).

Your Module may take a few minutes to open due to the size of the SERION Certification Program Modules and depending on your current computer and Internet connection setup.

To ensure an optimal experience, please consider the following requirements:

- SERION Certification Program Modules should be viewed using Internet Explorer
- Screen resolution should be set at a minimum of 1024x768 for optimal viewing
- The computer being used should have Adobe® Flash Player– version 7.0 or newer
- Modules should be completed in one session, without pauses and starts / stops to ensure accurate scoring
- SERION Certification Program Modules will be downloaded to your computer, when launched. It is recommended the Program be completed on a desktop computer with high speed Internet access.
  - The performance of your computer and your connection to the Internet (e.g.T1, Cable, DSL, Wireless) may affect the speed and overall performance of the SERION Certification Program Modules
- Please follow instructions closely to ensure that you gather all of the required points – in many cases, there are more than just one set of instructions per screen.
- Every text entry will require you to click in the text box and hit the 'Enter' key after making your entry, before continuing to the next action

Have questions? Please contact us by phone: (888) 477-3447 or email: [saegis.support.us@thomsonreuters.com](mailto:saegis.support.us@thomsonreuters.com)

## FREQUENTLY ASKED QUESTIONS

### What score will I need to become 'Certified'?

You will need to achieve a score of 80% or higher to become Certified in a particular Module (75% for SAEGIS® Basic and Advanced Custom Search Modules). A 'Pass' indicator in your 'My History' section of your site (or 'Completed' tab) will indicate that you have passed and are Certified in a Module. (This will also be noted on the last screen of the Module).

### My SERION® Certification Program Module is NOT marked as complete/ after I closed it.

For a SERION Certification Module to be marked 'Completed' you must answer all the questions and follow all instructions. To close the Module successfully, you must be on the last 'Results' page and click on the 'X' located in your bottom left toolbar.

### How can I track my scores for the Certification Modules I've completed?

Scores appear as a 'Status' for the SERION Certification Program. To view your status, login to <http://www.serioncertification.com> and click on the 'My History' link. You will see a list of the SERION Certification Modules you have completed, the date you were enrolled, and your status. You will receive a status of either 'Pass' (for 'Certified') or 'Fail' (for 'In Progress') or 'Not Attempted'. You will receive a status of 'Pass' if you have achieved a score greater than 80% (75% for SAEGIS Basic and Advanced Custom Search Modules), and receive a status of 'Fail' if you have not achieved this score. A status of "Not Attempted" indicates that you have not yet launched the particular Module.

### What happens if I don't pass and receive an "In Progress"?

If you do not become 'Certified', your Product Trainer or Account Manager will work with you to identify next steps for re-certification. If you have immediate questions, please contact us at (888) 477-3447 or [saegis.support.us@thomsonreuters.com](mailto:saegis.support.us@thomsonreuters.com)

### Who do I contact if I am interested in signing up for the SERION Certification Program?

Please contact your Account Manager or Product Trainer.

### I launched a Certification Module and it just says "Please Wait...." and it doesn't launch.

When launching Certification Modules, a "Security Box" sometimes appears. You must click 'OK' in this box for the Module to launch properly. (Also, double-check that you've temporarily allowed pop up windows if working on a personal computer). The Certification Modules are large files and may take several minutes to download. If you feel there has been a technical issue, please contact us for further assistance at (888) 477-3447.

### When I attempt to launch a SERION Certification Program Module, I receive an error message.

In the event you are not able to access the SERION Certification Program Module, please contact us at (888) 477-3447.

### What are the SERION® Certification Program Guidelines?

- When referring to the SERION® Certification Program, please use the following program name and include the appropriate trademark symbol: SERION® Certification Program.
- After completing one or more Certification Modules, you may indicate that you are proficient with one or more of the SERION® Trademark Tools by using the term 'SERION® Certified'. Any such indication should include the particular Module(s) and the completion date, e.g., SERION® Certified: SAEGIS® Basic Custom Search (2009).
- User of the SERION® and/or SAEGIS® Trademarks is permitted only to the extent necessary to communicate that you have achieved the relevant certification. Your use of the SERION® and/or SAEGIS® Trademarks shall not falsely suggest an affiliation, sponsorship, or endorsement with Thomson CompuMark or its products and services.

## TECHNICAL HELP & SUPPORT

If you are experiencing technical issues logging in or accessing the contents of the SERION® Certification site, please make sure that you have checked the following items:

- Internet Explorer Browser Version should be 6.0 Service Package 2 or higher.
- First party session cookies are required to view this web site. (see below) to read how to enable them). The Privacy tab should be set to the medium position and no advanced cookie settings are necessary.
- JavaScript must be enabled in order to view the certification sessions. (see below) to see how to enable JavaScript). Note that you will have to close this browser and open a new browser window after changing this setting.
- All pop-up blockers must be disabled. Also, if using Windows XP be sure to disable the default popup blocker that is built into the Windows XP operating system.

## CONTACT US

Have questions? Please contact us by phone or email with your question.

Phone: (888) 477-3447 Email: [saegis.support.us@thomsonreuters.com](mailto:saegis.support.us@thomsonreuters.com)

## Enable Cookies and JavaScript

For IE 6.0 and greater (JavaScript)

- Click on the Tools menu
- Click on the Internet Options on the Tools menu
- Click on the Security tab in the new window
- Click on the Custom Level button at the bottom of the window
- Scroll nearly to the bottom of the Settings list
- Make sure that Active Scripting is set to enable
- Click OK to save changes

For IE 6.0 and greater (Cookies)

- Click on the Tools menu
- Click on the Internet Options on the Tools menu
- Click on the Privacy tab in the new window
- Move the track bar to the medium position
- Click OK to save changes

For Netscape 6.1 and greater (JavaScript)

- Click on the Edit menu
- Click on the Preferences option on the Edit menu
- Click on the Advanced category on the left side of the window
- Make sure that the "Enable JavaScript" checkbox is checked on the right
- Click OK to save changes

For Netscape 6.1 and greater (Cookies)

- Click on the Edit menu
- Click on the Preferences option on the Edit menu
- Expand the "Privacy & Security" category
- Click on Cookies on the left side of the window
- Make sure that the "Enable all Cookies" radio button is checked
- Click OK to save changes