

with the program. In accessibility mode, the electronic Help file is available from the Help drop-down menu within the program; in standard mode, the Help drop-down menu also provides access to the PDF User's Guide and Tutorial.* Other sources of information include the Quick Reference Guide (file name *LexisNexis CD Quick Reference.pdf*, located on Disc 1 in the Help folder)† and the Readme file (file name *Readme.txt*, located on the root of Disc 1). Answers to many questions regarding use of the *LexisNexis CD* on Folio 4 application can be found in these resources.

Contacting Technical Support

Support for technical- or search-related issues is available 24 hours a day, 7 days a week. When calling for assistance, please be at the computer on which the program is running and please have your account number, found on your packing slip, ready.

U.S. and Canadian Customers: 1-800-223-5297

Prison Customers: 1-866-293-4261

From the automated attendant, please choose the option for either technical or search assistance, as appropriate

International Customers: 1-937-859-5398



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* The PDF user's guide and tutorial are not accessible to screen-reader software, and the tutorial can be run on the Windows Vista operating system only by users logged on under an Administrator Windows account.

† The PDF Quick Reference Guide is not accessible to screen-reader software.