

Cheetah™ Migration FAQ

| Question | Answer |
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| <p>What is WK's plan to migrate IntelliConnect access to Cheetah™?</p> | <p>Over the past year, Cheetah™ has been successfully adopted by more than 2,500 law firms, law schools and corporate legal departments. Based on this adoption, we've reached the point where we have decided to sunset the IntelliConnect platform and move to one research platform, Cheetah™. This move will allow us to further invest in enhancements to Cheetah™ and other value-added solutions for the legal marketplace. As part of this change, we will migrate any remaining IntelliConnect customers to Cheetah™ over the next few months."</p> |
| <p>How will WK work with customers on migration?</p> | <p>You will receive email communications starting approximately 90 days in advance of your transition date from IntelliConnect to our upgraded platform, Cheetah™. Your account has dual access to both platforms during the transition. At transition, IntelliConnect discontinues.</p> |
| <p>How will I know my Account's migration date?</p> | <p>Wolters Kluwer will send email communications to Delegated Administrators and End Users informing them approximately 90 days in advance of migration from IntelliConnect to Cheetah. A cadence of email communications approximately 90 days, then 60, 30, 7 and 1 will follow to remind you of the migration date to Cheetah, which is also the date IntelliConnect discontinues. Each email provides links to all of the information you need to manage migration from IntelliConnect to Cheetah™.</p> |
| <p>I would like more information, do you have Training & Support resources?</p> | <p>Please take this time to get all of the information you need in our expanded Training & Support page, https://lrus.wolterskluwer.com/training-support/cheetah/.</p> |
| <p>How do I contact WK if I need customer support?</p> | <p>Please feel free to contact us if you need a little extra support or have some questions. You can contact us at 1-800-955-5217 or email: CheetahSupport@wolterskluwer.com.</p> |

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| Questions about Cheetah | |
| What is Cheetah™? | Designed in partnership with our customers, Cheetah™ is a new, intuitive interface developed with a full understanding of your legal research workflow combined with the insights and expertise that only Wolters Kluwer can deliver. Evolved for natural speed and ease, and powered by Wolters Kluwer's world-class content, Cheetah™ is engineered to accelerate your legal research. |
| How is Cheetah™ different than IntelliConnect? | In 2015, based on close collaboration with our customers, we launched Cheetah™ an intuitive legal research platform, powered by Wolters Kluwer's world-class content enabling legal professionals to quickly understand and advise on today's complex matters. While IntelliConnect & Cheetah both provide subscription-specific access to in-depth knowledge and expertise from WK attorney specialists and experts, Cheetah™ provides easier access through curated dashboards for expanded Practice Areas. Each dashboard arranges material topically and by document type to enable fast access to your subscription materials. Additionally, metadata and enhanced functionality will help you find answers fast on Cheetah™. In 2018, Cheetah™ won the SIIA CODiE Award for Best Legal Solution. |
| What are the key features of Cheetah™? | <p>Evolved for natural speed and ease, and powered by Wolters Kluwer's world-class content, Cheetah™ accelerates your legal research with:</p> <ul style="list-style-type: none"> • Faster, More Accurate Research: Our new search structure and enriched content, organizes legal information topically, putting content in context so you can quickly understand and advise on today's most complex matters. • A Sleek Responsive User Design: The customizable, modern interface works seamlessly across desktop and mobile devices so you have complete access whenever you need it. • Agile Functionality: Advanced browsing, searching, and collaborating capabilities streamline your research workflow so you can pinpoint what you need. • Intelligent Insights and Expertise: The trusted combination of legal information with Wolters Kluwer's in-depth expertise and analysis curated to ensure you have exactly what you need in one location. |
| Is Cheetah™ exclusively offered by Wolters Kluwer? | Powered by Wolters Kluwer's world-class content, Cheetah™ is engineered to accelerate your legal research. Over the past few years, Wolters Kluwer has added all of its trusted legal content onto Cheetah™, the new legal research platform offered exclusively from Wolters Kluwer. |

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| Why is WK migrating from IntelliConnect to Cheetah now? | Cheetah™ is a tremendous success story with hundreds of our customers using Cheetah™ for legal research over the past few years. Wolters Kluwer has offered dual access to customers and now it's time to make the jump over to Cheetah™. Wolters Kluwer is set to discontinue IntelliConnect at the end of 2018. |

Questions about IntelliConnect

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| How long will we have access to IntelliConnect? | You will receive email communications starting 90 days before your transition date from IntelliConnect to our upgraded platform, Cheetah™. Your account has dual access to both platforms until the transition date. At transition, IntelliConnect access discontinues. |
| Can we go back to IntelliConnect once we migrate to Cheetah™? | Since Wolters Kluwer is set to discontinue IntelliConnect access at the end of customer migrations to Cheetah™, your account will not be able to access IntelliConnect after your migration date. |
| What will happen to external links to IntelliConnect content after my Account migrates to Cheetah? | <p>Until development of an automatic link re-direct tool is completed - any links to specific IntelliConnect content will result in the message <i>'The Wolters Kluwer IntelliConnect for Legal Professionals product is no longer available, so we have taken you to the new Wolters Kluwer Cheetah product.'</i></p> <p>We suggest that you use one of the following methods to create links to your new Cheetah content:</p> <p>Links to Practice Area dashboards:</p> <ul style="list-style-type: none"> • Within Cheetah – on ALL CONTENT dashboard (available to users with subscription content on 2 or more Practice Area dashboards) – right click on Practice Area title & copy URL address <p>Links to databases:</p> <ul style="list-style-type: none"> • Use complimentary MARC Records Manager or Product Titles and Links tools – https://lrus.wolterskluwer.com/marc-records • Within Cheetah – open 'Subscribed Content (Titles A-Z)', either from ALL CONTENT dashboard or clicking your UserName, locate Practice Area, right click on database title and copy URL Address. <p>Links to documents:</p> <ul style="list-style-type: none"> • Within Cheetah – when viewing a document, copy the Browser address |

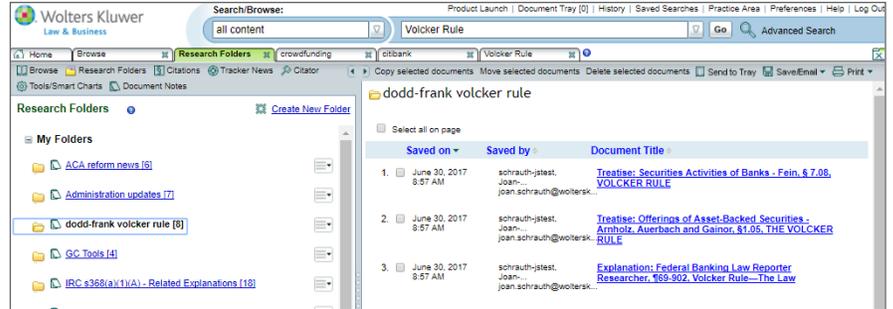
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| What happens to the customization and the links saved on IntelliConnect? | <p>Prior to your Account's migration date, end-users should create a record of the IntelliConnect customizations they wish to re-create in Cheetah (print or copy&paste):</p> <ul style="list-style-type: none"> • Email sign-ups (recreate in Cheetah News): <ul style="list-style-type: none"> - Re-create all email sign-ups in Cheetah News → access News → then choose Dailies, Newsletters, or Treatise Updates • Research Folders → access documents within Cheetah and add to Worklist(s) • Notes & Highlights → access documents within Cheetah and re-create Notes & Highlights • Saved Searches → re-run search across similar content within Cheetah and Save Search • Favorites → locate documents within Cheetah and add to Favorites |
| How can I get MARC Records or listing of Titles and URLs for my Cheetah subscription? | Use this website - https://lrus.wolterskluwer.com/marc-records - to access complimentary tools to obtain MARC Records or Product Titles and Links for your Wolters Kluwer Cheetah subscription. |
| Where is the best place for Cheetah™ training tools or to contact customer support? | Please take this time to get all of the information you need in our expanded Training & Support page, including Video, and a helpful checklist of migration Best Practices. Please feel free contact us if you need a little extra support or have some questions. You can contact us at 1-800-955-5217 or email: CheetahSupport@wolterskluwer.com . |
| What if my Account is using the complimentary IntelliConnect add-ons for Widgets and/or has installed WK Browser Search plug-in for IntelliConnect? | <p>You will need to create new Cheetah Widgets for any IntelliConnect widgets that you are using. Access the following for complimentary add-on:</p> <ul style="list-style-type: none"> • Cheetah Widgets: https://lrus.wolterskluwer.com/tablets-mobile-apps/widgets |
| What happens to the email delivery of News & Current Awareness that I have already setup within IntelliConnect? | Upon your migration date, your existing IntelliConnect email delivery of News & Current Awareness (WK Dailies, E-Newsletters/Report Letters and Tracker Alerts) will be automatically transferred to Cheetah and all email delivery from IntelliConnect will stop. |

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| <p>What happens to the other customizations that I've created within IntelliConnect, such as Research Folders, Saved Searches, Notes & Highlights, and Favorites?</p> | <p>Any Research Folders, Saved Searches, Notes & Highlights, and Favorites created within IntelliConnect must be manually re-created within Cheetah. It is best to do this while you have dual-access to both IntelliConnect and Cheetah, prior to your migration date when access to IntelliConnect will end.</p> <p>Prior to your Account's migration date, you can also create a record of any IntelliConnect customizations so that you can re-create them within Cheetah after migration if needed.</p> |
| <p>Where is the best place for Cheetah™ training tools or to contact customer support?</p> | <p>Please take this time to get all of the information you need in our expanded Training & Support page, https://lrus.wolterskluwer.com/training-support/cheetah/. Please feel free contact us if you need a little extra support or have some questions. You can contact us at 1-800-955-5217 or email: CheetahSupport@wolterskluwer.com.</p> |

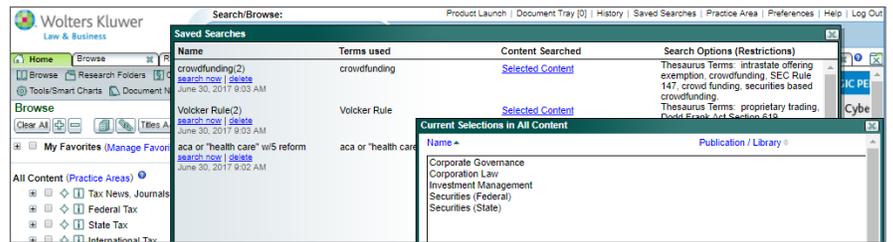
IntelliConnect Customizations

Instructions for end-users to record their intelliconnect customizations

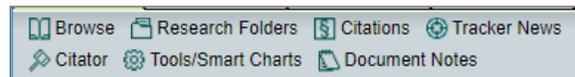
- Research Folders** – Click **Research Folders** within IntelliConnect gray tool bar, click to open each Folder, check box to **Select all on page**, and either **Print selected as list** or use **Save/Email** to get PDF of entire documents, including links to documents that will be re-directed to Cheetah as of August 2017. Repeat for each Research Folder you wish to re-create within Cheetah.



- Saved Searches** – Click ‘**Saved Searches**’ in top menu bar and then copy resulting pop-up screen or right-click & Print the browser screen (be sure the pop-up of ‘**Saved Searches**’ is fully visible within the Print Preview window). If your saved searches were for ‘**Selected Content**’ click link and note the specific targeted menu item(s).



- Notes & Highlights** – click ‘**Document Notes**’ within IntelliConnect’s toolbar, change the items to display per page to 200 (at bottom). Check box for ‘**Select all on page**’, click ‘**Save Notes**’ and choose to **Save selected annotated docs as PDF (or Text)**. The links in resulting PDF or Text file will be redirected to Cheetah starting in August 2017.



- Favorites** – Check the box next to ‘**My Favorites**’ at top IntelliConnect Browse menu, click ‘**Save Links to Content**’ icon, and ‘**Copy selected URLs to Windows Clipboard**’. Then paste the links into Word or Notepad or other application.

