

Managing Alerts

Learn how to edit alert content, update the alert schedule and recipient details.

1. In the top menu click on **Notifications**.
2. **Edit Selected** allows you to add the selected alert to an alert group.
3. **Pause** a selected alert until a specified date.
4. **Run** the selected alert or resume the scheduled delivery.
5. **Delete** the selected alert.
6. **Edit Alert** allows you to edit the alert - name, content, search terms, delivery, and schedule.

The screenshot shows the Westlaw Alerts management interface. The top navigation bar includes 'THOMSON REUTERS WESTLAW', 'Region: Australia', and a menu with 'NOCLIENTID', 'History', 'Folders', 'Favourites', 'Alerts' (highlighted with callout 1), and 'Sign out'. Below the navigation bar is a search bar with the placeholder 'All content Enter terms, citations, databases, questions, anything ...'. The main content area is titled 'Alerts' and includes a 'Create Alert' button and links for 'Alerts History', 'Create Newsletter', and 'Manage Alert Groups'. On the left, there is a sidebar with 'Alerts', 'Newsletters', and 'Reports' sections. The 'Alerts' section has a 'Search alerts' field and a table of alert types: 'All' (7), 'WestClip' (5), 'KeyCite' (1), and 'Publication Alert' (1). The main area displays a list of alerts, with the first alert 'BicycleCourierCase' selected. This alert has a last update of '18 December 2019 07:08', a next update of '19 December 2019 07:00', and a client ID of 'NOCLIENTID'. It includes details about the search ('bicycle courier case'), content ('Cases'), and alert settings ('Alert even if there are no results: OFF'). At the bottom of the alert details, there is a link for 'Email Recipients (1)' (callout 7). Above the alert list, there are buttons for 'Edit Selected' (callout 2), 'Sort by: Alert Name: Ascending', and a set of action buttons: 'Pause' (callout 3), 'Run' (callout 4), and 'Delete' (callout 5). Below the alert list, there is an 'Edit Alert' button (callout 6) and a 'History' link.

7. The **Email Recipients** link allows you to edit the recipients for the alert.
- Edit delivery – Click this link to go directly to the Customise Delivery section of the alert.
 - Choose the email format:
 - HTML, XML, RSS, Portal – selecting these options allow you to create links to then add to your internal platforms to display the updated alert
 - History only – only displays the history of the alert
 - Notifications – displays the alert in your Notifications in the top menu
 - Add, remove, or edit email addresses, Continue, and Save Alert.

Email: [EDIT DELIVERY](#) **a** **7**

4 Customize Delivery

Select Delivery

☒ Email ☐ HTML ☐ XML ☐ RSS ☐ Portal ☐ History Only ☐ Notifications

Portal Option: **b** **SharePoint**

Email settings

Recipients **c** Layout and Limits

To: **jessica.fitzgerald@thomsonreuters.com** **My Contacts**

Subject: WestClip Alert: BicycleCourierCase

Email Note: optional notes

Format: Microsoft Word Number of Items: 500

What to Deliver: ☒ List of Items ☐ Documents

Detail Level: More Detail

Preview Results

Other settings (HTML, XML, RSS, Portal, History Only)

Continue

Alert History

Alerts History shows the alerts you have created that have been updated.

1. Select **Alerts History** in the Alert Centre.

Alerts [Create Alert](#) **Alerts History** [Create Newsletter](#) [Manage Alert Groups](#)

1-7 [Edit Selected](#) [Sort by: Alert Name: Ascending](#) [Print](#) [Email](#) [Download](#)

☐ Select all items No items selected

☐ **BicycleCourierCase** [Edit Alert](#) [History](#)

Last Update: 18 December 2019 07:08 Next Update: 19 December 2019 07:00 Client ID: NOCLIENTID

Search: bicycle courier case

Content: Cases

Alert even if there are no results: OFF

Email Recipients (1)

2. Filter the alert type by WestClip, KeyCite, or Publication Alert.
3. Change the date to see a specific range, or the last 7, 30, or 90 days of alert history.
4. The alert history shows the alert name, when it was last updated, and the Client ID.
5. Alert history can be emailed, printed, or downloaded.

[Return to Alerts](#)

WestClip Alert History

1-1 [Email](#)

☐ Select all items No items selected

Name	Last Update	Client ID
<input type="checkbox"/> BicycleCourierCase Search: (bicycle courier case)	17 December 2019 15:06 23 results	NOCLIENTID

20 per page [Back to Top](#)

Alert Type

WestClip **2**

KeyCite

Publication Alert

Date

All (90 days) **3**

Narrow

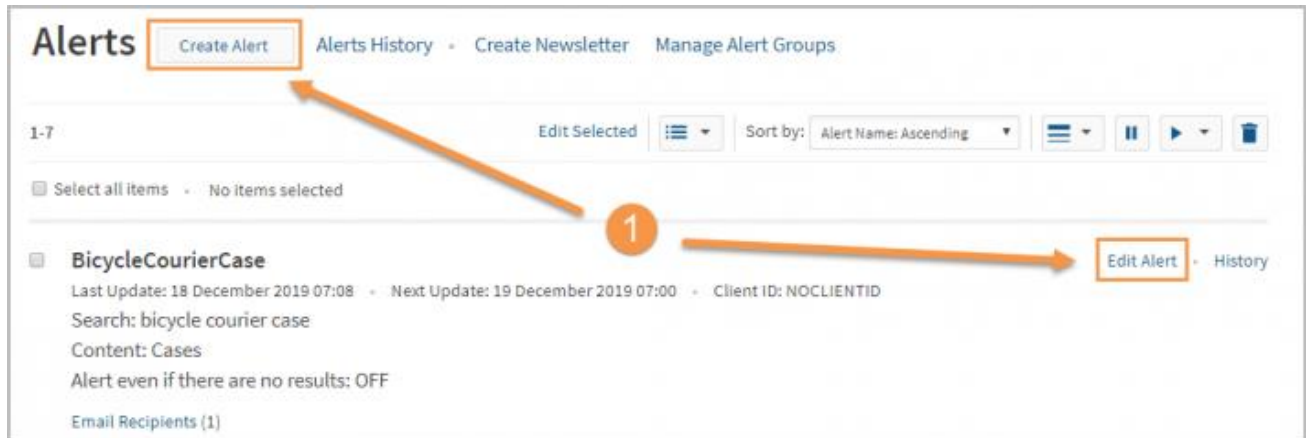
Alert Names

☐ BicycleCourier... 1

Alert Groups

Alert Groups can filter the alerts shown in the Alert Centre and be used to create content-specific newsletters.

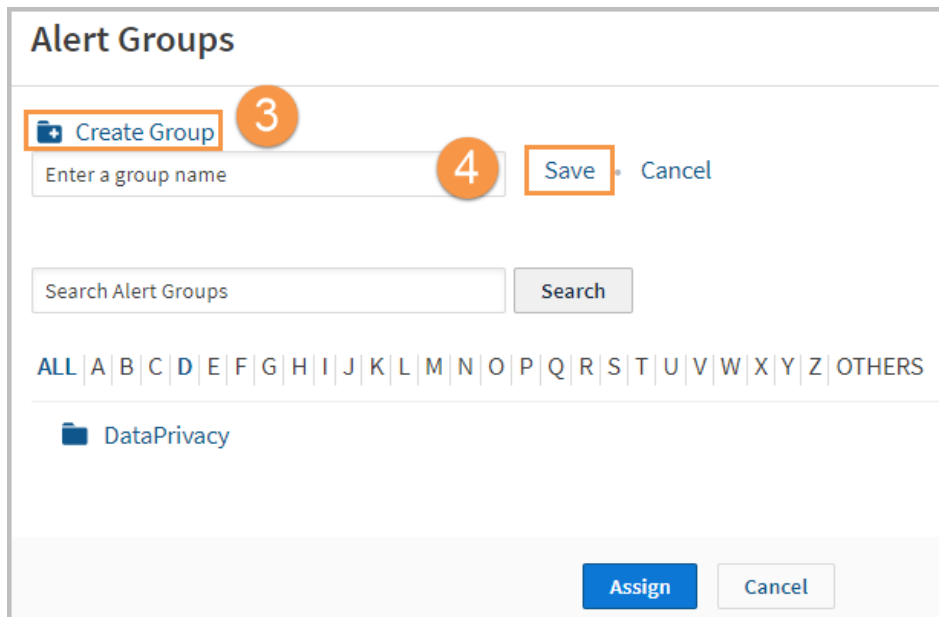
1. To create a new Alert Group, either edit an existing alert or create a new alert.



2. In the Basics section, click **Assign to Alert Group**.

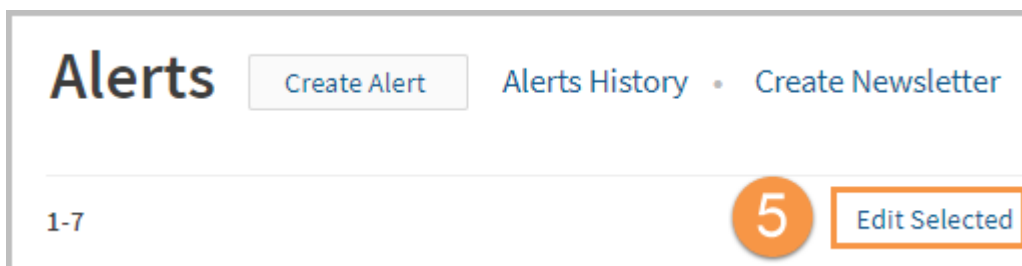
The screenshot shows the 'WestClip Alert' Basics section. It has a title 'WestClip Alert' and a sub-section '1 Basics'. Below this, there are two text input fields: 'Name of Alert' with the value 'BicycleCourierCase' and 'Description' with the value 'optional notes'. Below these fields, there is a checkbox labeled 'Notify me of changes to this alert' which is checked. Below the checkbox, there is a button labeled 'Assign to Alert Group' which is highlighted with an orange box. To the right of this button is a large orange circle containing the number '2'. At the bottom of the form, there are two buttons: 'Continue' and 'Save Alert'.

3. In the pop-up window, click **Create Group**.
4. Add a group name and click **Save**.



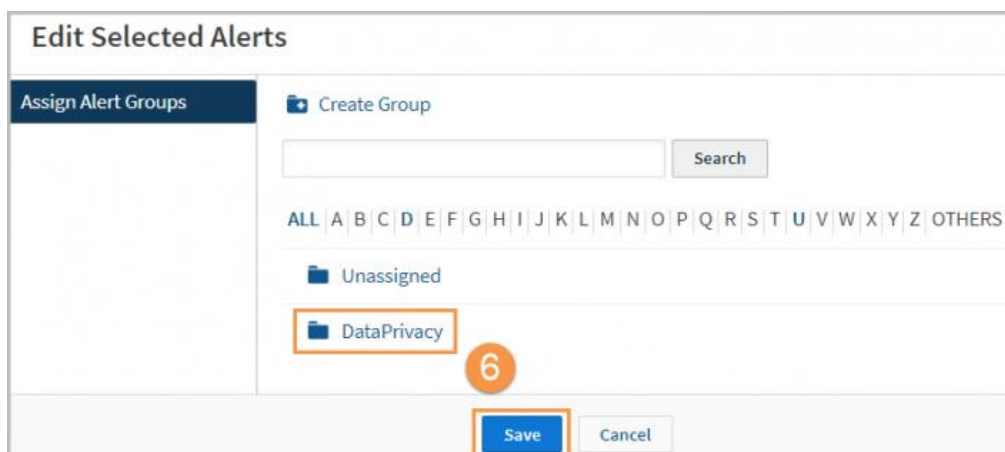
The 'Alert Groups' pop-up window contains a 'Create Group' button (circled 3) and a text input field for a group name (circled 4). To the right of the input field are 'Save' and 'Cancel' buttons. Below the input field is a search bar labeled 'Search Alert Groups' with a 'Search' button. A navigation bar shows 'ALL' selected, followed by letters A through Z and 'OTHERS'. Below this is a folder icon labeled 'DataPrivacy'. At the bottom right are 'Assign' and 'Cancel' buttons.

5. In the Alert Centre, add alerts to the new Alert Group by ticking the check boxes and selecting **Edit Selected**.



The 'Alerts' page header includes the title 'Alerts', a 'Create Alert' button, and links for 'Alerts History' and 'Create Newsletter'. Below the header, on the left, is the text '1-7'. On the right, there is a circled '5' next to an 'Edit Selected' button.

6. Select the alert group and **Save**.

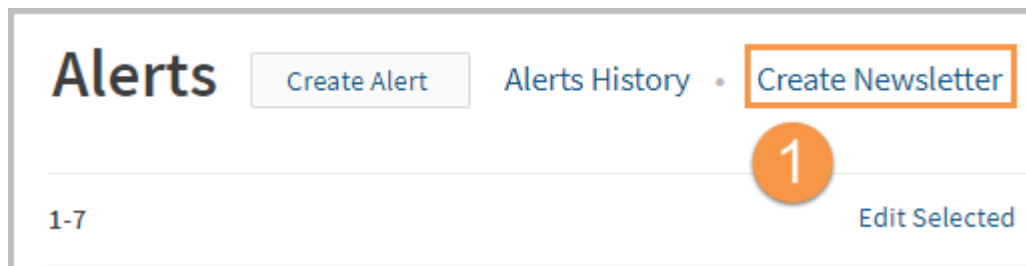


The 'Edit Selected Alerts' window has a sidebar with 'Assign Alert Groups' selected. The main area contains a 'Create Group' button, a search bar, and a navigation bar with 'ALL' selected and letters A through Z and 'OTHERS'. Below the navigation bar are two folder icons: 'Unassigned' and 'DataPrivacy' (circled 6). At the bottom are 'Save' and 'Cancel' buttons.

Newsletters

Newsletters consolidate multiple alerts into one email.

1. In the Alert Centre, click **Create Newsletter**.



2. Add a name for your newsletter and click **Continue**.

A screenshot of the 'Alert Newsletter' form. At the top, it says 'Alert Center > Create Newsletter'. Below this is the title 'Alert Newsletter' in large, bold, dark blue font. Under the title is a section header '1 Basics' in a blue box. The form has two main input areas: 'Name of Newsletter' and 'Description'. The 'Name of Newsletter' input field is highlighted with an orange border, and a large orange circle with the number '2' is next to it. The 'Description' input field has a placeholder text 'optional notes'. At the bottom of the form is a blue button labeled 'Continue', which is also highlighted with an orange border.

3. Add the relevant alerts by selecting **Add** and **Continue**.
 - a. If you have created an Alert Group, click this tab to add the group's alerts.
 - b. Your selections will display on the right-hand side.

Alert Newsletter 3

2 Select Alerts

All Alerts Alert Groups a

Enter text to narrow your alert list, then select ADD to include it in this Newsletter Clear b

Your Alerts

- ADD KimberlyClark (KeyCite)
- ✓ DataPrivacy-ReutersWires (Publication Alert)
- ADD BicycleCourierCase (WestClip)
- ✓ DataPrivacy-Cases (WestClip)
- ✓ DataPrivacy-Legislation (WestClip)
- ✓ DataPrivacy-NewsTopic (WestClip)
- ADD DataPrivacy-SecondarySources (WestClip)

Your Selections:

- DataPrivacy-Cases (WestClip)
- DataPrivacy-ReutersWires (Pub...
- DataPrivacy-Legislation (WestC...
- DataPrivacy-NewsTopic (WestC...

Continue

4. Add email addresses for the intended recipients and click **Continue**.

3 Customize Delivery 4

Email settings

Recipients Layout and Limits

To

Enter names, groups, email addresses or select from Contacts. My Contacts

Subject

Newsletter: DataPrivacy newsletter

Email Note

optional notes

Format

Microsoft Word

Note: Newsletter results are delivered as a list of results, with links to full text when available.

Continue

5. Schedule the newsletter's frequency, time, and individual alert delivery.
 - a. Change the frequency to daily, weekdays, weekly, fortnightly or monthly.
Choose whether to send the Newsletter and/or alerts if there are no results.
 - b. Select the time zone and time(s) you want the Newsletter to be sent.
 - c. In individual alerts included in the Newsletter are set to deliver via email, the delivery will cease when the alert is added to the Newsletter.
To continue receiving separate email delivery of alerts, tick the checkbox.

The screenshot shows the 'Schedule Newsletter' form. It has a title '4 Schedule Newsletter' and a large orange circle '5' in the top right corner. The form is divided into two main sections. The left section, labeled 'Frequency' with an orange circle 'a', contains a dropdown menu set to 'Daily', a checkbox 'Send Newsletter if no results' (unchecked), and a checkbox 'Include alerts with no results' (checked). The right section, labeled 'Send Newsletter At These Times' with an orange circle 'b', contains a dropdown menu set to '(GMT+10:00) Brisbane', a time selection grid for AM and PM hours (12-11), and a checkbox 'Continue separate email delivery of alerts included in Newsletter' (unchecked) with an orange circle 'c' next to it. At the bottom left is a blue 'Save Newsletter' button.

6. To modify or view your list of newsletters, select **Newsletters** from the left panel in the Alerts Centre.

The screenshot shows the Alerts Centre interface. The top navigation bar has tabs for 'Alerts', 'Newsletters', and 'Reports'. The 'Newsletters' tab is selected and highlighted with an orange circle '6'. Below the tabs is a search bar labeled 'Search alerts'. The main content area is titled 'Alerts' and contains links for 'Create Alert', 'Alerts History', 'Create Newsletter', and 'Manage Alert Groups'. At the bottom, there are controls for 'Edit Selected', a table view icon, a 'Sort by' dropdown set to 'Alert Name: Ascending', and other table management icons.

Looking for more information?

To sign into Westlaw Precision Australia, visit <https://aulaw.thomsonreuters.com>

For assistance using Westlaw Precision Australia, call 1800 020 548

To request training, click <https://support.thomsonreuters.com.au/request-training>

For additional training materials, visit <https://support.thomsonreuters.com.au/>