Wolters Kluwer

CCH iKnowConnect

Quick start guide
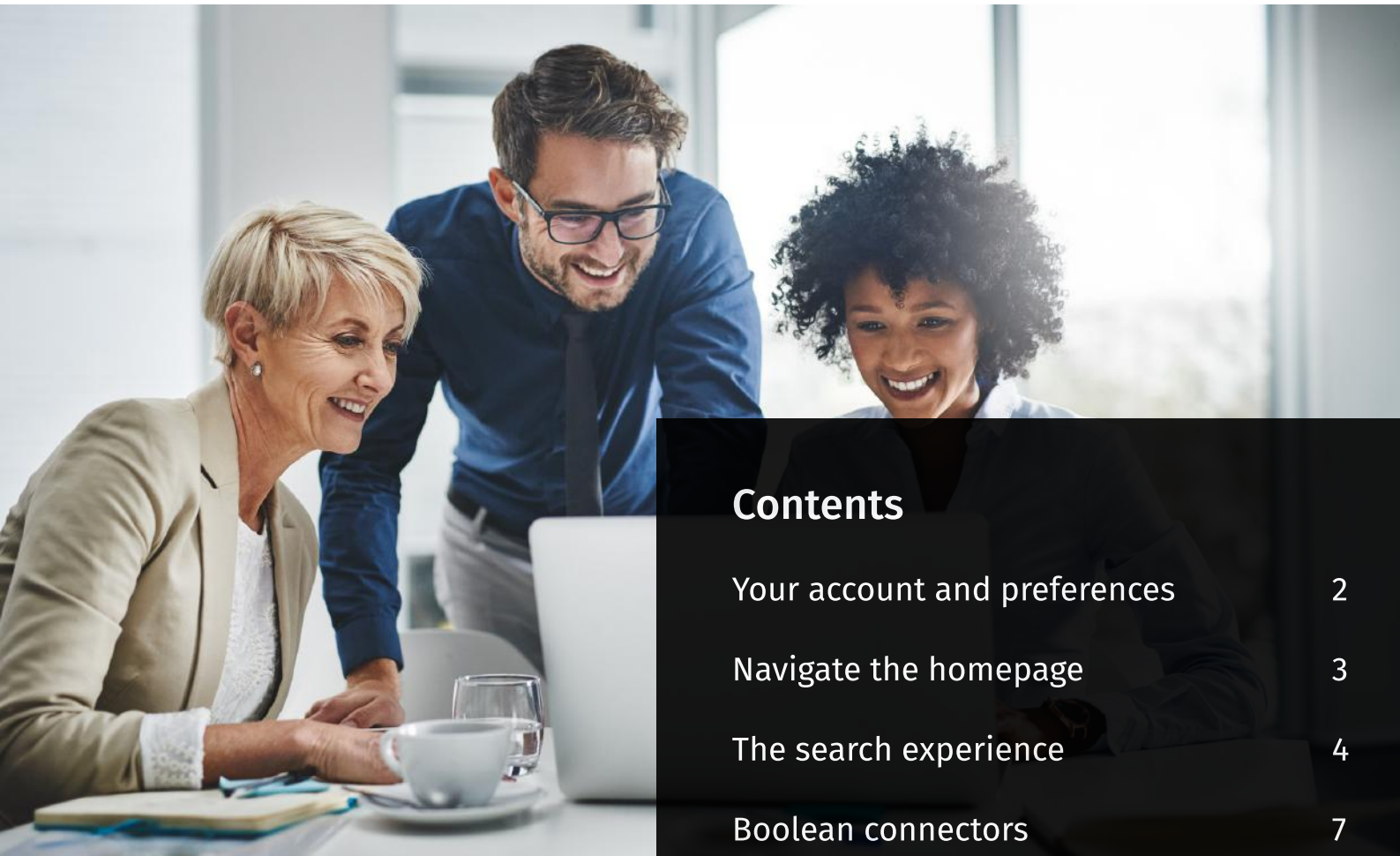
Contents

Your account and preferences
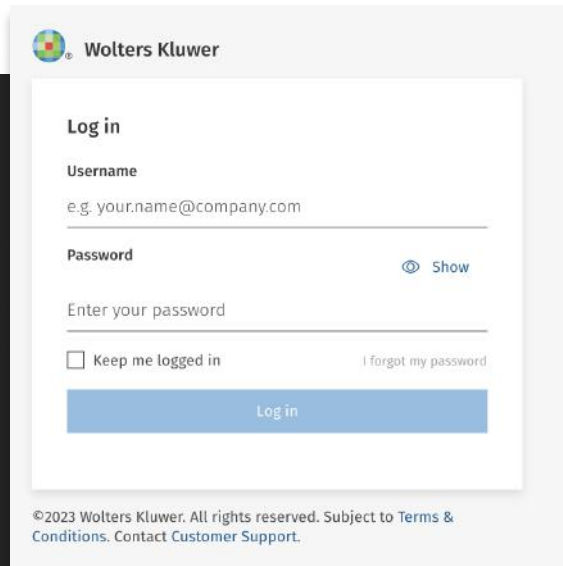
Logging in

To save your login details and make it easier to access your account in the future, follow these steps:

1. Go to www.iknowconnect.cch.com. You may also want to bookmark the website as a favourite in your web browser for quick access in the future.

2. Enter your login credentials to access your account.

3. Select the "Keep me logged in" option

To change news preferences, make sure "get email notifications" is switched on

Select your username in the header to **navigate to your Account page**

Select a default commentary citation style to easily cite our commentary with the click of a button on documents
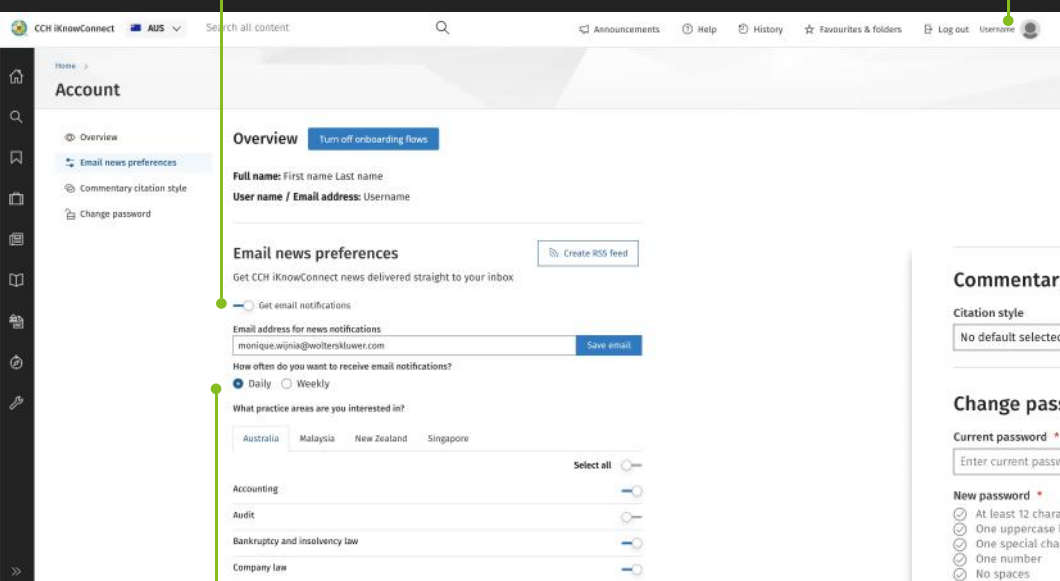
Change the frequency of email alerts, as well as turning on/off email alerts for practice areas and regions

Easily change your account password by scrolling down your account page to the "Change password" section

Navigate the homepage

Find **interactive tours**, latest platform updates and more

Easily **switch to other subscribed regions**

Add **up to 10 bookmarks** to access your essential content

Find **help articles**, contact numbers and more

Main menu containing:
1. **Home**
2. Search with boolean **search tips**
3. Pinned **bookmarks**
4. Browse **subscribed practice areas**
5. Browse subscribed **news and articles**
6. Browse subscribed **add-ons**

Show/hide button for the **collapsable lefthand menu**

Read the **latest news** from your subscriptions. Select **more news** to go to all news and articles

Access your **latest history**. Select **all history** to go to all your history. We save it for 3 months

Access your **latest favourites and folders.** Select **all favourites and folders** to go to all your favourites and folders

The search experience

Via the homepage

Type your search query to get **suggestions**, press enter or the blue search button to execute your search

Select one of the **jump directly to** items for quick access to that document
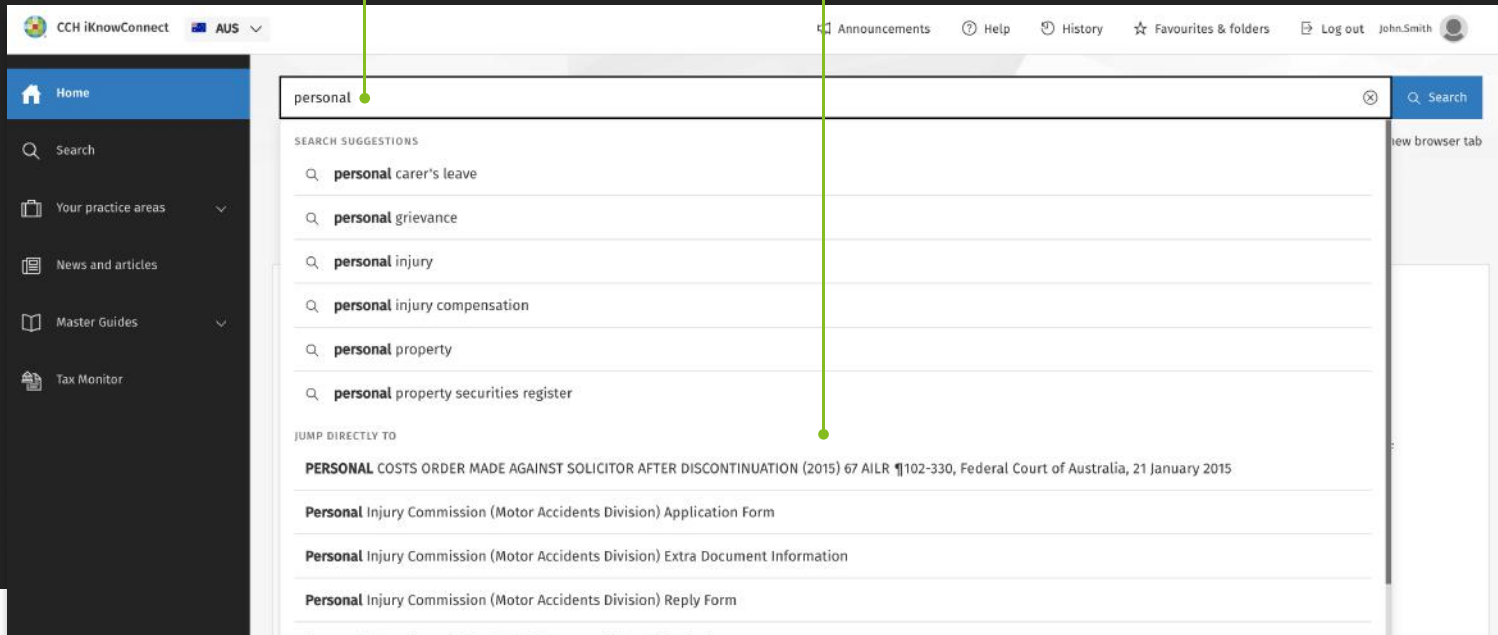
Via the search landing page

If you are looking for **search tips**, select the "Search" option in the spine, which will take you to a search landing page displaying search operators that can be used to formulate advanced queries

Comparing different search queries? Select this checkbox to **open every search in a new browser tab**
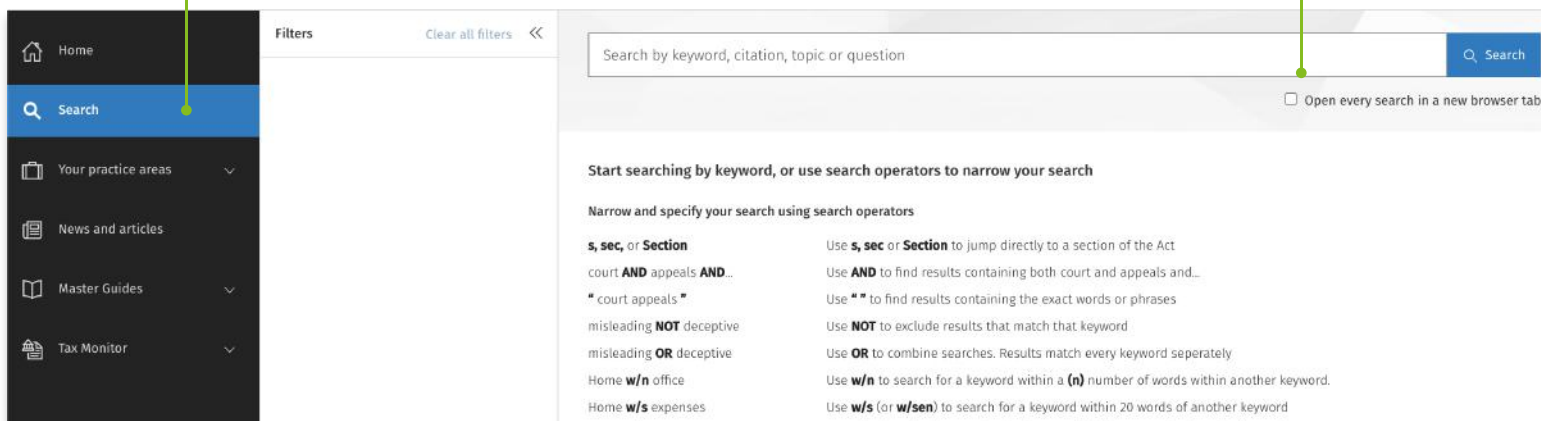
Narrowing down your results

Use the **search within results** functionality to narrow down an existing search query while retaining selected filters

Use the **sort results** button to switch between most relevant and most recent results for a search query

Filter by practice areas to narrow results by content you have access to

Filter by content type to look for specific content (ie legislation, cases, commentary, etc)

Filter by case date range to look for cases in specific year ranges

Use the jurisdiction filter to find content from a certain state or jurisdiction
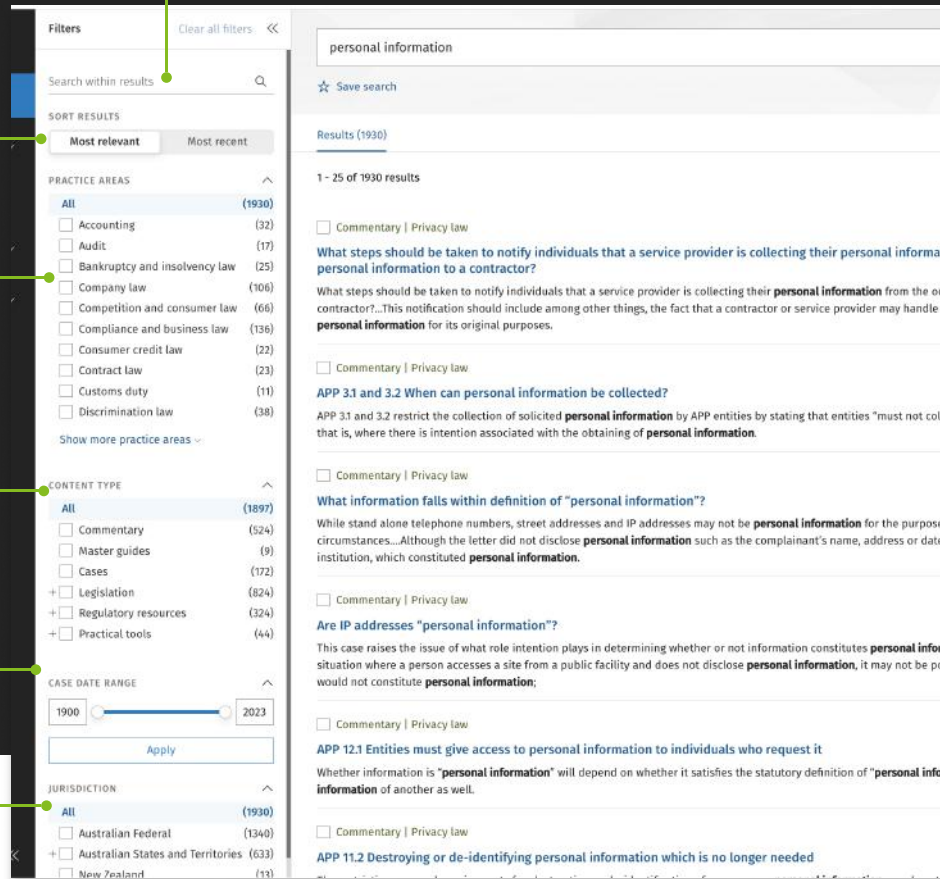
Each result will feature labels that indicate content type and practice area

To open any search result, click on the title or right-click to open in a new tab

Your **search keywords will be highlighted** in the search snippet
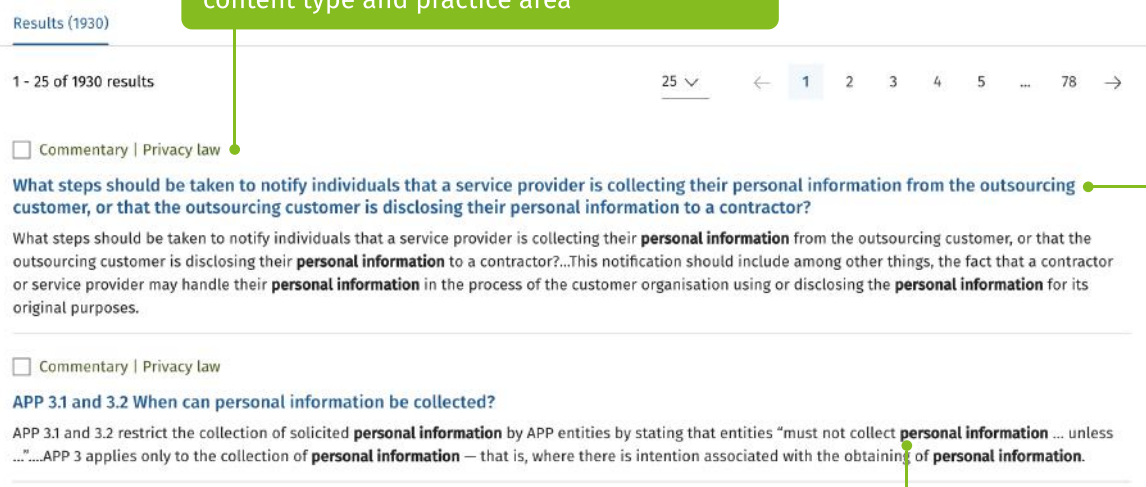
Collecting your results

You can add a search query and its filters to your Favourites and to any folder(s)

You can easily share a search query with others that maintains your filter selections by using the share button

Use the check boxes to Favourite, Share or Download multiple search results.
A pop-up bar at the bottom will let you choose what you want to do with your selection

When you Download, you can:
• opt to merge your selection into one document (each result will start on a new page)
• print the downloaded documents

Boolean connectors

These are all the boolean connectors you can use on CCH iKnow Connect

Narrow and specify your search using search operators

|	
s, **sec**, or **Section**	Use **s**, **sec** or **section** to jump directly to a section of the Act
court **AND** appeals **AND**...	Use **AND** to find results containing both court and appeals and...
" court appeals **"**	Use **" "** to find results containing the exact words or phrases
misleading **NOT** deceptive	Use **NOT** to exclude results that match that keyword
misleading **OR** deceptive	Use **OR** to combine searches. Results match every keyword seperately
Home **w/n** office	Use **w/n** to search for a keyword within a (**n**) number of words within another keyword.
Home **w/s** expenses	Use **w/s** (or **w/sen**) to search for a keyword within 20 words of another keyword
Home **w/p** expenses	Use **w/p** (or **w/par**) to search for a keyword within 80 words of another keyword
Credit **p/n** foreign	Use **p/n** to search for a keyword preceded by no more than a (**n**) number of words of another keyword
Depreciat*****	Use ***** (or **!**) for wildcard ending of keywords (E.g: depreciate, depreciating, depreciation etc..)
??clude (**?**=1 **??**=2 **???**=3...)	Use **?** for wildcard starting of keywords. Each **?** includes one letter. (E.g: include, exclude, occlude etc...)

The browse experience

If you're not searching, you can browse content. Here's how:

You can select any practice area, **to browse content within that practice area**. Refer to the title to practice area mapping, if you want to know which content sets are included in which practice areas
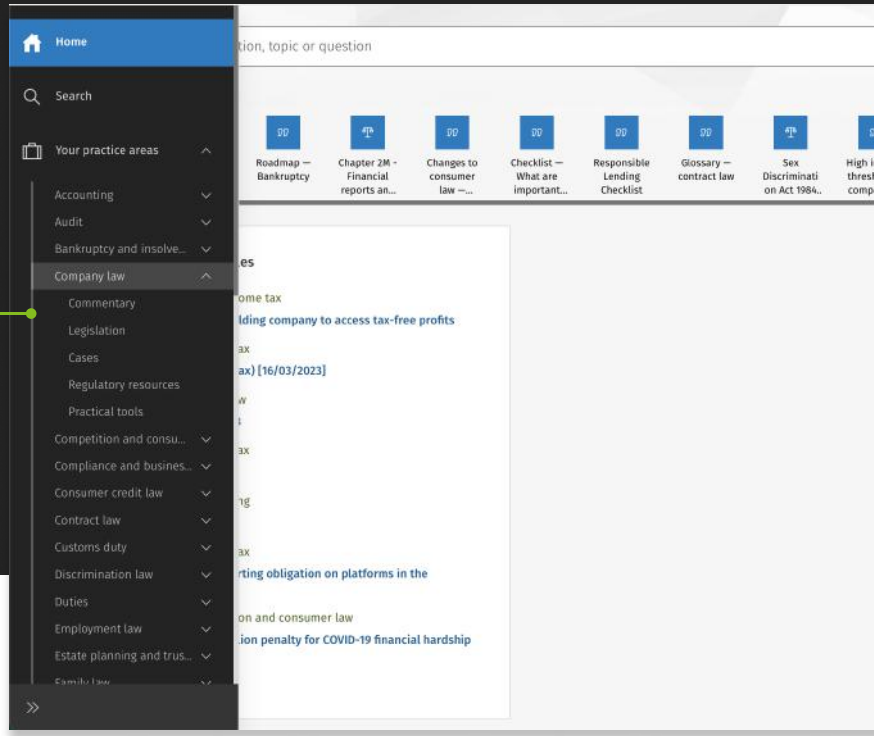
All content browse pages display in 2 columns to help you narrow down the topic you are looking for. **Hover over or select an item in the first column to reveal underlying sub-items** in the second column
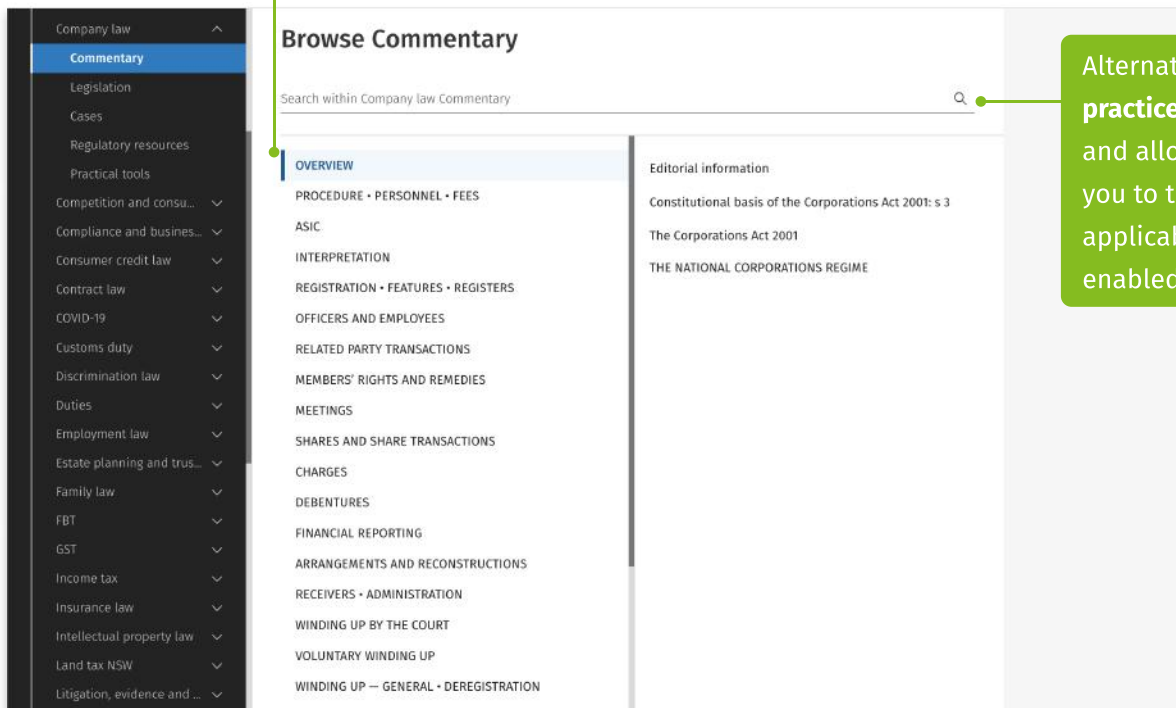
Alternatively, s**earch within a practice area and content type** and allow the system to navigate you to the search result page with applicable preselected filters enabled for a quicker search

Browse Commentary

Search within Bankruptcy and insolvency law Commentary

INTRODUCTION	Roadmap — Bankruptcy
BANKRUPTCY	Applying for bankruptcy online
PART IX DEBT AGREEMENTS	BANKRUPTCY AND EVENTS DURING ITS COURSE
PERSONAL INSOLVENCY AGREEMENTS (PART X)	ADMINISTRATIVE PARTIES AND TOOLS OF BANKRUPTCY
NON-CORPORATE RECEIVERSHIP	VOLUNTARY INITIATION OF BANKRUPTCY BY DEBTOR'S (SELF) PETITION
COURT LIQUIDATION	INVOLUNTARY BANKRUPTCY: CREDITOR'S PETITION
ARRANGEMENTS AND RECONSTRUCTIONS	
RECEIVERS • ADMINISTRATION	HOW IS A TRUSTEE SELECTED, APPOINTED, REMUNERATED AND SUPERVISED?
WINDING UP BY THE COURT OR BY ASIC	REALISING ASSETS AND CARRYING ON BUSINESS
VOLUNTARY WINDING UP	STATEMENT OF AFFAIRS OF ASSETS AND LIABILITIES
WINDING UP — GENERAL • DEREGISTRATION	PRIORITIES IN WHICH CREDITORS ARE RANKED AND REPAID
INSOLVENCY PRACTICE SCHEDULE (CORPORATIONS)	PROPERTY AVAILABLE OR RECOVERABLE BY THE TRUSTEE

You can select any item in the second column and navigate to a document view with a browse tree to see all documents in that "chapter". This layout takes to you to exactly where you need to be in the browse tree without endless clicking

Use the **search within** functionality to find something specific within this chapter

Collapse the browse tree by selecting this icon to focus on reading the document

Document actions: Favourite, bookmark, share and download

The document view

This **icon indicates the content type** of a particular chapter in your view, with all commentary displaying this icon

Select documents by **clicking on the check boxes to Favourite, Share or Download** them in one go

All documents within a chapter will be displayed as table of contents in the browse tree

The **last reviewed date** will tell you when the editor has last reviewed this document based on current law

Navigate quickly to **previous and next documents in the browse tree** by using these floating buttons. Or navigate **back to top** by using the button in the bottom right hand corner
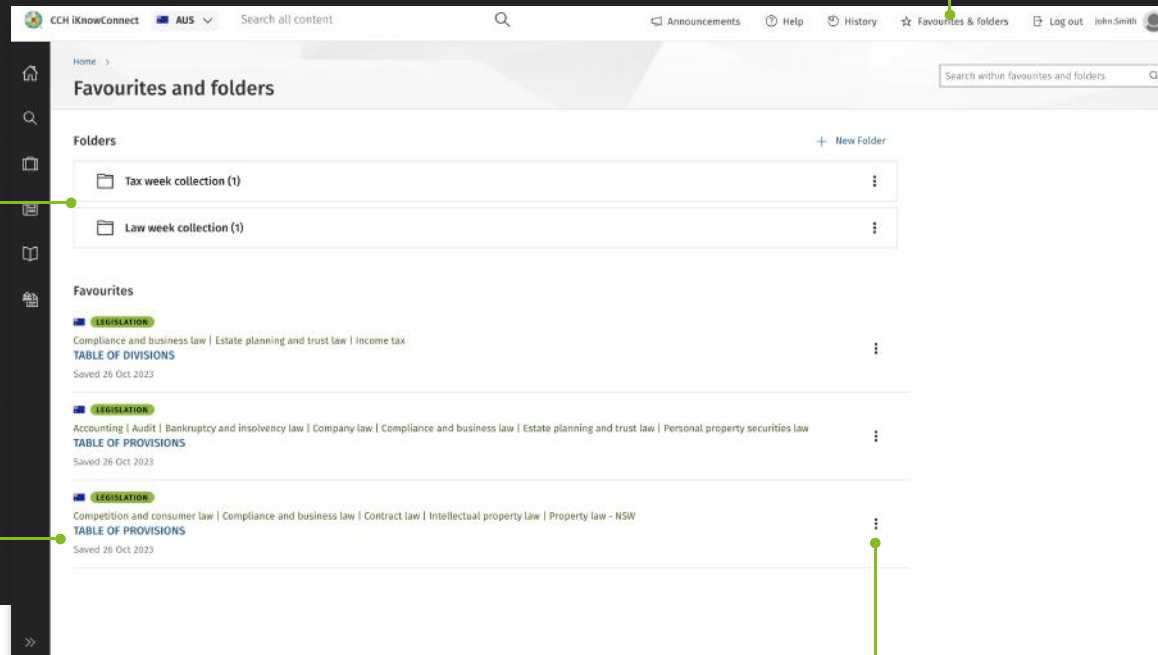
Favourites and folders

Save your documents as favourites and organise them into folders for easy reference

Navigate to the favourite and folders page by selecting the menu item in the header

Folders are displayed in the first section, with a number in brackets showing the number of items saved to that folder
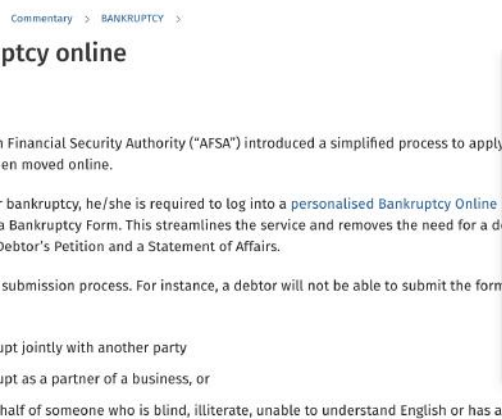
Favourites that have not been saved into any folder are displayed in the second section

"Use the vertical three-dot menu to access options for managing your favourites and folders, including edit, remove, download, and share"

Adding documents to your favourites and folders

Press the star icon on the far right side of the page to **add a document to your favourites**

Add Favourites to one or multiple folders. Create new folders by typing the name of your new folder **and pressing enter** or by selecting existing ones

Sharing

With CCH iKnowConnect you can easily share content with your colleagues by using our share functionality. You can share searches, documents and more, by copying the URL from the browser or following the steps below

You can press the "**Share search**" button or copy the URL from your browser bar to share your search and the filters
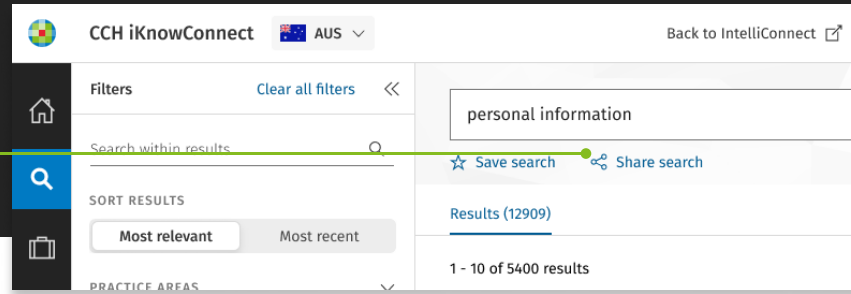
Use this vertical icon menu and click the share icon to share a document

Clicking on any single, multiple or search share button will reveal a pop-up box like this
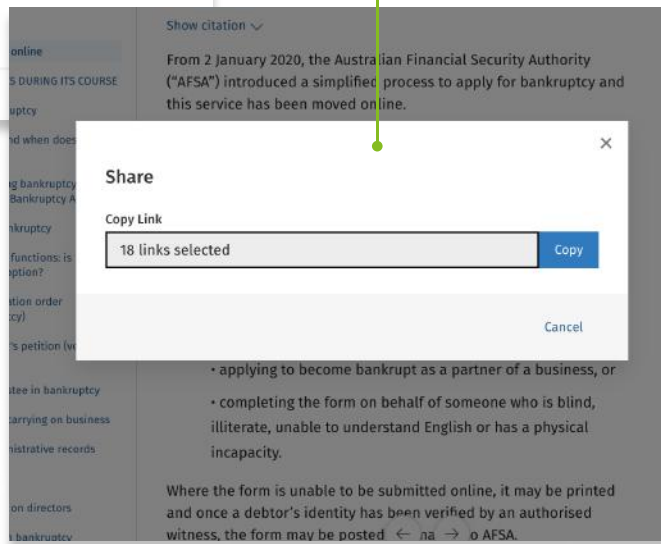
This bar will pop-up if multiple items are selected through the check box in the browse tree

Select the share button from this action bar and follow the steps in the pop-up to share multiple documents

Downloading single documents

With CCH iKnowConnect you can also download anything for offline and/or print use. Follow the guide to make the most of the download feature
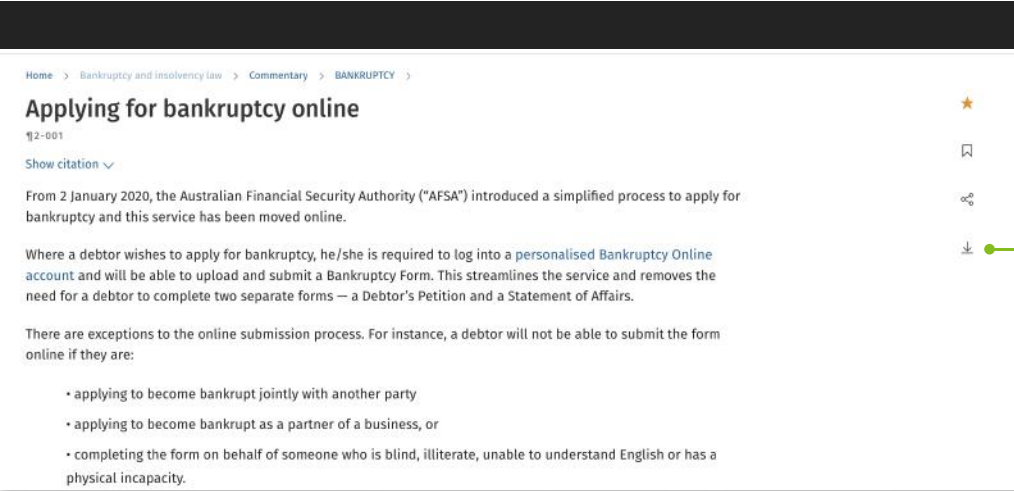
Download a single document via the download button in this vertical icon menu

Downloading multiple documents
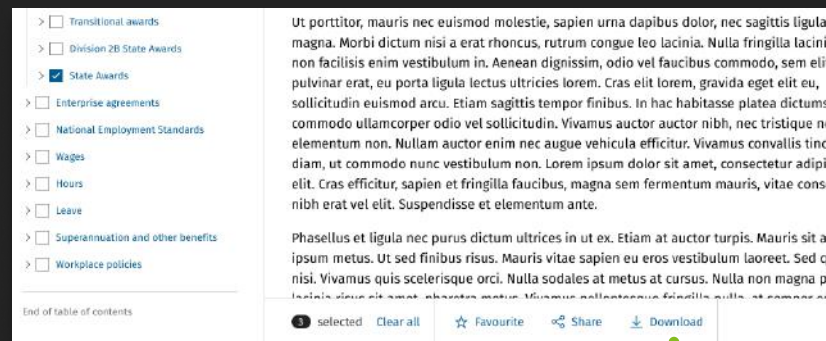
After selecting multiple documents, click the download button and follow the steps in the pop-up to **download your selection**
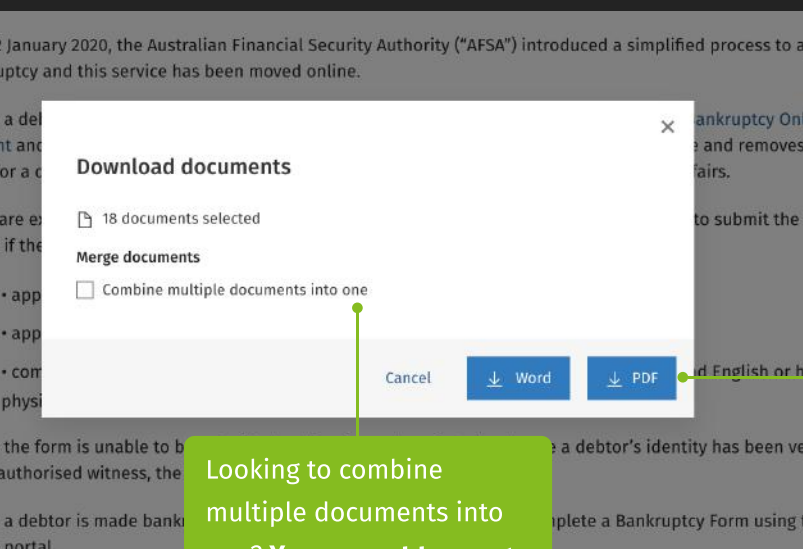
Choose **your preferred download output**, as a Word or PDF file

Looking to combine multiple documents into one? **You can opt to merge your documents**

The 360 degree "Act partner" experience

CCH iKnowConnect makes it easier to find all types of content related to a section of any Act, which will speed up your research and get you to the answer faster

You can use the **"Search within the Act"** to quickly find what you are looking for

The **tabs across the top provide you an overview of all the related material** that you can find on any section

Quickly **navigate to previous and next sections within the Act**

Navigate the related content

Select any related items tab to see the documents in an easy-to-scan list

Select related items to view them in a slide-out panel that lets you see where you are

Favourite, share or download from the preview panel

Select **Open in a new tab** to open a document in its context within the table of contents browse

The **path of the document** is displayed above the title

Navigate to previous and next documents in the related items list

Close the panel by clicking outside or use the X icon in the top right corner

News in CCH iKnowConnect

CCH iKnowConnect gives you effortless access to a single news feed on your homepage tailored to your subscribed practice areas, saving valuable time and energy. Manage your email news alerts and preferences with just a few clicks in your account settings

Navigate to "News and articles" via the Spine, or select "More news" from the homepage card

Looking for a specific article? **Use the "search within" to quickly find it.** You're taken to the search result page with the "News and articles" content type filter applied
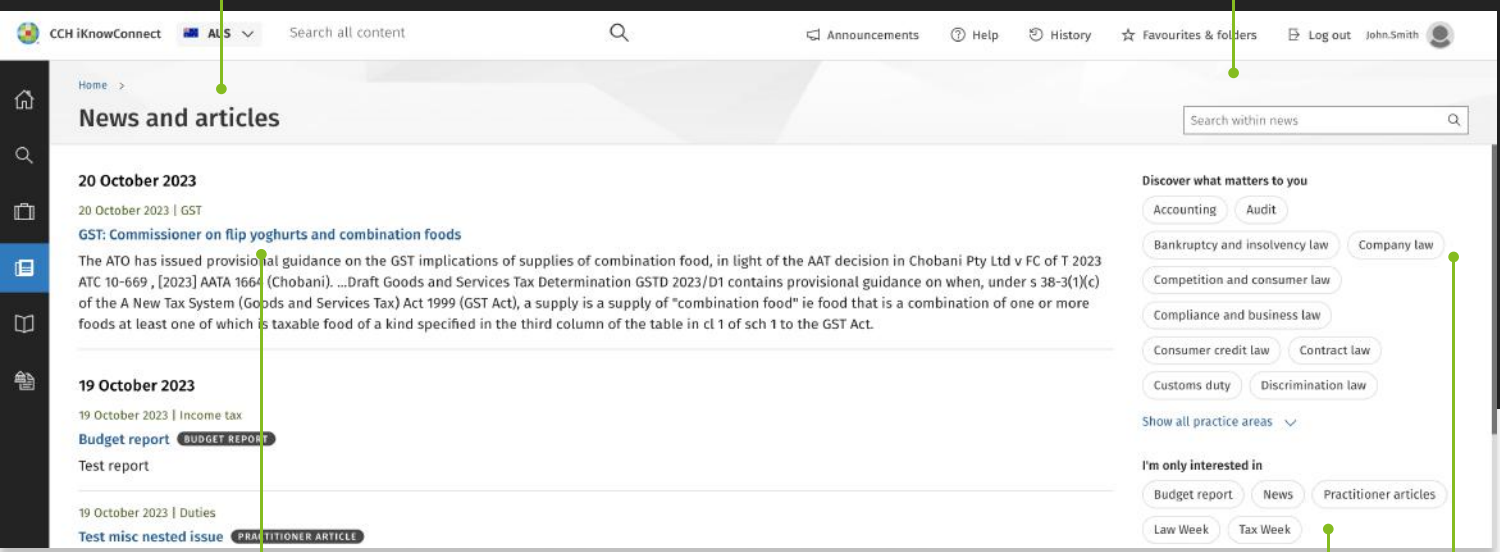
Use these filter tags to refine your list of news items. You can filter by practice area or news type.

Easily favourite, share and download news articles

Select the title of an article to read it in a preview panel that also you to get in and out of articles efficiently.
Click on Open in a new tab to view as a full document.

Close the panel by clicking outside or use the X icon in the top right corner