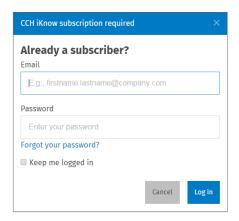


CCH iKnow

Getting Started

Save your login details and add to your favourites

- 1. Visit <u>iknow.cch.co.nz</u> and press CTRL+D to save the address to your favourites.
- 2. Click the 'Log In' button located on the top right hand side of the screen.
- 3. Enter your email address and password and check 'Keep me logged in' to remember your password details for next time.

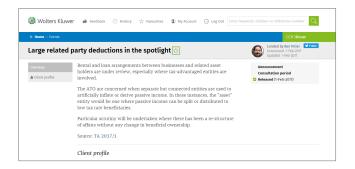


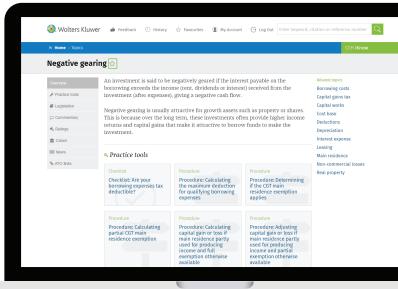
Never miss an essential update with the alerting feature

Receive email alerts whenever your favourite topic or task pages or are updated with new content and practice tools.

STEP 1: Add the page to your favourites

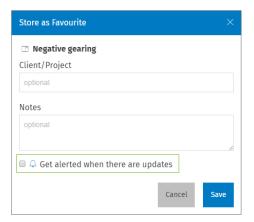
Select the star button to add a topic or task page to your favourites.







Getting Started

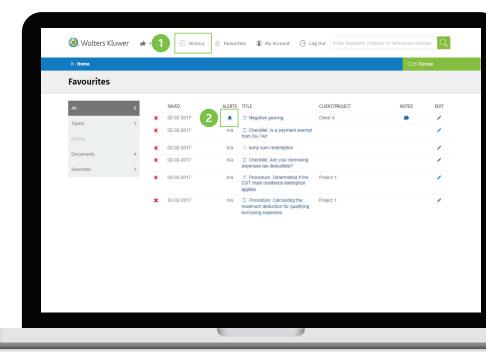


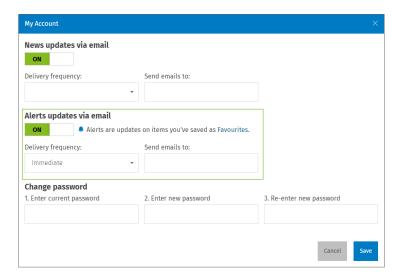
STEP 2: Check Get alerts when there are updates

Enter the related client or project, and any notes that are applicable, then select **Get alerted when there are updates** and press Save. You will then receive an email notification when the page is next updated with new content that you need to be aware of.

STEP 3: View all favourites

- Easily view all your favourites and the email alerts you are registered to receive by selecting Favourites in the navigation bar.
- 2 To remove an alert, select the bell icon.





STEP 4: Manage your email preferences

Select My Account from the navigation bar.

Easily switch all alerts and news updates on or off at the click of a button. You can also select the delivery frequency that suits you and your workflow.

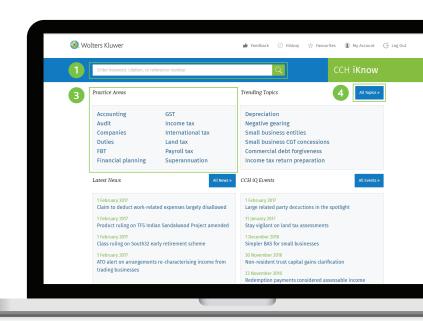
CCH iKnow

Getting Started

Search Options

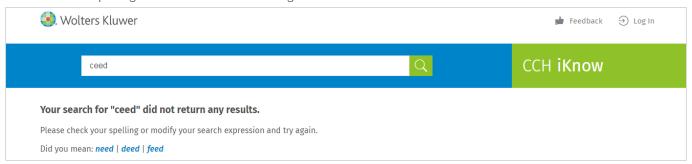
- Search all content using the search bar predictive text helps you find what you're looking for, quickly.
- On the search results page, you can search within results to further refine the results.
- Select a practice area to easily navigate through the different levels of content available, including commentary, practice tools, worked examples and source material.
- View an alphabetical list of all topic pages by clicking 'All topics'





'Did You Mean' feature in search results

- Typos and misspellings will offer a prompt to re-run the search with the correct spelling of the word.
- When a misspelling has more than one close match, a list of alternative words will be presented.
- Common misspellings identified in our search logs will auto-correct so the user will not have to re-run the search.



Auto-suggest functionality

- Auto-suggest has both "starts with" and "includes".
- Variety of relevant suggestions offered as searches entered can match any part of the auto-suggest phrase.
- Auto-suggestions are curated and regularly updated based on your search needs





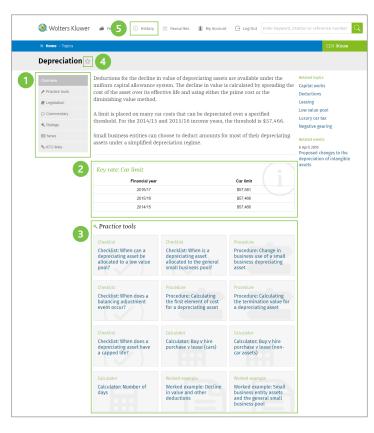
iknow.cch.co.nz

CCH iKnow

Getting Started

Topic Pages

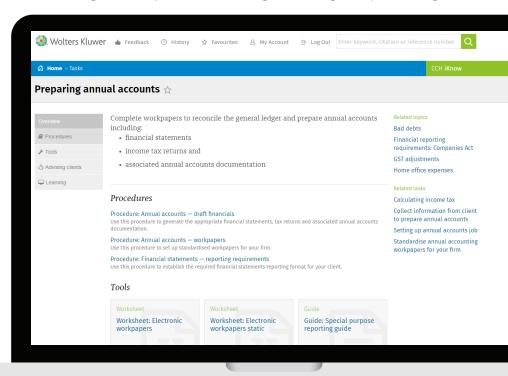
- 1 Easily switch between different types of relevant source material and access differing level of commentary available depending on your subscription type.
- 2 Practical checklists, procedures, roadmaps and other tools step you through your client issue and guide you to the next step.
- 3 Save any topic page or document to your favourites to quickly access again later.
- Forgotten where you found that key piece of information? CCH iKnow automatically saves three months of your browsing and search history so you can go back to it quickly, even if you didn't add it to your favourites.



Task Pages

Search task pages when you're on a mission to do something and need practical tools and guidance to get the job done right.

- 1 Procedures to step you through the task and enable consistent task handling
- Practical tools including: clever calculators, workpapers, checklists, forms and more.
- 3 Easily liaise with clients using templated letters, scripts and informative FAQs
- 4 Easy access to related learning webinars
- Convenient links to related topics and tasks.



For more information contact your account manager.
For support please contact <u>NZ-Support@wolterskluwer.com</u> or phone 0800 500 224.
For a complimentary customer training session please email <u>nz-training@wolterskluwer.co.nz</u>.

