LexisNexis® Risk Solutions Customer Education
2011 Course Catalog

COURSES AVAILABLE

Solutions Basics
Interactive collaborative sessions focused on helping new users become proficient in using LexisNexis® Risk Solutions.

Advanced Solutions Education
Customized sessions offered to existing LexisNexis® Risk Solutions customers designed to incorporate industry-specific best practices into end users’ daily activities.

Train-The-Trainer Programs
Programs designed to educate and empower training professionals or designated employees, certifying them to train on LexisNexis® Risk Solutions.

eLearning Modules
Anywhere, anytime. Thirty-minute modules designed to help new users become efficient in using LexisNexis® Risk Solutions.

ABOUT US

LexisNexis® Risk Solutions Customer Education offers Courses, Webinars and Customized Training to help you maximize your Return on Information when utilizing LexisNexis® Risk Solutions.

Our Customer Education programs offer a comprehensive approach to learning. We provide eLearning, Distance Learning, and Onsite Classroom Training to meet your education needs.

We work directly with management and end-users to educate on the most effective ways to utilize LexisNexis® Risk Solutions.

We turn new users into knowledgeable users, and knowledgeable users into expert users!

Collectively, Customer Education possesses over 75 years of LexisNexis® experience, 25 years of Collections and Skip Tracing experience, 14 years of Banking and Mortgage Lending experience, 10 years of Human Resources experience, and 40 years of adult education experience.
# Courses Offered

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Focus On: System Administration

Course Description
Teaches systems administration functions within a LexisNexis® Risk Solution.

Target Audience
Any person who is or will be a system administrator for any given LexisNexis® Risk Solution.

Course Objectives
- Locate your LexisNexis® Risk Solutions Account Manager name, phone number and email address
- Manage company and individual access to searches and reports
- Demonstrate how to add or delete users
- Explain how to change or reset user passwords
- Post a payment online
- Retrieve current and historic billing information
- Monitor search activity of all users
- Restrict user access by IP address
- Access report manager to view details or reports that have been run in the past seven days

Course Length
1-hour

Delivery Methods
- Onsite*
- eLearning Module
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
Focus On: Trainers

**Course Description**
Trainers will educate those users who will be training and/or coaching others on a given solution. In addition to learning the solution, participants will learn what to highlight during training, as well as a variety of training tips.

**Target Audience**
Any person who will be training or coaching colleagues on a particular LexisNexis® Risk Solution.

**Course Objectives**
- Utilize the solution at both the Basic, Intermediate, and Advanced levels
- Answer end-users’ questions about the solution
- Incorporate training tips into your onsite trainings

**Course Length**
1-2 hours

**Delivery Methods**
- Onsite*
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
## Focus On: Management

### Cross-Functional

<table>
<thead>
<tr>
<th>Course Description</th>
<th>Provides managers who may or may not be end-users, training on a given solution as well as information on systems administration, and/or coaching techniques.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target Audience</td>
<td>Managers who want a more advanced understanding of a given LexisNexis® Risk Solution.</td>
</tr>
</tbody>
</table>
|                    | • Utilize the solution at both the Basic, Intermediate, and Advanced levels  
• Navigate and use the System Administration functions in the “My Account” area  
• Answer end-user questions about the solution  
• Coach end-users on successful implementation of the solution |
| Course Objectives  |                                                                                                                                                                                                                                             |
| Length             | 1.5-2 hours                                                                                                                                                                                                                                  |
| Delivery Methods   | • Onsite*  
• Web-Based Virtual Classroom |

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
LexisNexis® Train-The-Trainer (T³): Solution Education Designation Program

Course Description
The T³ Solution Education Designation Program will develop the skills of your internal training staff to a proficient level, allowing for any future training to be conducted in-house at your convenience.

Target Audience
- Seasoned users of the LexisNexis® Risk Solutions
- System Administrators, Management staff or internal training
- Demonstrate mastery to train internal employees on the LexisNexis® Risk Solutions

Designation Objectives & Benefits
- Quarterly “how to educate” updates and/or retraining on solution enhancements and new solution releases
- Semi-annual (twice a year) recertification
- Customized materials
- Learning programs designed and developed for incorporation into new hire programs

Course Length
1 day

Delivery Methods
- Onsite*

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
Introduction to Accurint® General

This course will introduce participants to Accurint®. Participants will receive training in navigating and researching people and businesses using our vast collection of public records resources.

Target Audience
New users or users looking for a refresher course on the Accurint® solution.

Course Objectives
- Explain the initial log-in requirements, product menu, and roll up technology
- Articulate the benefits of the coverage screen
- Explain the customizable “My Accurint” tab
- Demonstrate how to run a person and business search and interpret the results
- Explain the “We Also Found” feature
- Describe best practices for locating right party contact information in Phones Plus and Directory Assistance using multiple search methodologies
- Explain the benefits of using secondary sources, such as Assets, Court, and News searches

Course Length
1 hour

Delivery Methods
- Onsite*
- eLearning Module
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
**Course Description**

This course will introduce participants to our legal content. LexisNexis® provides access to an extensive offering of legal documents, treatises, public records and news sources. This includes exclusive access to industry-leading legal content such as Shepard’s®, CCH® and Mathew Bender®, as well as exclusive news sources such as the Wall Street Journal.

**Target Audience**

New users or users looking for a refresher on Lexis®.com.

- Demonstrate how to retrieve individual documents quickly and easily
- Explain how to navigate Sources using the Legal, News & Business and Public Records searches
- Demonstrate effective use of the Shepard’s® feature
- Develop a search strategy using terms, connectors, and segments
- Demonstrate how to research using Precision Search Commands
- Articulate the benefit of the online Help functionality
- Explain how to save searches for future use or save as an Alert

**Course Objectives**

1-1.5 hours

**Delivery Methods**

- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
Introduction to Nexis®

Course Description
This course will introduce users to a trusted resource for news and business information. Participants will learn how to research a variety of different news, business, public records and international sources, as well as legal content.

Target Audience
New users or users looking for a refresher on Nexis®.

Course Objectives
- Explain how to navigate within sources and create and name source selections
- Develop a search strategy using terms, connectors, and segments
- Demonstrate how to search using Precision Search Commands
- Locate and navigate online help
- Explain the purpose of the coverage screen
- Demonstrate how to save searches for future use or save as an Alert
- Review how to explore company hierarchies and company structures using Company Dossier

Course Length
1-1.5 hours

Delivery Methods
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
### Course Description
This course will introduce participants to Accurint® for Collections Skip Wizard functionality. Participants will be able to explain the Skip Wizard step-by-step process in retrieving consumer location information. The Skip Wizard will also present various search techniques that will aid in the location of Right Party Contact (RPC) information.

### Target Audience
New users with no skip trace experience, or users that will be using the Skip Wizard platform in their daily workflow.

### Course Objectives
- Explain the step-by-step process of Skip Wizard
- Demonstrate a social security number search on your consumer
- Explain the purpose of the balance and reference fields
- Interpret search results provided by Skip Wizard

### Course Length
30 minutes-1 hour

### Delivery Methods
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
Accurint® for Collections: Basic Search Logic

Course Description
This course will introduce participants to Accurint® for Collections. Participants will receive instruction in best practices to retrieve right party contact information.

Target Audience
New users or users looking for a refresher on Accurint® for Collections.

Course Objectives
- Explain product menu, rollup technology, and log-in requirements
- Demonstrate Just in Time training tips to improve effectiveness
- Demonstrate person and business search and interpret results
- Identify best practices for interpreting the results of various reports, including:
  - Contact card report
  - Comprehensive report
  - Business report
- Explain We Also Found feature
- Describe best practices for locating right party contact information in Phones Plus and Directory Assistance using multiple search methodologies

Course Length
1-1.5 hours

Delivery Methods
- Onsite *
- One-On-One Coaching *
- eLearning Module
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
Accurint® for Collections: Intermediate Search Logic

Course Description
This course will instruct participants on search process improvement, and will establish a set of best practices in debt recovery utilizing Accurint® for Collections.

Target Audience
Existing users of the Accurint® for Collections solution

Course Objectives
- Explain precision searches within Person Search results
- Demonstrate features of Deep Skip search to drill down on additional debtor qualifiers
- Identify best practices to search and interpret People at Work results
- Demonstrate how to effectively utilize secondary sources such as licenses, courts, and asset searches
- Identify best practices for interpreting and utilizing multiple reports, to include:
  - Property Reports
  - Asset Reports
  - Business Contact Report

Course Length
1 hour

Delivery Methods
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.

LexisNexis®

Home
Accurint® for Collections: Advanced Search Logic

Course Description
This advanced course is designed to uncover all best practice search options through using industry specific Skip Trace techniques.

Target Audience
Existing users of Accurint® for Collections.

Course Objectives
- Define First and Second Level Skip Tracing
- Identify best practices for First Level Skip Tracing
- Identify best practices for Second Level Skip Tracing
- Review effective communication techniques to secure location information from third parties
- Demonstrate mastery of key concepts of First and Second Level Skip Tracing techniques using real-world scenarios

Course Length
2 hours

Delivery Methods
- Onsite *
- One-On-One Coaching *

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
LexisNexis® Collection Solutions: Basic Search Logic

Course Description
This course will introduce participants to LexisNexis® Collection Solutions and will assist them in locating current contact information for delinquent debtors.

Target Audience
New users or users looking for a refresher on LexisNexis® Collection Solutions.

Course Objectives
- Identify and explain sign-in requirements, product menu, and rollup technology
- Demonstrate navigating online Help and Coverage screens
- Demonstrate how to search and interpret:
  - Person Search
  - Business Search
- Explain the Next Steps feature, to include relatives, neighbors, and associates
- Explain how to run and interpret results of various reports, including:
  - Contact Card
  - Finder Report
  - Pre-Litigation Report
  - Business Report
- Describe best practices for locating right party contact information in Phones Plus and Directory Assistance

Course Length
1-1.5 hours

Delivery Methods
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.

Home
**LexisNexis® Collection Solutions: Intermediate Search Logic**

<table>
<thead>
<tr>
<th>Course Description</th>
<th>This course will instruct participants on search process improvement and will establish a set of best practices in debt recovery utilizing LexisNexis® Collection Solutions.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target Audience</td>
<td>Existing users of LexisNexis® Collection Solutions.</td>
</tr>
</tbody>
</table>

- Articulate the benefits of the Help and Coverage functionality
- Explain how to execute Expert Searches within returned Person Search results
- Demonstrate and explain Deep Skip search, and how to utilize Deep Skip results to drill down on additional debtor qualifiers
- Identify and interpret best practices for utilizing People at Work results
- Explain benefits of using secondary sources such as Assets, Court, and News searches and, demonstrate best practices within each search
- Demonstrate mastery in executing and interpreting the following reports:
  - Property Reports
  - Asset Reports
  - Business Contact Report

<table>
<thead>
<tr>
<th>Course Length</th>
<th>1 hour</th>
</tr>
</thead>
</table>
| Delivery Methods | • Onsite *
|                | • One-On-One Coaching *
|                | • Web-Based Virtual Classroom |

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.*

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**Home**
**LexisNexis® Collection Solutions: Advanced Search Logic**

<table>
<thead>
<tr>
<th>Course Description</th>
<th>This advanced course is designed to uncover all best practice search options by using industry specific Skip Trace techniques to uncover right party contact information.</th>
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<tbody>
<tr>
<td>Target Audience</td>
<td>Existing users of LexisNexis® Collection Solutions.</td>
</tr>
</tbody>
</table>
|                    | • Define First and Second Level Skip Tracing  
|                    | • Identify and demonstrate best practices for First Level Skip Tracing  
|                    | • Identify and demonstrate best practices for Second Level Skip Tracing  
|                    | • Review effective communication techniques to secure location information from third parties  
|                    | • Demonstrate mastery of key concepts of First and Second Level Skip Tracing techniques in real-world scenarios  
| Course Length      | 2 hours                                                                                                                                                                                                                                               |
| Delivery Methods   | • Onsite *  
|                    | • One-On-One Coaching *  

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.*
LexisNexis® InstantID®: Basic Consumer Verification

Course Description
This course will assist new users of InstantID® in the verification of a consumer’s identity at key stages in an account cycle, including account opening, and when key account factors change.

Target Audience
New users or users looking for a refresher on LexisNexis® InstantID® Solution.

Course Objectives
- Demonstrate basic searches using applicant and customer information
- Interpret high and low risk scores
- Identify high risk indicators
- Differentiate between customer-provided information and LexisNexis®’ results provided in the verification table
- Explain actions to be taken in follow-up steps

Course Length
45 minutes

Delivery Methods
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
LexisNexis® InstantID®: Basic Business Verification

Course Description
This course will assist new users of InstantID® in the verification of a Business and Authorized Agent’s identity credentials at key stages in an account cycle, including account opening, and when key account factors change.

Target Audience
New users or users looking for a refresher on LexisNexis® InstantID®.
- Demonstrate basic searches using applicant/customer information
- Interpret high and low risk scores
- Identify high risk indicators
- Differentiate between customer-provided information and LexisNexis’ results provided in the verification table
- Explain actions to be taken in follow-up steps
- Identify and confirm relationships between a business and the authorized representative

Course Objectives

Course Length
45 minutes

Delivery Methods
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
LexisNexis® InstantID® Q&A: Basic ID Verification and Authentication

Course Description
This course will teach new users how to utilize InstantID® Q&A as a means to protect their organizations through the implementation of knowledge-based authentication (KBA). KBA employs sophisticated analytics to build a comprehensive knowledge profile via an interactive question and answer process.

Target Audience
New users or users looking for a refresher on LexisNexis® InstantID® Q&A.

Course Objectives
- Define knowledge-based authentication (KBA)
- Demonstrate steps required to initiate question sequence
- Explain how to identify pass/fail results

Course Length
45 minutes

Delivery Methods
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
LexisNexis® InstantID® Q&A: Advanced ID Verification and Authentication

Course Description
This course will teach users how to deploy an ABA-endorsed tool to protect their organizations through the use of knowledge-based authentication (KBA). KBA employs sophisticated analytics to build a comprehensive knowledge profile via an interactive question and answer process.

Target Audience
Existing users of LexisNexis® InstantID® Q&A.

Course Objectives
- Define question type
- Define question sequence
- Identify techniques for delivering questions to customers
- Explain best practices with transaction monitoring
- Utilize reporting
- Identify trend spotting

Course Length
1 hour

Delivery Methods
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
## LexisNexis® Anti-Money Laundering Solutions: Basic Search Logic

### Course Description
Participants will learn due diligence techniques critical in the process of identifying customers as required for compliance. This session will aid in the review of how individuals and businesses protect their companies; and capitalize on intelligence and analytics.

### Target Audience
New users or users looking for a refresher on LexisNexis® AML.

### Course Objectives
- Demonstrate how to navigate the product menu and its unique rollup technology
- Identify three methods to conduct a search
- Explain and review History and Feedback functions
- Demonstrate a Person Search and explore the Actions feature
- Explain how to retrieve comprehensive SmartLinx® Reports
- Distinguish between results found in Phone Look Up and Phones Plus
- Explain best practices with business research
- Demonstrate a Real Property search and interpret Property Deeds & Assessments results

### Course Length
1 hour

### Delivery Methods
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
<table>
<thead>
<tr>
<th><strong>LexisNexis® Anti-Money Laundering Solutions: Intermediate Search Logic</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Course Description</strong></td>
</tr>
<tr>
<td>This intermediate level course will focus on additional AML features, including a variety of regulatory and compliance resources. This additional functionality enables institutions to comply with regulations, prevent fraud, and perform in-depth due diligence.</td>
</tr>
<tr>
<td><strong>Target Audience</strong></td>
</tr>
<tr>
<td>Seasoned users of LexisNexis® AML.</td>
</tr>
<tr>
<td><strong>Course Objectives</strong></td>
</tr>
</tbody>
</table>
| - Demonstrate Product Menu and Search functionality  
- Explain Person Search (for Deep Skip purposes)  
- Demonstrate ability to verify the identity of your subject using InstantID® with Red Flags  
- Explain the addition of FraudDefender®  
- Explain best practices with People at Work  
- Explain the purpose of IRS Verify and SSA Verify  
- Demonstrate how to retrieve a LexisNexis® Identity Report and explain results  
- Explain Negative News searches concerning industry risk, bankruptcies, and criminal activity |
| **Course Length** |
| 1 hour |
| **Delivery Methods** |
| - Onsite *  
- One-On-One Coaching *  
- Web-Based Virtual Classroom |

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
LexisNexis® Anti-Money Laundering Solutions: Advanced Search Logic

Course Description

This advanced course is designed to uncover all best practice search options through industry specific research techniques directly relevant to workflow needs. This course will establish best practices for businesses to comply with regulations, prevent fraud, and perform in-depth due diligence.

Target Audience

Seasoned users of LexisNexis® AML.

Course Objectives

- Explain and review all aspects of the product menu and solution functionality
- Identify and explain best practices with incorporating the solution into your existing workflow
- Demonstrate mastery and best practices with every component of the solution
- Demonstrate solution expertise through scenario-based exercises and apply these multi-level techniques directly to your workflow-specific research requirements

Course Length

2 hours

Delivery Methods

- Onsite *
- One-On-One Coaching *

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
Introduction to Risk Investigations

Course Description
This course will introduce new users to LexisNexis® Risk Investigations. This session is designed to aid in business and individual research, help users protect their companies, and capitalize on intelligence and analytics.

Target Audience
New users or users looking for a refresher on LexisNexis® Risk Investigations.

Course Objectives
- Explain the product menu and rollup technology
- Explain the purpose of the Coverage areas
- Demonstrate a Faces of the Nation search to verify and validate individual and business information
- Demonstrate and analyze report results
- Review Recent Searches
- Explain We Also Found
- Distinguish between results found in Reverse/Basic Look-up and Phones Plus, and interpret results of a Phones Plus search

Course Length
1 hour

Delivery Methods
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
### Introduction to Bridger Insight XG: Basic User Version

**Course Description**

This course will introduce participants to LexisNexis® Bridger Insight XG, an industry-leading tool that helps companies screen against watchlists to deter crimes such as terrorism, money laundering, and illicit financial activity.

**Target Audience**

- New users of Bridger Insight XG
- New or existing System Administrators

**Course Objectives**

- Explain how to access Bridger Insight XG via the Browser Client (or the Smart Client)
- Independently obtain a new password
- Demonstrate how to review a Real-Time Search
- Route match results to the appropriate person
- Explain and utilize the Alert Inbox
- Access and run a Real-Time Report
- Explain how to develop and run a Query
- Demonstrate how to locate and download materials from the Bridger Client Services site

**Course Length**

1 hour

**Delivery Methods**

- Onsite *
- Web-Based Virtual Classroom
- eLearning Module

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
Introduction to Bridger Insight XG: System Administrator Version

Course Description
This course will introduce participants to LexisNexis® Bridger Insight XG, an industry-leading tool that helps companies screen against watch lists to deter crimes such as terrorism, money laundering, and illicit financial activity.

Target Audience
System Administrators

Course Objectives
- Explain System Settings set up and Values
- Demonstrate the use of the Alert Inbox and filters
- Establish Predefined Search
- Establish Accept List
- Explain Custom Watch List set up (FinCen)
- Review Real-Time Search and Batch Search
- Demonstration execution of a Query to display results

Course Length
1.5 hours

Delivery Methods
- Onsite *
- Web-Based Virtual Classroom
- eLearning Module

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
This course will focus on fraud prevention/detection, identity verification, and general due diligence research techniques critical for identifying customers. This solution can be used throughout a customer lifecycle: front-end verification/compliance, ongoing monitoring, exception processing, and due diligence.

Target Audience
New users or users looking for a refresher on the LexisNexis® Risk Management (RM) Solution

Course Objectives
- Explain how to navigate the product menu and its unique rollup technology
- Identify four methods to conduct a search
- Demonstrate and review History and Feedback features
- Explain how to run a Person Search and explore Actions features
- Articulate the benefits of retrieving a Comprehensive SmartLinx® Report on your search subject
- Distinguish between results found in Phone Lookup and Phones Plus
- Demonstrate how to research a business and determine whether that business is in good standing

Course Length
1 hour

Delivery Methods
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
Risk Management: Intermediate Search Logic

Course Description
This course will build upon the instruction provided within the LexisNexis® Risk Management Basic Search Logic class, and will focus on a variety of expanded verification/compliance processes, ongoing monitoring, exception processing, and enhanced due diligence.

Target Audience
Seasoned users of the LexisNexis® Risk Management Solution

Course Objectives
- Explain Terms and Connectors feature
- Review Person Search (for Deep Skip purposes)
- Demonstrate your ability to verify the identity of a subject using InstantID® with Red Flags
- Explain FraudPoint® and its purpose
- Demonstrate best practices with People at Work searches
- Demonstrate a Real Property search and explain options
- Explain Negative News searches to keep current on issues concerning industry risk, bankruptcies and criminal activity

Course Length
1 hour

Delivery Methods
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
Risk Management: Advanced Search Logic

Course Description
This advanced course is designed to explain all best practice search options through industry specific research techniques. This course will build upon instruction covered within prior LexisNexis® Risk Management Basic and Intermediate Fraud Prevention classes, and will establish best practices to prevent fraud, and perform in-depth due diligence.

Target Audience
Seasoned users of the LexisNexis® Risk Management Solution

Course Objectives
- Explain all aspects of the product menu and solution functionality
- Identify best practices for incorporating the solution into your existing workflow
- Demonstrate mastery and best practices with the solution, to include:
  - InstantID® with Red Flags
  - FraudDefender
  - IRS Verify/SSA Verify
  - LexisNexis Identity Report
- Demonstrate solution expertise through scenario-based exercises and techniques directly related to your specific workflow

Course Length
2 hours

Delivery Methods
- Onsite *
- One-On-One Coaching *

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
This course will assist users of the LexisNexis® Volunteer Solution as they conduct initial background investigations.

**Target Audience**
New users or users looking for a refresher on the LexisNexis® Volunteer Screening Solution

**Course Objectives**
- Identify Volunteer Screening login requirements and Home page features
- Identify documentation available on Volunteer Screening to provide additional system guidance
- Explain using Volunteer Screening to properly submit Background requests
- Demonstrate best practices with batch orders of Background requests via the Volunteer Screening System.
- Explain how to request, interpret, and manage report results
- Demonstrate ability to utilize the User profile and the company settings options
- Explain how to utilize online billing options

**Course Length**
1 hour.................Web-based Virtual Classroom
15-20 minutes...eLearning

**Delivery Methods**
- Web-based Virtual Classroom
- eLearning Module
LexisNexis® Business Edition

Course Description
This course will assist users of the LexisNexis® Business Edition solution as they conduct initial background investigations.

Target Audience
New users or users looking for a refresher on the LexisNexis® Business Edition Solution

Course Objectives
- Identify sign-on requirements for Business Edition and Home page features
- Demonstrate how to order Business Edition reports
- Explain how to view report capabilities within Business Edition
- Interpret and manage Business Edition Reports
- Explain how to utilize the administration features within Business Edition, and ebilling options

Course Length
1 hour ............... Web-based Virtual Classroom
15 minutes ........ eLearning

Delivery Methods
- Web-based Virtual Classroom
- eLearning Module
LexisNexis® Enterprise Edition

**Course Description**
This course will assist users of the LexisNexis® Enterprise Edition solution as they conduct initial background investigations.

**Target Audience**
New users or users looking for a refresher on the LexisNexis® Enterprise Edition solution

**Course Objectives**
- Identify sign-on requirements and Home page features
- Explain the flexible Order Entry process
- Demonstrate how to navigate the system using the Dashboard feature
- Explain how to utilize Order Viewing capabilities to view an order, manage cases, and print results
- Explain Billing Invoice Summaries
- Explore Administration features

**Course Length**
1-2 hours *(dependent on delivery method)*

**Delivery Methods**
- Web-based Virtual Classroom
- Web based Virtual Custom Classroom *
- eLearning Module
- Onsite *

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
# LexisNexis® Resident Screening

## Course Description
This course will assist users of the LexisNexis® Resident Screening solution as they conduct their initial background investigations.

## Target Audience
New users or users looking for a refresher on the LexisNexis® Resident Screening solution

## Course Objectives
- Identify sign-on requirements and Home page feature overview
- Explain how to process applicants for screening
- Demonstrate how to navigate the reports and post-screening services
- Explain how to utilize the User Administration feature

## Course Length
10-30 minutes *(dependent on selection)*

## Delivery Methods
- eLearning Module
LexisNexis® Contractor Screening

Course Description
This course is designed to provide users the necessary skills to register companies and order background checks.

Target Audience
New users or users looking for a refresher on the LexisNexis® Contractor Screening solution

Course Objectives
- Articulate how to register your vendor company as a service provider on Contractor Screening
- Explain how to add new personnel as well as search for and update the profiles of previously entered personnel
- Demonstrate how to order a Background Check Report and view results
- Explain how to add new users, update or disable existing users

Course Length
30 minutes

Delivery Methods
- eLearning Module
Accurint® for Insurance: Basics

**Course Description**
This course will assist participants in locating and, verifying, and validating current contact information. This course will also present various search techniques that will aid in the location of right party contacts.

**Target Audience**
New users or users looking for refresher training on Accurint® for Insurance

**Course Objectives**
- Explain log-in requirements, product menu, and roll up technology
- Explain purpose and use of Coverage and online Help options
- Identify appropriate searches to locate, verify, and validate individuals
- Demonstrate best practices with Person and Business searches
- Demonstrate how to effectively utilize and interpret reports
- Describe best practices for locating right party contact information in Phones Plus and Directory Assistance using multiple search methodologies

**Course Length**
1 hour

**Delivery Methods**
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
Accurint® for Insurance: Intermediate

Course Description
This course will instruct participants in the importance of search process improvement. This course will establish best practices in locating and validating information for businesses and individuals.

Target Audience
Existing users of Accurint® for Insurance

Course Objectives
- Apply search results to your workflow
- Explain the purpose of the Coverage screen
- Utilize various reports and analyze results
- Explain the benefits of using secondary sources such as Assets, Courts, and News
- Identify search options not commonly used, such as Voter Registration information, Professional Licenses, and Criminal Records
- Utilize resources under the Health Care Tab, including Provider and Provider Sanction searches

Course Length
45 minutes-1 hour

Delivery Methods
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
Accurint® for Insurance: Advanced

Course Description
This advanced course is designed to uncover best practice search options through industry specific research techniques. This course will establish a set of best practices in locating individuals, businesses, verifying, and validating information.

Target Audience
Existing users of Accurint® for Insurance

Course Objectives
- Identify best practices for incorporating Accurint® for Insurance into your workflow
- Demonstrate mastery and best practices with the solution, to include:
  - Carrier Discovery
  - Police Records
  - Medical Records
  - Real-Time Vehicle Registrations
  - People in the News
  - Rate Evasion Evaluation

Course Length
2 hours

Delivery Methods
- Onsite *
- One-On-One Coaching *

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
LexisNexis® Medical Records Retrieval

Course Description
This course will review the process of retrieving medical records using LexisNexis®.

Target Audience
New users or existing users looking for a refresher course on LexisNexis® Medical Records Retrieval

Course Objectives
- Explain how to utilize Medical Records Retrieval to request medical records from medical providers
- Demonstrate Medical Records Retrieval to request LexisNexis® CheckRX prescription information
- Sequence the steps in the process of Medical Records Retrieval
- Explain how to use Litigation Request to order new records or to edit existing records
- Demonstrate how to effectively utilize the Canvass function in the records retrieval process
- Identify the purpose of the Repository as the location of completed reports

Course Length
45 minutes

Delivery Methods
- Onsite *
- eLearning Module
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
## Rate Evasion Evaluation Tool

<table>
<thead>
<tr>
<th>Course Description</th>
<th>This course will teach participants how to utilize Rate Evasion Evaluation to verify and validate applicant information.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target Audience</td>
<td>New users or existing users looking for a refresher on Rate Evasion Evaluation</td>
</tr>
</tbody>
</table>
| Course Objectives  | • Identify fields required to run the report  
• Identify verified versus non-verified information  
• Define Matching Index number  
• Explain purpose of Warning tab  
• Analyze and interpret the warnings as they relate to your search  
• Identify information found in Address and Reverse Phone  
• Define Other Drivers and Other Potential Drivers in the household  
• Identify potential Vehicle Information and Title  
• Demonstrate best practices to search and interpret results |
| Course Length      | 45 minutes                                                                                                                                 |
| Delivery Methods   | • Onsite *  
• Web-Based Virtual Classroom |

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
Accurint® for Insurance Comprehensive Class

Course Description
This course combines Accurint® for Insurance Basics, Intermediate, Advanced, Medical Records Retrieval and Rate Evasion Evaluation

Target Audience
Seasoned users of Accurint® for Insurance

Course Objectives
- Explain product menu and rollup technology
- Apply best practices when executing and interpreting Person and Business searches
- Locate individual information with phones searches
- Demonstrate best practices in analyzing various components, to include:
  - Carrier Discovery
  - Police Records
  - Real-Time Vehicle Registrations
  - Advanced Person Search
  - People at Work
  - Business Search
  - People in the News
- Effectively employ secondary searches
- Demonstrate how to effectively utilize Medical Records Retrieval and LexisNexis® CheckRX

Course Length
2 hours

Delivery Methods
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
**Accurint® for Insurance Plus**

**Course Description**
This course will instruct investigators on enhancing searches and search techniques through the use of Accurint® for Insurance Plus.

**Target Audience**
Special Investigative Units, field and claims investigators, investigators or any client working on a complex entity analysis

**Course Objectives**
- Use Accurint® search techniques in Accurint® for Insurance Plus
- Navigate the desktop application
- Send any data point to additional search window panes
- Utilize advanced search features, including: Relavint™ linking analysis, aerial imaging and mapping
- Import data points into the Relavint™ linking analysis application
- Upload data points into the mapping application
- Open, save, and build on existing searches

**Course Length**
1 hour

**Delivery Methods**
- Onsite *
- One-On-One Coaching *
- Web-Based Virtual Classroom

*For qualifying customers. Contact your LexisNexis® Risk Solutions Sales Representative to learn more.
**Frequently Asked Questions**

**How do I register for training?**

Contact us toll-free at 800.201.6411 during business hours or email CustomerEducation@LexisNexis.com. You may access registration and eLearning programs 7-days a week 24-hours a day by visiting our Learning Resource Center at [http://Learn.LexisNexis.com](http://Learn.LexisNexis.com).

**Who do I contact if I have technical difficulties with the Learning Resource Center?**

Contact us toll-free at 800.201.6411 and a LexisNexis Risk Solutions Customer Education Representative will assist you.

**Who do I contact if I have technical difficulties logging into my WebEx™ training session?**

Customer Education .............................................. 800.201.6411  
WebEx™ Technical Support ....................................... 800.374.1852

**Who do I contact if I have technical difficulties with my LexisNexis® Risk Solution?**

Customer Support ................................................. 866.277.8407

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