

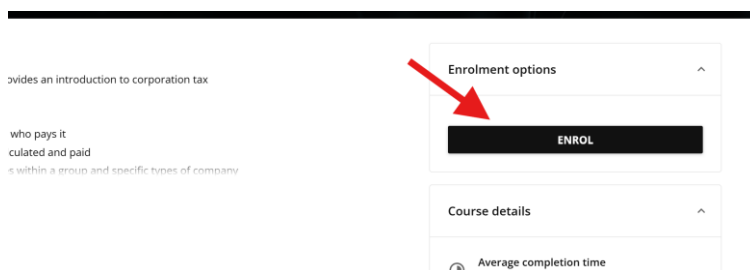
1.1 How do I access FC Training?

Access is via the FC Knowledge site. Once you have logged into the FC Knowledge site, click the 'Training' tab in the top menu. If you receive an error message and are unable to access FC Training, check that you are logged in on Knowledge (you can do this by clicking on My Account – if you are logged in, your details will appear). If you are logged in and remain unable to access FC Training, please contact info@fromcounsel.com.

Please note that you will need to be logged into FC Knowledge into order to access FC Training even if your team does not subscribe for FC Knowledge as this is the portal through which FC Training is accessed.

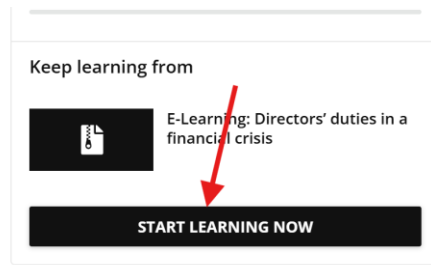
1.2 How do I access an FC Training E-Learning module?

Click on the course 'card' and press ENROL.



If you wish to start the course immediately, you can press START LEARNING NOW. If you wish to start the course at a later date, you can go to that course 'card' and press START LEARNING NOW.

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In addition, any courses you've enrolled on (but not yet started), will appear in your IN PROGRESS list which is on the FC Training homepage.

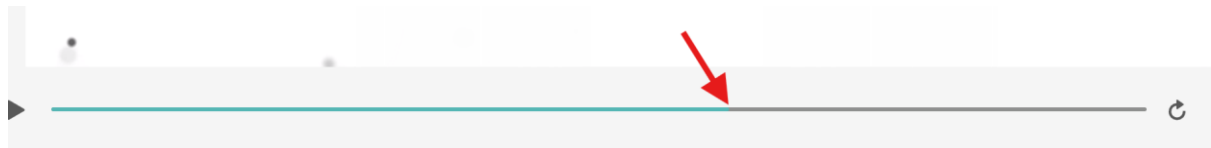
1.3 Can I pause and restart an E-Learning module?

Yes, you can pause any module at any time. You can then go back to the course 'card' and click on RESUME TRAINING. Any modules you have started but not yet completed will also be on your NOT STARTED list which is on the FC Training homepage.

Once you have completed a module, you can also click Restart in order to play the course from the beginning.

1.4 Can I click through the sections of an E-Learning module?

No, you can't click through the sections of an E-Learning module – you have to complete each section and click NEXT. You can go back to sections you have completed. If you wish to go more quickly through a section, you can drag the cursor along the progress bar – you will still need to click NEXT to progress to the next section.



1.5 Can I put on subtitles in an E-Learning module?

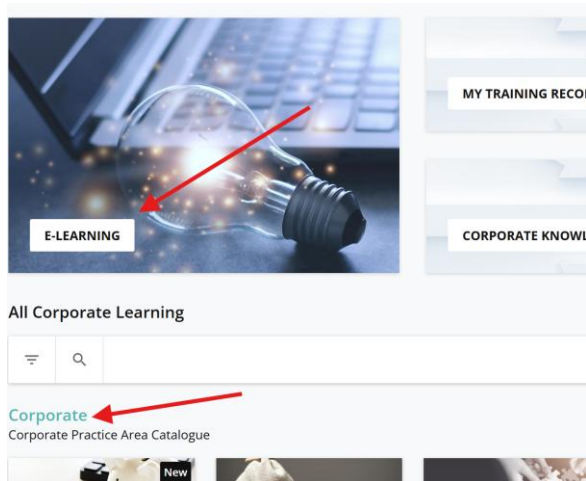
Yes, click on the CC icon above the progress bar within a module.



1.6 How do I browse the full E-Learning library?

You can browse the full library of E-Learning modules (across all practice areas) by clicking on the light bulb in the top left of the homepage.

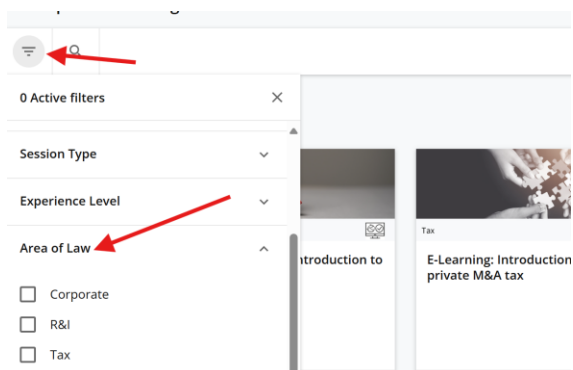
Alternatively, click on the Corporate library under the search bar.



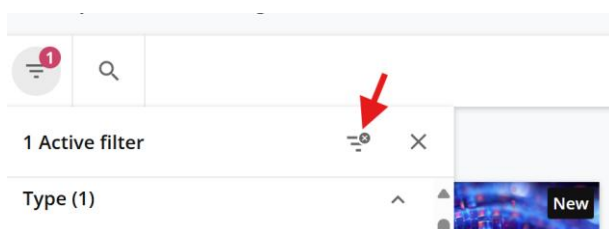
Note that the carousels on the homepage just show the first 20 E-Learning modules in that library. To access all E-Learning modules within a library, just click on the linked heading above the carousel.

1.7 Can I filter by practice area?

Yes, you can filter by practice area by clicking on the filter icon in the search bar in the middle of the FC Training homepage. You can then click on the Area of Law drop down and select a practice area. All E-Learning modules in the practice area will then appear on the page.

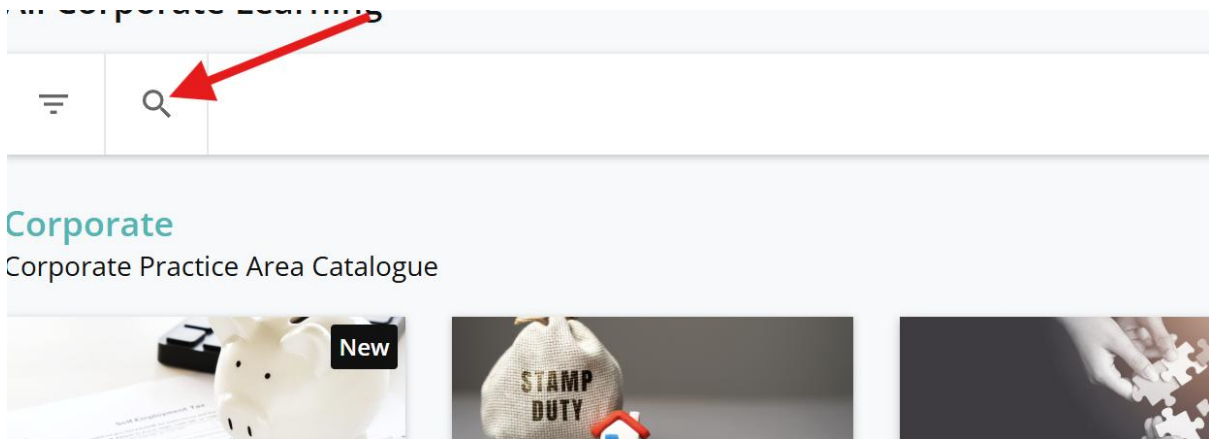


You can clear filters by clicking on the filter 'x' icon as shown below.



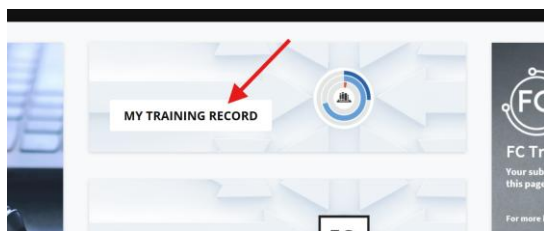
1.8 Can I search for an E-Learning module?

Yes, click in the search bar in the middle of the FC Training homepage. You can then click on the magnifying glass which will bring up the text box for you to type your search terms in.



1.9 How do I access my Training Record?

Click on MY TRAINING RECORD on the FC Training homepage.



Statistics will show an overview of your usage.

Courses will show all courses you are enrolled on, are part way through and have completed.

Learning Plans will show any Learning Plans you are enrolled on, are part way through and have completed – note that your firm has to set up Learning Plans so if none have been set up by your firm, you will not see any data in this section.

1.10 Who can I contact to get more information on FC Training?

You can ask further questions by contacting your FC Account Manager or emailing info@fromcounsel.com.