

Frequently Asked Questions (FAQs)

Do I receive new sets of IDs for Lexis Advance platform?

- Yes. You will receive a new set of IDs via email with the title of Welcome to Lexis Advance®.

Do I still have access to current Lexis Singapore platform after I have migrated?

- Yes. Your existing Lexis Singapore access will continue to operate as normal for 60 days upon the activation of your Lexis Advance access.

Is there a mobile app for Lexis Advance?

- No. There is no need for a mobile app as Lexis Advance is designed in accordance with “responsive web design” principles, which means the interface will be automatically adapting to fit the device that you are using

Will all my saved searches and alerts be automatically transferred to my new Lexis Advance ID?

- No. Your saved searches and alerts will be manually migrated by recreating the alerts and saving as new searches in the Lexis Advance platform.

Will I be given any trainings to maximise the usage of Lexis Advance?

- Yes. Our Client Experience consultant will schedule for onsite session to guide you through a simple setup process and assist with any questions you have or you can contact Customer Support on +65 6349 0110 or email help.sg@lexisnexis.com.
- Alternatively, we have monthly **Lexis Advance Research Made Easy** lab at the LexisNexis office. Feel free to register for any of the available sessions [here](#).

Where I can find some guides to start my research?

- Please click [here](#) for knowledge support.

Whom do I contact if I have any general queries with regards to Lexis Advance?

- You can contact Customer Support on +65 6349 0110 or email help.sg@lexisnexis.com.