PROFESSIONAL LEGAL RESEARCH

What is TWEN?

The West Education Network® (TWEN) is an online extension of the law school classroom. You can use TWEN to access your course materials, participate in class discussions, receive and submit online assignments, complete quizzes, exchange e-mail messages with your instructors and classmates, and more.

To participate in TWEN, you need a Westlaw password and you need to add a course created by one of your professors (see "How Do I Add a Course to the My Courses Page?" below). If you do not have a Westlaw password, contact your academic account manager.

How Do I Access TWEN?

1. Open your Internet browser and type lawschool.westlaw.com in the *Address* text box.

2. Enter your Westlaw password (e.g., **1234567abcd**) or West OnePass username and password in the appropriate text boxes.

3. Choose **TWEN** from the *Sign-On to:* drop-down list and click **Sign On**.

How Do I Add a Course to the My Courses Page?

The My Courses page is your personal directory, which contains hypertext links to the TWEN courses you choose. Complete these steps to add a course:

1. Click **Add Course** at the top of the My Courses page. The TWEN courses that are available at your school are displayed.

2. Select the check box next to each course you want to add.

3. If a password is required to add the course, type the password in the **Password(s)** text box. You will need to obtain the course password from the professor.

4. Click **Submit** to return to the My Courses page and view your courses.

How Do I Navigate Within a Course?

To enter a course, click the course title (a hypertext link) on the My Courses page. The course home page is displayed, which provides access (via links on the left side of the page) to all of the materials and resources your professor has chosen. Click these links to access course materials, such as forums, quizzes, a course calendar, live discussions, and assignments.

How Do I Read Materials in Forums or Document Pages?

Document pages and forums are areas created by your professor for distributing course materials and facilitating course discussions. To access an item posted on a document page or to read a forum posting, enter the course by clicking the course name on the My Courses page. Select a specific document page or forum name from the links on the left side of the course home page. Then click the title of a document page item or posting on the right side to display the item or the forum message.

How Do I Create Messages in Forums?

You can post messages to a forum only if your professor has allowed it.

1. Click **Forums** on the left side of the course home page.

2. Click the forum name you want to enter.

3. Click **Add Topic** at the top of the forum page.

4. In the *Subject* text box, type the title of the posting.

5. Type the content of your posting or edit the format of your posting.

6. To add an attachment to the posting, click **Add Attachment**. The Attach a File to Forum Posting dialog box is displayed.

7. To attach a file from your computer, click **Browse**. Locate the file you want to attach and then click **Open**. The path and file name are displayed in the text box.

8. Select the **Translate file to HTML for browser viewing** check box to translate the file to HTML for viewing in the Web browser. Many file formats, such as those created by most word-processing, spreadsheet, graphics, and presentation programs, can be converted and displayed in the body of your posting. For a complete list of file formats, consult the TWEN online Help.

9. Select the **Mark citations in the attached file to link to Westlaw** check box if you want the citations in your document to be linked to full text documents on Westlaw.

10. If anonymous postings are allowed, a check box labeled **Post this message anonymously** is displayed. If you select this check box, your name and e-mail address are not displayed with your posting.

11. Specify when you want others to be able to view the posting. Select one of the three availability options (e.g., **Make this post available now**).

    Note: The scheduling option is available only if you are a course administrator and only when posting main topic messages.

12. Select the **Send email**... check box if you want to send an e-mail message to all course participants to notify them that a new item has been added to the forum.

    Note: This option needs to be enabled by your administrator.

13. Click **Preview Topic** to view your posting before sending it. Click **Edit** to make any changes. Then click **Post Topic** to add your posting to the discussion list.

How Do I Respond to Messages in Forums?

1. Click **Forums** on the left side of the course home page and click the forum name you want to enter.

2. Click the posting you want to review.

3. Click **Reply**. You can follow the steps for posting a main topic message.

How Do I Send an E-Mail Message to My Professor?

You can send an e-mail message to your professor from the My Courses page or from a course home page by clicking the professor's e-mail link (if available) and completing the form. Or, if your professor has granted students e-mail rights, click **E-Mail Options** on the left side of the page to send a message to your professor or other students.

How Do I Participate in a Live Discussion?

TWEN provides an easy-to-use chat room window you can use to participate in live discussions with your professor and other students.

1. Click **Live Discussion** on the left side of the course home page. You can view a list of scheduled live discussions.
2. Click the name of the session you want to enter. (If the live discussion is moderated, the messages you submit do not appear in the chat window until they are approved by the moderator.)
3. When you enter a live discussion, the session opens in a separate chat window.
4. To send a message, type the message in the text box and click **Send**.
5. If this is a moderated session, the moderator reviews the messages and decides which ones to post to the live discussion.

How Do Custom Polls and InstaPolls Work?

TWEN provides polling features your professor can use to survey students. You have these polling options:

- Customized polling—Your professor can set up customized polls for each course. To take the poll, click **Customized Polling** on the left side of the course home page. Click a poll title and answer the question. When the professor is ready to display the results, you can view the poll as a bar graph or pie chart. Custom poll results are saved in TWEN so you and your professor can view the results later.

- InstaPolls—Your professor asks a question in class and you click the **InstaPoll** icon on the course home page to submit your vote. When voting is complete, you can view the results as a bar graph or pie chart. InstaPoll results are not saved.

What Are the TWEN System Requirements?

To use TWEN, you need the following:

- A Westlaw password and access to the Web
- Microsoft® Internet Explorer® 7.0 or later, Apple® Safari 3.0 or later, Google Chrome 2.0 or later, or Mozilla Firefox 1.5 or later
- JavaScript enabled in your browser

How Do I Get More Help with Using TWEN?

TWEN assistance is available online by clicking **TWEN Help**. To download reference materials, visit **west.thomson.com/westlaw/guides**.

For general or technical questions about TWEN, call **1-800-486-4876** or send an e-mail message to **west.twensupport@thomson.com**.

For assistance using Westlaw, call 1-800-850-WEST (1-800-850-9378).
For free reference materials, visit **west.thomson.com/westlaw/guides**.

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