

THE LAWYER

FAQs:

Accessing Premium Content

I think I am already registered but not sure/ I already receive email alerts?

You may be signed up to The Lawyer's mailing list but not have a registered user account, which you will need in order to access purchased content. You can check whether you are already registered with The Lawyer by visiting the [registration page](#) adding your email address & selecting "Next". If you are already registered, you will see "This email address has already been registered. Have you [forgotten your password?](#)" & can then reset your password if required. If your email address is not already registered you will need to complete the rest of the registration process, making sure to fill in the required fields.

REGISTER TODAY

*required fields

This email address has already been registered. Have you [forgotten your password?](#)

Work email address*

This field is required.

Password* Minimum of 8 characters Show password

Password*

Confirm password*

This field is required.

Title*

I have forgotten my password.

If you already hold a registered user account, you can [request a password reset here](#). Please look out for an email from customerservices@thelawyer.com containing your unique password reset link. You may need to check your junk or spam folders if you can't find the email.

I am not yet registered; how do I access Queen Mary University's corporate subscription?

You will first need to create a free registered user account making sure to use your **@qmul.ac.uk** email address. You can either select the "Registered Free" option on the subscription page or navigate directly to the [registration page here](#). Once you have created an account, you will receive an email with an activation link asking you to verify your email address. You will need to click this link & follow the on-screen instructions. Once you have completed this process, you should then be able to access the content purchased by your firm.

Subscription plans

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<p>REGISTRATION</p> <p>Free</p> <p>Select</p>	<p>PREMIUM</p> <p>Digital + Print: £595 + tax</p> <p>Digital only: £495 + tax</p> <p>Select</p>	<p>CORPORATE</p> <p>Bespoke pricing</p> <p>...and packaging for your entire firm</p> <p>Select</p>	<p>LITIGATION TRACKER</p> <p>Bespoke pricing</p> <p>Unique in-depth data, actionable insight and revealing litigation editorial commentary</p> <p>Select</p>
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I am already registered, but see the “Subscribe to the Lawyer premium” yellow banner/ I am not able to access premium content?

In order to access content purchased by Queen Mary University you will need to ensure you log in with a @qmul.ac.uk email address & have verified your email address.

If you already have an account with another email address, you can update the email address you use to sign in under “[My Account](#)” on the top right hand side. Select “[Username or Password](#)”, add in your work email address, making sure to use either a @qmul.ac.uk address & select “Save Changes”. You will then receive an email from CustomerServices@thelawyer.com containing a link to verify your email address. Please note, if you change your email address you will need to verify it before access is given to any purchased products.

The screenshot shows the 'Change password' form within the 'Account Details' section. The form includes a 'Work Email Address*' field with the value 'abc.def@thelawyer.com'. Below this is a 'Password' section with three fields: 'Current password', 'Enter new password', and 'Confirm password'. A 'Show password' checkbox is located to the right of the 'Current password' field. A note indicates 'Minimum of 8 characters'. A 'Save Changes' button is positioned at the bottom right of the form. A red asterisk icon with the text '*required fields' is located in the top right corner of the form area.

If you are already logged in with a @qmul.ac.uk email address but see the “Subscribe To The Lawyer Premium” yellow banner, it is likely you have not verified your email address. In order to do this, please navigate to a premium content article on the homepage. You should then see “Your email is currently not verified, click to resend verification email”. You will need to click this link and the one contained in the verification email before access is granted to premium content.

You may need to logout and in again after verifying your email address in order to access any purchased products.

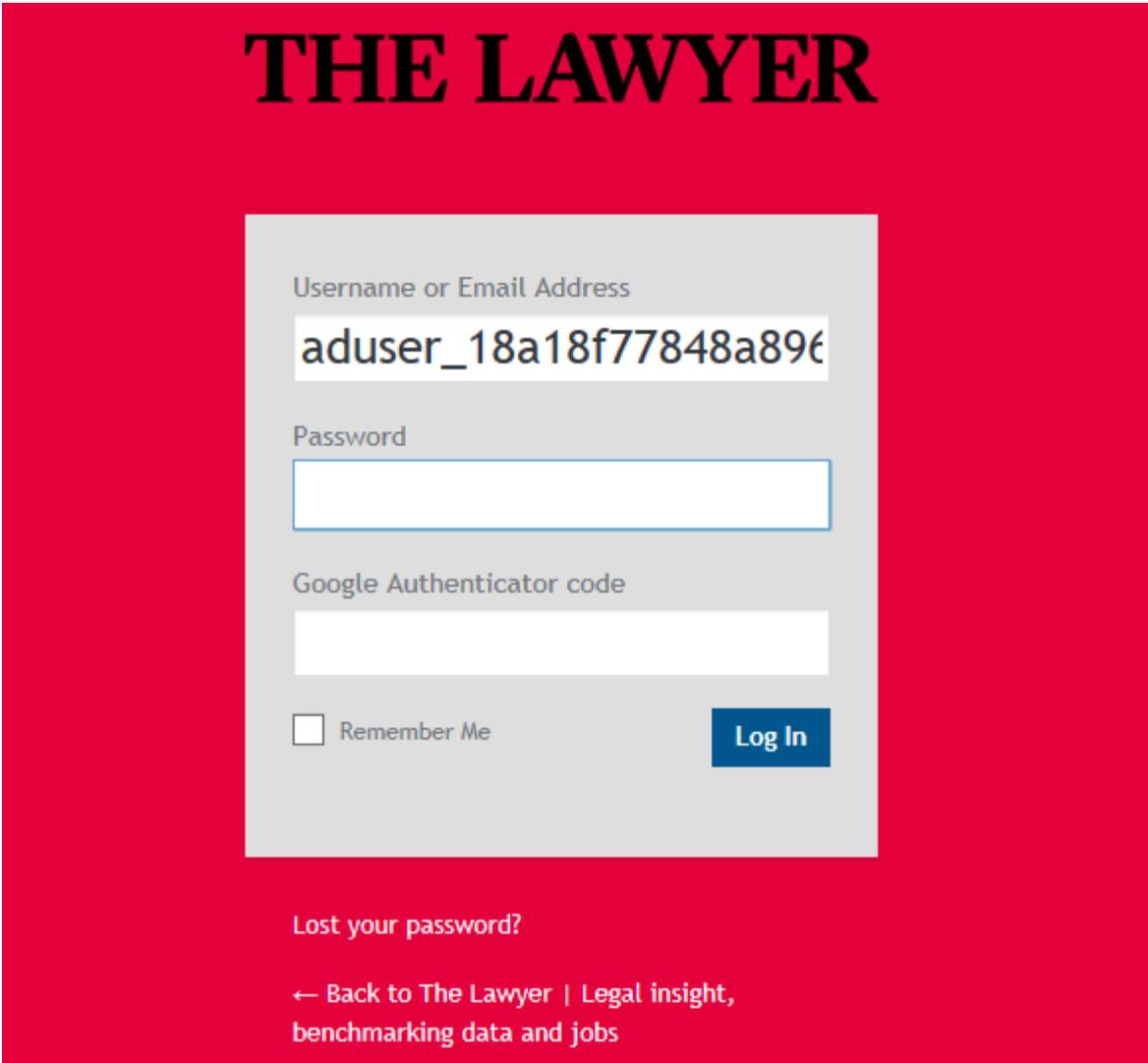
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I am not able to access content under the “Litigation Tracker”

Content marked under “[Litigation Tracker](#)” is not currently available to Queen Mary University. If you are interested in gaining access to this content, please contact your subscription/account manager.

I am being asked for a Google Authenticator code/ see the below login screen

If you see the below screen, delete the text in the Username or Email Address field, input the email address & password you normally use to login and ignore the Google Authenticator code field and select “Log In”. You should then be able to access The Lawyer as normal. If this does not work or the problem persists, please contact our customer service team on **+44 (0) 20 7970 4034** or email us at customerservices@thelawyer.com.



THE LAWYER

Username or Email Address
aduser_18a18f77848a896

Password

Google Authenticator code

Remember Me

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I haven't received my registration/ activation email or I have another problem

Activation/ registration/ password reset emails come from customerservices@thelawyer.com. You may need to check your junk or spam folders if you can't find an email or add the address to a safe senders list.

If you have another problem or need help, please contact our customer service team on **+44 (0) 20 7970 4034** or email us at customerservices@thelawyer.com. The team are available Monday-Friday 9am-5pm (GMT).