CLEAR®

QUICK-START GUIDE

clear.thomsonreuters.com

THOMSON REUTERS™

Table of Contents

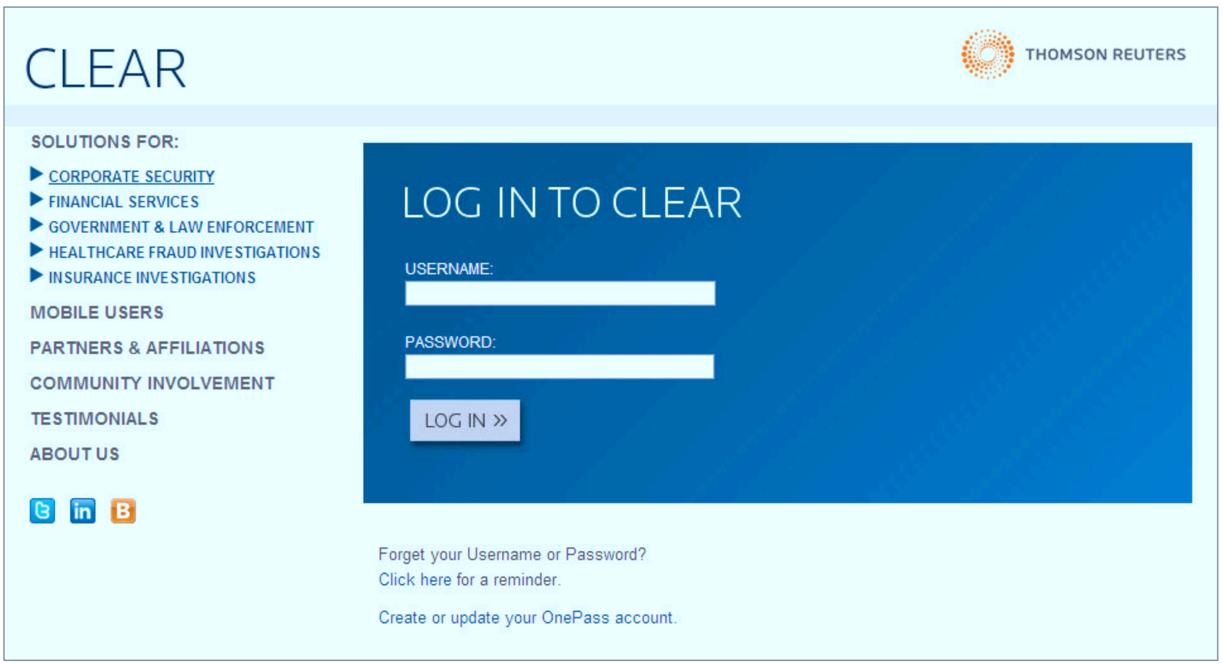
Introduction

CLEAR is an investigative platform designed for professionals who need information about people and companies. It is an easy-to-use portal interface that requires minimal training and provides faster and more thorough searching. This document covers high-level information on the various searches and features available in CLEAR. A full User Guide is available from within CLEAR.

Accessing CLEAR

When your account is enabled to access CLEAR, you can go to the homepage at clear.thomsonreuters.com and select LOGIN TO CLEAR.

The login page appears and you can enter your username and password, and then select **Login**.



Based on how an account has been set up, you may be prompted for a security question and answer. You must select the security question you selected at the time you registered for your CLEAR username and password.

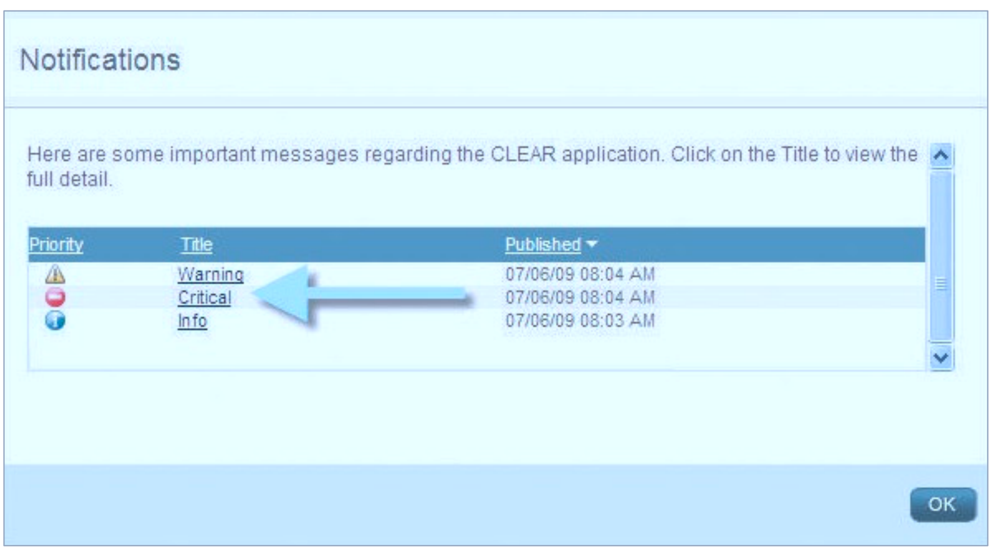
The next page requires you to select your permissible purposes for use in accordance with the Gramm-Leach-Bliley Act (GLB), Driver's Privacy Protection Act (DPPA), and Voter Registration. Select the appropriate permissible purposes for your usage and then select **Continue**. Note: Some customers are permitted to save their permissible use choices by placing a check mark in the *Save as Default Selections* box.

CLEAR Notifications

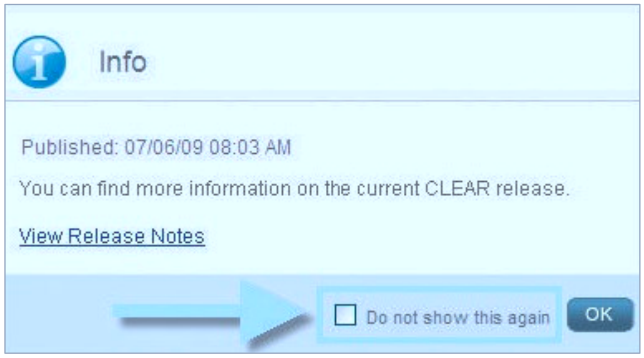
Notifications allow CLEAR administrators to post messages and information to users. Different priority levels and colors are associated with specific types of notifications, which include the following:

- Information: Highlighted in blue and may include information about system enhancements, new features, or other user information.
- Warning: Highlighted in gold and may include information about system availability schedules.
- Critical: Highlighted in red and may include information about system issues or details which may have immediate impact for the user.

When you log in, CLEAR presents all available notifications for your review.



Select a notification link to view the message. You can select **OK** to return to the list to view other notifications, if applicable. To acknowledge that you have viewed the message, select the **Do not show this again** checkbox. CLEAR will no longer display that notification.



When you receive notifications during a session, CLEAR presents a tickler in the toolbar and highlights it in the color representing the highest priority of all active notifications. By selecting the link, you can view and acknowledge notifications.

Person Search

CLEAR automatically launches you to the *Person* tab, the most commonly used search. The flexible interface allows you to enter search criteria for an individual – e.g., SSN (the best option when available), Name, Date of Birth (DOB), and Address. Partial address, DOB, and SSN searches are permitted.

Perform the following steps for a Person search:

1. Enter data for the applicable search fields.

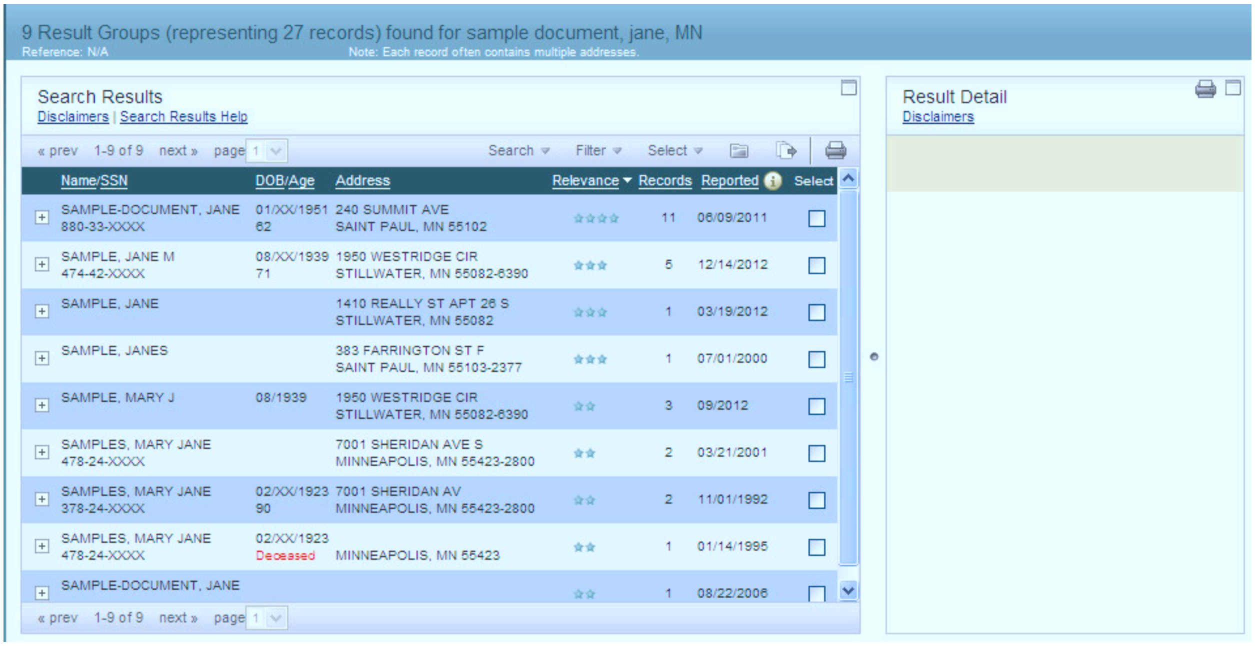
   Selecting the *Search Help* link will provide information on partial search capabilities, name variations or partial first-name searches.

2. Review the data sources in the right pane of the search form to ensure you have selected the data sources you wish to search.

   You can view information on each data source by clicking the data source name.

3. Select **Run Search**.

   You can stop an executed search by selecting **Cancel**. CLEAR cancels the query and returns you to the Search page.



Person Search Results

Each search tab in CLEAR searches multiple data sources at one time, depending on the search criteria provided. CLEAR groups these results with matching records into what is called **Result Groups** – saving valuable time by eliminating manual searches and duplication of records.

Criminal data can be searched as part of the Person search. There are two indicators on the Person search results when a subject is currently incarcerated and/or has a mug shot returned in the results.

- When a subject is currently incarcerated a graphic indicator ( ) on the Person and Court search results will be displayed. Note: This indicator is only available to those customers with the *Real-Time Incarceration & Arrest Gateway* data source.
- When a result group has at least one mug shot, a graphic indicator ( ) on the Person and Court search results will be displayed.

The Search Results page has a Feature bar with the following functions:

- Search menu: Ability to modify or create a new search.
- Filter menu: Ability to filter search results.
- Select menu: Ability to select all or none of the results groups.
- Workspace icon ( ): Ability to save selected result groups to the Workspace.
- Export icon ( ): Ability to export result groups to an Excel® file.
- Print-Friendly icon ( ): Ability to print result groups.

You can also use the Scrolling Window icon ( ) to narrow or widen the search results panels.

The *Select* ( ) boxes to the right of each result group allow you to save that result group and all data into *My Workspace*.

Clicking on any result group will display an aggregated result detail for the result group. This aggregate result detail displays a summary of key information based on all of the records in the result group. From this detail page you can order a report or create an alert. See the report order section and alerts section in this document for further information.

Clicking on the plus sign icon ( ) expands the result group allowing you to select each individual record in the result group. Viewing individual records displays the reporting source of the record along with all of the details reported by that source.

Throughout CLEAR, specific data elements are presented as hyperlinks. When those data elements are selected, CLEAR will run a new search and present the new set of results back. This feature is called Linked Searching. The data elements that display as hyperlinks are:

- Social Security Number (SSN)
- Individual’s Name
- Business Name
- Federal Employer Identification Number (FEIN)
- Address
- Phone Number
- Driver License Number
- Property Parcel Number
- Vehicle Identification Number (VIN)
- License Plate
- Email Address

Hovering over a linked search element will display the type of search that will be generated.

Once a linked search element has been selected, CLEAR initiates a new search and returns the results of that new search.

CLEAR will maintain a trail of all searches performed during a session. The search trail can be found by selecting the *History* link at the top right of the CLEAR navigation bar. Selecting the *History* link will open a Session Query History window displaying all searches run during that session. Clicking on any of the items in the Session Query History window will return you to those specific search results. The trail of searches is maintained in *History* until you log out of your CLEAR session.

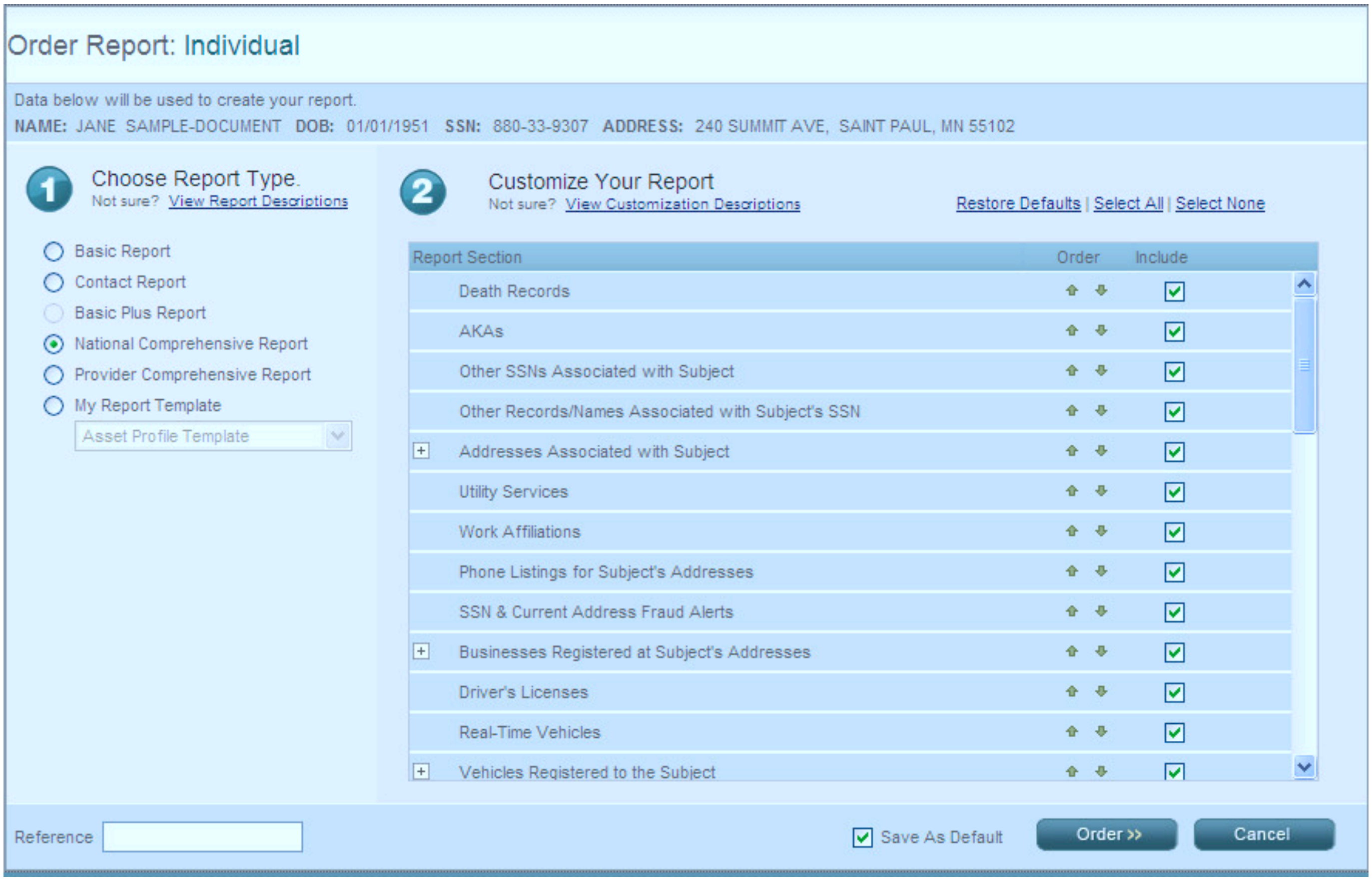
Ordering Individual Reports

You can order a report by selecting the **Order Report** icon from the detail pages.

CLEAR displays an Individual Order Report window, which allows you to review your criteria, choose your report type, and customize your report sections.

When you are finished, select **Order** and CLEAR executes your report request.

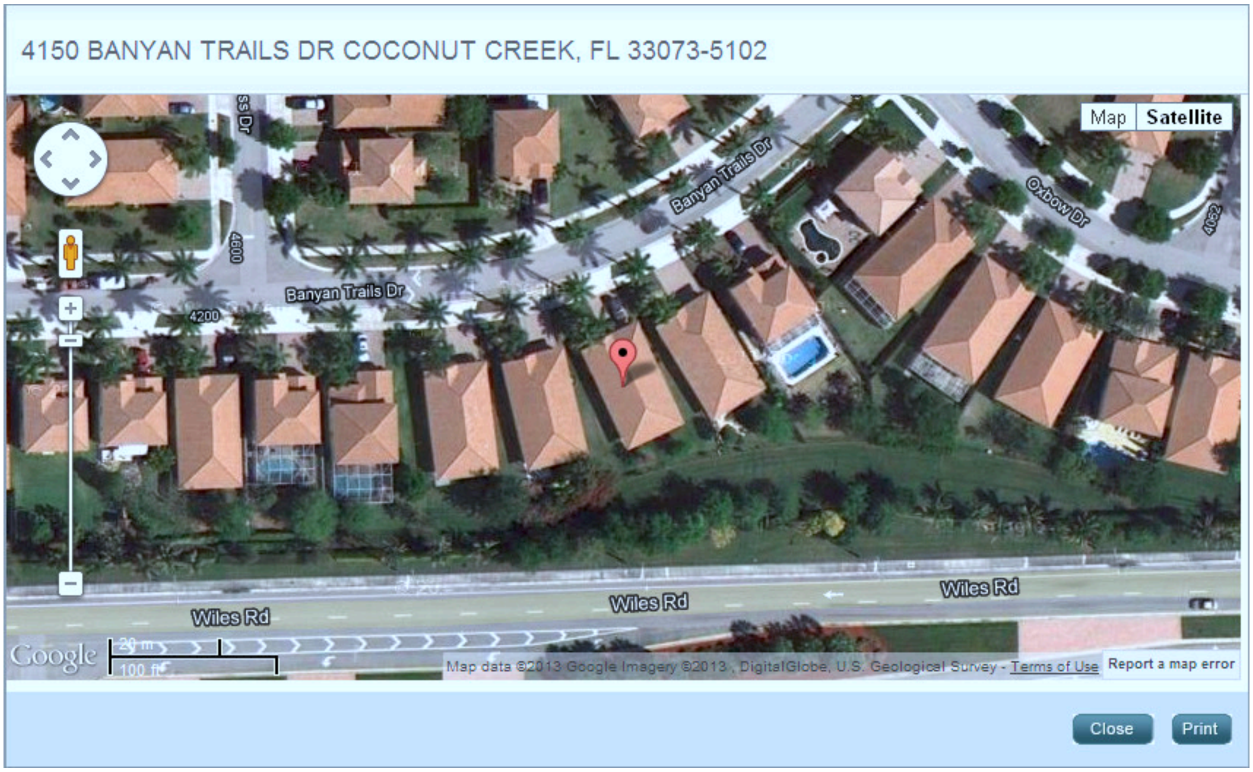
Note: CLEAR offers extensive report customization options as well as the ability to create custom report templates. Visit the **Online Help** section of CLEAR for details on report customizations and report templates.



After ordering a report, CLEAR will take you to the *My Results* tab where the report is generating. The CLEAR reports make several calls to live gateway sources. As the report returns information, the report will begin to display. You may stay on this page to view the report or you may run additional searches by selecting the *Search* icon on the top CLEAR navigation bar. Reports are stored by default for seven days in *My Results*.

Mapping Addresses

CLEAR allows you to view any address using Google® maps. Any time an address is displayed, a globe ( ) icon to the right of the address is displayed. Clicking on the globe will open the address within Google maps.



Google's Street View feature is also available in CLEAR. Google Street View is a technology featured in Google Maps that provides panoramic views from positions along many streets in the world.

Where available, Street View images appear after zooming in beyond the highest zooming level in maps and satellite images, and also by dragging a "pegman" icon ( ) onto a location on a map. When dragging the pegman icon, blue lines on the map showing Street View imagery will appear.

Shown below is an example image presented from Street View in CLEAR:

The navigation controls on the left of the map image allow you to move north, south, east and west viewing real images of the area.

Web Analytics

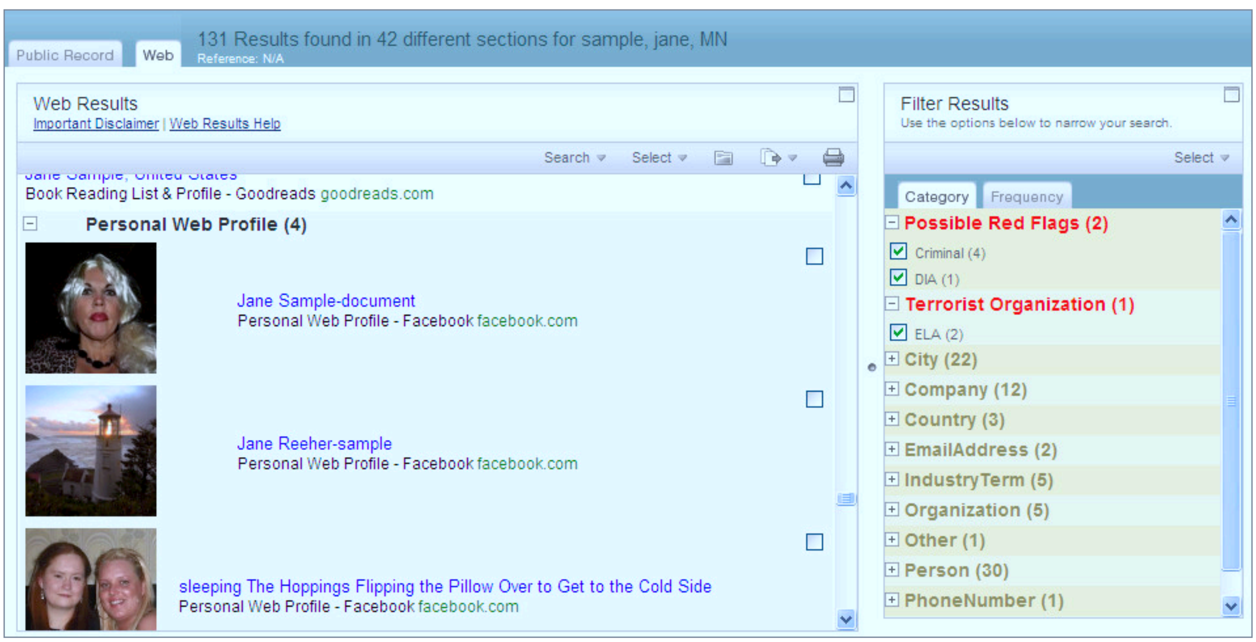
On the CLEAR Person search, Business search and Phone search there is a Web Analytics data source available for searching. The Web Analytics data source accesses surface Web and deep Web data and returns valuable intelligence not found through public records alone. Information may include social network pages (MySpace®, Facebook®, Match.com, etc.), blogs, chat rooms, business affiliations, political affiliations, news references, professional history, and much more.

The Deep Web returns records and images typically not found using traditional search engines. The deep Web may contain up to one trillion pages of information versus approximately 20 billion pages on the searchable surface Web.

The Surface Web returns search results similar to those that would be returned by traditional search engines. The surface Web, also known as the visible Web, is a portion of the World Wide Web that is indexed by conventional search engines such as Yahoo!™.

Web Analytics Search Results

Web Analytics search results are returned as a secondary tab labeled *Web* on the results page. Clicking on the *Web* tab will display the Web results.



Web results contain links to external websites. Selecting a link opens a new browser window and takes you to that website, outside of the CLEAR application.

Entity and keyword analysis is available on the Filter Results panel, which enables you to navigate directly to the records of interest. CLEAR identifies entities and keywords that occur across the entire set of search results. Entities may include People, Businesses, Organizations, and Locations. Keywords may include Terrorist, Felon, Sex Offender, and Fraud.

The Keyword and Terrorism Watch-List feature provides immediate red-flag warnings on search results, which also includes the Current List of Designated Foreign Terrorist Organizations from the State Department.

Saving Web Results

You can save one or more Web result records to the Workspace. Perform the following steps:

- Select the check box for each record you want to save.
- Select the **Add to Workspace** ( ) icon located on the Feature bar.
- The *Add to My Workspace* dialog box appears.
- Choose the target workspace folder. The target folder may be an existing one or you may create a new one.
- Select **OK**.

On the Feature bar, you can also choose **All** from the *Select* menu to add all Web results to the Workspace.

Web results can be printed and exported by selecting the print or export icons on the results navigation bar.

Web Analytics is a premium feature that has to be activated for an account.

Person Alerts

CLEAR allows you to create Alerts for a person. The Alerts feature automatically monitors the status of selected record data content at time intervals you select (e.g., daily, weekly, etc.).

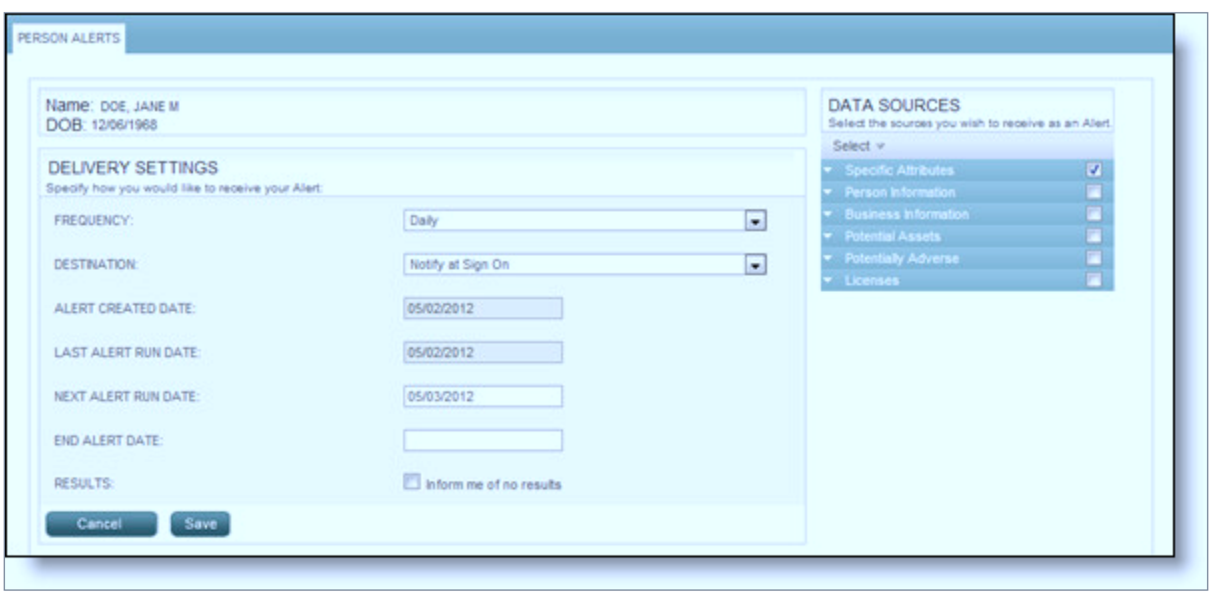
When modifications or new facts are added to the record data, CLEAR sends a notification to keep you updated with the most current information.

Creating Alerts

When you perform a Person search, CLEAR gives you the option of creating an Alert. When you create an Alert for a person, you select delivery settings and the data source content you want to monitor. This flexibility allows you to receive notifications of specific content at your selected time interval.

Perform the following steps to create an Alert:

1. From the person search results, select the result group you want as the subject of your Alert.
2. Select **Create Alert**. CLEAR presents the Person Alerts page.



Note: Some result groups will not contain a *Create Alert* button. These subjects have limited information and CLEAR is unable to create Alerts.

3. Specify the delivery settings options for your Alert notifications.
4. Expand each data source category and select the content you wish to receive as an Alert.
5. CLEAR selects all content in the Specific Attributes category by default. You may remove record content in this category if you do not want to include them in an Alert.
6. Select **Save Alert**. CLEAR saves the Alert and returns you to the search results page.
7. When Alerts are created, you can view and/or edit them on the My Alerts page.

Viewing Alerts

CLEAR sends a notification when an Alert has new information. Notifications are either sent via email or at sign-on when you log in.

Perform the following steps to view an Alert:

1. Select the **My Alerts** icon on the toolbar to access the alert directory. CLEAR highlights each updated Alert with a *New!* icon.
2. Select the **Run** link to view the new record content data. CLEAR displays new Alert information for the subject.

Alerts are a premium feature that have to be activated for an account.

Person Batch

You can perform a Person Batch search to access information for up to 10,000 rows of search criteria. Person Batch search uses the same data sources as Person search, but allows for the efficiency of conducting a large volume of searches at one time and delivers comprehensive and reliable information directly to your desktop.

With this batch functionality, you can eliminate the time-consuming tasks of entering person criteria into individual searches and waiting for separate search results. Person Batch search is a premium feature that has to be activated for an account.

Perform the following steps for a Person Batch search:

1. Select the **Execute Batch** link on the Person search form.
2. Download the batch criteria template or upload a custom batch file.
3. Select **Browse** and choose the *.xls* file that contains your valid search criteria.
4. Select the number of output addresses per subject. You can select a maximum of 15 addresses.
5. Verify the *.xls* file you are uploading is closed. CLEAR cannot process any open files.
6. Select **Run Search**.

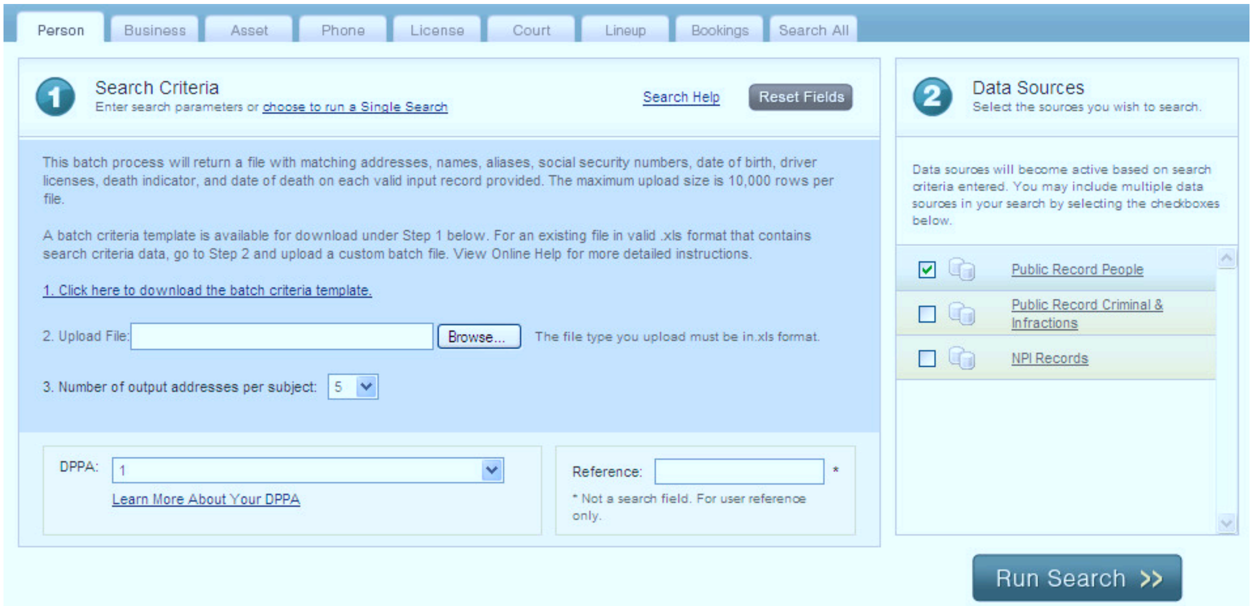
When you submit a Person Batch search, CLEAR executes the request and displays the *Last 7 Days* tab on the My Results page with the batch status. Since CLEAR conducts the search as a batch request, response time may be affected by the current workload of the system. Once available, you can view the batch search results. CLEAR stores Person Batch search results for seven days.

Batch Criteria Template

CLEAR provides a batch criteria template available for download on the Person Batch search page. This template contains all of the default columns and valid search criteria combinations. You can enter up to 10,000 rows of data in this template.

If you have a valid *.xls* file that contains data that can be used as your search criteria, you can upload a custom batch file.

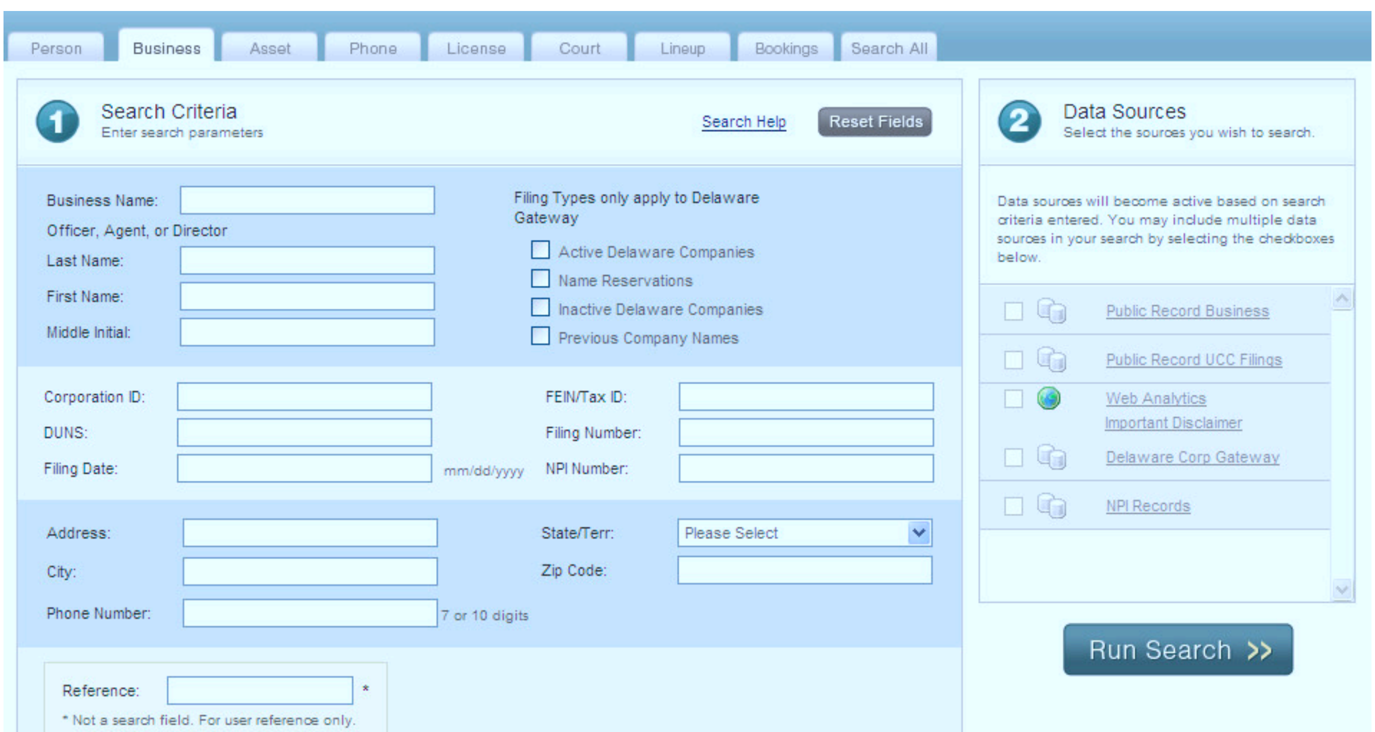
There are many valid search criteria combinations including partial information. Click on the **Search Help** link from the batch search form for a full listing of supported search combinations.



Business Search

The *Business* tab allows you to enter criteria relating to a business. CLEAR automatically queries any of the applicable data sources and returns any matching results.

Note: Search fields presented may vary based on level of access.



Like the Person search, follow these steps to run a Business search:

1. Enter data for the applicable search fields.

   Selecting the *Search Help* link will provide assistance with search fields.

2. Review the data sources in the right pane of the search form to ensure you have selected the data sources you wish to search.

   You can view information on each data source by clicking the data source name.

3. Select **Run Search**.

   You can stop an executed search by selecting **Cancel**. CLEAR cancels the query and returns you to the Search page.

Business Search Results

Like the Person search results, the business search results are matched and returned into Result Groups.

Clicking on any result group will display an aggregated result detail for the result group. This aggregate result detail displays a summary of key information based on all of the records in the result group. From this detail page you can order a report.

Clicking on the plus sign icon ( ) expands the result group, allowing you to select each individual record in the result group. Viewing individual records displays the reporting source of the record along with all of the details reported by that source.

Ordering Business Reports

When the *Order Report* icon is selected, CLEAR pre-populates the business name, address and FEIN, if present, into the business order report form. The business report will be based on the information displayed in the report criteria section of the report form.

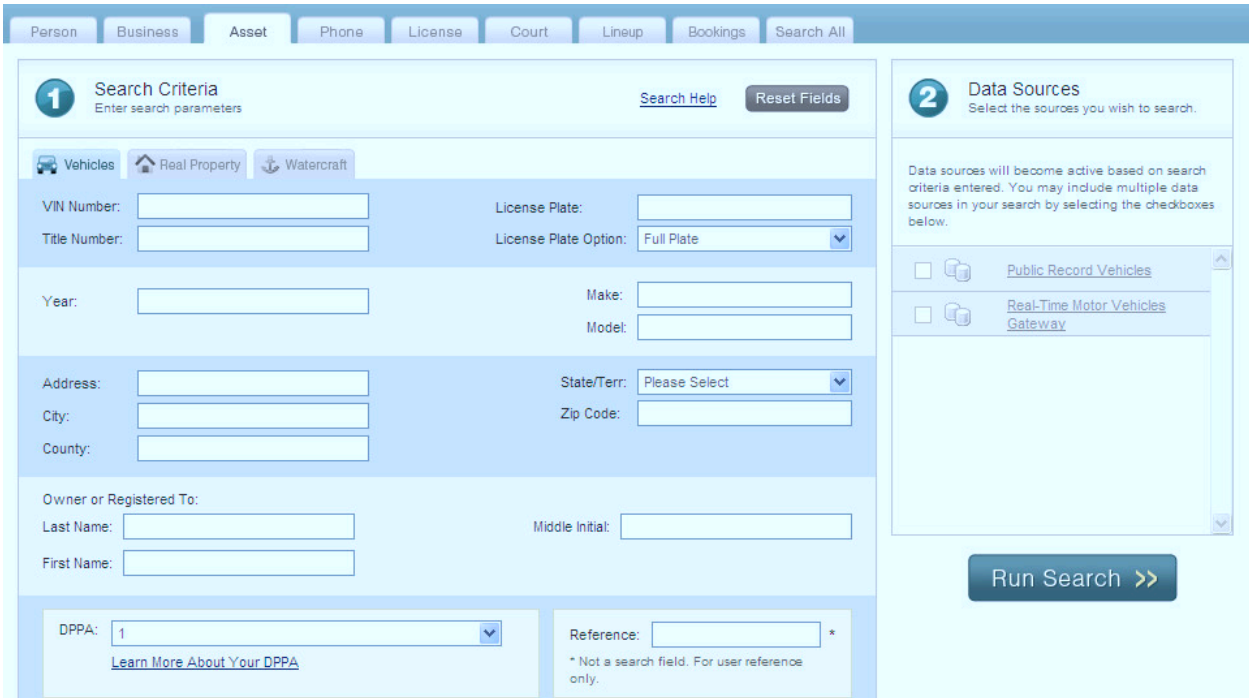
After reviewing the report criteria, select **Order**.

After ordering a report, CLEAR will take you to the *My Results* tab where the report is generating. The CLEAR reports make several calls to live gateway sources. As the report returns information, the report will begin to display. You may stay on this page to view the report or you may run additional searches by selecting the *Search* icon on the top CLEAR navigation bar. Reports are stored by default for seven days in *My Results*.

Asset Search

The *Asset* tab allows you direct access to run searches against our Vehicles, Real Property, and Watercraft data. By first choosing your *Search* tab (Vehicles, Property, or Watercraft), you can enter any combination of information you have available on your subject or asset of interest. CLEAR searches the data sources available based on the criteria input and returns any matching results.

Selecting the *Search Help* link will provide assistance with search fields including the ability to run partial license plate searches (begins with, ends with and contains).



Asset Search Results

The Asset search results are matched and returned into **Result Groups.**

Clicking on any result group will display an aggregated result detail for the result group. This aggregate result detail displays a summary of key information based on all of the records in the result group.

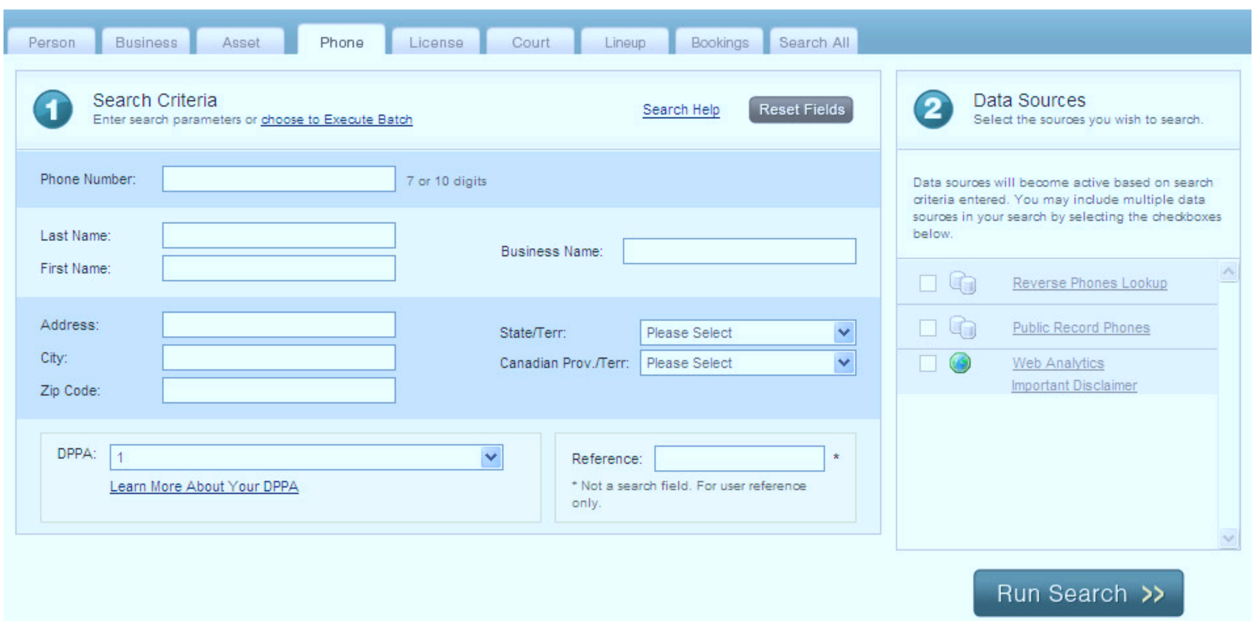
Clicking on the plus sign icon ( ) expands the result groups allowing you to select each individual record in the result group. Viewing individual records displays the reporting source of the record along with all of the details reported by that source.

While reports can be ordered from the Asset detail pages, it is recommended that you order reports from the Person (or Business) search results. The person search results contain more personal identifiable information providing the report with more information on the subject you are searching for. Note: You can utilize the Linked Searching feature to click on data elements found in the Asset search results to automatically generate a Person search and then move on to ordering a report on your subject.

If ordering a report from the Asset search results, it is possible that CLEAR will find multiple entities associated with a record. You may receive a message indicating that multiple entities are found. You will need to select the entity you wish to order a report on.

Phone Search

The *Phone* tab allows you to search against our phone data including a real-time gateway, which obtains current information on a phone including current and historical subscribers, current and historical phone carriers, as well as carrier subpoena contact information.



Phone Search Results

The Phone search results are matched and returned into Result Groups.

Clicking on any result group will display an aggregated result detail for the result group. This aggregate result detail displays a summary of key information based on all of the records in the result group.

Clicking on the plus sign icon ( ) expands the result group, allowing you to select each individual record in the result group. Viewing individual records displays the reporting source of the record along with all of the details reported by that source.

While reports can be ordered from the Phone detail pages, it is recommended that you order reports from the Person (or Business) search results. The person search results contain more personal identifiable information providing the report with more information on the subject you are searching for. Note: You can utilize the Linked Searching feature to click on data elements found in the Phone search results to automatically generate a Person search and then move on to ordering a report on your subject.

If ordering a report from the Phone search results, it is possible that CLEAR will find multiple entities associated with a record. You may receive a message indicating that multiple entities are found. You will need to select the entity you wish to order a report on.

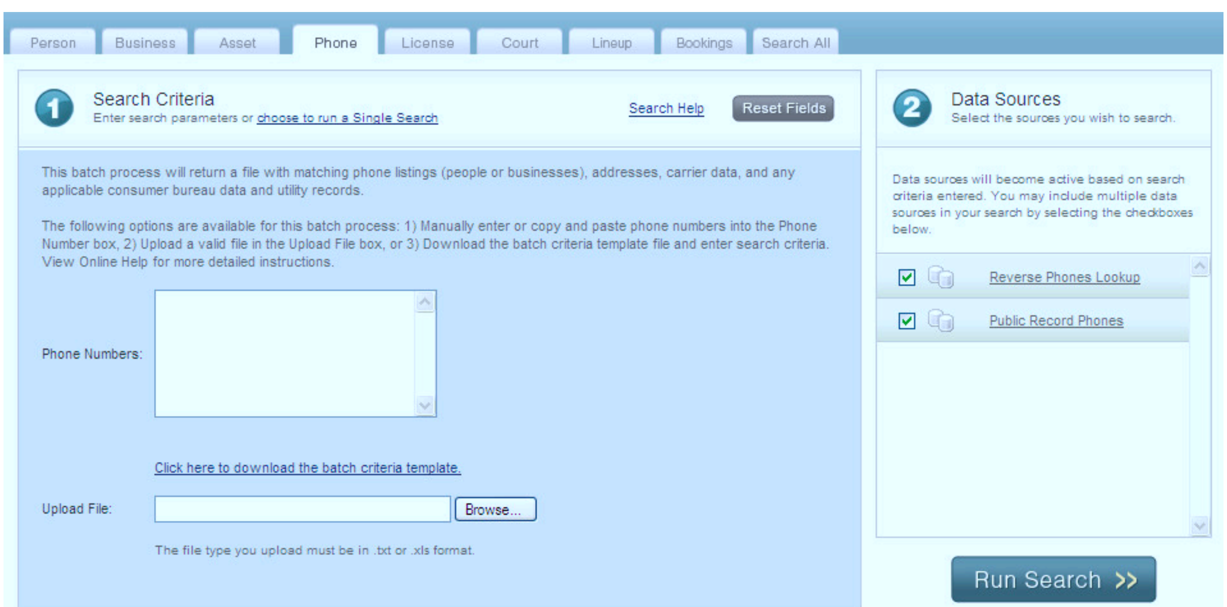
Phone Batch

You perform a Phone Batch search to find information related to a list of phone numbers, which can include subscriber names (people or businesses), addresses, and carrier data. In addition, this search may also include applicable consumer bureau data and utility records. Phone Batch search is a premium feature that has to be activated for an account.

Phone Batch search uses the same data sources as Phone search, but allows for the efficiency of conducting multiple searches at one time. With this batch functionality, you can eliminate the time-consuming tasks of entering phone number criteria into individual searches and waiting for separate search results.

Perform the following steps for a Phone Batch search:

1. From the Phone search, select the **Choose to Execute Batch** link. CLEAR displays the Phone Batch page.
2. Enter data for the applicable search fields. You can enter or copy a list of phone numbers or upload a file.
3. Manually select or deselect the data sources.
4. Select **Run Search**.

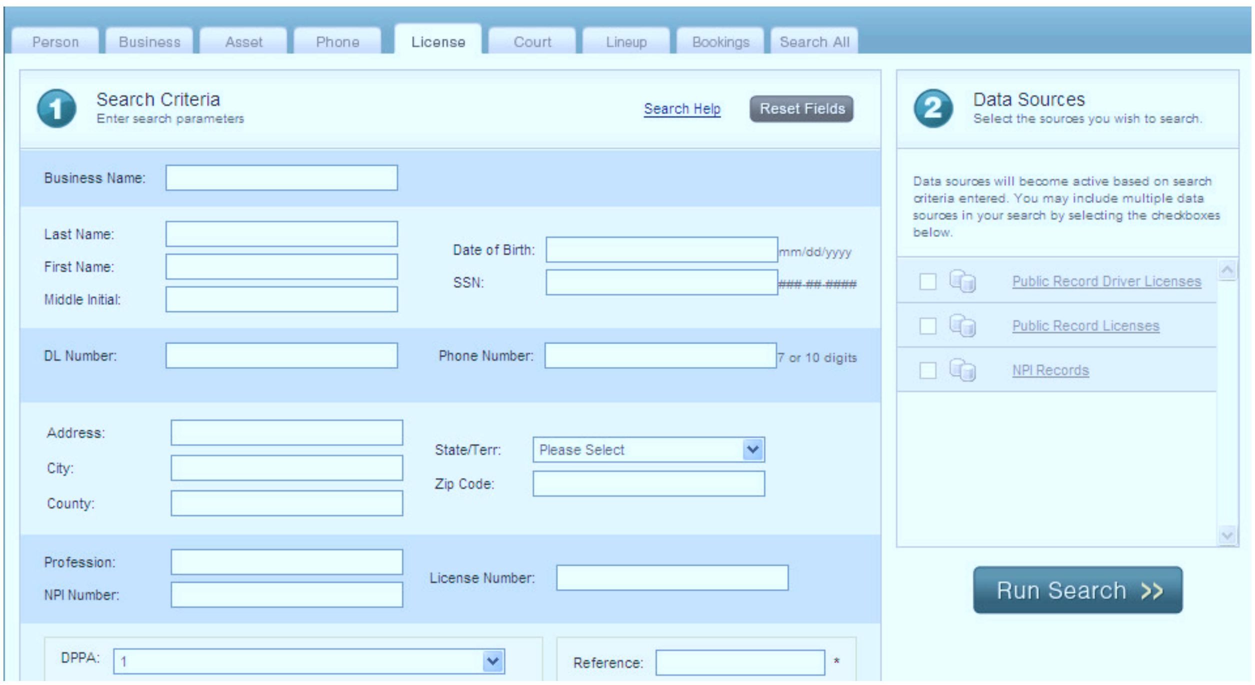


When you submit a Phone Batch search, CLEAR executes the request and displays the Last 7 Days tab on the My Results page with the batch status. Since CLEAR conducts the search as a batch request, response time may be affected by the current workload of the system. Once available, you can select the link for the batch request to view the batch search results. CLEAR stores Phone Batch search results for seven days.

License Search

The *License* tab allows you to search against driver licenses and professional licenses.
Like the other searches we have reviewed above, follow these steps to run a License search:

1. Enter data for the applicable search fields.
2. Review the data sources in the right pane of the search form to ensure you have selected the data sources you wish to search.



3. Select **Run Search**.

License Search Results

The License search results are matched and returned into Result Groups.

Clicking on any result group will display an aggregated result detail for the result group. This aggregate result detail displays a summary of key information based on all of the records in the result group.

Clicking on the plus sign icon ( ) expands the result group, allowing you to select each individual record in the result group. Viewing individual records displays the reporting source of the record along with all of the details reported by that source.

While reports can be ordered from the License detail pages, it is recommended that you order reports from the Person (or Business) search results. The Person search results contain more personal identifiable information providing the report with more information on the subject you are searching for. Note: You can utilize the Linked Searching feature to click on data elements found in the License search results to automatically generate a Person search and then move on to ordering a report on your subject.

If ordering a report from the License search results, it is possible that CLEAR will find multiple entities associated with a record. You may receive a message indicating that multiple entities are found. You will need to select the entity you wish to order a report on.

Court Search

The *Court* tab allows you to search against an extensive collection of court-related data sources. Click on any of the data source names to view descriptions of each data source.

Like the other searches we have reviewed above, follow these steps to run a Court search:

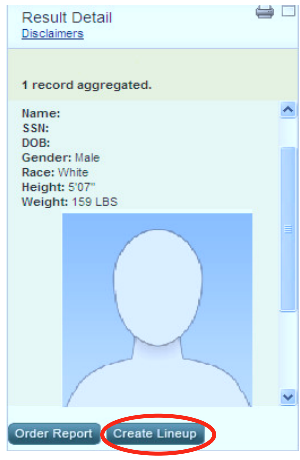
1. Enter data for the applicable search fields.
2. Review the data sources in the right pane of the search form to ensure you have selected the data sources you wish to search.
3. Select **Run Search**.

Court Search Results

The Court search results are matched and returned into Result Groups. Clicking on any result group will display an aggregated result detail for the result group. This aggregate result detail displays a summary of key information based on all of the records in the result group. When available, mug shots (images) for the subject will be displayed.

Clicking on the plus sign icon ( ) expands the result group, allowing you to select each individual record in the result group. Viewing individual records displays the reporting source of the record along with all of the details reported by that source. While reports can be ordered from the Court detail pages, it is recommended that you order reports from the Person search results.

When mug shots are present in the detail pages, an option to Create Lineup will appear for customers with access to this feature. More information on creating lineups is in the next section.



Lineup Search

The Lineup search feature allows you to find individuals who share the same the physical characteristics of a subject. Lineup searches are performed based on physical characteristics and allow for nationwide searching. When CLEAR returns images that match the search criteria, you can choose individuals similar to the subject's image and create a lineup. You can activate the Lineup search feature in the following two ways:

- Using Person or Court search results, you can choose a subject with an image. CLEAR automatically uploads the image and uses the selected subject's physical characteristics as search criteria.
- Using the Lineup tab, you can manually upload a subject's image and enter physical characteristics as search criteria.

Note: Not all accounts may have access to the lineup feature.

Using Person or Court Search Results as Search Criteria

Perform the following steps to use search criteria from Person or Court search results:

1. Select a subject from a result group that contains an image. CLEAR identifies these result groups with an image indicator ( ).
2. In the Result Detail panel, select **Create Lineup**. CLEAR displays the *Lineup* tab, populates the subject's physical characteristics criteria, and uploads the subject's image.
3. Review and modify any search criteria, if applicable.
4. Select **Run Search**.

Manually Entering Search Criteria

Perform the following steps to manually enter search criteria:

1. Enter applicable search criteria.
2. Upload a valid image from your computer. The file must be in valid PNG, GIF, or JPG format with a maximum size of 1 MB. CLEAR does not permanently store any uploaded images.
3. Select **Run Search**.

If the search results are not what you expected, choose **Modify Search** from the Search menu and edit the criteria you entered. Choose **New Search** to enter new criteria.

Field descriptions and required fields are available by selecting the *Search Help* link from the *Lineup* tab.

After running the lineup search, CLEAR displays search results of individuals who match your subject's physical characteristics criteria.

Lineup Search Results

The Lineup Results page displays individuals who match your subject's physical characteristics criteria. If no records are found, CLEAR displays a message and returns to the Lineup page. You can refine your criteria and conduct a new search.

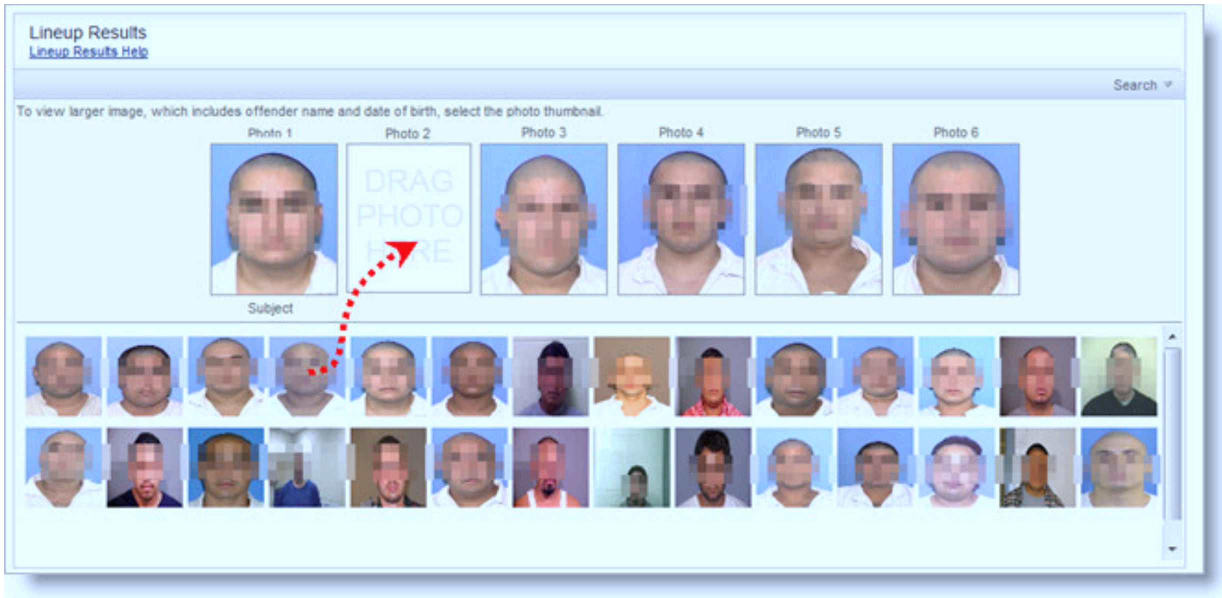
The following example shows a Lineup Results page:

The Lineup Results page has the following components:

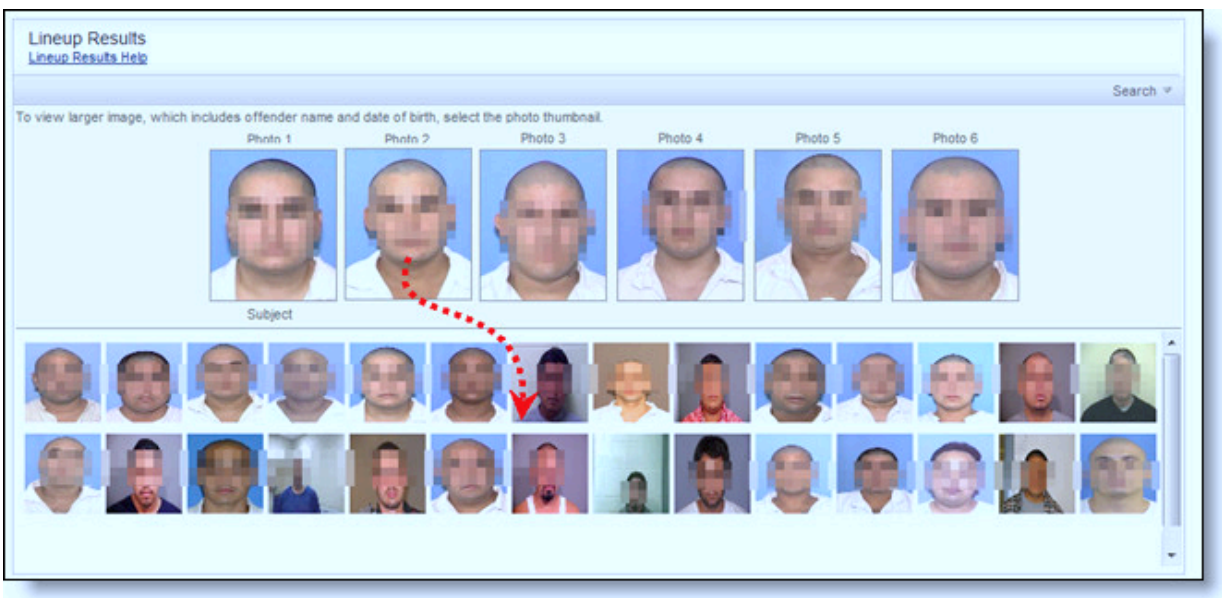
1. Lineup panel to display images you have selected to be included in a lineup. CLEAR automatically populates the subject image used in the search request into the first photo slot.
2. Image panel to display photo thumbnail results of individuals who match the subject's physical characteristics.

Creating a Lineup

You have the ability drag and drop any photo thumbnail from the Image panel to any available photo slot in the Lineup panel. When you hover your mouse over a photo thumbnail, CLEAR displays a drag-and-drop cursor, which indicates you can move it to an available photo slot. CLEAR grays out all photo thumbnails in the Image panel that are currently selected in the lineup.



To remove an image from the lineup, hover your mouse over the photo thumbnail to display the drag-and-drop cursor and move it back inside of the Image panel. CLEAR automatically places the photo thumbnail back to its original location.



You can rearrange photo thumbnails, which also includes the subject, to different photo slots using the drag-and-drop method.

After you have selected an image for each available photo slot, you can select `View Lineup`. CLEAR displays a preview of your lineup for review.

Exporting a Lineup

CLEAR allows you to export a lineup in PDF format. Perform the following steps to export a lineup:

1. Select an image for each available photo slot to create a lineup.
2. Select **View Lineup**.
3. Choose a page option:
4. **Single Page:** Prints the entire lineup on a one page.
5. **Multiple Pages:** Prints each image on a separate page.

CLEAR creates a PDF of your lineup in the specified page option format. For both page options, CLEAR includes an administrative page, which provides you with the offender name and date of birth for each image included in the lineup.

Bookings Search

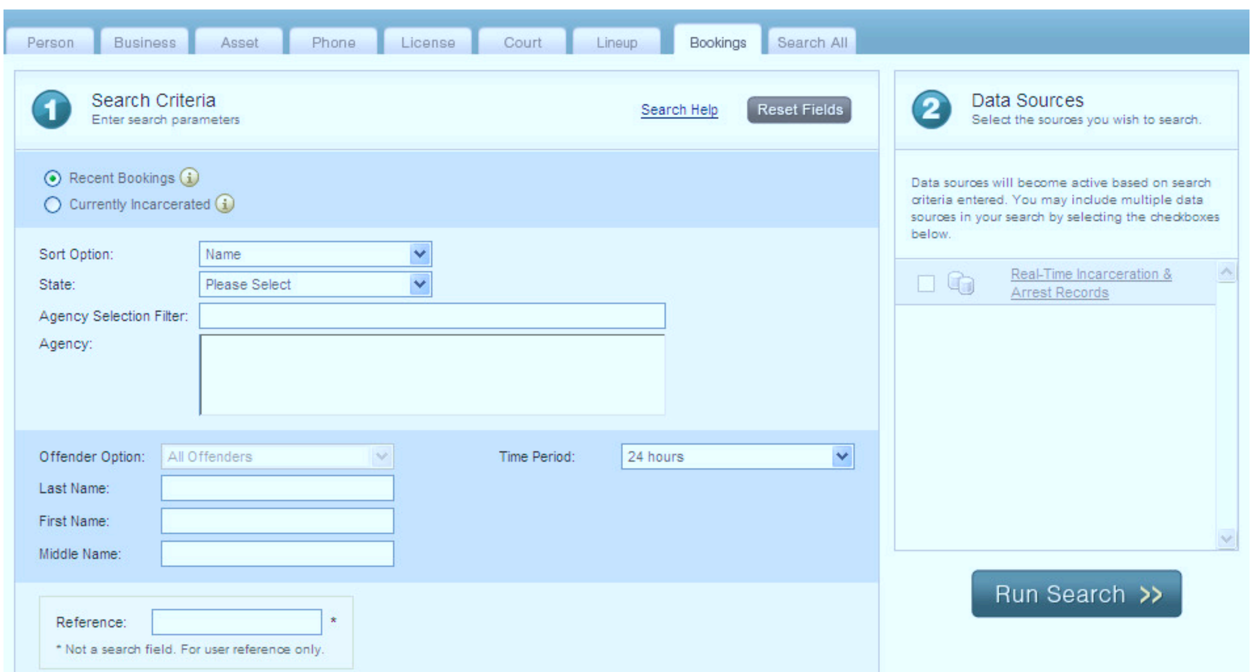
The Bookings search feature allows you to find information on individuals in a selected jail or Department of Correction facility. Two types of searches are available on the *Booking* tab:

Recent Bookings: Provides a listing of offenders recently booked into a selected facility either in the last 24, 48, or 72 hours.

Currently Incarcerated: Returns all offenders or a specific offender who are currently incarcerated in a selected facility.

Juvenile information will only be returned for agencies that have allowed access to this type of data for both Recent Bookings and Currently Incarcerated searches.

Note: Not all accounts may have access to the *Bookings* tab.



Perform the following steps to activate a search on the *Bookings* tab:

1. Select the applicable search type. CLEAR defaults to the Recent Bookings search type.
2. Enter applicable search criteria.
3. Select **Run Search**.

Bookings Search Results

CLEAR displays any available search results that match your criteria. Each result group contains information about a subject. When you select a result group, CLEAR displays the detail record in the Result Detail panel. The detail record is returned from the Real-Time Incarceration & Arrest Records data source.

You can enter criteria to filter for matching records in the search results or print result groups or record details. You can also export selected data from each detail record returned in the search results. See Online Help for *Exporting Bookings Search Results* for instructions.

Search All Search

The CLEAR Search All feature allows you to query and retrieve information from all available searches in a single location. CLEAR searches all activated and/or selected data sources and returns matching results with the number of records found from each search.

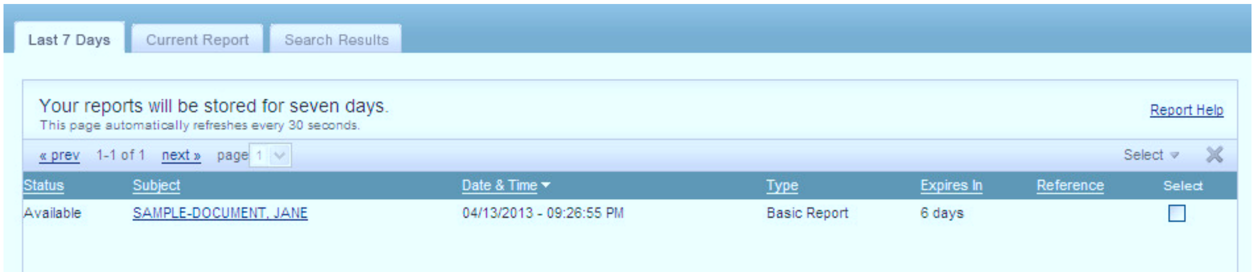
When you select a matching result link, CLEAR takes you to the results page. To return to the Search All results page to view other result sets, select the **Search Results** link located on the top left of the results page.

My Results

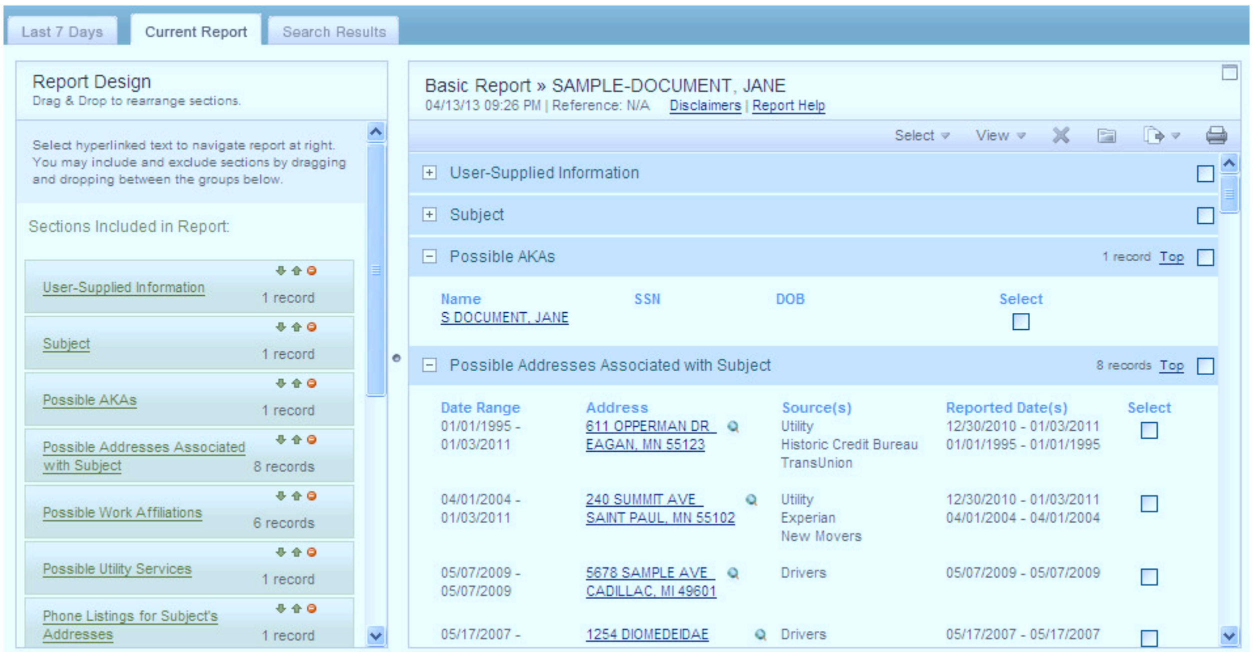
The My Results feature allows you to retrieve any ordered reports and/or executed batch files. The *Last 7 Days* tab displays all the reports that you have ordered within the last seven calendar days.

You can view the status of your report, the subject criteria, date/time of order, report type, and days left until expiration. You have the option to manually delete a report at any time.

Within My Results, the *Search Results* tab provides a direct link back to the results page of the last search you conducted.



The *Current Report* tab allows you to watch and interact with a report as the information is returned in real time. You can also continue with other searches and return to view the full report at a later time.



Viewing a Report

Perform the following steps to view a report:

1. Select the **My Results** icon on the CLEAR toolbar. The My Results page displays.
2. Select the **Last 7 Days** tab.
3. Select the link for the report you want to view. The report displays on the *Current Report* tab.

You can view or hide records by expanding and collapsing each report section.

You can use the *Scrolling Window* icon ( ) to widen or narrow the Report panel. You can also display this panel in Full or Normal view.

Perform the following steps to display the Report panel in Full or Normal View:

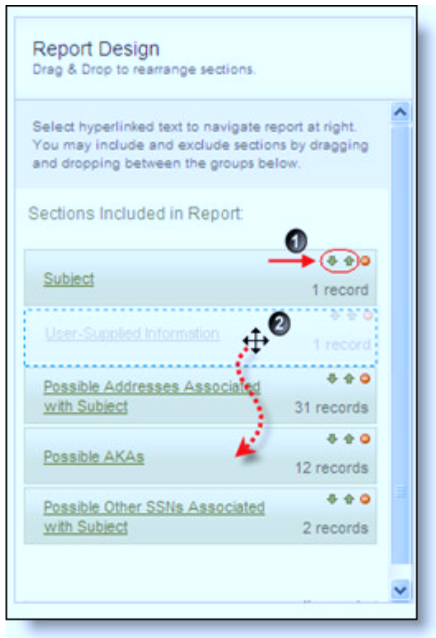
1. Select the **Maximize** icon ( ). CLEAR displays the Report panel in Full View.
2. Select **Minimize** icon ( ). CLEAR displays the Report panel in Normal View.

Customizing a Report

You can change the order in which the sections appear in the report in the Report Design panel. The example below shows how you can move the User Supplied Information to a new position.

There are two ways that you can rearrange sections in the Report Design panel:

- Use the arrow icons to move sections.
- Drag and drop sections.



You can also remove and restore sections from a report. There are two ways that you can remove sections in the Report Design panel:

- Use the **Remove** icon.
- Drag and drop sections.

There are two ways that you can restore sections in the Report Design panel:

- Use the **Restore** icon.
- Drag and drop sections.

If you make any changes and then save the report to the Workspace, those changes become permanent in the saved copy.

For the report on the My Results page, the changes are transient and last only as long as you have the report open. If you exit the page and then reopen the report, any removed sections are automatically restored and the sections all appear in their default display order.

If you want to keep a report that contains specific sections and display order, you can create a report template to meet your specific needs. See Creating Report Templates for more information.

Exporting Reports

Perform the following steps to export a report:

1. Select the report you want to export on the *Last 7 Days* tab. The report appears on the *Current Report* tab.
2. On the Feature bar, select the **Export As** icon ( ).
3. Choose the export format. CLEAR exports the report in the requested format.

Note: CLEAR only exports report sections that have records.

Printing Reports

Perform the following steps to print a report:

1. Navigate to the *Current Report* tab.
2. On the Feature bar, select the **Printer-Friendly** ( ) icon. CLEAR presents a print-formatted report in a new browser window.
3. Using your browser command menu, select **File > Print**.

CLEAR only prints report sections that have records.

Saving Reports to Workspace

Perform the following steps to save a full report to the Workspace:

1. Select the report link on the *Last 7 Days* tab. The report displays on the *Current Report* tab.
2. On the Feature bar, choose **All** from the *Select* menu.
3. Select the **Add to Workspace** ( ) icon on the Feature bar. The *Add to My Workspace* dialog box appears.
4. Choose the target workspace folder. The target folder may be an existing one or you may create a new one.
5. Select **OK**.

Note: Only report sections that contain one or more records are saved to the Workspace.

Saving Report Sections to the Workspace

Perform the following steps to save one or more report sections to the Workspace:

1. Select the report link on the *Last 7 Days* tab. The report displays on the *Current Report* tab.
2. Select the check box for each report section you want to save.
3. On the feature bar, select the **Add to Workspace** ( ) icon. The *Add to My Workspace* dialog box appears.
4. Choose the target workspace folder. The target folder may be an existing one or you may create a new one.
5. Select **OK**.

Saving Report Records to the Workspace

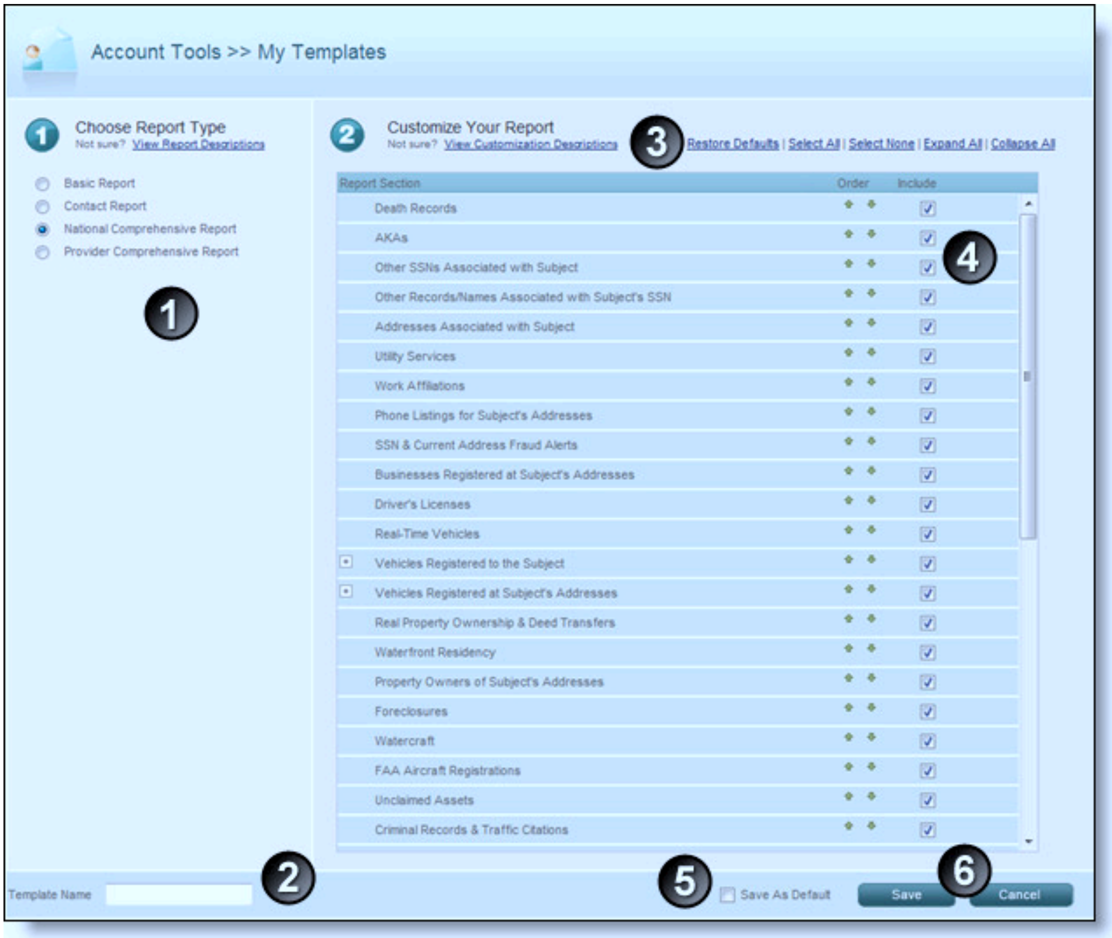
Perform the following steps to save one or more report records to the Workspace:

1. Select the report link on the *Last 7 Days* tab. The report displays on the *Current Report* tab.
2. Select the check box for each report record you want to save.
3. On the feature bar, select the **Add to Workspace** ( ) icon. The *Add to My Workspace* dialog box appears.
4. Choose the target workspace folder. The target folder may be an existing one or you may create a new one.

5. Select OK.

Creating Report Templates

You can create a report template and set customization options. The Report Template feature can be accessed by selecting the Account Tools icon on the main navigation bar, and then selecting the My Preferences link.
To create a new report template, select the Create New Template button.



The Create New Template function has the following components:

1. Choose Report Type panel to specify the report to use as the template.
2. Name field to identify the template.
3. Customize Your Report panel to customize the template with the following features:
    - Restore Defaults: Restore template to the default settings.
    - Select All: Add all report sections to the template.
    - Select None: Remove all report sections from the template.
    - Expand All: Expand report sections with customization options.
    - Collapse All: Collapse report sections with customization options.
4. Check boxes to add or remove report sections and arrow icons to choose display order.
5. Save As Default check box to set the template as the default choice when ordering reports.
6. Buttons to save or cancel report template creation.

Perform the following to create a report template:

1. Select a report type for the template.
2. Add or remove report sections and choose the display order.
3. If applicable, add customization options for certain report sections. See Online Help's *Using Customization Options* for more information.
4. Enter a name for the template.
5. If applicable, select the **Save As Default** check box. This action sets the template as the default report order option.
6. Select **Save**.

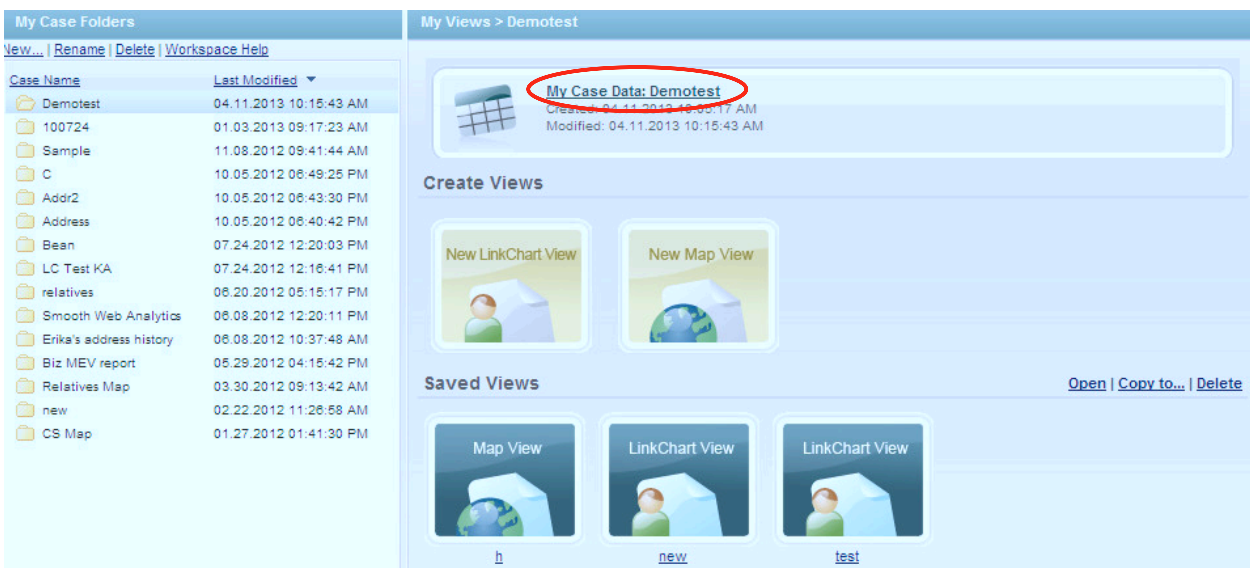
The report template(s) you create are displayed as options on the report order forms.

My Workspace

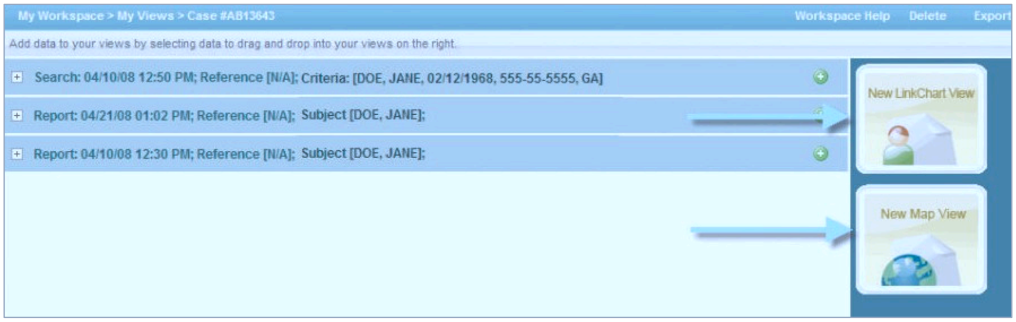
The My Workspace feature introduces a broad range of functionality, including link analysis, geospatial mapping, and the ability to create and maintain multiple separate case files containing data specifically identified as being of interest to the user.

The Workspace allows you to save search results, reports, or report sections to case files. Multiple sets of search results or reports can be saved in each folder, or one report can be saved to multiple folders. Once the data has been saved to the Workspace, you can create link charts and maps, which provide enhanced analytic visualization of the data.

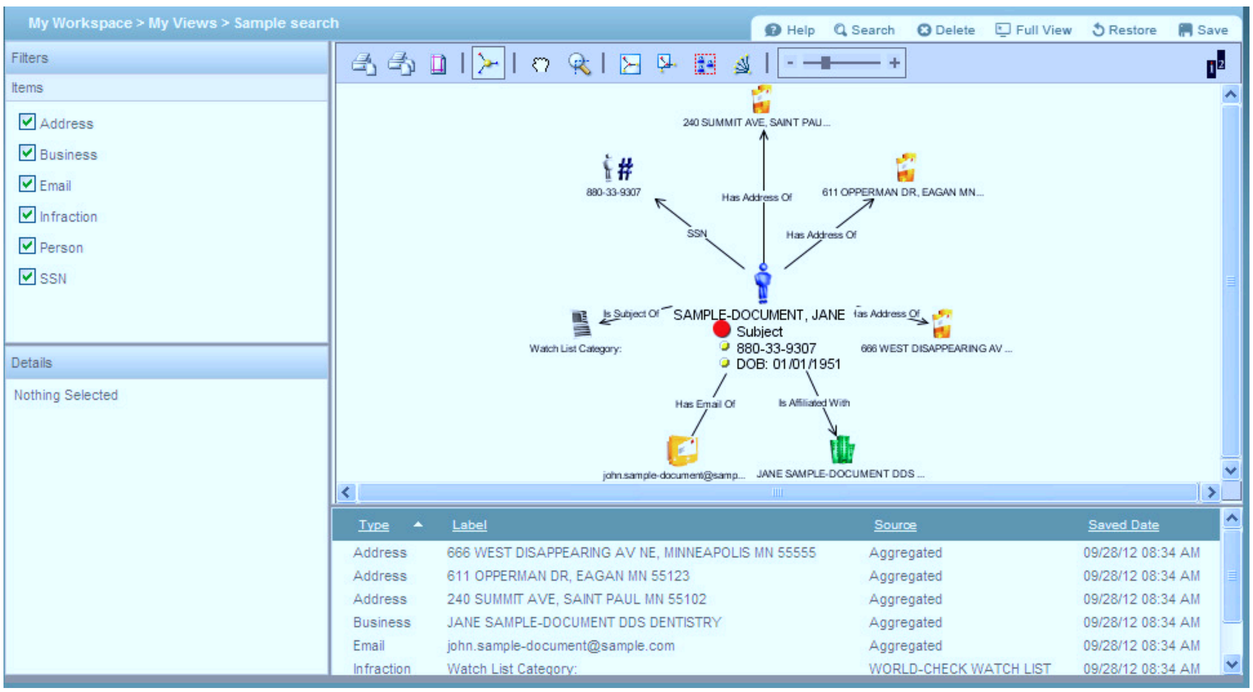
To work within a specific case, select the case name from the folder list and then select the **My Case Data** link to view all the search results and reports you have saved in your folder.



You can create new LinkChart and Map views by dragging and dropping the data of interest onto the appropriate icons. CLEAR prompts you to name your view, and then you can continue to add more data or select the newly created link chart or map to view it.

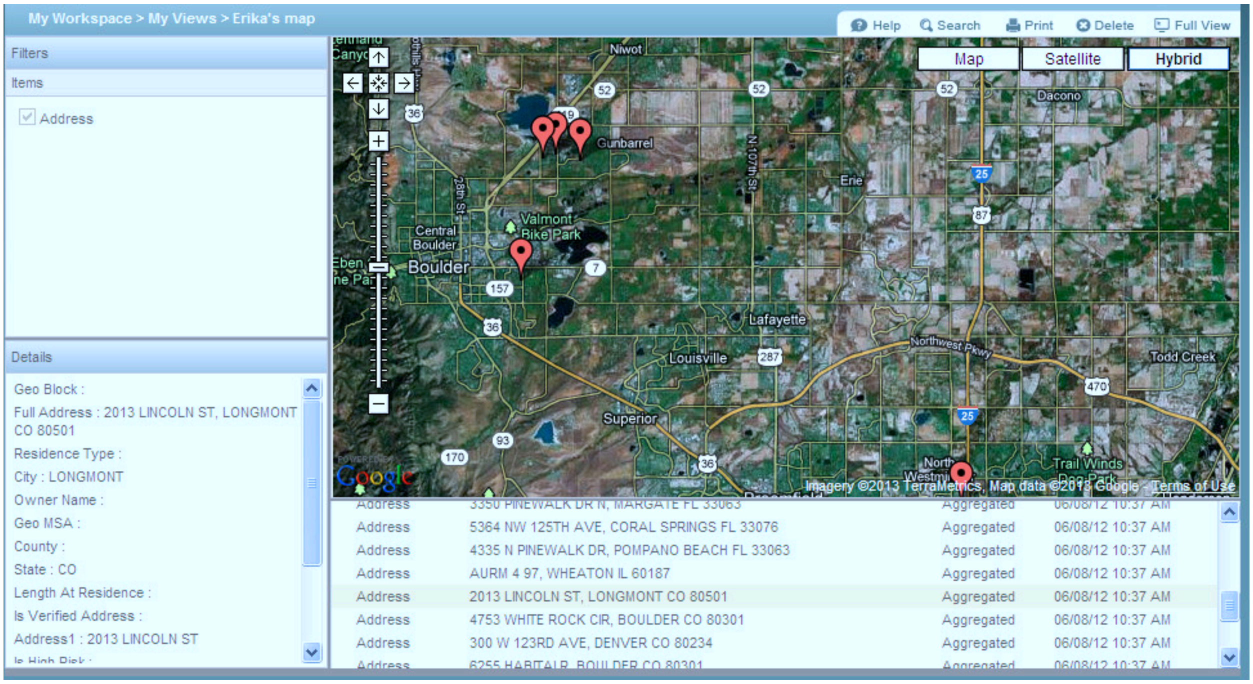


CLEAR displays the following view for a LinkChart view:



LinkCharts have extensive functionality. For full instruction, click the **Help** link within the LinkChart window. CLEAR allows you to export link charts directly into the i2 Analyst Notebook or i2 ChartReader application.

CLEAR displays the following view for a Map view:

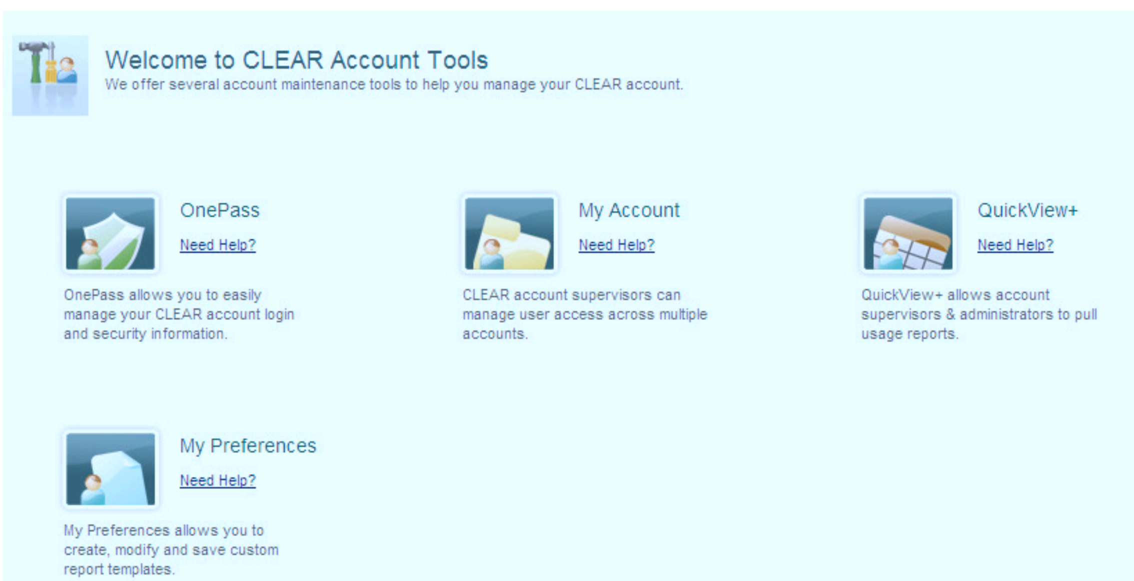


For full Map instruction, click the **Help** link within the Map window.

Account Tools

CLEAR offers several account maintenance tools to help you manage your account. These tools can be found on the Account Tools page located on the top of the CLEAR navigation bar.

- OnePass – allows you to easily manage your CLEAR account login and security information.
- My Account – allows CLEAR account supervisors to manage user access across multiple accounts.
- QuickView+® – allows CLEAR account supervisors and administrators the ability to pull usage reports.
- My Preferences – allows you to create, modify, and save custom report templates.



Help and Support

CLEAR offers numerous avenues for help and support. On the top CLEAR navigator bar, there is a link for Online Help.

Online Help provides:

- Information on the types of data CLEAR returns to include data source descriptions, fields returned, coverage and update frequencies.
- Functional guidance on key features within CLEAR.
- Sample reports.
- Training documentation to include: Quick Reference Cards and full User Guide.
- Links to free websites that may assist you in gathering additional information related to a subject.

Various Customer Support teams are available at 1 (877) 242-1229:

- Technical Support – available 24 hours a day, 7 days a week, and 365 days a year.
- Search Assistance – available 24 hours a day, 7 days a week, and 365 days a year.
- Billing and Account Maintenance – available Monday through Friday from 8:00 a.m. until 4:30 p.m. EST.

Training

All CLEAR training is offered at no cost to our customers, including on-site training sessions. You can select the Training link on the CLEAR navigation bar. This link opens a new browser window for the West eLearning Center. You may then browse subjects, training history, and available online courses. Choose from many three- to five-minute training modules to gain a deeper understanding of CLEAR.

Instructor-led WebEx courses are held weekly. Visit clear.webex.com for a complete schedule.

CLEAR on-site training is also available with the following options:

- Hands-on or lecture style

- At your facility or a Thomson Reuters office

On-site training is conducted in a classroom environment, employing a hands-on process that enables participants to work on individual computers while following along with the instructor on a presentation screen. The instructor is available to handle participant questions and requests for further information.

Note: We ask for at least 15 participants to schedule an on-site training.

If you have any questions about CLEAR, or any other products or services that we can provide to you, please contact your CLEAR representative or email: CLEAR@thomsonreuters.com

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