



A guide to rightsnet's news and caselaw subscription service.

1. What is the rightsnet subscription service?

The news and briefcase areas of rightsnet provide access to the most up to date welfare benefit and tax credit information on the web, and are available by subscription only.

An annual subscription will provide access to –

- every benefit and tax credit related news story published to the site each year;
- the latest statutory instruments, DWP and Revenue guidance, consultation and policy documents ... brought together and summarised within 24 hours of their issue;
- user-friendly summaries of significant benefit and tax credit related caselaw - including fully searchable and cross referenced summaries of the latest welfare rights caselaw from the Upper Tribunal and Court of Appeal and House of Lords judgments.

2. What areas of rightsnet are not part of the subscription service?

All areas of the site, other than news and briefcase, are subscription-free. This includes the discussion forums, toolkit, rightsjobs, policy and training.

3. Is a subscription appropriate for my organisation?

Rightsnet is the first second-tier website to be awarded the Legal Services Commission Quality Mark for websites, and provides unique access to the most up to date welfare benefit and tax credit information on the web.

Users of rightsnet include –

... Citizens Advice Bureaux; adviceUK and adviceNI agencies; local authority welfare rights units, social services and housing departments; the Child Poverty Action Group; Disability Alliance; Dial UK agencies; members of Youth Access; law centres; asylum and refugee agencies; the Local Government Association; the National Association of Welfare Rights Advisers; the Social Security Law Practitioners Association; Action for Blind People; RNID; RNIB; Age Concern; the Tribunals Service; the Social Security Advisory Committee; the Work and Pensions Select Committee; Rights Advice Scotland; the Social

Security Chamber of the Upper Tribunal; the BBC; parliamentary researchers; freelance consultants and trainers ... and more.

Feedback from our users includes –

- *'By far the fastest ... most user friendly way to keep right uptodate.'*
- *'Essential to the job ... I can't imagine being without it.'*
- *'Transforms welfare rights advice ... it's absolutely brilliant.'*
- *'Seems to get better each week.'*

4. How much does it cost?

Annual subscriptions (from 1 January 2010) are –

Voluntary sector (Number of full time equivalent, paid workers in the whole organisation)	
No of staff	Cost
1–10	£75
11–30	£110
31–60	£145
61–100	£145
101+	Please contact us for more details

Other organisations (The number of staff in the team/section/ department(s) that require access)	
No of staff	Cost
1–10	£145
11–30	£220
31–60	£290
61–100	£350
101+	Please contact us for more details

Individuals (not working in an organisation)
£75

(Please note that the costs above are exclusive of VAT. VAT will be charged at the current rate on all subscriptions.)

NB - network deals are also available for membership organisations subscribing in bulk for their members. (See question 7 below)

5. How do we subscribe?

To subscribe, visit the sign-up page @ www.rightsnet.org.uk/subscribe.shtml

Completing the online form takes just a few minutes and, having submitted the form, your organisation will have immediate access to the news and briefcase areas of rightsnet. We will invoice your organisation thereafter.

6. When we submit the sign-up form, we get an error message that begins 'Error printing template file' Why is this?

Your login and password must contain only letters and/or numbers – including spaces or punctuation marks will lead to the error message above. Try again with a modified login/password.

7. How can we take out a bulk subscription for our members?

Membership organisations can get a discounted rate if subscribing in bulk for their members. For more information, please contact us @ rightsnet@lasa.org.uk

8. What terms and conditions apply to our subscription?

Our terms and conditions can be viewed @ www.rightsnet.org.uk/pdfs/subs_terms_and_conditions.pdf

9. How long will it take to process our subscription request?

On submitting the online subscription sign-up form @ www.rightsnet.org.uk/subscribe.shtml, you will have immediate access to the news and briefcase areas of rightsnet. We will invoice your organisation thereafter.

10. How do we access the site after subscribing?

On completing the subscription sign-up form you will have chosen a login and password for your organisation. After submitting the sign-up form, enter your login and password for immediate access to the news and briefcase areas of rightsnet.

11. How and when do we pay our subscription?

We will invoice you after you have submitted the online sign-up form. Payment should then be made within one month. Failure to pay within this period will lead to your subscription being suspended.

12. Can we access the site from home as well as from work?

Your organisational login and password can be used to access the site from any location.

However your organisation's access to the site is limited at any time to the number of staff in respect of which it has subscribed. Remaining "logged on", for example at home will count towards your organisation's maximum number of consecutive logins. (See also question 13 below)

13. When we log in it asks "Remain logged on when I return later". What does this mean?

We use cookies on the rightsnet website that are stored in the cookie file of your browser, and help us recognise you as a unique visitor (just a number) when you return to the site. They ensure that if on logging in you ask to "remain logged on when I return later", you do not have to log-in on each subsequent visit. (NB - See also question 12 above)

14. When we type our login and password, the site asks for them again and we can't get access.

Check that you're entering your login username and password correctly – an email was sent to your organisation with confirmation of both. In addition, check with your finance department that your organisation's subscription has been paid.

If you are using the correct login and password and your subscription is up to date, the problem you're experiencing is likely to be related to the cookies held on your machine, or your machine's or your network's settings. You may find one or more of the following will resolve the problem –

- deleting your cookies
- making sure that your computer is set up to accept cookies / to always accept cookies from rightsnet
- making rightsnet a "trusted" site
- considering whether any firewall or anti virus settings on your machine / network may be causing the problem.

NB – You should consult your own IT support for assistance in addressing these issues. rightsnet is not able to offer assistance in resolving any machine/network issues.

15. When we try to log in, we get an error message that begins "Error checking load' Why is this?

Your organisation subscribed in respect of a certain number of staff. There is protection in place to ensure that only those staff in respect of which an organisation has subscribed are able to access the news and briefcase areas of the site.

Check also that you or your colleagues have not "remained logged in" on other computers since, if so, this will be being counted by the site towards your

maximum number of logins. (See also questions 12 and 13 above)

16. If we are not subscribers can we use the discussion forum?

The discussion forum is subscription-free. However only those working in advice are eligible to register to post messages. Subscribing to the news and briefcase areas of rightsnet does not guarantee access to the forum.

For more information, see www.rightsnet.org.uk/dc/dcboard.php?az=register

17. If we are not subscribers can we use the jobs section of rightsnet to advertise our vacancies?

Yes. For details see of how to submit your vacancy, see www.rightsnet.org.uk/vacancy.shtml

If you have questions not addressed/answered above, please contact us @ rightsnet@lasa.org.uk

Last updated December 2009.