Accessing your account information through **My Account**

1. Go to http://support.cch.com/login/login.aspx
2. If you have not accessed My Account before, register for access now. Click the “Register Now!” button and complete the registration form.
3. In the Registration form’s “Add Your Account(s)” section, enter your 10-digit Wolters Kluwer account number (optional) and choose the access level you require:

BASIC Access

Enter your ZIP code. Basic access includes links to the following self-service tools:

Update Mailing Schedule

Check mailing history for Wolters Kluwer subscription services

Replacements

Enter requests to replace missing pages, reports and monthly CD-ROM discs

Unlock Codes

Locate serial number, unlock and activation code information for Wolters Kluwer CD-ROM publications

FULL Access

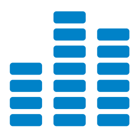
Enter a Wolters Kluwer Invoice or Order Number related to the account. Full Access includes links to the three basic self-service tools plus these additional self-service tools:

Address Change

Submit address change information related to your firm’s main office, billing and shipping locations

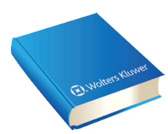
Invoices

Request a PDF copy of original and updated invoices. *Note: If a payment or credit has been applied to an invoice, only the updated version is available through this tool*



Inventory

View the subscription inventory for your account



Order Status

Check the status of a book you have ordered

Payments

Submit your credit card payment online using this secure self-service tool

Returns

Request return authorization for products shipped to you after March 2013

4. Once the form is complete, click the “Submit” button, and you will receive an email containing an activation link verifying your email address.
5. Click the activation link, and you will be returned to My Account—already signed in and ready to manage the account(s) you added to your profile during Registration.

   If no accounts were added during Registration, add them at the Manage Accounts page. Click the “Add an Account” link and fill in the form providing your account number(s) and your ZIP code for Basic Access, or an Invoice or Order Number for Full Access.
6. Make sure that the radio button to the left of the account you wish to manage is selected, then choose any active self-service tool from the “Select an Action” menu.