



## **AILALink Online Frequently Asked Questions**

**Q: Since there's no longer a CD, how will I access AILALink?**

A: With the new AILALink Online, you just go to the new website at [www.ailalink.org](http://www.ailalink.org), type in your log-in and password, then click "LOGIN". You will then be taken to the opening page where you can begin! Not a subscriber? Just click on the "Sign Up Here" link on the main page to begin the subscription process.

**Q: As a single subscriber, will I pay any additional fees to access AILALink Online?**

A: No. Unlike other web-based subscription research services that charge a monthly and/or hourly fee for access as well as fees for downloads and clickthroughs, AILALink Online can be accessed whenever and wherever you need at no additional cost. You can print, save, and search for as long as you need. All you pay is your annual subscription fee.

**Q: If AILALink is online, how will I download updates to my computer?**

A: It's not necessary to download updates of AILALink Online. With the new web-based access, every time you log-in, you will see the latest updates to the site.

**Q: I used to pay to get an additional CD with my subscription so other people in my office could use AILALink when I was at my other office, in court, traveling, or at home. What do I do now?**

A: Since AILALink Online is now a web-based service (with fillable immigration forms), you can log-in whenever and wherever you have a computer and Internet access. Each account comes with the option to add up to 5 concurrent users for a nominal fee, so others in your office can access AILALink Online whenever they need it. This gives you a total of 6 people who can be logged in at one time. If you need to add more than 5 concurrent users, contact us at [ailalink@aila.org](mailto:ailalink@aila.org) or call (202) 216-2400 for discounted licensing fees.

**Q: I'm a current subscriber and I'm confused about what is my actual expiration date. Help!**

A: AILALink CDs were released on a quarterly basis (January, April, July, and October). A yearly subscription included 4 CDs (or 4 quarters with each quarter obviously lasting for 3 months). See below for the months covered in each quarter.

January – February – March

April – May – June

July – August – September

October – November – December

When you look at what months are covered with each quarterly release, it's easier to figure out your expiration date if you are a current subscriber. For example, if your subscription began with the January 2006 disk, you will receive your last disk with the October release, and the expiration date of your October CD would be December 31, 2006. If a subscription began with the July 2006 release, the April 2007 release would be the last disk you would have received and the expiration date of your April CD would be June 30, 2007.

**Q: My current AILALink subscription expired with the April 2007 disk. I want to renew now, so what is my new expiration date?**

A: Each CD-ROM release was for 3 months so your current subscription would expire June 30, 2007. However, if you renew between May 15 and June 13, 2007, your new AILALink Online subscription would begin on the date the website goes live (anticipated to be June 13, 2007) (if paid by credit card) and will extend for one year. For example, if you renew on May 15, 2007, your subscription will begin June 13, 2007, and will expire June 12, 2008.

**Q: In the past, I couldn't subscribe to AILALink because I used a Mac computer. Can I access AILALink Online?**

A: Yes, you can! Since AILALink Online is a web-based service, anyone with Internet access can use it.

**Q: There are several people in my office who need to use AILALink Online. How can all of us access this powerful research tool?**

A: Any *one* person at a time can access AILALink Online. However, for concurrent use, each account comes with the option to add up to 5 concurrent users for a nominal fee, so others in your office can access AILALink Online whenever they need it. This gives you a total of 6 people who can be logged in at one time.

**Q: I work in a large firm/agency and we have more than 5 users who need simultaneous access. What do we do?**

A: Contact us at [ailalink@aila.org](mailto:ailalink@aila.org) or call (202) 216-2400 for discounted licensing fees.

**Q: I travel a lot and I need to use AILALink when I'm in court and when the Internet is not available. What do I do?**

A: We are working on an offline version of AILALink Online for those subscribers who cannot access the Internet and do not have a wireless card. The offline version will be available later this year.

**Q: I have dial-up Internet access. Can I still use AILALink Online?**

A: Yes, you can. However, we have no control over download speeds or access speeds.

**Q: Why did AILA decide to stop using CD access for AILALink?**

A: We listened to the many comments and increasing complaints we have received over the years regarding producing AILALink in CD form: "my CD's not working"; "I've loaded the new disk on my computer, but it doesn't work"; "I lost all of my notes and bookmarks when I downloaded the new disk!"; and the list goes on. By switching to web-based access, this will eliminate the many compatibility and usage frustrations subscribers have been experiencing.

**Q: I didn't have any problems with the CD, in fact, I love the CD! Why am I being made to suffer for problems other people are experiencing?**

A: Aside from the increasing complaints about CD compatibility and other problems, we were limited by the amount of information we could include on AILALink. With AILALink Online, the amount of information that can be added is limitless. This means that as time goes on, what is included on AILALink Online will be determined by the needs of our subscribers, not by the space limitations of a CD. Also, subscribers wanted more immediate access to new and updated information like major laws and regulations. With online access, AILA now has the ability to provide faster updates to the AILALink information that is such an integral part of immigration law practice.