



greenbook.co.uk

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## 1. **GREENBOOK.CO.UK**

Greenbook.co.uk consists of the following sections.

- About CCP 2001 – Product details, content, authors, purchasing options and prices.
- Tour CCP 2001 – Look at sample pages of the 2001 edition.
- Order CCP 2001 – How to order including our online ordering form.
- Update Information – Details of the update service for CCP 2001 subscribers.
- Civil Procedure Rules – The core body of rules for bringing, defending and appealing proceedings in the High Court and county courts.
- Practice Directions – Practical codes of conduct and procedure that supplement the rules.
- Pre-Action Protocols – Codes of practice for parties to follow when considering litigation and prior to issuing proceedings in specific types of cases: 1) personal injury; 2) clinical disputes; 3) construction and engineering disputes; 4) defamation
- Court Guides – Practical guides to the conduct of cases in specific divisions of the High Court: 1) Chancery Division; 2) Commercial Court; 3) Queens Bench Division; 4) Mercantile Court.
- RSC/CCR – The remaining Rules of the Supreme Court and County Court Rules that are still in force and have not yet been superseded by new Civil Procedure Rules.

## 2. OPENING GREENBOOK.CO.UK

To access greenbook.co.uk select 'greenbook.co.uk' from the Butterworths Direct home page (single click). The greenbook.co.uk frontpage will appear.



Alternatively, the site can be entered by typing <http://www.greenbook.co.uk> on your internet browser.

### 3. UNIQUE FEATURES

#### 3.1 NAVIGATION BAR

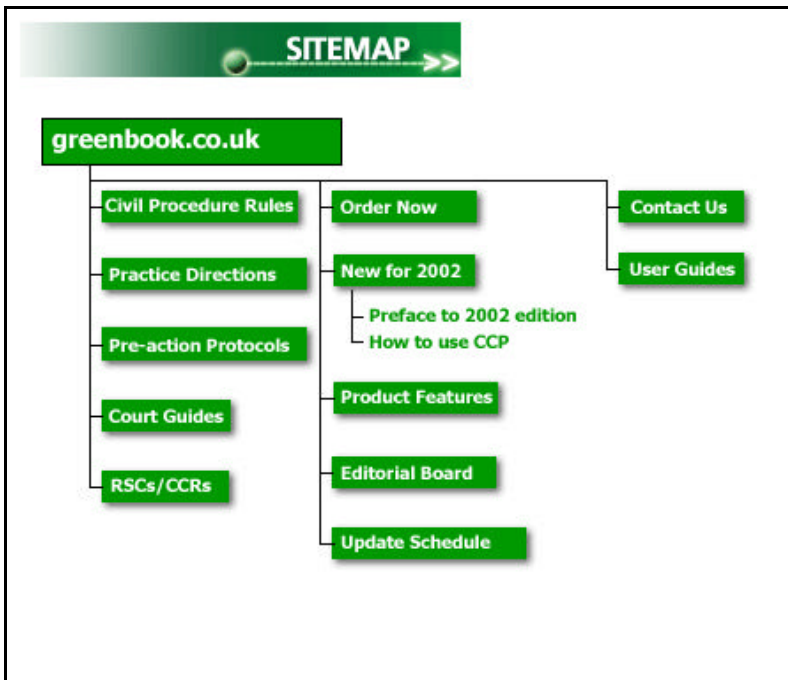
Once you have accessed greenbook.co.uk you will see the navigation bar at the top of the screen. In order to access a service within greenbook.co.uk left click once on the relevant heading.



Left clicking once 'Home' from the Navigation Bar will link to the butterworths.com Home Page. Left clicking once 'greenbook.co.uk' will return to the greenbook.co.uk frontpage.

#### 3.3 SITEMAP

Users may also navigate greenbook.co.uk by using the sitemap. The sitemap can be accessed by left clicking once the sitemap button on the navigation bar.



The greenbook.co.uk sitemap is shown above. Areas can be accessed by left-clicking on the required section.

## **4. OTHER INFORMATION**

### **4.1 EDITORIAL**

If you have a query about the content of greenbook.co.uk, you can contact us by telephone or E-mail. Simply call the Butterworths Direct help line on 0845 608 1188 and they will connect you to the appropriate person to deal with your query. Alternatively, you can E-mail us with any editorial queries or comments by using the '[contact us](#)' links that appear on the home page. We welcome feedback from our customers about greenbook.co.uk so please feel free to contact us.

### **4.2 TECHNICAL SUPPORT**

Support for our on-line services available:

09.00 – 17.00 Monday to Friday

08.00 – Midnight Saturday and Sunday by e-mail at:

[online.support@Butterworths.com](mailto:online.support@Butterworths.com)

[Tel: \(44\) 0845 305 0500](tel:(44)08453050500) [Fax: \(44\) 01483 257 917](tel:(44)01483257917)

<http://www.butterworths.com/content/support/techsupport.htm>

To assist the helpline in resolving your problems as quickly as possible please have the following information to hand before calling

What internet browser are you using?

What product do you subscribe to?

Do you have a network or a standalone PC?

If you are on a network what type is it? (ie. Novell NT etc)

Which version of Dos are you using

Which version of Windows are you using?

What was the sequence of events leading up to your problem?

### **4.3 CUSTOMER SUPPORT**

Butterworths Direct Helpline is available from Monday to Friday 09.00 – 17.00

**Tel: 0845 608 1188**

For calls from outside the UK: (44) 207 400 2822

### **4.4 TRAINING**

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**Tel: (44) 0207 400 4639**

**E-mail: [training@butterworths.com](mailto:training@butterworths.com)**