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**Built-in links to online services** are part of SmartCILP. They allow immediate access to full-text articles every week. Sample citation:

Wise, Steven M. Rattling the Cage defended. 43 B.C. L. Rev. 623-696 (2011). [H] [L] [W]

With **SmartCILP**, [H], [L] and [W] are live links to full texts of the article on HeinOnline, Lexis and Westlaw when they are available on those services.

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### Frequently Asked Questions

Q: Why are there H, L and W links in my SmartCILP when I cannot get to the article online?

A: When you click on an H, L or W link, you are really running a search for that article's citation. Sometimes we include the link even though the article is not yet uploaded to the major systems. Having the links integrated into SmartCILP ensures you get the article you need just as soon as it is available.

Q: A user wants to update his or her SmartCILP pro-

file. How do they get their code?

A: If the user contacts [cilptech@u.washington.edu](mailto:cilptech@u.washington.edu), they will be referred to the "Reference or Technical Services Librarian at your institution". SmartCILP users may need to be reminded who their CILP contact is at their institution to avoid confusion. Please note: new profiles override old profiles.

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