Why can’t I enable Matter Intelligence?

AI Matter Intelligence · https://ebriefready.legalready.ai/knowledge/why-cant-i-enable-matter-intelligence/

Matter Intelligence is not enabled by default. This is because some clients have specific restrictions around AI processing of their documents — including strict "No AI" directives. For this reason, only the matter owner can decide whether to enable Matter Intelligence, ensuring the person responsible for the documents retains control over how they are processed.

If you are not the matter owner

Only the matter owner can enable Matter Intelligence on a matter. If you need to use Matter Intelligence on a shared matter, you have two options:

Option 1 — Ask the matter owner to grant you Owner access

The matter owner can update your permission level to Owner. This allows you to enable Matter Intelligence while ensuring control remains with the original matter owner.

Option 2 — Copy the matter to yourself

Use the **Copy Matter to Myself** function to create your own standalone copy of the matter in your account. This gives you full control including the ability to enable Matter Intelligence immediately.

Note: If you copy the matter, make sure this aligns with any data handling arrangements you have in place with the instructing firm.

If you are the matter owner

If you are the matter owner but still cannot enable Matter Intelligence, check the following:

- Make sure you have accepted the AI EULA in your account settings. See *AI Features in eBrief Ready* for instructions.

- If you belong to an organisation, your organisation administrator may need to enable AI access at the organisation level first. Contact your administrator or reach out to support@legalready.ai for assistance.