

LXel.AI: Frequently Asked Questions

1. What is LXel.AI, and how is it different from regular coaching?

LXel.AI is an AI-powered coaching app tailored to the Singapore legal industry. Contextualised with relevant data from the [LIFTED framework](#), LXel.AI lets you reflect on and talk about your professional development whenever it suits you, in a private and accessible format.

LXel.AI is part of SAL's Lexplorer Career Navigation Initiative and complements SAL's other [career coaching sessions](#) and resources. What sets it apart from regular coaching is that it's available anytime, anywhere and is a simple first step you can take on your own, whether you decide to sign up for in-person career coaching sessions.

2. How can I sign up for LXel.AI, and how long will I have access?

Access to LXel.AI is rolled out by OM membership category. OM1 members (less than 5 years since admission or appointment to the legal or judicial service) have access from 1–31 August 2026, and OM2 and OM3 members (5 years or more since admission or appointment to the legal or judicial service) will have access from 1–30 September 2026.

If your OM category is eligible for access during that month, you will receive an onboarding email from SAL's Membership Relations team (membership@sal.org.sg) at the start of the access period with instructions on how to get started. If you think you should have received the email but have not, please contact lifted@sal.org.sg for assistance.

3. Who can see what I share with LXel.AI?

While the inputs you give to LXel.AI are stored on the app's servers, these are not accessible to SAL. SAL will receive de-identified and/or aggregated data from your sessions — for example, de-identified session transcripts and pre-coaching questionnaire answers. This data will be used to analyse the app usage and performance, improve the app and other SAL programmes, for research and for reporting purposes.

4. Will LXel.AI record my conversations?

There are no audio or video recordings of your conversations with LXel.AI, only text transcripts of your voice conversations are captured but de-identified by the system. The platform has other modules and functionalities for e-learning that use other forms of multimedia interaction, but these are not applicable to LXel.AI.

5. On first-time login, I entered a 4-digit PIN and got "PIN is not correct". What should I do?

If you have used the app before, enter the same PIN you set up previously. If this is in fact your first time and the error persists, uninstall and reinstall the app. If this does not work, please contact lifted@sal.org.sg.

6. Is there a cost for me to use LXel.AI during the beta launch of the app?

No, SAL has purchased licenses to the app for its members, so there is no cost to you.

7. What is this beta launch and what happens after this beta launch?

Beta launch means that the app is an early release for users to test and provide feedback and is still being refined. We would appreciate your feedback (submitted through the app after the report generation stage) so that we can work on providing a more useful career navigation tool for you.

8. What can I ask – and not ask – LXel.AI?

LXel.AI is designed to help with:

- Direction-setting – clarifying your career direction, navigating transitions within the legal industry, and exploring role fit (law firm / in-house / legal ops, when launched)
- Growth – identifying skills gaps, progressing to the next level, developing professional management capabilities, and strengthening confidence
- Sustainability – managing burnout risk, developing resilience strategies, and sustaining a long-term career in law

It has been trained to use key resources developed for the professional development of Singapore legal professionals, such as [LIFTED](#), the national competency framework, and the [LIFTED Training Roadmap](#), which provides an updated listing of training courses mapped to LIFTED.

It is not designed for:

- Job placement, recruitment, or specific vacancy recommendations
- Legal advice or technical legal skills training
- Salary benchmarking or advice
- Therapy, mental health counselling, or clinical support
- Life coaching unrelated to your professional context in law
- Career advice outside the legal industry

Please note that LXel.AI is an AI and may make mistakes. For important information and critical interventions, please seek the appropriate resources. If you would like mental health support, please tap on SAL's [mental wellbeing resources](#).

9. What should I do if I run into a bug or technical issue?

Raise a ticket in the app (Profile > Help Center > Create Ticket) with a description and screenshot/video if possible, or email VSM support directly at support@vsm.ai. Full steps are in the [LXel User Guide](#).