

WestlawNext Canada – Transcript

How to reset your OnePass username and password

Welcome to this tutorial on how to reset your OnePass username and password if you happen to forget it.

If you have a OnePass account and have forgotten your username or password, follow these instruction...

First, select the **Forgot my username or password** link located on the OnePass sign in page. For ProView iPad users, select the **Forgot your password** link.

Next, enter the email address registered to the profile and then select **Continue**.

If the OnePass profile associated with the email address entered is found, an email will be sent to the user directing them to change their password. This link is active for three hours only. Note that if you select the **forgot username** link, then an email will be sent with the current username.

A confirmation message appears.

Select the link in the email to bring you to the change password page where you can create a new password. Create a new password that meets the requirements set out in the password requirements section. Select the **Change and Return to** button to return to the product sign in page.

To save time signing in, select **Save my Username** or **Save my Username and Password** on your **personal** computer. Also you may want to save your password credentials on your smart phone for future reference. This ends your tutorial on how to get your OnePass username and password if you happen to forget it.

For assistance using OnePass please contact our Technical Support or Research Assistance teams at 1-800-387-5164. You can also access Quick Reference Cards and other video tutorials on our Customer Learning Centre at www.carswell.com/learning.