

OnePass

A OnePass account is the online record of the username and password you personally select to access online services such as WestlawNext Canada, Taxnet Pro, ProView, Firm Central Canada and Practical Law Canada. **Selecting your own username and password strengthens your ability to control access to those services. You will be the only person who knows your OnePass username and password.**

Once you have received your registration key via email, you can select the link within the email or follow these steps to add it to a OnePass account. **If you cannot find your email, please contact our Product Support team at 1-800-387-5164, option #2 for assistance.**

If you have an existing OnePass profile, go to the *Add Products to Your OnePass Account Profile* section on page 3.

Create a New OnePass Account Profile

ProView iPad users: Please go to onepass.thomsonreuters.com, select the **Register** button and follow the instructions on the screen.

1. Select the **Create a OnePass profile** link on the service's sign in page to display the *Create a OnePass profile* page.

The figure consists of two side-by-side screenshots of the OnePass website interface. The left screenshot is titled 'OnePass Sign In' and features input fields for 'Username' and 'Password', each with a 'Forgot' link below it. There are three checkboxes for saving login information and a 'Sign In' button. A dark banner at the bottom reads 'New sign-in page coming! Look for updates to OnePass soon.' Below the banner, the 'Create a OnePass profile' link is highlighted with an orange rectangular box. The right screenshot is titled 'Create a OnePass profile' and prompts the user to 'Enter your product information and an email to begin.' It includes a 'Product' dropdown menu (set to 'WestlawNext Canada'), a 'Registration key' field with an example '1234567-ABCDE1', a 'Custom label' field with a note to 'Give this registration key a label to differentiate it from others.', and an 'Email' field. A blue 'Continue' button is at the bottom.

Figure 1: Create a OnePass profile link / Create a OnePass profile page

2. Select the product from the drop-down menu for which you are registering your registration key and fill out the remaining fields. Select **Continue**. (**Note:** The Registration key field is case sensitive. The Custom label is a friendly name of your choosing to help identify the subscription.)

- The *Create profile* page appears. Enter your personal information into the fields provided and then select **Continue**. Continue creating your profile by completing the security information. Select **Create**.

The figure consists of two side-by-side screenshots of the 'Create profile' page. The left screenshot shows the 'Personal information' step, which is highlighted with a '1' in a black box. It contains a form with the following fields: 'First name', 'Last name', 'Email' (with the example 'marion.brozek@tr.com'), 'Confirm email', and 'Additional emails (optional)'. A blue 'Continue' button is at the bottom right. The right screenshot shows the 'Security' step, highlighted with a '2' in a black box. It contains a form with the following fields: 'Username' (with a note 'Your username is case sensitive.' and a range of 'Between 8 and 70 characters'), 'Password' (with a 'Show Text' checkbox and requirements: 'Between 8 and 16 characters' and '3 of 5 character types: Uppercase letter, Lowercase letter, Number, Special character (@ # \$), Other character (& !, @)'), 'Confirm password' (with a 'Show Text' checkbox), 'Security question' (a dropdown menu), and 'Answer'. A blue 'Create' button is at the bottom right, and a 'Back' button is at the bottom left.

Figure 2: Create profile pages – Personal Information and Security

- A confirmation message appears and an email is sent to the address registered to the account. Select the **Sign out** button located in the upper right corner to exit the OnePass registration process.

The screenshot shows a confirmation message on the OnePass website. At the top, there is a navigation bar with 'THOMSON REUTERS OnePass', 'PRODUCTS', 'PROFILE', 'SECURITY', and a 'Sign out' button. The main content area features a green checkmark icon and the text 'Registration complete!'. Below this is a white box containing the following information: 'WestlawNext Canada', 'Custom label: WestlawNext Canada subscription', and 'Email: [redacted]@tr.com'. A green button with a right-pointing arrow says 'Continue to WestlawNext Canada'. Below the white box, there is a section titled 'Two-step authentication' with the text: 'Two-step authentication keeps your profile secure by requiring a code in addition to your normal password. This acts as an extra layer of security to ensure no one else is able to access your profile.' and a link 'Set up two-step authentication'.

Figure 3: Confirmation message

Add Products to Your OnePass Account Profile

To edit or update your OnePass account, follow these steps:

1. Select the **Update an existing OnePass profile** link located on the *Sign In* page. (ProView iPad users: Please go to onepass.thomsonreuters.com.)

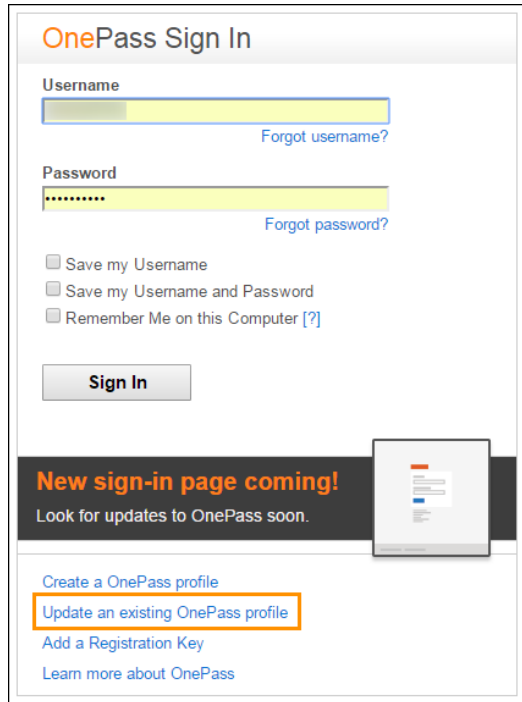


Figure 4: Update an existing OnePass profile

2. Enter your OnePass username and password into the fields provided, if not already entered, and select **Sign In**.

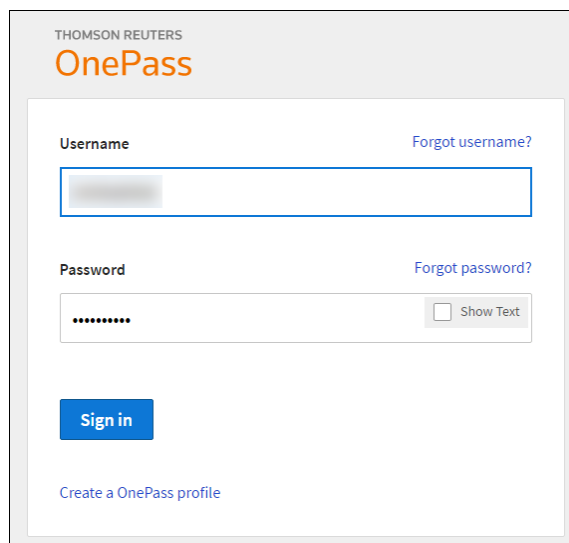


Figure 5: Username and Password

Verify your identity using one of the multi-factor authentication options.

- **Email a code:** Select this option to have a security code emailed to you which you can use to sign in.
- **Answer a security question:** Select this option if you wish to answer one of the security questions you chose when setting up your account.

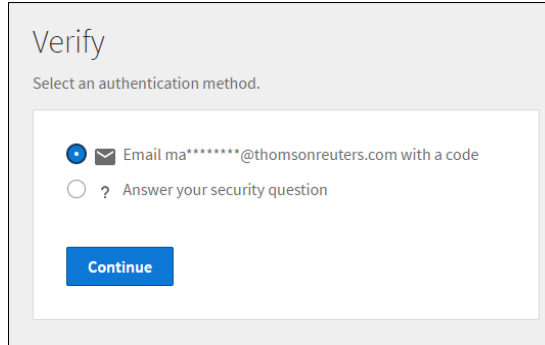


Figure 6: Verify page

3. Select the **Register a product** button located near the top of the *Products* page to retrieve the *Register a product* page.

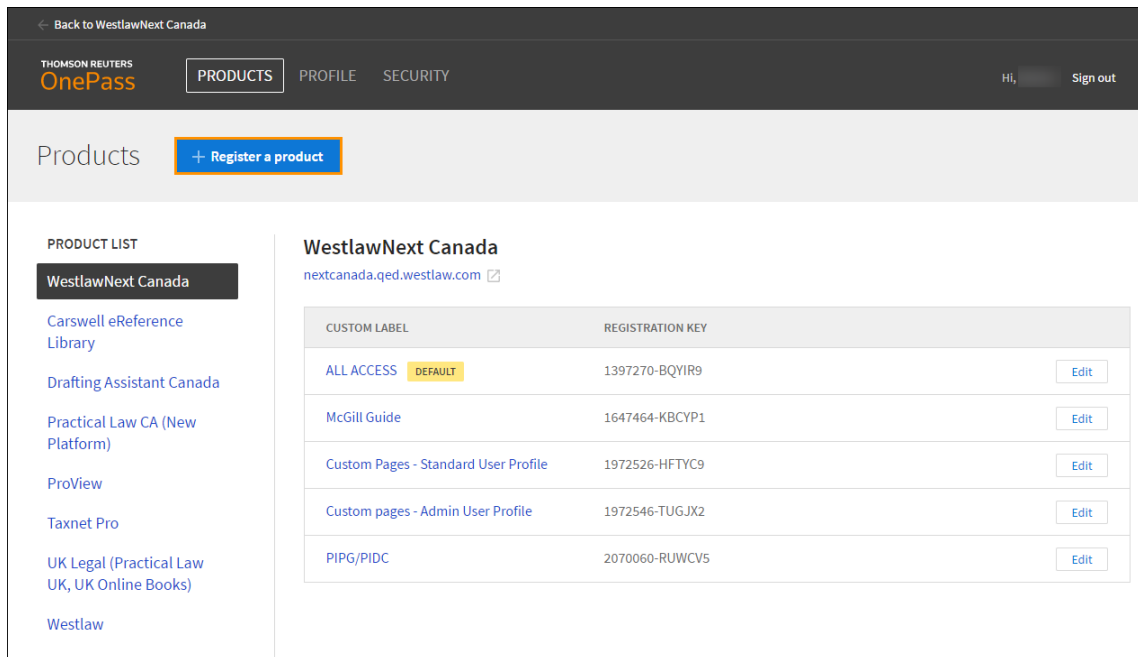


Figure 7: Products page – Register a product

Select the product from the drop-down menu for which you are registering your registration key and fill out the remaining fields. Select **Save**. (**Note:** The Registration key field is case sensitive. The Custom label is a friendly name of your choosing to help identify the subscription.)

Register a product

Add a new product registration key to your OnePass profile.

Product

Select a product

Registration key

Custom label
Give this registration key a label to differentiate it from others.

Save Cancel

Figure 8: Register a product page

4. A confirmation message appears and an email is sent to the address registered to the account. Select **Sign out** to exit the OnePass registration process.

Change Password (Accelus subscribers only)

Users who subscribe to Accelus are required to change their OnePass password every 90 days. The Change Password page appears after you attempt to sign in to any service for which you use your OnePass account. (i.e. WestlawNext Canada, Practical Law Canada, etc.) This prompt initially appears 14 days prior to the password expiring and continues to appear until you have changed it. Enter a new password into the two fields provided and select the **Change** button.

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OnePass

Your OnePass password will expire in 14 days. Remind me later and [continue to WestlawNext Canada](#)

Change password

New password
Your last 6 passwords cannot be used due to security standards.

Show

Between 15 and 16 characters
3 of 5 character types
Uppercase letter Special character (@ # \$)
Lowercase letter Other character (& #, €)
Number

Confirm new password

Show

Figure 9: Change Password

Where can I find help?

- Contact our Product Support team at: **1-800-387-5164**, option #2.
- Go to the [Customer Learning Centre \(learning.thomsonreuters.ca\)](https://learning.thomsonreuters.ca) to access User Guides, Quick Reference Cards and video tutorials for our products/services.