

# 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](http://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 web interface. The left screenshot is titled 'OnePass Sign In' and features input fields for 'Username' and 'Password', each with a 'Forgot' link. Below these are three checkboxes: 'Save my Username', 'Save my Username and Password', and 'Remember Me on this Computer [?]'. A 'Sign In' button is at the bottom. A dark banner at the bottom of the sign-in page 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 contains a 'Product' dropdown menu (set to 'WestlawNext Canada'), a 'Registration key' field (with an example '1234567-ABCDE1'), a 'Custom label' field (with the instruction '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.)

3. 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 shows two side-by-side screenshots of the 'Create profile' page. The left screenshot is titled 'Personal information' and contains the following fields: 'First name', 'Last name', 'Email' (with the value 'marion.brozek@tr.com'), 'Confirm email', and 'Additional emails (optional)'. The right screenshot is titled 'Security' and contains the following fields: 'Username', 'Password', 'Confirm password', 'Security question', and 'Answer'. Both screenshots have a 'Continue' or 'Create' button at the bottom right.

**Figure 2:** Create profile pages – Personal Information and Security

4. 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 from WestlawNext Canada. At the top, it says 'Registration complete!' with a green checkmark. Below this, there 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 white arrow says 'Continue to WestlawNext Canada'. Below the white box, there is a section titled 'Two-step authentication' with a brief explanation and a link to 'Set up two-step authentication'. The top navigation bar includes 'THOMSON REUTERS OnePass', 'PRODUCTS', 'PROFILE', 'SECURITY', and a 'Sign out' button.

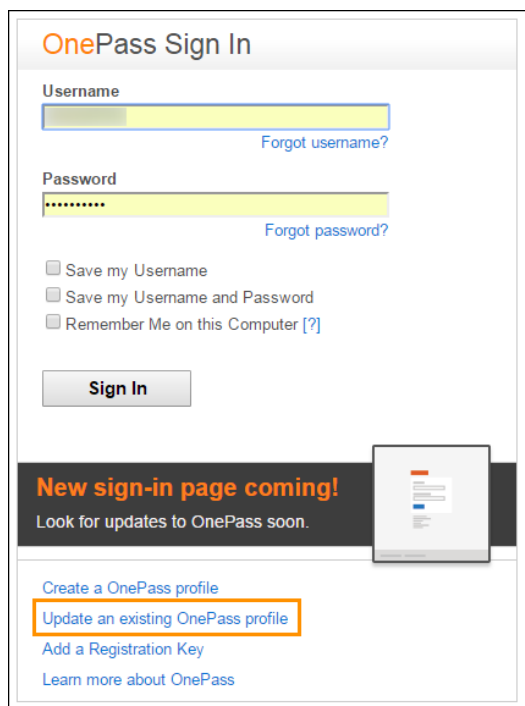
**Figure 3:** Confirmation message

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## Add Products to Your OnePass Account Profile

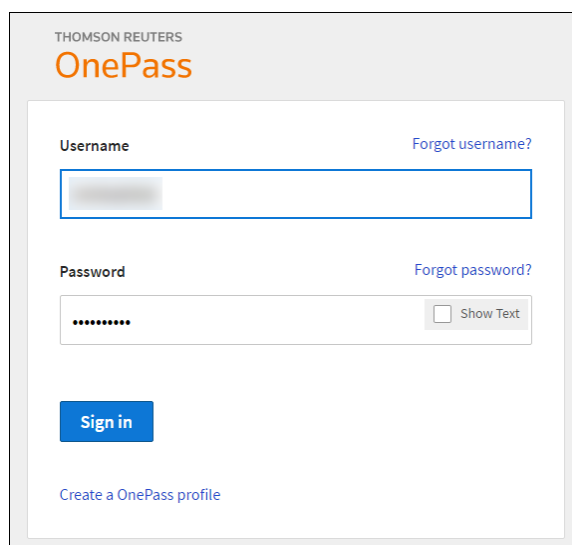
To edit or update your OnePass account, follow these steps:

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

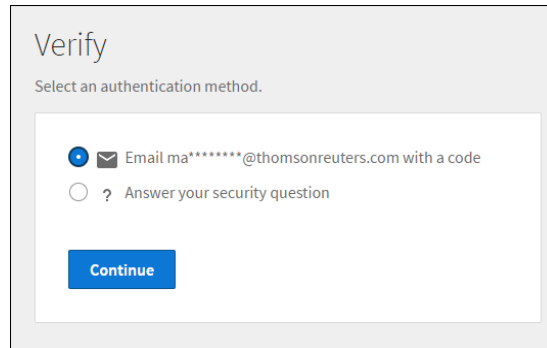


Figure 6: Verify page

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

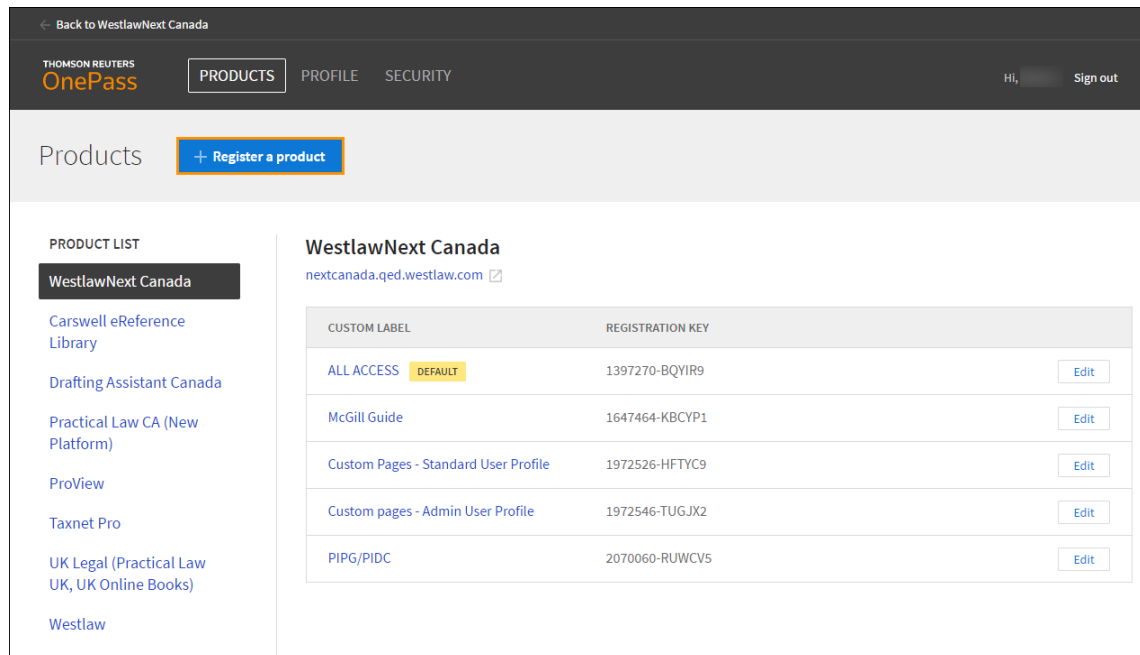
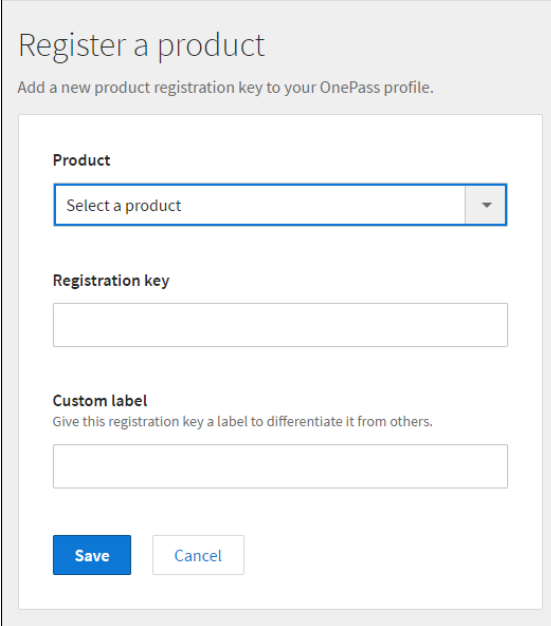


Figure 7: Products page – Register a product

4. 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

5. 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.

## Where can I find Help?

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