

# OnePass

## Reset Your Username or Password

If you forget your username or password you can obtain it by following these steps. **Please note that any changes you make to your username and password will affect all Thomson Reuters products to which your account applies.**

1. Select the **Forgot username?** or **Forgot password?** link located on the *OnePass Sign In* page.

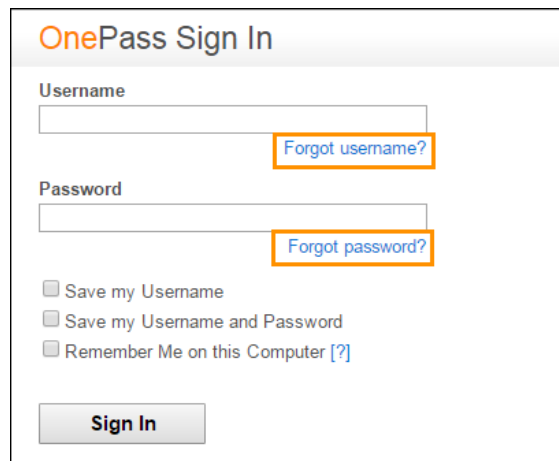


Figure 1: OnePass Sign in page

2. The *Forgot username?* or *Forgot password?* page appears. Enter the email address registered to your profile and select the **Recover username** or **Reset password** button.

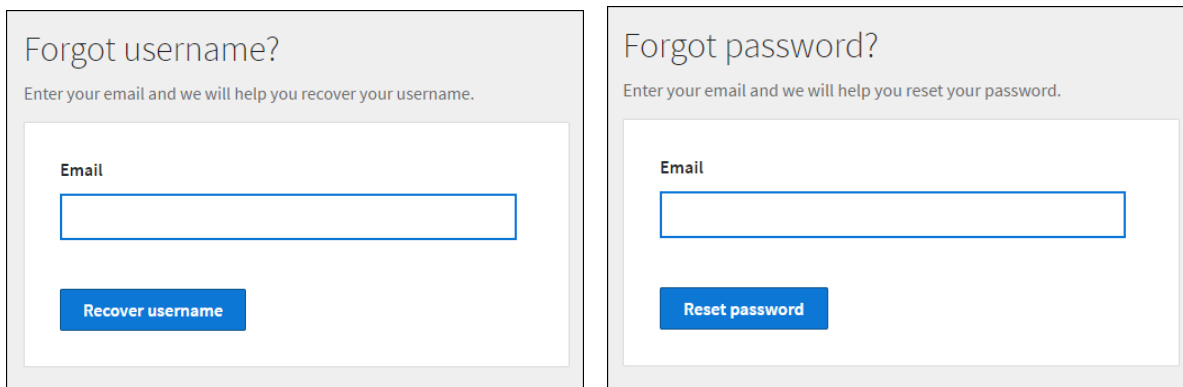


Figure 2: Forgot username? / Forgot password? pages

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If a OnePass profile associated with the email address entered is found, an email will be sent to that address.

- a) **Forgot username:** The email will contain the current username.
- b) **Forgot password:** The email will contain a button to reset the password. The ability to reset the password is active for 3 hours only. **Note:** If you do not respond within 3 hours, you will need to redo the request.

3. Once you have changed your password, a confirmation message appears.
4. Select the link in the email to bring you to the change password page where you can create a new password.

**TIP:** To save time signing in, select **Save my Username** or **Save my Username and Password** (see Figure 1) on your **personal** computer. Also you may want to save your password credentials on your smart phone for future reference.

### 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 other products/services.