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

Figure 1: Create 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**.

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.

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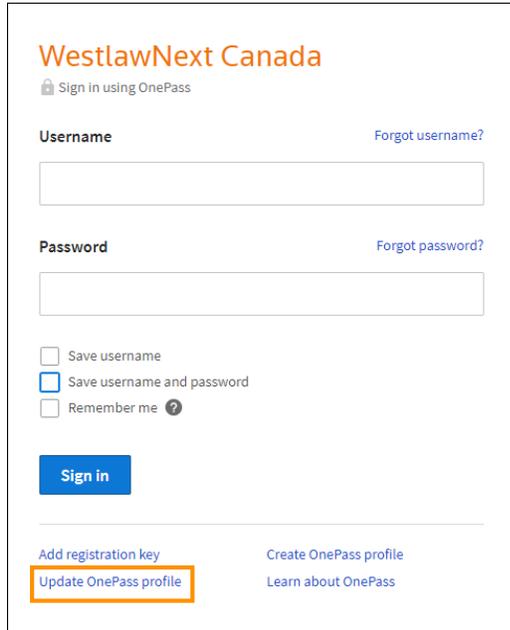

Figure 4: Update OnePass profile

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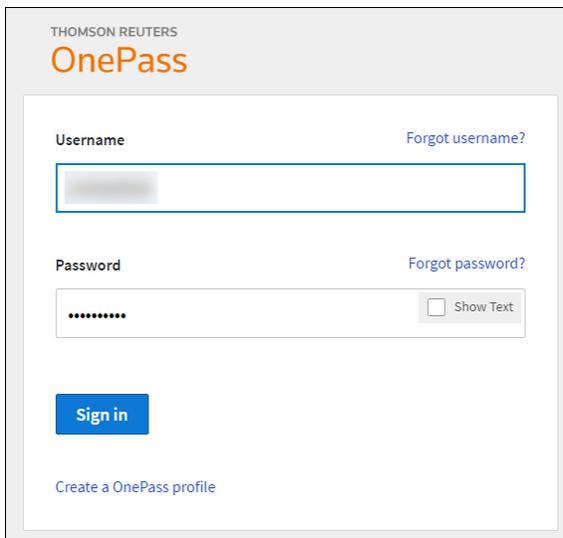

Figure 5: Username and Password

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.
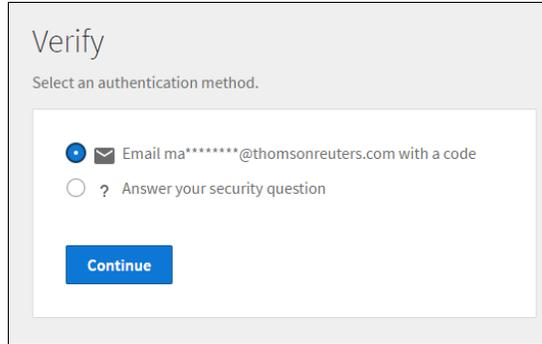

Figure 6: Verify page

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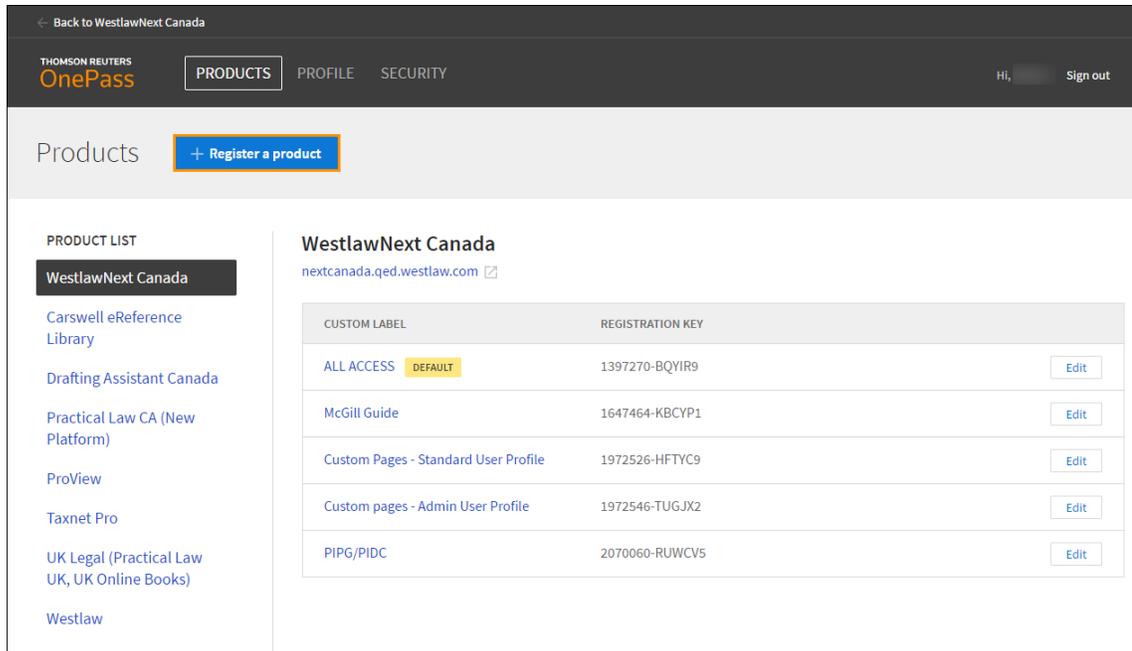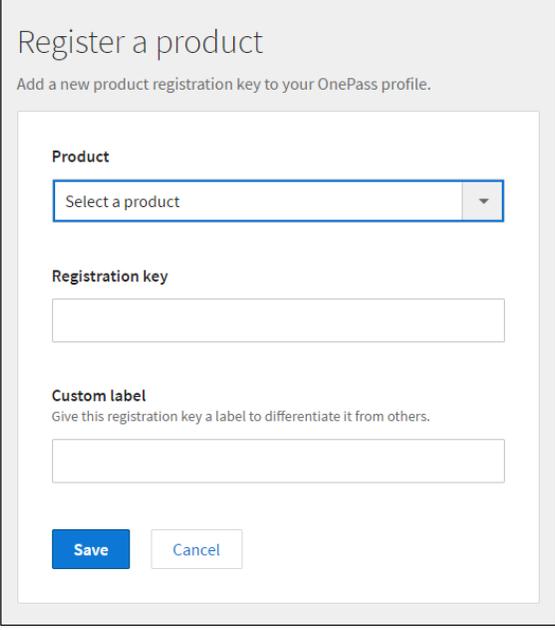

Figure 7: Products page – Register a product

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.)

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.
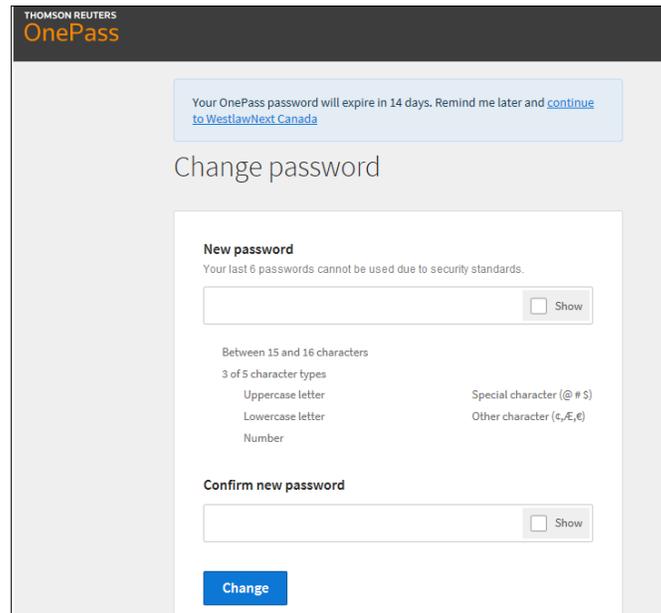

Figure 9: Change Password

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) to access User Guides, Quick Reference Cards and video tutorials for our products/services.