

OnePass FAQ

Your single, secure, login tool for Thomson Reuters online services

MORE SECURE

- Usernames and Passwords now have more secure character requirements.
- Because you create your own Username and Password, they're easier to remember and only you know what they are.

MORE CONTROL

- Rather than having a Password assigned to you by Thomson Reuters, you choose your own Username and Password.
- If you forget your Password, you can reset it yourself.

ONE PROFILE FOR MULTIPLE APPLICATIONS

- You can use the same OnePass Username & Password with Westlaw Asia, Practical Law, ProView and other Thomson Reuters products.

REQUIREMENTS

OnePass Username

- Must be between 8 and 70 characters
- Can be any letter, number or character combination
- Username is case sensitive
- Email addresses can be used as Usernames
- Must be unique from all other OnePass users
- Can be saved as a cookie
- Forgotten Username can be emailed to User with validation of email address and answer to security question

OnePass Password

- Must be at least 8 characters in length and contain at least 3 of the following characters:
 1. Uppercase letters
 2. Lowercase letters
 3. Numbers
 4. Special Characters (e.g. #@-._\$%)
- Can be saved as a cookie
- We do not recommend using an email address as a password
- Forgotten Passwords can be reset with validation of Username, Email Address, and answers to security question

FAQ

Where can I manage my OnePass profile?

Visit <http://onepass.thomsonreuters.com> to create a new OnePass profile or to update an existing OnePass profile.

How do I change my Username, Password, Security Question or Email Address?

You can change your details at any time. Either visit <http://onepass.thomsonreuters.com> or click on the "Update an existing OnePass profile" link on the OnePass sign-in screens of the products you want to access. Log into OnePass with your existing details to make changes if you want to update your profile.

I have been locked out of OnePass– what should I do?

If you are unable to reset your details by clicking on the "Forgot my username or password" link, please get in touch with Customer Care at one of the contact points at the end of this document.

How often can I change my password?

You have control over how often you want to change it, so it is up to you.

Will Thomson Reuters Customer Care have access to OnePass Usernames and Passwords?

Customer Care will have access to OnePass usernames, and will have the ability to reset passwords. After a password is reset, a temporary password will be emailed to the user. Once logged in using the temporary password, the user will be prompted to create a new password. For security purposes, Customer Care does not have access to OnePass passwords.

STILL HAVE QUESTIONS?

Please contact Customer Care at one of the following:

Hong Kong	Tel: +852 2847 2066	Email: customer.service@westlawasia.com.hk
Malaysia	Tel: +603 5115 3000	Email: customer.service@westlawasia.com.my
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