

Westlaw[®] Canada Quick Reference Card MyAccount – Password Management

Access Password Management

1. From www.carswell.com click **MyAccount** located in the upper right corner of the page.
2. Enter your User ID and Password into the fields provided and click **Sign In**.
3. From the Main Menu, click Manage my Westlaw Canada passwords in the Password Management section located in the lower right corner.

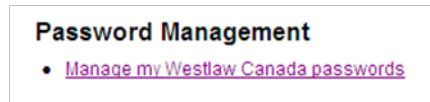


Figure 1

View Username and Password

1. Click the Account number link to select the account you want to view.

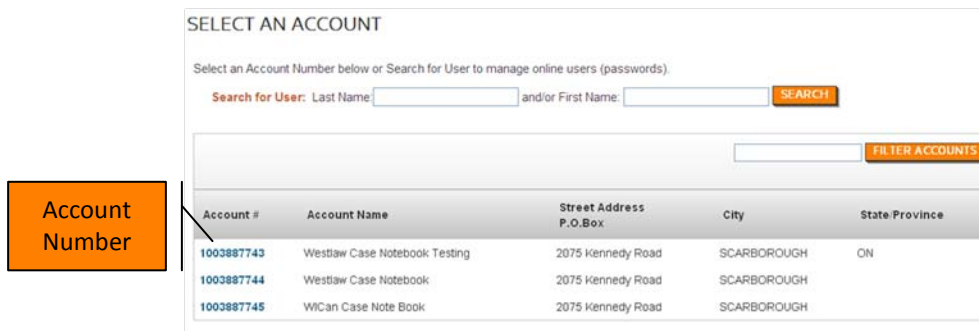


Figure 2

The list of users appears for that account. Click a user name to view their details.

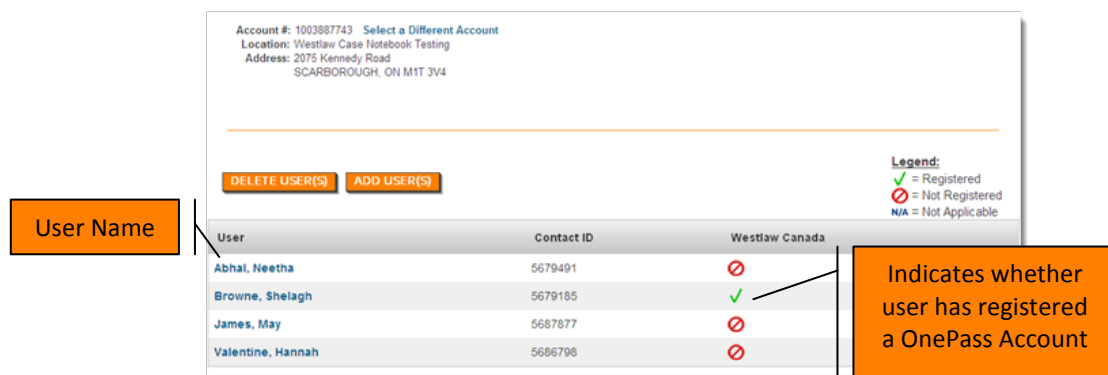


Figure 3

The User Detail Profile page appears displaying the following information:

MANAGE ONLINE USERS

USER DETAIL PROFILE

Account #: 1003887743
 Location: Westlaw Case Notebook Testing
 Address: 2075 Kennedy Road
 SCARBOROUGH, ON M1T 3V4

Personal Information Edit Delete

Name: Shelagh Browne
 Email: s.browne@thomsonreuters.com
 Phone:
 Contact ID: 5679185
 Position: Attorney

Product Information

OnePass: Shelagh Browne s.browne@thomsonreuters.com User Name: Shelag2014
 Password: View Reset

Product	Nickname	Registration Key	Online ID	End Date	Last Logon
Westlaw Canada	Shelag	10011061FLMF	10011061	Set End Date	3/17/2011 12:03:48 PM

Figure 4

User's alphanumeric Westlaw Canada password used to register for OnePass

Add a User

1. Once you have selected the account, click **Add User(s)** located at the top of the page.

Account #: 1003887743 Select a Different Account
 Location: Westlaw Case Notebook Testing
 Address: 2075 Kennedy Road
 SCARBOROUGH, ON M1T 3V4

DELETE USER(S) **ADD USER(S)**

Legend:
 ✓ = Registered
 ⓧ = Not Registered
 N/A = Not Applicable

User	Contact ID	Westlaw Canada
Abhal, Neetha	5679491	ⓧ
Browne, Shelagh	5679185	✓
James, May	5687877	ⓧ
Valentine, Hannah	5686798	ⓧ

Figure 5

2. Add the user's details into the form and click **OK**.

Figure 6

3. Click **Submit**.

Figure 7

A confirmation screen appears.

Figure 8

Registration Information

Account Number : [Redacted]

Account Name: [Redacted] Testing

Address:
2075 Kennedy Road
SCARBOROUGH, ON M1T 3V4
Canada

Welcome to Westlaw Canada. Below you will find everything you need to get started.

Register for Westlaw Canada

Login Details -- Keep for your records

Name: [Redacted]

Westlaw Canada Westlaw Canada
Password/Registration
Key: 10012605 [Redacted]

Click the following link to register for Westlaw Canada.
canada.westlaw.com

Please keep this email for future reference.

Technical and Research Support:
Technical support and research assistance are available 24 hours a day, seven days a week, at no charge.
For help with registration, contact Customer Technical Support call 416.609.3800 Or 1.800.387.5164 Option 2 (Canada and U.S. only)

Westlaw Canada Technical Support Phone: 416.609.3800 Or 1.800.387.5164 Option 2 (Canada and U.S. only)
Email: www.carswell.com/email

Figure 9: Sample email notification

Delete a User

1. Once you have selected the account, click **Delete User(s)** located at the top of the page.

Account #: 1003887743 [Select a Different Account](#)
 Location: Westlaw Case Notebook Testing
 Address: 2075 Kennedy Road
 SCARBOROUGH, ON M1T 3V4

Legend:
✓ = Registered
⊘ = Not Registered
 N/A = Not Applicable

DELETE USER(S)
ADD USER(S)

User	Contact ID	Westlaw Canada
Abhal, Neetha	5679491	⊘
Browne, Shelagh	5679185	✓
James, May	5687877	⊘
Valentine, Hannah	5686798	⊘

Figure 10

2. Using the checkboxes provided, select the user(s) to be deleted and click **Next**.

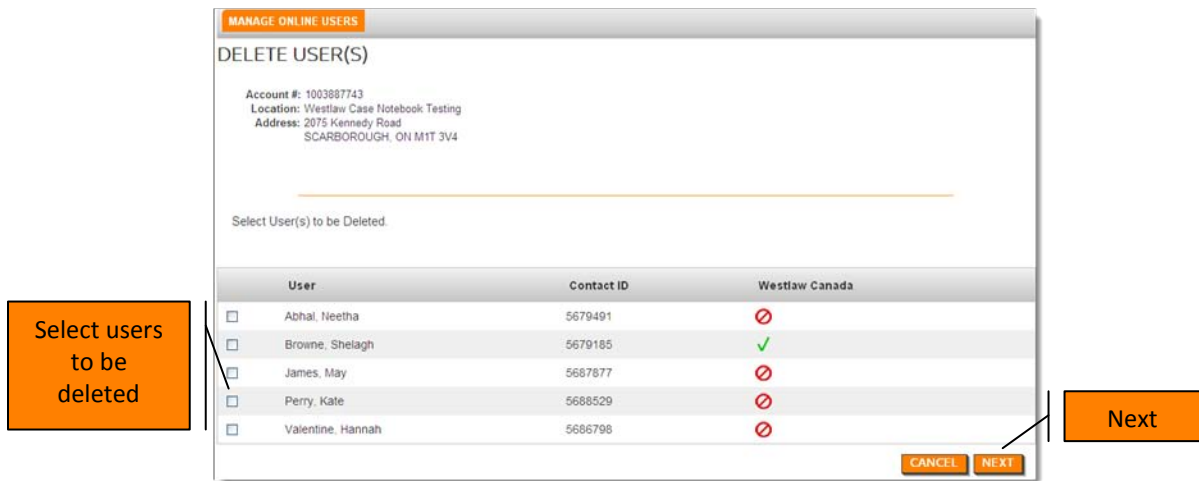
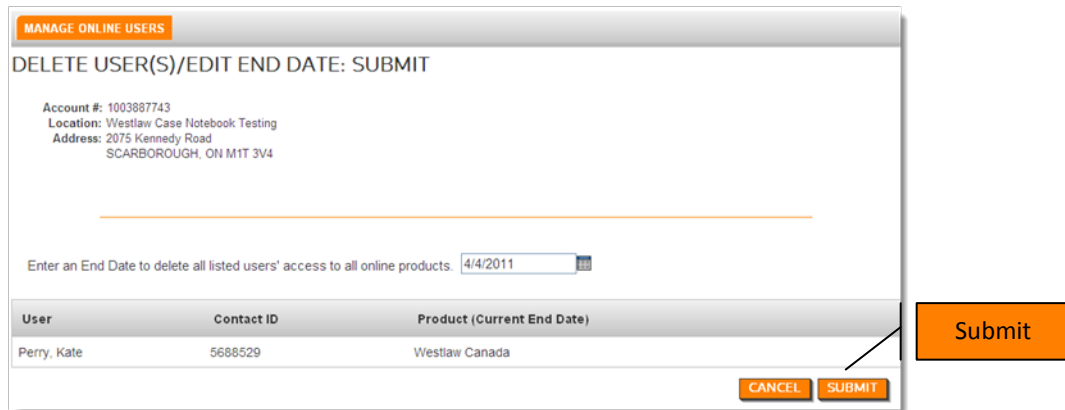


Figure 11

3. Click **Submit**.



A confirmation page appears indicating that your request has been processed immediately.

Reset a OnePass User Password

1. Once you have selected the account, click the user for whom you need to reset the password. **Note:** This option is only available for users who have set up a OnePass account.

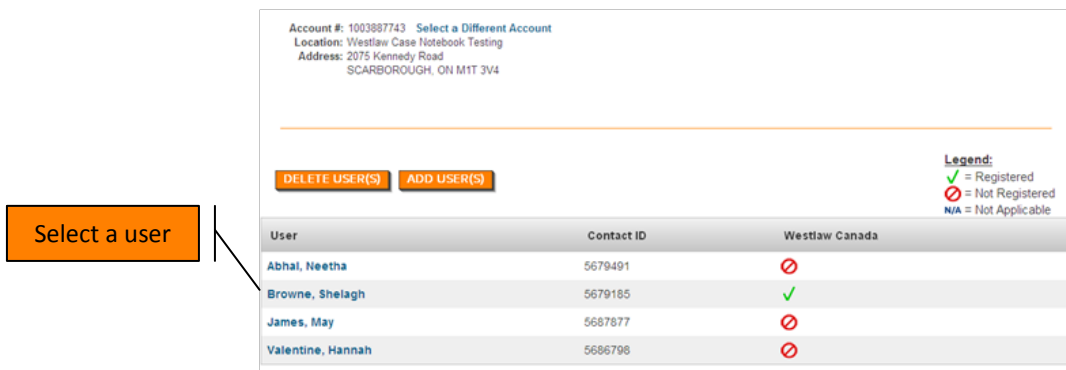


Figure 12

2. Click **Reset**.

The screenshot shows a user profile page with two main sections: 'Personal Information' and 'Product Information'. The 'Personal Information' section includes fields for Name, Email, Phone, Contact ID, and Position. The 'Product Information' section shows 'OnePass' details for Shelagh Browne, including her email, user name, and password. A 'Reset' button is highlighted in orange. Below this is a table with columns for Product, Nickname, Registration Key, Online ID, End Date, and Last Logon.

Product	Nickname	Registration Key	Online ID	End Date	Last Logon
Westlaw Canada	Shelag	10011061FLMF	10011061	Set End Date	3/17/2011 12:03:48 PM

Figure 13

3. Click **Submit**.

The screenshot shows a dialog box titled 'RESET PASSWORD - SUBMIT'. It contains account information for Shelagh Browne, including her account number, location, and address. Below this is a table with columns for User, Products, and Contact ID. A 'Submit' button is highlighted in orange. There are also 'CANCEL' and 'SUBMIT' buttons at the bottom of the dialog box.

User	Products	Contact ID
Browne, Shelagh	Westlaw Canada	5679185

Figure 14

A confirmation email is sent to the Administrator. Additionally, an email confirmation is also sent to the user (if the Administrator selected this option.)