

# OnePass

## Setting up your Westlaw username and password

A OnePass account is the online record of the username and password you have personally selected to access Westlaw. Selecting your own username and password strengthens your ability to control access to Westlaw. Since you select the characters that make up your username and password, you will be the only person who knows them, and they should be easy to remember. *Note:* The following steps cover accessing a OnePass Account via Westlaw. Accessing OnePass via another West service may vary.

For assistance with OnePass, call  
1-800-387-5164



Figure 1. Accessing the Manage My OnePass Account page from Westlaw

### Creating a OnePass Account

To create a OnePass account from the Westlaw sign-on page (Figure 1), follow these steps:

1. Click **Username and Password**, then click **Register/Edit** to display the Manage My OnePass Account page.
2. Click **Create Account**. The Register a Username and Password page is displayed (Figure 2).
3. Type your current Westlaw password in the *Westlaw password/Online ID* text box.
4. Type your first name and last name in the appropriate text boxes.
5. Type a unique username in the *Username* text box. Usernames must be at least eight characters in length and include at least two of the following four characters:
  - uppercase letters
  - lowercase letters
  - numerals
  - special characters: period ( . ), at ( @ ), hyphen ( - ), or underscore ( \_ )
6. Type a unique password in the *Password* text box. Passwords must be at least eight characters in length and include at least three of the following four characters:
  - uppercase letters
  - lowercase letters
  - numerals
  - special characters: period ( . ), at ( @ ), hyphen ( - ), or underscore ( \_ )
7. Type the password again in the *Confirm Password* text box.
8. Under *Password Reset Options*, select a security question from the drop-down list and type your answer in the *Your Answer* text box; then type your e-mail address in the *E-mail address* text box and type it again in the *Confirm e-mail address* text box.
9. Click **Create Account**. A message confirming your registration is displayed. You will also receive an e-mail message confirming your registration.

Figure 2. The OnePass registration page

## Updating an Existing OnePass Account

If you have an existing OnePass account, you may need to access it and reset your username and password. To reset your current username and password, follow these steps:

1. At the Westlaw Sign On with OnePass page, click **Register/Edit** to display the Manage My OnePass Account page.
2. Type your current username in the *Username* text box and your current password in the *Password* text box. Then click **Continue**.
3. If you need to reset your username, type a new username in the *Username* text box. Usernames must be at least eight characters in length and include at least two of the following four characters:
  - uppercase letters
  - lowercase letters
  - numerals
  - special characters: period ( . ), at ( @ ), hyphen ( - ), or underscore ( \_ )
4. If you need to reset your password, type a new password in the *Password* text box. Passwords must be at least eight characters in length and include at least three of the following four characters:
  - uppercase letters
  - lowercase letters
  - numerals
  - special characters: period ( . ), at ( @ ), hyphen ( - ), or underscore ( \_ )
5. Type the password again in the *Confirm Password* text box.
6. Under *Password Reset Options*, you can change the security question or your answer. You can also update your e-mail address.
7. Click **Update Account**.

## Tips for Creating a Memorable Username and Password

Use these tips to develop a memorable username and password that satisfies OnePass requirements.

- **Make it lengthy.** The longer the username or password, the more protection it provides. Usernames must contain at least eight characters and can contain as many as 70 characters. Passwords must contain at least eight characters and can contain as many as 16 characters. A longer username or password may also be easier to remember.
- **Add complexity.** Combine uppercase and lowercase letters, numerals, and symbols. Do not use sequences (e.g., 12345678), repeated characters (e.g., zzzzzzzz), or adjacent letters on your keyboard (e.g., qwertyui). The greater variety of characters that you use, the harder it is for someone else to guess your username and password. You can also use combinations to aid memory.
- **Create a username and a password that are easy to remember.** This is the key to an efficient sign-on process. Use a combination of letters, numerals, and symbols that is easy for you to remember, but hard for others to guess. This means avoiding the use of your name, birthday, or similar information. Make it personal; make it your own; make it easy to remember.

**Note** Your current password assigned to you by West remains as your online ID. Westlaw usage charges will continue to be associated with this identifying number on your West invoice.

