

## **OnePass Frequently Asked Questions**

### **What is a OnePass account?**

A OnePass account is a username and password, created by the user, that provides better security and can be used across multiple Thomson Reuters websites and applications, such as Westlaw Canada, [www.westlawcanada.com/lawschool](http://www.westlawcanada.com/lawschool), and My Account.

Even though OnePass currently exists, customers who use it will need to update their username and password to meet our new, stronger security requirements. Customers who currently use a West-provided password will need to create a new OnePass username and password.

### **Why do I have to create a OnePass account to access Westlaw applications?**

By asking our users to create their own passwords rather than using West-assigned passwords, we will be able to provide better security.

### **If I have already created my own username and password, why do I need to update it?**

If you created your own username and password prior to November 2009, and they don't meet the new OnePass requirements, you must re-register. Our new requirements are stronger and provide our users with a higher level of security.

### **When do I have to do change my OnePass username and password?**

The new OnePass requirements will be rolled out to our customers in phases, starting November 2009 and will continue through the next 12 months. During your phase, you will be notified of the date you need to create (or update) your OnePass after you sign-on to your account using your current username and password.

However, all customers are free to make changes as early as November 2009, regardless of when their roll-out phase may be.

There may be the chance that you do not sign-in until AFTER your roll-out period. If this happens, upon your first log-in after this date, you will be required to create (or update) your OnePass username and password immediately in order to access the websites and applications you wish to use.

### **What websites/applications use OnePass?**

All Westlaw Canada Source products, Westlaw International subscriptions and MyAccount.

## **Do I require different Passwords for different Services?**

The number of password you currently have will remain the same. For example, if you currently have two password for two different subscriptions, ie. Westlaw Canada and Westlaw International subscriptions then you will be required to update both passwords. If you use one password for both services than you will be required to update one password.

## **What are the requirements for usernames?**

### Username

At least 8 characters in length and include at least 2 of the following 4 characters:

uppercase letters

lowercase letters

numerals

special characters: period ( . ), at ( @ ), hyphen ( - ), or underscore ( \_ )

Email addresses are valid 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.

## **What are the requirements for passwords?**

### Password:

Passwords must be at least 8 characters in length and include at least 3 of the following 4 characters:

uppercase letters

lowercase letters

numerals

special characters: period ( . ), at ( @ ), hyphen ( - ), or underscore ( \_ )

Can NOT be saved as cookie

We do NOT recommend using an email address as a password

Forgotten password can be reset with validation of username, email address, and answer to security question.

## **What do I need to do if I forget my username?**

There are two locations you can go to if you have forgotten your Username:

The "Forgot Username" link on the sign-on screen.

The "Forgot your username or password?" link on the OnePass information screen.

Clicking on either of these links will bring you to Step 1 in the Forgot Username or Password process.

In Step 1, select "I forgot my username."

In Step 2, enter your email address. If the email address matches an account, the system will display Step 3 with a security question.

Enter the answer to the security question. If the answer to the security question is correct, you will receive a message in Step 4 that the username has been sent to your email address.

If you answer the security question incorrectly, you will receive the message "Answer entered does not match." If you incorrectly answer the security question multiple times, you will need to contact Customer Service 1-800-387-5164.

**If I click "Remember me Save this username" after I enter my username and password, will it remember both?**

It only remembers your username. To maintain security, it does NOT remember your password.

**I saved my OnePass username, so at sign on, it would remember it and I wouldn't have to type it in. However, I recently noticed that it is no longer saved on the sign on screen – what happened?**

This may be because you have recently deleted your cookies. You will want to re access Westlaw to set the cookie to save your username at sign on and also a cookie to set your preferred sign on page (OnePass rather than the previous Westlaw password). With regards to a cookie being set to save the OnePass sign on screen, this will last only until all users are migrated over to OnePass. After that, everyone's sign on screen will be OnePass.

**How do I change my password?**

You can change your password at any time. Click on "Register/Edit Username and Password." Enter your current name and password to access your account, then make any desired modifications.

**How do I change my username?**

You can change your username at any time. Click on "Register/Edit Username and Password." Enter your current name and password to access your account, then make any desired modifications.

**OnePass is telling me I'm locked out – what should I do?**

If you are unable to reset your contact information through the OnePass Forgot Username/Password flow, Contact Customer Support at 1-800-387-5164.

**I use transparent authentication to access various Westlaw Canada products. How will this now work with OnePass?**

Since these passwords are not entered at sign on (they have already authenticated into your own system), nothing changes with these types of access. So, there is no impact – nothing changes.

**I access Westlaw Canada through a custom user interface. How will this now work with OnePass?**

There is no impact – nothing changes.

**Security**

**Who else has access to my username/password?**

For security, no one else will have access to your username/password unless you provide it to them. Customer support groups will have access to limited OnePass account information for support reasons. They do not have access to your password or full account information.

**How can I change my security question and answer?**

At any time you can access your OnePass account and change your security question and answer. OnePass is accessible from the sign-on pages of all applications. You are required to enter your username and password to access your account and can then make modifications to any of your data.

**Will I get a card by email or mail with my username and password?**

No. Once you register with OnePass, you will receive a confirmation email. This email however, will NOT contain your username/password.

**My wallet/briefcase/planner was stolen and I had my username/password written down there – what should I do?**

You can access your OnePass account at any time and change all information within your account. OnePass is accessible from the sign-on pages of all applications. You are required to enter your username and password to access your account and can then make modifications to any of your data.

**How often can I change my password?**

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

**My email address is changing – what should I do?**

At any time you can access your OnePass account and change your email address. OnePass is accessible from the sign-on pages of all applications. You are required to enter your username and password to access your account and can then make modifications to any of your data.

**How will I maintain passwords for my company/firm, once OnePass is in place?**

My Account will continue to be available to add/deactivate/edit or reset Westlaw Canada Access.

**For My Account Users**

**Will Password Management still be available through My Account?**

Yes, you will continue to be able to add/deactivate/edit information and reset user access.

**My firm uploads Westlaw usage information into our accounting system. Will there be any changes that will prevent up loading to our accounting system?**

There is no change to how the usage is identified by user in Reporting System V2 or on detailed billing reports. Customers will not need to make any changes.

**Need further assistance?**

To learn more about OnePass, [www.westlawecarswell.com/support/onepasshelp.htm](http://www.westlawecarswell.com/support/onepasshelp.htm) or call 1-800-387-5164.