

MyAccount Password Administration Enhancements

The new self-serve password maintenance features provide you with a time-efficient way to process password requests, any time, any day of the week. Now you can:

- Create new passwords
- Inactivate passwords
- Change the end dates of existing passwords
- Search and view all passwords

1. Sign-on to Carswell MyAccount:

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MYACCOUNT

- Sign in
- MyAccount Help
- Customer Help Center

Welcome to **MyAccount**, a free service for Carswell customers who wish to access their account information online...anytime, anywhere.

If you know your password, sign in at any time:

User ID (your e-mail address):

Password:

[Forgot your password? Click here.](#)

To obtain a password, please click this [link](#) and choose Customer Relations in the inquiry type box, followed by MyAccount Password Request in the Inquiry Detail box.

2. Note the new Password Management Option

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Sample Customer Account

- [View a Document/Request a Copy](#)
- [Outstanding Invoices](#)
- [Outstanding Credits](#)
- [View Statement / Make a Payment](#)
- [About History](#)
- [Analyze by Individual Products](#)
- [Products by Format](#)
- [All Products](#)

Current Orders

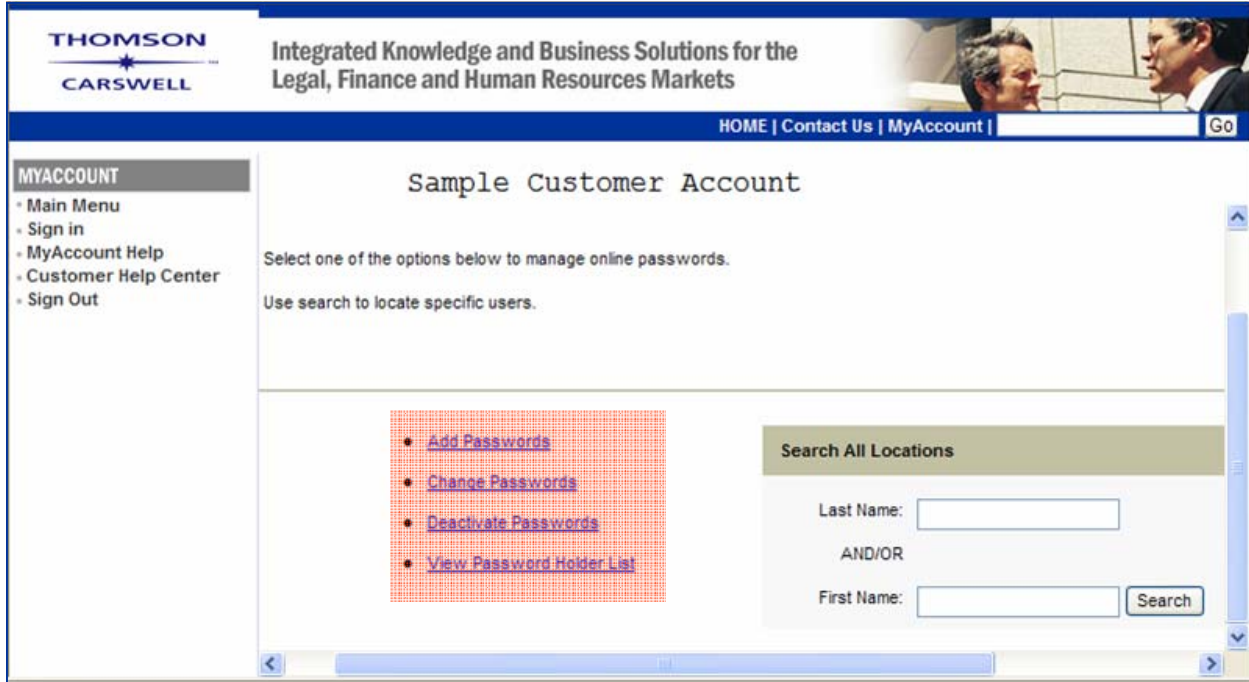
- [New Purchases](#) (last 90 days)
- [BackOrders](#)
- [Send Us an Email](#)

Password Management

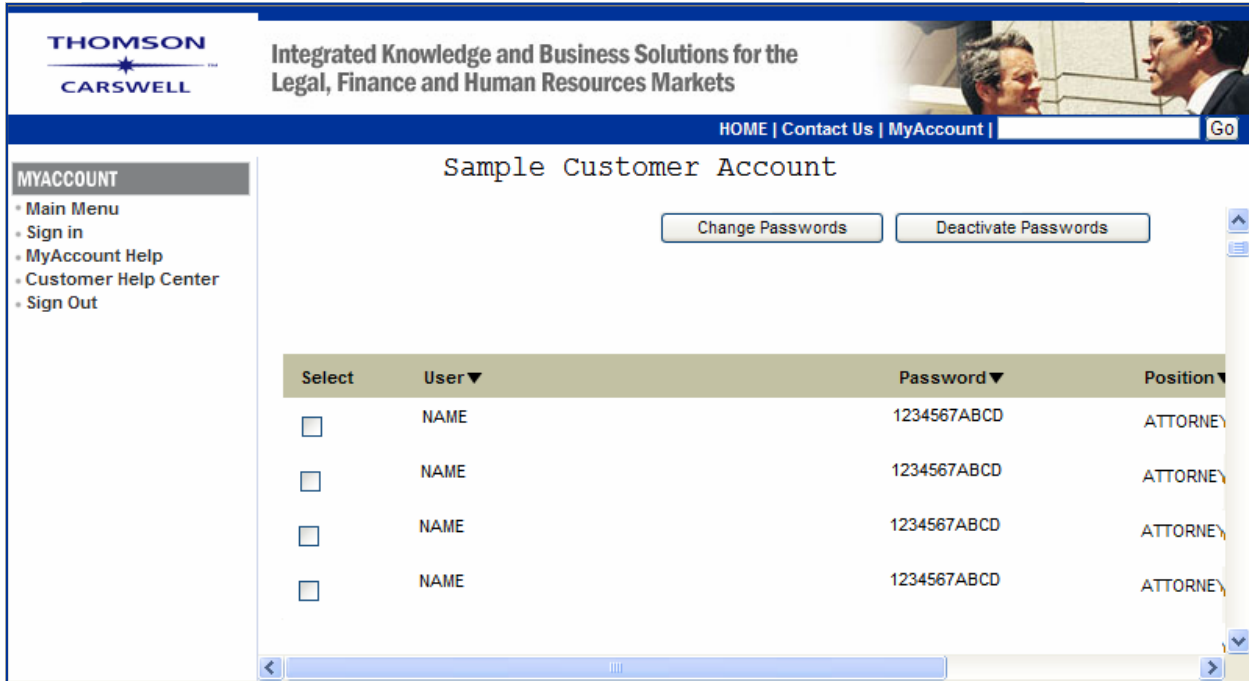
- [Manage my WestlawCarswell passwords](#)

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- Click the [Manage my WestlaweCARSWELL Passwords](#) link to access the self-serve options



- Select the [View Password Holder List](#) link to change or deactivate passwords. Administrators may also select these options from the main menu.



- MyAccount makes it convenient to add new passwords. Click the ADD MORE PASSWORDS button and additional fields will appear to quickly add the necessary information.

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Sample Customer Account

LIBRARY CDROM / INTERNET
Address: 2075 KENNEDY ROAD

Add passwords by filling out the form below and clicking Continue.
Note: *Required fields are marked with an asterisk.

CANCEL ADD MORE PASSWORDS CONTINUE |>

*First Name: *Position: Select One
Middle Initial: End date:
*Last Name: Email:

[Discard Entry](#) Send Confirmation to above user email
 Send Confirmation to victoria.heggie@thomsonreuters.com
 Include password in confirmation

*First Name: *Position: Select One
Middle Initial: End date:
*Last Name: Email:

[Discard Entry](#)

- Administrators can create passwords and specify how a user will be notified.

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Sample Customer Account

Account #:
Location: LIBRARY CDROM / INTERNET
Address: 2075 KENNEDY ROAD
TORONTO, ON, M1T3V4

Change password by filling out the form below and clicking Continue. You can indicate your preference on how you'd like to be notified of this change.

Cancel Continue |>

First Name: JOHN
Last Name: DOE

Password: 5634154
Enter 3-4 characters.
(Excluding numeric and special characters.)
Email:

Send Email Confirmation to JOHN.DOE@THOMSONREUTERS.COM
 Send Email Confirmation to above user email
 Include password in email confirmation

7. Submitting the password change screen

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Sample Customer Account

Submit Change Password Request [Password Menu](#)

Account #: _____
 Location: LIBRARY CDROM / INTERNET
 Address: 2075 KENNEDY ROAD
 TORONTO, ON, M1T3V4

Please verify changes below and click Submit.

Password(s) to be Changed	Password	Position	End date	Edit/Discard
OLD DOE, JOHN	1234567ABCD	ATTORNEY		
NEW DOE, JOHN	1234567EFGH	ATTORNEY		Edit Discard

8. Password change confirmation screen

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Sample Customer Account

Change Password Confirmation [Password Menu](#)

Account #: _____
 Location: LIBRARY CDROM / INTERNET
 Address: 2075 KENNEDY ROAD
 TORONTO, ON, M1T3V4

You have requested the following password changes:

DOE, JOHN

Requests on MyAccount are processed automatically. If you requested an email notification, it will be sent when the request is complete. If you did not request an email confirmation, the following changes have been submitted and successfully processed. Most requests are completed immediately, but may take up to 30 minutes.

Confirmation Number: 000318849181 [Printer Friendly Version](#)