



OnePass

Creating and Managing your Profile

What is OnePass?

OnePass is an account used to access Thomson Reuters products with a single username and password that you personally select. OnePass profiles are secure, convenient and enable you to create bespoke alerts, create and save documents into folders and track and revisit your research. Selecting your own username and password strengthens your ability to control secure access and ensures you are the only person who knows your OnePass username and password.

Creating/Registering your OnePass profile:

If you are a subscriber and haven't received your welcome email, or need help creating your OnePass profile, please contact our Customer Support team on 0345 600 9355, or click [here](#) to create a case.

Once you have received your Westlaw UK, UK Books or Practical Law registration key via email, you can either click the **register** link from the email or follow the steps below in order to log in.

<https://onepass.thomsonreuters.com/v3/new/register>

Product: Select the Product which you subscribe to.

Registration key: Enter the registration key from your email.

Custom label: Assigning a custom label to your registration key. This will help you to differentiate between your subscriptions if you have more than one registration key for example.

Email: Enter your email address then click on **Continue**.

Enter your product information and an email to begin.

Product
<input type="text" value="Westlaw UK (New Platform)"/>
Registration key Example: 1234567-ABCDE1
<input type="text"/>
Custom label Give this registration key a label to differentiate it from others.
<input type="text"/>
Email
<input type="text"/>
<input type="button" value="Continue"/>

Managing your OnePass Profile

You will then need to create your Profile:

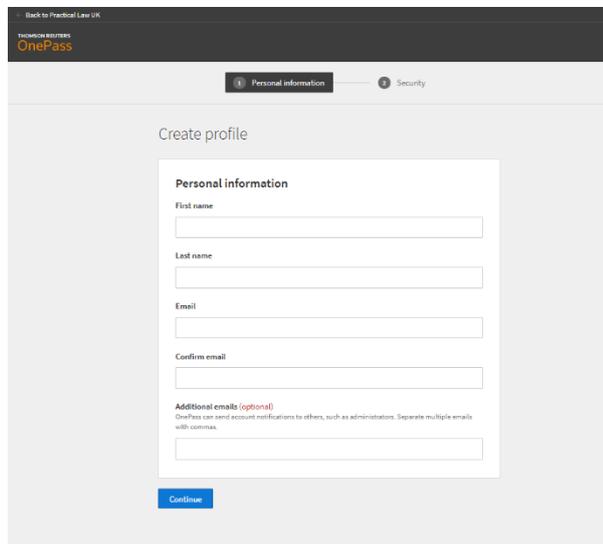
First Name: Enter your first name.

Last Name: Enter your last name.

Email: Enter your email address.

Confirm Email: Re-enter your email address.

Additional emails: This is an optional box allowing you to.



The screenshot shows the 'Personal information' step of the OnePass profile creation process. The page title is 'Create profile'. The form includes fields for 'First name', 'Last name', 'Email', and 'Confirm email'. There is also an optional field for 'Additional emails (optional)' with a note: 'OnePass can send account notifications to others, such as administrators. Separate multiple emails with commas.' A 'Continue' button is at the bottom.

Completing your OnePass account:

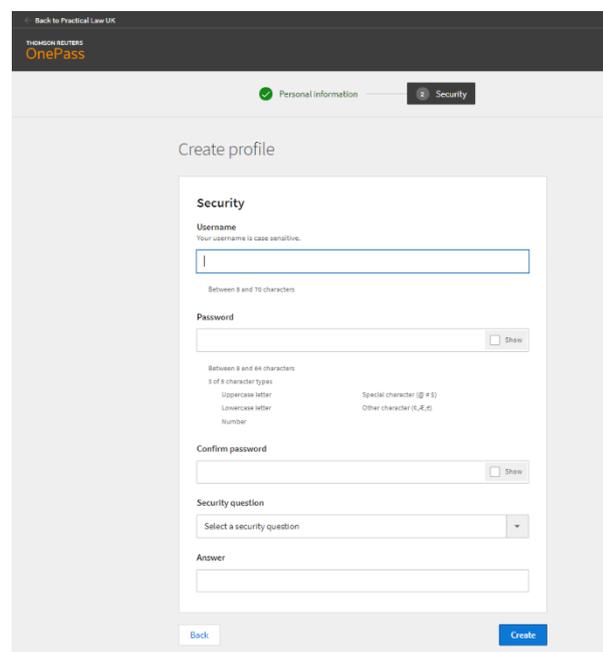
Username: Enter the username of your choice ensuring that it meets the specified criteria.

Password: Enter the password of your choice ensuring that it meets the specified criteria.

Confirm password: Confirm the password that you have just entered.

Security question: Choose a security question from the drop-down options.

Answer: Provide the answer to the security question that you have just selected. Then click **Create**.



The screenshot shows the 'Security' step of the OnePass profile creation process. The page title is 'Create profile'. The form includes fields for 'Username' (with a note 'Your username is case sensitive.' and a length requirement of 'Between 8 and 30 characters'), 'Password' (with a length requirement of 'Between 8 and 64 characters' and a 'Show' button), 'Confirm password' (with a 'Show' button), 'Security question' (a dropdown menu with 'Select a security question'), and 'Answer'. A 'Back' button is at the bottom left and a 'Create' button is at the bottom right.

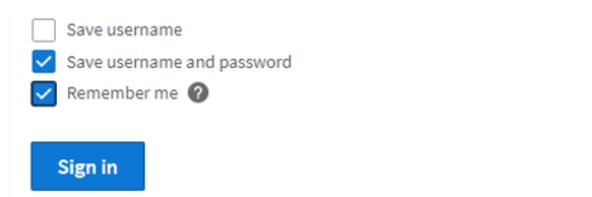
Once you have created your OnePass profile, you can then sign into Westlaw UK, UK Books or Practical Law.

Managing your OnePass Profile

Top Tip:

If you would like a more seamless experience when accessing our products, you can tick **Remember Me** at the login page. This means you won't need to input your OnePass credentials every time you visit the site - you will be logged straight in.

Please note it is not recommended to tick this option when using a public machine.



A screenshot of a login form showing three checkboxes: 'Save username' (unchecked), 'Save username and password' (checked), and 'Remember me' (checked with a help icon). A blue 'Sign in' button is located below the checkboxes.

Signing in to your OnePass Profile:

Forgot your username?

You can recover your OnePass username [here](#).

If you have forgotten your Username, click **Forgot username?**

This option is available on the OnePass sign in page of each product.



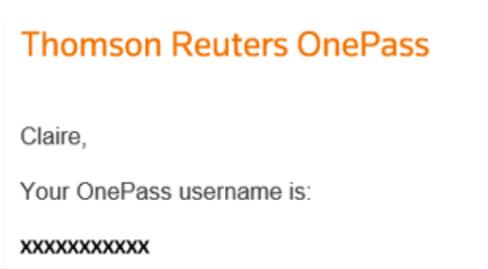
A screenshot of a login form with a 'Username' label and a text input field. A blue link 'Forgot username?' is positioned to the right of the input field.

You will see the following message:



A screenshot of an email message titled 'Forgot username?'. The text reads: 'If a OnePass profile exists for [redacted] an email has been sent with your username. If you do not see an email soon, check your spam folder. It was sent from west.onepass@thomsonreuters.com.' A blue link '← Back to Practical Law UK' is at the bottom.

If you have an active OnePass profile, you will receive an email reminder of your username which will look like this:



A screenshot of an email reminder from Thomson Reuters OnePass. The text reads: 'Thomson Reuters OnePass', 'Claire,', 'Your OnePass username is:', and 'XXXXXXXXXXXX'.

Managing your OnePass Profile

Forgot your password?

You can recover your OnePass password [here](#).

If you have forgotten your Password, click **Forgot password?**

This option is available on the OnePass sign in page of each product.

Fill in the email address associated with your account and click **Reset password**.

You will now see the following message:

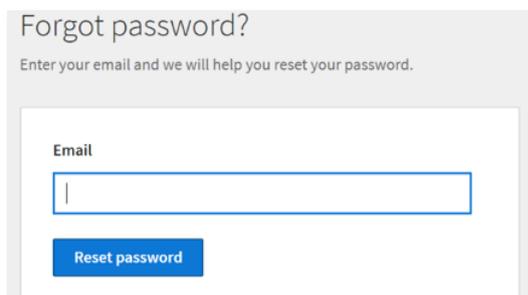
If you have an active OnePass profile, you will receive an email which looks like this.

Click **Reset your password**:

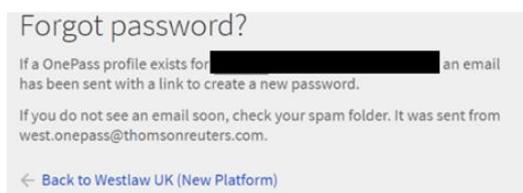
Enter your new password ensuring that it meets the specified criteria. Type your password again to confirm it then click **Change**:



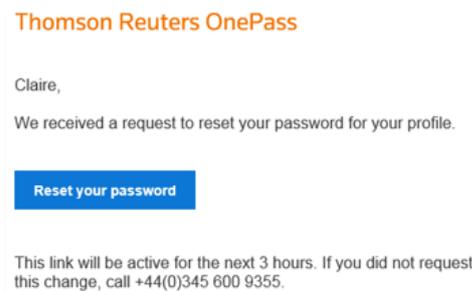
A screenshot of a password input field. The field contains a series of dots. To the right of the field is a checkbox labeled 'Show'. Above the field, the word 'Password' is on the left and 'Forgot password?' is on the right.



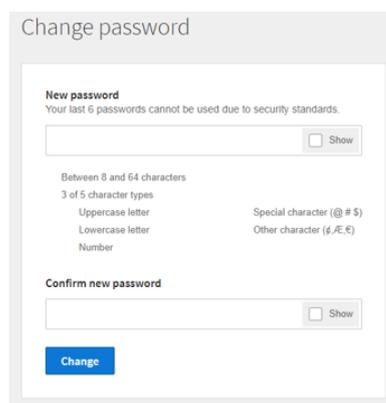
A screenshot of a 'Forgot password?' form. The title is 'Forgot password?'. Below the title is the text 'Enter your email and we will help you reset your password.' There is an input field labeled 'Email' with a vertical cursor. Below the input field is a blue button labeled 'Reset password'.



A screenshot of an email message. The title is 'Forgot password?'. The body text says: 'If a OnePass profile exists for [redacted] an email has been sent with a link to create a new password. If you do not see an email soon, check your spam folder. It was sent from west.onepass@thomsonreuters.com.' At the bottom left is a link: '← Back to Westlaw UK (New Platform)'.



A screenshot of an email from Thomson Reuters OnePass. The header is 'Thomson Reuters OnePass'. The body text says: 'Claire, We received a request to reset your password for your profile.' Below this is a blue button labeled 'Reset your password'. At the bottom, it says: 'This link will be active for the next 3 hours. If you did not request this change, call +44(0)345 600 9355.'



A screenshot of a 'Change password' form. The title is 'Change password'. There are two input fields for passwords, each with a 'Show' checkbox. Between the fields are the following criteria: 'Between 8 and 64 characters', '3 of 5 character types' (Uppercase letter, Lowercase letter, Number, Special character (@ # \$), Other character (& , / E, €)). At the bottom is a blue button labeled 'Change'.

Managing your OnePass Profile

Registration keys:

What is a registration key?

A registration key is a code made up of letters and numbers that allows access to one of the many Thomson Reuters products, such as Practical Law, Westlaw, ProView and more, based on your subscriptions with us. Registration keys are unique to each user and cannot be used for multiple OnePass profiles. Before using a product, you must activate a valid registration key by adding it to your OnePass profile.

If you have a OnePass profile:

1. Sign in to [OnePass](#)
2. Navigate to Products
3. Click the Register a product button
4. Select the product you have a registration key for
5. Enter the registration key and a label to differentiate it from others

What if I have multiple registration keys?

When signing in, users with multiple registration keys for a Thomson Reuters product will have the ability to select which one they would like to begin a session with.

Registration keys may provide access to different content or features, depending on account permissions.

Managing your OnePass Profile

How do I update/administrate my OnePass profile?

1. Go to <https://onepass.thomsonreuters.com> and sign in with your existing OnePass username and password.

THOMSON REUTERS
OnePass

Username [Forgot username?](#)

Password [Forgot password?](#) Show Text

Sign in

[Create a OnePass profile](#)

Sign in to multiple Thomson Reuters products with a single username

Use OnePass to sign in to Westlaw, Practical Law, eDiscovery Point, Firm Central, Westlaw International, lawschool.westlaw.com, QuickView+, My Account, and more.

[Learn more](#)

Language: English

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THOMSON REUTERS

Add or remove a new product registration keys, or products to your profile, navigate to “Products”

← Back to ProView

THOMSON REUTERS
OnePass

PRODUCTS PROFILE SECURITY

Hi, Jack Sign out

Products [+ Register a product](#)

PRODUCT LIST

ProView

ProView
[proview.thomsonreuters.com](#)

CUSTOM LABEL	REGISTRATION KEY	
Proview Titles	123456-ABCDE1	Edit

Managing your OnePass Profile

onepass.thomsonreuters.com/v3/profile/products/PLCUK

THOMSON REUTERS OnePass PRODUCTS PROFILE SECURITY Hi, Jack Sign out

Products + Register a product ✓ The registration key has been saved.

PRODUCT LIST

[ProView](#)

UK Legal (Practical Law UK, Westlaw UK, UK Online Books)

UK Legal (Practical Law UK, Westlaw UK, UK Online Books)

uk.practicallaw.thomsonreuters.com

CUSTOM LABEL	REGISTRATION KEY	
Practical Law & Westlaw	987654-EDCBA3	Edit

onepass.westlaw.com/v3/profile/register?productid=EREAD

Back to ProView THOMSON REUTERS OnePass PRODUCTS PROFILE SECURITY Hi, Jack Sign out

Register a product

Add a new product registration key to your OnePass profile.

Product

Select a product

Registration key

Custom label

Give this registration key a label to differentiate it from others.

[Save](#) [Cancel](#)

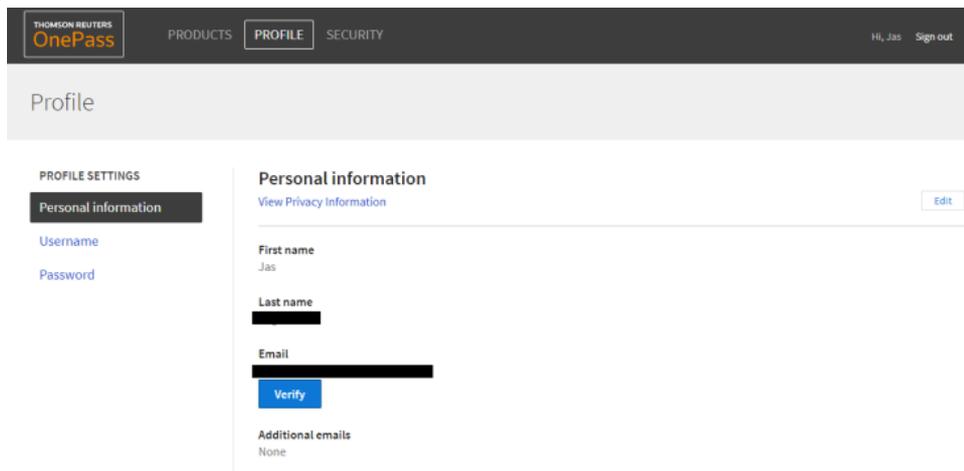
Language English

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Managing your OnePass Profile

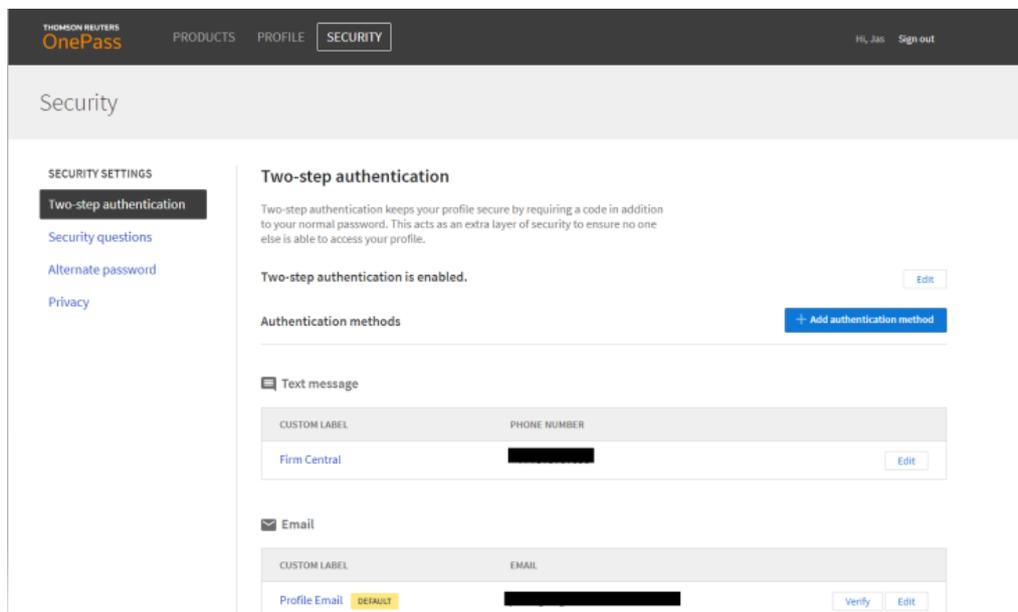
Edit your name, email, username and password, navigate to “Profile”

N.B. Before amending your username (if you are a Practical Law user) please check if you have any saved projects within your ‘My Fastdraft’ as this will lose your projects



The screenshot shows the OnePass Profile page. The top navigation bar includes the Thomson Reuters OnePass logo, 'PRODUCTS', 'PROFILE' (selected), and 'SECURITY'. The user is logged in as 'Hi, Jas' with a 'Sign out' link. The main heading is 'Profile'. On the left, under 'PROFILE SETTINGS', there are links for 'Personal information' (selected), 'Username', and 'Password'. The 'Personal information' section includes a 'View Privacy Information' link and an 'Edit' button. The fields shown are: 'First name' (Jas), 'Last name' (redacted), 'Email' (redacted), and 'Additional emails' (None). A 'Verify' button is located below the email field.

Manage two-step authentication, security questions, alternate password and other security, navigate to “Security”



The screenshot shows the OnePass Security page. The top navigation bar includes the Thomson Reuters OnePass logo, 'PRODUCTS', 'PROFILE', and 'SECURITY' (selected). The user is logged in as 'Hi, Jas' with a 'Sign out' link. The main heading is 'Security'. On the left, under 'SECURITY SETTINGS', there are links for 'Two-step authentication' (selected), 'Security questions', 'Alternate password', and 'Privacy'. The 'Two-step authentication' section includes a description: 'Two-step authentication keeps your profile secure by requiring a code in addition to your normal password. This acts as an extra layer of security to ensure no one else is able to access your profile.' It states 'Two-step authentication is enabled.' and has an 'Edit' button. Below this, there are 'Authentication methods' with an '+ Add authentication method' button. Two methods are listed: 'Text message' and 'Email'. The 'Text message' method has a 'CUSTOM LABEL' of 'Firm Central' and a 'PHONE NUMBER' (redacted), with an 'Edit' button. The 'Email' method has a 'CUSTOM LABEL' of 'Profile Email' (marked as 'DEFAULT') and an 'EMAIL' (redacted), with 'Verify' and 'Edit' buttons.

Managing your OnePass Profile

FAQs:

What are OnePass security guidelines?

Each OnePass username and password is unique to a user. It is highly recommended that you do not share your information with anyone else at your organisation. Some products require two-step authentication, where a security code or question may be required to access products.

Compromised credentials

If your username and password are suspected or known to be compromised, our priority is to work with you to resecure your profile and protect your data. Next steps and more background information can be found in the [Compromised Credentials - FAQs \(PDF\)](#).

What is two-step authentication?

Two-step authentication is an optional, enhanced setting that keeps your profile secure by requiring a code in addition to your normal password at sign-in. This acts as an extra layer of security to ensure no one else can access your profile. Some products require two-step authentication due to secure content.

How do I receive the security code?

You can receive a security code via text message, automated phone call, email, or with a downloaded authenticator application.

Do I need to enter a security code each time I sign in?

No. You can skip two-step authentication on trusted devices, such as your home or personal computer. When you enter a security code at sign-in, select the Trust this device checkbox. This feature should not be used on public computers. To clear trusted devices, sign in to OnePass and navigate to Security and click on the Privacy tab.

How can I change my security questions and answers?

[Sign in to OnePass](#) and navigate to the Security tab.

What do I do if I get locked out of my OnePass profile?

If your profile is locked out due to too many sign-in attempts, you must reset your password. The maximum attempts allowed is 5. In these instances, you will need to call the customer support number for them to assist.

What if my email address has changed?

Sign in to [OnePass](#) and navigate to the Profile tab to update your email address.

I saved my OnePass username and password. Why are they no longer saved?

This may be because you have recently deleted your browser cookies.

Next time you sign in, select the checkbox for Save username.

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Let us help you:

For assistance with OnePass, call us 24 hours a day, seven days a week.

1. Call us on 0345 600 9355
2. You can submit a query [here](#) and we will aim to get back to you as soon as possible.