



REUTERS/Ali Jarekji

# MY ACCOUNT

## User Guide



THOMSON REUTERS

## TABLE OF CONTENTS

<b>Accessing My Account</b>	<b>3</b>
<i>Getting Started</i>	3
<i>To Register a new OnePass</i>	5
<b>Navigating My Account</b>	<b>9</b>
<i>Quick Navigation</i>	9
<b>Menu Bar</b>	<b>10</b>
<i>Billing Info</i>	10
<i>My Products</i>	10
<i>My Account Admin</i>	11
<i>Administrative Access</i>	11
<b>Billing &amp; Payment</b>	<b>12</b>
<i>Aging Balance Summary</i>	13
<i>Balance Detail</i>	13
<i>Billing Documents</i>	13
<b>Payment History</b>	<b>14</b>
<b>Payment Method</b>	<b>15</b>
<b>Invoice History</b>	<b>16</b>
<b>Manage Online Users</b>	<b>17</b>
<i>Add Online User(s)</i>	18
<i>Delete Online User(s)</i>	20
<i>Manage Existing Online User(s)</i>	23
<b>Manage Online Product Access</b>	24
<b>Removing or Changing an Existing End Date</b>	25
<b>Resending a Welcome Email</b>	28
<b>Verifying OnePass Registration Information</b>	29
<b>My Account User List</b>	<b>30</b>
<i>Add a New My Account User</i>	31
<b>Change Address</b>	<b>32</b>
<b>Locations</b>	<b>33</b>

# MY ACCOUNT

My Account provides members of your organisation with the ability to view billing and payment information and to manage user access of your Thomson Reuters online services

## Accessing My Account

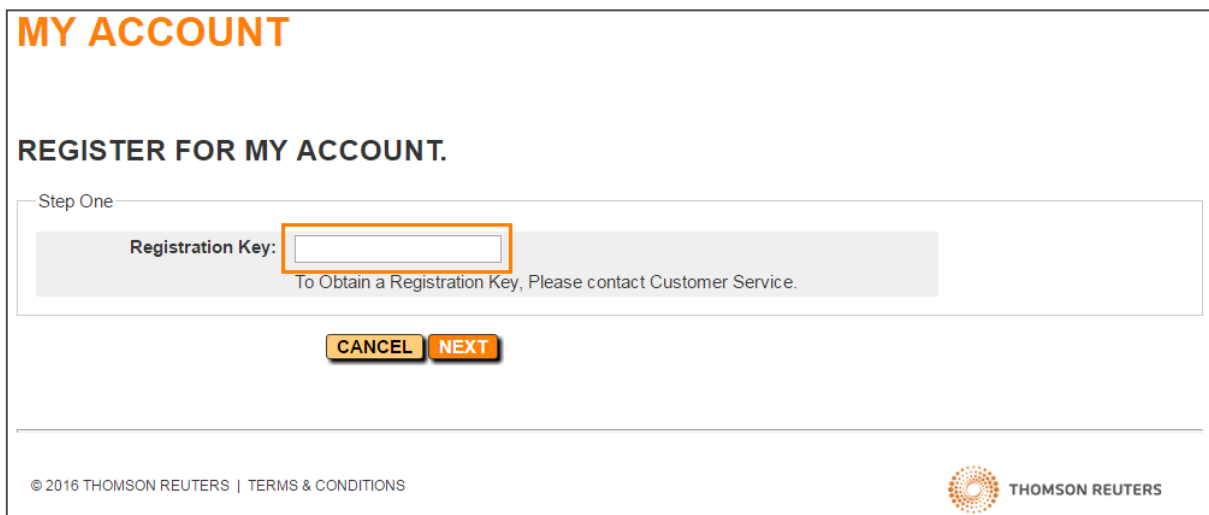
In order to access My Account you will need

- Your registration key which is generated by Customer Care
- Your OnePass Username and Password

## Getting Started

**Step 1:** Go to [myaccount.thomsonreuters.com/myaccount/](https://myaccount.thomsonreuters.com/myaccount/) and click on the **REGISTER NOW** button.

**Step 2:** Enter your registration key into the relevant field and click the **NEXT** button.



**MY ACCOUNT**

**REGISTER FOR MY ACCOUNT.**

Step One

Registration Key:

To Obtain a Registration Key, Please contact Customer Service.

**CANCEL** **NEXT**

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 **THOMSON REUTERS**

Figure 1: My Account Registration, Step 2

If you require a registration key please contact Customer Care .

P: 1300 304 195 (AU) | 0800 10 60 60 (NZ)

E: [Care.ANZ@thomsonreuters.com](mailto:Care.ANZ@thomsonreuters.com)

8AM-6PM (AU) | 8AM-8PM (NZ), Monday to Friday.

**Step 3:** Enter your email address into the relevant fields and click the **NEXT** button.

Figure 2: My Account Registration, Step 3

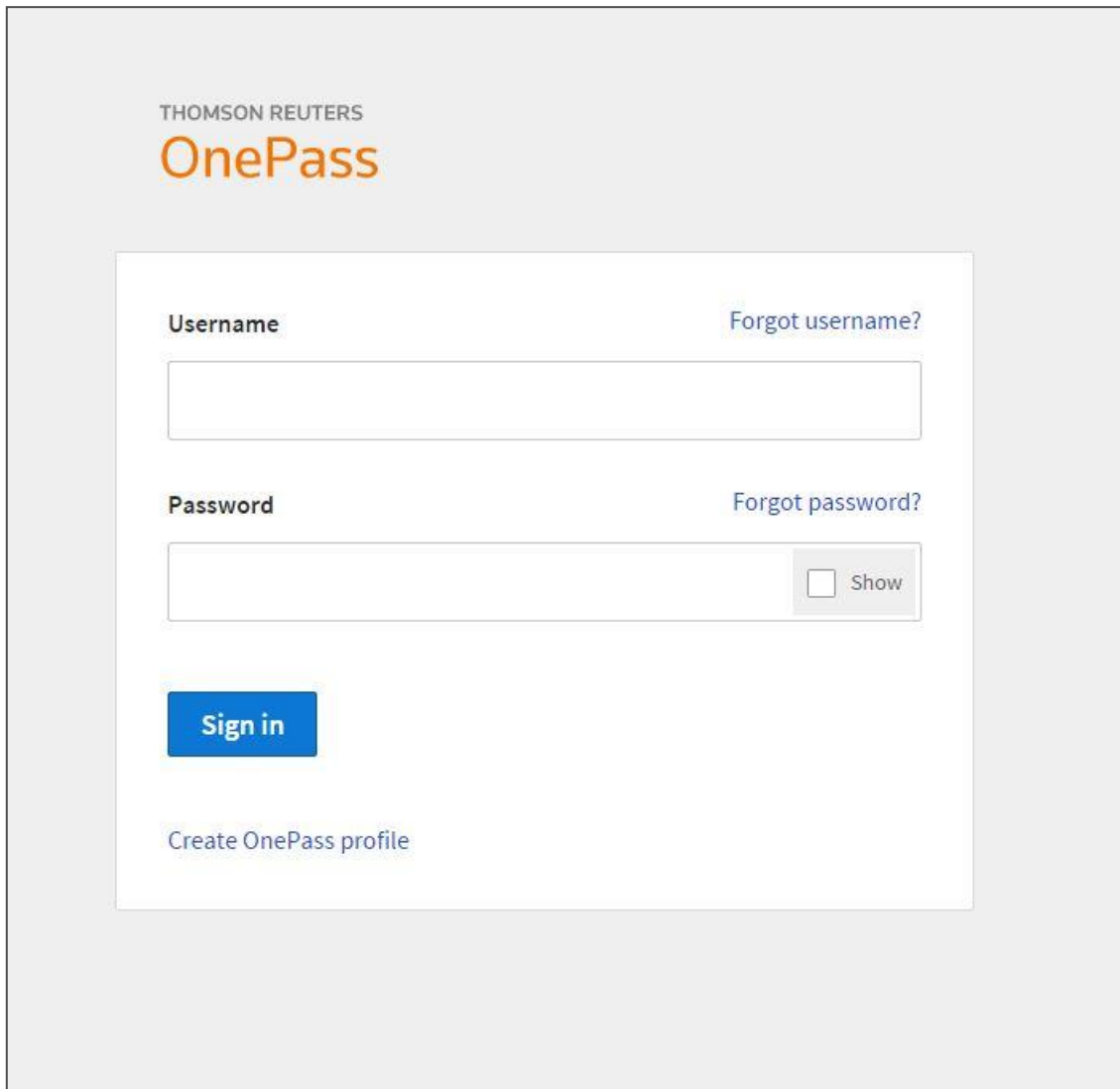
**Step 4:** If you have an existing OnePass profile enter your login details and click on the **NEXT** button.

Figure 3: My Account Registration, Step 4 (A)

## To Register a new OnePass

If you do not have an existing OnePass profile you will be asked to register a new OnePass profile. My Account will automatically redirect you to OnePass.

Click the **CREATE ONEPASS PROFILE** link.



The screenshot shows the Thomson Reuters OnePass registration interface. At the top left, it says "THOMSON REUTERS" in a small font, followed by the "OnePass" logo in a larger, orange font. Below the logo is a white registration form. The form has two main sections: "Username" and "Password". The "Username" section includes a text input field and a link "Forgot username?". The "Password" section includes a text input field, a "Show" button with a small square icon, and a link "Forgot password?". Below the password field is a blue "Sign in" button. At the bottom of the form is a link "Create OnePass profile".

Figure 4: My Account Registration, Step 4 (B)

Enter your details into the create profile form and click **CONTINUE** once complete. Additional email addresses may be entered for added account security.

< Back to My Account  
**THOMSON REUTERS**  
**OnePass**

1 Personal information — 2 Security

### Create profile

**Personal information**

**First name**

**Last name**

**Email**

**Confirm email**

**Additional emails (optional)**  
OnePass can send account notifications to others, such as administrators. Separate multiple emails with commas.

**Continue**

Language English ▼

THOMSON REUTERS

Figure 5: My Account Registration, Step 4 (C)

Once you have created your OnePass profile click **BACK TO MY ACCOUNT** in the top left corner.

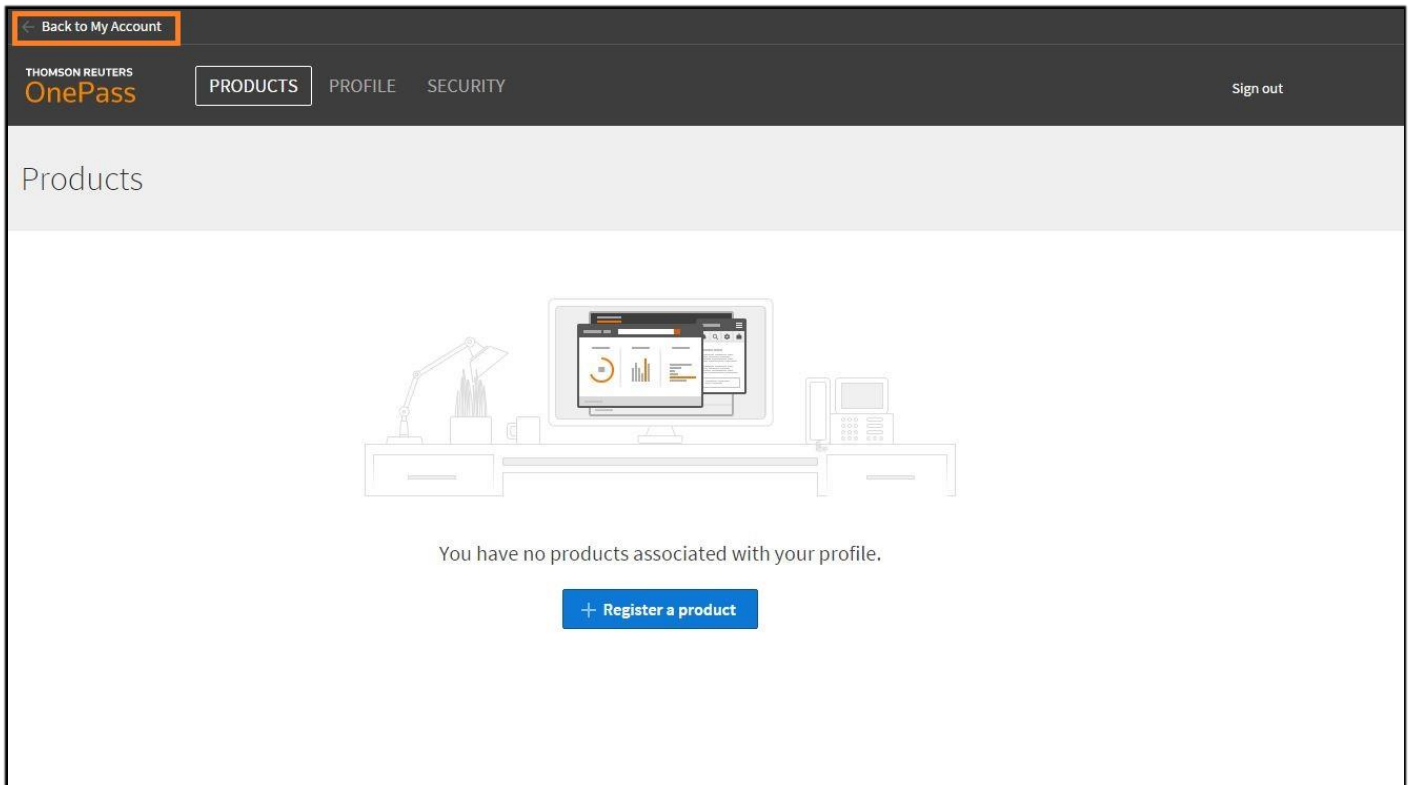


Figure 6: My Account Registration, Step 4 (D)

Enter in your new OnePass login details and click on the **NEXT** button.

## MY ACCOUNT

### REGISTER FOR MY ACCOUNT.

Step One

**Registration Key:**

To Obtain a Registration Key, Please contact Customer Service.

Step Two

**Email Address:**

**Confirm Email Address:**

For full functionality, please use a valid business email address.

Step Three

**Username:**

**Password:**

We have determined that the email address entered above has an existing OnePass account. Please enter your username/password to complete your registration. [Forgot Username or Password?](#) »

CANCEL
NEXT

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Figure 7: My Account Registration, Step 4 (E)

**Step 5:** Once you have read through the terms and conditions select the checkbox next to **I AGREE** and click the **SUBMIT** button.

## MY ACCOUNT

### MY ACCOUNT TERMS AND CONDITIONS

Welcome to My Account, your web source for information about your account.

**My Account Terms and Conditions:**

By registering for My Account, Subscriber agrees/agreed to receive one or more OnePass passwords. Subscriber is solely responsible for maintaining the security of all OnePass passwords and for any access to information obtained on My Account through Subscriber's OnePass by Subscriber's personnel, whether or not Subscriber has knowledge of or authorizes such access. By accessing My Account via OnePass, the accessing party certifies that they are either the Subscriber or an authorized representative of Subscriber with express authority of Subscriber to have access to information and data contained on My Account, including, but not limited to, billing and account information, passwords, etc. Subscriber and/or authorized representative(s) with Subscriber's express authority are responsible for contacting Thomson Reuters for additional OnePass passwords or notifying Thomson Reuters when passwords should be revoked. Thomson Reuters reserves the right to terminate OnePass passwords. ONEPASS AND MY ACCOUNT ARE PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF PERFORMANCE.

[Printer Friendly](#)

I Agree
 

CANCEL
SUBMIT

You must agree to My Account's terms and conditions before you can use the service.

---


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Figure 8: My Account Registration, Step 5



## Navigating My Account

Once you have logged into My Account the My Account homepage will be displayed.

You can return to the homepage at any time by clicking on the My Account header in the top left-hand corner, or alternatively clicking the **HOME** menu.

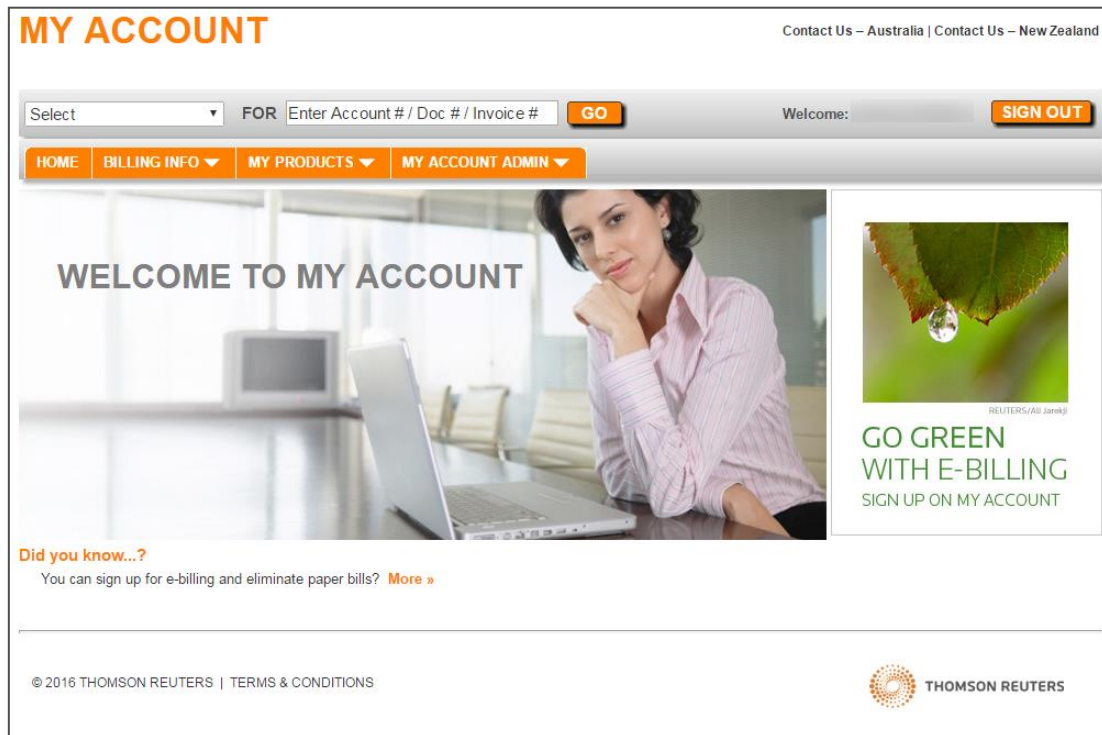


Figure 9: My Account Homepage

## Quick Navigation

By using the drop-down menus (Billing Info, My Products & My Account Admin) you can navigate to view a copy of an invoice, view your payment history or to manage the online users' OnePass to your Thomson Reuters online products.



Figure 10: Quick Navigation Dropdown Menu

### Menu Bar

From the My Account homepage you can navigate your way around using the orange drop-down Menu Bar. To select an option from the menu bar hover the mouse over the heading to view more options.

### Billing Info

Under the **Billing Info** heading you can navigate to the Billing & Payment page, the Payment History page, the Payment Method page or the Invoice History page.



Figure 11: Billing Info Menu

### My Products

Under the My Products heading you can navigate to the Manage Online Users page.

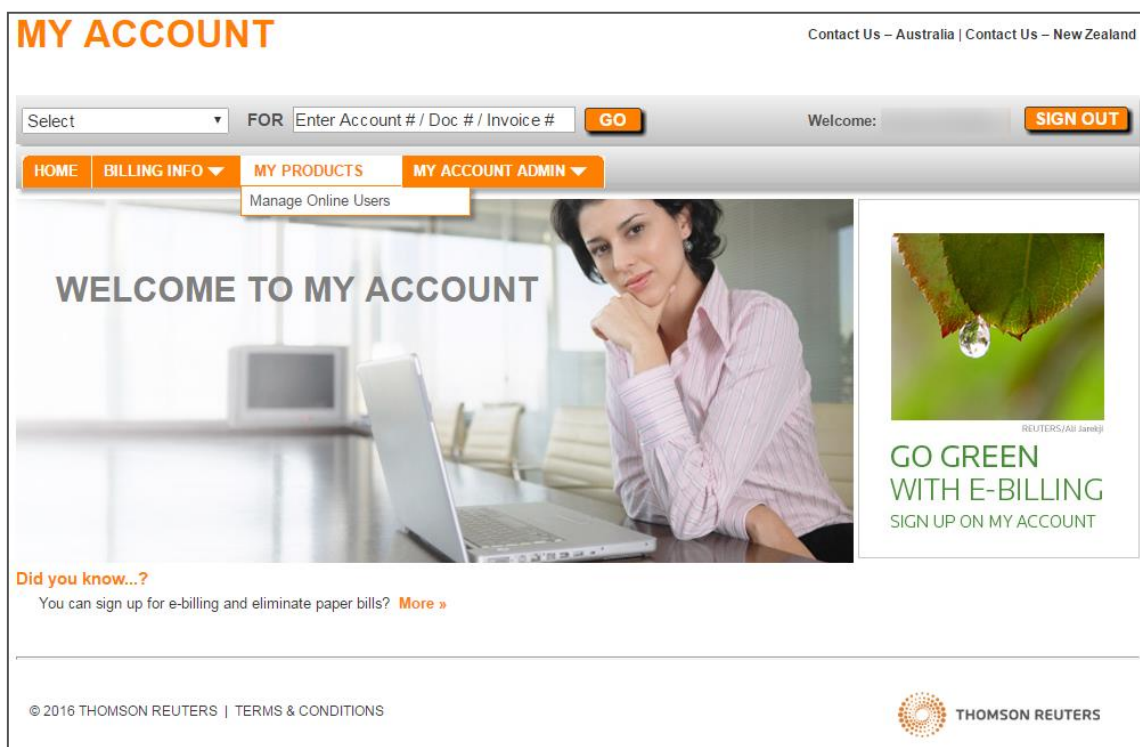


Figure 12: My Products Menu

**My Account Admin**

Under the My Account Admin heading you can navigate to the Change Address page.

**Administrative Access**

If you have administrative access to My Account you can also navigate to the My Account User List page and Locations page.



Figure 13: My Account Admin Menu

## Billing & Payment

The Billing & Payment page allows you to view an aging balance summary, your account balance details and a list of billing documents.

You may also view PDF copies of your invoices.

**Note:** The Billing & Payment page displays **open** items only and may take up to 48 hours to update.

# MY ACCOUNT

Contact Us – Australia | Contact Us – New Zealand

Select ▾
FOR

GO
Welcome:
SIGN OUT

HOME
BILLING INFO ▾
MY PRODUCTS ▾
MY ACCOUNT ADMIN ▾

## BILLING & PAYMENT

**Account:** 1004929138  
 SMITH LEGAL  
**Address:** 19 HARRIS ST  
 PYRMONT, NSW 2009  
 Australia

For a copy of the invoice, click the image next to the invoice number.  
 Click on the **Balance Detail** button to view additional invoice details.

Aging Summary as of 30/07/2016							
Currency	Not Due	1-30 Days	31-60 Days	61-90 Days	91-180 Days	181+ Days	Currency Total
AUD	361.00	0.00	0.00	0.00	0.00	0.00	361.00

Uninvoiced charge amounts may be reflected in the Aging Summary but not yet displayed.

BALANCE DETAIL  
[Download List](#)

Invoice Date ▾	Due Date ▾	Invoice Number	Description	Charges (Credits)
1. 27/07/2016	26/08/2016	6109007627	New Sale	76.00 AUD
2. 27/07/2016	26/08/2016	6109007625	New Sale	155.00 AUD
3. 27/07/2016	26/08/2016	6109007626	New Sale	130.00 AUD

**NOTE:** Downloading will not provide full product description for all items in the table. Multiple items will be listed as multiple items rather than displaying the details.

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Figure 14: Billing & Payment Page

## Aging Balance Summary

The Aging Balance Summary section displays any outstanding amounts on your account categorised by the age of the debt.

Aging Summary as of 30/07/2016							
Currency	Not Due	1-30 Days	31-60 Days	61-90 Days	91-180 Days	181+ Days	Currency Total
AUD	361.00	0.00	0.00	0.00	0.00	0.00	361.00
Uninvoiced charge amounts may be reflected in the Aging Summary but not yet displayed.							

Figure 15: Aging Balance Summary Section

## Balance Detail

Clicking on the **BALANCE DETAIL** button will display the Balance Detail page providing a detailed breakdown of the invoice included in the Aging Balance Summary section.

								<a href="#">Download List</a>
Invoice Date	Due Date	Invoice Number	Posting Number	Description	Aging	Charges	Credits	
1. 27/07/2016	26/08/2016	6109007625 	6109007625	+ Nutshell: Australian Legal System 5e and other items <a href="#">Item Detail</a>	Not Due	155.00	AUD	
2. 27/07/2016	26/08/2016	6109007626 	6109007626	Business and the Law 6e <a href="#">Item Detail</a>	Not Due	130.00	AUD	
3. 27/07/2016	26/08/2016	6109007627 	6109007627	Principles of Dispute Resolution 2e <a href="#">Item Detail</a>	Not Due	76.00	AUD	

Figure 16: Balance Detail Page

Clicking on **Download List** will prompt your browser to download an Excel export of the information displayed on the Balance Detail page in csv format.

You can return to the Billing & Payment page at any time by clicking on the **BILLING & PAYMENT** button or by using the Menu Bar.

## Billing Documents

The Billing Documents section displays a list of all open billing documents generated on your account in the past **180 days**. This includes invoices and credit or debit memos.




						<a href="#">Download List</a>
Invoice Date	Due Date	Invoice Number	Description	Charges	Credits	
1. 27/07/2016	26/08/2016	6109007627 	New Sale	76.00	AUD	
2. 27/07/2016	26/08/2016	6109007625 	New Sale	155.00	AUD	
3. 27/07/2016	26/08/2016	6109007626 	New Sale	130.00	AUD	

Figure 17: Billing Documents Section

To view an invoice or multiple invoices within an invoice summary number, click on the PDF symbol next to the Invoice Number.

Clicking on **Download List** will prompt your browser to download an Excel export of the information displayed in the Billing Documents section in csv format.

## Payment History

The Payment History page outlines any payments made on your account including the date the payment was received, a reference/check number, the payment status description and the amount.

**Note:** The Payment History page may take up to 48 hours to update.

**MY ACCOUNT** Contact Us – Australia | Contact Us – New Zealand

HOME BILLING INFO MY PRODUCTS MY ACCOUNT ADMIN

### PAYMENT HISTORY

Account:  
Address:

Payment Posted as of: 30/07/2016  
For detailed information, click on the links below. If a link is not available, the payment has not yet been applied.

[Download List](#)

Date Posted	Reference/Check Number	Description	Amount	Currency
22/06/2016	EFT	<a href="#">PAYMENT RECEIVED - THANK YOU</a>	34279.11	AUD
15/12/2015	EFT	<a href="#">PAYMENT RECEIVED - THANK YOU</a>	360.39	AUD
20/10/2015	EFT	<a href="#">PAYMENT RECEIVED - THANK YOU</a>	2704.88	AUD

\* Indicates that this payment has been applied across more than one account. Click on the description for payment detail.

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Figure 18: Payment History Page

Clicking on **Download List** will prompt your browser to download an Excel export of the information displayed on the Payment History page in csv format.

For more detailed information about a payment you can click on the **Description link** of the payment. This will take you to the Payment History Detail page for that payment.

**MY ACCOUNT** Contact Us – Australia | Contact Us – New Zealand

HOME BILLING INFO MY PRODUCTS MY ACCOUNT ADMIN

### PAYMENT HISTORY DETAIL

Account:  
Address:

Reference/Check Number:	EFT
Posting Date:	22/06/2016
Clear Document Number:	12000
Amount Paid:	34,279.11 AUD
Total Amount Paid:	34,279.11 AUD

Amount applied to this account is listed below.  
Click on the **Invoice Number** to view the Original Invoice.  
Invoices that are not linkable are currently unavailable.

Date	Description	Invoice Number	Invoice Amount	Amount Paid	Currency
30/05/2016	# + WLAU-VIC Administrative Law	<a href="#">08340</a>	34,279.11	34,279.11	AUD
<b>Total:</b>				<b>34,279.11</b>	<b>AUD</b>

[Download List](#)

**NOTE:** Downloading will not provide full product description for all items in the table (ie. descriptions followed by ... will be listed using this same convention instead of displaying the full description).

[BACK TO PAYMENT HISTORY](#)

Figure 19: Payment History Detail Page

You can return to the Payment History page at any time by clicking on the **BACK TO PAYMENT HISTORY** button or by using the Menu Bar.

## Payment Method

The Payment Method page is currently unavailable in My Account.

# MY ACCOUNT

Contact Us – Australia | Contact Us – New Zealand

Select  FOR Enter Account # / Doc # / Invoice #  Welcome: Janina Leuii

[HOME](#) [BILLING INFO](#) [MY PRODUCTS](#) [MY ACCOUNT ADMIN](#)

## UPDATE PAYMENT METHOD


Account: **THOMSON REUTERS**  
**SMITH LEGAL**  
**LEGAL UNIT**

Address: 19 HARRIS ST  
PYRMONT, NSW 2009  
Australia

---

The ability to manage your payment method in My Account is currently unavailable.

---

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## Invoice History

The Invoice History page displays any invoices generated on your account within the last 13 months.

**Note:** The Invoice History page may take up to 48 hours to update.

**MY ACCOUNT**
Contact Us – Australia | Contact Us – New Zealand

HOME
BILLING INFO ▾
MY PRODUCTS ▾
MY ACCOUNT ADMIN ▾

### INVOICE HISTORY

Account:    
 Address:  

Go back up to 13 months by choosing the Invoice Period below.  
 For a copy of the invoice, click the image next to the invoice number.

Invoice Period From:  To:

Please note: Invoice charges can span across a 2 month period. [Download List](#)

Invoice Date	Description	Invoice Number	Charges/Credits	Currency
14/04/2016	New Sale	083	351.90	NZD
3/05/2016	Subscription	083	1,046.22	NZD
4/05/2016	New Sale	083	155.25	NZD
5/05/2016	Subscription	083	119.03	NZD
12/05/2016	New Sale	083	82.80	NZD
20/05/2016	New Sale	083	126.50	NZD
24/05/2016	New Sale	083	1,228.20	NZD
8/06/2016	New Sale	083	160.69	NZD
13/06/2016	New Sale	083	424.36	NZD

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Figure 20: Invoice History Page

To view an invoice, select the relevant date range and then click on the PDF symbol next to the Invoice Number.

Clicking on **Download List** will prompt your browser to download an Excel export of the information displayed in the Invoice History page in csv format.



## Manage Online Users

The Manage Online Users page provides you with the ability to manage user access of all of the online subscriptions currently active on your account, excluding ProView and Firm Central ANZ. Due to the nature of these products, ProView and Firm Central online users can be viewed but not managed through My Account.

For all other products, you can add, delete or edit online users, as well as track the status of the registration keys in OnePass.

The Manage Online Users page displays a list of all existing online users including the user's name, contact ID and registration status.

**MY ACCOUNT** Contact Us – Australia | Contact Us – New Zealand

HOME BILLING INFO MY PRODUCTS MY ACCOUNT ADMIN

### MANAGE ONLINE USERS

Account: 1004929138  
SMITH LEGAL  
Address: 19 HARRIS ST  
PYRMONT, NSW 2009  
Australia

Products at this location: Westlaw AU, Thomson Reuters Westlaw, Practical Law Total Users = 34

DELETE USER(S) ADD USER(S)

Legend:  
● = Not Registered  
● = Partially Registered  
● = Registered  
[Printable List](#)

Jump To: A B **C** D E F G H I J K L M N O P Q R S T U V W X Y Z (show all) Filter by Product: All

User	Contact ID	Registration Status
CAMPBELL, PETER	15087130	●
CLARK, BEN	15087124	●
COLLINS, REBECCA	15087133	●

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Figure 21: Manage Online Users Page

## Add Online User(s)

To add a new online user;

**Step 1:** Select **Manage Online Users** from the **MY PRODUCTS** menu.

**Step 2:** Click the **ADD USER(S)** button to display the **Add Online User(s)** page.

**Step 3:** Complete the fields on this page as necessary.

**MY ACCOUNT**
Contact Us – Australia | Contact Us – New Zealand

HOME
BILLING INFO ▼
MY PRODUCTS ▼
MY ACCOUNT ADMIN ▼

### ADD ONLINE USER(S)

Account: 1004929138  
SMITH LEGAL  
Address: 19 HARRIS ST  
PYRMONT, NSW 2009  
Australia

**User's Information**

**Note:** Required fields are marked with an asterisk (\*).

\* First Name:

Middle Initial:

\* Last Name:

End Date:

Phone:

\* Email:

Send Welcome Email to User:

---

Select Products

If a checkbox is disabled, you are unable to assign that product to a new user. Please contact Technical Care for more information.

- Westlaw AU Select All
  - Australian Law Journal Online
  - Conveyancing Manual NSW Online
  - Corporations Legislation Online
  - Local Government Law & Practice NSW Online
  - Practical Law Corporate Legislation on Westlaw
  - Practical Law Employment Legislation on Westlaw
  - Tort Law Review Complete Access
- Thomson Reuters Westlaw Select All
  - WESTLAW ALL INTERNATIONAL MATERIALS
  - WESTLAW CANADA PRIMARY LAW
  - WESTLAW CIVIL TRIAL COURT ORDERS
- Practical Law
  - PRACTICAL LAW AUSTRALIA COMPANY LAW
  - PRACTICAL LAW AUSTRALIA EMPLOYMENT

A copy of the Add User Access email will be sent to

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Figure 22: Add Online User(s) Page

Entering an **End Date** will cause the registration keys generated by My Account to expire and the online user to be deactivated on the date specified.

Selecting the checkbox next to **Send Welcome Email to User** will generate a Welcome Email to be sent to the new user. My Account will also copy in the email address linked to your My Account login so that you can retain a copy of the Welcome Email for your records.

Select the relevant **Products** you would like the new online user to have access to. You can select subscriptions individually or in bulk by platform.

**Note:** If you subscribe to content on the Practical Law platform you may have complementary subscriptions to Westlaw AU that will also need to be selected.

**Step 4:** Click the **NEXT** button to continue.

On the ADD ONLINE USERS(S) - REVIEW page you have the option of adding multiple new online users by clicking on the **ADD MORE** button.

**Step 5:** Once you have added the necessary users to your request click the **SUBMIT** button.

**MY ACCOUNT** Contact Us – Australia | Contact Us – New Zealand

HOME BILLING INFO MY PRODUCTS MY ACCOUNT ADMIN

### ADD ONLINE USER(S) - REVIEW

Account: 1004929138  
SMITH LEGAL  
Address: 19 HARRIS ST  
PYRMONT, NSW 2009  
Australia

The following user(s) will be added to this account when you click Submit:

User	Products	End Date	Email	Phone	Send Welcome Email
<a href="#">Edit</a> <a href="#">Remove</a>	Kerry Poole Westlaw AU Conveyancing Manual NSW Online Corporations Legislation Online Australian Law Journal Online Thomson Reuters Westlaw WESTLAW CANADA PRIMARY LAW WESTLAW ALL INTERNATIONAL MATERIALS Practical Law PRACTICAL LAW AUSTRALIA EMPLOYMENT PRACTICAL LAW AUSTRALIA COMPANY LAW				Yes

ADD MORE CANCEL SUBMIT

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Figure 23: Add Online User(s) – Review Page

My Account will display a **CONFIRMATION** of your request.

**MY ACCOUNT** Contact Us – Australia | Contact Us – New Zealand

HOME BILLING INFO MY PRODUCTS MY ACCOUNT ADMIN

### ADD ONLINE USER(S) - CONFIRMATION

Account: 1004929138  
SMITH LEGAL  
Address: 19 HARRIS ST  
PYRMONT, NSW 2009  
Australia

The following request to add online user(s) has been submitted.

User	Products	End Date	Email	Phone	Send Welcome Email
Kerry Poole	Westlaw AU Conveyancing Manual NSW Online Corporations Legislation Online Australian Law Journal Online Thomson Reuters Westlaw WESTLAW CANADA PRIMARY LAW WESTLAW ALL INTERNATIONAL MATERIALS Practical Law PRACTICAL LAW AUSTRALIA EMPLOYMENT PRACTICAL LAW AUSTRALIA COMPANY LAW				Yes

If selected, Welcome Email(s) will be sent once the request has been completed.  
The registration key(s) can be viewed by returning to the Manage Online Users page and selecting the relevant user.  
**Confirmation Number: 000344771463**

[Return to Manage Online Users](#)

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Figure 24: Add Online User(s) – Confirmation Page

## Delete Online User(s)

You may also choose to delete or remove a user from the system

**Step 1:** Select **Manage Online Users** from the **MY PRODUCTS** menu.

**Step 2:** Click the **DELETE USER(S)** button to display the Delete Online User(s) page.

**Step 3:** Select the checkbox next to the users you wish to delete then click the **NEXT** button.

**MY ACCOUNT** Contact Us – Australia | Contact Us – New Zealand

HOME BILLING INFO MY PRODUCTS MY ACCOUNT ADMIN

### DELETE ONLINE USER(S)

Account: 1004929138  
SMITH LEGAL  
Address: 19 HARRIS ST  
PYRMONT, NSW 2009  
Australia

Select the user(s) you wish to delete.

**CANCEL** **NEXT**

Select	User	Email	Contact Phone ID	Products
<input type="checkbox"/>	ANDERSON, GREGORY		15087115	Thomson Reuters Westlaw/Practical Law, Westlaw AU
<input type="checkbox"/>	BELL, HARRY		15087134	Thomson Reuters Westlaw/Practical Law, Westlaw AU
<input type="checkbox"/>	BLOGGS, MARY		15087111	Thomson Reuters Westlaw/Practical Law, Westlaw AU
<input type="checkbox"/>	BROWN, BOB		15087109	Thomson Reuters Westlaw/Practical Law, Westlaw AU
<input type="checkbox"/>	CAMPBELL, PETER		15087130	Thomson Reuters Westlaw/Practical Law, Westlaw AU
<input type="checkbox"/>	CLARK, BEN		15087124	Thomson Reuters Westlaw/Practical Law, Westlaw AU
<input checked="" type="checkbox"/>	COLLINS, REBECCA		15087133	Westlaw AU
<input checked="" type="checkbox"/>	DAVIS, TIM		15087122	Westlaw AU
<input type="checkbox"/>	DOE, JANE		15087110	Thomson Reuters Westlaw/Practical Law, Westlaw AU

Figure 25: Delete Online User(s) Page

On the DELETE ONLINE USER(S) - REVIEW page you will be asked to enter an End Date for the users you have selected. Entering an End Date will cause all of the registration keys linked to this user to expire and the online user to be deactivated on the date specified.

**Step 4:** When you are ready to submit the request, click the **SUBMIT** button.

**MY ACCOUNT** Contact Us – Australia | Contact Us – New Zealand

Select  FOR   Welcome:

[HOME](#) | [BILLING INFO](#) | [MY PRODUCTS](#) | [MY ACCOUNT ADMIN](#)

### DELETE ONLINE USER(S) - REVIEW

Account: 1004929138  
SMITH LEGAL  
Address: 19 HARRIS ST  
PYRMONT, NSW 2009  
Australia

Enter the required End Date for the user(s) listed below

User	Email	Phone	Contact ID	Product (Current End Date)
COLLINS, REBECCA			15087133	Thomson Reuters Westlaw/Practical Law AU
DAVIS, TIM			15087122	Thomson Reuters Westlaw/Practical Law AU

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Figure 26: Delete Online User(s) – Review Page

My Account will display a confirmation of your request.

**MY ACCOUNT**
Contact Us – Australia | Contact Us – New Zealand

Select ▾

FOR

**GO**

Welcome:

**SIGN OUT**

**HOME**

**BILLING INFO ▾**

**MY PRODUCTS ▾**

**MY ACCOUNT ADMIN ▾**

### DELETE ONLINE USER(S) - CONFIRMATION

**Account:** 1004929138  
 SMITH LEGAL  
**Address:** 19 HARRIS ST  
 PYRMONT, NSW 2009  
 Australia

---

The following user(s) will be deleted on 13/08/2016.

User	Email	Phone	Contact ID	Product
COLLINS, REBECCA			15087133	Thomson Reuters Westlaw/Practical Law AU (13/08/2016)
DAVIS, TIM			15087122	Thomson Reuters Westlaw/Practical Law AU (13/08/2016)

Requests on My Account are processed automatically. Most requests are completed immediately, but may take up to 30 minutes.

**Confirmation Number: 000344750659**

[Return to Manage Online Users](#)

---

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Figure 27: Delete Online User(s) – Confirmation Page

## Manage Existing Online User(s)

To manage an existing online user

**Step 1:** Select **Manage Online Users** from the **MY PRODUCTS** menu

**Step 2:** Select a letter from the Jump To list or click the (show all) link to view a list of Users

**Step 3:** Click on a **User's name** to display the **Online User Detail Profile** page.

From this page, you can click the **Edit** link to modify the user's Personal Information. Click the **Delete** link will take you to the Delete Online User(s) page.

You can also choose to click the **Manage Products** link to modify the products that a user has access to.

**MY ACCOUNT** Contact Us – Australia | Contact Us – New Zealand

HOME BILLING INFO MY PRODUCTS MY ACCOUNT ADMIN INTERNAL

### ONLINE USER DETAIL PROFILE

Account: 1004929138  
SMITH LEGAL  
Address: 19 HARRIS ST  
PYRMONT, NSW2009  
Australia

---

**Personal Information** [Edit](#) [Delete](#)

Name: GREGORY ANDERSON  
Email:   
Phone:   
Contact ID: 15087115

---

**Product Information** [Manage Products](#)

OnePass Not Registered  
[Resend Welcome Email](#)

Product	Registration Key	End Date
<input type="checkbox"/> Westlaw AU <ul style="list-style-type: none"> <li>Australian Law Journal Online (End date:28/07/2017)</li> <li>Conveyancing Manual NSW Online (End date:28/07/2017)</li> <li>Corporations Legislation Online (End date:28/07/2017)</li> <li>Local Government Law &amp; Practice NSW Online (End date:28/07/2017)</li> <li>Practical Law Corporate Legislation on Westlaw (End date:28/07/2017)</li> <li>Practical Law Employment Legislation on Westlaw (End date:28/07/2017)</li> <li>Tort Law Review Complete Access (End date:28/07/2017)</li> </ul>	2740182-FWIGY9	
<input type="checkbox"/> Thomson Reuters Westlaw <ul style="list-style-type: none"> <li>WESTLAW ALL INTERNATIONAL MATERIALS (End date:28/07/2017)</li> <li>WESTLAW CANADA PRIMARY LAW (End date:28/07/2017)</li> <li>WESTLAW CIVIL TRIAL COURT ORDERS (End date:28/07/2017)</li> </ul>	8382085-ISJBM7	
<input type="checkbox"/> Practical Law <ul style="list-style-type: none"> <li>PRACTICAL LAW AUSTRALIA COMPANY LAW (End date:28/07/2017)</li> <li>PRACTICAL LAW AUSTRALIA EMPLOYMENT (End date:28/07/2017)</li> </ul>	8382085-ISJBM7	

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[Return to Manage Online Users](#)

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Figure 28: Online User Detail Profile Page

## Manage Online Product Access

The Manage Online Product Access page provides the functionality to select or deselect the product(s) you would like the user to have access to

**Step 1:** Follow steps 1 to 3 on page 22 to display the **Online User Detail Profile** page.

**Step 2:** Click the **Manage Products** link to modify the products they have access to.

**Step 3:** Add or remove ticks from the check boxes then click the **NEXT** button.

**Step 4:** Click the **Submit** button to save changes.

**Note:** If you are adding new access My Account will confirm the products requested.  
If you are removing existing access My Account will require an End Date to be entered.

### MY ACCOUNT

Select FOR  GO Welcome: SIGN OUT

HOME BILLING INFO MY PRODUCTS MY ACCOUNT ADMIN

#### MANAGE ONLINE PRODUCT ACCESS

Account:

Address:

---

User:

Contact ID:

You may add or remove access by selecting or deselecting the products below.

If a checkbox is disabled, you are unable to manage that product. Please contact Technical Care for more information.

Westlaw AU
 

- A-Z of Trusts
- Federal Court Reports Online

Checkpoint NZ
 

- Australian Income Tax Commentary
- Directors Duties

CANCEL NEXT


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Figure 29: Manage Online Product Access Page



## Removing or Changing an Existing End Date

To remove or change an existing **End Date** click on the date listed in the End Date column.

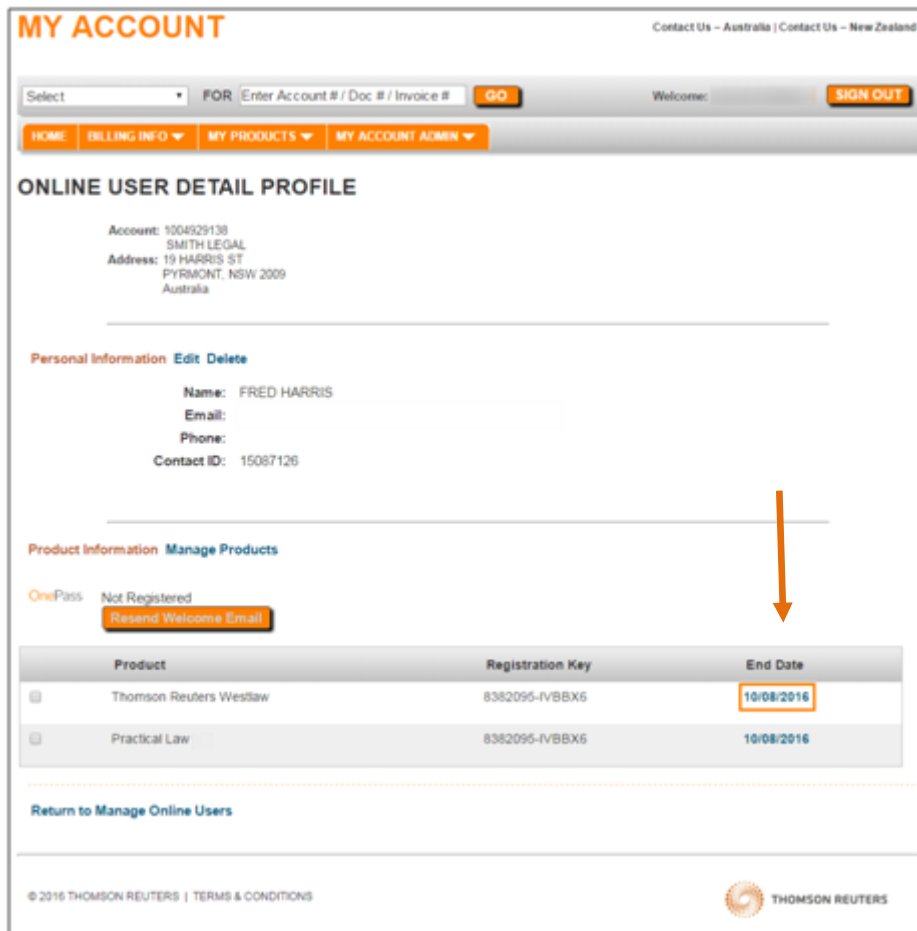


Figure 30: Online User Detail Profile Page

To remove the existing End Date, delete the date in the date field. To change the existing End Date, modify the date in the date field. Then click on the **SUBMIT** button.

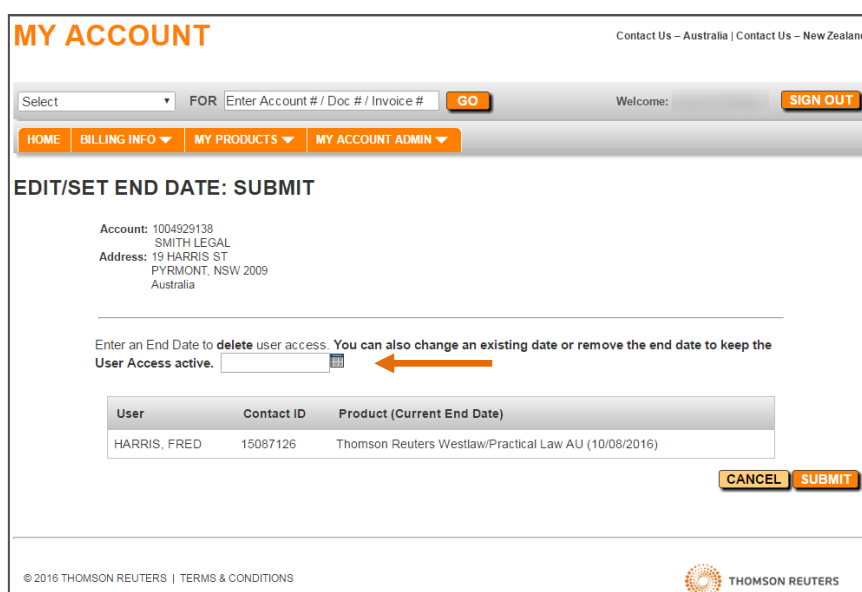


Figure 31: Edit/Set End Date: Submit Page

My Account will display a confirmation of your request. Please note that if you are removing an existing End Date My Account will state: *The following user(s) will be deleted on [BLANK]*.

**MY ACCOUNT**
Contact Us – Australia | Contact Us – New Zealand

Select
▼

FOR

GO

Welcome:
SIGN OUT

HOME
BILLING INFO ▼
MY PRODUCTS ▼
MY ACCOUNT ADMIN ▼

### DELETE ONLINE USER(S) - CONFIRMATION

**Account:** 1004929138  
 SMITH LEGAL  
**Address:** 19 HARRIS ST  
 PYRMONT, NSW 2009  
 Australia

---

The following user(s) will be deleted on .

User	Email	Phone	Contact ID	Product
HARRIS, FRED			15087126	Thomson Reuters Westlaw/Practical Law AU

Requests on My Account are processed automatically. Most requests are completed immediately, but may take up to 30 minutes.

**Confirmation Number: 000344750669**

[Return to Manage Online Users](#)

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**THOMSON REUTERS**

Figure 32: Delete Online User(s) – Confirmation Page

**Note:** If the user does not have an existing End Date and the column displays as [Blank], click on the Delete link and then follow Step4 on page 20.

## MY ACCOUNT Contact Us – Australia | Contact Us – New Zealand

HOME BILLING INFO ▼ MY PRODUCTS ▼ MY ACCOUNT ADMIN ▼

### ONLINE USER DETAIL PROFILE

Account: 1004829138  
SMITH LEGAL  
Address: 19 HARRIS ST  
PYRMONT, NSW 2009  
Australia

---

**Personal Information** [Edit](#) [Delete](#)

**Name:** FRED HARRIS  
**Email:**   
**Phone:**   
**Contact ID:** 15087126

---

**Product Information** [Manage Products](#)

OnePass Not Registered  
[Resend Welcome Email](#)

Product	Registration Key	End Date
<input type="checkbox"/> Westlaw AU <ul style="list-style-type: none"> <li>• Australian Law Journal Online (End date:26/07/2017)</li> <li>• Conveyancing Manual NSW Online (End date:26/07/2017)</li> <li>• Corporations Legislation Online (End date:26/07/2017)</li> <li>• Local Government Law &amp; Practice NSW Online (End date:26/07/2017)</li> <li>• Practical Law Corporate Legislation on Westlaw (End date:26/07/2017)</li> <li>• Practical Law Employment Legislation on Westlaw (End date:26/07/2017)</li> <li>• Tort Law Review Complete Access (End date:26/07/2017)</li> </ul>	2740192:MNKBG7	
<input type="checkbox"/> Thomson Reuters Westlaw <ul style="list-style-type: none"> <li>• WESTLAW ALL INTERNATIONAL MATERIALS</li> <li>• WESTLAW CANADA PRIMARY LAW</li> <li>• WESTLAW CIVIL TRIAL COURT ORDERS</li> </ul>	8382095-IVBBX6	
<input type="checkbox"/> Practical Law <ul style="list-style-type: none"> <li>• PRACTICAL LAW AUSTRALIA COMPANY LAW</li> <li>• PRACTICAL LAW AUSTRALIA EMPLOYMENT</li> </ul>	8382095-IVBBX6	

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[Return to Manage Online Users](#)

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Figure 33: Online User Detail Profile Page

### Resending a Welcome Email

To resend a Welcome Email select the checkbox next to the platform required then press the **Resend Welcome Email** button.

My Account will ask you to confirm your selection including the email address the Welcome Email will be sent to.

**MY ACCOUNT** Contact Us – Australia | Contact Us – New Zealand

HOME BILLING INFO MY PRODUCTS MY ACCOUNT ADMIN INTERNAL

### ONLINE USER DETAIL PROFILE

Account: 1004929138  
SMITH LEGAL  
Address: 19 HARRIS ST  
PYRMONT, NSW 2009  
Australia

**Personal Information** Edit Delete

Name: FRED HARRIS  
Email:   
Phone:   
Contact ID:

**Product Information** Manage Products

OnePass Not Registered  
**Resend Welcome Email**

Selected registration keys will be resent to:

**Yes, Send** **No, Do Not Send**

Product	Registration Key	End Date
<input type="checkbox"/> Westlaw AU <ul style="list-style-type: none"> <li>• Australian Law Journal Online</li> <li>• Conveyancing Manual NSW Online</li> <li>• Corporations Legislation Online</li> <li>• Local Government Law &amp; Practice NSW Online</li> <li>• Practical Law Corporate Legislation on Westlaw</li> <li>• Practical Law Employment Legislation on Westlaw</li> <li>• Tort Law Review Complete Access</li> </ul>	2740192:MKNKBG7	
<input type="checkbox"/> Thomson Reuters Westlaw <ul style="list-style-type: none"> <li>• WESTLAW ALL INTERNATIONAL MATERIALS (End date:26/02/2017)</li> <li>• WESTLAW CANADA PRIMARY LAW (End date:26/02/2017)</li> <li>• WESTLAW CIVIL TRIAL COURT ORDERS (End date:26/02/2017)</li> </ul>	8382095-IVBBX6	26/02/2017
<input checked="" type="checkbox"/> Practical Law <ul style="list-style-type: none"> <li>• PRACTICAL LAW AUSTRALIA COMPANY LAW (End date:26/02/2017)</li> <li>• PRACTICAL LAW AUSTRALIA EMPLOYMENT (End date:26/02/2017)</li> </ul>	8382095-IVBBX6	26/02/2017

[Return to Manage Online Users](#)

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Figure 34: Resending a Welcome Email

## Verifying OnePass Registration Information

If the user has activated their registration keys using OnePass you will be able to verify which OnePass profile they have been linked with.

MY ACCOUNT
Contact Us – Australia | Contact Us – New Zealand

Select
FOR
Enter Account # / Doc # / Invoice #
GO
Welcome:
SIGN OUT

HOME
BILLING INFO ▼
MY PRODUCTS ▼
MY ACCOUNT ADMIN ▼

### ONLINE USER DETAIL PROFILE

Account: 1004929138  
SMITH LEGAL  
Address: 19 HARRIS ST  
PYRMONT, NSW 2009  
Australia

---

**Personal Information** [Edit](#) [Delete](#)

**Name:** FRED HARRIS  
**Email:**  
**Phone:**  
**Contact ID:** 15087126

---

**Product Information** [Manage Products](#)

OnePass Fred Harris fharris@smithlegal.com User Name: Fred.Harris

Resend Welcome Email

	Product	Registration Key	End Date
<input type="checkbox"/>	Thomson Reuters Westlaw	8382095-IVBBX6	10/08/2016
<input type="checkbox"/>	Practical Law	8382095-IVBBX6	10/08/2016

---

[Return to Manage Online Users](#)

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Figure 35: Verifying OnePass Registration Information

### My Account User List

The My Account User List page provides you with the ability to add, edit or remove an employee’s access to My Account.

**Note:** To access this page you will require additional administrative rights added to your My Account profile by Customer Care. You can contact Customer Care on 1300 304 195 (AU) | 0800 10 60 60 (NZ) or [Care.ANZ@thomsonreuters.com](mailto:Care.ANZ@thomsonreuters.com). Business hours are 8AM-6PM (AU) | 8AM-8PM (NZ), Monday to Friday.

The My Account User List page is not to be confused with managing access to your organisation’s online subscriptions. Access to online subscriptions is handled through the Manage Online User(s) page.

- To **edit** an existing My Account user click on the Edit link.
- To **delete** an existing My Account user click on the Delete link.
- To **add a new** My Account user click on the Add Users link (highlighted below).

**MY ACCOUNT**
Contact Us – Australia | Contact Us – New Zealand

Select ▾
FOR 
GO
Welcome:
SIGN OUT

HOME
BILLING INFO ▾
MY PRODUCTS ▾
MY ACCOUNT ADMIN ▾

### MY ACCOUNT USER LIST

To **Edit** or **Delete** My Account access, click the appropriate link to the left of the user name.  
 To **Find** a My Account user, use your browser's **Find** feature (**Ctrl+F**).  
 To add additional My Account users, click Add Users ←

	My Account User	Email Address	Group	Registered	Registration Key	Last Update By
<a href="#">Edit</a> <a href="#">Delete</a>			ANZ Default	No	20570420	Customer Service 7/27/2016 10:50 PM
<a href="#">Edit</a> <a href="#">Delete</a>			ANZ Default	Yes		Customer Service 7/31/2016 8:43 PM

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Figure 36: My Account User List Page

## Add a New My Account User

To add a new My Account user;

**Step 1:** Select **My Account User List** from the **My Account Admin** menu.

**Step 2:** Complete the required fields on the **Add My Account User** page.

**Step 3:** Selecting the checkbox next to Manage My Account Users will give the new user the ability to add, edit or remove My Account users.

**Step 4:** Selecting the checkbox next to Send Email Invitation will send the new user their My Account registration key via email. This is checked by default.

**MY ACCOUNT**
Contact Us – Australia | Contact Us – New Zealand

Select ▾
FOR

GO
Welcome:
SIGN OUT

HOME
BILLING INFO ▾
MY PRODUCTS ▾
MY ACCOUNT ADMIN ▾

### ADD MY ACCOUNT USER

**User Detail**

First Name:

Last Name:

Email:

→

Manage My Account Users  
 Send Email Invitation

**Permissions**

Group ANZ Default ▾ [View](#)

**Accounts User May Access**

Select the accounts this user should have access to.

FILTER ACCOUNTS

<input type="checkbox"/>	Account	Account Name	Street Address P.O. Box	City	State/Province
<input type="checkbox"/>	1004929138	SMITH LEGAL	19 HARRIS ST	PYRMONT	New South Wales

CANCEL
SUBMIT

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THOMSON REUTERS

Figure 37: Add My Account User Page

## Change Address

The Change Address page allows you to request a change of address for an account.

**Step 1:** Select the account that you would like the address altered on and then click on the **NEXT** button.

**MY ACCOUNT** Contact Us – Australia | Contact Us – New Zealand

Select  FOR Enter Account # / Doc # / Invoice #  Welcome:

HOME BILLING INFO MY PRODUCTS MY ACCOUNT ADMIN

### SELECT AN ADDRESS

Account: 1004929138  
SMITH LEGAL  
Address: 19 HARRIS ST  
PYRMONT, NSW 2009  
Australia

The following Addresses are associated with your account.  
To **edit** an address, select the item you wish to update and click **Next**.

Select Item	Account	Address Types	Branch Address Detail	Street Address P.O. Box	City, State ZIP	Phone/Fax
<input type="radio"/>	1004929138	SoldTo	SMITH LEGAL	19 HARRIS ST	PYRMONT NSW 2009 Australia	

Changing an Address may affect your subscriptions. For this reason, change requests will be reviewed and you may be contacted if questions arise.

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Figure 38: Change Address Page

**Step 2:** Complete the required fields and enter any relevant comments into the **Text** field, then click the **SUBMIT** button.

Our Customer Care team will receive your request and may contact you to confirm the requested change.

**MY ACCOUNT** Contact Us – Australia | Contact Us – New Zealand

Select  FOR Enter Account # / Doc # / Invoice #  Welcome:

HOME BILLING INFO MY PRODUCTS MY ACCOUNT ADMIN

### ADDRESSES - EDIT ADDRESS

Account: 1004929138  
SMITH LEGAL  
Address: 19 HARRIS ST  
PYRMONT, NSW 2009  
Australia

**Edit Address**

\* Denotes required field

Account: **1004929138**  
Account Name: **SMITH LEGAL**

(Please use the text field below for name changes)

Name Line 2:   
Name Line 3:

\* Address Line 1:   
Address Line 2:   
Address Line 3:

P.O. Box:

\* City:   
State/Province/Region:   
Zip/Postal Code:   
\* Country:   
\* Phone:   
Fax:   
Text:

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Figure 39: Change Address – Edit Address Page



## Locations

Clicking on an account number using the Locations page will take you to the My Account User List for that account.

MY ACCOUNT
Contact Us – Australia | Contact Us – New Zealand

Select ▾
FOR

GO
Welcome: 
SIGN OUT

HOME
BILLING INFO ▾
MY PRODUCTS ▾
MY ACCOUNT ADMIN ▾

### ADMINISTRATION - LOCATIONS

Click on an **Account Number** to view a list of users with access to the selected account.  
 To **Find** a particular word or account number, use your browser's **Find** feature (**Ctrl+F**).

EDIT USERS
ADD USER

FILTER ACCOUNTS

Account	Account Name	Street Address P.O. Box	City	State/Province
<a href="#">1004929138</a>	SMITH LEGAL	19 HARRIS ST	PYRMONT	New South Wales

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THOMSON REUTERS

Figure 40: Locations Page