One Pass

Your single, secure, login tool for Thomson Reuters online services

MORE SECURE

- Usernames and Passwords now have more secure character requirements
- Because you create your own Username and Password, they're easier to remember and only you know what they are

MORE CONTROL

- Rather than having a Password assigned to you by Thomson Reuters, you choose your own Username and Password
- If you forget your Password, you can reset it yourself

ONE PROFILE FOR MULTIPLE APPLICATIONS

- You can use the same OnePass Username & Password with Westlaw AU, Westlaw NZ, Westlaw International, and ProView!

REQUIREMENTS

OnePass Username	OnePass Password
- Must be between 8 and 70 characters - Can be any letter, number or character combination - Username is case sensitive - Email addresses can be used as 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	- Must be at least 8 characters in length and contain at least 3 of the following 4 characters: - Uppercase letters - Lowercase letters - Numbers - Special characters (e.g. # @ - . _ $ %) - Can be saved as a 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

FAQ

Where can I manage my OnePass profile?
Visit http://onepass.thomsonreuters.com to create a new OnePass profile or to update an existing OnePass profile

How do I change my Username, Password, Security Question or Email Address?
You can change your details at any time. Either visit http://onepass.thomsonreuters.com or click on the "Update/Forgot" links on the sign-in screens of the sites you're visiting. Log into OnePass with your existing details to make changes

OnePass is telling me I'm locked out – what should I do?
If you are unable to reset your details by clicking on the 'Forgot…' links, please contact Customer Care:

Australia:	Tel: 1800 020 548	Email: LTA.Helpdesk@thomsonreuters.com
New Zealand:	Tel: 0800 10 60 60	Email: service@thomsonreuters.co.nz

How often can I change my password?
You have control over how often you want to change it, so it is up to you!

Will Thomson Reuters Customer Care have access to OnePass Usernames and Passwords?
Customer Care have access to OnePass usernames, and have the ability to reset passwords. After a password is reset, an e-mail is sent to the OnePass user with a link to create a new password.
For security reasons Thomson Reuters staff do not have access to OnePass passwords.

STILL HAVE QUESTIONS?

Please contact Customer Care:

Australia		New Zealand	
Tel:	1300 304 195	Tel:	0800 10 60 60
Email:	LTA.Care@thomsonreuters.com	Email:	service@thomsonreuters.co.nz

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