

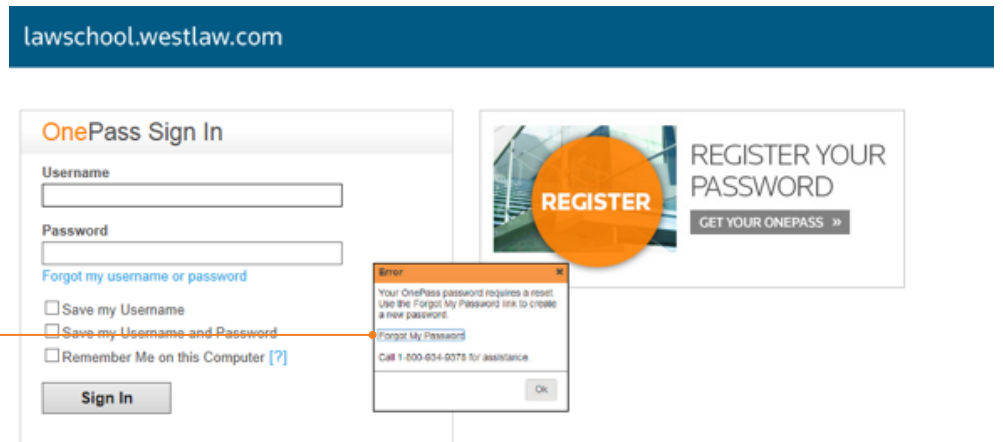
# THOMSON REUTERS ONE PASS

## Academic OnePass Password Change in 4 Easy Steps!

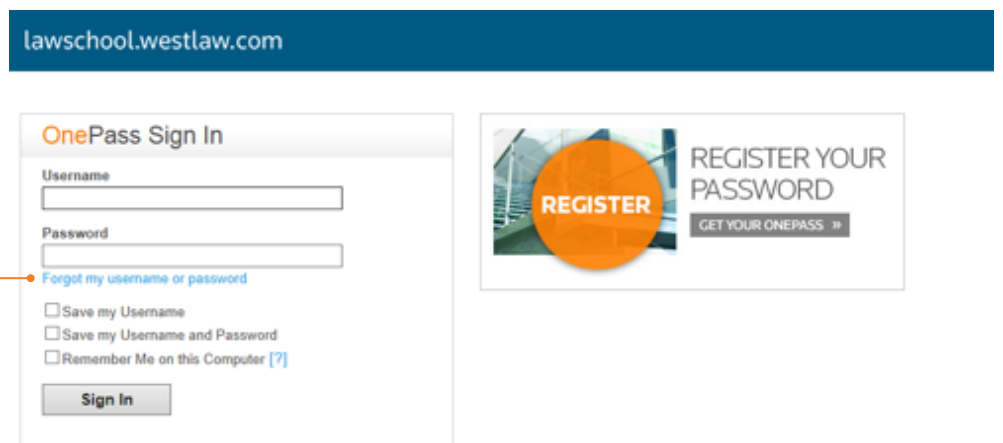
Upon signing on to OnePass, you may have noticed a prompt to change your password. It only takes a few minutes! Just follow the steps below.

**If you have questions, feel free to call us at our Support Number: 1-800-850-WEST (9378).**

After attempting to sign on, this pop-up box will appear. Click **Forgot My Password**. This will take you directly to Step 2.



If the pop-up box should disappear, you can still reach the Forgot Password page by clicking the **Forgot my username or password** link on the Sign In page. This will take you to Step 1.\*



### STEP 1

Select the **I forgot my password** button and then click the **Next** button.\*

\* If you do not know your username, click **I forgot my username and password**

OnePass

### forgot username or password

What is the problem you are experiencing?

- I forgot my password
- I forgot my username
- I forgot my username and password

Next

Return To Law School

Questions? Call us at 1-800-850-WEST (9378)



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## STEP 2

Enter your username and the email address associated with the OnePass profile and then click the **Next** button.

OnePass

## forgot password

Please enter the username and email address associated with the OnePass Profile to start the process of creating a new temporary password.

Username

Email Address

Next

## STEP 3

Answer the security question and then click the **Next** button.

**NOTE:** An email with a temporary password will be sent to the email address associated with the OnePass profile **and is required for Step 4**

OnePass

## forgot password

Please enter the answer to the below security question.

Security Question

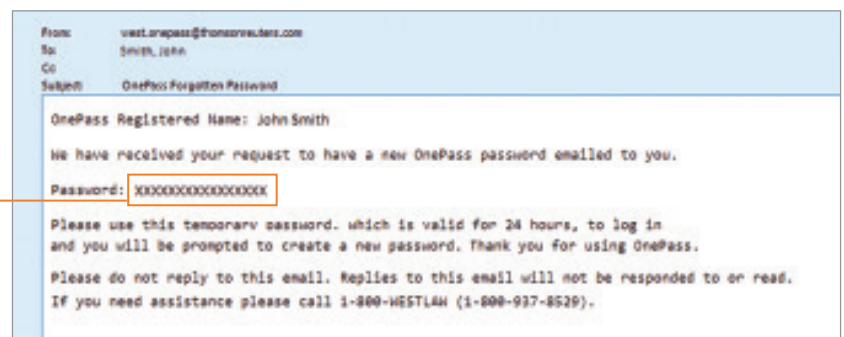
What is your city of birth?

Answer

Next

The temporary password email will look very similar to the example to the right.

You will use this temporary password to create a new password.



## STEP 4

Enter your username and temporary password in the appropriate fields. Using the criteria listed under Password Requirements, create a new password and then enter it again in the Confirm New Password box.

To complete the process, click the **Change and Return to Law School** box.

You can now sign back on.

## change password

Username

Temporary Password

New Password

Note: Last 6 passwords cannot be reused.

Confirm New Password  
  
Must be same as New Password field

Change and Return to Law School

### Password Requirements

- Must be between 8 and 16 characters
- Contains 3 of the below character classes

### Character Classes

- Uppercase letters (A, B, C...)
- Lowercase letters (a, b, c...)
- Numbers (1, 2, 3...)
- Special characters (i.e. @, -, #, \$ %)
- Other Characters (i.e. €, /€)

### Notes

- The Password is case sensitive.

Visit [lawschool.westlaw.com](http://lawschool.westlaw.com)

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