

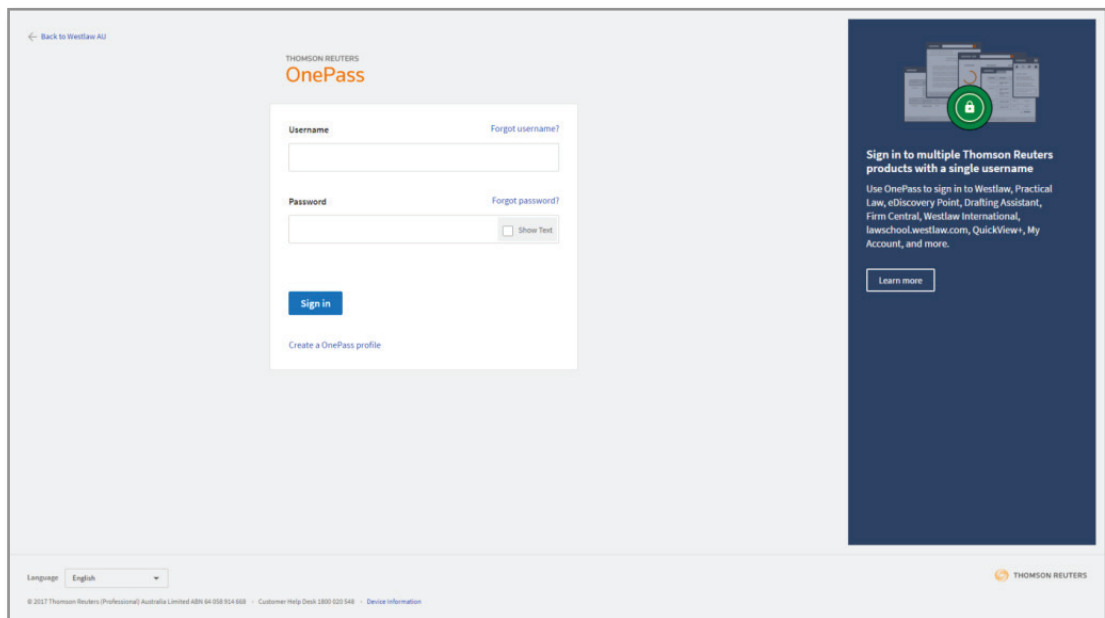
IMPROVING YOUR ACCESS TO THOMSON REUTERS ONLINE SERVICES:

Recent enhancements to help you when using OnePass

1 New User Interface

OnePass makes it easier to find what you are after and guides you through the set up process

- Learn more link for more information about OnePass added to home page.
- Show Text option to avoid typing errors.
- Updated information and error messaging.
- Clear progress steps and registration completion confirmation.
- Clearer access to Products, Profile and Security settings.



2 Remember Me on this Computer

OnePass removes requirement to remember username and password on Westlaw AU, Westlaw NZ and TR Westlaw.

- Additional option to remember Username & Password on the device, utilising cookies.
- Must be set once on each device.
- Skips login screen entirely, just like IP Access but with the benefits of personalisation.
- Once set, this can be removed via the [OnePass Admin Page](#).



3

Profile Creation

OnePass makes it easier to register

- Clear progress steps and registration completion confirmation.
- Show Text option to avoid typing errors.
- Username & Password requirements clearly listed and confirmed.
- Only one security question required.

The image displays three sequential screenshots of the OnePass registration interface, illustrating the enhanced user experience.

First Screenshot: Personal Information
 The 'Create profile' screen shows a 'Personal information' form. It includes fields for 'First name', 'Surname', 'Email Address' (pre-filled with 'test123@gmail.com'), and 'Confirm email address'. A note states: 'Additional email addresses (optional): OnePass can send account notifications to others, such as administrators. Separate multiple email addresses with commas.' A 'Continue' button is at the bottom right.

Second Screenshot: Security
 The 'Create profile' screen shows a 'Security' form. It includes fields for 'Username', 'Password' (with a 'Show Text' toggle), 'Confirm password' (with a 'Show Text' toggle), 'Security question' (a dropdown menu), and 'Answer'. A 'Back' button is at the bottom left, and a 'Create' button is at the bottom right.

Third Screenshot: Registration Complete
 The 'registration complete' screen shows a confirmation message: 'Your OnePass Profile has been successfully created or updated.' Below this, a box displays the user's details: 'Westlaw AU', 'Custom label: as only', and 'Email address: test123@gmail.com'. A section titled 'Two-step authentication' explains that this step keeps the profile secure by requiring a code in addition to the password, and provides a link to 'Set up two-step authentication'. The footer includes a language selector set to 'English', copyright information for Thomson Reuters, and a 'Security information' link.

4

Additional Email Address

OnePass allows you to authorise others (such as administrators) to assist in managing your OnePass

- OnePass owner must add administrator or others email address to their profile.
- Authorised user can then use "Forgot my Username" and "Forgot my Password" to recover username and reset password on the OnePass owners behalf.

The screenshot shows the 'Profile' page of the Thomson Reuters OnePass system. The 'Personal information' section is active, showing fields for First name (Tom), Last name (Heaton), Email (tom.heaton@thomsonreuters.com), and Confirm email (tom.heaton@thomsonreuters.com). Below these is the 'Additional emails (optional)' section, which is highlighted with an orange box. It contains a text input field with 'mypa@tr.com' and a description: 'OnePass can send account notifications to others, such as administrators. Separate multiple emails with commas.' An orange arrow points to this section. At the bottom are 'Save' and 'Cancel' buttons.

5

Forgot Username and Password Flow

OnePass makes it easier when you forget your username or password

- Security answer no longer required.
- No temporary password required.
- Simple 3 step process for resetting passwords.
- Can be completed by additional authorised user. *See #4 above for details.*

The diagram illustrates the password reset flow in three steps:

- Forgot password?**: A form with an 'Email' input field and a 'Reset password' button.
- Email received**: An email from 'Thomson Reuters OnePass' to 'Tom', stating 'We received a request to reset your password for your profile.' It includes a 'Reset your password' button and a 3-hour link validity period.
- Change password**: A form with 'New password' and 'Confirm new password' input fields, each with a 'Show Text' checkbox, and a 'Change' button.

 Arrows indicate the flow from step 1 to step 2, and from step 2 to step 3.

6 Custom Labels

OnePass helps you get organised

- Formerly known as Friendly Name.
- Users with multiple regkeys to the same platform can differentiate access using custom labels.
- Help text provides guidance on what Custom Labels are and how they can be used.

The screenshot shows the 'Products' page in the OnePass interface. On the left is a 'PRODUCT LIST' with items like 'Westlaw AU', 'CheckPoint Australia', 'Firm Central Australia', 'Practical Law Australia', 'UK Legal (Practical Law UK, UK Online Books)', 'Westlaw', 'Westlaw Asia', and 'Westlaw NZ'. The 'Westlaw AU' item is selected. The main area shows details for 'Westlaw AU', including a 'Registration key' (1063426:JTACB2) and a 'Custom label' field. The 'Custom label' field is highlighted with an orange box and an arrow, containing the text 'Alert Center Admin Access'. Below the 'Custom label' field is a checkbox 'Set as default registration key' which is checked. At the bottom are 'Save' and 'Cancel' buttons.

7 Alternate Password

OnePass is flexible

- Generate a temporary password for use on an unsecured networks or to allow emergency or temporary access to your profile for another user within your organisation.
- Password is valid for 24 hours.

The screenshot shows the 'Security' page in the OnePass interface. The 'SECURITY SETTINGS' section on the left includes links for 'Two-step authentication', 'Security questions', 'Alternate password' (which is highlighted), and 'Privacy'. The 'Alternate password' section on the right contains the text: 'If you need to sign in to a Thomson Reuters product on an unsecured network, you can generate an extra password. It will be valid for 24 hours.' Below this text is a blue 'Generate' button.

8 ReCAPTCHA

OnePass is more forgiving

- Users entering an incorrect username or password will now have 3 failed attempts instead of 2 before additional ReCAPTCHA security requirements are triggered.

The screenshot shows the 'OnePass Sign In' page. At the top, it says 'Sign In by IP Access'. Below this is a blue banner with the text: 'We don't recognize that username and/or password. Both are case sensitive.' There are two input fields: 'Username' (containing 'yopmail#1') and 'Password' (containing '*****'). Below each field is a red error message: 'Verify your username and try again.' and 'Verify your password and try again.' respectively. There are links for 'Forgot username?' and 'Forgot password?'. Below the input fields are three checkboxes: 'Save my Username' (unchecked), 'Save my Username and Password' (checked), and 'Remember Me on this Computer [?]' (unchecked). At the bottom is a ReCAPTCHA challenge with the text 'KALEA HOWARD' and a 'Type the text' input field. There are links for 'Privacy & Terms' and 'Sign In'.