

THOMSON REUTERS LEGAL TRACKER

QUICK REFERENCE GUIDE

SIGNING ON TO TRACKER WITH ONEPASS

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SIGN IN TO TRACKER WITH ONEPASS

OnePass allows you to sign in to multiple Thomson Reuters® products and websites with a single user name and password. Law firm users are required to use OnePass to sign in to Tracker.

If you don't already have a OnePass account, follow the instructions in this [guide](#) to set one up.

USER NAME AND PASSWORD REQUIREMENTS

Users can create their own OnePass accounts, and the user names and passwords are stored by OnePass. OnePass user names:

- Must be between eight and 70 characters in length.
- Can be a combination of any letters, numbers or characters.
- Are case sensitive.
- Can be email addresses (email addresses are valid user names).
- Can be saved in your browser as a cookie.

OnePass passwords:

- Must be at between eight and 64 characters.
- Must include at least three of the following characters: uppercase letters, lower case letters, numbers, special characters and other characters.
- Are case sensitive.

LINKING YOUR TRACKER ACCOUNT TO ONEPASS

When your Tracker account is created, you'll receive a new-user welcome email with a link to register your account.



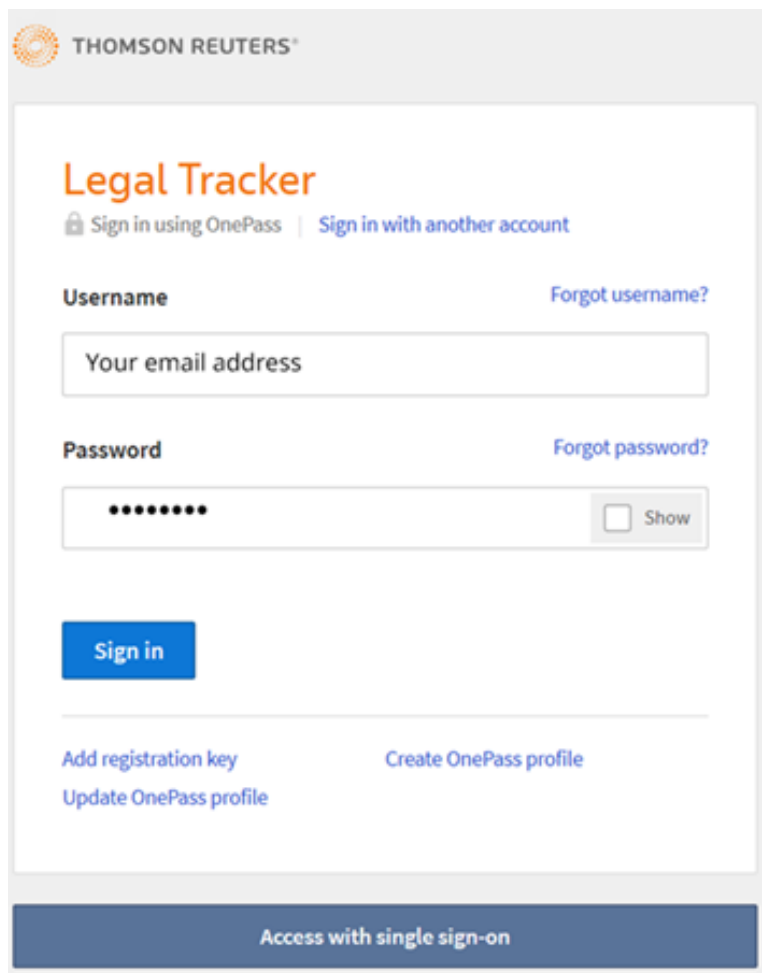
You must click the welcome email link even if you already have a OnePass account.

1. Click the registration link in the welcome email.
2. When prompted to use a OnePass account to access Tracker, click **Continue** to go to the registration page.
3. Next, you are prompted to confirm your existing ONEPASS profile, or set up a new one.

If You Already Have a OnePass Profile

If the email address you entered is already associated with a OnePass account, your Tracker registration key will automatically be added to your OnePass profile.

1. On the Sign in page, enter your email address in the **Username** field.
2. Enter your password in the **Password** field.
3. Click **Sign in**.



The screenshot shows the Thomson Reuters Legal Tracker sign-in interface. At the top left is the Thomson Reuters logo. The main heading is "Legal Tracker". Below it are two links: "Sign in using OnePass" (with a lock icon) and "Sign in with another account". The "Username" field is labeled "Username" and contains the placeholder text "Your email address". To its right is a link "Forgot username?". The "Password" field is labeled "Password" and contains masked characters "••••••••". To its right is a link "Forgot password?". Below the password field is a "Show" button with a checkbox. A blue "Sign in" button is positioned below the password field. At the bottom of the sign-in area are three links: "Add registration key", "Update OnePass profile", and "Create OnePass profile". A dark blue bar at the very bottom contains the text "Access with single sign-on".

If You're Creating a New OnePass Profile

1. If you don't have a OnePass account, you'll see the Register a Product page, where your Tracker registration key, friendly product name (Legal Tracker), and Tracker account email are filled in for you. Confirm these values are correct, and then click **Continue**.


Add a registration key

Add a new product registration key to your OnePass profile.

Product

Legal Tracker

Registration key


 5755_8ff556173e-ff5481-4057e-565a88f9e

Custom label

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

Email

Continue

 **Tip** | If the registration key does not populate, try refreshing your browser. If it still does not populate, contact Tracker support.

2. On the Create Profile page, enter your name, then confirm your email address. The email you enter here must be the same as your Tracker account email (where your welcome email was sent). If your Tracker and OnePass account emails are different, contact the office/system administrator listed in your welcome email and let them know you need to have your Tracker email changed to match your OnePass account.

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

3. Create a user name. User names must be between eight and 70 characters in length. The user name can be any letter, number or character combination. The user name is case sensitive and email addresses are valid user names.
4. Create a password. Passwords are case sensitive and must be at between eight and 64 characters in length and include at least three of the following characters: uppercase letters, lowercase letters, numbers, special characters or other characters listed on the page.

5. Select a security question and answer.

The form is titled "Security" and contains the following fields and instructions:

- Username:** A text input field. Below it, the text "Your username is case sensitive." and "Between 8 and 70 characters" are displayed.
- Password:** A text input field with a "Show" checkbox to its right. Below it, the text "Between 8 and 64 characters" and "3 of 5 character types" are displayed. The required character types are listed as: Uppercase letter, Lowercase letter, Number, Special character (@ # \$), and Other character (& #x2013; € £ ¤).
- Confirm password:** A text input field with a "Show" checkbox to its right.
- Security question:** A dropdown menu with the placeholder text "Select a security question".
- Answer:** A text input field.

At the bottom of the form, there are two buttons: "Back" (light blue) and "Create" (dark blue).

6. Click **Create**.

USING ONEPASS WITH MULTI-FACTOR AUTHENTICATION

Clients can add an additional layer of security by enforcing multi-factor authentication for firm users who access their Tracker company database. If your client company has enabled this requirement, additional screens appear that you must complete to log on.

1. When you log on, you will be prompted to enter your OnePass credentials.

THOMSON REUTERS®

Legal Tracker

Sign in using OnePass | [Sign in with another account](#)

Username [Forgot username?](#)

Your email address

Password [Forgot password?](#)

..... ☐ Show

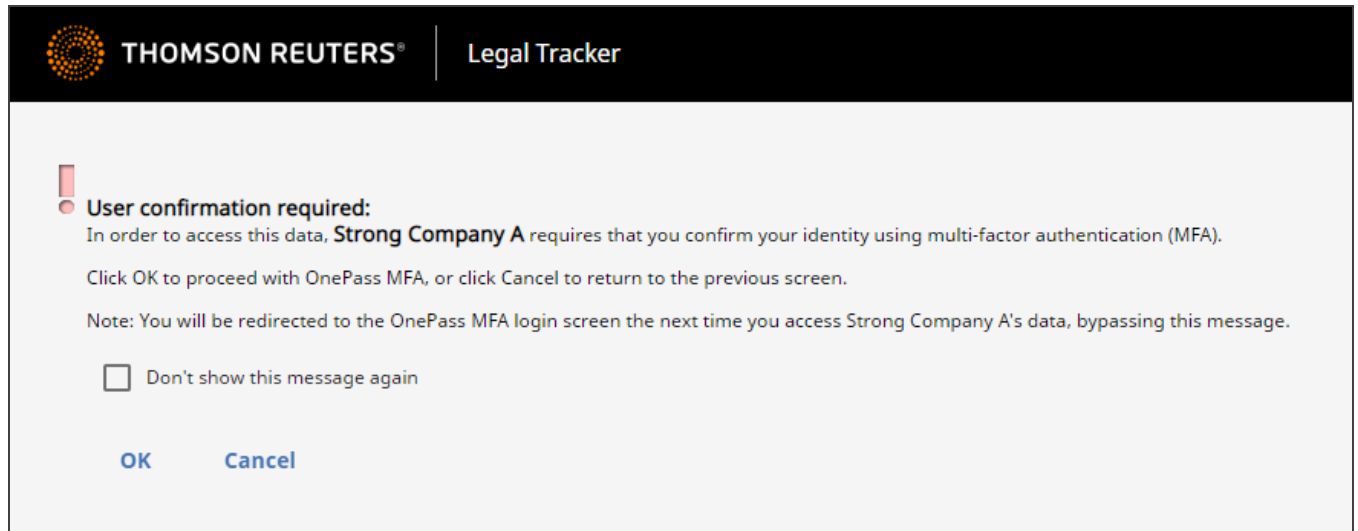
Sign in

[Add registration key](#) [Create OnePass profile](#)
[Update OnePass profile](#)

Access with single sign-on

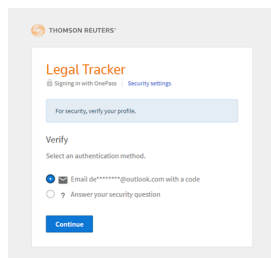
- Next, the list of companies you can access appears. A label appears next to the companies that require multi-factor authentication. **OnePass MFA**

If this is your first time access this client database, you are prompted to acknowledge that you must confirm your identity. Click **OK** to continue.



Check **Don't show this message again** if you would like to bypass this step in the future. Otherwise, this screen will appear each time you log on.

- On the OnePass MFA screen, select the option for the authentication method you want to use. The default authentication method is the primary email address on the account.

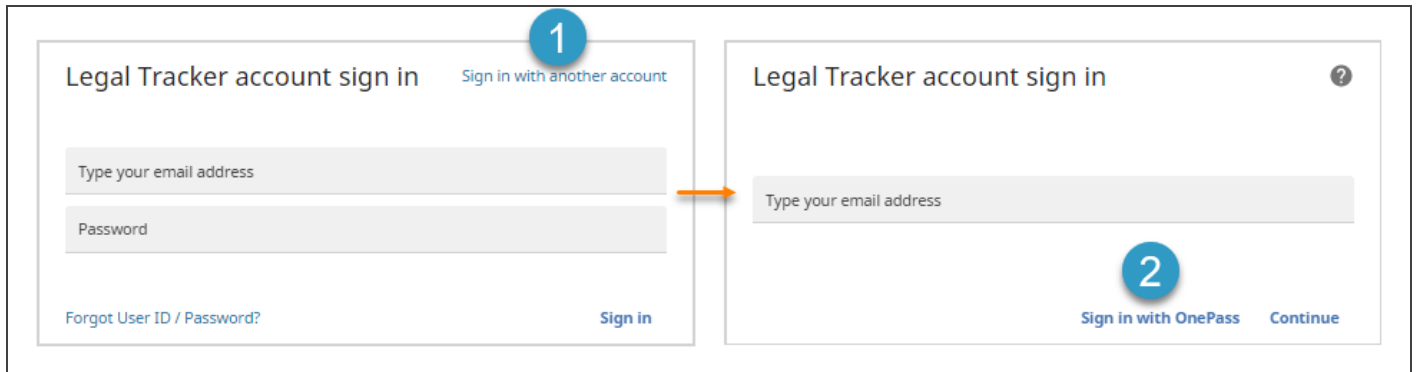


If you want to add additional authentication methods, such as a phone number, email, or security questions, select the **Security settings** link and follow the prompts to define another authentication method.

- Click **Continue**.

FUTURE SIGN-INS

If you see the following page when you sign in to Tracker, click **Sign in with another account**, then select **Sign in with OnePass**.



Forgotten User Name or Passwords

If you forget your ONEPASS user name or password, you can retrieve them using your email address. Keep in mind the following:

- Both the user name and password are case-sensitive.
- After five consecutive incorrect authentication attempts you will be locked out of your account.

Tip | If you receive an error message even though the user name/password combination you are entering is correct, check to be sure your keyboard's Caps Lock key is not on.

To retrieve your OnePass user name or password:

1. Click **Forgot username?** or **Forgot password?** on the Sign In page.
2. Enter your email address. If the email address matches an existing OnePass account, an email will be sent with your user name or a link to reset your password. If you do not see an email, check your spam folder and verify the email address entered.

Lock Outs

If you enter an incorrect user name/password combination five times, you will be locked out of your account. If you have been locked out, click **Forgot password?** to reset your password.

UPDATE YOUR ONEPASS PROFILE

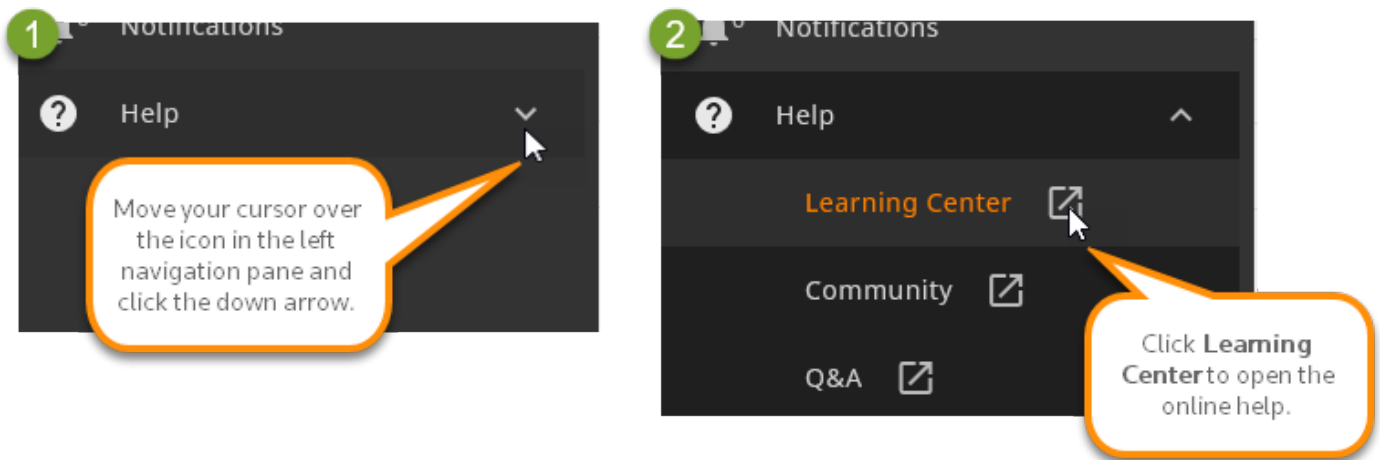
To change your user name, password, or security question and answer:

1. Click **Update OnePass Profile** on the Sign In page.
2. Enter your user name and password to manage your account.
3. Complete the authentication step.
4. Update your user name, password or security question and answer.
5. Save your changes.

ADDITIONAL RESOURCES

ONLINE HELP

Comprehensive user documentation is available on the Tracker Help Center. To open help, scroll to the bottom of the left navigation pane. On the **Help** menu, select **Learning Center**.

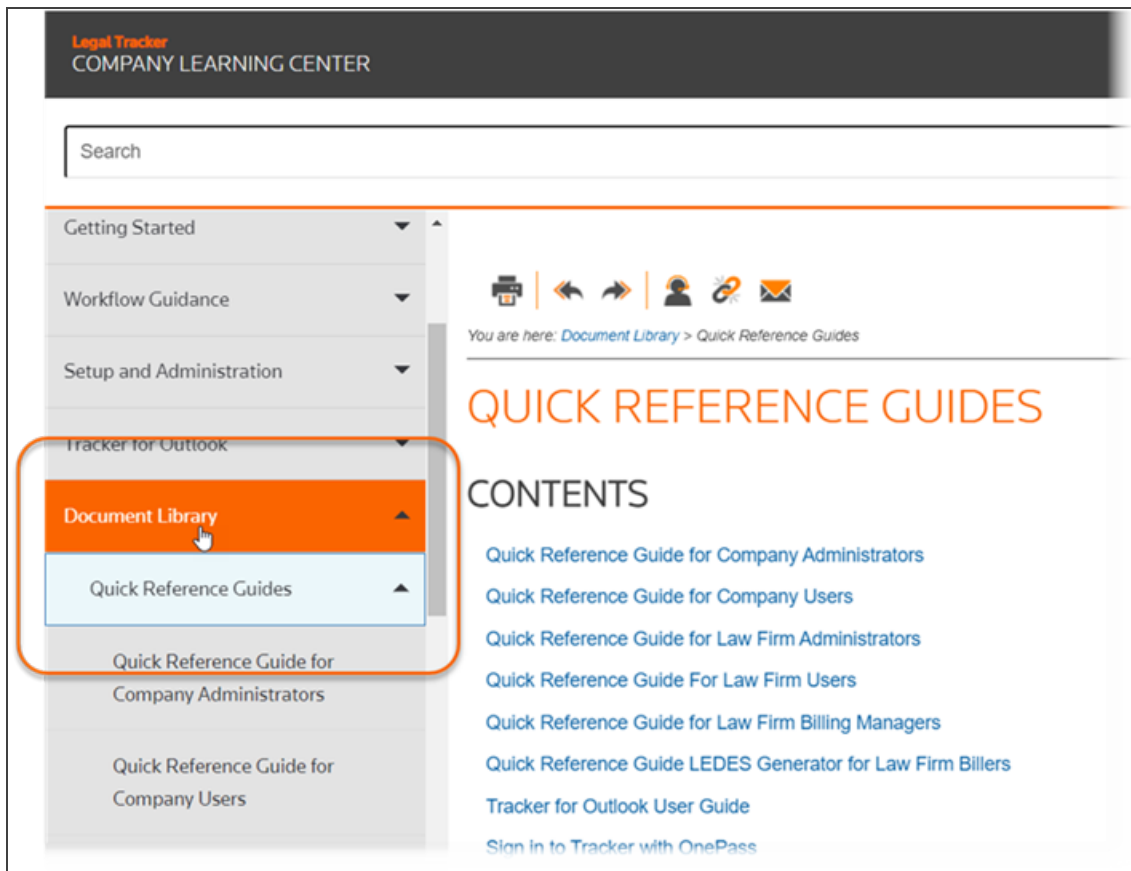


Online help has detailed step-by-step instructions on the tasks you perform in Tracker.

Additional page-specific help is available on selected pages in Tracker. When available, click **Page help** at the top of a Tracker page to access specific information for the page you are on.

DOCUMENT LIBRARY

The *Quick Reference Guide for Signing on to Tracker with OnePass* and other guides are available in the Learning Center Document Library.



LEGAL TRACKER TUTORIAL VIDEOS AND WEBSEMINARS



Legal Training for Corporates

The Legal Tracker video tutorials and Webseminars provide instructions and demonstrations for how to perform common tasks in Legal Tracker. Please visit our new [Learning Management System](https://corp-legal-training.thomsonreuters.com/) at <https://corp-legal-training.thomsonreuters.com/> for the current Legal Tracker Webseminars and eLearning.

If you are new to Legal Tracker Learning, click the **Register** button to request an account and get started.

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