

# Frequently Asked Questions

Frequently asked questions in relation to the Westlaw Asia new user interface

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# Chapter 1 Accessing the new Westlaw Asia user interface

**Q: What is the URL for the new user interface?**

A: [launch.westlawasia.com](https://launch.westlawasia.com)

**Q: How do I get access to the new user interface?**

**Signing in via OnePass:**

Customers who access via OnePass or regular Westlaw login will be able to access the new user interface with their current username and password.

**Signing in via IP:**

Customers who access via IP will need to use a new URL to access the new user interface. Please add your organisation's sponsor ID to the url below where highlighted in yellow before using it.

**Sponsor ID's** would have been supplied to you by our Customer Service team for your existing IP account. If you do not know your sponsor ID, contact Customer Service via email: [smhk.csd.intl@thomsonreuters.com](mailto:smhk.csd.intl@thomsonreuters.com) or call us on 852 3462 7499.

[launch.westlawasia.com/signon?sp=InsertYourSponsorIDHere-1](https://launch.westlawasia.com/signon?sp=InsertYourSponsorIDHere-1)

**Q: Can I continue accessing the current Westlaw Asia?**

A: Current Westlaw Asia is still available, and customers can continue to access it in the usual way. Any new features and enhancements from October 2020 and beyond will be released on the new user interface only. There will be a period of dual access where customers can access both the current and new versions of Westlaw Asia until the end of March 2021.

**Q: When and how can I notify my users with my organisation?**

A: To ensure a seamless transition, we will be communicating the switchover details with you so you may update your organisation and end users.

**Q: When will the existing Westlaw Asia be retired?**

A: We encourage all customers to move across to the new Westlaw Asia interface as their main research service from October 2020. However, over the coming months, we will be transitioning all customers over to the new site. Our customer service team will be contacting you or the key contact at your organisation to determine your switchover date.

## Chapter 2 OnePass

### **Q: What is OnePass?**

**A:** OnePass is an account used to access various Thomson Reuters products like Westlaw Asia, Practical Law, ProView, Thomson Classic (Westlaw Next) and more.

### **Q: What are OnePass security guidelines?**

**A:** Each OnePass username and password is unique to a user. It is highly recommended that you do not share your information with anyone else at your organisation. Some products require two-step authentication, where a security code or question may be required to access products.

### **Q: How many OnePass profiles do I need?**

**A:** One. Your OnePass username and password allows you to access multiple Thomson Reuters products. You just need to add the product specific registration key to your profile.

### **Q: Can I use the same OnePass profile for multiple solutions?**

**A:** Yes, your OnePass username and password will allow you to access multiple Thomson Reuters products that use OnePass for authentication.

### **Q: How do I create a OnePass profile?**

**A:** You can create a OnePass profile by selecting the "Create OnePass profile" link on the Westlaw Asia log-in page. If you have forgotten your registration key, please contact Customer Service via email: [smhk.csd.intl@thomsonreuters.com](mailto:smhk.csd.intl@thomsonreuters.com) or call us on 852 3462 7499.

### **Q: What is a registration key?**

**A:** A registration key is a code made up of letters and numbers that allows access to one of the many Thomson Reuters products, such as Westlaw Asia, Practical Law, ProView and more. Registration keys are unique to each user and cannot be used for multiple OnePass profiles. Before using a product, you must activate a valid registration key by adding it to your OnePass profile.

### **Q: When the new Westlaw Asia user interface is live does everyone have to have a 'new' OnePass profile or will their current OnePass credentials allow users to access the new interface?**

**A:** The current OnePass profile will provide access to both the existing and new Westlaw Asia sites.

### **Q. I have forgotten my OnePass credentials- where can I get help?**

**A.** If you have forgotten your username, you can retrieve it by selecting the "Forgot username?" link on the new Westlaw Asia log-in page. You can also reset your password by selecting "Forgot password".

## Chapter 3 News content

### **Q. Will News content still be available on the new Westlaw Asia user interface?**

**A.** News content will be available to all existing subscribers via Westlaw Classic (Westlaw Next) in the new Westlaw Asia interface. Westlaw Classic will provide an optimised News experience. To access News content, you will need a new registration key. Our customer service team will be in touch with you to provide new registration keys and instructions on how to add them into your existing OnePass profile or IP access.

Once you activate a valid registration key to your OnePass profile, simply select News from the left-pane in the homepage of the new user interface. You will then be authenticated into Westlaw Classic in a new browser window where you can access News content as desired.

### **Q. Why has News content been moved to the Westlaw Classic (Westlaw Next) platform?**

**A.** Moving news content to the Westlaw Classic platform provides users with an optimised user experience with more than 11,000 news and business information resources including newspapers, newswires and magazines across the world. Users will have access to substantially more content than they previously had access to. All of this rich content is presented with the Westlaw Classic interface which delivers a suite of powerful search tools and alert functionalities.

### **Q. What do I do if I require a training session for News in Westlaw Classic (Westlaw Next)?**

**A.** To arrange a training session with one of our Product Specialists, please email us via [asia.trainers@thomsonreuters.com](mailto:asia.trainers@thomsonreuters.com)

## Chapter 4 Quick access to Practical Law

**Q: What is the quick access to Practical Law?**

**A:** We are introducing a new tab for Practical Law within the new Westlaw Asia user interface, providing a list of quick links to key resources on Practical Law. If you subscribe to both Westlaw Asia and Practical Law, the access from Westlaw to Practical Law is now more seamless than ever. If you are interested in trialing Practical Law, please contact your account manager to experience the new feature.

## Chapter 5 Deep links

### **Q: What will happen to my deep links to Westlaw Asia content?**

**A:** Westlaw Asia customers will be moving to a new user interface from October 2020. As new features and enhancements are launched on the new interface only, we expect our users to make this new interface their service of choice. All users will have a period of dual access when they can use both sites. During this dual running period, users will be able to create deep links to the new user interface to replace existing links they may have created on their intranet. This approach allows users to manage how and when they link to the new service. We also know that users have some very old links in outdated formats and links to content that is no longer available. Therefore, a user led approach allows everyone to ensure links to the new service achieve the goal the user originally intended.

### **Q: How do I update deep links to new Westlaw Asia content?**

**A:** We have created a list of common links to key pages and titles to help you update your existing deep links, which you can [access here](#). Please update your deep links during the dual access period.

## Chapter 6 Folders

**Q: What will happen to my existing folders?**

**A:** Your folders will be automatically migrated over to the new user interface and you don't need to do anything with them. You will be able to access your existing folders in the new user interface as long as you access Westlaw Asia with your existing username and password.

**Q: Can I create a new folder or amend my existing folder in the new user interface?**

**A:** Yes, if you make a change in the new user interface, the change will be reflected on your folders in both the old and new user interfaces.



## Chapter 7 Alerts

### **Q: What will happen to my existing Westlaw Asia alerts?**

**A:** You will be able to access your existing alerts in the new user interface as long as you access Westlaw Asia with your existing username and password.

During the dual access period, for alerts created from the existing user interface, when you receive an alert email and click on a link within the alert, you will be taken to the existing user interface, not the new user interface.

### **Q: Can I make a change to my existing alerts in the new user interface?**

**A:** Yes, if you make a change in the new user interface, the change will be reflected on your alerts in both the old and new user interfaces.

### **Q. Can I create a new alert in the new user interface?**

**A:** Yes, you can create a new alert in the new user interface. For alerts created from the new user interface, when you receive an alert email and click on a link within the alert, you will be taken to the new user interface, not the existing user interface.

### **Q: Will there be a time when I can't access my alerts in the existing user interface?**

**A:** When you and your organisation confirm a switchover date with our customer service team, our Technology team will need to perform an alert migration prior to your switchover. This is to point your existing alert emails to the new user interface. The migration will occur at the end of each month during the dual access period from October 2020 till February 2021. Our customer service team will be contacting you to discuss this in more detail.

Once you and your organisation are completely switched over to the new user interface, please set up any new alerts in the user interface only. After the switchover date, links within your alert emails will be pointing to the new user interface only.

Please note that if you have alerts with news content on the existing Westlaw Asia, you will need to create a new alert on Westlaw Classic (Westlaw Next) before switching over to the new user interface. This is because we no longer host news content on the new user interface. To arrange a training session on how to create an alert on Westlaw Classic, please email us via [asia.trainers@thomsonreuters.com](mailto:asia.trainers@thomsonreuters.com)

## Chapter 8 Timing out

**Q: What is the timeout limit for the new user interface?**

**A:** 3 hours. Please note that the timeout limit for the existing Westlaw Asia site will remain at 30 minutes.