

My Account

Account Management Made Easy 24/7



THOMSON REUTERS

WEST[®]

My Account Features and Benefits

- Billing Information
 - Make Payments
 - View and Print Copies of Invoices
 - View Invoice Summary Details including Last Month's QuickView usage
 - eBilling Sign-up
- New! My Products Section
 - New Manage Online Users/Passwords Section for Password Management
 - Improved Orders and Returns Section with link to Priority Shipping
 - Improved Returns process with Return Label



My Account Features and Benefits

- My Reports
 - New! On Demand Password List and Account Reconciliation reports available through My Reports
 - Updated Scheduled Reports design
 - Online Reports for Westlaw Usage with eAlerts
 - Notification alerts for Credits and eBilling
- Landing Page Additions
 - W9 Form link on the landing page
 - My Account Interactive Demo



New on My Account

The screenshot shows the West My Account website. At the top, there is a dark blue header with the West logo and navigation links: Home, Email Sign Up, Newsroom, Sitemap, Contact Us, Cart, and My Account. Below this is a white navigation bar with four tabs: Products & Services, Practice Centers, Organizations, and Customer Support. The main content area is divided into several sections. On the left is a sidebar with a 'My Account' section containing links for Billing Information, My Products (highlighted with an orange box), Reports & Alerts, and My Account Administration. Below this is a 'Need Help With My Account?' section with links for Contact Center, Email Us, Live Chat, and a 'New! Interactive Demo' (highlighted with an orange circle). The main content area starts with a greeting: 'Hello, Joe Test (joe.hollyk1@thomson.com)'. Below this is a 'Welcome to My Account' banner. To the right is a 'Quick Account Search' box with a 'Find:' dropdown menu, a 'Number:' input field, and a 'GO' button. Below the search box is a 'Did You Know...?' section with three tips and 'More' links. The central part of the page features a list of three bullet points: 'Everything you need to know about your West account, whenever you need it', 'Use your My Account features to keep your account information and communication preferences up to date so we can serve you better', and 'Easy account management at your fingertips 24/7'. At the bottom of this central section is a banner for 'MAKE IT STRONGER' with the text 'UPDATE YOUR MY ACCOUNT PASSWORD IN JUNE' and an image of a padlock. A 'Get Your Copy' link in the 'Did You Know...?' section is also highlighted with an orange circle.

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Home Email Sign Up Newsroom Sitemap Contact Us **Cart** **My Account**

Products & Services Practice Centers Organizations Customer Support

My OnePass Profile **SIGN OFF**

My Account

Billing Information
Balance Detail
Make Payment
Account History
Payment Method

My Products
Manage Online
Users/Passwords
Orders and Returns
Returns History

Reports & Alerts
Online Reports
My Reports
eServices Alerts

My Account Administration
My Account Users
Locations
Change Address

Need Help With My Account?

Contact Center >
Email Us >
Live Chat >
Call 800.320.4000
New! Interactive Demo >

Hello, **Joe Test** (joe.hollyk1@thomson.com)

Welcome to
My Account

Quick Account Search

Find: select
Number:
GO

Did You Know...?

You can order postage-paid return labels? **More >**

You can sign up for e-billing and eliminate paper bills? **More >**

You can set up and send scheduled reports to multiple addresses? **More >**

We now have W9 forms available for download? **Get Your Copy >**

- Everything you need to know about your West account, whenever you need it
- Use your My Account features to keep your account information and communication preferences up to date so we can serve you better
- Easy account management at your fingertips 24/7

MAKE IT STRONGER
UPDATE YOUR MY ACCOUNT PASSWORD IN JUNE

New! Manage Online Users/Passwords

- New and Improved Management of Online Account access
 - Improved Searching and User Access Management
 - New Manage Online Users/Passwords Page with access management (Add/Deactivate/Edit and Reset)
 - Improved navigation between Users and Accounts
 - Improved Add User process, with Edit and Remove table options
 - New Duplicate User checking within Account



My Products – Manage Online Users - Search

The screenshot shows the WEST website's 'My Account' section. At the top, there is a navigation bar with links for Home, Email Sign Up, Newsroom, Sitemap, Contact Us, Cart, and My Account. Below this is a secondary navigation bar with links for Products & Services, Practice Centers, Organizations, and Customer Support. The main content area is titled 'My Account' and includes a 'My OnePass Profile' link with a 'SIGN OFF' button. Under 'My Account', there are sections for 'Billing Information' (Balance Detail, Make Payment, Account History, Payment Method), 'My Products' (Manage Online Users/Passwords, Orders and Returns, Returns History), and 'Reports & Alerts' (Online Reports). The central focus is the 'Select an Account' section, which contains the text: 'Select an Account Number below or Search for User to manage online users (passwords)'. Below this text is a search form with 'Search for User' in red, followed by 'Last Name:' and a text input field, 'and/or First Name:' and another text input field, and a blue 'Search' button. An orange oval highlights this search area. Below the search form is a table with the following data:

Account Number ▼	Account Name	Street Address P.O.Box	City ▼	State
1003829549	HAUKLAND & SWANSON ATTN JOHNNY CARSON	890 MOORE LAKE DR W	FRIDLEY	MN

New improved Search from Select Account Page



My Products – Manage Online Users – Search Results

WEST®

Home Email Sign Up Newsroom Sitemap Contact Us Cart My Account

Products & Services Practice Centers Organizations Customer Support

My Account My OnePass Profile SIGN OFF

Manage Online Users: Search Results

Search results for: **Holl** [Search Again](#)

Select the radio button next to the desired user and choose an action. To "Search Again" select the link above right.

Deactivate Access **Reset Passwords** **Edit Information**

	User	Account Number	City	State	Password
<input type="radio"/>	HOLL, JENNY	1003829549	FRIDLEY	MN	6978907RSNN
<input type="radio"/>	HOLL, JOE	1003829549	FRIDLEY	MN	6966290FPVJ

[Back to Select an Account](#)

Need Help With My Account?

Complete user transactions directly from Search Results



My Products – Manage Online Users

WEST

Home Email Sign Up Newsroom Sitemap Contact Us **Cart** **My Account**

Products & Services Practice

My Account

Billing Information
Balance Detail
Make Payment
Account History
Payment Method

My Products
Manage Online Users/Passwords
Orders and Returns
Returns History

Reports & Alerts
Online Reports
My Reports
eServices Alerts

My Account Administration
My Account Users
Locations
Change Address

Need Help With My Account?
Contact Center >>
Email Us >>
Live Chat >>
Call 800.328.4880
New! Interactive Demo >>

Manage Online Users

West Account #: 1003829549 [Select a Different Account](#)
Location: HAUKLAND & SWANSON
ATTN JOHNNY CARSON
Address: 890 MOORE LAKE DR W
FRIDLEY, MN 55432-6905
Administrator: JANE DOE

Add User

or

Select Users to Deactivate Access, Reset Passwords, or Edit Information.

Deactivate Access **Reset Passwords** **Edit Information**

[Download List](#) [Printer Friendly](#)

Select	User ▼	Position ▼	Password	End Date ▼
<input type="checkbox"/>	CARIBOU, JAMES	Attorney	6966291BLNC	
<input type="checkbox"/>	GREER, BRANT	Attorney	6966292STVD	
<input type="checkbox"/>	HOLL, JENNY	Librarian	6978907RSNN	

Complete all Transactions from the Manage Online Users Page

Add a User or to Deactivate, Reset or Edit, select the user(s) and the transaction to complete

To look at a different account, click the “Select a Different Account” Link



Manage Online Users – Add Users

Add passwords to the table by completing the form below and selecting "OK".

User's Information

Note: Required fields are marked with an asterisk (*).

* **First Name:**
Middle Initial:
 * **Last Name:**
 * **Position:**
End Date:

Send Westlaw Password to the following email address:

Email (Optional):

Send Email to User:

Westlaw Password Email will be sent to tom.lueck@thomsonreuters.com.

New Add User form, complete information and select "Ok" to add the user to the transaction table.

Edit or Remove a user from the transaction table.

Select "Add More" to add additional users, or Submit to complete the request.

RECENT HISTORY

Reports & Alerts
 Online Reports
 My Reports
 eServices Alerts

My Account Administration
 My Account Users
 Locations
 Change Address

Need Help With My Account?
 Contact Center >
 Email Us >
 Live Chat >
 Call 800.328.4880
 New! Interactive Demo >

The following Users will be added to this account upon Submit:

User	Position	End Date	Email
Edit Remove ADAMS, ABIGAL A	ATTORNEY		
Edit Remove ANDERSON, ALISON	ATTORNEY		ALISON.ANDERSON@TESTGMAIL.COM

My Products – Manage Online Users – Duplicate Users

Possible Duplicates Found

Select the "Cancel" button if the user is identified as an Existing Westlaw User. If the user is new to Westlaw, but uses other online products, select from the list of possible Duplicates. Select "Add" if there is no match.

Possible Duplicate Westlaw User Found:

HOLL, JENNY 6978907RSNN WESTLAW

Possible Duplicate found in existing users of Other Online Products:

There are no possible duplicates.

No Duplicate Match, Add as a New Westlaw User:

HOLL, J

New Duplicate User Search identifies potential duplicates when Adding new users.

My Account – Orders & Returns

The screenshot shows the WEST website's 'My Account' page. The top navigation bar includes links for Home, Email Sign Up, Newsroom, Sitemap, Contact Us, Cart, and My Account. The WEST logo is prominently displayed on the left. Below the navigation bar, there are four main menu categories: Products & Services, Practice Centers, Organizations, and Customer Support. On the left side, there is a 'My Account' sidebar with sections for Billing Information, My Products, and Reports & Alerts. The main content area is titled 'Orders and Returns' and contains a form for entering an order or delivery number, a 'Next' button, and a 'Lookup Order or Delivery Number' link. A 'SIGN OFF' button is located in the top right corner of the main content area.

Home Email Sign Up Newsroom Sitemap Contact Us **Cart** **My Account**

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Products & Services Practice Centers Organizations Customer Support

Return Policy My OnePass Profile **SIGN OFF**

My Account

Billing Information
Balance Detail
Make Payment
Account History
Payment Method

My Products
Manage Online
Users/Passwords
Orders and Returns
Returns History

Reports & Alerts
Online Reports
My Reports
eServices Alerts

Orders and Returns
Enter an order or delivery number to view order and delivery status, reshipe, or return items.

Enter Order or Delivery Number: **Next**

Or
[Lookup Order or Delivery Number](#)

You can find your Order and Delivery Number in the upper right corner on your invoice.

Search for Order and Delivery Information using Order or Delivery Number, or using the Lookup Feature



My Account – Orders Summary

My Account

Billing Information
Balance Detail
Make Payment
Account History
Payment Method

My Products
Manage Online
Users/Passwords
Orders and Returns
Returns History

Reports & Alerts
Online Reports
My Reports
eServices Alerts

My Account Administration
My Account Users
Locations
Change Address

Need Help With My Account?

Contact Center >
Email Us >
Live Chat >
Call 800.328.4880
New! Interactive Demo >

Return Policy My OnePass Profile SIGN OFF

Summary of Orders

West Account #
Location:
Address:
Administrator:

Click an Order Number to view detail, make a return, or request reshipment.
Click a Delivery Number to view shipment details.

Note: The following orders have been posted to your account from:

[\[6/2/2009-7/2/2009\]](#)
 [\[5/3/2009-6/1/2009\]](#)
 [\[4/3/2009-5/2/2009\]](#)

Order Information				Shipment Information	
Order Date ▼	Description ▼	Order # ▼	Order Type ▼	Delivery #	Ship Date
6/29/2009	RESTATEMENT AND PRINCIPLES OF THE LAW: CASE CITATIONS PP AND SUPP PAMPHLET JULY 2009	70000001	Subscription Shipments	060000001	
6/23/2009	MN PRACTICE SERIES V7-9A CRIMINAL LAW AND PROCEDURE 3D JULY 2009 PP	700000002	Subscription Shipments	060000002	6/25/2009
6/22/2009	TX COURT RULES STATE & FED 6/09 SUPPS	700000003	Subscription Shipments	060000003	

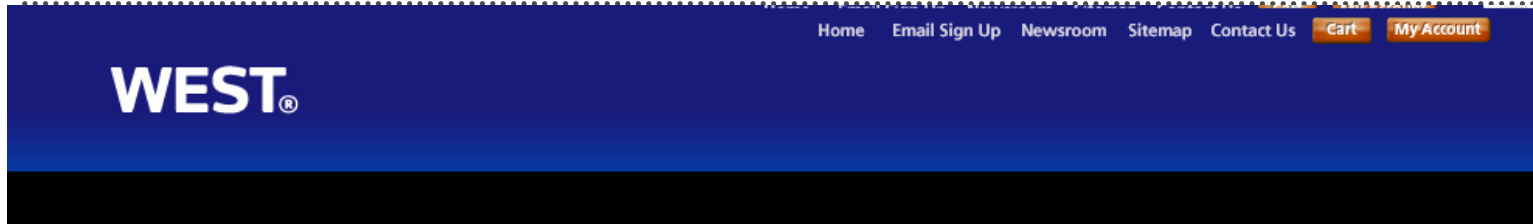
View Order information by clicking on the respective Order # link, for Shipment Information click on the Delivery # Link.

Select the date range to view a Previous Order.

Priority Shipping information is available on the Delivery Detail page.



My Account – Returns and Reshipment



My Account

Billing Information

- Balance Detail
- Make Payment
- Account History
- Payment Method

My Products

- Manage Online Users/Passwords
- Orders and Returns**
- Returns History

Reports & Alerts

- Online Reports
- My Reports
- eServices Alerts

My Account Administration

- My Account Users
- Locations
- Change Address

Need Help With My Account?

- Contact Center >
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- Live Chat >
- Call 800.328.4880
- New! Interactive Demo >

Home Email Sign Up Newsroom Sitemap Contact Us **Cart** **My Account**

Return Policy My OnePass Profile **SIGN OFF**

Order Detail

West Account #:
Location:

Address:

Administrator:

Order #: 0005080435

For a Postage Paid Return Label, or to select an item for Reshipment, check the item and select the Return or Reship button.

Select the item to return or reship.

Select	Description	QTY. Shipped/ QTY. Ordered	Shipping Address	Delivery #	Ship Date
<input type="checkbox"/>	WINNING EVIDENCE ARGUMENTS FULL SET	0/1	MINNEAPOLIS, MN 55402-1498		
<input type="checkbox"/>	WINNING EVIDENCE ARGUMENTS V1 2008-2009 SUPP PAM	0/1	MINNEAPOLIS, MN 55402-1498		
<input type="checkbox"/>	WINNING EVIDENCE ARGUMENTS V2 2008-2009 SUPP PAM	0/1	MINNEAPOLIS, MN 55402-1498		

NOTE: With standard shipping, please allow 10 days from the ship date for delivery.



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My Account – On Demand Reporting

The screenshot shows the WEST My Account interface. At the top, there is a navigation bar with links for Home, Email Sign Up, Newsroom, Sitemap, Contact Us, Cart, and My Account. Below this is a secondary navigation bar with Products & Services, Practice Centers, Organizations, and Customer Support. The main content area is titled 'My Account' and includes a 'My OnePass Profile' link and a 'SIGN OFF' button. On the left, there is a sidebar with sections for Billing Information, My Products, Reports & Alerts, and My Account Administration. The main content area has tabs for My Reports, Account Reconciliation, Password List, and Online Reports. Below the tabs are two buttons: 'Create New Scheduled Report' and 'Create On Demand Report', with the latter circled in orange. Below the buttons is a table titled 'Your Current Password List Reports' with columns for Reporting Period, Account, Created On, and Available Until. Below this table is an orange callout box with text explaining that On Demand Reports were added in late 2008. At the bottom of the main content area is another table with columns for Reporting Period, Account, and Date of Next Report.

My Account

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My OnePass Profile

My Reports Account Reconciliation Password List Online Reports

Your Current Password List Reports

Reporting Period	Account	Created On	Available Until
7/1/2009	Multiple	7/1/2009	8/15/2009

View Delete

On Demand Reports were added late 2008 to provide current information on Password Lists and Account History for selected accounts.

Reporting Period	Account	Date of Next Report
NA	Multiple	8/1/2009
NA	Multiple	8/1/2009
NA	Multiple	8/1/2009

My Account – Notification Alerts

- Simplify Account Management – Sign up for eServices Alerts!
 - eBilling – receive an email when invoices are available for payment when you sign up for eBilling
 - eUsage Report Alerts – sign up to receive a notification when online usage reports are available for viewing through My Account.
 - Credit Alert – not sure when your return credit will be posted? Sign up for Credit Alerts to be notified whenever a credit is posted to your account.



My Account – Coming Soon to My Account

- New and Improved My Account Administration
 - A redesign of the My Account Administration tool makes adding and updating My Account users and permissions easier
 - Improved process for Location Change of Address
- Manage Multiple Online Users with an Upload New Users feature
- Improved Registration process for User Detail Report Alerts

