

PASSWORD FAQs

These frequently asked questions relate to Westlaw Canada access for Canadian law schools. If you have any further Law School Passwords questions, simply contact bonnie.preece@thomsonreuters.com for a prompt response.

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Who is entitled to receive a Westlaw Canada Password?

Any registered full time or part time undergraduate or graduate law school student is entitled to complimentary access and a Westlaw Canada Password/Quick Reference Card. Any full time associate or full tenured faculty member is entitled to complimentary access and a Westlaw Canada Password/Quick Reference Card. Adjunct faculty or part-time faculty are not normally entitled to complimentary access, please make a special request to carswell.lawschool@thomsonreuters.com.

How do I receive a password?

Contact your Law School Law Library Reference Staff or your Legal Research and Writing Faculty to obtain a Westlaw Canada password sheet. Registration instructions are included in the password sheet. It is important to register your password immediately or your access will automatically deactivate.

How do I register for Westlaw Canada?

Complete the instructions on registering included on the password sheet and remember to register it immediately or your access will automatically deactivate. See [REGISTER NOW](#) on the main westlawcanada.com/lawschool webpage.

What is OnePass and what are the benefits?

OnePass is your personally created Username and Password.

More secure – New usernames and passwords have stronger character requirements. Plus, because you create your own username and password, they will be easier to remember so there's no need to post them near your computer where others can see them.

More control – You'll have control over changing and managing your own username and password. If you forget it, you can reset it yourself without having to call Carswell.

What are the OnePass Username and Password Requirements?

Username

- Must be between 8 and 70 characters in length
- Can be any letter, number or character combination
- It is case sensitive
- Must be unique (different from all other OnePass users)

Email addresses are valid usernames. Can be saved as a cookie. Forgotten username can be emailed to user with validation of email address and answer to security question.

Password

- Passwords must be at least 8 characters in length and include at least 3 of the following 4 characters:
 - uppercase letters
 - lowercase letters
 - numerals
 - special characters: period (.), at (@), hyphen (-), or underscore (_)

Can be saved as a cookie. Please note that if you save both your username and password, and you access sensitive public records content, you will be asked to enter your password again. This re-authentication process will only be required once per session. We do **NOT** recommend using an email address as a password. Forgotten password can be reset with validation of username, email address, and answer to security question.

See [OnePass Westlaw Canada Quick Reference Guide \(PDF\)](#) for additional assistance.

How long will my law student Westlaw Canada password remain active?

The student password will remain active until you complete your law school degree.

How can I change my graduation date so that my password access continues?

Forward an e-mail to carswell.lawschool@thomsonreuters.com indicating that your graduation date has changed or is listed in your profile in error.

Can I use my existing Westlaw Canada password when I transfer to a new law school?

No. You need to request a new password from your new law school and forward an e-mail to carswell.lawschool@thomsonreuters.com indicating that you have transferred law schools and your previous password must be deactivated.

How long will my law faculty Westlaw Canada password remain active?

The password will remain active until you move to a new position or retire. Please inform us about changes in your status by e-mailing carswell.lawschool@thomsonreuters.com.

If I forget my password, what do I do?

Our new OnePass system provides for “Forgot My Username and/or Password”, simply select the appropriate option and follow the instructions. You will be forwarded an e-mail with the information you need to regain access to Westlaw Canada.

Is student access restricted to a certain number of hours or searches?

Yes, there is a 180 hour limit per month. This limitation does not generally cause difficulties. Remember that usage must be directly related to official law school courses or programs and all research must be for educational purposes only as set out in the license agreement.

There is also a 400 hit limitation. Please consult your Law Library Reference Staff for effective research strategies.

What documentation is available for Westlaw Canada?

When attending a Westlaw Canada training session, you will receive a Quick Reference Guide, or you may request one from the Law Library Reference Staff. Two online support documents are also available for download:

[Quick Reference Guide](#)
[User Manual](#)

What technical support is available?

Please direct all Westlaw Canada technical issues to carswell.lawschool@thomsonreuters.com. Our Technical Support team monitors this mailbox.

What research support is available?

Law students should contact Law Library Reference staff for assistance.

What is Client ID?

This is a mandatory field and your password will not forward you to research until it is added. A Client ID is used to identify your research session. It can be a reference to a particular class assignment, specific research you are working on for a class. You may enter up to 35 alphanumeric characters to identify this research session. Once entered, you will be forwarded to Westlaw Canada and you may also update this specific research session using the Research Trail.