

Frequently Asked Questions

Frequently asked questions in relation to the new Westlaw UK

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Chapter 1 Accessing new Westlaw UK

Q: What is the URL for new Westlaw UK?

A: <https://westlawuk.thomsonreuters.co.uk>

Q: How do I get access to the New Westlaw?

A: All joint Practical Law and Westlaw UK subscribers already have access to the new Westlaw UK via their current method of access.

Westlaw UK only customers will be provided access in August/September 2019 via a OnePass registration key which was emailed to them. Users will need to link this registration key to their existing OnePass profile or create a new profile if they do not already have one.

Customers who access via SSO will be able to access the new service via the same method. If an organization has a different access method for Westlaw UK, we will offer Westlaw UK via OnePass or SAML to ensure that users have access to an integrated experience and with full personalisation features.

Q: Can users access both Westlaw UK and Practical Law using the same log in?

A: Yes.

Following the launch of new Westlaw UK, users will have the ability to access Practical Law and Westlaw UK via direct URLs and toggle between the two products. For example, if you are searching within the Practical Law compartment and need to continue your research in Westlaw UK, you can do so by simply selecting Westlaw UK from the product dropdown.

Users will be able to access both services using one login method and as such will not be required to log in again when toggling between products.

Q: Will I be charged to use the new Westlaw UK service?

A: There is no additional charge for using the new service and the content and features in your subscription. The new service will include add on content and features that may be outside of your subscription.

Q: Can I continue accessing the current Westlaw UK?

A: Current Westlaw UK is still available and customers can continue to access it in the usual way. Any new features and enhancements from 2019 and beyond will be released on the new Westlaw UK only. There will be a period of dual access where customers can access both the current and new versions of Westlaw UK. We will be in touch with you or the key contact at your organisation about switching over to the new Westlaw UK.

Q: When will I be migrated over to the new Westlaw UK?

A: All customers will be migrated over to new Westlaw UK as of 30th of November 2019. We will be communicating with customers as the migration progresses. Until the old platform is decommissioned on the 1st of December 2019, you will have access to both the existing and new Westlaw UK.

Following the cut over, users will only have access to the new Westlaw UK.

Q: When will the existing Westlaw UK be turned off?

A: We expect all customers to be using the new Westlaw UK as their main research service by the end of November 2019. Around this time all links to the existing service will be redirected to relevant pages on the new service or the new Westlaw UK homepage.

Chapter 2 OnePass

Q: What is OnePass?

A: OnePass is an account used to access various Thomson Reuters products like Westlaw UK, Westlaw ANZ, Practical Law, ProView, Thomson Reuters Westlaw, My Account, 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: As of the 30th of November 2019, all users who access Westlaw UK via OnePass will be issued an email containing a registration key for new Westlaw UK. The email contains instructions on how to register for OnePass. They will simply need to log into the new Westlaw UK with their existing OnePass credentials.

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 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 UK is live does everyone have to have a 'new' OnePass profile or will their current OnePass credentials which are used to log into Practical Law allow users to access Westlaw UK?

A: The current OnePass profile will provide access to both Westlaw UK and Practical Law joint subscribers.

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 UK log-in page. You can also reset your password by selecting "Forgot password?"

Chapter 3 Book Content

Q: Where are Westlaw UK Books?

A: Westlaw UK Books can be accessed from the product dropdown in the top left-hand corner. There are also links to books from cases, legislation and Practical Law content. The new books service delivers a considerably enhanced experience, tailored for commentary content.

Q: Is it possible to deep link to parts of a book, such as a particular paragraph or the forms in the White Book?

A: We have released a page-level link builder. This works in the same way as the previous site, in that you will be able to generate a link to a given web page. You will not be able to generate a link that then also takes you to a particular paragraph within that webpage.

Q: Is there a download limit for books?

A: The document delivery limit is currently 500, pending review. However, customers are reminded that they cannot download more than one or two chapters at a time or risk being in breach of their terms of service. We monitor for excessive usage and accounts can be suspended if this is detected.

Chapter 4 IDS Content

Q. Where can I find my IDS content?

A: IDS Employment content can be found on Westlaw UK alongside other Employment resources on the employment topic page. IDS Brief can be found alongside other Westlaw UK Journals. IDS Current Awareness is incorporated alongside other employment current awareness from Westlaw UK. The IDS handbooks are available from the Westlaw UK Books site with enhanced features and functionality.

Q. Why has the IDS homepage been replaced with the Employment topic page?

A. The new Employment topic page allows us to bring together the best Employment content from across Westlaw UK in one easy place and IDS is a key component of that offering.

Chapter 5 Deep links

Q: What will happen to my deep links to Westlaw UK content?

A: Westlaw UK will be moving to a new platform at the end of 2019. As new features and enhancements are launched on the new platform we expect our users to make new Westlaw UK 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 Westlaw UK to replace existing links they may have created on their intranet or in documents. This approach allows users to manage how and when they link to the new service. The new service makes it easier to get to certain content types and other content has been improved and restructured. 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 UK content?

A: We have created a list of common links to key pages and titles to help you to update your existing deep links, which you can [access here](#). You can use this to redirect your links to the new Westlaw UK during our period of parallel access.

When Westlaw UK is sunset (once all customers have been migrated off the service) all links to documents on current Westlaw UK will redirect to the equivalent document on new Westlaw UK where available. If the link is to a page that is not on the new service, the link will take the user to the new Westlaw UK homepage.

Q: Why do I need to update my deep links if links will automatically be redirected when current Westlaw UK is retired.

A: We are running a period of parallel access so customers can access both the current and new Westlaw UK whilst users get used to using new Westlaw UK. From the 1st of December users will only have access to the new Westlaw UK. As this date will be in advance of the current Westlaw UK being retired (and all links being redirect to the new Westlaw UK), customers will need to update their deep links to the new Westlaw UK if they wish to continue using them.

Chapter 6 Folders

Q: What will happen to my existing folders?

A: As the new Westlaw UK service has upgraded many documents and improved how content is organised, we will not be migrating existing folders from the current service. Users will be able to take advantage of improved folder capabilities and annotation and sharing options, as well as the new favorites feature.

Q: Will my folders be duplicated on the new Westlaw UK?

A: We will not be migrating folders and are encouraging users to recreate folders on the new Westlaw UK during their period of parallel access. This will provide users with an opportunity to review and update their folders so they are more relevant and useful.

Chapter 7 Alerts

Q: What will happen to my existing Westlaw UK alerts?

A: As the new Westlaw UK service has an improved search and alerts engine, users will need to set up their alerts on the new service. This will ensure users are alerting on the most up to date, relevant content and can make use of the new features on the service. We will not be turning off old alerts until users are happy with the alerts on the new platform.

Q: Will my alerts be duplicated on the new Westlaw UK?

A: We are not migrating alerts or RSS feeds and will be encouraging users to recreate the alerts on the new Westlaw UK during their period of parallel access.

This will present an opportunity for users to be able to review and update their alerts so they are more relevant and useful. Alerting on the new platform provides an enhanced user experience.

Q: What will happen to my “old” Westlaw UK alerts

A: During the period of parallel access users will continue to receive alerts from current Westlaw UK. When the period of parallel access ends the alerts will be deleted. Users will need to ensure they recreate their alerts on the new Westlaw UK if they wish to continue to receive them.

Chapter 8 Alert Management Centre

Q: What are Alert Administrator rights (Alert Management Centre)

A: The Alert Management Centre is a tool for administrators to manage alerts for their organisation. The Alert Management Centre enables administrators to create administrator alerts, make changes to multiple alerts at once, create and edit alerts on behalf of others and much more.

Q: What is the difference between Alerts on Westlaw UK and Alert Management Centre?

A: All individual users can create and manage their Westlaw UK alerts. The Alert Management Centre allows administrators to have access to manage and monitor all the alerts that belong to the individual users at their organisation.

Q: Who will have access to the Alert management Centre?

A: Administrators of an organisation that subscribe to the Alert Management Centre.

Q: Can an account have more than one administrator?

A: Yes, there is no limit to the number of administrators.

Q: How do I request Alert Administrator rights?

A: Please contact our Customer support team via the [Customer Portal](#) to request access.

Chapter 9 Collaboration

Q: Is it possible to share annotations and folders with colleagues on new Westlaw UK?

A: Yes, it is possible to share both Folders and Annotations by selecting the “Share” button within Folders.

Chapter 10 Timing out

Q: What’s the timeout limit for Practical Law and new Westlaw UK?

A: 6 Hours