

Managing Your Westlaw Account Online

You can manage your Westlaw® account online using the My Account feature at west.thomson.com. My Account is a secure, Web-based feature that allows you to perform routine account management tasks, including managing your Westlaw passwords and getting real-time information about your West account. Use My Account to access the following account-management information:

- billing information
- order information
- account information
- Westlaw information
- administration information
- Web profile information

Registering for My Account

The first time you use My Account, you must register and set up a custom user name and password. Go to west.thomson.com/myaccount, fill in the required text boxes, and click **SUBMIT**. If you need a personal identification number (PIN), call 1-800-328-4880, ext. 77420.

Note: If you have already registered, go to west.thomson.com and click **My Account**.

Type your West account number, PIN, and e-mail address in the appropriate text boxes.

First-Time Activation for "My Account" Users

Attention: Returning Users
Once you've completed this one-time activation step, there's no need to return to this page or keep your PIN. To gain access to your account in the future, simply click the **My Account** tab (above) and sign on with your West OnePass user name and password.

My Account Activation

All fields are required.

West Account #

PIN **Need a PIN?**
Call 1-800-328-4880, ext. 77420.

E-mail **For full functionality, please use a valid business e-mail address.**

Confirm E-mail

SUBMIT ▶

Sign up page for My Account

Accessing Your Account Information

Go to west.thomson.com and click **My Account**. Then type your custom user name and password in the text boxes and click **GO**.

Click **My Account** to access your account information.

The screenshot shows the Westlaw website homepage. At the top, there is a search bar and a navigation menu with tabs for HOME, PRODUCTS & SERVICES, WESTLAW INFORMATION, MY ACCOUNT (circled in blue), CUSTOMER SUPPORT, and ABOUT WEST. Below the navigation menu, there is a banner image of three people in a meeting. To the right of the banner, there are sections for 'Top Selling Products' (including 'Immigration Employment Compliance Handbook' and 'Immigration Law and Crimes') and a promotional offer: 'March winds blow in \$30 savings. Every online order of \$200 or more qualifies for a \$30 discount through March 14, 2005, but you must... Activate your discount now! Sign up for My Account and save 15%! My Account on west.thomson.com is available round the clock, whenever you want'.

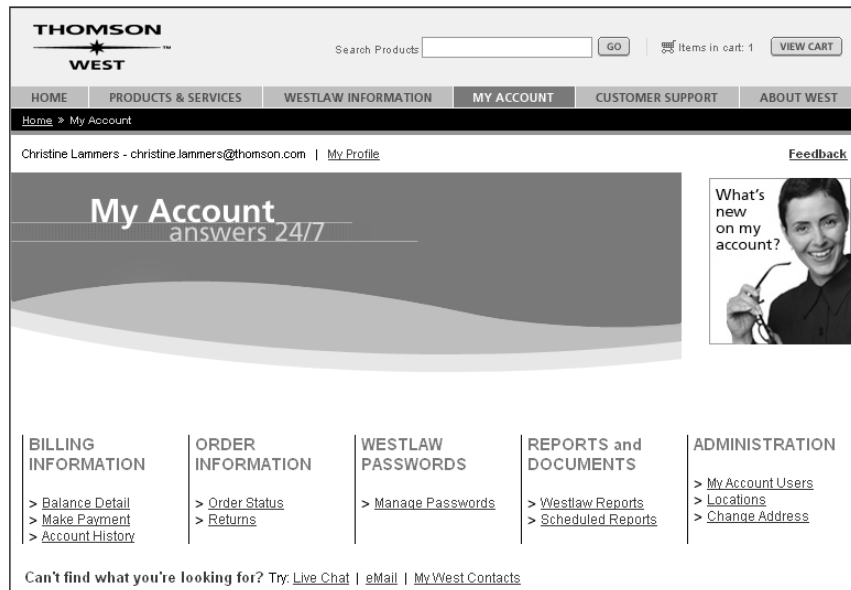
west.thomson.com home page

My Account is available on the Web at west.thomson.com.

For technical assistance, call West Customer Technical Support at **1-800-WESTLAW** (1-800-937-8529).

For general questions concerning My Account, call West Customer Service at **1-800-328-4880**.

After you sign on with your custom username and password, the My Account page is displayed. This page shows the account management tasks you can now access. Click any of the links to easily manage your West account.



My Account page

Managing Your Account

Billing information

- View your account balance including all open charges and credits.
- Make online payments.
- Create a custom remittance notice.
- Check the status of recent payments to see how they were allocated.

Order information

- Check the shipping dates and tracking information for recent orders.
- Request reshipments.
- Initiate returns.
- Verify the credit status of recently returned items.

Westlaw passwords

- View a list of all password holders.
- Order passwords for new Westlaw users and deactivate existing passwords.
- Request replacement password cards.

Reports and documents

- Request Westlaw invoices, billing summaries, and client level usage reports in a variety of formats.
- Create automated reports

Administration

- View or modify My Account access for your users.
- View and update billing and shipping addresses for your account.
- View and modify your Web profile information, including preferences, e-mail address, username, and password.