

Q: What are the benefits of using Reporting System v.2?

A: Reporting System v.2 enables you to:

- **Flexible reporting options** – generating reports is flexible and easy. Choose from numerous standard report formats or create your own custom report format.
- **Customized client pricing** – apply a discount or a monthly fixed amount, which is used with standard or custom report formats.
- **Customized account groups** – create customized account groups by combining all or some location accounts.
- **Automatic reports** – eliminate the need to remember to run usage reports. Your “auto reports” automatically arrive in a specified e-mail inbox.
- **TimeKeeper ID** – identify each Westlaw Canada user with a unique identifier to meet your organization’s specific reporting needs. For example, you can group locations, departments or cost centers into one report so you can simplify the reporting process or provide an overview of specific areas of your business
- **Create client invoices** if you wish
- **View pay-per-view usage** – You can check the details of the PPV usage down to the user level and database level

Q: Is there any charge for Reporting System v.2?

A: No. Carswell is pleased to be able to provide advanced reporting functionality to aid you in effectively managing your business.

Q: Is the Reporting System v.2 a secure website?

A: Yes. Reporting System v.2 uses a Secure Socket Layer (SSL) protocol to ensure the confidentiality of the information.

Q: Who do I contact if I experience technical issues with Reporting System v. 2?

A: Carswell’s Technical Support Team, carswell.techsupport@thomsonreuters.com.

Q: Who can access the Reporting System v.2?

A: Your organization determines who will have administrative access to the Reporting System v.2. The Reporting System v.2 supports multiple Administrators for the same set of accounts, but is not intended for “end user” use. If you do not have access, please contact your local Administrator(s).

Q: How can I look up who has access to the Reporting System v.2?

A: A list of Administrators who can access the system is found on the Review Reporting System Access page.

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Q: How can I look up who has access to the ReportingSystem v2?

A: A list of ReportingSystem v2 users is found on the Review Reporting System Access page.

Q: How can I request my users to have access to ReportingSystem v2?

A: Contact carswell.westlawcanada@thomsonreuters.com.

Q: How do I log in to the ReportingSystem v2?

A: If your organization has identified you as ReportingSystem v2 user, click www.reportingsystem.westlawcanada.com or you can log on to Westlaw Canada, click the *Site Map* link from the navigation bar, and select **Reporting System** under Tools.

You are required to sign on using [OnePass](#) starting Oct. 20, 2011. Until then, you can use your Westlaw Canada password (issued before Aug. 10 2011) to sign on to ReportingSystem v2.

If you have not registered OnePass yet, please do so by following the instruction from your Welcome email or by clicking on “**Register/Edit OnePass Username and Password**” at the signon page.

If you have not been identified as an Administrator for ReportingSystem v2, please see your internal Administrator(s).

Q: Why can't I log in to the ReportingSystem v2?

A: If you forget your OnePass user name or password, you can click on “Forgot Username?” or “Forgot Password?” link at the signon page to retrieve the username or reset your password.

You can also contact [Technical Support](#) for assistance.

Q: How do I find pricing information?

A: If you have not been given administrative access by your organization, please contact your internal Administrator (s) for pricing information.

If you are a Reporting System v.2 Administrator for your organization, click the Pricing tab to access a link to a Canadian Pricing page. To access pricing info for all content, including U.S. and international content, click [here](#) to log into the Subscriber database within the Westlaw Canada service.