

ONESOURCE SUPPORT



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QUICK REFERENCE GUIDE

HOW TO MAKE A NEW ONEPASS ACCOUNT?

This document will provide the steps necessary to create a OnePass account from the ONESOURCE Customer Center.

<https://tax.thomsonreuters.com/support/onesource/customer-center>

- After clicking the above link you will be brought to the Customer Center home page. Here you can submit a case for all the ONESOURCE products available.
- Initially you will need to create a OnePass Account and you can do this by clicking the highlighted link below.

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Overview Products & Services Resources Events & Training Certified Implementers Regions **Customer Center**

Customer Center

Select your product area below to find technical support, product updates, training and more.

For full access, be sure to sign up for a **OnePass Account**

AEOI (FATCA/CRS)	BEPS Action Manager	Corporate Tax	Global Trade Management
GoSystem Tax RS	Income Tax	Indirect Tax	Indirect Tax Compliance
Property Tax	Sales & Use Tax Compliance	Statutory Reporting	Tax Information Reporting



- You will then be brought into the OnePass log in screen. Here you can select the 'Create new OnePass profile' link seen below.



OnePass Sign In

Username

[Forgot Username?](#)

Password

[Forgot Password?](#)

Save my Username
 Save my Username and Password
 Don't ask again today [What's This?](#)

Sign In

[Create a new OnePass profile](#)
[Update an existing OnePass profile](#)

CS Professional Suite

Are you looking for the CS Professional Suite website Log In page?

[Sign In here](#)

- Once the link is clicked you will be prompted to enter a valid email address.



register a new profile

To start the registration process, please enter the information below. This information is needed for us to verify that there isn't already a profile registered within OnePass, and will be used as a starting point for the new profile.

Email Address

Continue

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- Next you will need to enter all of your personal details, ensuring that your username and password meet the requirements. Please also complete the security question.

OnePass

Already have a OnePass profile? [Update your profile](#)

General Settings

Register a new OnePass Profile

Register for a new Profile within OnePass by entering the information below.

Your Information

First Name

Last Name

Email Address

Confirm Email Address
Must be same as Email Address field

Alternate Email Address(es) (Optional)
Comma Separated

Username and Password

Username

Password

Confirm Password
Must be same as Password field

- Upon completion you will be brought back to the OnePass sign in screen and prompted to enter your new username and password to log in.

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OnePass Sign In

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[Forgot Username?](#)

Password

[Forgot Password?](#)

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- On the screen you will need to enter your unique number. You will have received your unique number in the email communications regarding the move to the Customer Center. If you do not have your account number, Please contact the support team on 0800 1577801.

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Secured access to self-service functions denied. Error: Execution error
Please contact support to request secured access to self-service functions.

Please provide the Account Number for immediate access to our self-service options.
If you do not know your Account number, please contact Support for assistance.

Account#

CREATE USER

- Once this has been entered it will take you to the Customer Center home page, where you will be able to select the product area relating to your query and submit a new case to the Support Team. For more information please refer to the [How to Submit a New Case Quick Reference Guide](#).

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Tax Provision	Transfer Pricing	Trust Tax	WorkFlow Manager

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