

ONESOURCE SUPPORT

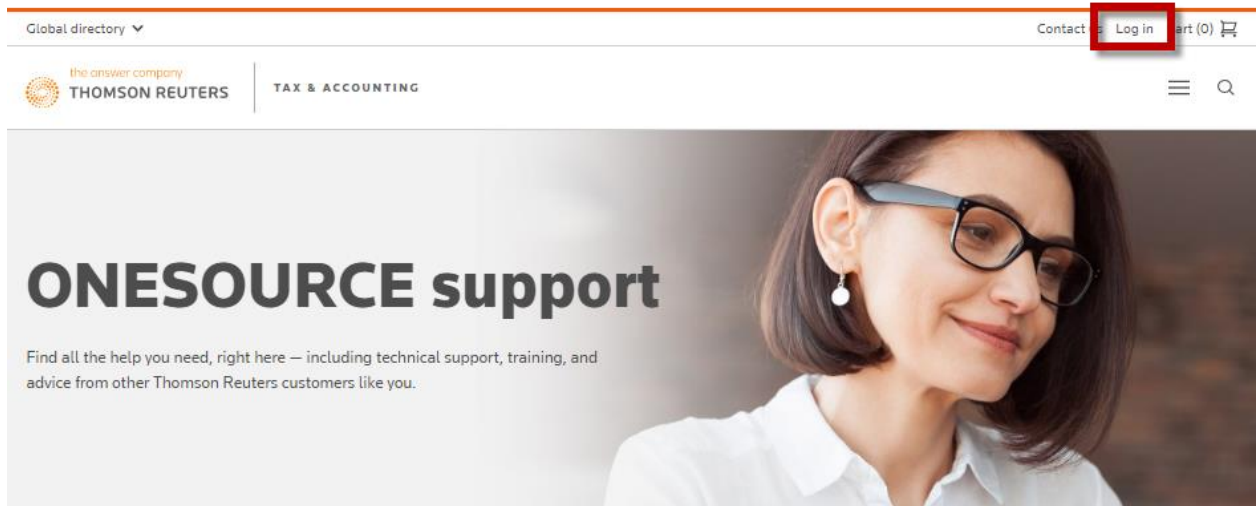


ONEPASS PROFILES

HOW TO ACCESS THE ONESOURCE CUSTOMER CENTER

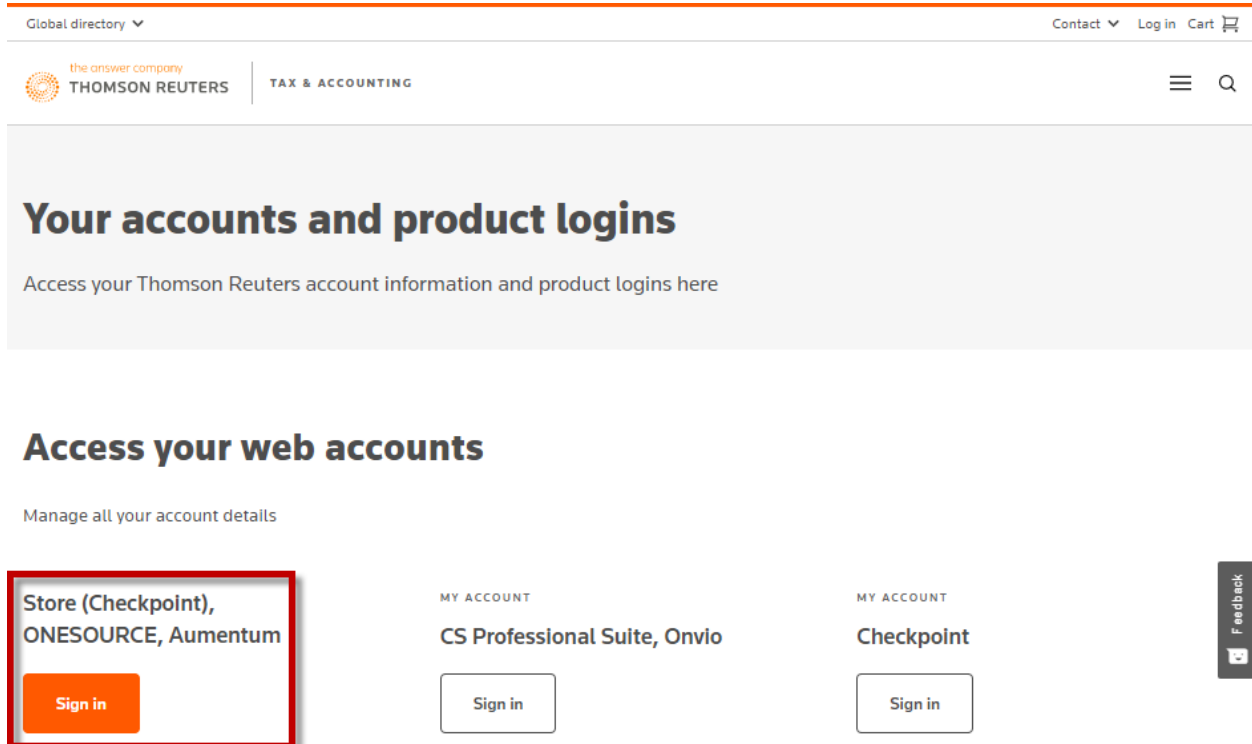
You must register for a OnePass Profile account to access the ONESOURCE Customer Center. The following instructions show you how to do this. **You will need your 4-digit Account Number.**

1. Open your browser and enter: <https://tax.thomsonreuters.com/en/onesource/support>
2. On the top menu bar, select **Log In**.



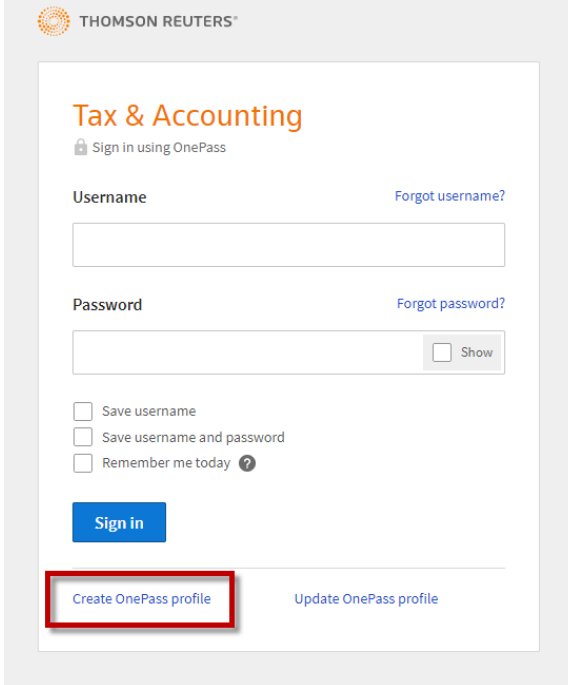
[\(Click here to return to Step 9\)](#)

3. Select **Sign In** under Store (Checkpoint), ONESOURCE, Aumentum



[\(Click here to return to Step 10\)](#)

4. The **Tax & Accounting Sign in** screen appears. Select **Create OnePass Profile**.



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Tax & Accounting

Sign in using OnePass

Username [Forgot username?](#)

Password [Forgot password?](#)

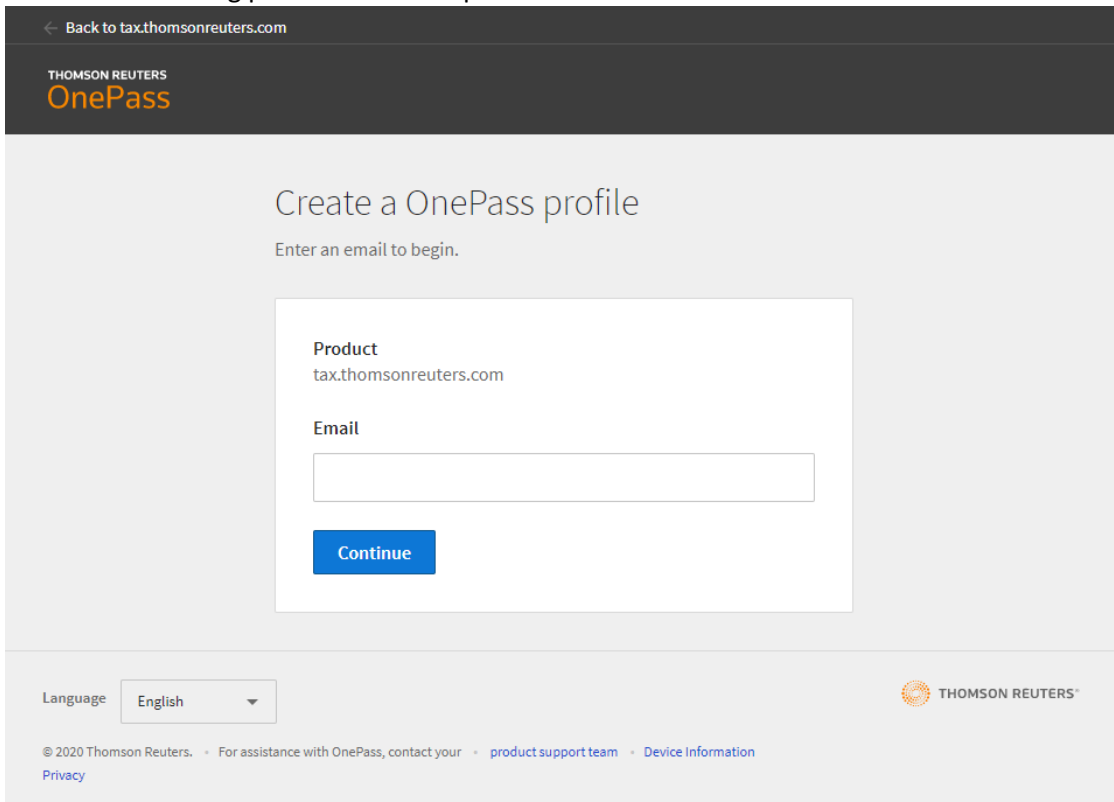
 Show

Save username
 Save username and password
 Remember me today [?](#)

[Sign in](#)

[Create OnePass profile](#) [Update OnePass profile](#)

5. The **Create a OnePass profile** screen opens. To start the registration process, please enter your email. This is needed to verify that there isn't already a profile registered within OnePass and will be used as a starting point for the new profile.



← Back to tax.thomsonreuters.com

THOMSON REUTERS
OnePass

Create a OnePass profile

Enter an email to begin.

Product
tax.thomsonreuters.com

Email

[Continue](#)

Language English ▼

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[Privacy](#)

6. The **Create profile: Personal information** screen appears. Fill out the information to create your profile and select continue.

← Back to tax.thomsonreuters.com

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OnePass

1 Personal information

2 Security

Create profile

Personal information

First name

Last name

Email

Confirm email

Additional emails (optional)
OnePass can send account notifications to others, such as administrators. Separate multiple emails with commas.

[Continue](#)

7. A Create profile: Security screen will appear.

✓ Personal information

2 Security

Create profile

Security

Username
Your username is case sensitive.

Between 8 and 70 characters

Password

 Show

Between 8 and 64 characters

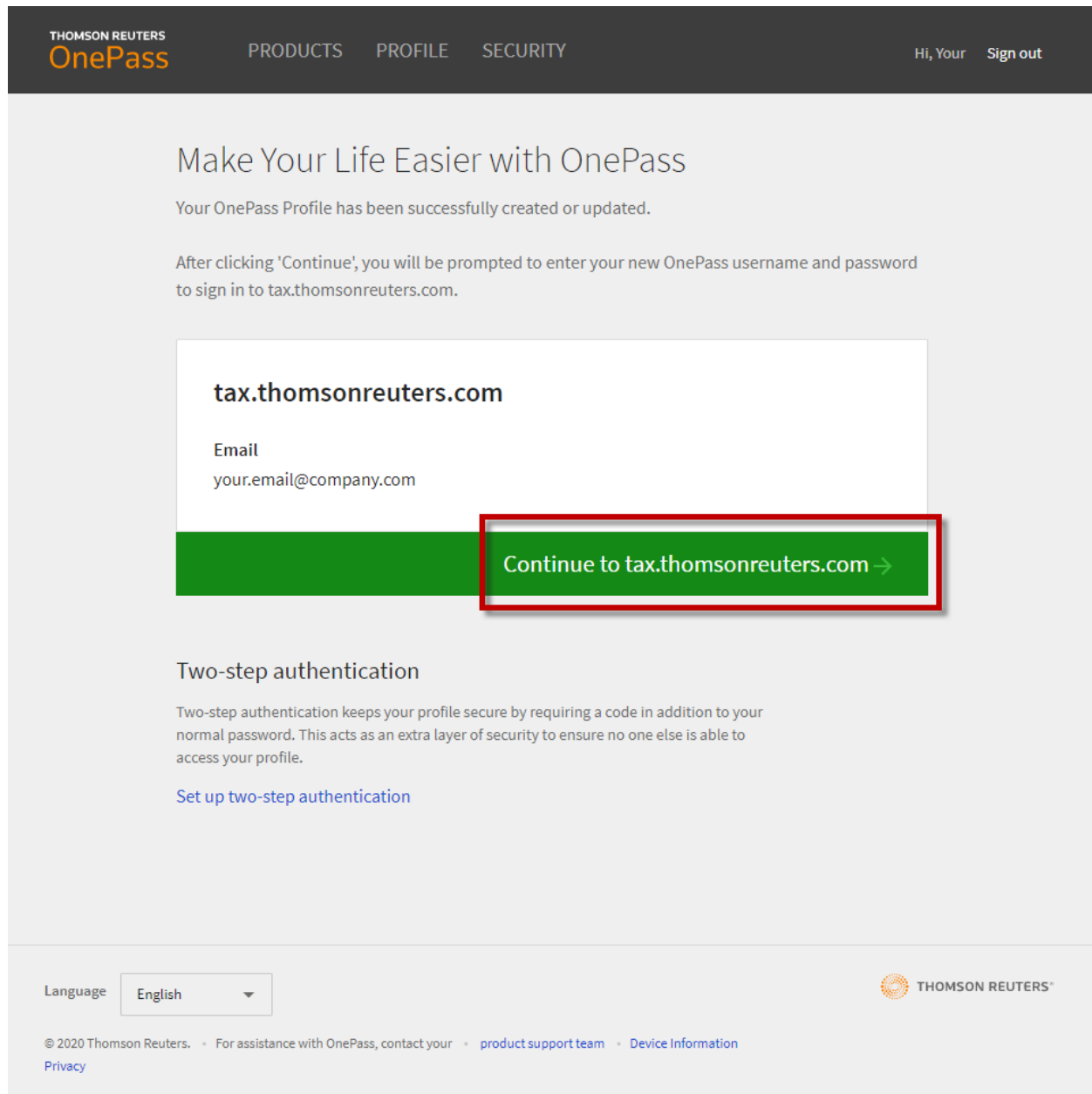
3 of 5 character types

Uppercase letter	Special character (@ # \$)
Lowercase letter	Other character (¢,£,€)
Number	

Confirm password

 Show

8. A confirmation screen will appear. Click **Continue to tax.thomsonreuters.com**



THOMSON REUTERS
OnePass

PRODUCTS PROFILE SECURITY

Hi, Your Sign out

Make Your Life Easier with OnePass

Your OnePass Profile has been successfully created or updated.

After clicking 'Continue', you will be prompted to enter your new OnePass username and password to sign in to tax.thomsonreuters.com.

tax.thomsonreuters.com

Email
your.email@company.com


Continue to tax.thomsonreuters.com →

Two-step authentication

Two-step authentication keeps your profile secure by requiring a code in addition to your normal password. This acts as an extra layer of security to ensure no one else is able to access your profile.

[Set up two-step authentication](#)

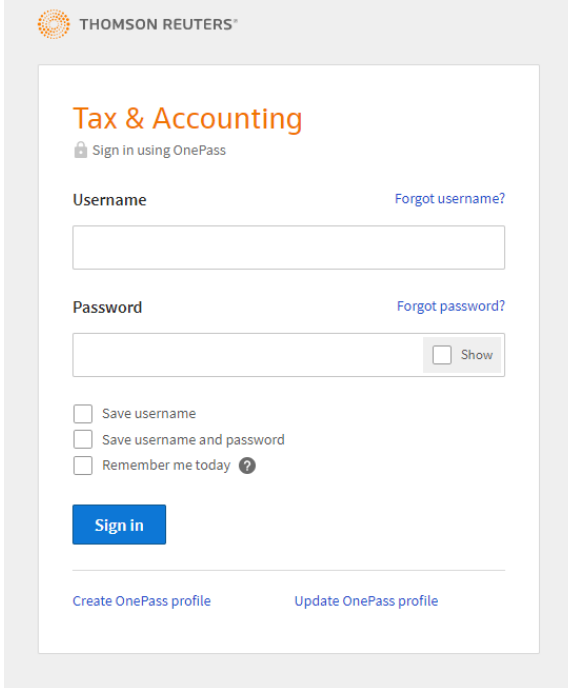
Language English ▼

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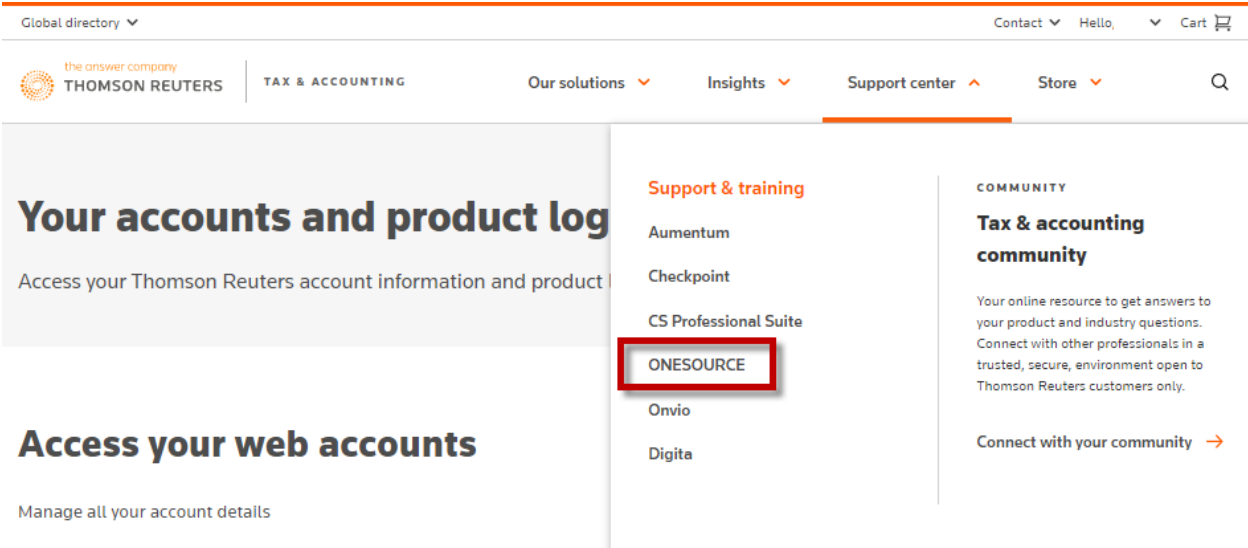
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[Privacy](#)

9. On the top menu bar, select **Log In**
([See Step 2 for guidance](#))
10. Select **Sign In** under Store (Checkpoint), ONESOURCE, Aumentum
([See Step 3 for guidance](#))

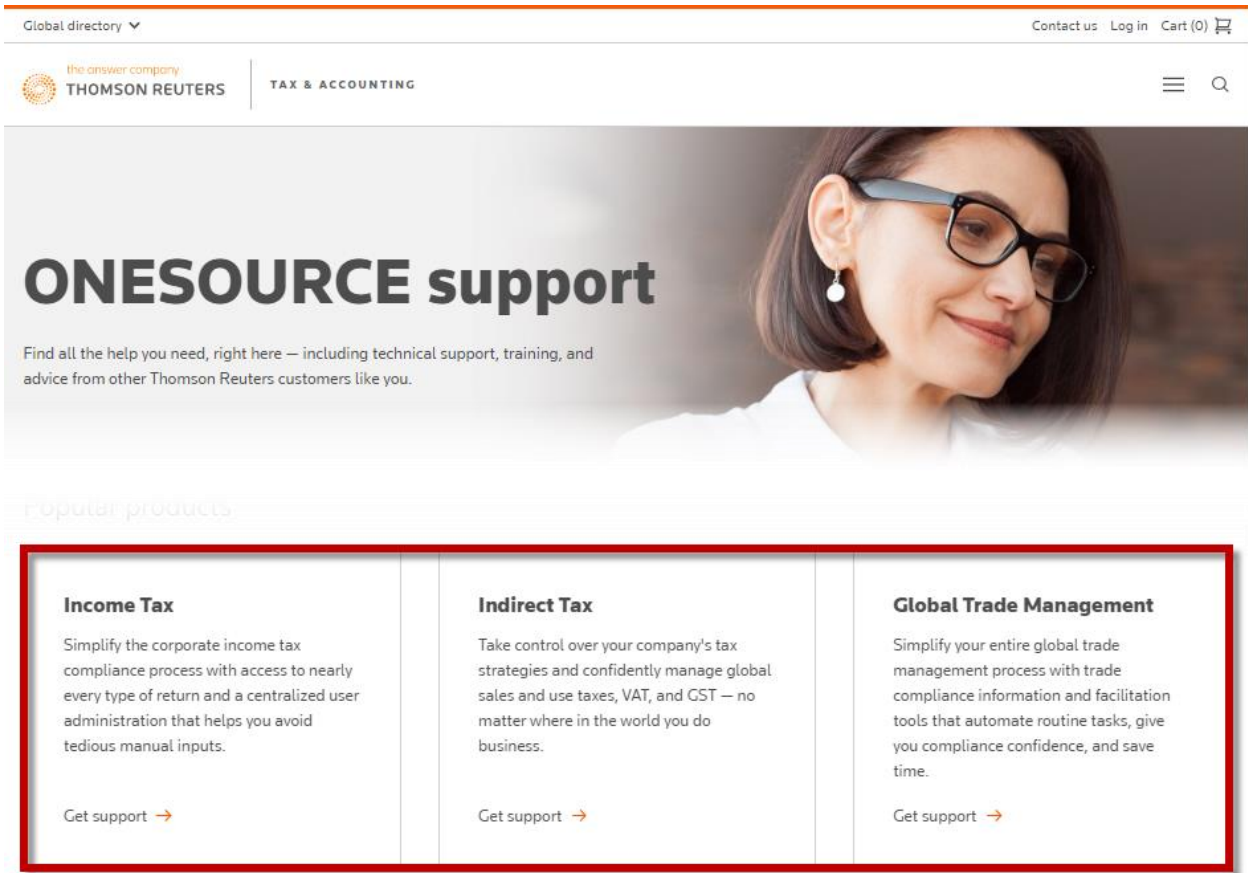
11. The **Tax & Accounting Sign in** screen appears. Enter your **Username** and **Password** and click **Sign In**.




12. You will see **Your Accounts** home screen. Select **ONESOURCE** from the **Support Center** sub-menu.



13. The **Customer Center** landing screen appears. Select **Your Product** from the available options



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 the answer company
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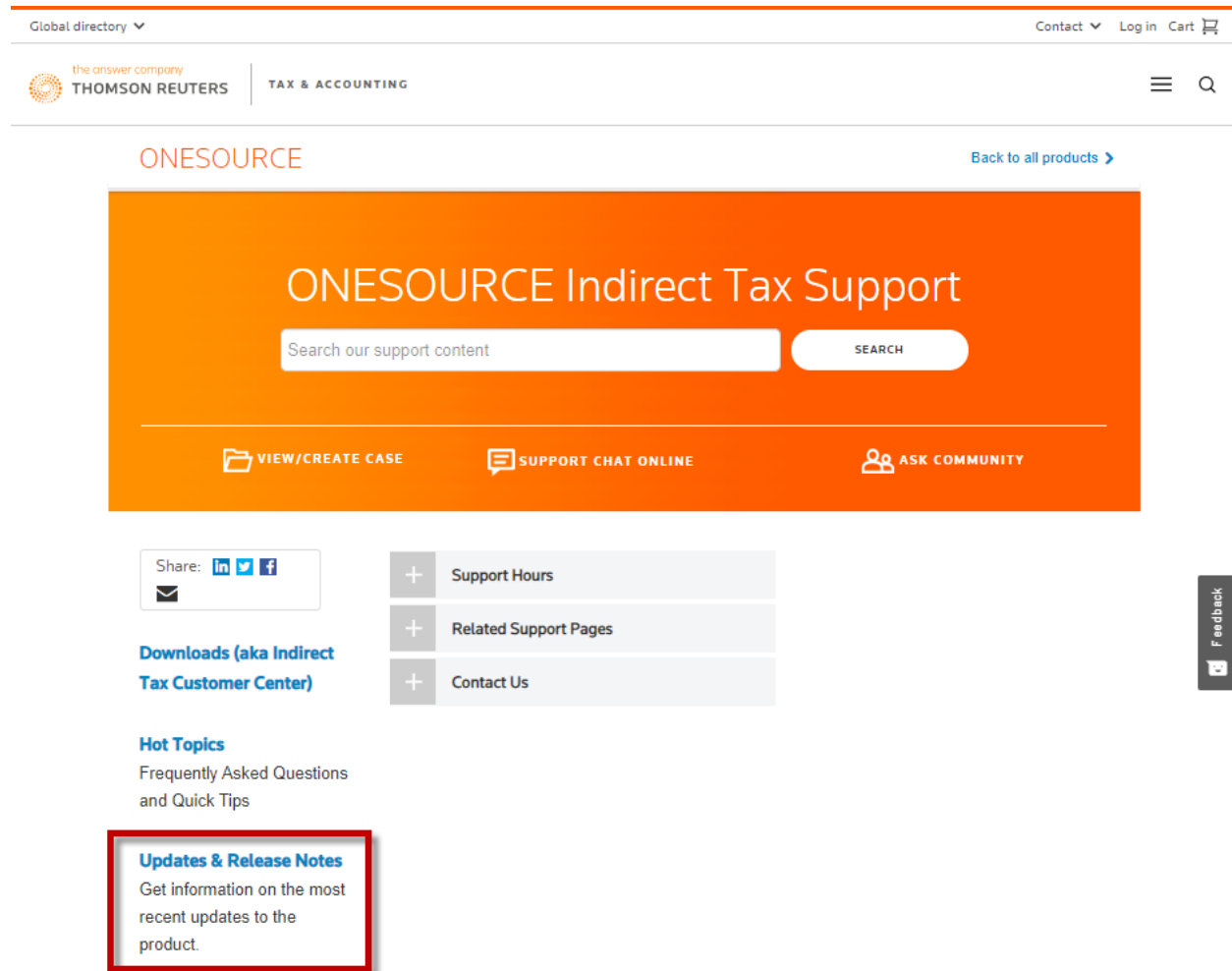
ONESOURCE support

Find all the help you need, right here — including technical support, training, and advice from other Thomson Reuters customers like you.

Popular products

<p>Income Tax</p> <p>Simplify the corporate income tax compliance process with access to nearly every type of return and a centralized user administration that helps you avoid tedious manual inputs.</p> <p>Get support →</p>	<p>Indirect Tax</p> <p>Take control over your company's tax strategies and confidently manage global sales and use taxes, VAT, and GST — no matter where in the world you do business.</p> <p>Get support →</p>	<p>Global Trade Management</p> <p>Simplify your entire global trade management process with trade compliance information and facilitation tools that automate routine tasks, give you compliance confidence, and save time.</p> <p>Get support →</p>
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14. The **ONESOURCE Product Support** screen appears. Click **Updates & Release Notes**



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ONESOURCE [Back to all products >](#)

ONESOURCE Indirect Tax Support

VIEW/CREATE CASE
 SUPPORT CHAT ONLINE
 ASK COMMUNITY

Share: [in](#) [t](#) [f](#)

Downloads (aka Indirect Tax Customer Center)

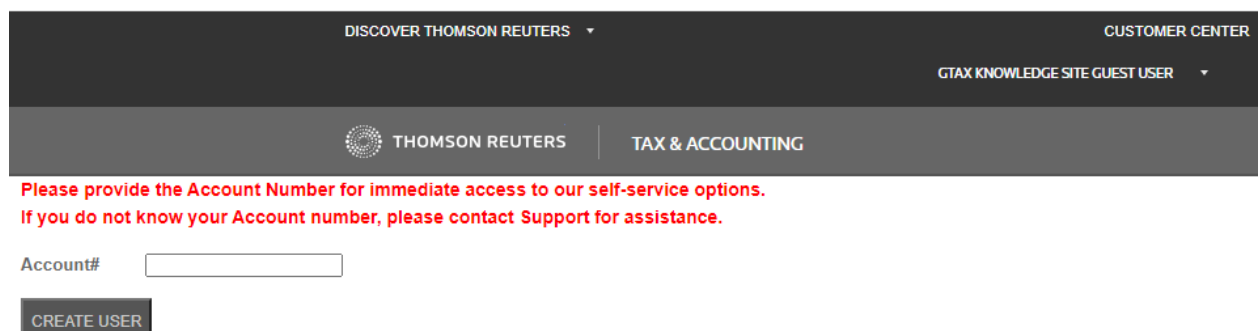
Hot Topics
Frequently Asked Questions and Quick Tips

Updates & Release Notes
Get information on the most recent updates to the product.

- + Support Hours
- + Related Support Pages
- + Contact Us

Feedback

15. When you select a link for the first time you will get the following message. Enter your four-digit, alpha-numeric account number. Then click **CREATE USER**



DISCOVER THOMSON REUTERS ▾ CUSTOMER CENTER

GTAX KNOWLEDGE SITE GUEST USER ▾

THOMSON REUTERS | TAX & ACCOUNTING

**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#

16. Your OnePass Profile is now linked with the ONESOURCE Customer Center

- Please contact Thomson Reuters Support if you experience any issues with this process.