



## Frequently Asked Questions

### 1. What is Westlaw International?

Westlaw International is the new enhanced legal research platform, combining content trusted by customers throughout the Middle East, with the best available legal research technology that is already used in the US, UK, Canada, Australia and New Zealand.

Westlaw International provides a premier search and browsing experience for international legal researchers with a modernised access point for users in Latin America, Ireland, Asia, and Middle East & North Africa.

**Westlaw Middle East will be used as the product brand within the MENA region, noting that the platform is Westlaw International.**

### 2. What is the benefit to moving now?

Moving to Westlaw Middle East on Westlaw International will provide an improved experience and allow you to take advantage of new features and enhancements in the future.

### 3. When will Westlaw Middle East on Westlaw International be available?

Westlaw Middle East on Westlaw International will be available for purchase from September 2024. Our sales team will contact you to discuss the best subscription options to meet your needs.

### 4. Will there be a period where I have access to both the legacy Westlaw Middle East and, the new Westlaw Middle East on Westlaw International?

When you choose to purchase Westlaw Middle East on Westlaw International there will be a short crossover period to give you time to transition before removing your access from the legacy Westlaw Middle East.

### 5. What steps do I have to take to complete the move?

Our priority is to make the move as seamless and smooth as possible. We will provide details on the steps you will need to take to ensure you have access to Westlaw Middle East on Westlaw International and are confidently using it before access to legacy Westlaw Middle East is removed.

### 6. I don't have the resources to complete the move. Is there someone who can do it for me?

Our priority is to make this as easy as possible, so although extra support should not be needed, we will be on hand to help you. The move will be user led, so you will need to take steps to ensure you have access to Westlaw Middle East on Westlaw International.

### 7. Will my alerts and history be saved and moved to Westlaw International?

Personal features such as alerts and history, will not be moved. You will need to recreate your alerts during the period you have access to both new and legacy Westlaw Middle East. We will provide guidance on how to do this closer to the time.

### 8. Will there be customer training available?

Yes, customer training will be available for all users as part of the onboarding process. The [training and support portal](#) will provide Guides, Videos and Webinars to help get you started. You can also [request training](#).

**9. Will Middle East content and/or coverage remain the same?**

There will be minor changes to coverage on Middle East content such as the removal of the following jurisdictions:

- Algeria
- Libya
- Morocco
- Sudan
- Syria
- Tunisia

**10. Will Westlaw International use OnePass?**

If you already have a OnePass profile, you will be able to log into Westlaw International using that profile. If you do not have a OnePass profile, you will be sent an email containing a registration key along with instructions on how to register for OnePass.

**11. What are the benefits of using OnePass?**

OnePass is a secure method of authentication that allows users to log into multiple Thomson Reuters product with a single set of credentials. If you currently use OnePass to log into Westlaw UK/Practical Law, you will be able to use the same profile to log into Westlaw Middle East on Westlaw International.

**12. Does Westlaw International support IP access?**

No, IP access will not be available. Customers that currently access via IP will need to send a list of users to their Account Manager/Customer Support so they can be set up to receive a registration key. If you currently access Westlaw Middle East or another Thomson Reuters product via SAML, this can be set up. Please contact your Account Manager for further information.

**13. Is there an option to remain on the legacy Westlaw Middle East and not move?**

All customers are required to move to the new platform. Legacy Westlaw Middle East will be shut down once the moving period is completed in late 2025.

**Looking for more information?**

For assistance using Westlaw International, email [SSA.MENATrainers@thomsonreuters.com](mailto:SSA.MENATrainers@thomsonreuters.com)

For additional training materials, visit <https://support.thomsonreuters.ae/product/westlaw-international-middle-east-and-north-africa>