



# ClientAccess

## 2-Factor Authentication

### Current User Instructions

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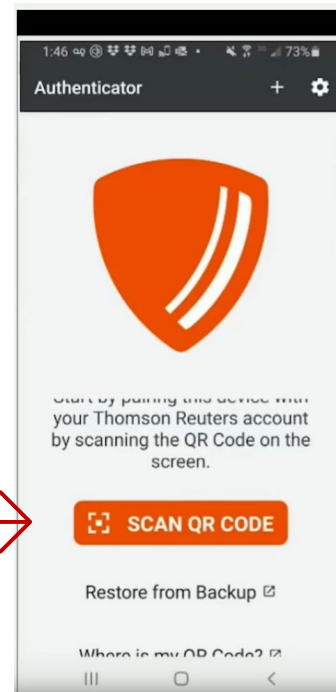
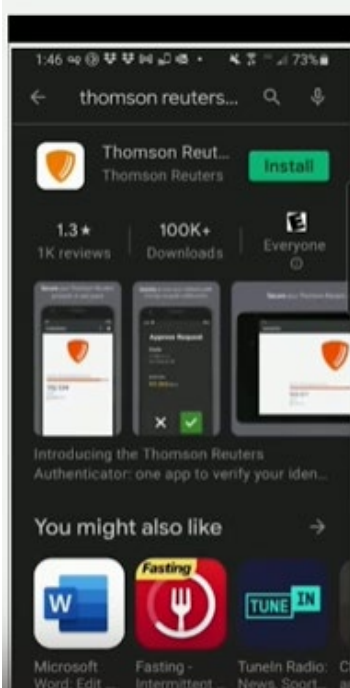
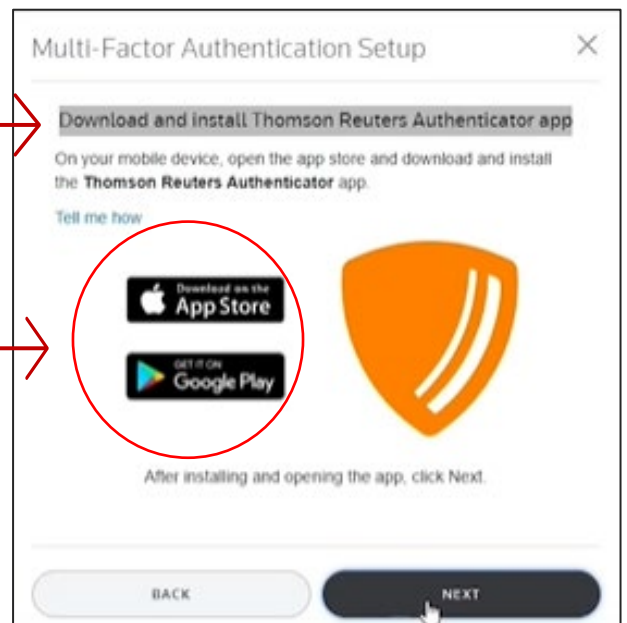
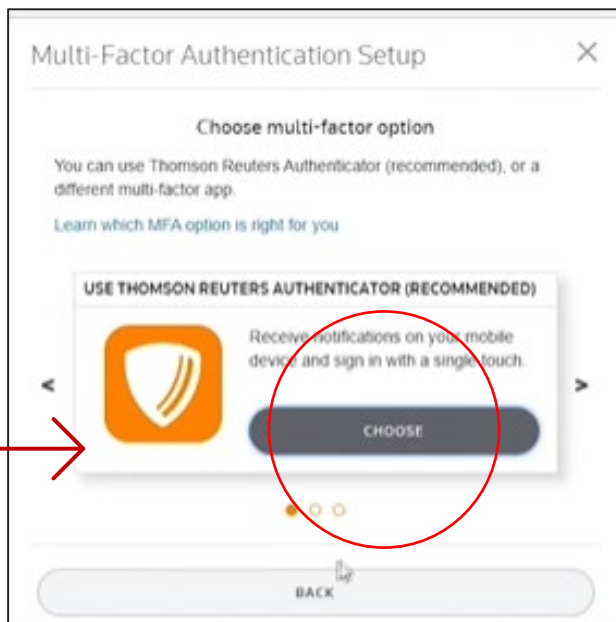
### Current User Instructions



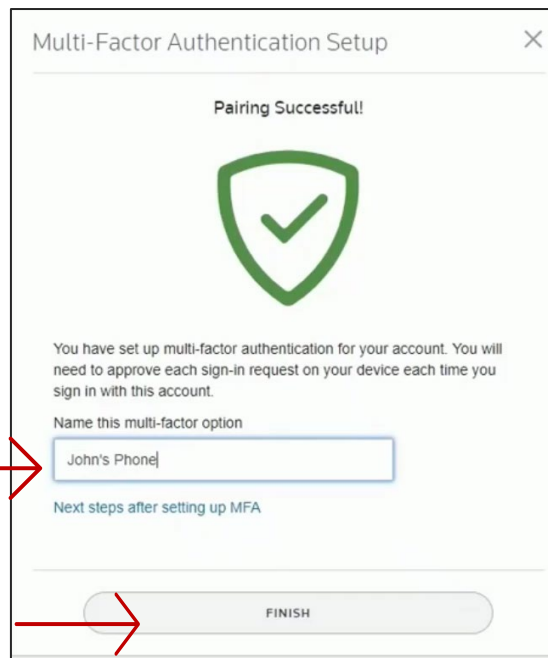
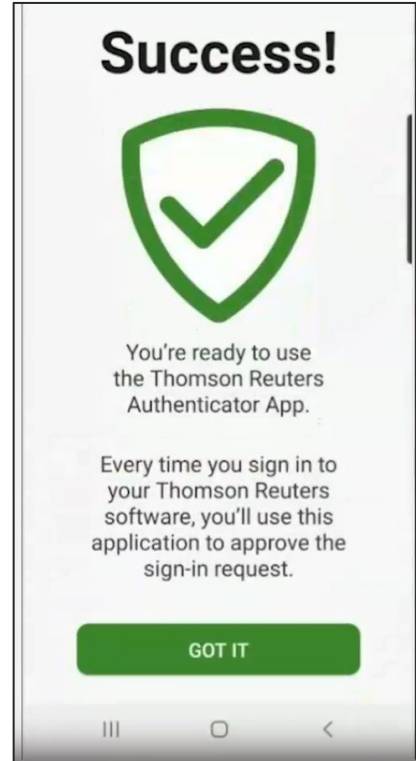
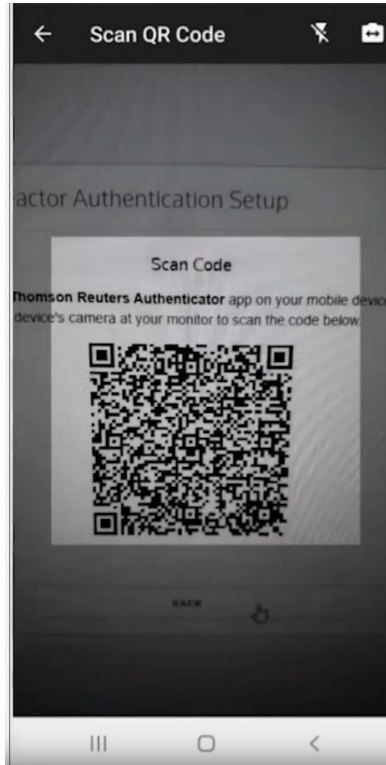
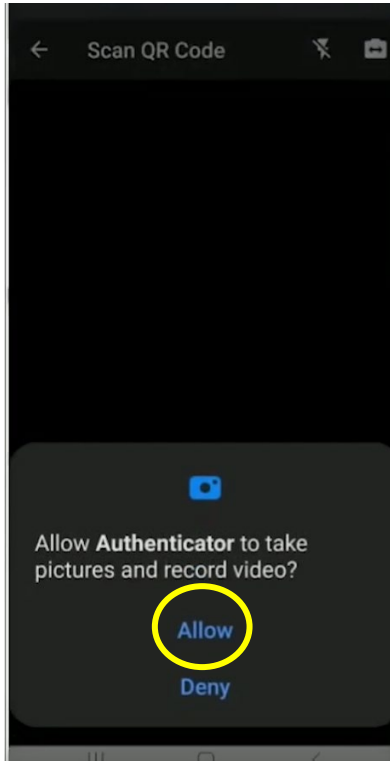
▶ Please **log in** to the client portal.

- Be sure to check the box **“Not a Robot”**
- Click **Login**
  - ✓ *This will start the 2-factor authentication process set up.*
- Click **Set Up Now**
- Click **Get Started**

- ▶ The recommended authenticator app is the **Thomson Reuters Authenticator**
  - Click **Choose**
  - **On your mobile phone**, Search for the Thomson Reuters Authenticator App (the icon should look like this) In your app or play store. 
  - A screen with a **QR code** will appear on your computer.
  - Click the **Scan QR code** button inside of the mobile app.



- ▶ — Hold your phone up to your computer screen.
- Select **“Allow”** to allow authenticator to access your camera in order to scan the QR code.
- Scan the QR code on your computer screen with your phone.
- You will see a screen that says **SUCCESS**.
- You will see a screen that says **Pairing Successful!**
- Name the multi-factor option or just leave it to the default name shown.
- Click **Finish**

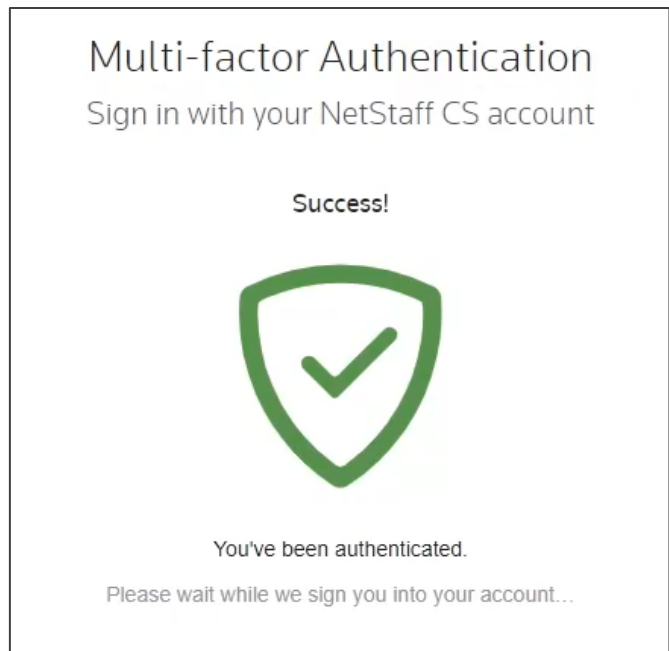
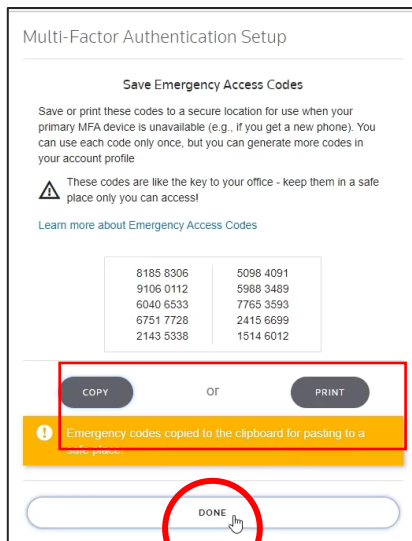
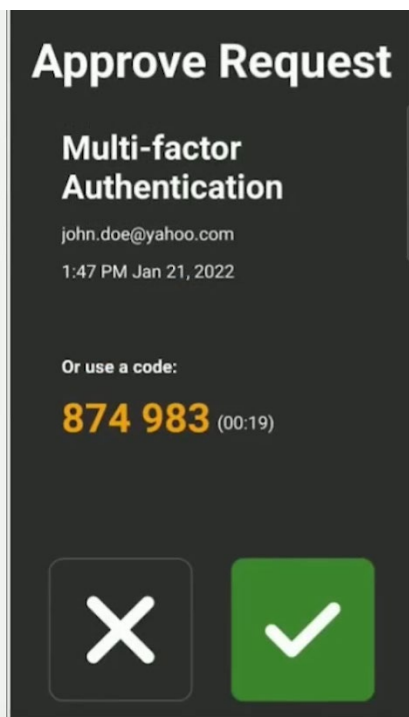


► Now – log in to the **client portal**

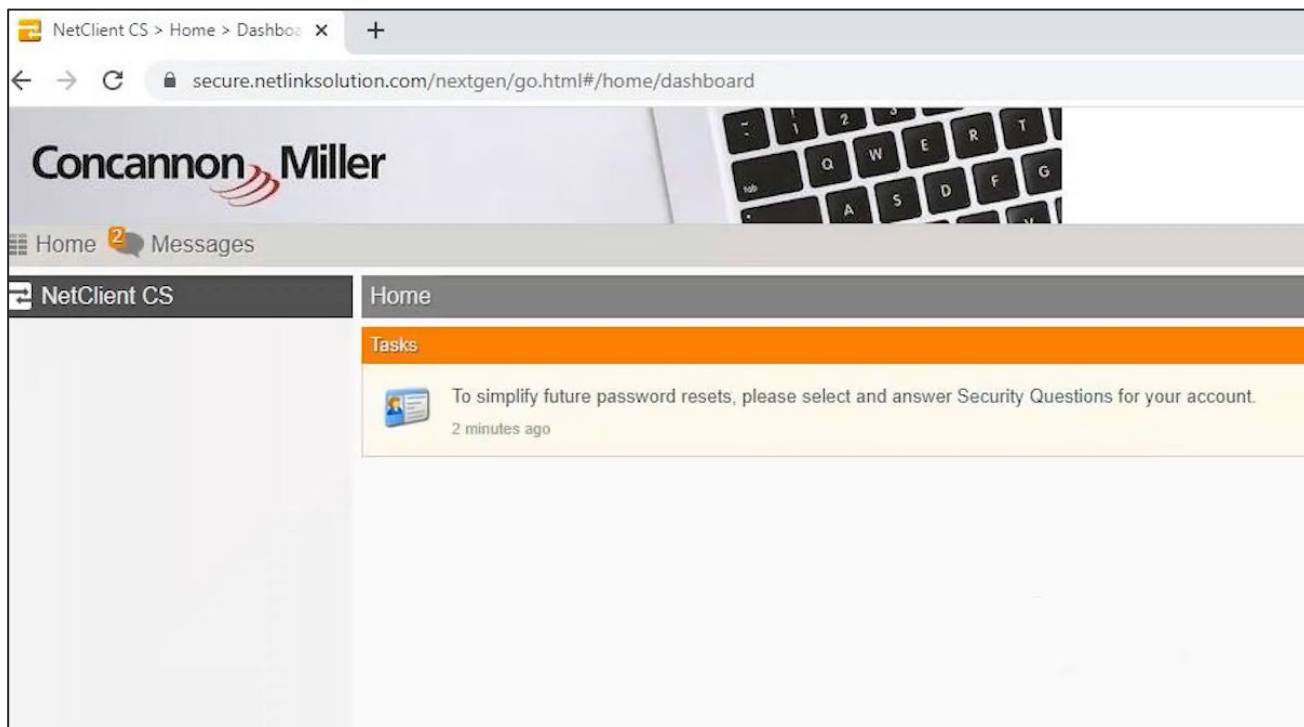
- You will receive an “**Approve Request**” on your phone
- Click the **green check box**

**Note:** *If you receive this notification on your phone and you are not trying to log in, be sure to touch the X instead.*

- Next you will see “**Generating Emergency Codes**”
- Once your emergency codes are generated, you have the option to either print them out or copy them to your clipboard then save to your computer as a file.
- Click **DONE**



► And now you are in your client portal.



## ► Going Forward

Every time you log in to [ClientAccess](#) to access your portal, you will receive the notification on your phone to approve the request. Once you approve, your portal will open.

### **IMPORTANT:**

If you receive the approval request on your phone and you did **NOT** log in to your portal, Select the "X" option to deny the request.