IMPORTANT CHANGES FOR CLIENTS THAT ARE LOGGING IN TO NETCLIENT CS CLIENT PORTAL

We have recently received notification from Thomson Reuters about upcoming changes to how you will login to the NetClient CS Client Portal. **These changes are effective Friday, November 17th**. It is the intent of Thomson Reuters that these updates will improve your sign-in experience and security.

What you need to know:

- **When you login to the virtual office beginning Friday, you will be asked to create a new username and password.** However, in order to do this, you will need your current login ID and password.
- **The sign-in page will look different but will function the same way**. This [video](#) showcases the new experience.
- **Two-factor authentication is now required to be used for this platform**. You will have several options to verify your identity when you log in, including receiving a verification code via text message or phone call. Thomson Reuters recommends using the Auth0 Guardian mobile app, which can be downloaded free on the Apple App Store and the Google Play Store. Setup instructions for each MFA method can be found in the link below:

<p align="center">Two Factor Authentication Instructions</p>

- **These changes also apply to your employees that may be using Web Employee to view their pay check stubs.** Please forward this information on to them also.

There is nothing further you need to be doing at this time. Be on the lookout for these changes beginning on November 17th.   In the meantime, feel free to reach out to us with any questions.