

Multi-factor authentication (MFA) setup

1. Choose your MFA device

You can use the Thomson Reuters Authenticator mobile app, the Authenticator card, or a third-party app.

To use the **Thomson Reuters Authenticator** app:

To enable MFA you must have access to a mobile device with a working camera that is capable of downloading applications from [Google Play](#), the [Apple App Store](#) or the [Amazon Appstore](#).

| Service | Version required | Version info location |
|-------------|-------------------------|--|
| Android | Android OS 4.3 or later | Additional Information section on Google Play . |
| Apple | iOS 8.0 or later | Under Compatibility on the Apple App Store . |
| Amazon Fire | Android OS 4.3 or later | Under Technical Details on the Amazon Appstore . |

Cellular data or Wi-Fi connectivity is required for your device to receive sign-in approval requests from the Authenticator app. The TR Authenticator app can also provide one-time use codes in cases where cellular and Wi-Fi access are not available.

1. *Install the app on your device.*

Steps for Apple iOS devices

Video: [Installing Thomson Reuters Authenticator on Apple iOS devices](#) (approx. 2 minutes)

1. Tap the App Store icon.
2. Tap the Search button and enter "Thomson Reuters Authenticator" in the search bar.
3. Tap the Get button and follow the prompts to install it on your device.
4. Tap Open to launch the Authenticator app.

5. Tap Allow to enable notifications, which allows the Authenticator app to display sign-in requests on your device.
6. Proceed to the **Pair your MFA device to your account** section in this article and pair your mobile device with your login credentials.

Steps for Android devices

Video: [Installing Thomson Reuters Authenticator on Android devices](#) (approx. 2 minutes)

7. Tap the Play Store icon in your app list.
8. Tap the search button and enter "Thomson Reuters Authenticator" in the search field.
9. Tap the Install button and follow the prompts to install it on your device.
10. Tap Open to launch the Authenticator app.
11. Proceed to the **Pair your MFA device to your account** section in this article and pair your mobile device with your login credentials.

The Authenticator app needs the following permissions to send login confirmation requests so you can verify your account when you have MFA enabled.

12. **Camera:** This permission grants access to your device's camera, which the mobile app uses to scan the QR code during MFA setup. Once you've completed the MFA setup wizard, you can disable this permission.
13. **Network:** This permission grants access to send and receive network traffic, so the mobile app can receive sign-in requests and send your approval, enabling you to log in to your software or website account.
14. **Notifications:** This permission grants access to your mobile device's notifications, which enables the Authenticator app to display sign-in requests on your device.
15. **Prevent device from sleeping:** On Android devices, this permission enables the mobile app to illuminate your device's screen and display

push notifications and does not prevent your device from entering a low-power standby mode.

Net Client Instructions

1. Log in to your portal
2. Select your name near the upper-right corner of the screen and choose **Manage Multi-factor Authentication**.
3. Select **Add Option** to set up MFA.
4. Enter your password and click Enter to launch the setup wizard.
5. On the Multi-Factor Authentication Setup screen, click **Get Started**.

How to pair a mobile app

1. When prompted to choose an MFA method, select either **Use Thomson Reuters Authenticator** or **Use a third-party multi-factor app** and click Next.
2. On the Download and install screen, click Next if you have already installed an MFA app. If not, return to the **Choose your MFA device** section in this article.
3. On the Scan Code screen, open your mobile app and tap Settings > Add Account (or the plus sign) to open your device's camera to scan the QR code. If you need to enter a code instead, the Setup Wizard will time-out and give the option to do this.
4. After pairing via QR code or entering a code, your computer will say the pairing is successful and you will be able to name your now-paired device. This is helpful if you pair multiple devices to your account.

Thomson Reuters Authenticator card

This is an additional option that you may use to authenticate your identity as a backup to a mobile app or in place of an app if you don't have a mobile device. We have some of these cards available for purchase. You may also visit the [Forms CS website](#) to purchase an Authenticator card.

How to pair the Thomson Reuters Authenticator card

1. When prompted to choose an MFA method, select **Use a Multi-Factor Device**.
2. On the Validate your multi-factor device screen, enter the device ID in the field provided. For the Thomson Reuters Authenticator cards, the device ID is printed on the back of the card and includes the letters "TR."
3. After entering the device ID, press the button on the Authenticator card to generate a one-time use code on the card itself, then enter that code in the field provided in the MFA wizard.
4. After pairing your computer will say the pairing is successful and you will be able to name your now-paired card. This is helpful if you pair multiple devices to your account.