

Multi-factor Authentication

What you will need:

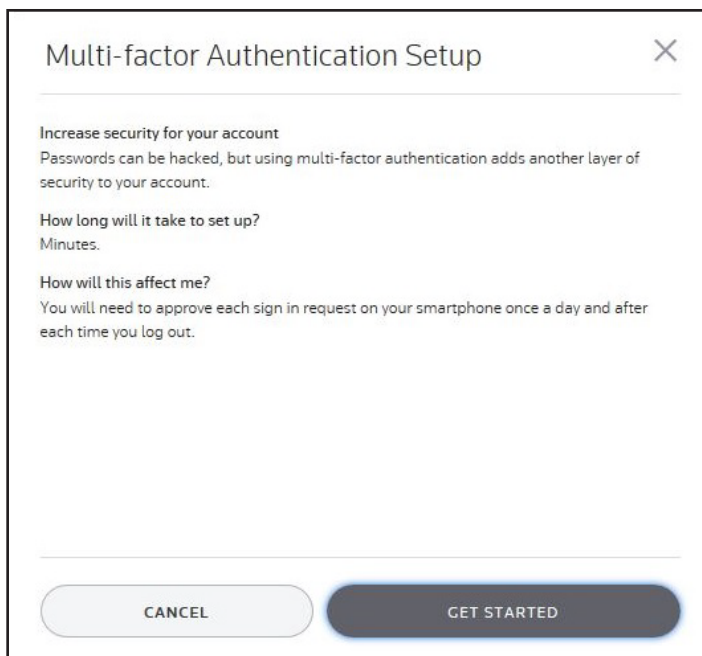
1. The mobile device you will use for authentication with your account each time you log in (it must have a camera, but you can use a cell phone, tablet or iPad).
2. One other device or computer, to use in setting up your account (you will not need this device to access your account in the future).

The instructions will refer to your authentication device as your "mobile device" and to your second device as "your computer".

Begin with your computer and go to <https://secure.netlinksolution.com/nextgen/> (which can also be found by clicking on the "NetClient Accounts" login on our website). Enter your username and password.

Once in your account, click on your name in the upper right hand side of the page, then choose "Manage Multi-factor Authentication". This will show the devices you have set up for Multi-factor Authentication.

Click "Add Option" and enter your password to set up a new device.



The screenshot shows a dialog box titled "Multi-factor Authentication Setup" with a close button (X) in the top right corner. The dialog contains the following text:

Increase security for your account
Passwords can be hacked, but using multi-factor authentication adds another layer of security to your account.

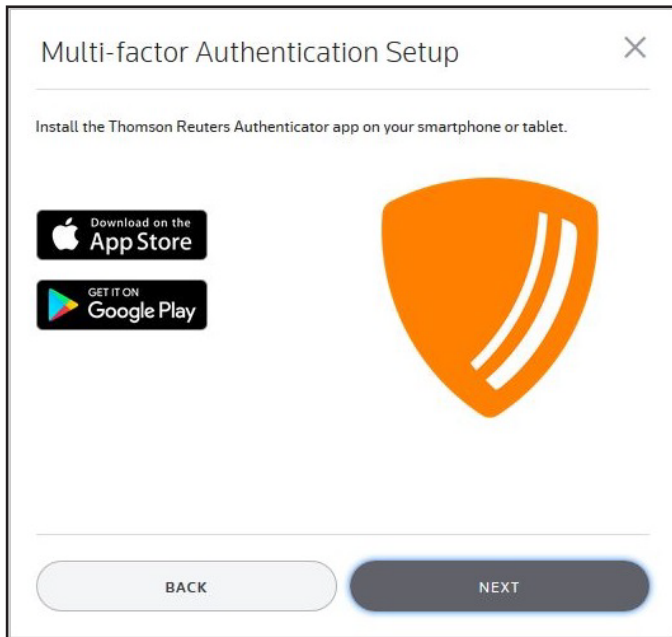
How long will it take to set up?
Minutes.

How will this affect me?
You will need to approve each sign in request on your smartphone once a day and after each time you log out.

At the bottom of the dialog, there are two buttons: "CANCEL" and "GET STARTED". The "GET STARTED" button is highlighted with a blue glow.

Click on 'Get Started' to be directed through the steps necessary to set up your device to work with our Multi-factor Authentication.

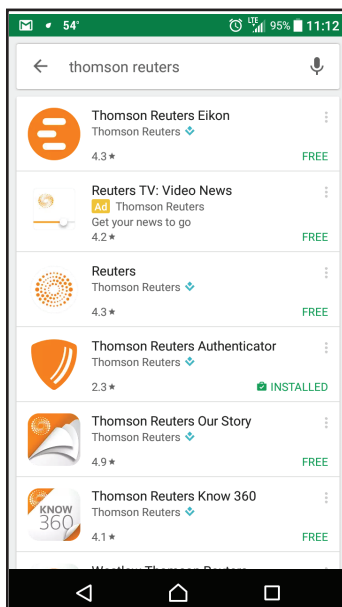




To set up the authentication process, you will need to install the Thomson Reuters Authenticator app on your mobile device.

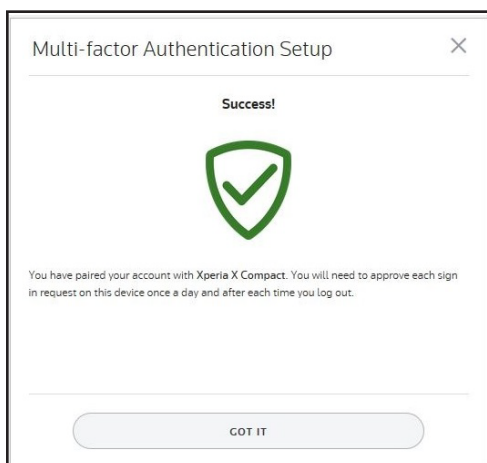
You can find it fairly easily by opening your app store and searching for "Thomson Reuters Authenticator".

Do Not go to the app store on your computer. You want to stay on this page for now.



This is what the app looks like in the Android app store list.

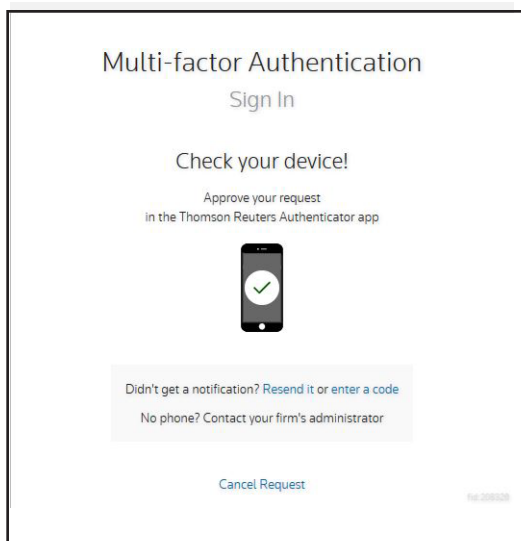
Once you install the app on your phone, click on the Next button on the Authenticator setup screen. This will generate a QR code on the computer screen.



Open the app on your mobile device and give it the permissions it requests for access to your camera (you can revoke this access after setup if desired). The app should automatically go into camera mode.

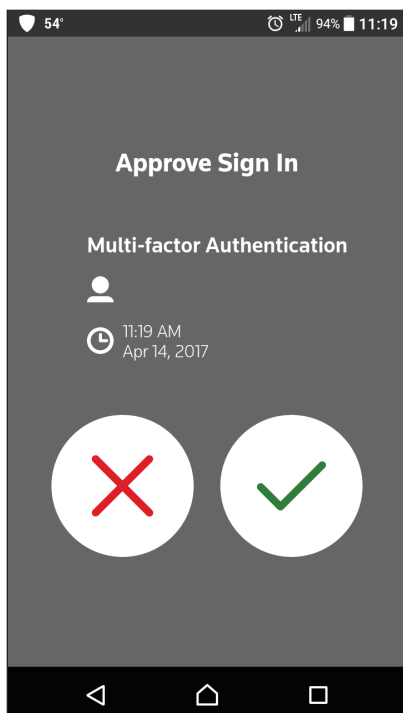
Point the camera at the QR code on your computer screen and it will automatically take a picture to link your mobile device to your account.

You will then be able to name your device and print out a list of codes that can be used to access your account if your mobile device is not available.



After Multi-factor Authentication is set up, the approval process will initiate the next time you log in to your account.

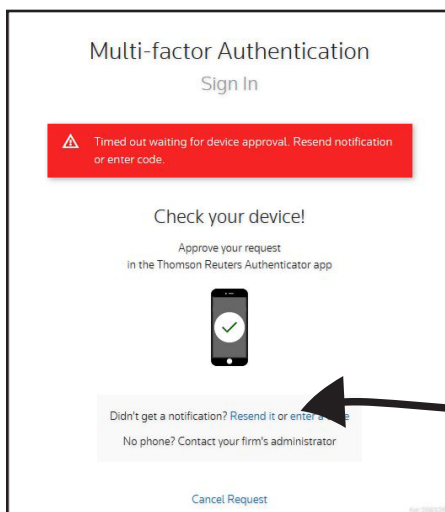
The Authentication Sign in page will pop up after you enter your username and password, directing you to check your device for the confirmation screen.



On your phone, you should get a pop up asking you if you want to approve the sign-in.

If you do not see the pop-up, open the Thomson Reuters Authentication app and see if the request is showing there.

If you still don't see the request, click "enter code" on your computer screen and then enter the code being displayed in your authenticator app.



If you wait too long between signing in and approving the request with your phone, you will need to resend the request.

Just click on the 'resend' link on the bottom of the screen and it will allow you to approve the request on your phone again.