



## Instructions for Setting Up your Multi-Factor Authentication for the Portal

After attempting to login to your portal account, and if the QR Code is not showing up, use one of your "One Time Only Codes" or [contact](#) Lewis & Knopf for a 24-hour code.

Then follow the steps below:

**\*\* Make sure you have this App loaded onto your Cell Phone or iPad**

Download and install Thomson Reuters Authenticator app

On your mobile device, open the app store and download and install the Thomson Reuters Authenticator app.

[Tell me how](#)

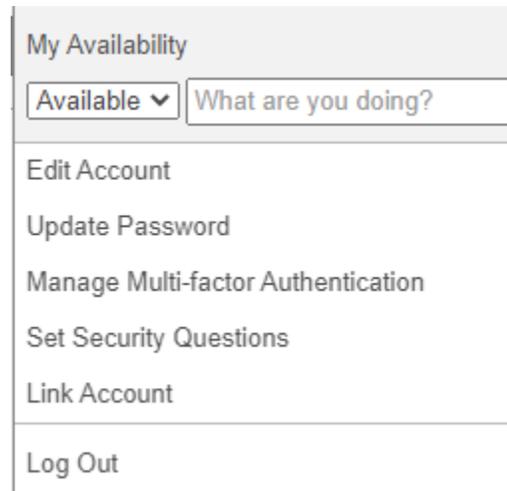


**NOTE: If you use an iPad to access your portal account, you cannot use it with Authentication App. You must use a cell phone.**

## **Connecting/Re-Connecting your Cell Phone to your Portal Account:**

Once you have accessed your account, follow these steps to reconnect your cell phone:

1. Click Account Options
  - a. Top Right Corner (name)
  - b. Drop down
    - Manage Multi-Factor Authentication



- c. Add Option

[Add Option](#)

### Emergency Access Codes

If you lose access to your mobile device, you can use an emergency access code to sign in to your account. Each code may be used only once. Generating new codes replaces codes that you generated previously.

[Generate New Codes](#)

- d. Enter Portal Password
      - e. Multi-Factor Authentication Set-up
        - i. Click Get Started

## Multi-Factor Authentication Setup



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?

A few minutes.

How will this affect me?

You will need to approve each sign-in request on your device each time you sign in with this account.

CANCEL

GET STARTED

- f. Choose – Thomson Reuters Authenticator:  
Select "Next" on your Computer

The QR Code will appear –  
Scan Code with your cell phone

## Multi-Factor Authentication Setup



### Scan Code

Open the Thomson Reuters Authenticator app on your mobile device and point your device's camera at your monitor to scan the code below.



### Open your Cell Phone:



1. Open The App on your Cell phone

Click the + at the top of the App to open the Camera  
Scan the Code

Hold you Phone towards the code

The Computer and Cell Phone will Pair

If your phone does not pair, hold the phone closer to the QR Code until it Pairs

2. Put your Cell Phone down and return to your Computer or iPad

## **Back on your Computer or iPad:**

Name your Multi-Factor – (Optional)

Click “FINISH”

\*\*You should see your home page on the portal

## **How to get - One Time Access Codes:**



Click Generate New Codes

Enter your Portal Password

A list of (One-Time only) codes will appear

Print/Save these codes for future use

\*\*These codes will help you access your account if you are unable to use your phone