

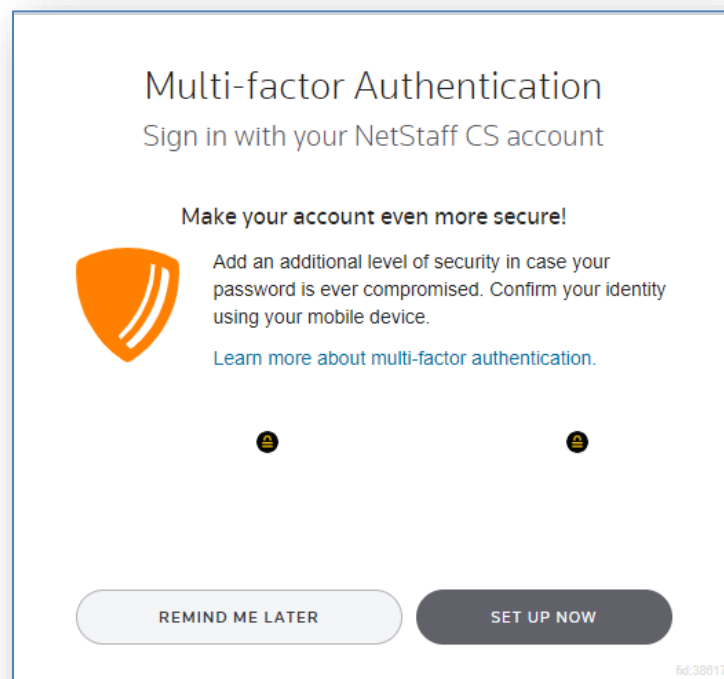
# Configuring Your Multi-Factor Authentication

As of November 2021, Thompson Reuters, who supports certain aspects of our Client Portal, has changed their login protocols. Be advised that you need to use your mobile phone in order to help validate your logins, so please **have your mobile phone available** to complete this setup process.

If you have any challenges with this, please contact our IT team at [helpme@seiler.com](mailto:helpme@seiler.com) or call our main switchboard and ask for an IT specialist at 888.454.4646.

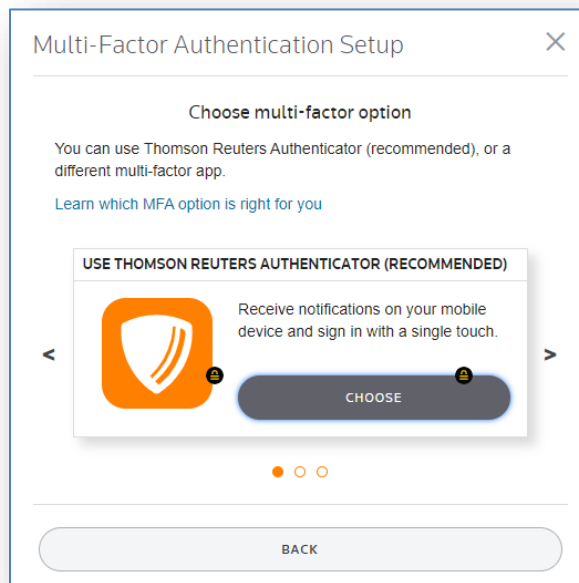
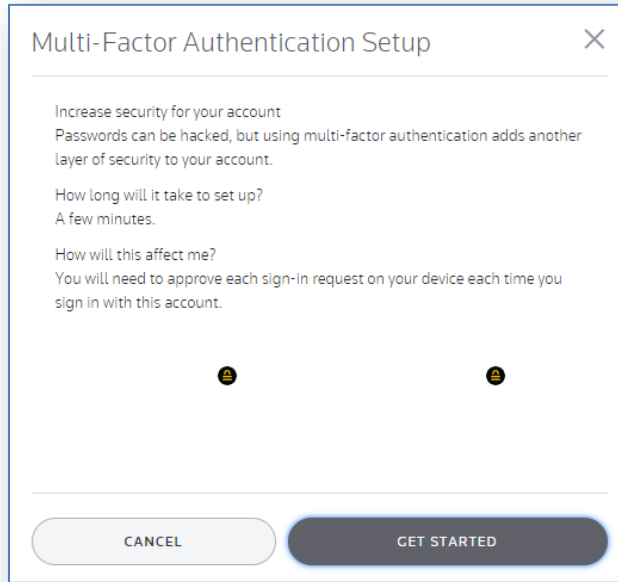
## Instructions

1. Go to the [Client Portal login page](#), as usual.
2. You will be prompted to setup Multi-factor Authentication when you login; please choose “Set Up Now.”



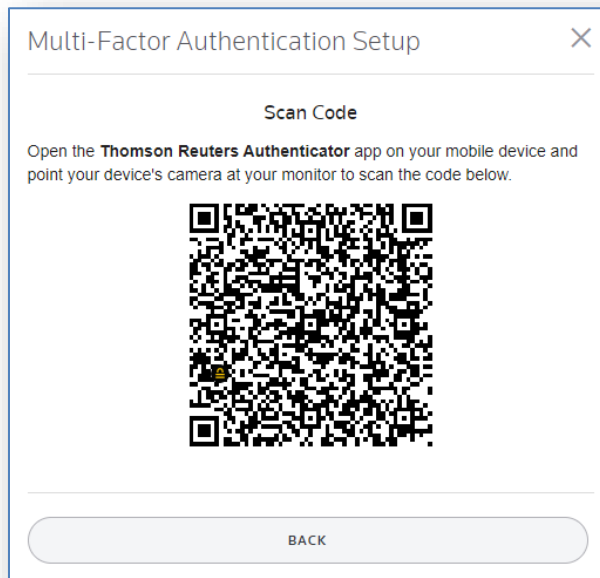
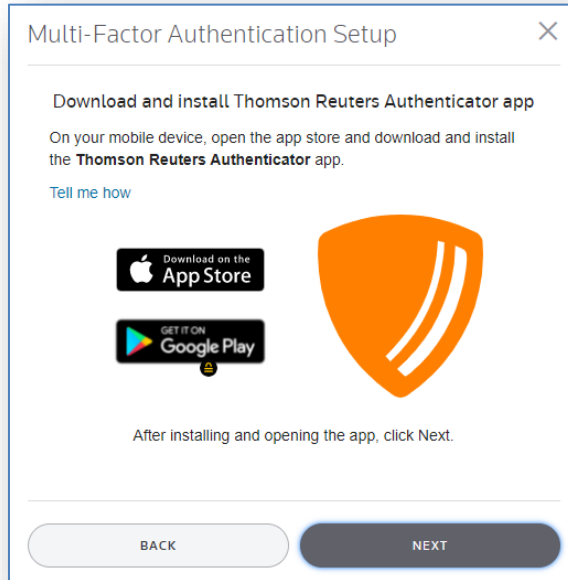
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3. The process will take just a few minutes. To continue, please select “Get Started.”



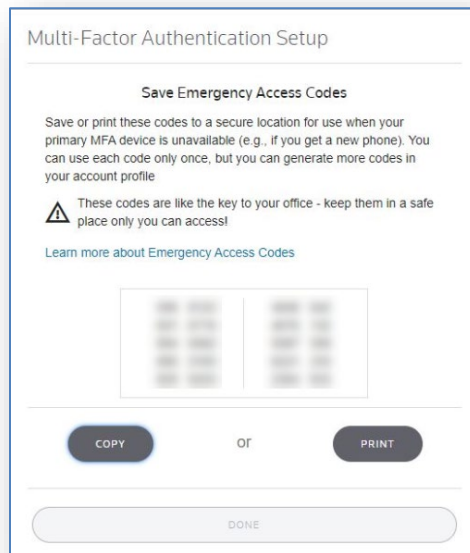
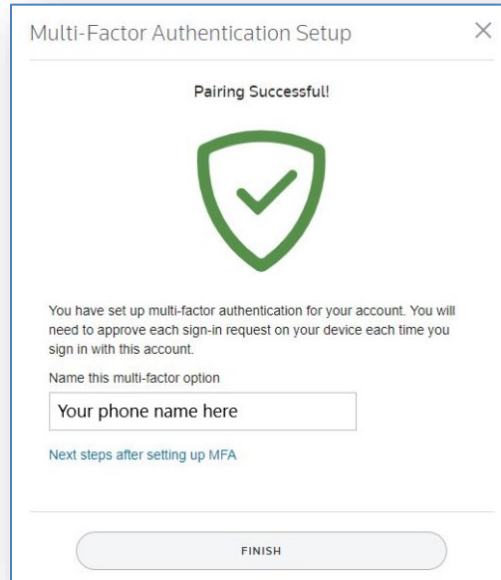
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5. Using your mobile phone, download and install the “Thomson Reuters Authenticator” application from the Google Play store or Apple App Store.



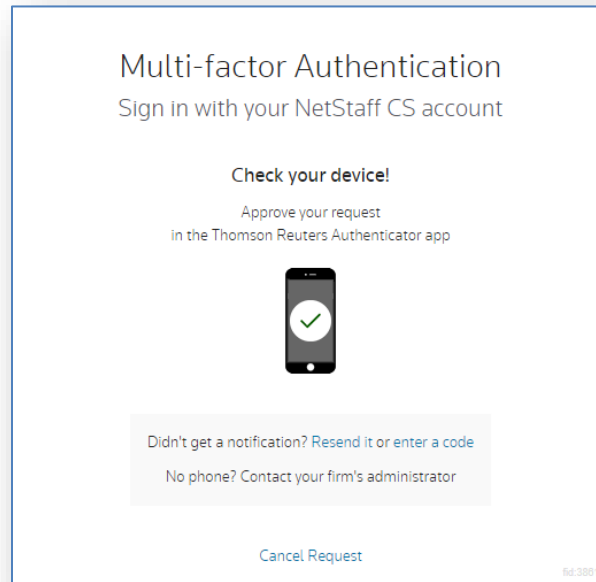
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7. Once the QR code is scanned, you will see the “Pairing Successful!” screen on your computer, which will also display the name of your mobile device/phone.



# Configuring Your Multi-Factor Authentication

9. When this screen is displayed, the process is completed and you have successfully configured Multi-factor Authentication for the portal.



**Again, if you have any challenges with this, please contact our IT team at [helpme@seiler.com](mailto:helpme@seiler.com) or call our main switchboard and ask for an IT specialist at 888.454.4646.**