

# New Login Security Protocols for Client Portal

In ongoing efforts to continually secure your personal information, Thompson Reuters, who supports all aspects of our Client Portal, is changing their login protocols effective November 3, 2023.

## What you can expect

- You'll need to create a new username and password to access your Client Portal account. [If you have already created a Thomson Reuters Account for Onvio Client Center, enter the username and password for that account when prompted.]
- The sign-in page will look different but will function the same way.
- You will need to enable **two-step verification** (previously called multi-factor authentication) after the update. There are several options available to verify your identity when you log in. We recommend using the Auth0 Guardian mobile app, which is free on the Apple [App Store](#) and [Google Play Store](#) for Android. [Learn more about two-step verification.](#)

If you have any challenges with this, please contact our IT team at [helpme@seiler.com](mailto:helpme@seiler.com).