

Thomson Reuters Employee Self-Service Paystub Portal Activation

CFO Colorado is a CPA firm offering 3rd party payroll services for small businesses. Your employer has chosen us to help with all their payroll needs. In an effort to help employers stream

This document will walk you through setting up an Employee Self-Service account to access your paystubs, W2's and the ability to edit your W4. **To complete this set up you will need to use a PC and your cell phone.** Do not attempt to complete this process solely on your cell phone.

- 1) **Open the email** "Setup your Payroll Web Employee portal" and click the "Register" link in the top of the email.
- 2) **Create Login** This is your username.
 - Recommended: First name, Last Initial, Company
 - Example: JohnSCFO
- 3) **Create Password**
 - 8 character minimum
 - 1 uppercase letter
 - 1 lowercase letter
 - 1 number
 - 1 special character/symbol
 - Example: P@ssword1
- 4) **Login**
 - Using the credentials you just set, login and make sure to hit the "I am not a robot" box below
- 5) **Set up Multifactor Authentication**
 - A screen will pop up prompting you to choose a multifactor authentication option. This is for security and the main reason you need both a primary device and a cell phone.
 - While you may use a separate third-party authentication app (Google Authenticator, Microsoft Authenticator, etc..), we recommend the **Thomson**

Preferred App





ACCOUNTING & TAX SERVICES

Reuters Authenticator available for free in the Play Store and Apple Store.

- Download the authentication app and launch it
- A QR code should be on your computer screen. Go to the “+” in the right-hand corner of the Thompson app on your phone to access the QR scanner
- Once you have scanned the QR code on the screen, you will move to the next screen to name your phone.
- Once you have named the device, select “Approve Request”
- Print the Emergency Access Codes and save them somewhere safe. You can use each of these codes once if you do not have your phone available for the multifactor authorization.

6) Home Screen

- You should now be logged in and at the home screen for your portal account.

7) Set up Security Questions

- You will notice a notification when you first get logged in asking to set up your security questions.
- You will need to select 4 different questions

8) View your paystubs, W2's and edit your W4

- You should now be able to access your payroll portal account
- Changes made to your W4 status will be accepted before the next check date.

Please Note:

Employers have access to usernames, but passwords are never stored by employers or CFO Colorado.

Make note of your password and keep it secure where others cannot access it.

The self-service portal ALWAYS works better on a PC, common issues that occur are mostly related to the mobile app.

If you are having issues logging in, contact your employer to trouble shoot. We will not talk to employees without prior approval from an authorized payroll representative of the company.



Secure Login Link: <https://secure.netlinksolution.com/nextgen/?firm=350020>

Common Login Issues:

- Forgot Password?
 - You have 10 attempts to enter your password before your account will lock for 30 minutes
 - If you cannot recall your password, you can reset it using the “Forgot password?” link on the login screen. It will ask for your username, email address registered to your account, and if you would like to reset via email or security questions.
 - If you are still having trouble, contact your employer.