
THOMSON REUTERS AUTHENTICATOR

How to use the Thomson Reuters Authenticator mobile app

The Thomson Reuters Authenticator mobile app is part of our multi-factor authentication system, which is an additional layer of security that protects the sensitive data within your Thomson Reuters applications.

If you've enabled multi-factor authentication but you can't access your mobile device, contact your firm's administrator — they can generate a 24-hour code that enables you to log in to your applications while you're unable to access the mobile app.

Pair your device with your Thomson Reuters software login credentials

To begin using multi-factor authentication with the Thomson Reuters login credentials that you use to access your applications, you need to link your mobile device with that account.

1. Navigate to the location where you manage your credentials and launch the multi-factor authentication setup wizard.
2. If you haven't already done so, follow the prompts in the setup wizard to install the Thomson Reuters Authenticator app on your mobile device.
3. After you install the Authenticator app on your mobile device, click Next in the setup wizard to display the QR code.
4. On your mobile device, tap the **Scan QR Code** button and point the camera at the QR code in the setup wizard. Your mobile device will automatically scan the code.

After your mobile device scans the code, the Thomson Reuters Authenticator mobile app is successfully paired to your account. You will use the mobile app each time you sign in to your Thomson Reuters applications.

Verify your identity when logging in to your Thomson Reuters applications

If you have multi-factor authentication enabled for your account, you'll use the Thomson Reuters Authenticator mobile app to verify your identity when you log in to your Thomson Reuters applications.

1. Open your Thomson Reuters application and sign in using the appropriate login credentials.
2. On your mobile device, you will receive a notification from the Thomson Reuters Authenticator that prompts you to approve or deny the sign-in attempt. Tap **Approve** or the green checkmark in the mobile app to confirm your sign-in.

Note: If you are using this app on an Amazon Fire tablet, that device may not receive the automatic notification. To view the notification, do any of the following immediately after login: open the app, press the Generate Code button, switch to the Settings screen and back to the Welcome screen, or switch to another screen if you already have the app open. Doing so will refresh the mobile app and display the sign-in notification.

If you did not receive an approval request through the mobile app, you can generate a code from the app to enable you to log in.

1. Open the mobile app and tap the **Generate a code** button.
2. On the Generate Code screen in the mobile app, you'll see a six-digit number listed for the Thomson Reuters application that you're accessing.
3. To sign in to that application, click the **Enter a code from the app** link in the application sign-in screen and enter that six-digit number from the Authenticator in the associated field. These codes expire and regenerate every 30 seconds.