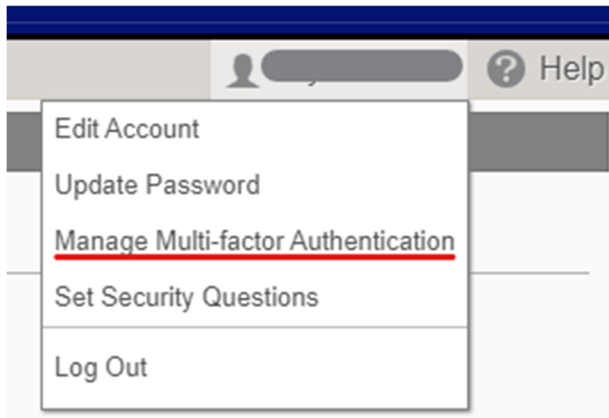


## MFA Help: New or Lost Device? Don't have device with you?

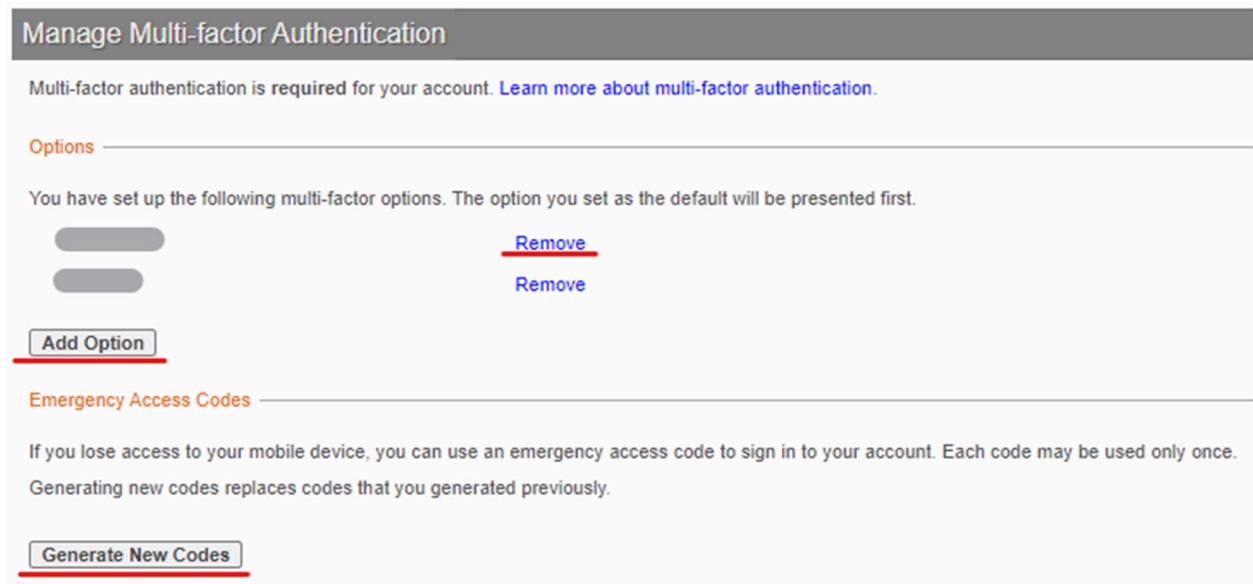
Lost your device? Contact us and we'll create a one-time use code to bypass MFA. See below how to setup a new device once logged in.

If you still have your old device, you may add a new device here...

Click on your name in the top-right corner and select **Manage Multi-factor Authentication**



If you are replacing a device, from this screen you can **Remove** the old device and use **Add Option** to do the setup again for a new device.



To prevent being locked out if you lose/break your device, or if you just don't currently have it...

From this same screen you can **Generate New Codes** if you did not at setup or lost the originals. This will create one-time use emergency codes for bypassing the MFA app.

# Multi Factor Authentication for Client Portal

## What is Multi-Factor Authentication?

- Multi factor authentication is an added level of security to protect your confidential information in case your log in credentials are ever compromised. It works by sending a code to your connected device before allowing a log in.

## Is This Required?

- **Yes.** This has been optional in the past, but with ever increasing security threats, this step will no longer be optional.
  - **\*Please note that some tutorials/steps may still refer to it as optional, however, the provider is moving toward making this a required step, so it should no longer be treated as optional.**

## How do I set this up?

- See the pages that follow for step-by-step instructions on getting your account set up.

## Will I need my device every time I log in?

- Yes, you will not be able to log in without your connected device. Make sure to save the emergency access codes provided at setup in case of new/lost device. However, you can always generate an emergency code, see the following pages for how to do this.
  - **\*Please note that LKR does not store your MFA codes. We can help you with generating a new emergency code, but we cannot “reset” anything on our end.**

## I am following the steps but am not getting a code, why?

- If you are using the Thomson Reuters App you should get a notification and be able to quickly sign in.
  - Open the app to troubleshoot if you don't see a notification.
- If you are using a third-party app, you will have to open the app each time to retrieve a code.

You can contact us at 336-274-3700 if you have questions.