

Thomson Reuters Secure

Identity and password registration

This guide contains information on setting up your eSSO account, your Password Manager account, and the steps to set up your initial password. This will prepare you to access many Thomson Reuters systems and tools on your first day! *Please read this entire process before starting.*

Before you begin, you will need a few things to complete this process successfully:

- **An internet connected Laptop, Desktop, or Mobile Device** (This needs to be a non-Thomson Reuters issued device)
- **Your Employer ID** (You will use this to log into most systems)
 - For Employers it will look like this: 6121234
 - For Contractors and other non-employees, it will look like this: C123456 or X123456
- **Your temporary password** – You should retrieve this from your hiring manager or supervisor
 - This password will be at least 14 characters long with UPPER and lower case letters and numbers.
 - It may contain some of the following English special characters: ~ ! @ # ^ & * - + = ?

The following process will help you:

- Set up the PingID Multi-Factor Authenticator to help secure our systems
- Set up your Thomson Reuters Password Manager account to help you unlock and reset your password from any internet connected device
- Choose a strong, memorable, unique password so you can get right to work on day one

Step 1:

TR Password Manager can be opened on a personal PC or Mac, but new hires would not have access to them on Day One at a TR office (a mobile phone is easier to access)

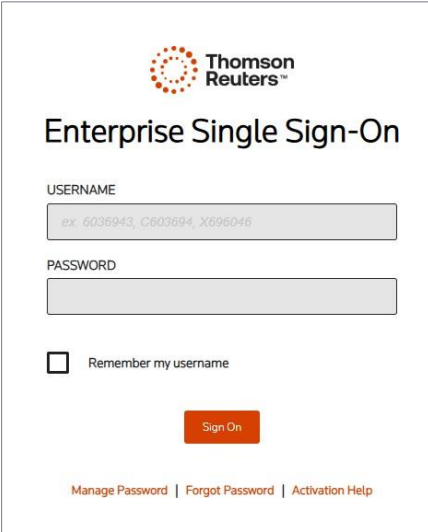
Open TR's Password Manager (<https://pwreset.thomsonreuters.com>) from your mobile phone by using Chrome or Safari.

Step 2:

This will bring you to the Ping Login Selector. (Choose the Thomson Reuters option, if needed.)

Enter your eSSO Username (for example, 6121234) and your temporary password. You should reach out to your manager or hiring coordinator to receive these.

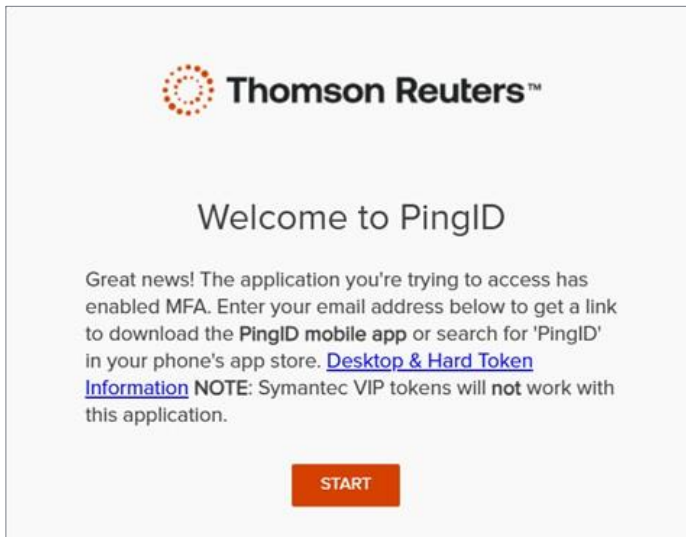
Click Sign On



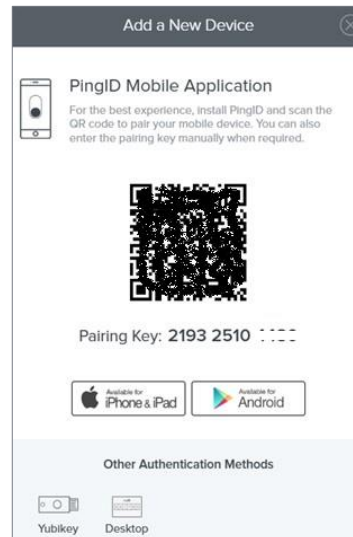
The screenshot shows the Thomson Reuters Enterprise Single Sign-On login page. At the top is the Thomson Reuters logo. Below it is the title "Enterprise Single Sign-On". There are two input fields: "USERNAME" and "PASSWORD". The "USERNAME" field has a placeholder example: "ex: 6036943, C603694, X696046". Below the "PASSWORD" field is a checkbox labeled "Remember my username". At the bottom of the form is a red "Sign On" button. Below the button are three links: "Manage Password", "Forgot Password", and "Activation Help".

Step 3:

This screen will load. Click the START button.



This screen with a QR & pairing code will load.



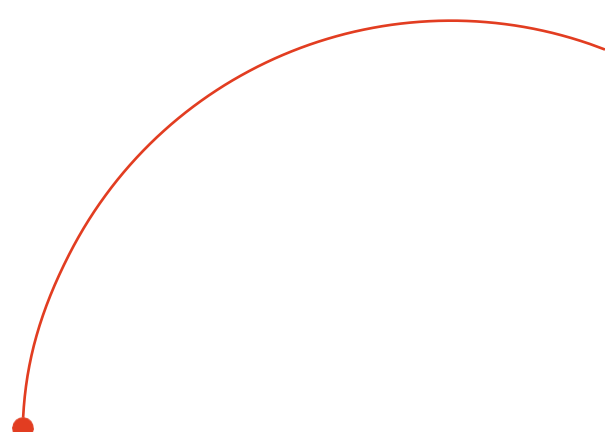
Step 4:

Install PingID from Google Play or Apple App Store.

On your mobile device launch the PingID app. Read and accept the usage agreement and then accept any capabilities requests that are displayed. The app will need access to your camera as well as a location services and biometrics.

Scan the QR code from the pwreset.thomsonreuters.com web page or manually enter the pairing code that is displayed. You will be prompted to authenticate on the app. This may be a biometric (fingerprint/face scan) or a proof of presence confirmation (Slide) to finish the authentication.

Note: If you encounter a failure after this point, you can close the browser and re-open the pwreset.thomsonreuters.com web page to retry the authentication. You will not need to re-register the device.



Step 5:

Back on your computer, this PWRreset Home page will load.

You will need to provide a few recovery proofs; these are used to recover lost passwords and to reset passwords for locked-out accounts.

Select the “Preferences” option in the drop-down list under your name in the upper right corner. This option is shown in Step 6 below. Fill in an Alternate Phone and Alternate Email and click “Save”.

If you do not want to provide a personal phone number or e-mail, feel free to enter your work number and Thomson Reuters e-mail address. However, this will reduce your ability to recover from lost or locked out accounts.

Finally, choose three security questions under *Preferences* > *Security Settings* and fill in the answers. Click “Save” once the form has been completed.

The screenshot shows the Thomson Reuters PWRreset Home page. On the left is a sidebar with a 'Preferences' dropdown menu. The main content area is titled 'General Settings' and contains three input fields: 'Work Phone' (with a placeholder '1 (555) 555-5555'), 'Alternate Phone' (with a placeholder '555-555-5555'), and 'Work Email' (with a placeholder 'jane.doe@thomsonreuters.com'). Below these is an 'Alternate Email' field with a placeholder 'j.doe@reuters.com'. At the bottom right are 'Cancel' and 'Save' buttons.

Step 6:

The last task to prepare your accounts for use is to set a new password by clicking on your name on the top right hand corner and then choose “Password Manager.”

The screenshot shows the Thomson Reuters PWRreset Home page. In the top right corner, a user menu is open, showing options: 'Password Manager' (highlighted with a red circle), 'Preferences', 'About', and 'Sign Out'. The main content area shows a 'Welcome' message, the last login date 'Feb 6, 2025', and three task cards: '0 Pending Tasks', '0 Manage Non-Employees', and '0 Access Requests to Review'.

On the next screen you will see an option for the Enterprise Sync Group. Click “Change password” and enter a new, unique password known only to you, and click “Change password”. (You can find password tips on the next page)

The screenshot shows the Thomson Reuters PWRreset Home page. The main content area is titled 'Password Group: Enterprise Sync Group - eSSO and EAD'. Below this is a 'Change password' button. Underneath is a section for 'SSO Password Reset' with the account number '0132567'.

The screenshot shows the Thomson Reuters PWRreset Home page. The main content area is titled 'Password Group: Enterprise Sync Group - eSSO and EAD'. Below this is a section for 'It's time to set your new password.' with two input fields: 'New password' and 'Confirm new password'. Below these is a section for 'Your password must have:' with four requirements: 'At least 14 characters', 'At least 1 letter', 'Your password must include 4 of the 4: At least 1 numeric character, At least 1 special character, At least 1 uppercase letter, At least 1 lowercase letter'. At the bottom is a 'Change password' button.



Congratulations, your eSSO account has been activated and is ready for use!

Additional Information:

Password Policy Requirements & Suggestions:

Length: 14 or more characters minimum (we recommend using a longer pass phrase approach - try using a favorite song lyric or quote)

Complexity Requirements: Passwords are required to contain all of the following 4 elements:

- UPPER letter (minimum 1)
- Lower case letter (minimum 1)
- Number (minimum 1)
- Special Character (minimum 1)

Allowed English Special Characters: ~!@#\$%&* _-=" \0{} [];<>.,?/.

Note: this includes blank spaces, Euro and Pound Sterling symbols

Multi-Factor Authentication (MFA)

Multi-Factor Authentication, or MFA, helps us confirm only valid TR employees access our systems and not impersonators. Using MFA is the best way to strengthen your security when accessing systems both at work and in your personal life. At Thomson Reuters, we use MFA to protect our customers and our employees from threats of data breaches, account takeover and ransomware. You can learn more about the basics of MFA by scanning this QR code or visiting the following address.

<https://www.nist.gov/itl/applied-cybersecurity/tig/back-basics-multi-factor-authentication>



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