



Thomson Reuters

Identity & Access Management

Thomson Reuters: identity and password registration

As you prepare to start work at Thomson Reuters, this email contains information on setting up your account. **Please read this entire process before starting.**

The steps below can be followed on almost any internet-connected device, however we recommend a Mac or PC running a recent version of Chrome for the best experience. During this process you will:

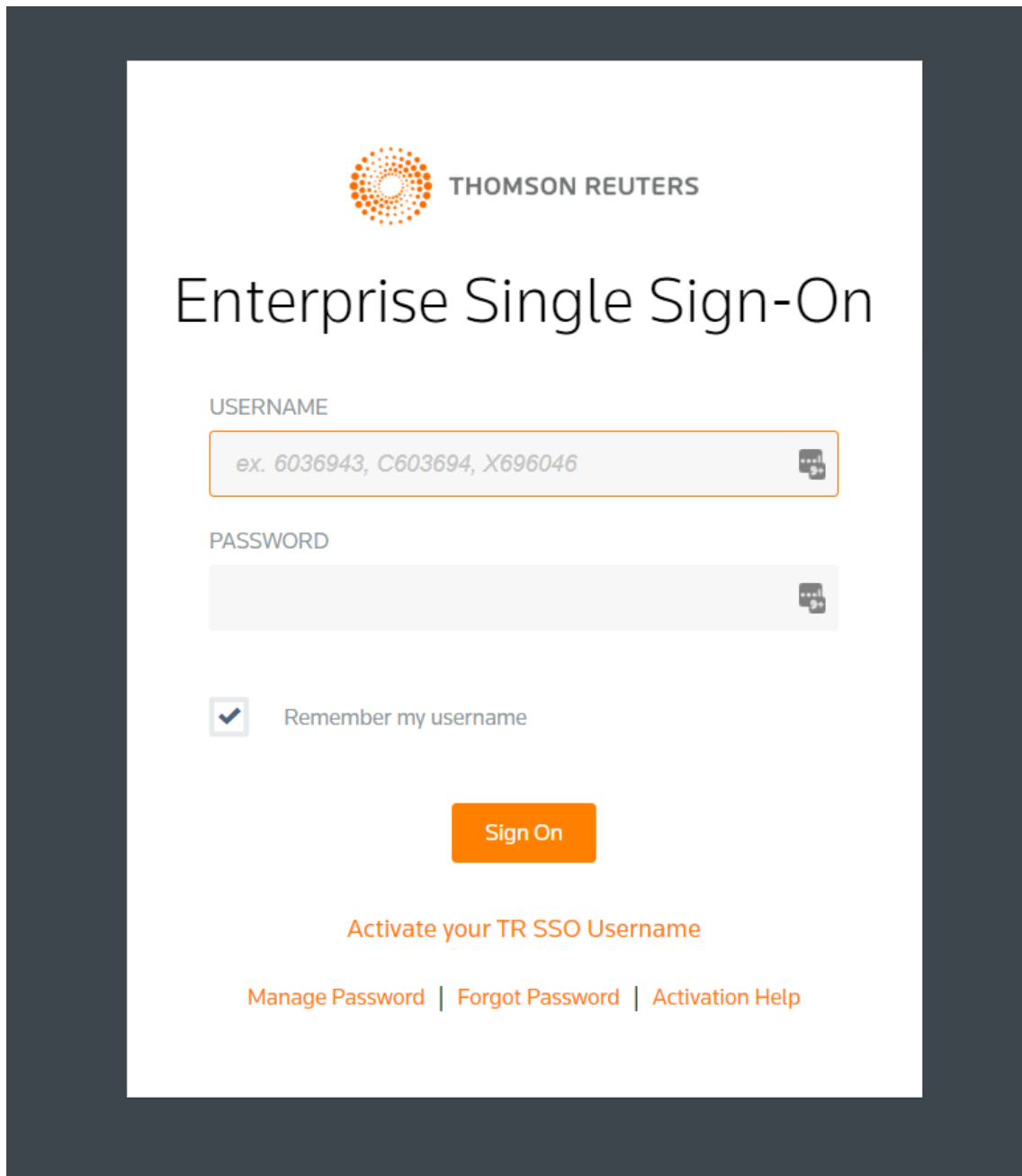
- Complete set up of enterprise single-sign-on (eSSO) account. Where relevant, you will use these credentials to set up new Thomson Reuters computer and to your access email.
- Register for PingID on your mobile device. We use PingID for multi-factor authentication.
- Set up password manager and create their initial password.

If you experience any issues, please contact your Thomson Reuters manager for details on how to contact our Service Desk.

Note: You can pre-load the PingID app if you use an Android or iPhone. The app can be found on the respective App Stores by searching for 'PingID'

Step 1:

Click this link or copy and paste it into a browser. <https://pwreset.thomsonreuters.com>



The screenshot shows the Thomson Reuters Enterprise Single Sign-On login page. At the top, there is the Thomson Reuters logo (a circular pattern of orange dots) and the text "THOMSON REUTERS". Below this is the title "Enterprise Single Sign-On". The page contains two input fields: "USERNAME" and "PASSWORD". The "USERNAME" field has a placeholder text "ex. 6036943, C603694, X696046" and a small icon of a document with a plus sign. The "PASSWORD" field is empty and also has a small icon of a document with a plus sign. Below the input fields is a checkbox labeled "Remember my username" which is checked. At the bottom of the form is an orange "Sign On" button. Below the button, there is a link "Activate your TR SSO Username" and three links: "Manage Password", "Forgot Password", and "Activation Help".

Note: This may will bring you to the Ping Login Selector. Choose the Thomson Reuters option if needed.

Enter your eSSO Username (**C292006**) and the password supplied by your Manager.

Press Sign In

Step 2:



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Great news! The application you're trying to access has enabled MFA.

Enter your email address below to get a link to download the **PingID mobile app** or search for 'PingID' in your phone's app store.

[Desktop & Hard Token Information](#)

NOTE: Symantec VIP tokens will **not** work with this application.

[Other enrollment options - visit 'Desktop & Hard Token Information' link above for additional instructions.](#)



The PingID registration process will initiate. The landing page provides links to the app from the Apple and Google Play app stores. If you do not have one of these devices available, click on the I want to use the desktop app link for instructions for the desktop app and other options. (You can also enter an e-mail address to have a link sent directly to a phone or tablet.)

Once you have installed an application click on the "**I already installed the PingID App**" to move to the next step.

Step 3:

Use the PingID app on your phone or tablet to scan the QR code, or enter the pairing key into the app.

After a back-end handshake, you will be prompted to authenticate on the app. This may be by a biometric (Finger/face scan) or a confirmation (Slide) to finish the authentication. This is dependent on phone. After a successful authentication you will automatically be forwarded into the Password manager registration process.

Note: If you encounter a failure at this point you can close the browser and re-open the pwreset.thomsonreuters.com page to retry the authentication, you will not need to re-register a device. You can add a secondary device by following the steps on the Identity Portal after you gain network access.

Step 4:

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A few more steps before you continue

Contact Information

Alternate Phone
+1 (201) 555-0123

Alternate Email
myemail@example.com

Security Questions

Question 1
Select an item

Answer

Question 2
Select an item

Answer

Question 3
Select an item

Answer

Cancel Save

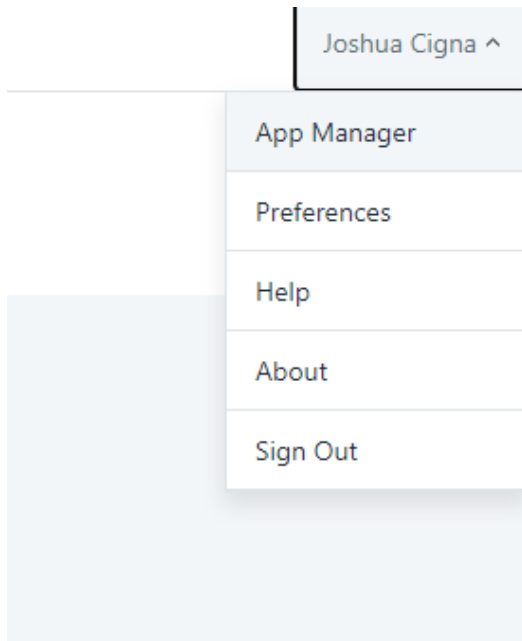
You will be prompted to provide a few recovery proofs; these are used to recover lost passwords and to reset password for locked-out accounts.

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 and fill in answers. Click Save once the form has been completed.

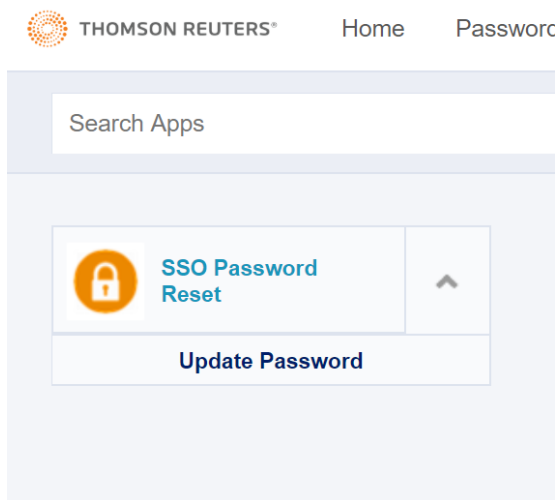
Note: The phone number format may require a leading '+' before the country code. Some browsers autofill the value, others require it to be manually entered.

Step 5:

To finish your registration process, you will need to set an initial password. The easiest way is to click on your name in the top right-hand corner then choosing "App Manager."



On the next screen you will see an option for the Enterprise Synch group, hit the drop-down arrow and choose Change password.



Enter your new Password and click save.

The screenshot shows a dialog box titled "Update SSO Password Reset Password". Inside the dialog, the "User Name" field is populated with "6064160". Below this are two password input fields: "Updated Password" and "Confirm Updated Password". Each field has a small eye icon to the right, indicating a toggle for password visibility. At the bottom of the dialog, there are two buttons: "Cancel" and "Update".

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

PASSWORD POLICIES REQUIREMENTS AND SUGGESTIONS

Length:

8 or more characters minimum. We recommended to use a longer Pass Phrase approach.

Complexity Requirements:

Passwords are required to contain 3 of the following 4 elements. We suggest using a mix of all four.

Capital letter (minimum 1)

Lower case letter (minimum 1)

Number (minimum 1)

Special Character (minimum 1)

Allowed Special Characters:

~!@#\$%^&* _-+=`'\(){}[]:;<>,.?/ .

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

Suggested Strong Password Patterns:

H0rse Staple B4ttery Trumpet

My partner loves 12 roses!

Andy#Warhol#L1ves

Load'passwr'd',8,1

Remember, phrases tend to be more memorable. Try using a favorite song lyric or a quote.

Thank you,
ISRM Identity Governance Team

Reference materials, including a how-to-guide for using Password Manager, are available on the [IAM Info Portal](#).

Global Service Desk: <https://thehub.thomsonreuters.com/groups/it-support>

Password Manager: <https://pwreset.thomsonreuters.com>

