Subject: New sign-in experience coming in November 2023

Sent: May 30th, 2023

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Hello, <customer first name>.

Late last year, we announced changes coming to your sign-in experience. We wanted to share with you updates on the progress we’ve made to make your Thomson Reuters sign-in experience easier and more secure.

We’re excited to share the added productivity this new experience will bring to your staff. We originally stated the project would launch in summer 2023 but determined that the November 2023 timeframe following tax extension season will be more appropriate to ensure a seamless transition. The enhancements will impact most of the Thomson Reuters Tax and Accounting applications including UltraTax CS and the CS Professional Suite, Virtual Office CS, Software-as-a-Service (SaaS), Cloud Audit Suite (GoFileRoom, AdvanceFlow and Checkpoint Engage), and NetClient CS. The extended timeline allows for the coordination necessary to evaluate all integration points and ensure the update is as smooth as possible for you and your firm.

While there are no actions for you to take right now, we wanted to share this information so that your firm can be prepared for the change.

We’re thrilled to announce the important changes:

1. [**An easier to use multi-factor authentication system called two-factor authentication**](https://cs.thomsonreuters.com/ua/login_security/cs_us_en/2fa-overview.htm) that further enhances security. We’re adding new and easier options, like phone call, text messages, email, biometric and hardware tokens, and [partnering with Auth0](https://auth0.com/customers/) for our preferred mobile app.
2. [**A simplified sign-in experience**](https://cs.thomsonreuters.com/ua/login_security/cs_us_en/thomson-reuters-account.htm)**.** You’ll only need one email and one password to access your products and online account. Additionally, all Thomson Reuters account related email notifications will come from the same sender address: access.info@thomsonreuters.com.
3. Increased security for you and your customers. Two-factor authentication will be required for all users, both staff and clients. Additionally, passwords will no longer expire after 90 days.
4. No more authentication cards. The Thomson Reuters Authenticator Cards have been discontinued and new two-factor authentication options are being added.

Watch your inbox for more announcements about these changes in the coming months so you can stay up-to-date.

 If you have questions in the meantime, please [start here](https://cs.thomsonreuters.com/ua/login_security/cs_us_en/thomson-reuters-account.htm).

 Regards,

 Head of Product, Accounting, Tax & Practice

Tax & Accounting Professionals

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