Subject: New sign-in experience coming in November 2023

Sent: October 9th, 2023

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Hello, <customer first name>.

We’ve been working hard 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. 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), GoFileRoom, AdvanceFlow, Checkpoint Engage and NetClient CS.

To make the update as smooth as possible for you and your firm, we wanted to let you know what to expect before the changes currently scheduled to take place on November 3, 2023.

1. [**An easier-to-use multi-factor authentication system called two-factor authentication**](https://www.thomsonreuters.com/en-us/help/account-management/thomson-reuters-account/two-factor-authentication-thomson-reuters-account.html) that further enhances security. We’re adding new and easier options, like phone calls, text messages, e-mails, biometric and hardware tokens, and [partnering with Auth0](https://auth0.com/customers/) for our preferred mobile app.
2. [**A simplified sign-in experience.**](https://www.thomsonreuters.com/en-us/profile/about) You’ll only need one e-mail and one password to access your products and online account. Additionally, all Thomson Reuters account related e-mail 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. Moreover, 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.

Please monitor your inbox for further communications after October 16th about how these changes impact your clients using NetClient CS. At that time a template e-mail will be provided as well as videos demonstrating the new sign-in experience.

To stay up to date on the latest information regarding UltraTax CS and the CS Professional Suite, Virtual Office CS, Software-as-a-Service (SaaS), and NetClient CS, please [start here.](https://www.thomsonreuters.com/en-us/help/account-management/thomson-reuters-account-upgrade.html)

To stay up to date on the latest information regarding GoFileRoom, AdvanceFlow and Checkpoint Engage, please [start here.](https://www.thomsonreuters.com/en-us/help/gofileroom/security/prepare-for-upgrade-to-tr-account.html)

Regards,

Head of Product, Accounting, Tax & Practice

Tax & Accounting Professionals

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