

## How to change your multi-factor authentication device.

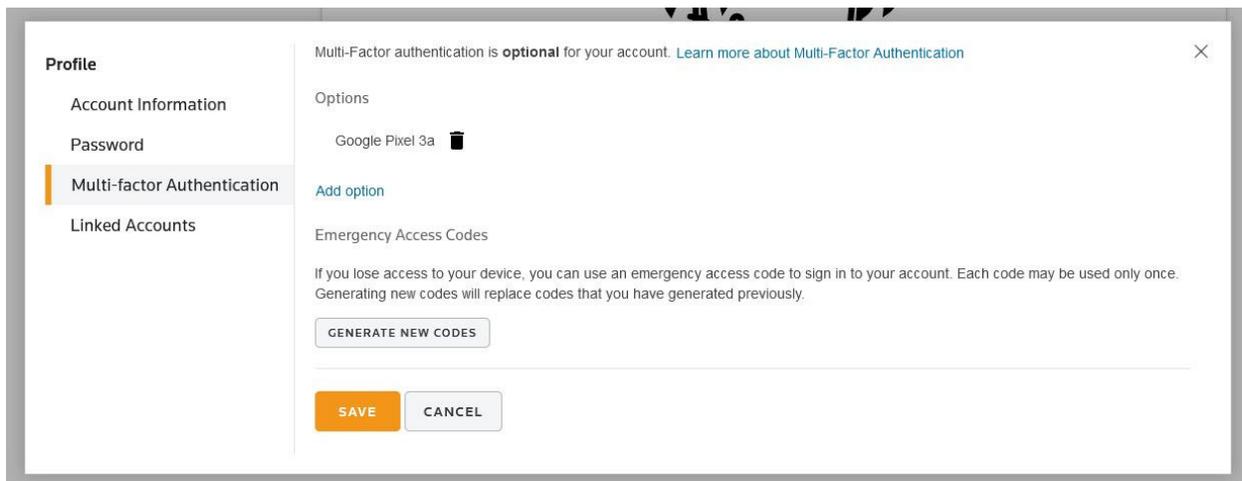
If you have both the new and old devices available:

On your computer log into your Onvio Client Center account at <https://onvio.us/clientcenter> using the old device for the MFA.

Look for your name in the upper right hand corner of the page, click it, and choose “Edit Profile”.

On the next screen that pops up choose “Multi-factor Authentication”

This screen will show you what devices you currently have set up and allow you to add new devices.



Choose “Add Option” and confirm your password.

On the next page choose “get started”

Choose the first Multi-factor option presented on the next page “Use the Thomson Reuters Authenticator”

Download the Thomson Reuters Authenticator app onto your new device (it can be found in the apple store or on Google play by searching “Thomson Reuters Authenticator”

Once the app is on your new device, go to the next stage of the setup. You will see a QR code on the screen. Open the app on your new device, it should be set to the camera mode and you can use it to take a picture of the QR code on your computer screen. This will pair your device to your online account.

The next step is to name the device. This can be anything that will help you identify the device, just don't name it the same thing as the old device was named.

The last step will ask you to copy the emergency codes for access to your account. Even if you have done this before, save at least one or two of these new codes. When they are generated, they override any codes that you have saved in the past, so previous codes will no longer be valid.

Finally, when you are finished, you should see both the old and new devices listed as Multi-factor options. To remove the old option, just click the trash can icon next to its name.

**If you are planning ahead and have the old device but will lose access to it when you get the new device:**

Log into your online account and look for your name in the upper right hand corner.

Select “Multi-factor Authentication” and then “Generate New Codes”.

Save at least one or two of the codes, or print the entire page. Each of these codes is good for a one-time access to your online account. So keep them in a secure place.

If you will not be accessing your account again until you get your new device, look under the Multi-factor Authentication options. You will see the device currently set up with your online account. You can choose the trash can to delete the device from your account.

When you get your new device, you will use one of the emergency access codes to log into your account. Then follow the instructions on the first page of this document to add your new device.

**If you only have the new device:**

If you saved any of the emergency access codes in the past, use one of them to log into your account and follow the instructions on the first page of this document to add your new devices.

If you don't have any access codes, call our office at 651-739-1000 for help. We can provide you with an access code and walk you through setting up your new device.