

Account Recovery for the TR Authenticator App

Setting up Account Recovery for your TR Authenticator app enables you to quickly migrate to a new mobile device without having to repeat the multi-factor authentication (MFA) setup process. Enabling the account recovery also ensures that you won't get locked out of your software if your old device is lost or malfunctions.

To Enable Account Recovery

In the Thomson Reuters Authenticator mobile app, complete the following steps:

Apple (iOS) devices

1. With the Authenticator app open on your mobile device, tap the Settings button.
2. In the Settings menu, tap Enable Authenticator Recovery, then tap the Enable button.
3. Enter a unique password in the fields on the Set Recovery Password screen, then tap Set Recovery Password.

Note: Authenticator recovery is only available on devices with iOS 11 or later.

Android devices

1. With the Authenticator app open on your mobile device, tap the Settings button.
2. In the Settings menu, tap Enable Authenticator Recovery, then tap the Enable button.
3. Acknowledge permissions to allow Authenticator to store its encrypted backup file in Google Drive.
4. Enter a unique password in the fields on the Set Recovery Password screen, then tap Set Recovery Password.

After creating the recovery password, your Authenticator app is backed up to the cloud and secured with your password.

Important!

Be sure to store your new password in a secure location so it's accessible when you need it.

For security reasons, the Product Support team cannot provide this password to you if you lose it.

To Restore Your Authenticator App on a New Device

After backing up your Authenticator app to the cloud, you can restore the app on a new mobile device using the recovery password you created previously.

If you haven't already, install the Thomson Reuters Authenticator mobile app on your new device.

Apple (iOS) devices

5. On your new mobile device, launch the Authenticator app.
 1. You will be automatically prompted to restore the app on the new device.
 2. Tap the **Proceed to Restore** button to continue.
 3. Enter your recovery password in the field provided. This screen also provides details regarding the date and device on which the recover password was created.

Android devices

6. On your new mobile device, launch the Authenticator app.
 1. Tap **Restore from Backup** on the home screen.
 2. Tap the **Proceed to Restore** button to continue.
 3. Use the same Google account used while enabling Authenticator above.
 4. Enter your recovery password in the field provided. This screen also provides details regarding the date and device on which the recover password was created.

After entering your recovery password, Authenticator restores your credentials from your cloud backup, and you can now use this device for all future login requests that have MFA enabled. There is no need to repeat the MFA setup process on this new device. Your old device will continue to be paired to your account until you either delete the Thomson Reuters Authenticator app or factory-reset the old device.