

How to Reset/Change Your MFA Connected Device

If you need to reset or change the phone associated with your portal's multi-factor authentication (MFA) and have not set up Account Recovery, you will need to contact our office to get a temporary Authenticator code.

To get a temporary Authenticator code please contact our office at:

cpatax@cpadbb.com or 620-223-4300.

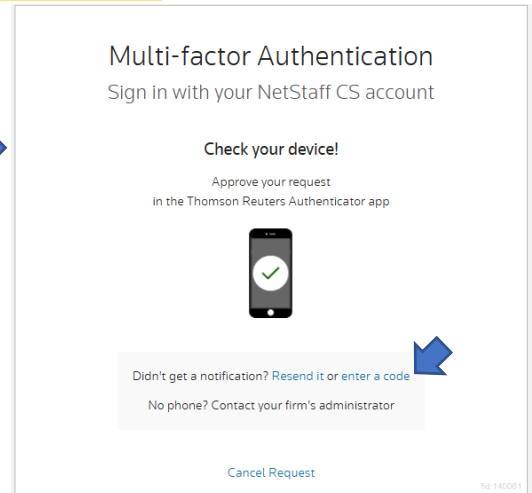
Please Note:
Temporary codes are only good for 24 hours.

To use this code:

1. Login to your account from a computer.
2. When you get to the Multi-factor Authentication screen:
Click on **enter a code** (see the pic to the right)

Once you've successfully logged in to your porta, you need to **register your phone as your MFA device:**

1. Click on your name on the right-side of the screen,
2. From the drop-down list select: **Manage Multi-factor Authentication.**
3. Click on the **Add Option** box.
4. Enter your account password,
 1. Select **Get Started**
 2. When prompted to choose an MFA method, select **Use Thomson Reuters Authenticator**
 3. Select **Next**
 4. On your cell phone,
 1. Open the Authenticator App,
 2. Tap settings, (It's the gear icon in the upper right corner.)
 3. Click on: **Scan QR Code** (If you need to enter a code instead, the setup wizard will time-out and give the option to do this.)
5. Once you've successfully paired your device you will see it listed. If this is a new phone, you should remove the old phone from your list of paired devices.



If you have any difficulties with this process, please contact our office at:

cpatax@cpadbb.com or 620-223-4300.