NetClient Communication Template

To assist your firm in providing information about the new sign-in experience to your clients who use NetClient CS, we have created a video and the following email template:

Hello,

We’re reaching out to share details about upcoming changes to your NetClient CS portal. Our firm partners with Thomson Reuters to provide the platform for these portals. Their upcoming November update will improve your sign-in experience and security.

 **What you need to know:**

* You’ll need to create a new username and password. To do this, you’ll need your current NetClient CS login ID and password. If you’ve saved these details to your browser, please memorialize them. If you’ve forgotten your login ID, please reply to this e-mail.
* The sign-in page will look different but will function the same way. This [video](https://video.tax.thomsonreuters.com/watch/bLMUEU7c569TzFffa916H2) showcases the new experience.
* You’ll need to enable two-factor authentication. There are several options available to verify your identity when you log in. We recommend using the Auth0 Guardian mobile app, which is free on the Apple [App Store](https://apps.apple.com/us/app/auth0-guardian/id1093447833) for iOS and [Google Play Store](https://play.google.com/store/apps/details?id=com.auth0.guardian&hl=en_US&gl=US) for Android. [Learn more about two-factor authentication.](https://www.thomsonreuters.com/en-us/help/account-management/thomson-reuters-account/two-factor-authentication-thomson-reuters-account.html)

These changes will be occurring on November 17, 2023. In the meantime, feel free to reach out to us with any questions.

Regards,

Boring, Richard & Associates