

At Flewelling & Mitton, PC, we care about providing you with great service, which includes keeping your personal and financial information secure.

You already have the option to use **NetClient CS®** — our secure, personalized client portal — which enables you to access your information and provide information to our firm on-line. We're pleased to announce that you now have the option make your NetClient CS account even more secure with the [Thomson Reuters Authenticator™ mobile app](#). This smart phone app enables you to take advantage of multi-factor authentication, which adds another layer of identity verification to the login process so your protection against hacking and fraud attempts is stronger and more secure than a password alone.

The requirements for multi-factor authentication are an Internet connection, a smartphone or tablet, and the Thomson Reuters Authenticator app.

It is up to you if you'd like to enable multi-factor authentication, we are not requiring you to use it. It will make accessing your data more secure; however it will require you to go through a multi-step login process each time you access your portal:

- You will need to install the Thomson Reuters Authenticator mobile app on your mobile device.
- You will still enter your current login and password information.
- After installing the app on your mobile device and pairing your device with your application login credentials, you'll use the Authenticator to confirm your identity each time you access your portal. To confirm your identity, you simply approve a notification on your mobile device.

When you are making your decision as to whether you should use multi-factor authentication, we want you to be aware of the following:

- You can only pair one device with your login. If you are sharing your account with a spouse or business partner, this may not be the right option for you.
- You will be able to turn multi-factor authentication off if you'd like, but there is a 24 hour window required to make this change.
- If you lose or change your mobile device, our office can give you a code which will allow you to access your portal for 24 hours. You will not be able to access your portal without your linked mobile device or the code we provide to you.
- Once you set up multi-factor authentication, you are in control of your Multi-Factor Authentication settings. The software is purposely designed so that we cannot help you manage these settings. If you need a little extra help with your portal or computers, this may not be the right option for you.

While we want to provide you the highest level of security for your data, we also want to make sure your experience with our software is as easy and painless as possible. If you have questions regarding whether this option is the right one for you, please contact our office at 303-499-7445 prior to selecting multi-factor authentication for your portal.

The next time you log in to the portal, you will be asked if you'd like to enable multi-factor authentication. Please be aware that you can opt out of the setup and continue on to your portal by clicking on the "REMIND ME LATER" button.

To get started using this new option, see [Managing multi-factor authentication for your login](#). **If you prefer to watch an instructional video**, see [Video: Multi-factor authentication for your NetClient CS portal](#).

We want you to provide us with information in a way that is secure, but is also easy for you. **You are always welcome to exchange documents with us in person or through the mail.**