Table of Contents:

1. New CS Professional Users
2. Existing CS Professional User
3. New Users for any other Community
4. Existing Users for any other Community
5. Email Verification Workflow

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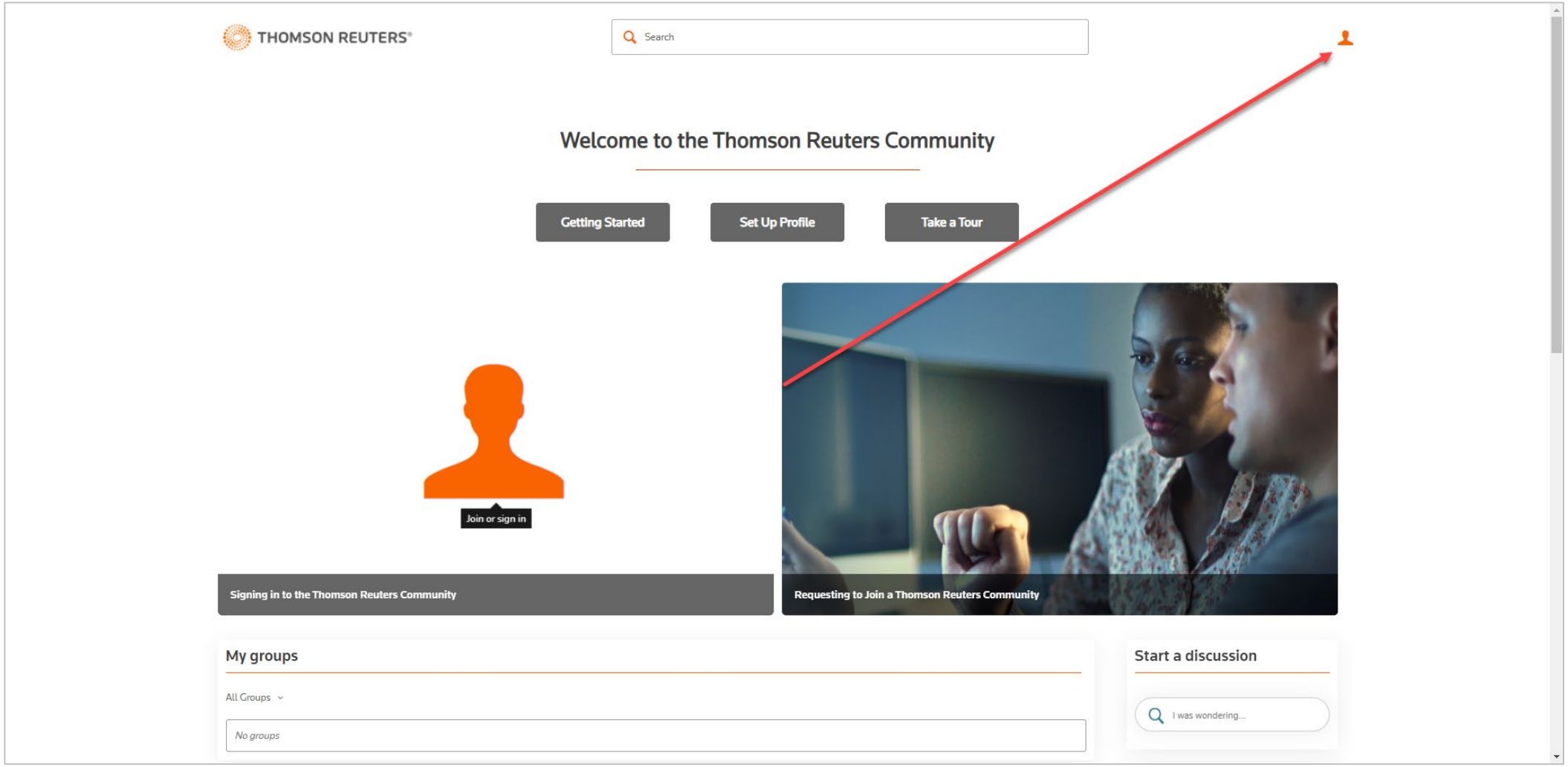
New TRID Users Login Workflow for the Thomson Reuters Verint Community

These are users who have never access any of the Thomson Reuters Communities before, but do have an existing TRID login. Users who have an existing TRID login can sign in using that TRID email and password

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New TRID Users Verint Community Login Workflow – Login

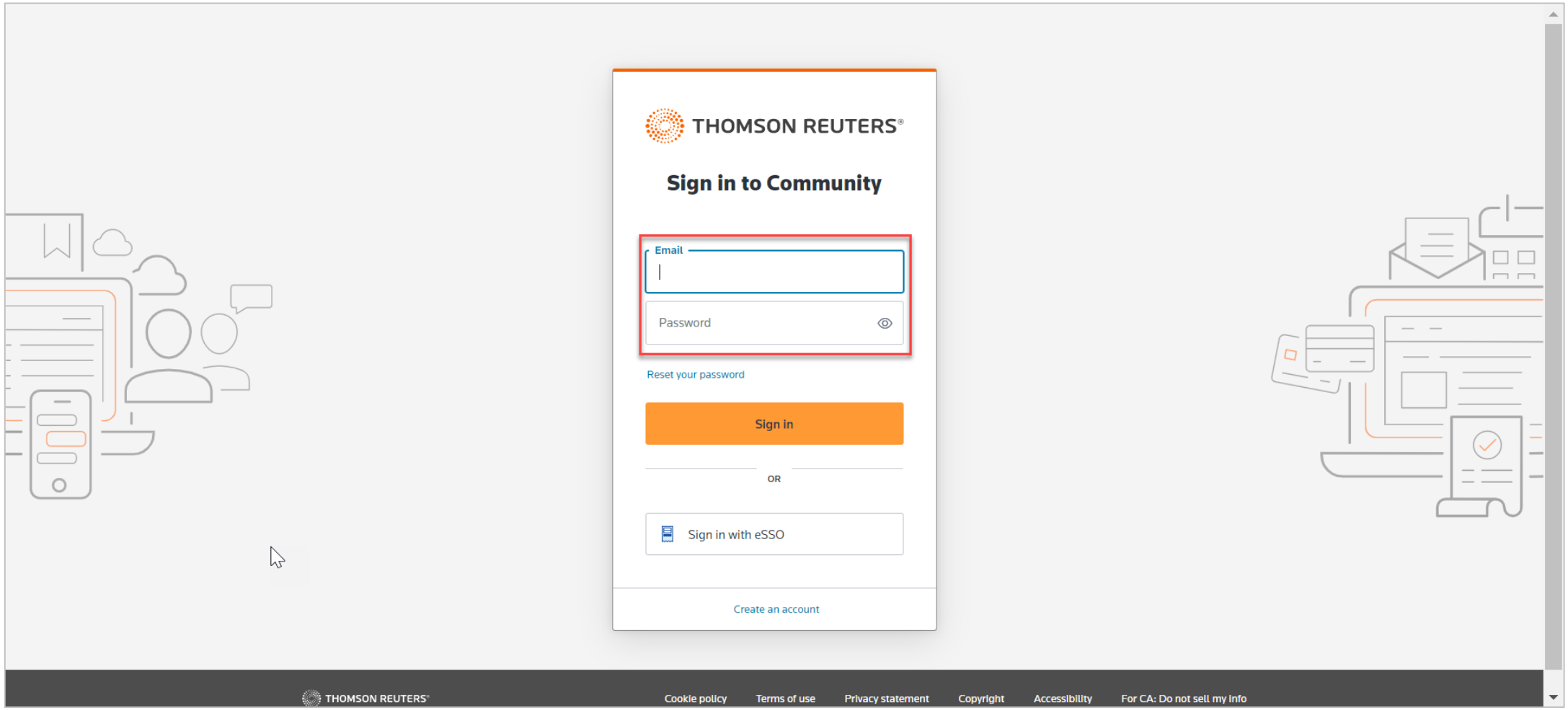
The user should click the profile icon in the upper right-hand portion of the screen, navigate to the sign in screen, and select Sign in with Auth0



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New TRID Users Verint Community Login Workflow – CIAM Sign in

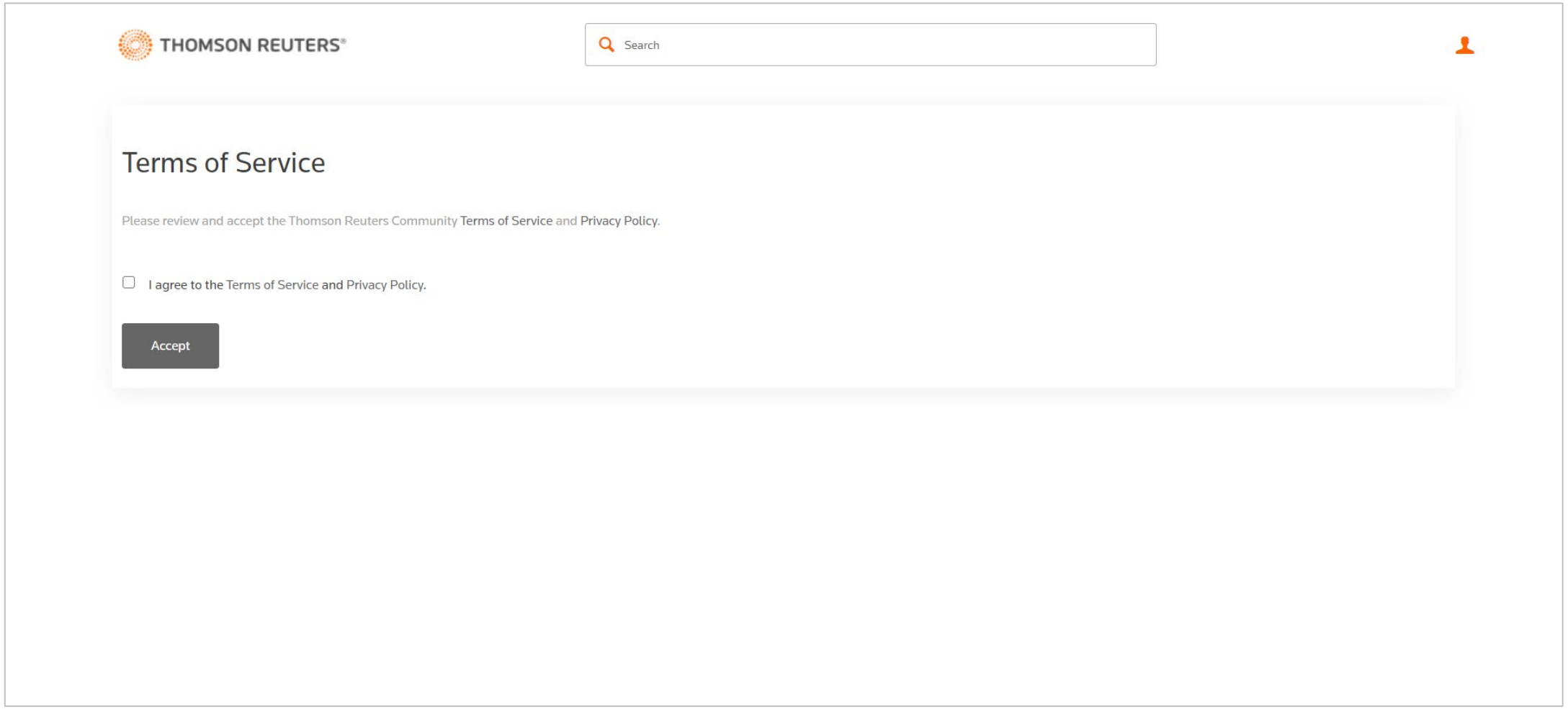
This will take the user to the new CIAM Sign in screen. Here users that already have a TRID profile, for example CS Professional customer, should enter their existing TRID email and password, and the click Sign in



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New TRID Users Verint Community Login Workflow – Terms of User

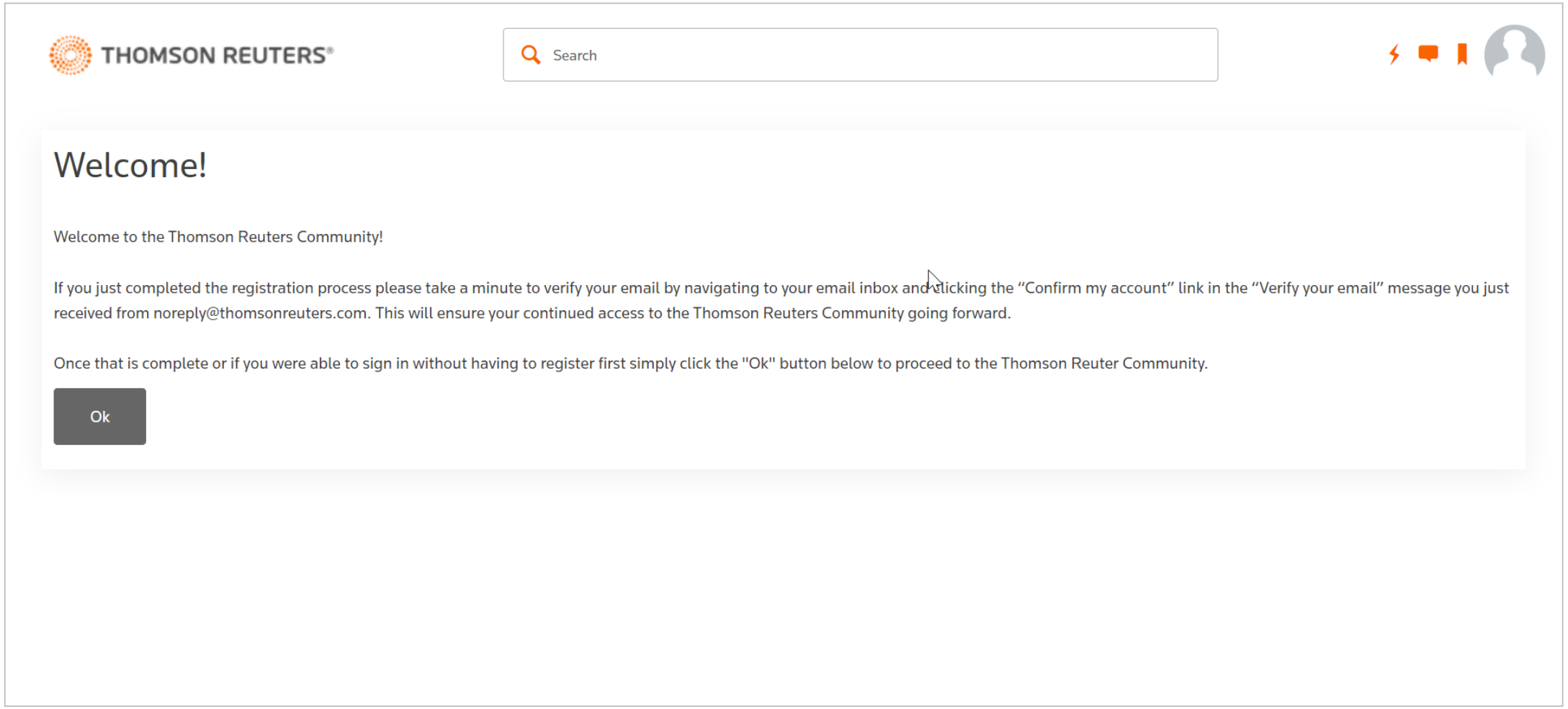
The user will then need to accept the new TR Verint Community terms of use



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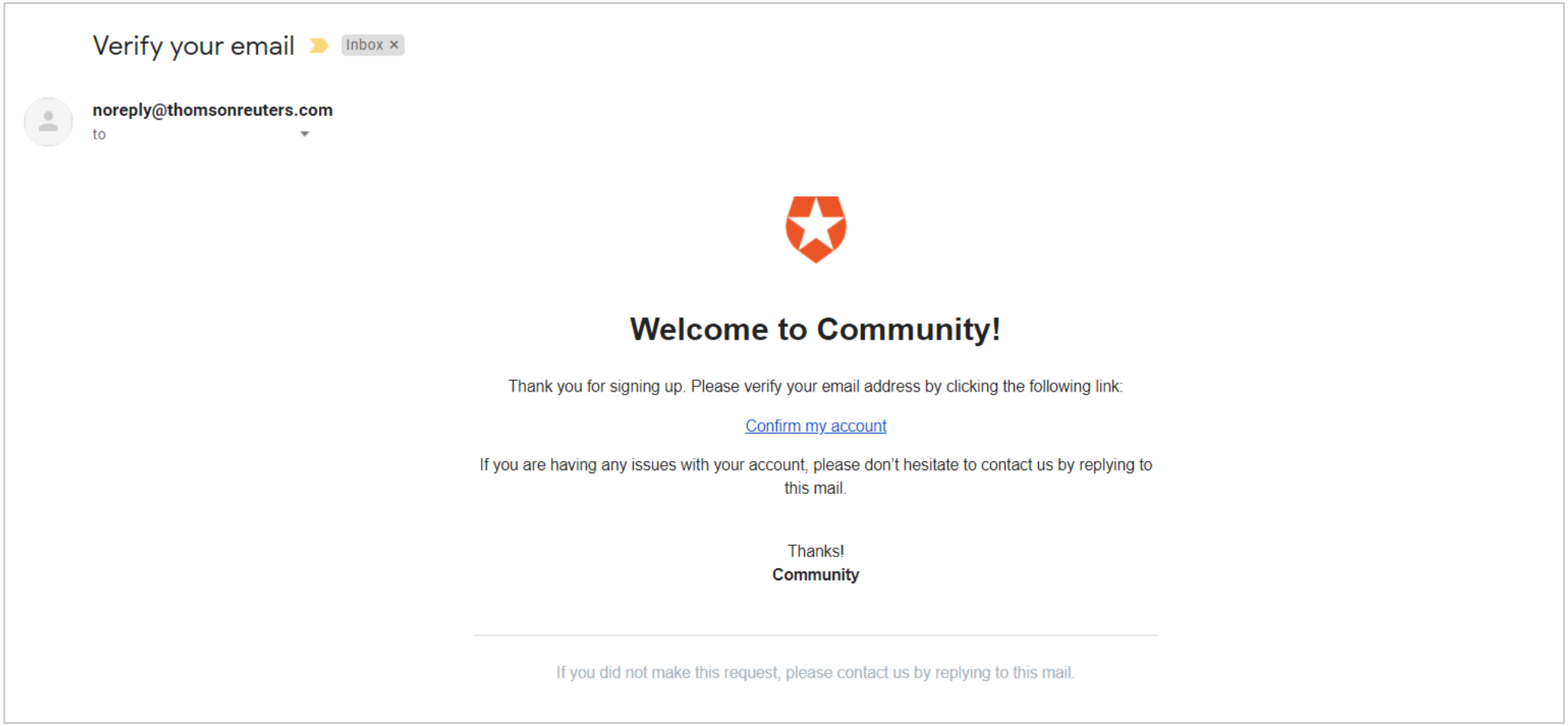
New TRID Users Verint Community Login Workflow – Welcome Page

The user will then be taken to the Welcome screen. The user should take this opportunity to navigate to their email inbox and verify their email to ensure continued access to the Community.



New TRID Users Verint Community Login Workflow – Email Verification

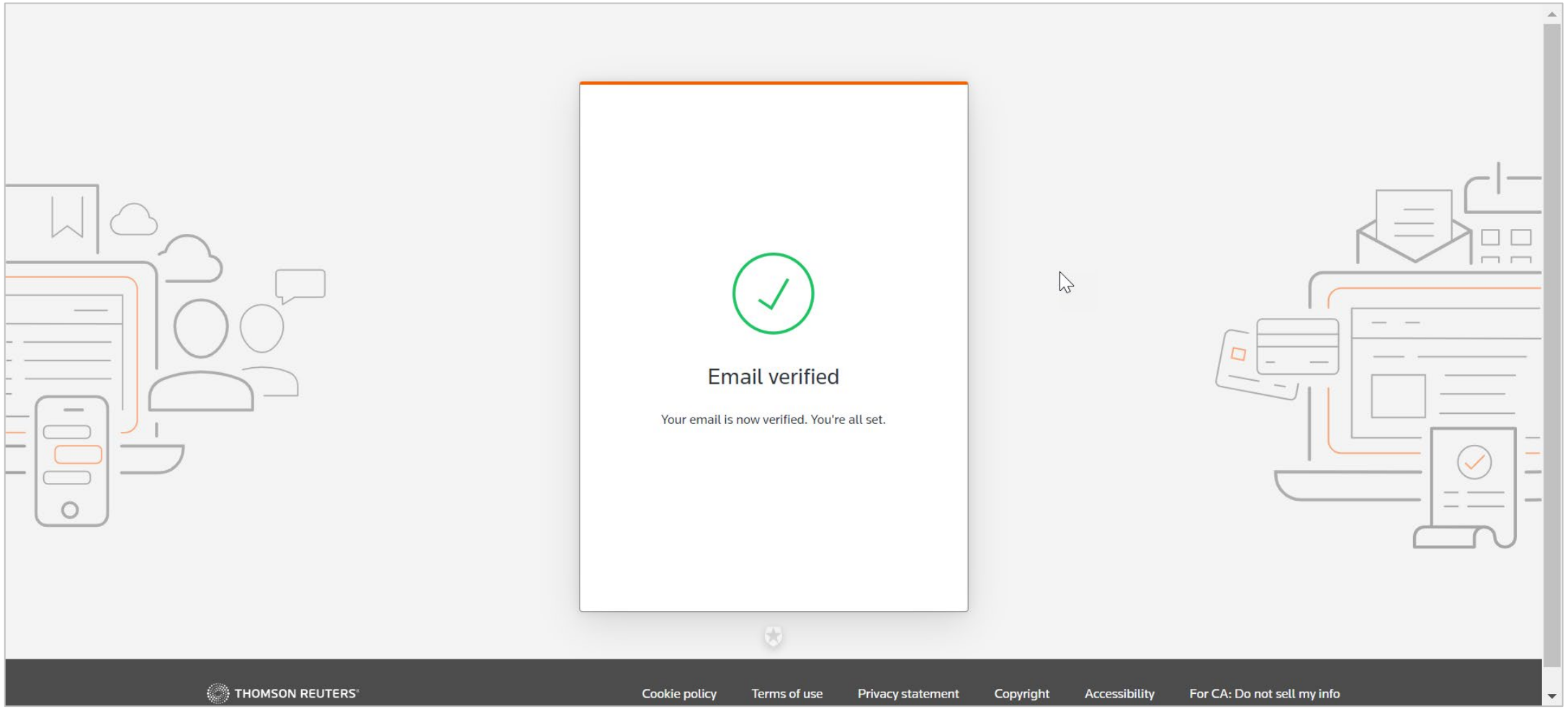
The user will need to navigate to their email and locate the “Verify your email” the have received from noreply@thomsonreuters.com and click the Confirm my account link



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New TRID Users Verint Community Login Workflow – Email Verified

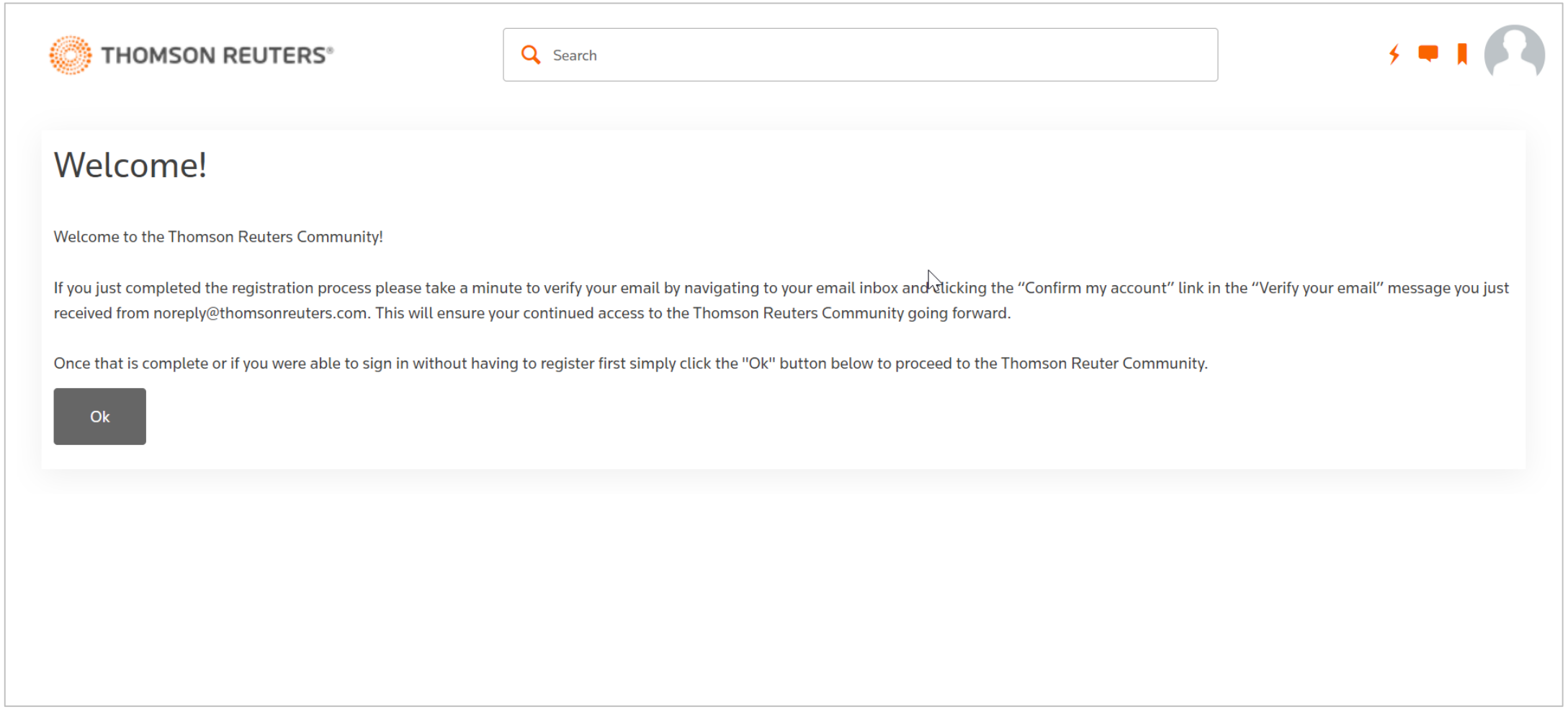
Once the user has clicked the Confirm my account link in the email verification email, they will be taken to the email verification success screen. From this screen the user will need to manually navigate back to the Community. They will not automatically be returned to the Community from this screen



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New TRID Users Verint Community Login Workflow – Welcome Page

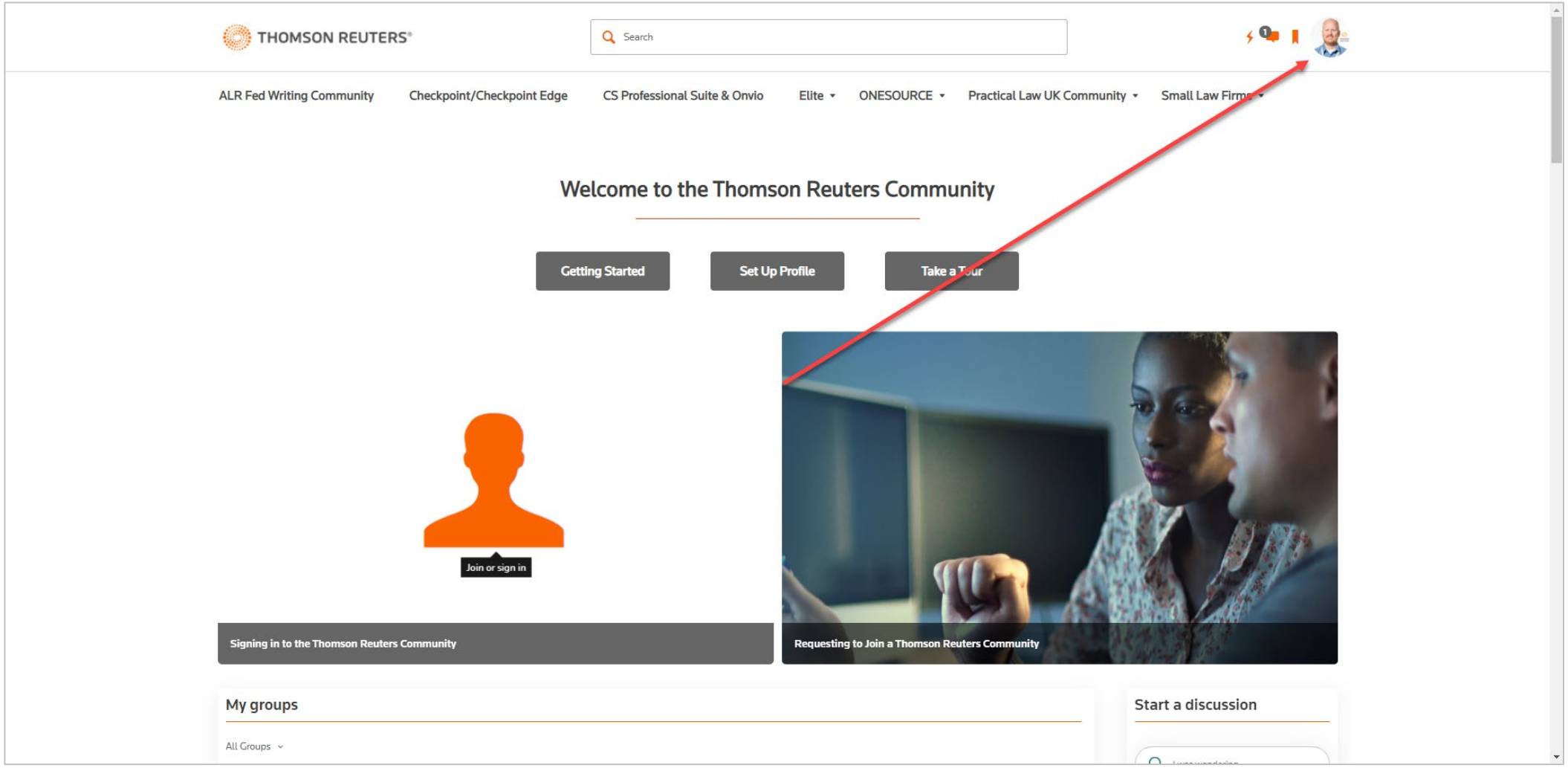
Once the user has manually navigated back to the Community, they can proceed to click OK and be taken to the page they were navigating to



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New TRID Users Verint Community Login Workflow – Logged In

The user is now taken to the TR Verint Community logged in



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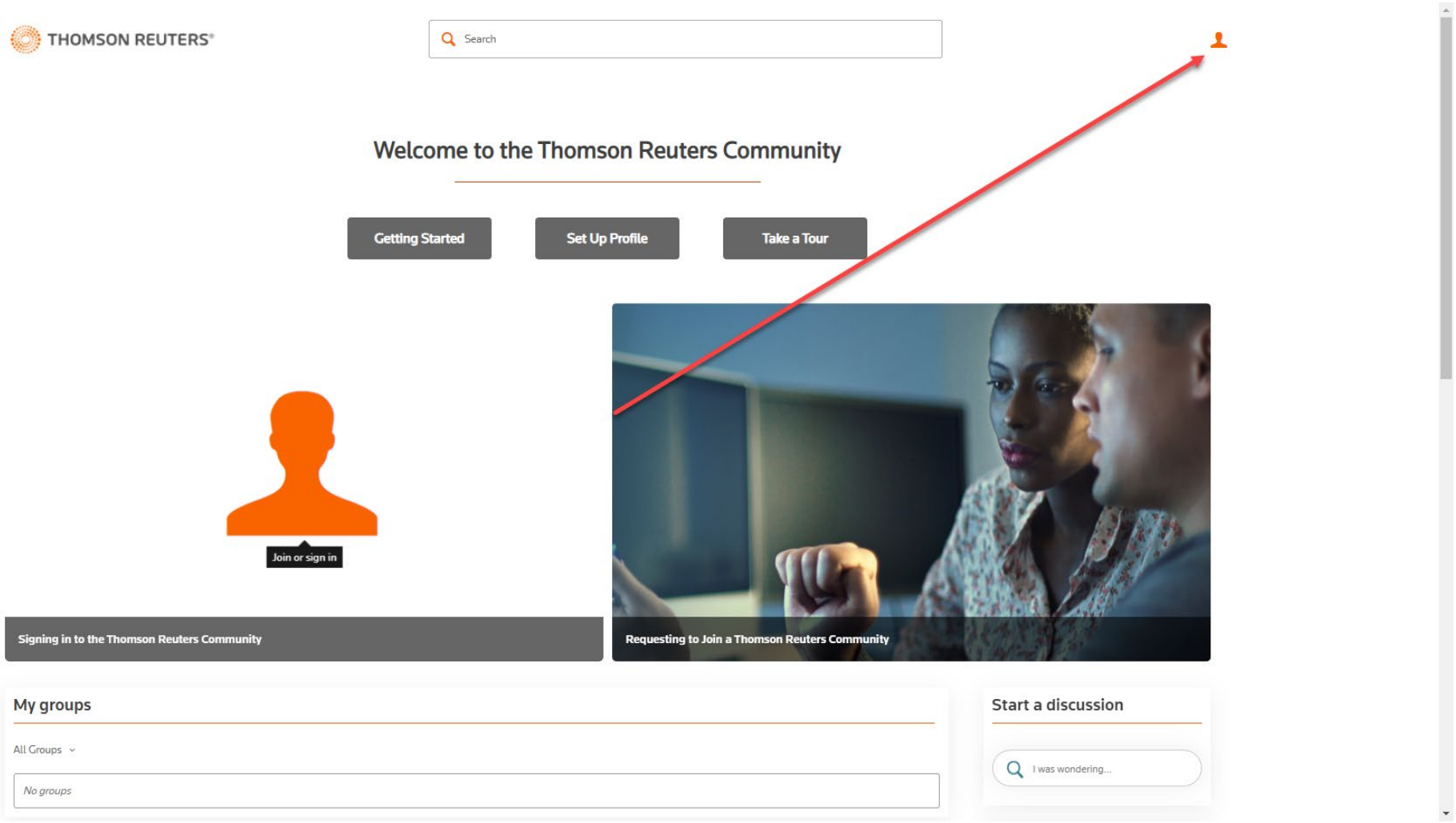
Migrated TRID Users Login Workflow for the Thomson Reuters Verint Community

Migrated Thomson Reuters Community users who do have an existing TRID profile and can sign in using that TRID email and password. This should be all exiting existing CS Professional users.

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Migrated TRID Verint Community Login Workflow – Login

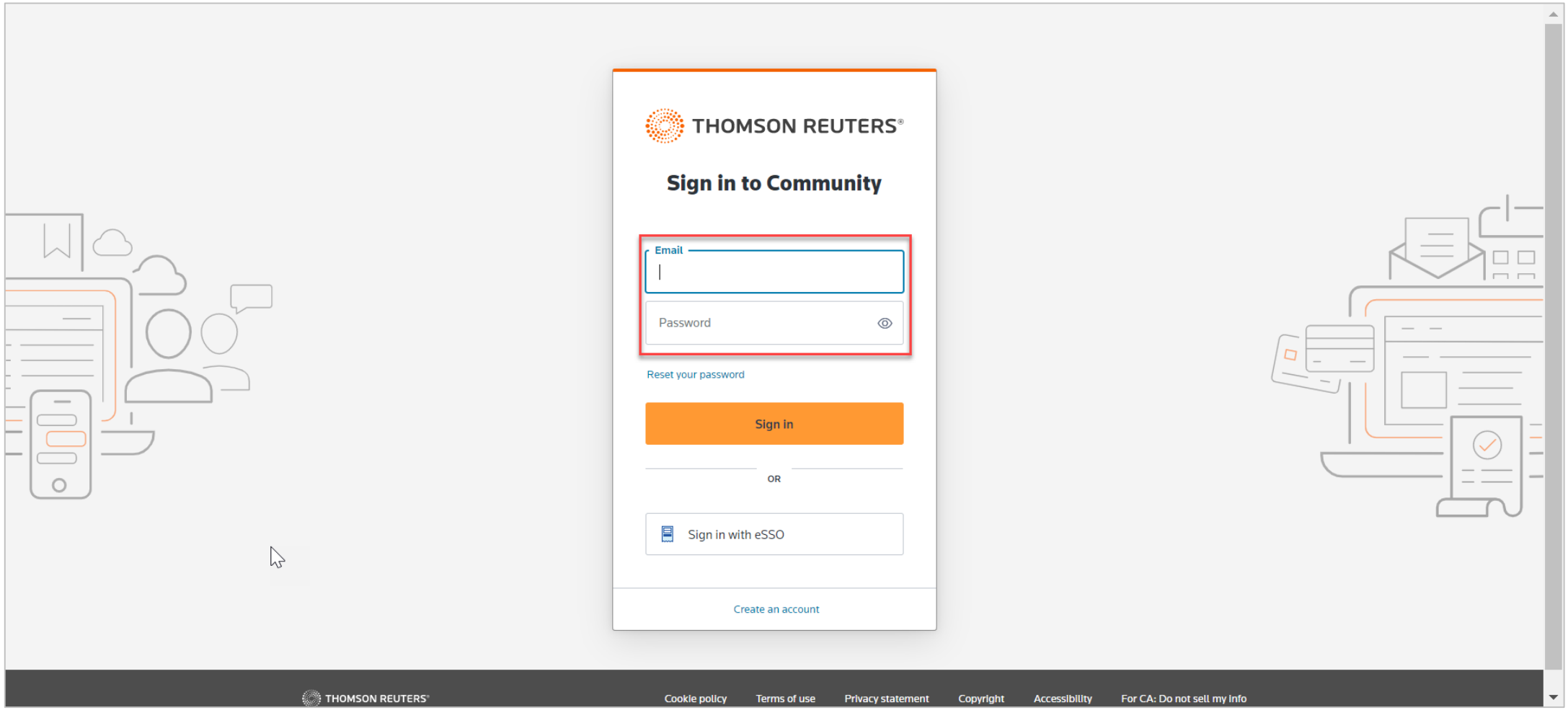
The user should click the profile icon in the upper right-hand portion of the screen, navigate to the sign in screen, and select Sign in with Auth0



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Migrated TRID Verint Community Login Workflow – CIAM Sign in

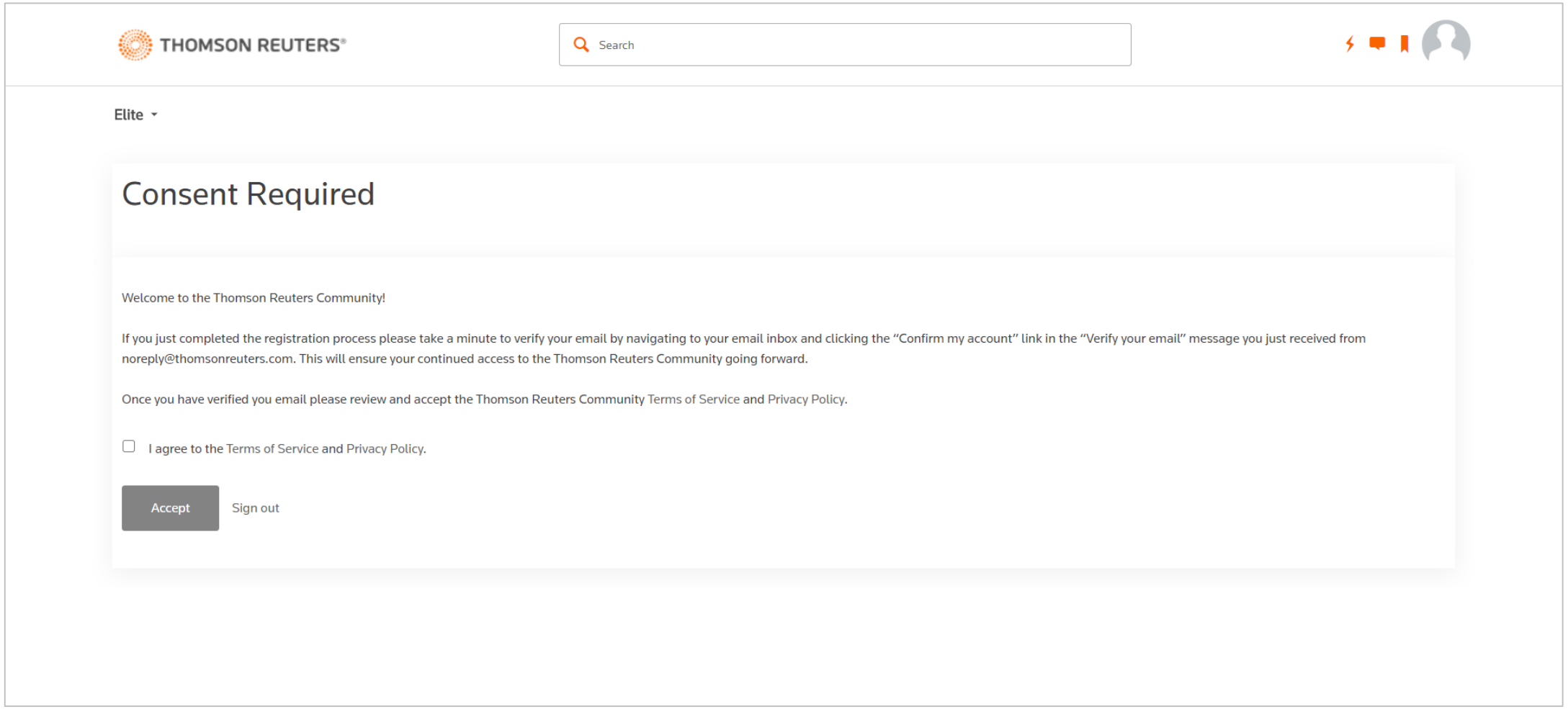
Navigate to https://community.thomsonreuters.com/. This will take the user to the new CIAM Sign in screen. Here users that already have a TRID profile, for example CS Professional customer, should enter their existing TRID email and password, and the click Sign in



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Migrated TRID Users Verint Community Login Workflow – Terms of User

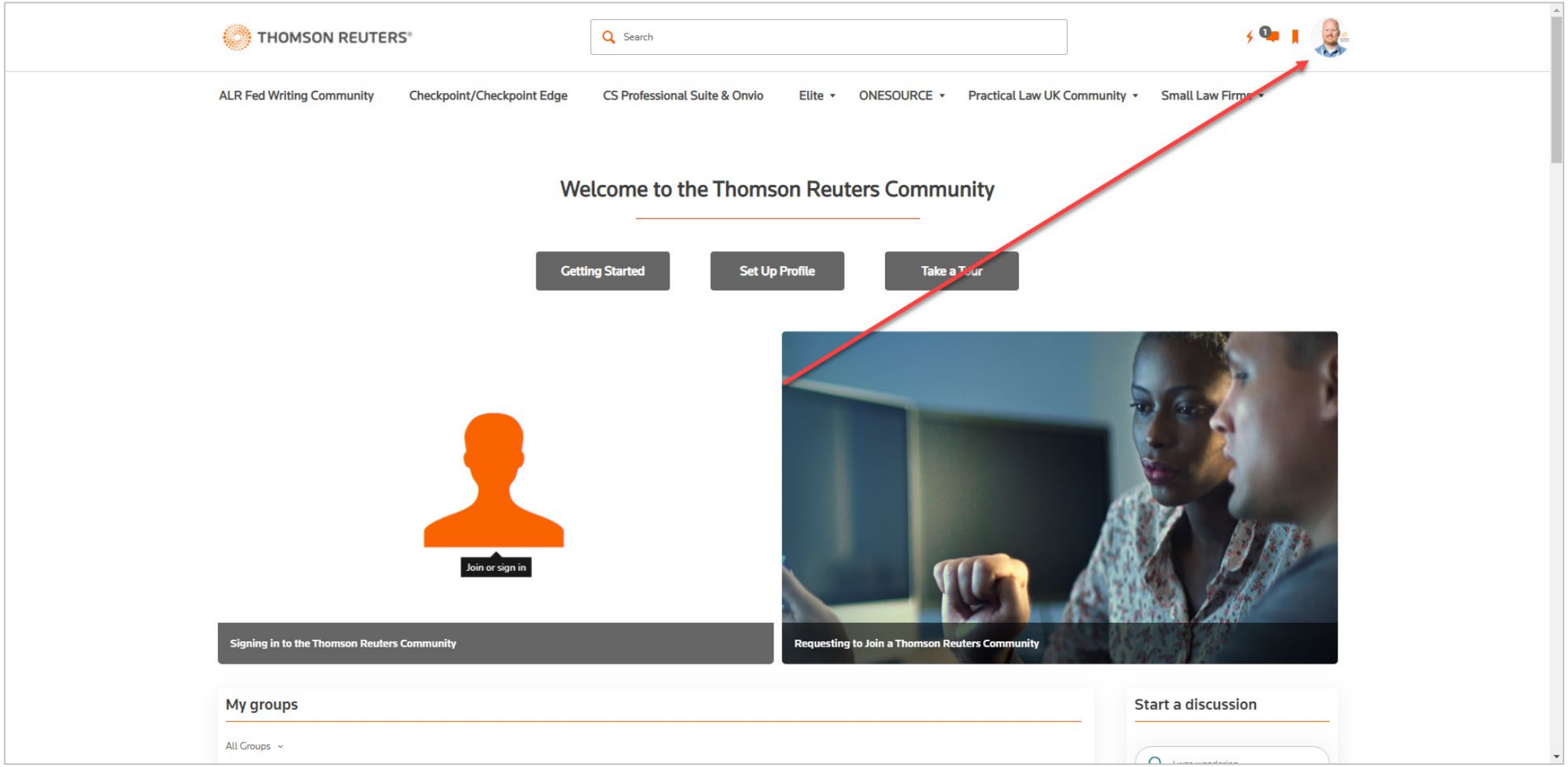
The user will then need to accept the new TR Verint Community terms of use



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Migrated TRID Users Verint Community Login Workflow – Logged In

The user is now taken to the TR Verint Community logged in



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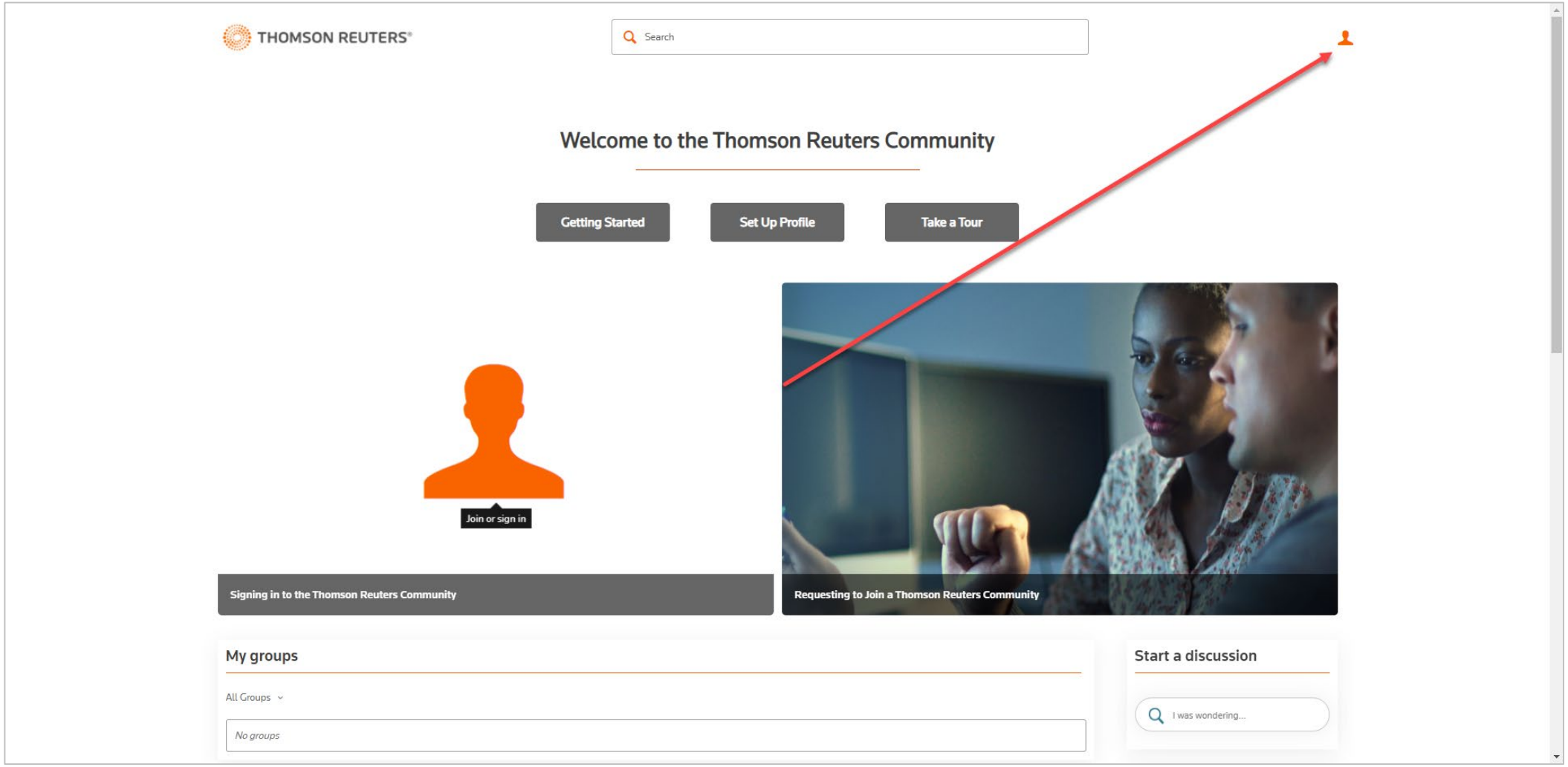
New Non-TRID Users Login Workflow for the Thomson Reuters Verint Community

These are users who have never access any of the Thomson Reuters Communities before and do not have an existing TRID login. These users will need to create a profile on CIAM. This should be everyone except existing CS Professional users.

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New Non-TRID Users Verint Community Login Workflow – Login

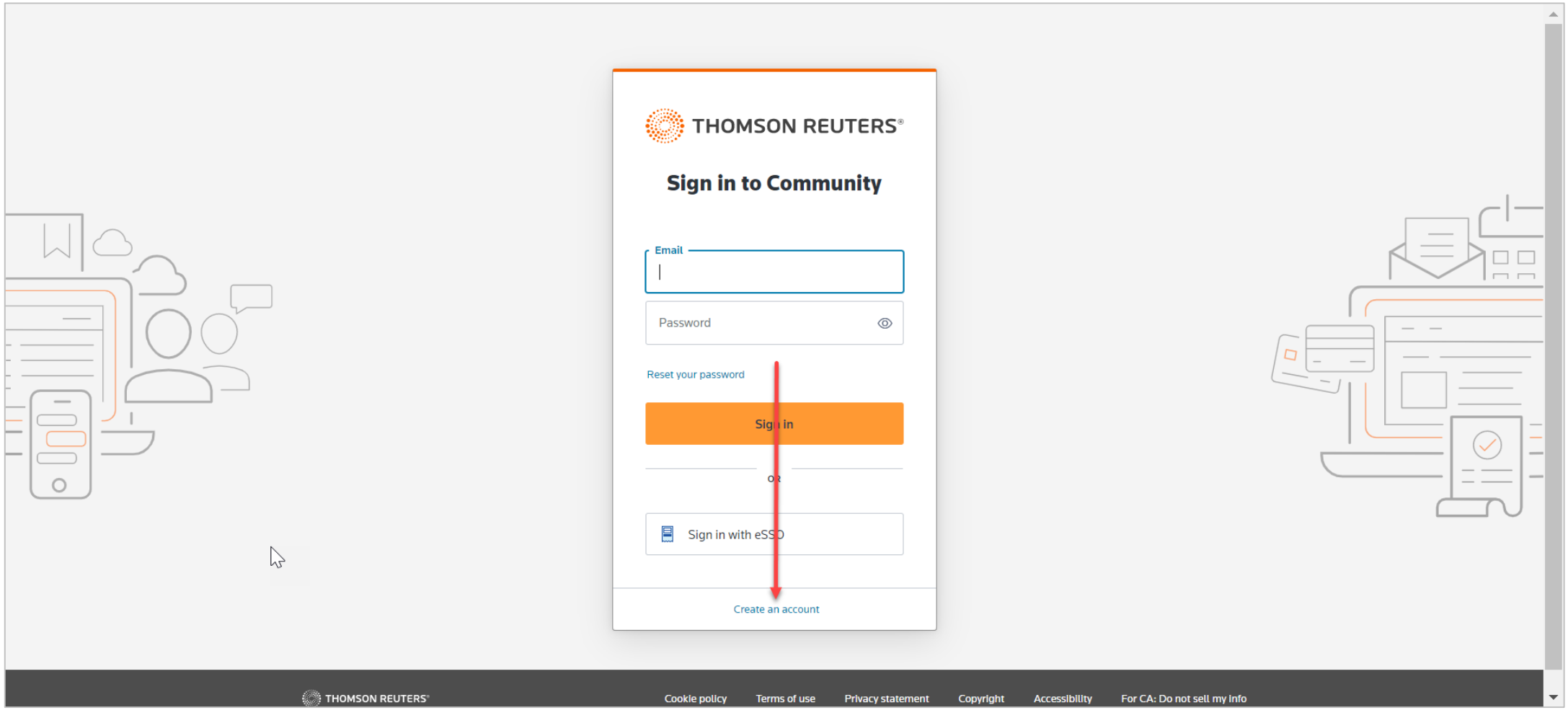
The user should click the profile icon in the upper right-hand portion of the screen, navigate to the sign in screen, and select Sign in with Auth0



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New Non-TRID Users Verint Community Login Workflow – CIAM Sign in

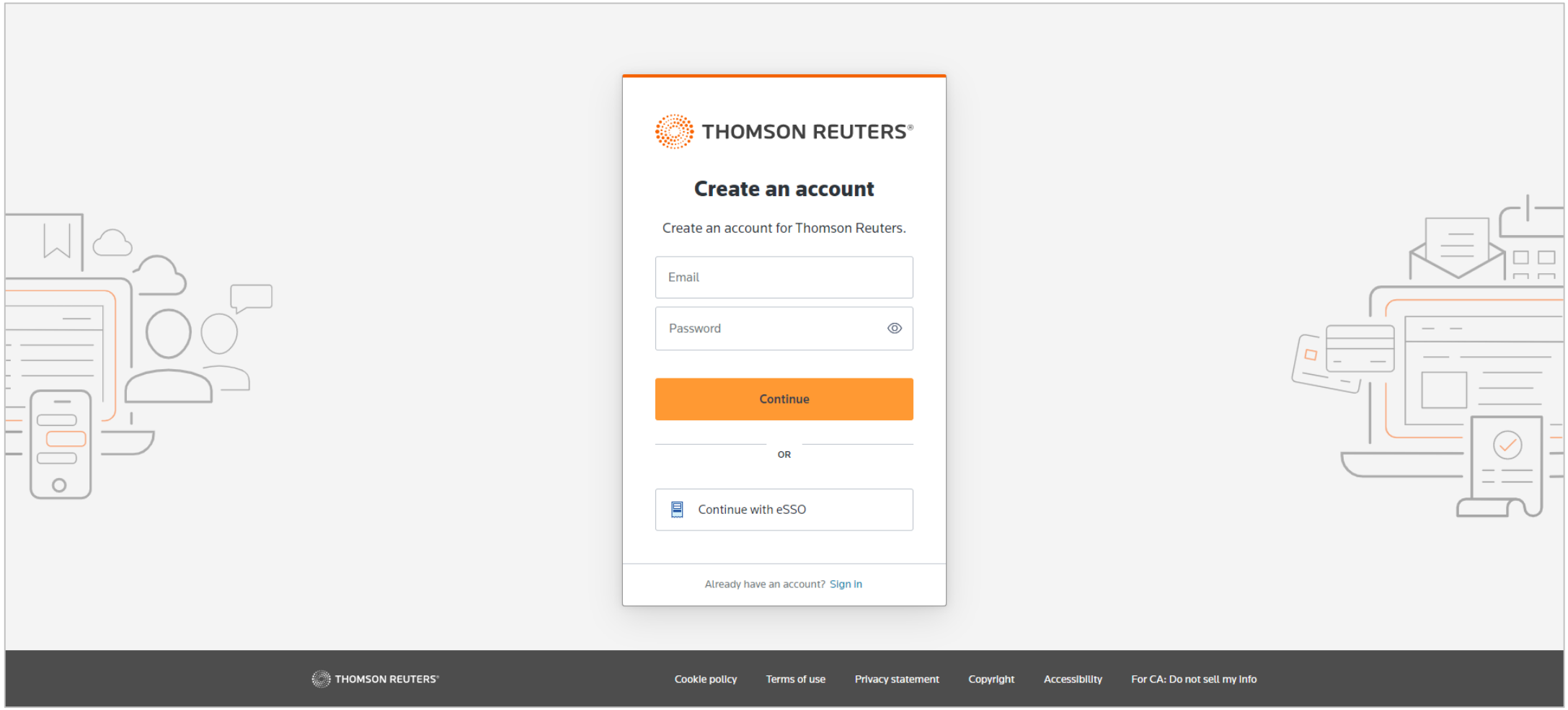
This will take the user to the to the new CIAM Sign in screen. From here the user will need to select Create an account.



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New Non-TRID Users Verint Community Login Workflow – Create an account

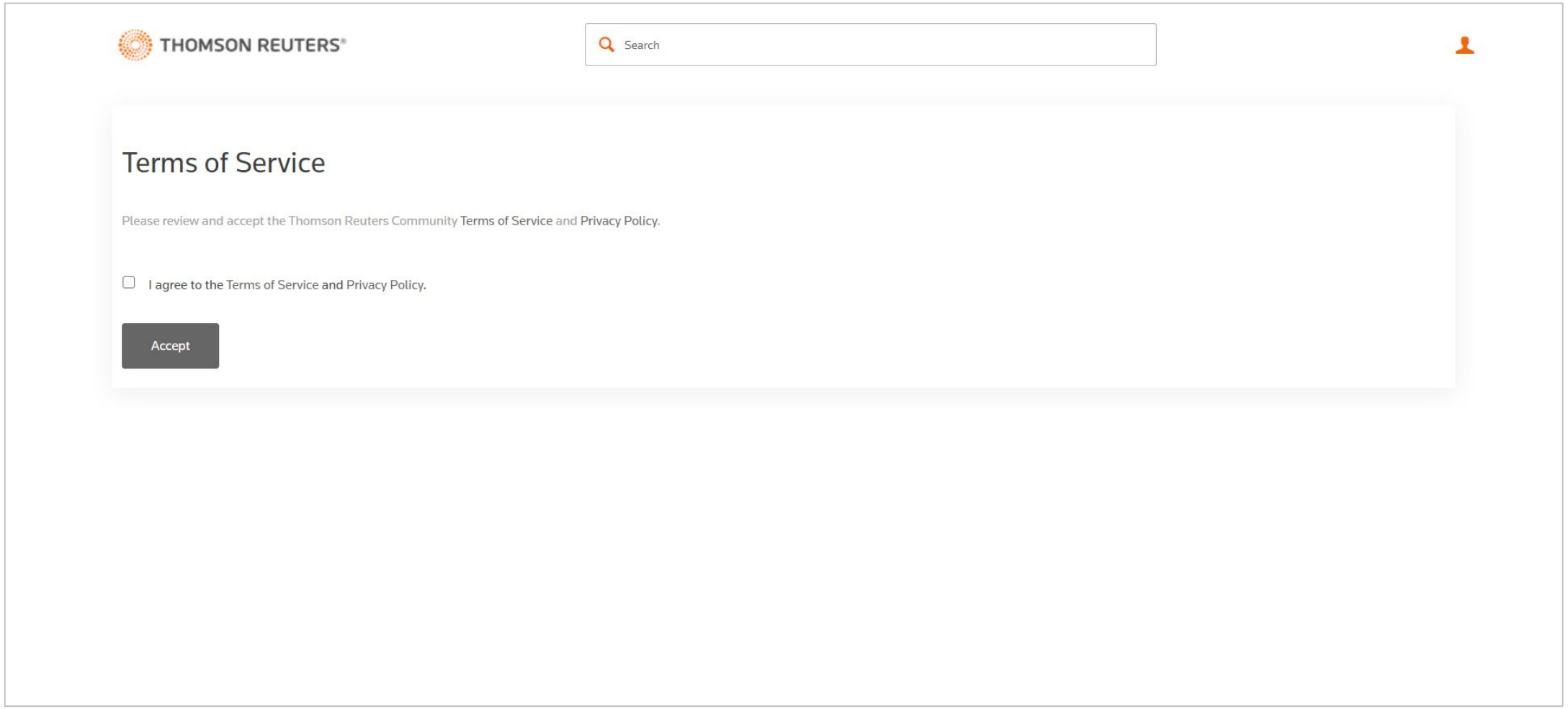
This will take the user to the Create an account page where the user will need to enter an email and password, and the select Continue to create an account



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New Non-TRID Users Verint Community Login Workflow – Terms of User

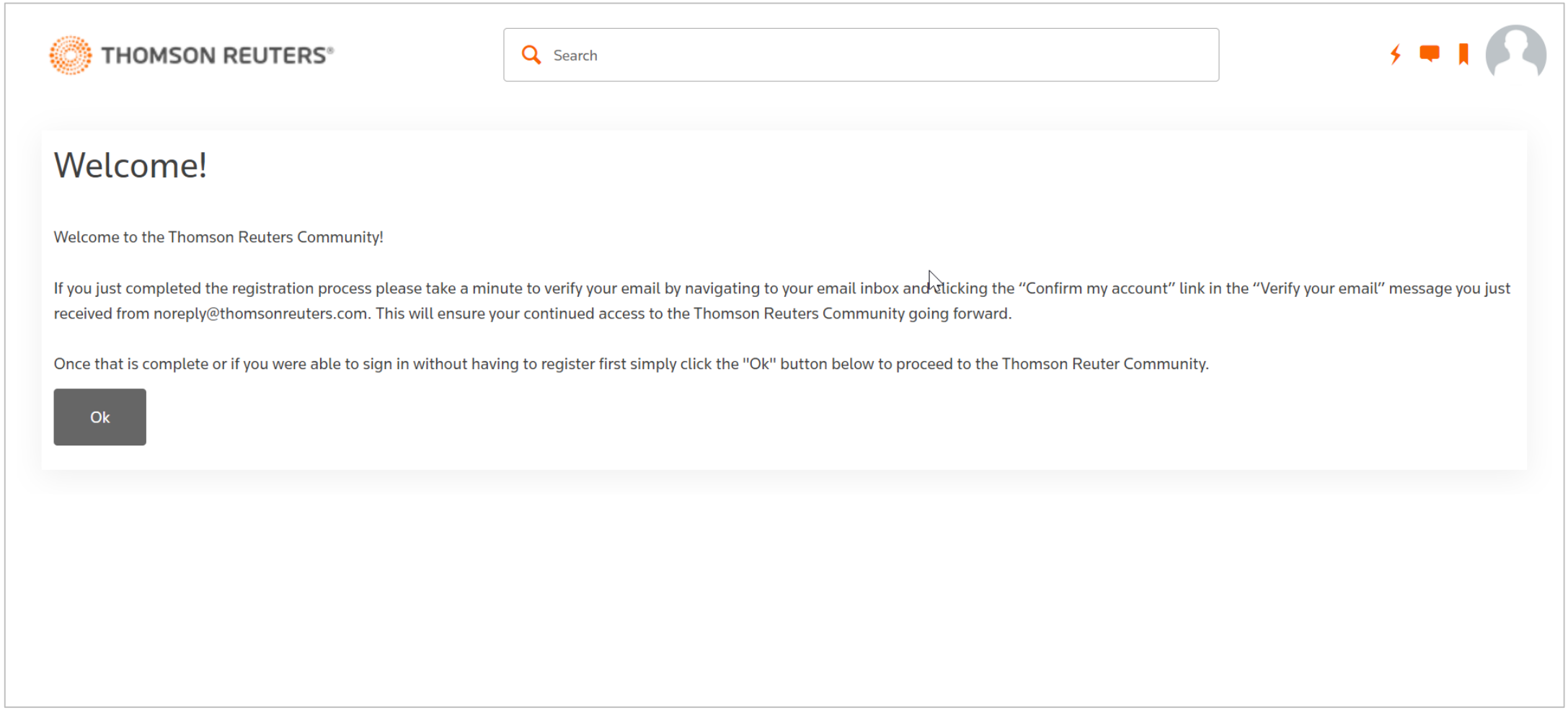
The user will then need to accept the new TR Verint Community terms of use



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New Non-TRID Users Verint Community Login Workflow – Welcome Page

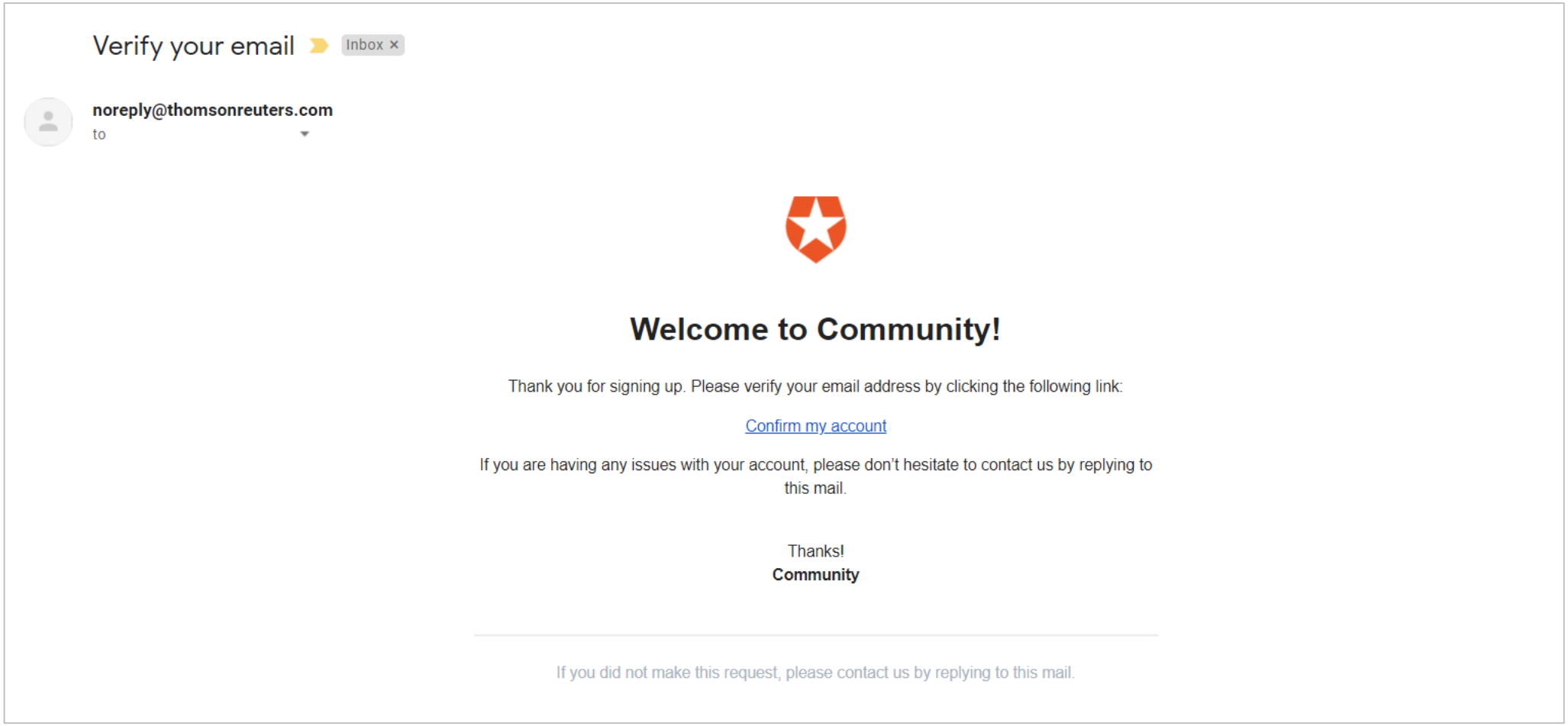
The user will then be taken to the Welcome screen. The user should take this opportunity to navigate to their email inbox and verify their email to ensure continued access to the Community.



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New Non-TRID Users Verint Community Login Workflow – Email Verification

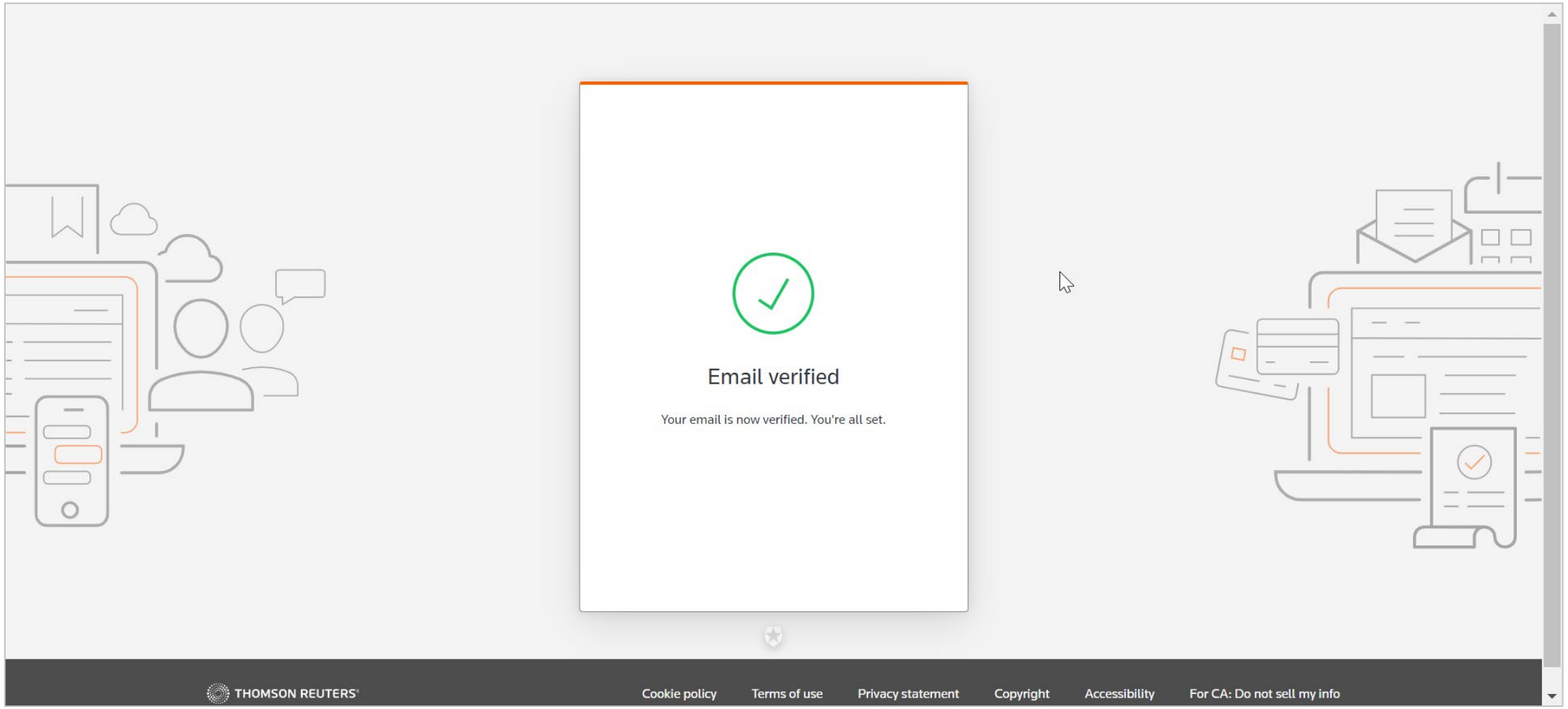
The user will need to navigate to their email and locate the “Verify your email” the have received from noreply@thomsonreuters.com and click the Confirm my account link



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New Non-TRID Users Verint Community Login Workflow – Email Verified

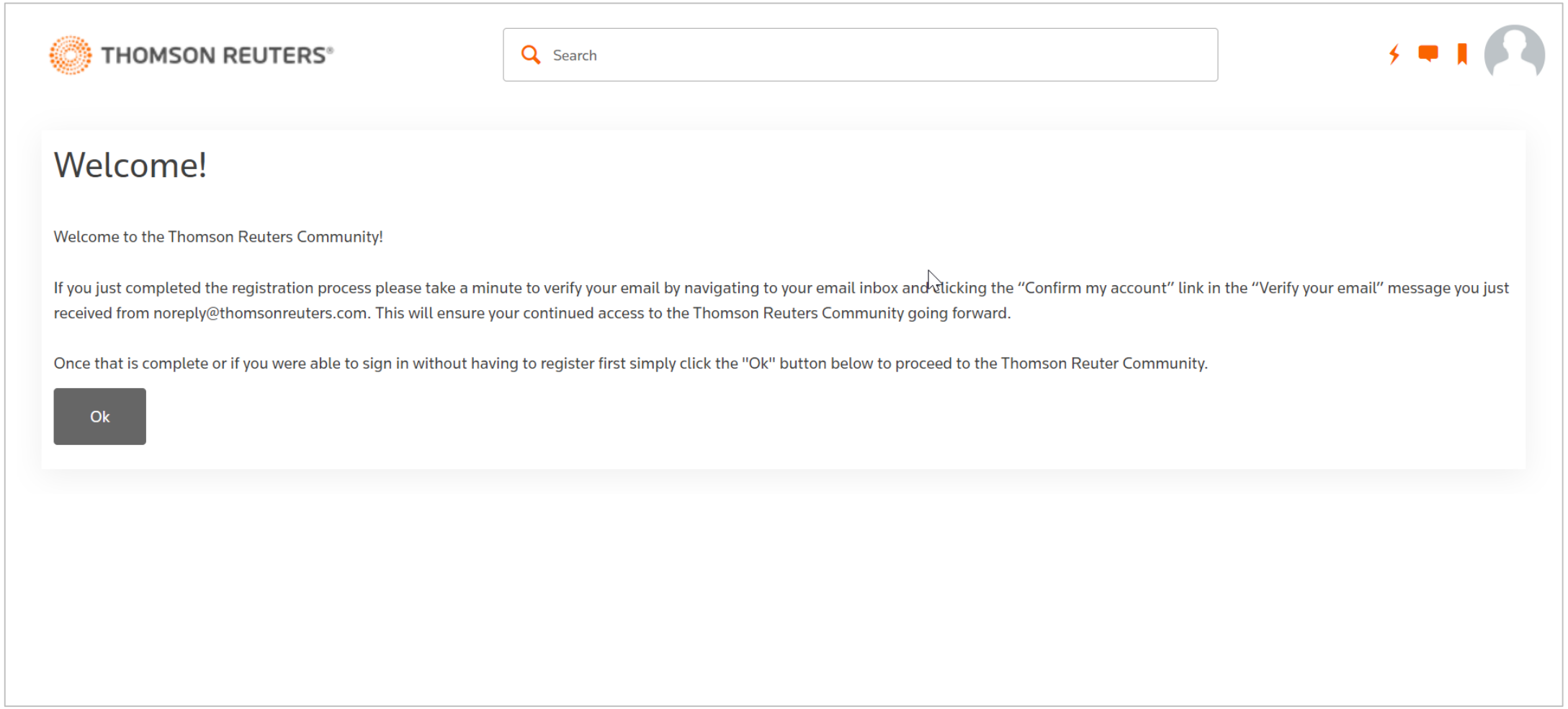
Once the user has clicked the Confirm my account link in the email verification email, they will be taken to the email verification success screen. From this screen the user will need to manually navigate back to the Community. They will not automatically be returned to the Community from this screen



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New Non-TRID Users Verint Community Login Workflow – Welcome Page

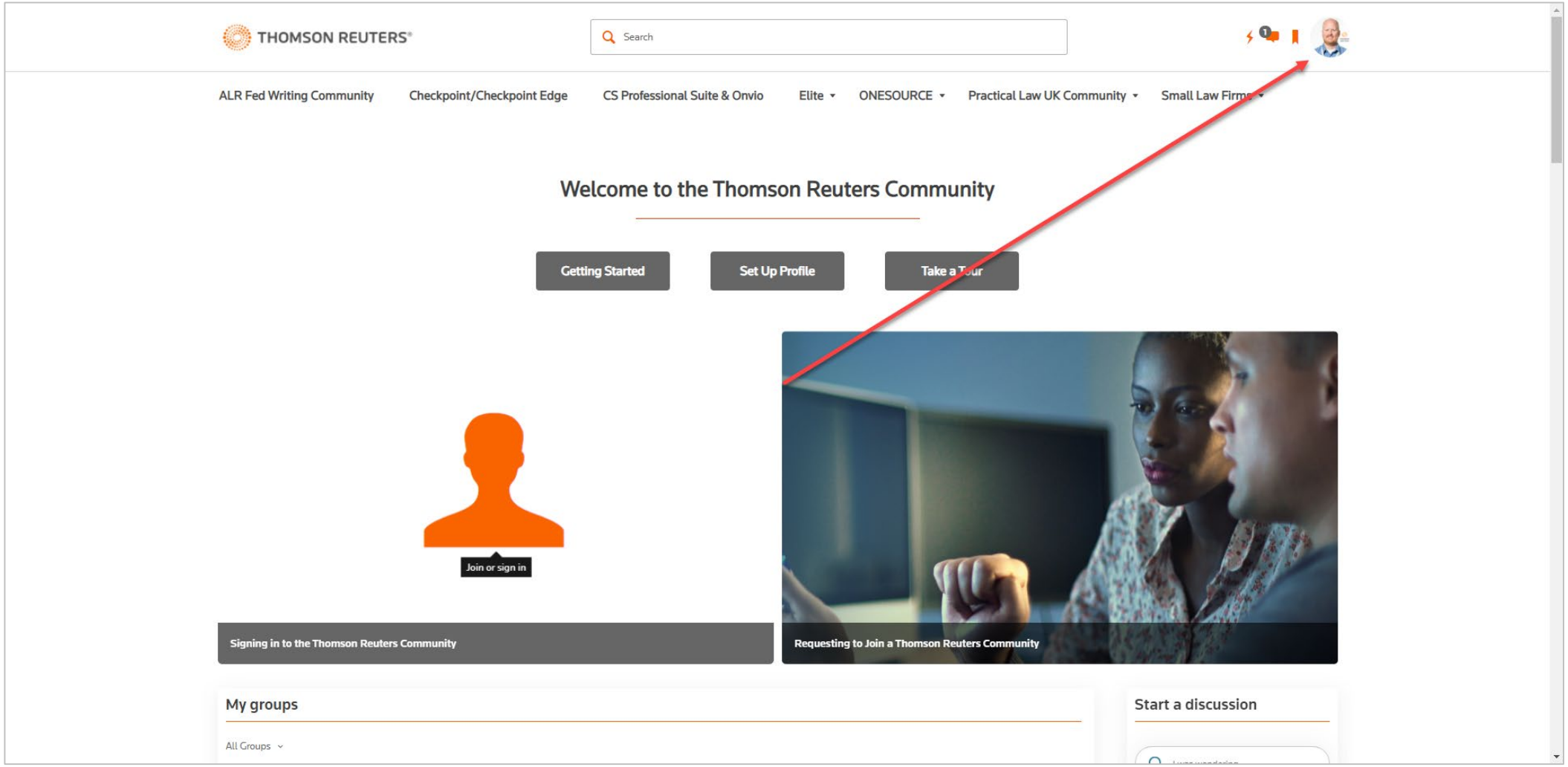
Once the user has manually navigated back to the Community, they can proceed to click OK and be taken to the page they were navigating to



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New Non-TRID Users Verint Community Login Workflow – Logged In

The user is now taken to the TR Verint Community logged in



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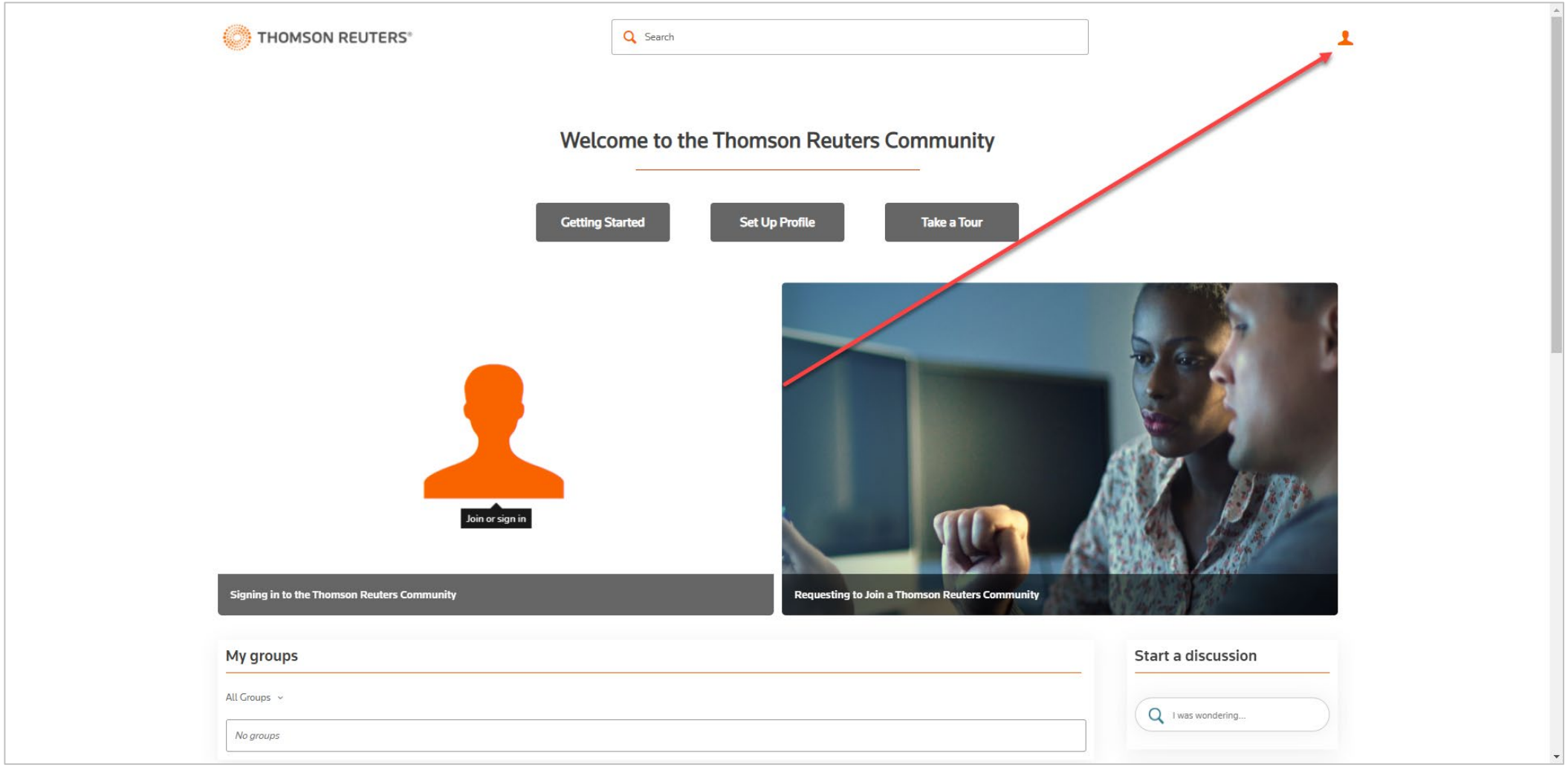
Migrated Non-TRID Users Login Workflow for the Thomson Reuters Verint Community

Migrated Thomson Reuters Community users who do not have an existing TRID login will need to create a profile on CIAM. This should be all exiting Thomson Reuters Communities except existing CS Professional users

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Migrated Non-TRID Users Verint Community Login Workflow – Login

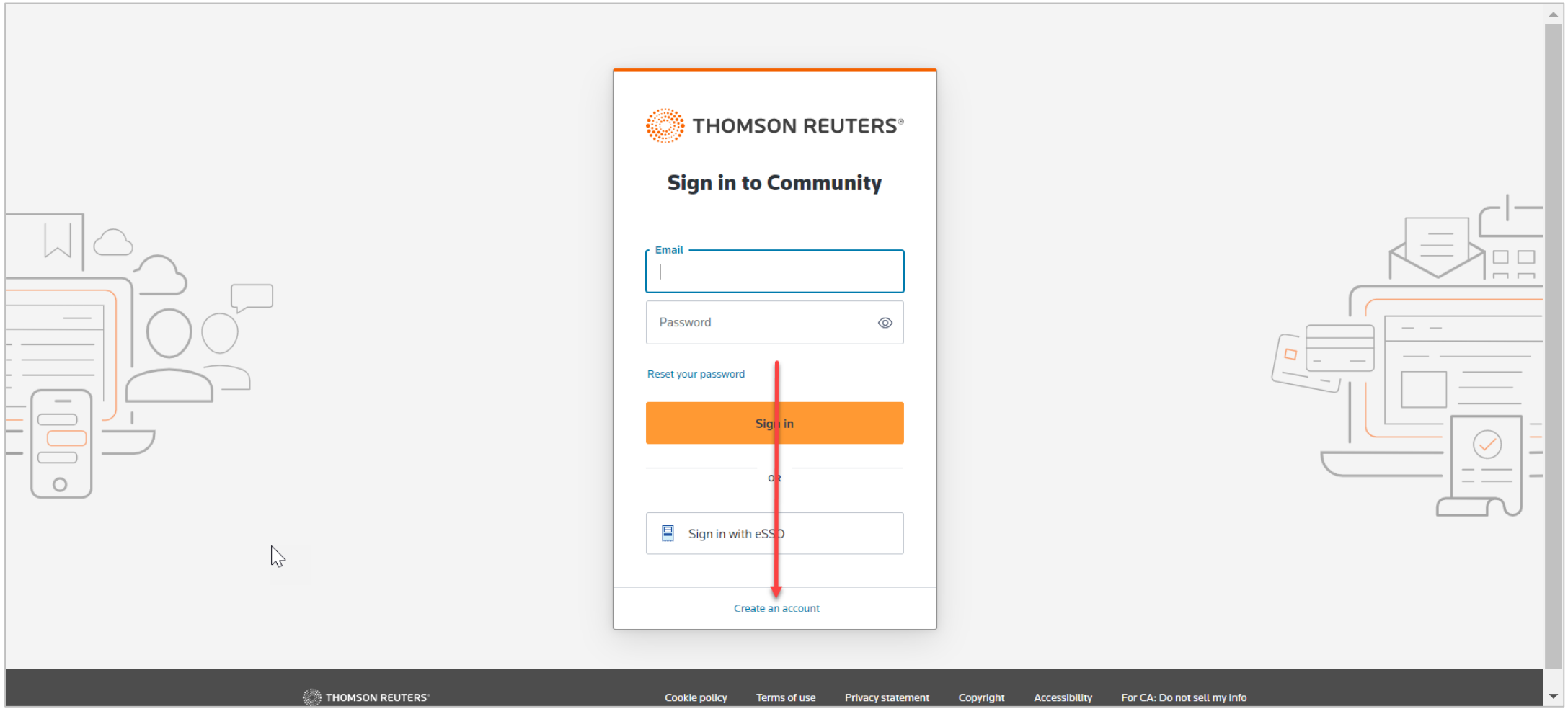
The user should click the profile icon in the upper right-hand portion of the screen, navigate to the sign in screen, and select Sign in with Auth0



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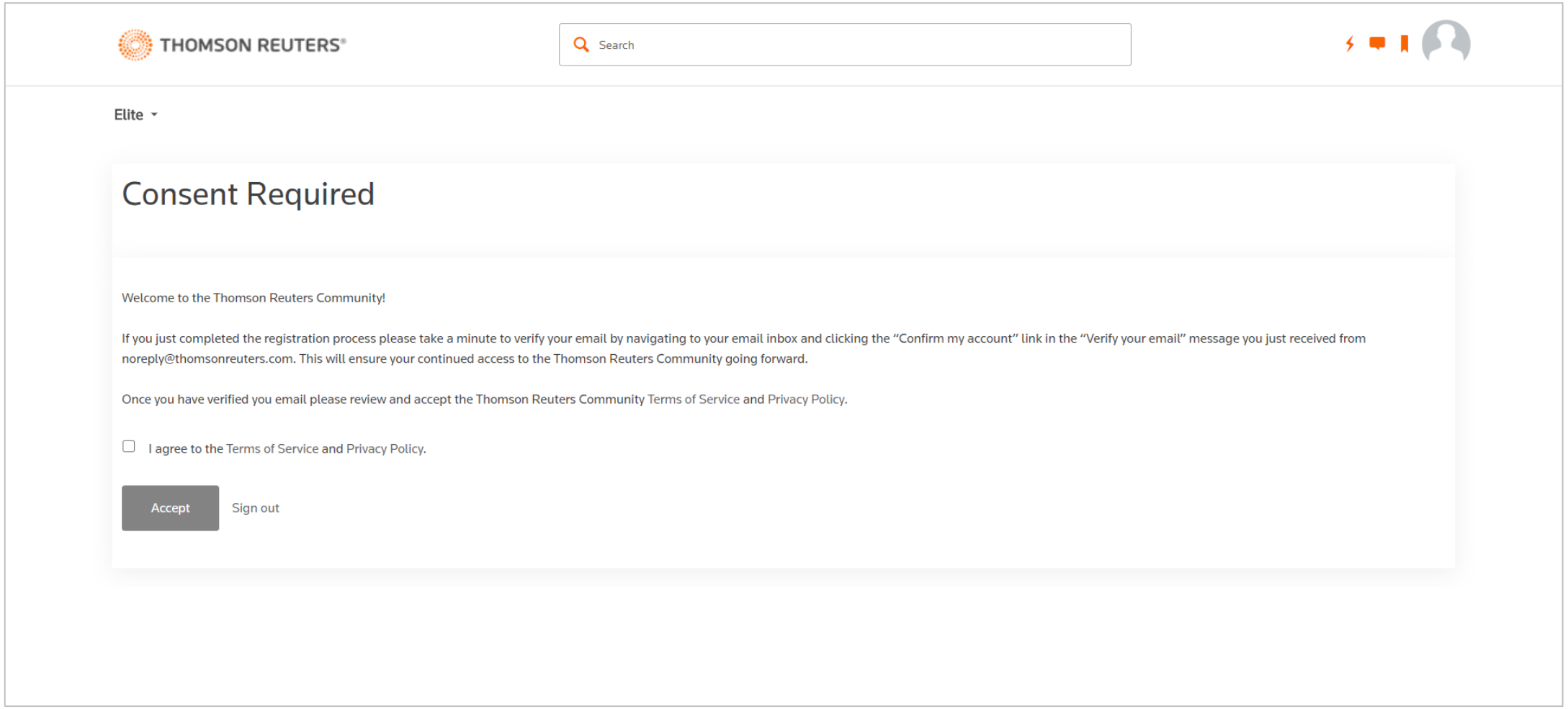
Migrated Non-TRID Users Verint Community Login Workflow – CIAM Sign in

This will take the user to the new CIAM sign in screen. From here they should select Create an account



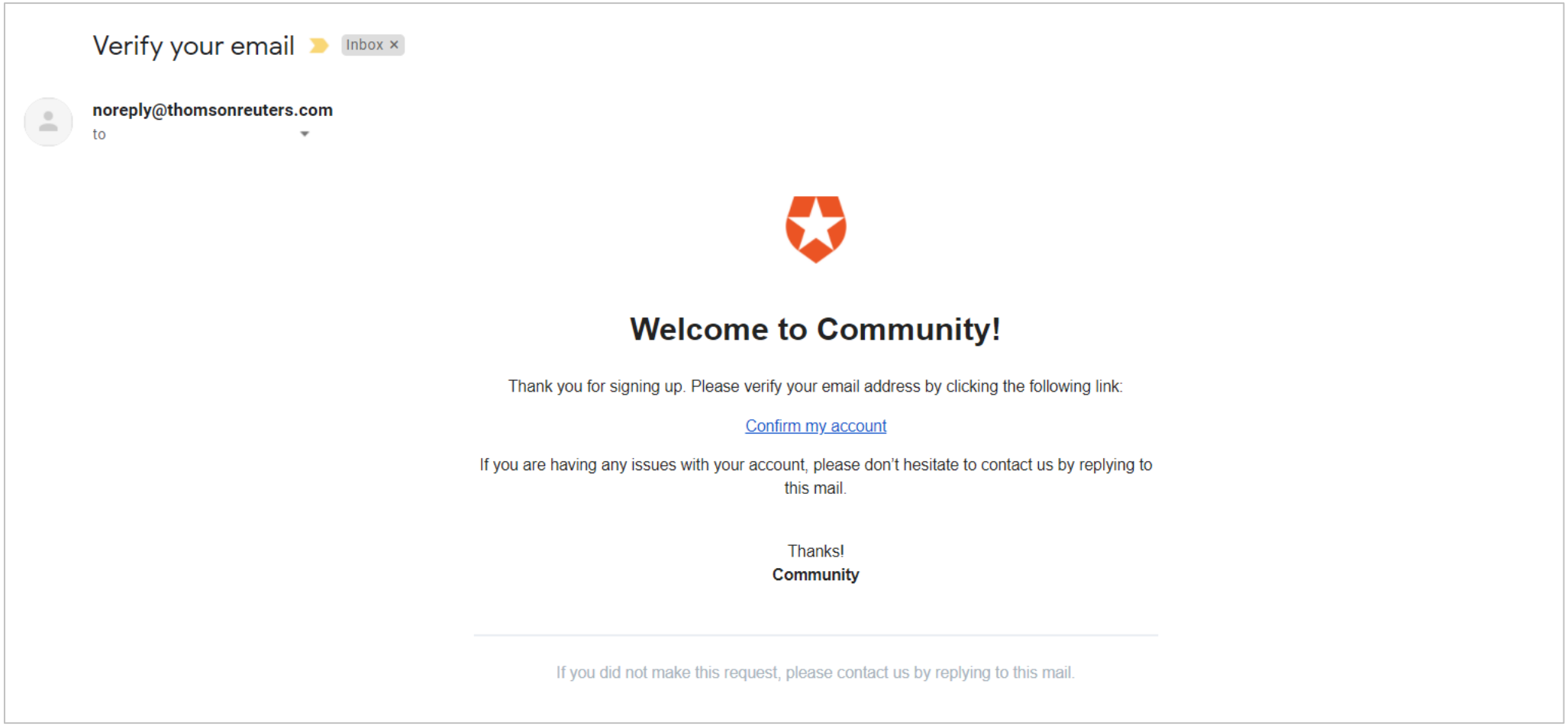
Migrated Non-TRID Users Verint Community Login Workflow – Terms of User

The user will then be taken to the new TR Verint Community terms of use page. The user should take this opportunity to navigate to their email inbox and verify their email to ensure continued access to the Community.



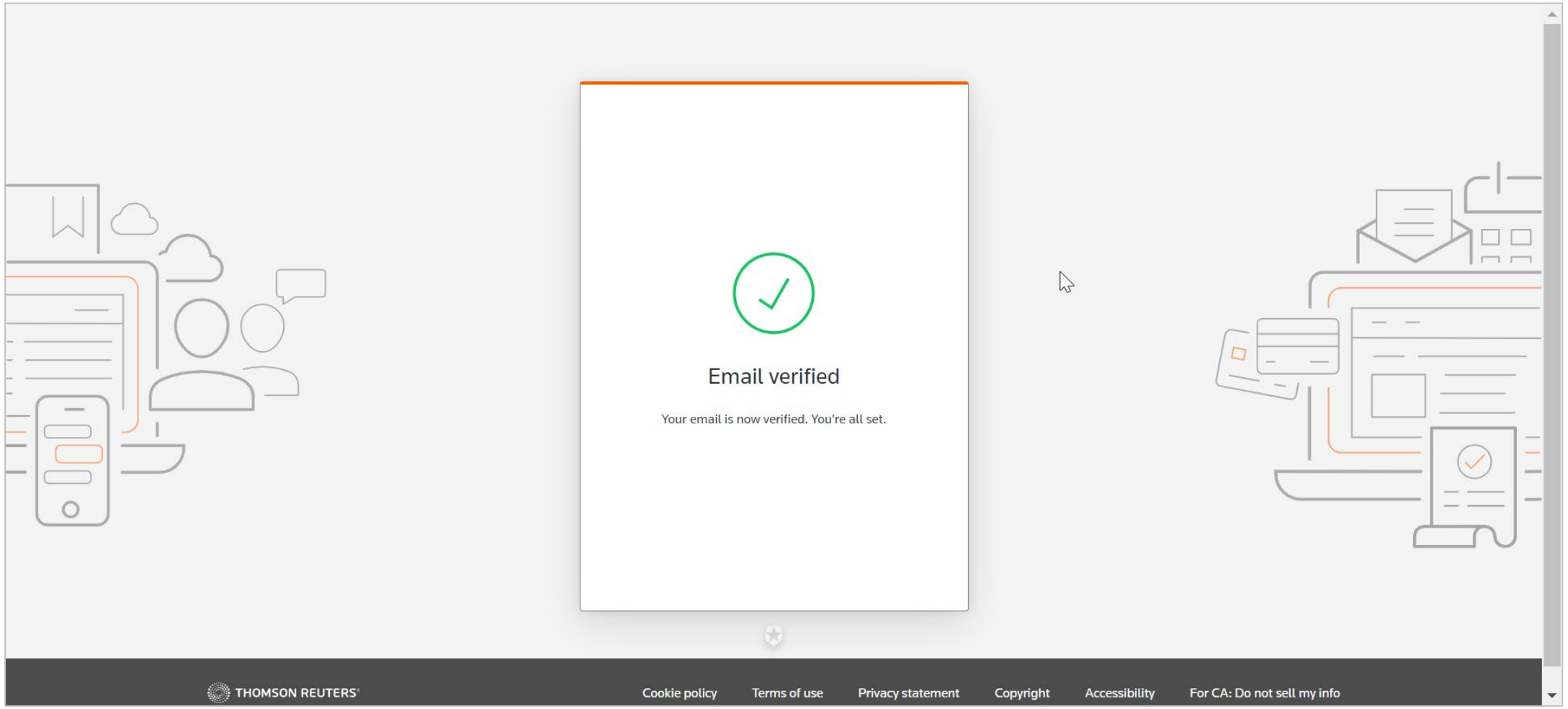
Migrated Non-TRID Users Verint Community Login Workflow – Email Verification

The user will need to navigate to their email and locate the “Verify your email” the have received from noreply@thomsonreuters.com and click the Confirm my account link



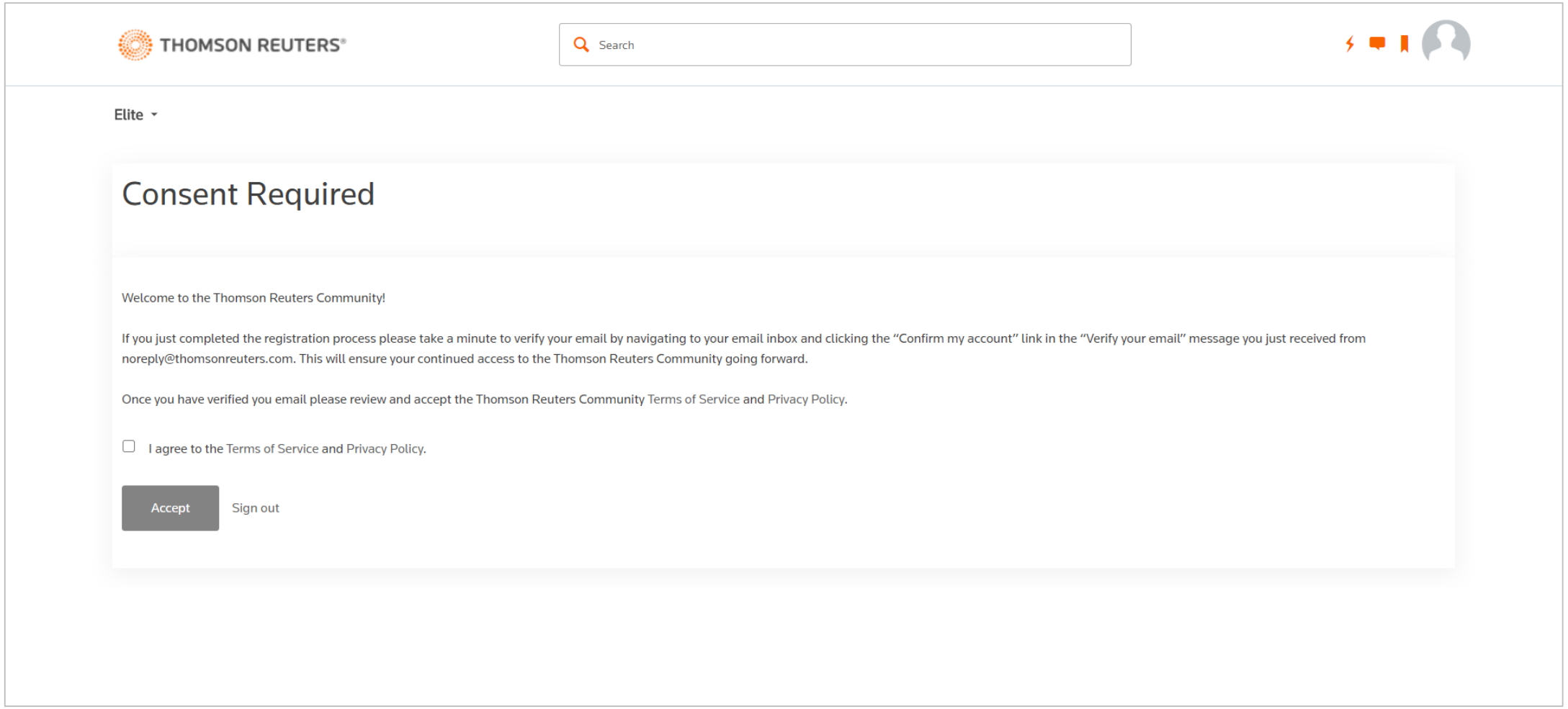
Migrated Non-TRID Users Verint Community Login Workflow – Email Verified

Once the user has clicked the Confirm my account link in the email verification email, they will be taken to the email verification success screen. From this screen the user will need to manually navigate back to the Community. They will not automatically be returned to the Community from this screen



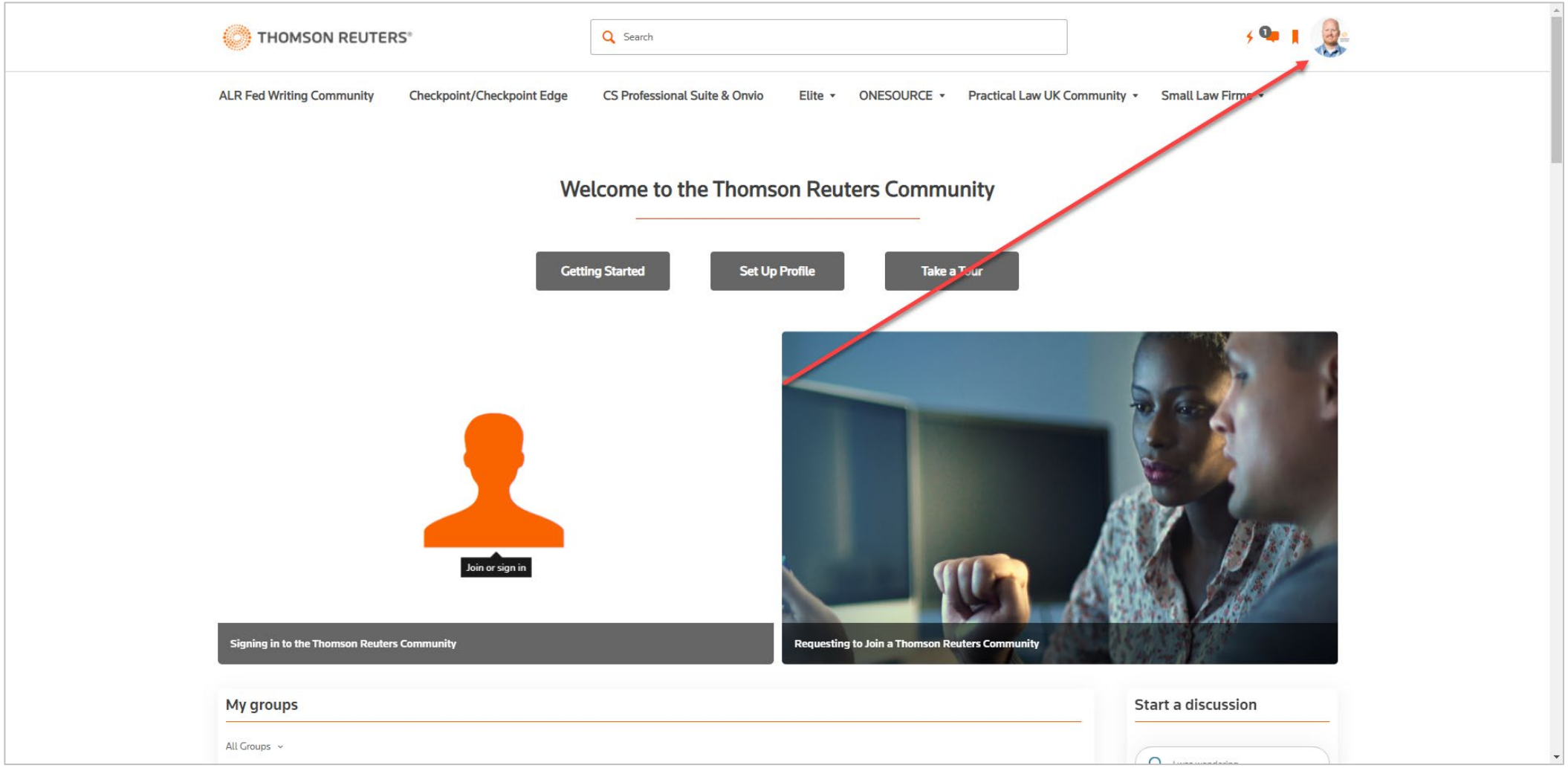
Migrated Non-TRID Users Verint Community Login Workflow – Terms of User

The user will then need to accept the new TR Verint Community terms of use



Migrated Non-TRID Users Verint Community Login Workflow – Logged In

The user is now taken to the TR Verint Community logged in



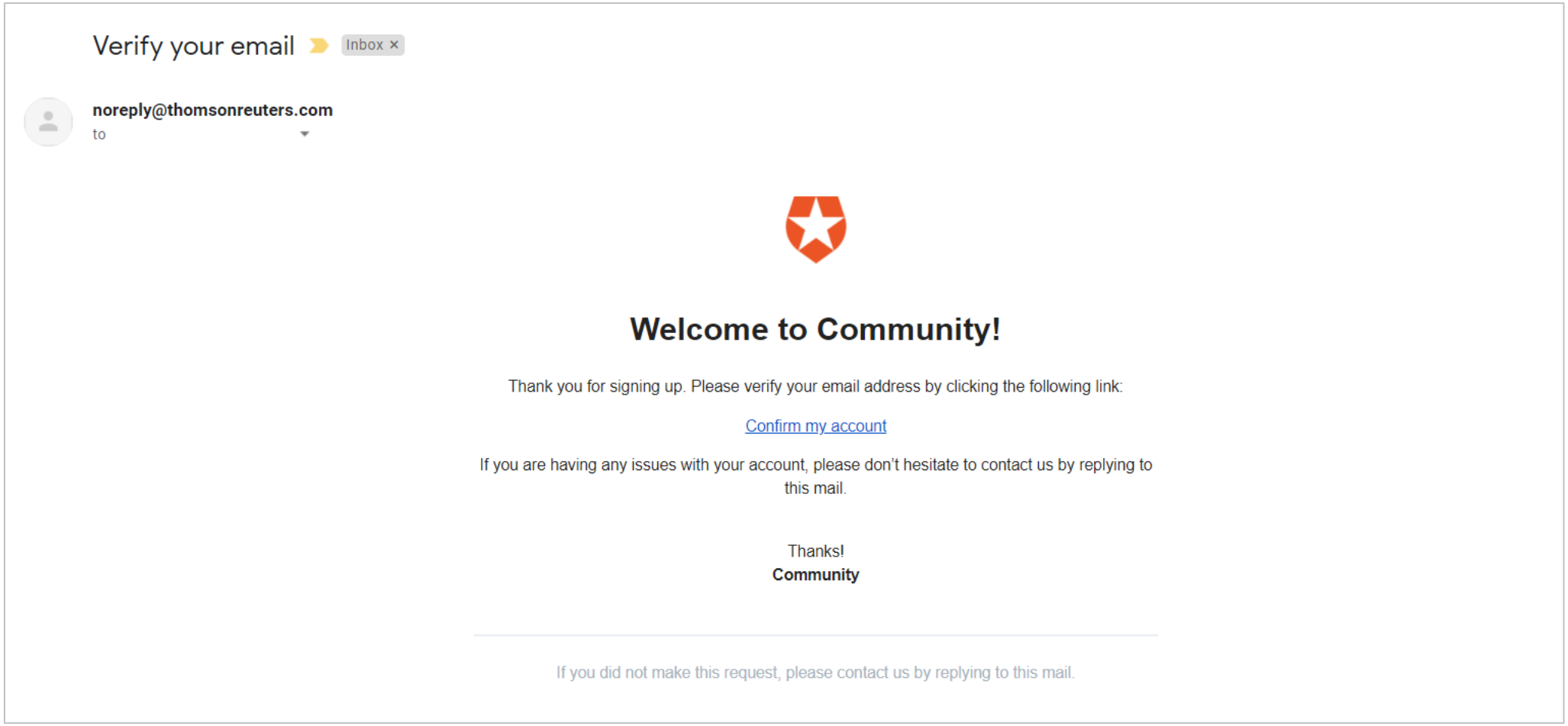
User Email Verification for the Thomson Reuters Verint Community

All new user to the Thomson Reuters Verint Community must verify their email.

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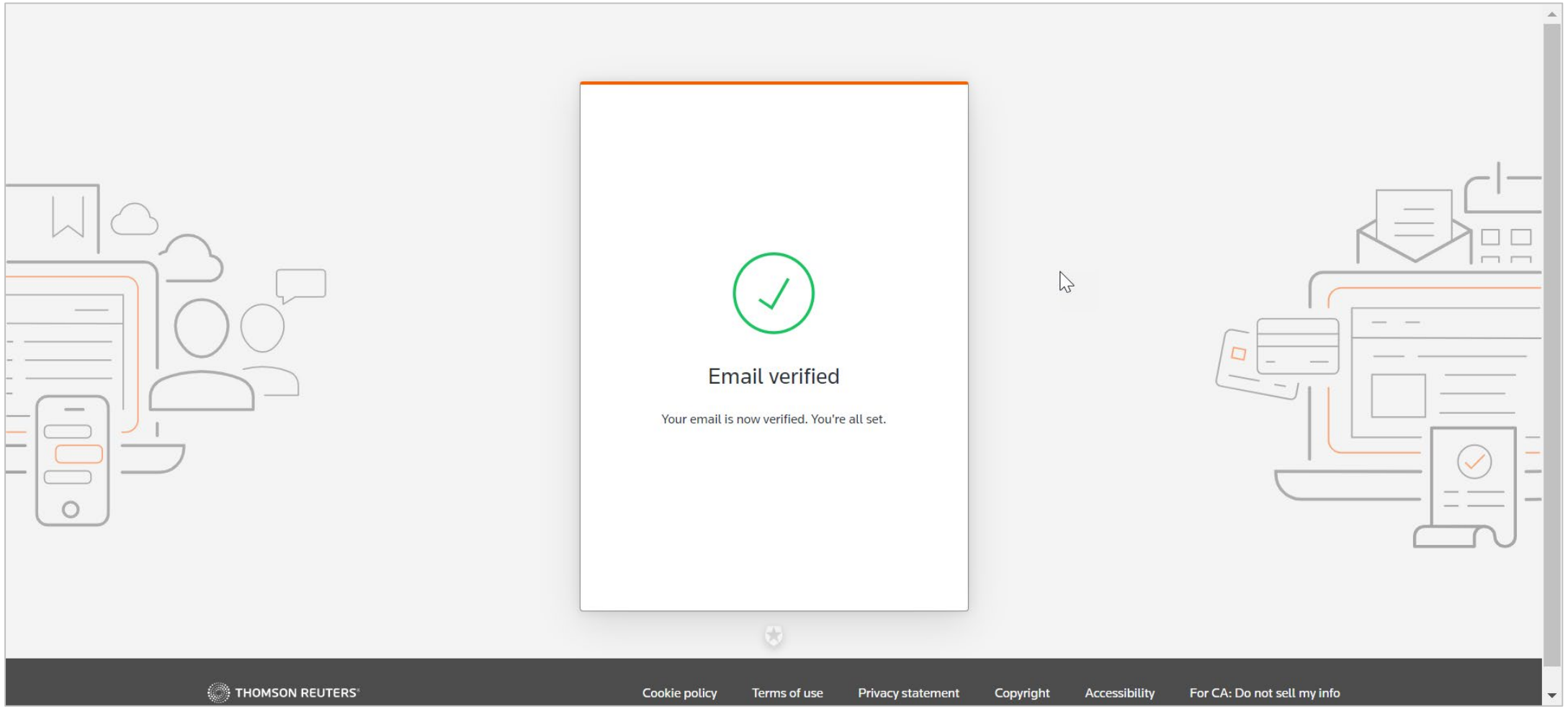
Thomson Reuters Verint Community Email Verification – The Email

Users will need to navigate to their email and locate the “Verify your email” the have received from noreply@thomsonreuters.com and click the Confirm my account link



Thomson Reuters Verint Community Email Verification – Email Verified

Once the user has clicked the Confirm my account link in the email verification email, they will be taken to the email verification success screen. From this screen the user will need to manually navigate back to the Community. They will not automatically be returned to the Community from this screen



Thomson Reuters Verint Community Email Verification – Reset Your Password

If the user does not receive the email verification email, they can also verify their email by initiating and completing the “Reset your password” workflow from the Community sign in screen

