

## PCN205883 - Refinitiv Workspace / Messenger - Mandatory software upgrade

EFFECTIVE DATE	CHANGE TYPE	CUSTOMER ACTION
26 Jan 2023	Upgrade	Review for technical impact

### YOUR IMPACTED PRODUCTS

Refinitiv Workspace, Workspace, Refinitiv Messenger, Collaboration Tool

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### SUMMARY

Refinitiv will be upgrading the technology infrastructure used for user login and authentication of impacted Refinitiv products, and ending support for Eikon Messenger Standalone

### DESCRIPTION

#### What is the change?

The technology infrastructure used by the impacted Refinitiv products for user login and authentication is being upgraded.

#### Why is the change occurring?

The new identity and access management services allow us to provide new authentication options, such as Enhanced login security using Multi-Factor Authentication (MFA), together with improvements to the password policy and login options.

#### What is the impact of the change?

This upgrade improves the performance, resilience, and security of Refinitiv Workspace (version 1.20 and above) and Refinitiv Messenger.

#### What action do you need to take?

Users of Refinitiv Workspace and Messenger must download the most recent version of the software packages to continue accessing these products.

From 31 July 2023, Eikon Messenger Standalone will be disabled. Users must download Refinitiv Messenger to continue using Refinitiv messaging capabilities, without change to your account, contacts, chat rooms, Bilateral chats, and historical messages.

Note: When switching to Refinitiv Messenger, users must reset their passwords when logging in for the first time.

To download the package, refer to the appropriate download page link, in the Related links section (opposite).

**What additional information is available:**

For access to the following information, see the Related links section (opposite):

- Refinitiv product upgrade FAQ link
  - PCN12206 – covering the end of Eikon Messenger Standalone support
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**REVISION:**

VERSION	REVISION DATE	REVISION REASON
2	13 Feb 2023	Title / Summary/ Description amended
1	26 Jan 2023	-

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