

LSEG AUTHENTICATION TOOL

USER INSTRUCTIONS



Document version 1.0

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Introduction

The set of instructions show you how to use the LSEG Authentication Tool. The purpose is to enable you to login with your credentials (username and password) and test your connectivity to the new CIAM (Customer Identity and Access Management) Platform.

Instructions – Human/End User Login Capability

To check your login capability please select the correct URL for the usage type:

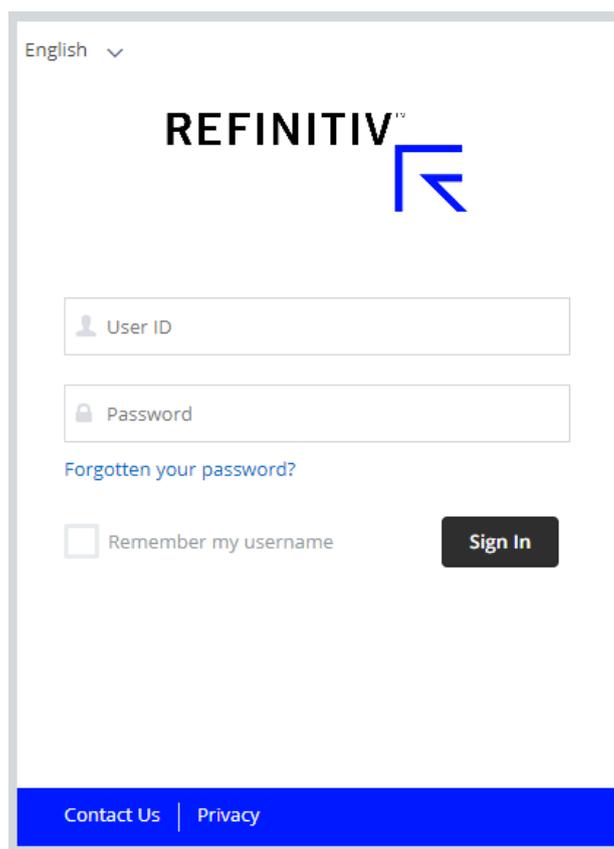
URL	Environment	Connection Type	Usage
https://logintest.ciam.refinitiv.com/	Production	Internet	To be used by clients who wish to test their connection to the CIAM Platform over the internet
TBC	Production	Private Network	<i>Pending Release</i>

**Please note that there are further phased enhancements to this Tool which will extend the functionality and as such, instructions may be revised post release*

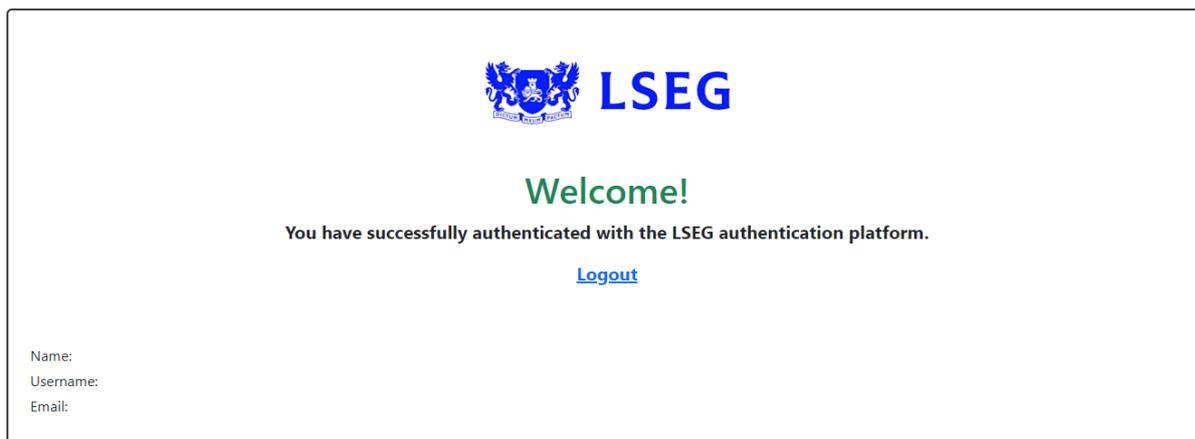
1. Navigate to the application using your selected URL:



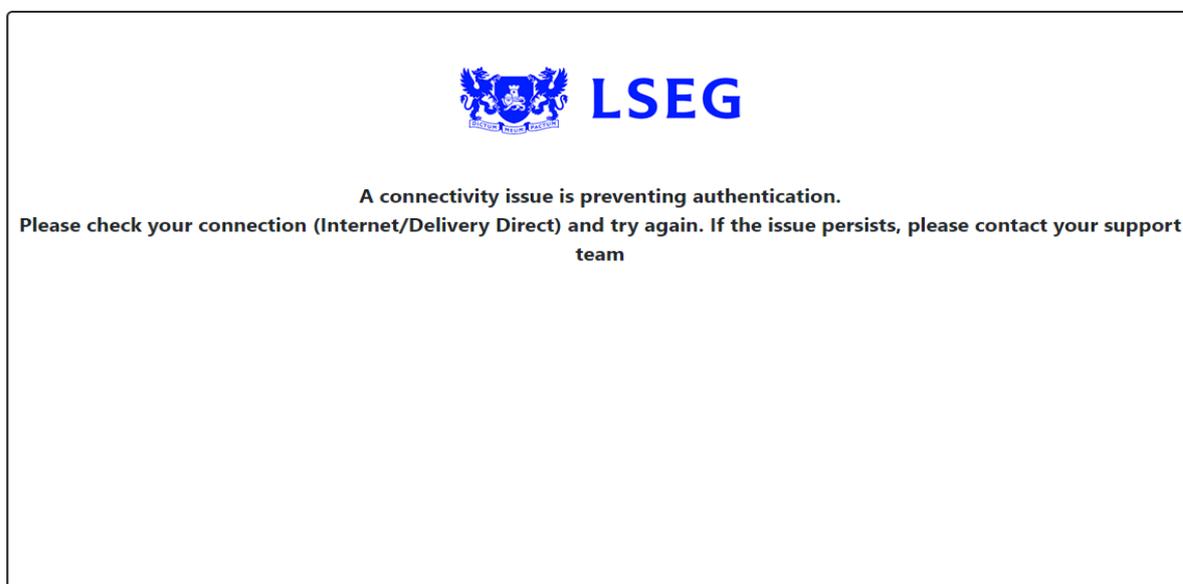
2. You will be asked to enter your username and password to authenticate with the CIAM Platform. If you do not enter your correct credentials the following message will be displayed: "Incorrect User ID or Password. Please try again. Note: passwords are case sensitive. If you are trying to sign in for the first time, please use the Welcome Email sent to you."

A screenshot of the REFINITIV login interface. At the top left, there is a language selector dropdown set to 'English'. The REFINITIV logo is prominently displayed in the center. Below the logo are two input fields: 'User ID' with a person icon and 'Password' with a lock icon. A link for 'Forgotten your password?' is positioned below the password field. There is a checkbox labeled 'Remember my username' and a dark grey 'Sign In' button. At the bottom, a blue footer bar contains links for 'Contact Us' and 'Privacy'.

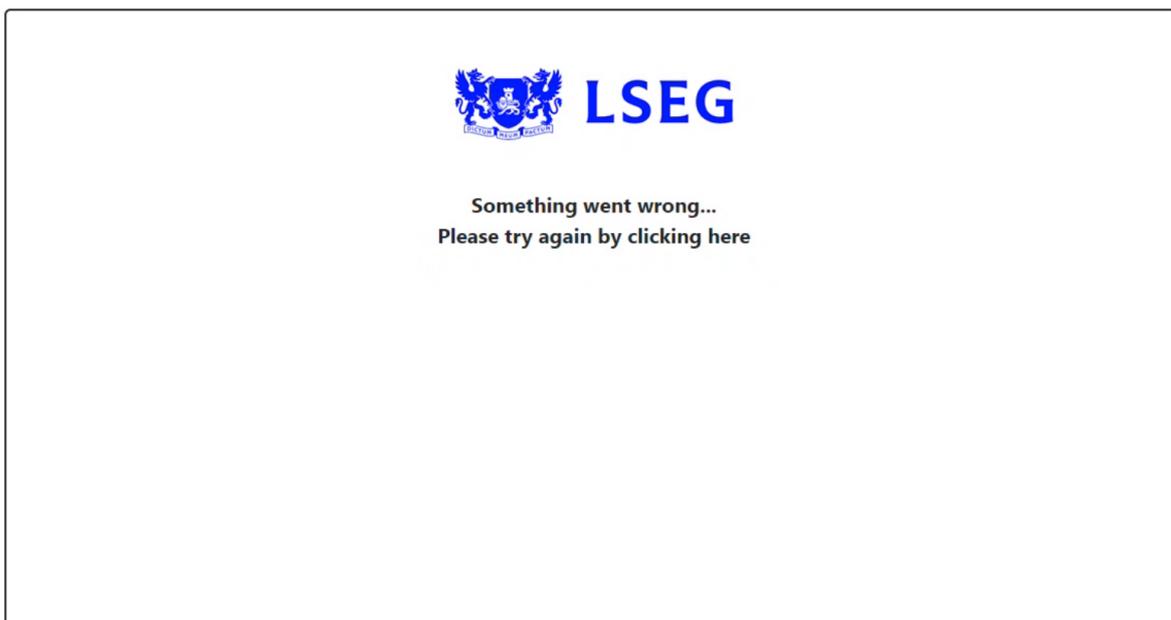
3. If successful, you will be presented with a message stating that you have successfully connected to the CIAM Platform. No further action is required and you can logout.



4. If unsuccessful, you will be presented with a message stating that authentication was unsuccessful. At this point we ask you to check you are connected to the internet (if you are not a Private Network user) and that there are no known connection issues in your organisation. If you are still unable to authenticate, you should call the helpdesk associated with your product or application, for further assistance.



5. If you are presented with the following screen, you may have refreshed your browser. In which case, please follow the adaptive link to restart the login process by clicking 'here', and do not use the refresh browser button. Under extremely rare circumstances where there is a connectivity issue with the authentication provider, the following message may also be presented. You do not need to take any action.



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