



## Frequently Asked Questions

### ***What is my login?***

Please contact our office – [itsupport@smokersmith.com](mailto:itsupport@smokersmith.com) or 717-533-5154 and our staff can look it up for you if your account has been previously registered.

### ***How do I create a login if I do not have one?***

If you have not registered your account, you will not yet have a login or password. Check your inbox, or potentially junk folder, for an older email from Smoker Smith & Associates. Our staff can help you with getting registered if you are unable to locate the original registration email.

### ***What is my password?***

Follow the link for 'client portal login' on our website homepage. Once at the portal sign-in screen, you can opt for "Forgot password?" and reset your password using your login and email address.

### ***What browser works best with the portal?***

Chrome typically is our browser of choice. It seems to work most seamlessly with our software, including the client portal.

### ***What do I do if Chrome does not work?***

Clear your cookies! Please see this link for help clearing your cookies:

<https://support.google.com/accounts/answer/32050?hl=en&co=GENIE.Platform%3DDesktop>

### ***Why won't a document in my portal open?***

Most often clearing your cookies will allow the document to open, but we have also run into issues where a document out of the portal will not open if a client is using Apple products. Since the documents in the portal are Microsoft-based, the Apple OS and Microsoft documents sometimes conflict. If you have the option, please try to open the document on a PC.

### ***What do I do if my Multi Factor Authentication (MFA) is not working?***

Please note: the MFA for our client in our client portal uses the Thomson Reuters Authenticator app, which you can find in the Google Store or App Store. This MFA will not send or call you with a code, it will only communicate with the app.

If you've switched phones, email ([itsupport@smokersmith.com](mailto:itsupport@smokersmith.com)) our firm so we can provide you with a temporary code and give you access to login and manage your MFA.

To manage your MFA:

1. login using the temporary code in place of the app
2. once signed in, click your name in the upper-righthand corner and a drop-down menu will appear
3. choose Manage Multi-Factor Authentication
4. remove/add devices to synchronize with your MFA app, you can also turn off MFA here

As always, we are here to help! If you have any additional questions please do not hesitate to contact our office or email support at [itsupport@smokersmith.com](mailto:itsupport@smokersmith.com)