

# MyAccount

A single log-in that brings all your products and services together in one place

## MyAccount e-billing

MyAccount provides you with a single access point to a suite of time-saving services across billing, account administration and support.

## See your outstanding balance and much more

The Dashboard includes a summary of any new and past due invoices. To view more billing information, navigate from the menu on the left-hand side and select **Billing & Pricing** where you are able to view all invoice and credit note data as well as correspondence.

## How to access MyAccount Billing & Pricing

If you have communicated to LSEG that you are in a billing role, you will be set up automatically to see your invoices and several other useful billing & pricing features in the MyAccount portal. Simply register or log in here: [myaccount.lseg.com](https://myaccount.lseg.com).

If you cannot see Billing & Pricing on the left-side menu and require access, please [click here](#) and select **I need help using MyAccount Billing**. After completing the short form, you will receive an email confirmation once set up.

## To request a change to which accounts you can view

If you want to change which accounts you or a colleague have access to, please [click here](#) and select **I need to change the billing accounts I have access to**. After completing the short form, you will receive an email confirmation once set up.

The screenshot shows the MyAccount dashboard interface. On the left is a navigation menu with options: Dashboard, Products, Third Party Data Resources, Notifications & Alerts, Support Tickets, Training, Help & Support, Request a Demo, and Phone Us. The main content area displays a greeting 'Good afternoon, bill' and a 'Billing & Pricing' section. This section includes a 'CURRENCY TOTALS DUE' table and a 'Most Urgent Invoices' table.

CURRENCY TOTALS DUE						
EUR ACCOUNT(S)	GBP ACCOUNT(S)	USD ACCOUNT(S)				
<b>EUR 239,872.54</b> <small>Overdue: EUR 239,872.54</small>	<b>GBP 45,410.26</b> <small>Overdue: GBP 45,410.26</small>	<b>USD 0.06</b> <small>Overdue: USD 0.06</small>				

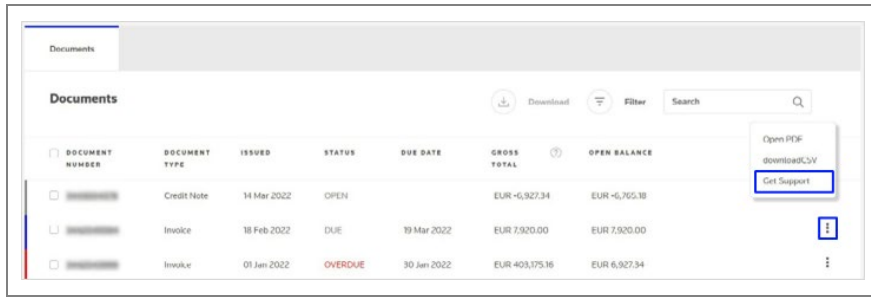
Most Urgent Invoices						
ACCOUNT	INVOICE	COUNTRY	ACCOUNT NAME	STATUS	DOE	GROSS TOTAL
A-0000000000	0000000000	US	0000000000 AC...	PENDE...	30 Jun 2017	USD .00
A-0000000000	0000000000	US	0000000000 AC...	PENDE...	30 Aug 2017	USD .00

## Invoice summary on the Dashboard

The Dashboard includes a summary of any new and past due invoices.

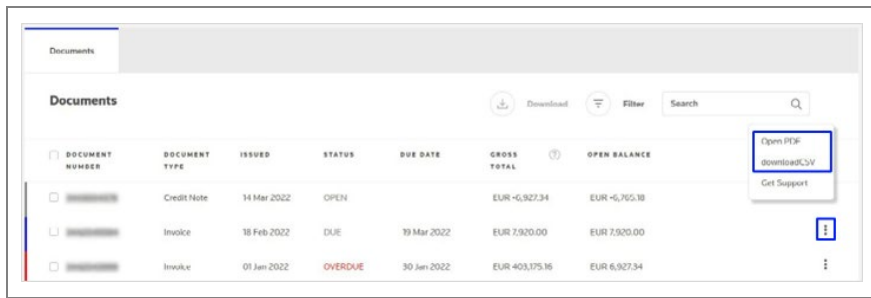
To view more billing information, navigate from the menu on the left-hand side and select **Billing & Pricing**. You can see a summary of the accounts you are permitted for and their respective due and past due invoices on this page. The view differs slightly depending on whether you are permitted to view one or multiple accounts and if the billing accounts are in the same currency or multiple.





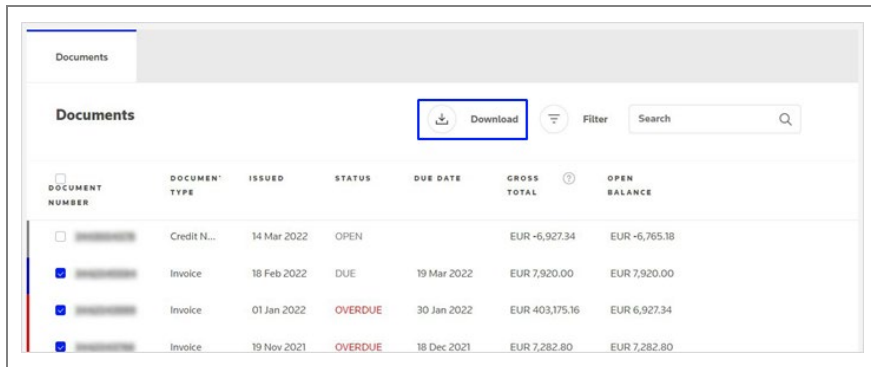
### Raise and track billing queries

If you have a question or query about any of the invoice or account details you are viewing, you can choose to **Get Support** from the menu. Complete the short form; your query will be directed to the appropriate team who will work with you to resolve the query.



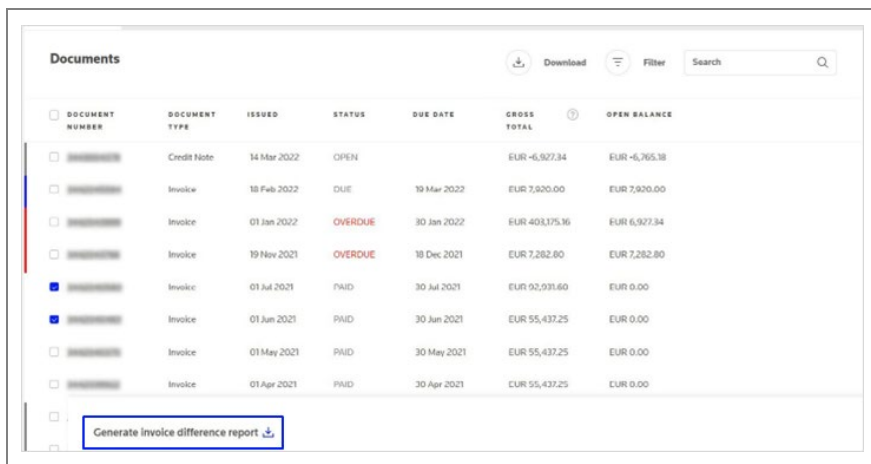
### Download invoices, credit notes, correspondence

To download a single document, you can click the menu next to the item and choose to either **Open PDF** or **Download CSV**.



To download multiple documents, you can click to select the invoices you want, or select all and then click **Download**.

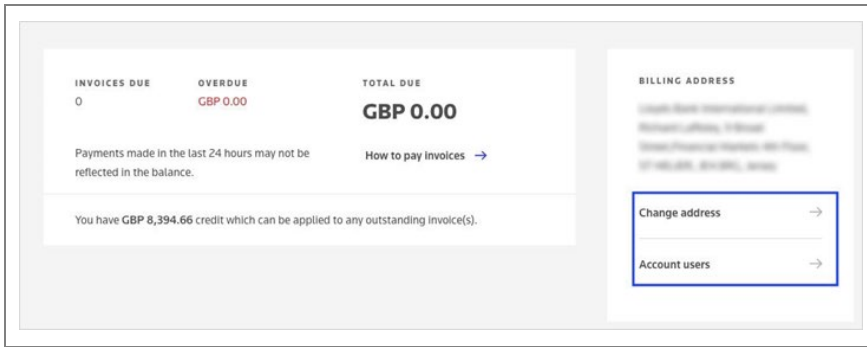
You will have the option to choose a **pdf** or **csv** output file.



### Compare two invoices

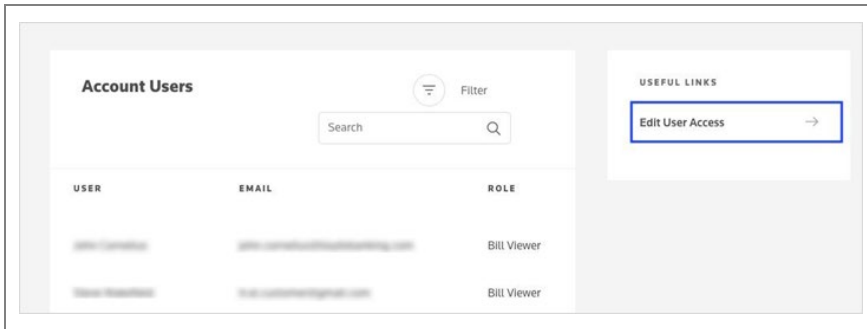
You can compare two subsequent invoices through the 'Invoice Difference Report.' This allows you to analyse the differences in line item details between two billing periods.

Select the two invoices you want to download from the table and click **Generate invoice difference report**.



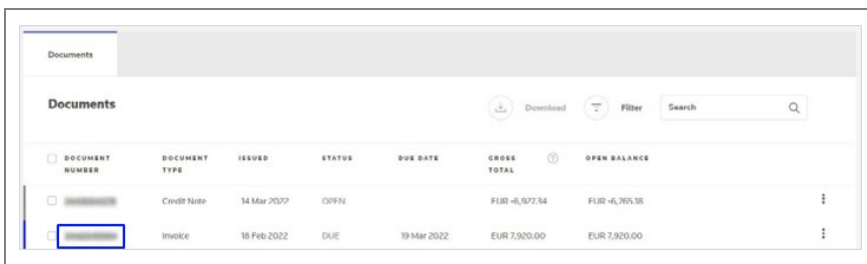
### Request an account name or billing address update

Click the **Account Number** to see the account summary. You can request LSEG to change an account name or address by clicking on the **Change address** link on the Account Summary page. After completing the short form, you will receive an email confirmation once updated.



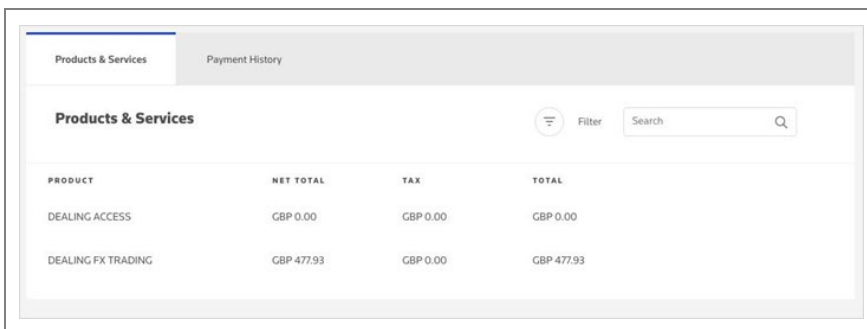
### View the users who have access to view the billing account

Click the Account Number to see the account summary. You can view which users at your organisation have access to view invoices for a specific billing account by clicking on the Account users link on the Account Summary page. If you want to amend who has access or if you want LSEG to update any data, click the **Edit User Access** link.



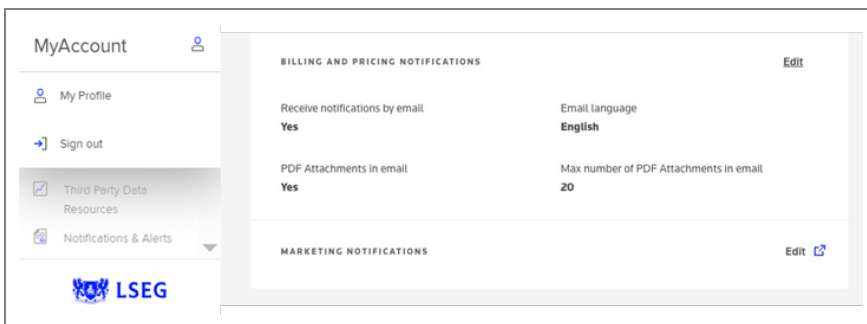
### View invoice or credit summary

Click the **Document Number** to see the invoice or credit summary. On the invoice or credit note summary you can see further information, such as Payment History and Products & Services. To access this, click on the **Invoice or Credit Note** number.

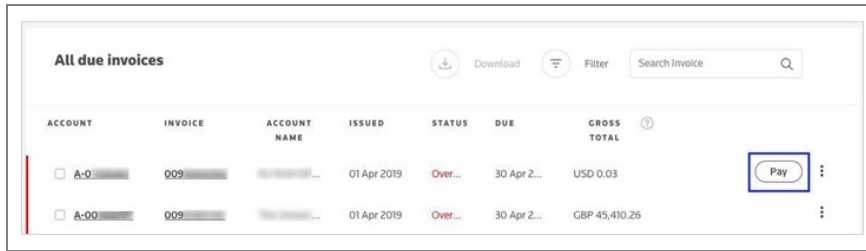


### View and edit billing notification preferences

By default, you will be set up to receive billing notifications via email with a link to retrieve the documents from MyAccount. If you would prefer to receive your invoices and correspondence as PDF attachments, you can edit your preferences by clicking **My Profile**, scrolling to the Billing & Pricing Notifications section and clicking **Edit**.



Complete the short form; you will receive an email confirmation once updated.

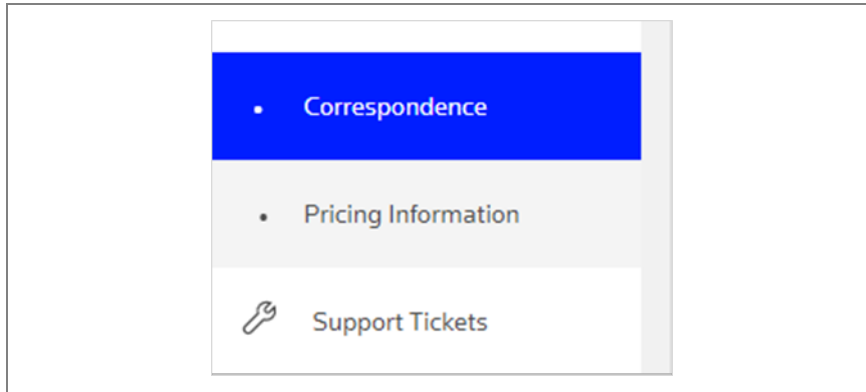


The screenshot shows a table titled "All due invoices" with columns: ACCOUNT, INVOICE, ACCOUNT NAME, ISSUED, STATUS, DUE, and GROSS TOTAL. Two rows are visible, both with a status of "Over...". The "Pay" button in the second row is highlighted with a blue box.

ACCOUNT	INVOICE	ACCOUNT NAME	ISSUED	STATUS	DUE	GROSS TOTAL
A-0	009		01 Apr 2019	Over...	30 Apr 2...	USD 0.03
A-00	009		01 Apr 2019	Over...	30 Apr 2...	GBP 45,410.26

### Pay your invoice online

For the US and Canada, we offer the ability to pay online. Click on the **Pay** button or select multiple invoices and choose pay selected.



### Correspondence

Access billing correspondence (such as price increase letters and overdue notices) by choosing the sub-menu under Billing & Pricing. You will be alerted when new correspondence has been added.

Visit [lseg.com](https://lseg.com)

LSEG Data & Analytics is one of the world's largest providers of financial markets data and infrastructure. With over 40,000 customers and 400,000 end users across approximately 190 markets, we are an essential partner to the global financial community and redefining the future of data in financial services. We enable customers to draw crucial insights through data, distribution technology, analytics and workflow solutions.

With our unique insights seamlessly integrated into your workflow, you can identify opportunity and seize competitive advantage.