



THOMSON REUTERS

## NetFirm CS, NetStaff CS, and NetClient CS User Bulletin: Update

December 14, 2023

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### TO

All NetFirm CS™ and NetStaff CS® users.

This user bulletin explains a change available in this release of NetFirm CS, NetStaff CS, and NetClient CS®.

### CHANGES

#### **Thomson Reuters Account Visibility**

NetStaff CS users who have the ability to administrate users within the system now can determine which users have linked their account to a Thomson Reuters Account. When viewing a user's permissions, a "TR Account" field has been added, with a Yes or No. If Yes, the user has successfully migrated their account to a Thomson Reuters Account. If No, the user has not yet migrated their account to a Thomson Reuters account.

#### **Ability for Administrators to Reset Passwords**

NetStaff CS users who have access to administrate users within the system now have the ability to reset passwords for users who have not migrated their account to a Thomson Reuters Account.

#### **Improved sign-in experience**

Based on feedback received, we have modified the sign-in experience to be more informative, with the goal of helping users properly migrated their account to a Thomson Reuters Account.

### HELP & SUPPORT

#### **Help & Support**

For answers to questions on using NetFirm CS, NetStaff CS, or NetClient CS, access the [Help & Support](#).

#### **Product support**

Normal weekday support is available from 9:00 a.m. to 8:00 p.m. ET.

From the [Support Contact Information page on our website](#), you can do the following.

- For questions about Virtual Office CS® or Software as a Service (SaaS), [start a chat](#) with our Support team on weekdays from 9:00 a.m. to 5:30 p.m. ET.
- Send an email message to our Support team by completing and submitting the Questions and Technical Assistance form. We'll respond within 24 hours (excluding weekends).
- Find additional information, including other methods of contacting Support, extended support hours for tax season, and support hours for other applications.

## **Website resources and email subscriptions**

Visit [our website](#) to access the Tax & Accounting Community to learn about training courses, to view blogs and articles, and more.

We issue software update notices via email. You can sign up to receive these notices by visiting the [My Account section of our website](#). You'll need to create a web account (if you don't already have one) and then sign up for the Email Subscription service where you can indicate which notices you want to receive.