



THOMSON REUTERS

NetFirm CS, NetStaff CS, and NetClient CS, v.2020.1.0
User Bulletin 8650: Update

April 1, 2020

TO

All NetFirm CS™ and NetStaff CS® users.

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

CHANGES

Virtual Office CS data restore

We addressed an issue impacting some customers' ability to restore Virtual Office CS® data via the Restore Data utility. For more information about restoring Virtual Office CS data, see [Restoring data from a backup into applications in Virtual Office CS or SaaS](#).

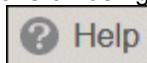
System Status

We added a [System Status](#) link to the login page, which points to a page providing real-time status of Thomson Reuters applications. To receive notifications of new status updates, click the **Subscribe to Updates** button on that page.

HELP & SUPPORT

Help & How-To Center

For answers to questions on using NetFirm CS, NetStaff CS, or NetClient CS, access the Help & How-To



Center by clicking the [Help](#) button and selecting a topic. You can also use the field at the top of the Help menu to search for topics. For more information, including sample searches, see [Finding answers in the Help & How-To Center](#).

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.