THOMSON REUTERS®

NetFirm CS, NetStaff CS, and NetClient CS, v. 2020.4.0
User Bulletin 8656: Update

August 28, 2020

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

RightNetworks accounts for Virtual Client Office (RN)

Thomson Reuters no longer has a direct agreement with RightNetworks to provide QuickBooks hosting on behalf of our clients. Therefore, it is no longer possible to use NetFirm CS to enable RightNetworks accounts for NetStaff CS or NetClient CS users. To enable RightNetworks accounts or make any other changes, you will need to contact RightNetworks directly.

Starting September 1, 2020, current users of Virtual Client Office (RN) will be billed for the service by RightNetworks. Please contact RightNetworks with any questions about billing or other matters.

Existing RightNetworks users will have access to their hosted QuickBooks accounts through Virtual Client Office (RN) until December 31, 2020. Until then, you can view user settings via NetFirm CS (such as the version and username) but cannot make any changes there, except to disable access.
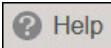
Idea Incubator

The Idea Incubator is now available from the Help menu in NetFirm CS. Use the Idea Incubator to suggest ways we can improve Thomson Reuters applications, or to vote on ideas submitted by others.

To get started, choose Help > Idea Incubator. Enter your login email address (Thomson Reuters ID) and password to open the portal.

- You can browse and search for existing ideas before adding a new one. If you don't see your idea, click the **Add a new idea** button.
- Enter a short summary of your idea. The text will be searched against existing ideas, and if there is a similar one, you can comment and vote on that idea.
- Provide helpful details by answering several questions about your experience.
- Our Product Management Team will review your idea within ten business days, and will either post the idea on the Incubator or respond to you via email.
- You'll receive status updates and other communication about your idea via email, too.

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.