



February 22, 2015

TO

All Practice CS® users.

This user bulletin explains changes made to this release of Practice CS.

CHANGES

Version 2014.2.5 of Practice CS includes the following changes.

Client Management

An issue with using the Outlook® public folder feature that can cause duplicate email interactions on the Interactions tab of the Manage Clients screen has been corrected.

Note: If you have duplicate email interactions, install this update, and then follow these steps to remove the duplicates.

1. In Practice CS, choose Setup > System Configuration > Outlook® > Public Folder, and unmark the *Access Outlook Public folder* checkbox.
2. When you receive the message “You have made changes to your Outlook Public folder settings,” click OK. It may take a few minutes to clear references to email messages stored in this location.
3. Choose Setup > System Configuration > Outlook® > Public Folder again and mark the *Access Outlook® public folder* checkbox.

Integration



We have fixed an issue that can cause an error in Setup > Clients if a client has two or more projects linked to the same GoFileRoom® workflow.

Project Management

We have fixed an issue that caused poor performance when editing projects and tasks.

HELP & SUPPORT

Practice CS Help & How-To Center

For answers to questions on using Practice CS, access the Help & How-To Center by choosing Help > Help & How-To, clicking the  button and selecting a topic, or pressing CTRL+Y. You can also use the search  field in the toolbar to search for topics. For more information, including sample searches, see [Finding answers in the Help & How-To Center](#).

Product support

From the [Support Contact Information page on our website](#), you can complete a form to send a question to our Support team. To speak directly with a Support Representative, call (800) 968-0600, press **2** for Product Support, and listen to the available options. Normal weekday support is available from 9:00 a.m. to 8:00 p.m. eastern time. For additional details (including extended support hours for tax season and hours for other applications), visit the [Support section of our website](#). You can also access the Support

section from within Practice CS by choosing **Help > Additional Resources > General Support Information**.

Website resources and email subscriptions

Visit [our website](#) to access the ARNE Community (an online user forum), to learn about training courses, to view blogs and articles, and more. You can access the website from within Practice CS by choosing **Help > On the Web > CS Professional Suite Home page**.

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.