![THOMSON REUTERS logo]

Practice CS, v.2017.2.4
User Bulletin 8567: Software Update

June 4, 2018

TO
All Practice CS® users.

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

CHANGES
Security and integration
As part of Thomson Reuters' ongoing monitoring of security best practices, we've made background changes to Practice CS to meet new security standards for online connections, such as integration with Onvio and NetClient CS.

Practice CS was updated to use Transport Layer Security (TLS) v.1.2. This is a protocol used for encrypting and transmitting data securely when integrating with Thomson Reuters' web-based products and services. While the update to Practice CS v. 2017.2.4 will have no impact on functionality or user experience in the application, the update to this particular version of TLS is a recommended best practice by security professionals.

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 on the toolbar and selecting a topic, or pressing CTRL+Y. You can also use the search field [Search for assistance 🔍] on the toolbar 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.
- 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.

You can access the Support section of our website from within Practice CS by choosing **Help** > **Additional Resources** > **General Support Information**.

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. You can access the website from within Practice CS by choosing **Help** > **On the Web** > **CS Home page**.

We issue application 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.

Practice CS Ideas Community

The Practice CS Ideas Community is a forum in which you can share ideas with other users and provide feedback and suggestions to our development team. Through the forum, you can also upload and share documents that might be helpful to other firms. Some of the enhancements highlighted in the User Bulletin are enhancements that have been implemented based on customer suggestions voiced in the community. For more information on accessing and participating in the community, see Ideas Community.