



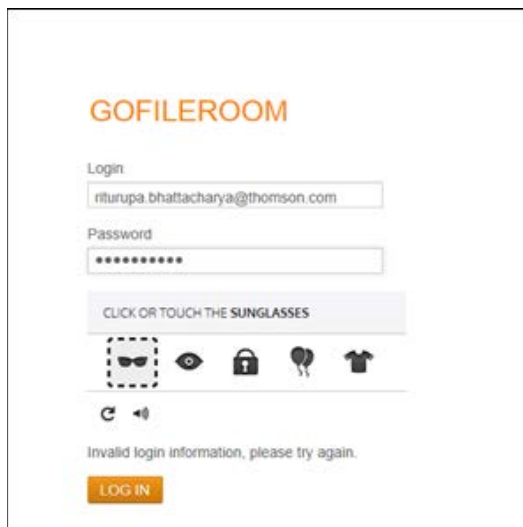
19 December 2016

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This user bulletin describes changes made with this update of GoFileRoom®.

## CHANGE


We've added a visual CAPTCHA dialog that will appear in the GoFileRoom Log In screen in the event that the default CAPTCHA mechanism fails due to an unexpected server error.



## HELP & SUPPORT

### GoFileRoom help topics

The GoFileRoom help includes information about application features and related procedures. Click the

**Help** link in the GoFileRoom menu. You can also enter text in the search field and click the Search  button. For more information, including sample searches, see [Finding answers in the Help & How-To Centre](#).

## PRODUCT SUPPORT

You can request support via Submit Ticket through the [Support Portal of our website](#). To speak directly with a Support Representative, call us on **0845 180 909**. Select the appropriate option when prompted. You can also send a message to [digita.support@thomsonreuters.com](mailto:digita.support@thomsonreuters.com).