



10 October, 2017

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

## CHANGES

### Multi-factor authentication

In addition to the current application login requirements, Thomson Reuters can now offer even more advanced security options if your firm wants multi-factor authentication for GoFileRoom.

We're pleased to introduce Thomson Reuters Authenticator, our new multi-factor mobile app, which can help firms meet all three industry standard factors of authentication:

- Something you know-You know your login and password
- Something you have-You have your smartphone, tablet, Apple® watch or other device
- Something you are-If you have Touch ID, you are your fingerprint

We strongly advise that you enable multi-factor authentication to strengthen the security of both your firm and your clients' data – and we'll be there to support you every step of the way.

Depending on your business security needs, you can make multi-factor authentication mandatory or optional for your staff. If you make it mandatory, all staff must use this additional authentication method; if you make it optional, individual staff members can choose to opt in to multi-factor authentication and administrators can configure multi-factor authentication features for specific users or groups.

The requirements for multi-factor authentication are simply an internet connection, a mobile device, and the Thomson Reuters Authenticator app. For more detailed information about multi-factor authentication setup, please see the [GoFileRoom multi-factor authentication overview](#) in the Help & How-To Center.

### More information about security

Visit our security page at [Tax.TR.com/Security](http://Tax.TR.com/Security) to learn more about security and how Thomson Reuters protects you and your clients.

### Add-Ins

GoFileRoom Client Add-In v.17.0.1 is now available. [Install the new version](#) to ensure that all GoFileRoom Add-In related features are up-to-date.

### Additional changes


We've resolved the following issues.

- When you edit a document in Adobe® Acrobat® DC, the document ID (not the index values) are now displayed in the header.
- When you edit PDF files, the index values now appear in the header (instead of the document ID) for the current document.

## 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).