



26 March, 2018

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

ENHANCEMENTS

Multi-factor authentication

- You can prevent specified users and groups from accessing [GoFileRoom Multi-factor authentication features](#).
- You can enforce multi-factor authentication settings for users at the group level. Prior to this update, GoFileRoom gave priority to user preferences over any group-level settings for the same user. The **Enforce Group MFA settings for Users** option allows you to override multi-factor authentication settings for all users with similar settings that you've configured at the group level.
- You can require multi-factor authentication features for groups. When you mark the **Required** checkbox in the Manage Users and Groups > Groups tab for the Multi-factor Authentication section, all users in that group will be required to use multi-factor authentication features, regardless of their current preference settings.

CHANGES

With this update, we've resolved the following issues.


- When you had set up a notification rule and attempted to remove the email address of a ClientFlow user from the rule, GoFileRoom removed the entire "Send notification to [person or group]" section from the rule.
- You received an error when trying to edit PDF documents that you accessed through the Document Explorer.
- Date and time stamps were incorrect for UltraTax CS® documents that you printed to GoFileRoom.
- FirmFlow users with Read/Delete permissions were unable to delete documents from assigned workflows.
- Alerts that appeared in the GoFileRoom Home screen displayed incorrect "Received" times.
- When you changed the number of documents to view for the current screen after performing a search using classic GoFileRoom search features (for example, 1-20, 1-50, or 1-150), GoFileRoom didn't save your preference for subsequent sessions.
- After generating a code in the Thomson Reuters Authentication mobile app and entering it in GoFileRoom, you received an error and were unable to log in.
- You were unable to log in to GoFileRoom using multi-factor authentication due to an issue in which GoFileRoom misapplied case-sensitivity rules to your user name.
- After you edited and closed a Microsoft® Excel® document GoFileRoom, the Excel executable file continued to run in Windows.
- When you opened a PDF file, either in GoFileRoom or outside of the application, Adobe Acrobat DC prompted you to save changes, even when you hadn't made changes to the file.

- GoFileRoom generated a licence error when administrators added users for GoFileRoom security.
- The Copy Hyperlink feature, available when you right-click a checked item in the search results list of the Document Explorer, was not working for some users.
- Email messages sent from GoFileRoom included random characters in the email body.

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 emea.support@thomsonreuters.com.