



25 May, 2018

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

CHANGES

Internet Explorer Compatibility View settings for GoFileRoom

You no longer need to include gofileroom.com in the Internet Explorer Compatibility View settings.

To ensure seamless access to GoFileRoom after this update, follow these steps.

1. In Internet Explorer, choose Tools > Compatibility View Settings.
2. If gofileroom.com appears in the **Websites you've added to Compatibility View** pane, select it, click Remove, and then click Close.

FirmFlow reports

FirmFlow displays reports in a new format that allows you to group report items by column and to quickly hide unneeded items by clicking the x icon in the upper-right corner of a column. Note that other FirmFlow report features have not changed.


Client Add-In update

We've released Client Add-In v.17.0.21 to accommodate changes related to Compatibility View settings for GoFileRoom Add-Ins. [Install the new version](#) to ensure that all GoFileRoom Add-In related features are up-to-date.

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.