



THOMSON REUTERS

GoFileRoom
User Bulletin 8629: Update

October 1, 2019

This user bulletin describes changes made for this release of GoFileRoom.®

CHANGE

We have addressed an issue that, in certain circumstances, users experienced prolonged delays when attempting to launch GoFileRoom with Multi-factor Authentication (MFA) enabled.

HELP & SUPPORT

Help & How-To Centre

For answers to questions on using GoFileRoom, access the Help & How-To Centre by clicking 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.