



**GoFileRoom**  
**User Bulletin 8634: Update**

October 7, 2019

---

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

## **CHANGE**

We have addressed an issue for users who encountered a “Session Expired” message while working in Document Explorer and/or were logged out of their GoFileRoom session after editing a document, exiting out of the document—by selecting to ignore changes—and then repeating the same action for a different document.

## **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](mailto:digita.support@thomsonreuters.com).