



GoFileRoom
User Bulletin 8637: Update

October 26, 2019

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

CHANGES

General

- We have performed maintenance on the file system to remove retired items. This maintenance will not impact application functionality.

GoFileRoom Client Add-In (v.19.0.4)

- We have updated the GoFileRoom Client Add-In to version 19.0.4 to address a “Try Catch” error that some users experienced when editing files locally.

Additional file types

- You can now open **.qbm** and **.qbb** file types that are stored in GoFileRoom.

OTHER INFORMATION

Online audit confirmations are now available

- Thomson Reuters has acquired Confirmation, the world's leading platform for online audit confirmations. Complete audit confirmations from start to finish right in the platform, saving you time and money on each of your audit engagements. More than 200,000 auditors around the world trust Confirmation for their audits. [Learn more about Confirmation.](#)

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.