



February 6, 2017

TO

All Practice CS® users.

This user bulletin explains changes made to this release of Practice CS.

CHANGES



Logins

We've initiated a series of updates to ensure that you will be able to use your CS Professional Suite applications whenever you need them.

As of this update, you will be able to log in to Practice CS after you enter valid credentials, even if your online connection to the Thomson Reuters ID service is unavailable.

HELP & SUPPORT

Practice CS Help & How-To Center

For answers to questions on using Practice CS, access the Help & How-To Center by choosing Help > Help & How-To, clicking the  button on the toolbar and selecting a topic, or pressing CTRL+Y. You can also use the search field  on the toolbar to search for topics. For more information, including sample searches, see [Finding answers in the Help & How-To Center](#).

Product support

From the [Support Contact Information page on our website](#), you can [start a chat](#) with our Support team (weekdays 9:00 a.m. - 5:30 p.m. ET), or you can complete a form to send us a question. To speak directly with a Support Representative, call 800.968.0600 and follow the prompts. Normal weekday support is available from 9:00 a.m. to 8:00 p.m. ET. For additional details (including extended support hours for tax season and hours for other applications), visit the [Support section of our website](#). You can also access the Support section from within Practice CS by choosing **Help > Additional Resources > General Support Information**.

Website resources and email subscriptions

Visit [our website](#) to access the Tax & Accounting Community to learn about training courses, to view blogs and articles, and more. You can access the website from within Practice CS by choosing **Help > On the Web > CS Professional Suite Home page**.

We issue application update notices via email. You can sign up to receive these notices by visiting the [My Account section of our website](#). You'll need to create a web account (if you don't already have one) and then sign up for the Email Subscription service where you can indicate which notices you want to receive.

Practice CS Ideas Community

The Practice CS Ideas Community is a forum in which you can share ideas with other users and provide feedback and suggestions to our development team. Through the forum, you can also upload and share documents that might be helpful to other firms. Some of the enhancements highlighted in the User

Bulletin are enhancements that have been implemented based on customer suggestions voiced in the community. For more information on accessing and participating in the community, see [Ideas Community](#).