



Creative Solutions Accounting, v. 2017.0.1  
User Bulletin 8582: Software Update

August 23, 2018

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## TO

Licensed users of Creative Solutions Accounting®.


This user bulletin explains changes made for this version of Creative Solutions Accounting.

## CHANGES

Creative Solutions Accounting now includes updates for global data privacy requirements and enhancements to our file encryption-at-rest-process.

## HELP & SUPPORT

### Help & How-To Center

For answers to questions on using CSA, access the Help & How-To Center by choosing Help > Help & How-To, by clicking the  button on the toolbar, or by pressing CTRL+Y. For more information, including sample searches, see [Finding answers in the Help & How-To Center](#).

### Product support

Normal weekday support is available from 9:00 a.m. to 8:00 p.m. ET.

From the [Support Contact Information page on our website](#), you can do the following.

- Send an email message to our Support team by completing and submitting the Questions and Technical Assistance form. We'll respond within 24 hours (excluding weekends).
- Find additional information, including other methods of contacting Support, extended support hours for tax season, and support hours for other applications.

You can access the Support section of our website from within Creative Solutions Accounting 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 Creative Solutions Accounting by choosing **Help > On the Web > CS Professional Suite Home Page**.

We issue software 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.