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WORKPAPERS CS

# Installation and Program Essentials

version 2017.x.x

WORKPAPERS CS™

part of the  
CS PROFESSIONAL SUITE®

CS Support: 800-968-0600  
CS Sales: 800-968-8900  
[Tax.ThomsonReuters.com/CS-Professional-Suite](http://Tax.ThomsonReuters.com/CS-Professional-Suite)



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# Welcome to Workpapers CS

This guide provides details for installing Workpapers CS™ via download from our website and then using CS Connect™ to obtain and apply the application license your firm has purchased as well as any available application updates.

Licensed users of Workpapers CS and other CS Professional Suite® applications can enjoy the full benefits of the broadest line of seamlessly integrated applications and services available to practicing accountants.

Workpapers CS includes features for trial balance; features to simplify the organization, assignment, and routing of workpapers; customizable reporting; complete financial statements; and much more.

The Workpapers CS [Trial Download page](#) on our website enables you to install a trial version of the application prior to making a purchase decision.

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## ***Important!***

- The installation process for Workpapers CS differs from that for other CS Professional Suite applications you may have used. We recommend that the installation be completed by your firm's **network administrator or consultant**.
    - Please have your network administrator review the installation sections of this guide before proceeding.
    - If you are installing Workpapers CS on a network, your network administrator must be present at the database server during the initial installation and should ensure that all other users are logged off the network during the installation process.
  - If your firm chooses to install Workpapers CS in a terminal server environment, a **qualified and certified terminal server professional** must complete the installation. For general information to provide to your firm's terminal server technician, please see [Terminal server best practices for CS Professional Suite applications](#) (PDF accessible from our online Help & How-To Center).
  - **A note for firms transitioning to Workpapers CS from the CS Professional Suite Accounting (CSA):** Workpapers CS uses a single, firm-level database rather than the separate, client-based data files used in CSA. This enables Workpapers CS to easily handle multi-client processing with strong data stability.
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## About this guide

This guide provides details on all of the following:

- Installing and starting the application and then using CS Connect to retrieve initial or updated licenses.
- Using CS Connect to download and apply updates for Workpapers CS.
- Viewing and printing user bulletins.
- Using our Help & How-To Center to learn about Workpapers CS and about using the application to complete your firm's engagement tasks.

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## Learning about Workpapers CS

This guide provides a brief introduction to the application's navigation features. This guide also describes how to use the Workpapers CS help topics to learn about the application, including details about setting up firm, staff, and client information; about processing procedures; about reporting; and so on.

### Comprehensive help topics

The application's comprehensive help and knowledgebase topics in our online Help & How-To Center provide the primary documentation for learning about and using Workpapers CS. The help topics include information about application features, data-entry screens, and procedures, as well as links to conversion guides and other special-topic guides, show-me videos, FAQs, troubleshooting tips, and much more. You will need to have an active internet connection to open the Help & How-To Center from the application. For details, see the "Getting Help" section of this guide (page 21).

- ▶ To review a list of some of the application's many features, open Workpapers CS, choose Help > Help & How-To (or press CTRL+Y on your keyboard), and review the topics called "[Workpapers CS features](#)" and "[Getting started with Workpapers CS](#)."

### Training options

We offer a variety of training options for our CS Professional Suite applications.

- **On-demand training.** We offer affordable, pre-recorded, self-paced training courses that are available to your entire staff via our website. Your staff can complete these courses at a time that is convenient for your firm.
- **Web or classroom training.** Our professional instructors offer standard training in classroom settings or via the internet.
- **Seasonal training.** During the summer and at year-end, we offer specialized, lecture-style instruction to focus on new features and best practices. Your staff can take these courses in a classroom setting or via the internet.
- **Custom training.** These training programs focus on your firm's specific needs. We can train your staff at your office or via the internet.

- **Consulting services.** Our consulting professionals can analyze your firm's workflow, provide best practices, and help you to develop successful implementation and rollout strategies for your Thomson Reuters applications.

For more details, please visit the [Training & Consulting page](#) on our website.

## **Annual Users' Conference**

Thomson Reuters hosts an annual conference. We offer workshops for users of CS Professional Suite applications at all levels of experience. For details, visit the [SYNERGY User's Conference page](#) on our website.







## Installation Instructions

This chapter provides a brief overview of the system requirements and more detailed information for the following tasks:

- Installing the application.
- Using CS Connect to download and install licenses and application updates.
- Logging in to Workpapers CS and opening the FIRM database.

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**Note:** If your firm uses Workpapers CS in the Virtual Office CS<sup>®</sup> environment or in the Software as a Service (SaaS) environment, the installation and CS Connect sections of this guide are not applicable because we complete all of the initial installation and updates for you.

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## System requirements

For information about the latest system requirements, please visit the [System Requirements page](#) on our website at CS.ThomsonReuters.com.

Note that CS Professional Suite applications are designed for professional production work. Our system requirements are based on the assumption that professional accounting firms replace their computer hardware and operating systems approximately every three years. Although an application may operate on less powerful hardware and operating systems, we do not believe it will perform at a level suitable for production work in those environments. Of course, as processing speed and RAM are increased, application performance will also improve. We recommend business-class computers, which generally offer higher levels of performance than home models when running business applications.

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**Important!** You can install Workpapers CS on a supported network or on a local computer running the Windows<sup>®</sup> 7 or newer operating system with all of the latest service packs. Microsoft<sup>®</sup> Office 2007 or higher is required for integration with Microsoft Word and Microsoft Excel.<sup>®</sup>

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## Overview of the Workpapers CS installation

To install Workpapers CS, you will perform the following procedures.

- **Select the location for the Workpapers CS shared files.** The Workpapers CS installation includes shared files that are used for integration with other applications, files that contain storage and configuration settings, and files that are required for workstation installations.
- **Configure the database server on which your firm database resides.**
- **Install Workpapers CS.** Install or update Workpapers CS and related components.
- **Download and install your license via CS Connect.**
- **Run desktop setup.** If you installed Workpapers CS on a network, run the desktop setup utility to perform a workstation installation on all other computers that will access the application.

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## Installing the application

- **Important!** To install Workpapers CS on a network, you must be present at the database server during the initial installation.
- **Important!** If your firm plans to install Workpapers CS in a terminal server environment, be certain to rely only on a terminal server professional who is certified and qualified to handle that type of installation. For general information to provide to your firm's terminal server technician, please see [Terminal server best practices for CS Professional Suite applications](#) (PDF that is accessible from our online Help & How-To Center).
- You can download and install Workpapers CS from our website. Because the download process involves a large amount of data, this process is recommended only if you have a high-speed internet connection. The installation process may require that you restart the computer on which you are installing the application. If you install Workpapers CS on a network, be certain that your network administrator selects a time to install when all other users have logged off the network.
- To store data, Workpapers CS uses Microsoft® SQL Server® 2008 (including SQL Server 2008 R2 Express, which is included with the installation) or a newer version. If your firm uses an earlier version, Workpapers CS cannot be installed, and you will need to update your database server prior to installing the application.
- To make the Workpapers CS files and data available to user workstations, the computer where the shared files are installed (that is, the computer that is running SQL Server) must be turned on.
- To run Workpapers CS on a computer that has a firewall or that uses the Windows 7 operating system, you must create an exception within the firewall for the instance of SQL Server you use (recommended), or you must disable the firewall (not recommended). If you need assistance to create an exception for the instance of SQL Server you use, please refer to your firewall's documentation.


Complete the following steps to install Workpapers CS to a network or to a standalone workstation. If you purchased a license for the network version and you install the application on the network, you need to perform this procedure only once. You should then install the license files on the network and also perform a workstation installation on all other computers that will access Workpapers CS (as described later in this guide).

1. Verify that you are logged in to your computer or server as an administrator.
2. Close all open applications, including anti-virus software that may be running in the background.
3. **Installing from the [My Product Download page](#) of our website.** (Note that you need to be logged in to your CS Professional Suite web account to access this page.) Follow the instructions to save the installation EXE file for Workpapers CS to your local drive. Double-click the EXE file to start the installation wizard.
4. When Workpapers CS Setup starts, click the **Install Workpapers CS** link.
5. On the Welcome to Workpapers CS Setup screen, click Yes to verify that you are installing the application on the computer that you want to designate as the database server. Click Next to continue.

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**Note:** If you click No, you will be prompted to start the installation again on the computer that will function as your database server.

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6. Read the CS Professional Suite License Agreement, mark the *I accept the terms in the License Agreement* checkbox, and click Next to continue.
7. For Installation Step 1, click Next to specify the folder location where the Workpapers CS shared files reside. Workpapers CS uses shared files for integration with other applications, for storage of configuration settings, and for workstation installation files. Click the  button, and navigate to the appropriate folder.
  - If you do **not** plan to run Workpapers CS on a network, this folder is usually **C:\WINCSI**.
  - If you do plan to run Workpapers CS on a network, select a shared network folder to which users have full rights, such as **X:\WINCSI** or **\\<name of network share>\WINCSI**.

Click OK, and then click Next to continue.

8. For Installation Step 2, click Next to configure this computer as the database server for Workpapers CS (which requires an instance of SQL Server). If your computer does not have an instance of SQL Server, only the *Install a new instance of Microsoft SQL Server 2008 R2 Express Edition* option will be available for selection. If your computer already has SQL Server, you may use an existing instance or use the CREATIVESOLUTION instance.
  - To use CREATIVESOLUTION or another existing instance of SQL Server (which must be version 2008 or newer), mark that option, and then click Next.
  - To install a new instance of Microsoft SQL Server 2008 R2 Express Edition, mark that option, and then click Next and specify a unique name for the new instance. Click Next to specify the folder where you want your

Workpapers CS database to reside, which must be on the same computer where you install the application (you cannot select a network folder).

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**Note:** If a non-Express edition (Standard, Enterprise, etc.) of SQL Server 2008 or newer is already installed on your computer, we recommend that you select the existing instance to conserve both disk space and processing resources; for more information, enter “[SQL Server best practices](#)” in the search field on the Accounting CS toolbar. If you choose to use a different instance or to install a new instance, be sure to back up your database before you continue. After you complete the installation, start Accounting CS and restore the database. For more details, enter “[Backing up the firm database](#)” and “[Restoring the firm database](#)” in the search field on the Workpapers CS toolbar.

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Click Next to continue.

9. For Installation Step 3, click Next, and then determine whether Workpapers CS should be installed on the computer that also functions as your database server. Choose one of the following options, as appropriate for your firm.
  - *Install Workpapers CS so that I am able to run it on this computer.* Click Next, and then continue to step 10.
  - *Skip installing Workpapers CS on this computer; this computer will be used as the Workpapers CS database server only.* Click Next, and then skip to step 11.
10. Respond to each of the installation prompts. You may need to restart your computer one or more times during this phase of the installation process.
11. The setup wizard displays instructions for the steps you will need to complete for the setup of Workpapers CS on a network, and you can choose to save or print those instructions. (Note that you will need to run the desktop setup from each computer that will run Workpapers CS.) Click Next to continue.
12. When the installation is complete, click Finish. To launch Workpapers CS immediately, leave the *Run Workpapers CS* checkbox marked.


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## Installing the licenses

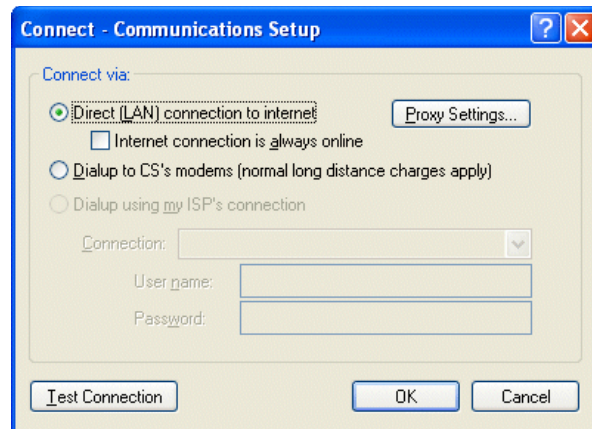
After you install the application, the next step is to install the licenses for Workpapers CS. In most cases, you will use CS Connect to obtain and install the licenses. Complete the following procedure to install the licenses for Workpapers CS.

### Obtaining and installing your license file via CS Connect

CS Connect, which is installed automatically when you install Workpapers CS, provides a convenient and economical way for you to download both application and license updates via an active internet connection (or via modem).

1. Verify that you are logged in to your computer or server as an administrator.
2. Double-click the Workpapers CS  shortcut icon on your desktop (or click Start on the Windows taskbar, and choose All Programs > CS Professional Suite > Workpapers CS).

3. In the *Open Firm* field, select FIRM and click OK. Depending on your security setup, you may be prompted to enter a password.
4. Choose Help > About, and click the Download Licenses button.
5. Enter both your firm ID (which is included on your mailing label) and the license PIN established by your firm, and then click Next.
6. If the Connect – Communications Setup dialog opens (as shown in the following illustration), you need to verify or select the various communications settings applicable to your system so that you can communicate with the Thomson Reuters data centers. For details, see “Setting up the communication configuration” on page 26.



When you have finished verifying your communications settings, click OK to close the Connect – Communications Setup dialog.

7. In the CS Connect dialog, click OK. CS Connect logs in to the Thomson Reuters data centers and downloads your licenses.
8. Follow the remaining prompts to install the licenses.

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**Note:** At any future time, you can restart the process to obtain and install licenses via CS Connect. To restart that process, choose File > CS Connect, mark the *Retrieve licenses* checkbox, and click the Call Now button.

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## Running desktop setup (for network installations only)

If you installed the shared files on a network, you must also run the desktop setup on **each workstation**. The desktop setup ensures that each workstation meets the minimum operating system requirements and confirms that all required components are installed.

The desktop setup adds to each workstation’s desktop a shortcut to the single network installation of Workpapers CS (on your firm’s server). This keeps all global files and data in a single location on the server. Network users should not install the full application on their own local workstations.

To run the desktop setup from each workstation, do the following:

1. Verify that you are logged in to your computer as an administrator.

2. Close all open applications.
3. Click Start on the Windows taskbar and choose Run.
4. In the Run dialog, enter **Z:\<path>\Workpapers CS\Desktop\Setup.exe** (where Z represents the mapped drive letter for the network path to the server on which you installed the shared files, and path is the path to your Workpapers CS folder). For example, if you installed the shared files in F:\WINAPPS\WINCSI, you would need to enter **F:\WINAPPS\WINCSI\Workpapers CS\Desktop\ Setup.exe** in the Run dialog or **\\<name of server>\WINAPPS\WINCSI\ Workpapers CS\Desktop\Setup.exe**.

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**Note:** If you need to uninstall the Workpapers CS desktop setup from a workstation, choose Start > Settings > Control Panel > Add/Remove Programs, select Workpapers CS, and then click the Change/Remove button.

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5. Click OK. The setup wizard installs or updates Workpapers CS and the necessary components. You may need to restart your computer one or more times during this step.
6. When prompted that the Workpapers CS setup has been successfully completed, click Finish.

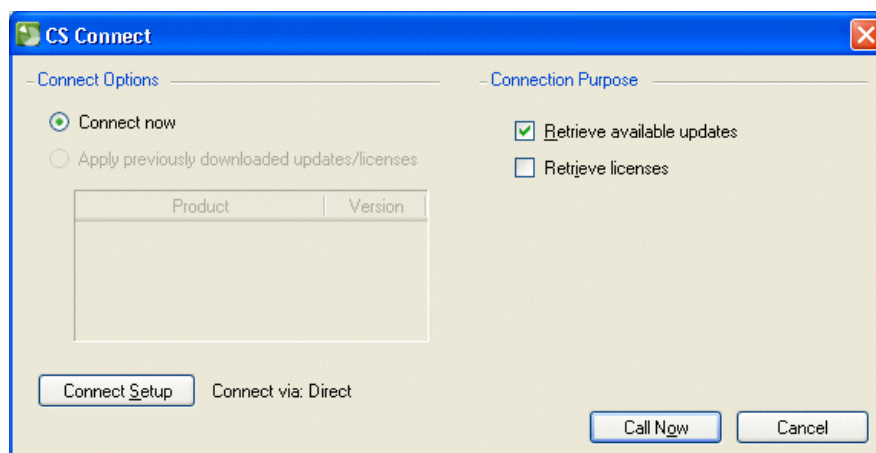
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## Installing application updates using CS Connect

Occasionally, we issue updates for Workpapers CS via CS Connect, which is installed automatically when you install Workpapers CS. We strongly recommend that you use CS Connect to retrieve available updates on a regular basis.


You can also sign up for an email subscription service that alerts you to the availability of Workpapers CS updates by visiting the [My Account page](#) of our website.

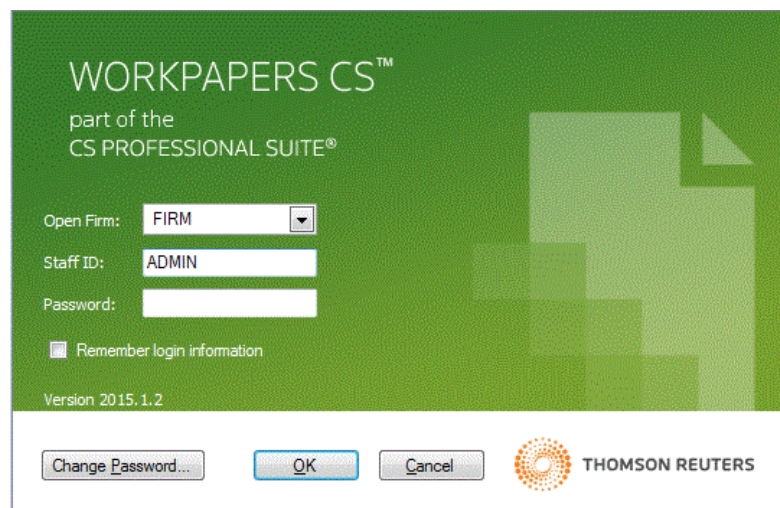
- ▶ To start CS Connect from within Workpapers CS, choose File > CS Connect.



## Starting Workpapers CS and opening the FIRM database

Follow these steps to log in to the application using the FIRM database. You can use this database to explore Workpapers CS while following this guide.

1. Click Start on the Windows taskbar and choose Programs > CS Professional Suite > Workpapers CS.
2. To log in, click the  button in the *Open Firm* field and select **FIRM** from the drop-down list.
3. In the *Staff ID* field, enter **ADMIN**. If you previously opened this database and assigned a password, you will also need to enter that password.

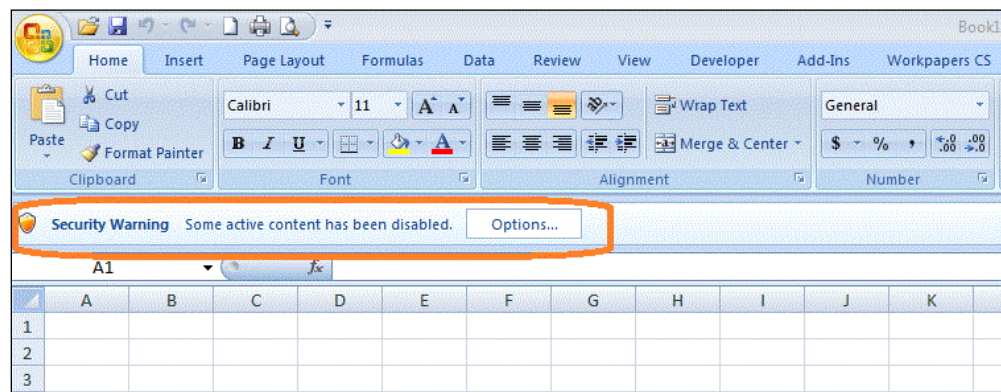


4. Click OK.

**Note:** Because firm-level security is required and automatically enabled for Workpapers CS, you will be prompted to change the password when opening the application for the first time.

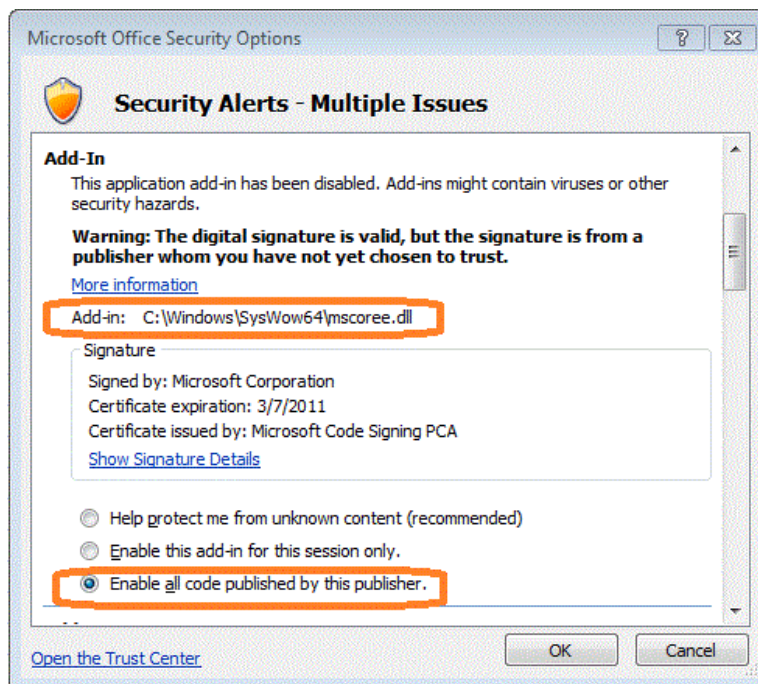
## Additional setup steps for integration with Microsoft Excel

Please note that when you first open an Excel document from within Workpapers CS, you may be prompted with a security warning if you have certain security settings in Excel but do not have Microsoft listed as a Trusted Publisher.



If you see a warning prompt like the one shown the illustration above when you open an Excel document, do the following to ensure proper integration with Microsoft Excel.

1. Click the Options button to the right of the warning message.
2. If the alert message indicates that the digital signature for the **mscoree.dll** add-in has not yet been chosen to trust, click the option to enable all code published by this publisher for that add-in.



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## Backing up the firm database

The Help > Backup command is available in Workpapers CS only for a **locally** installed version of the application. For complete details, enter "[Backing up the firm database](#)" in the search field on the Workpapers CS toolbar.

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### Notes

- Third-party backup software does not back up data from Microsoft SQL Server while the SQL Server service is currently running. Therefore, we recommend either using the manual backup procedure from Workpapers CS or scheduling recurring backups as described in the Workpapers CS help topics.
  - If you are licensed to use Workpapers CS in the Virtual Office CS or the Software as a Service (SaaS) environment, your firm data is backed up automatically on the servers that host your data.
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## Viewing and printing user bulletins

We issue user bulletins to inform you about:

- any issues related to the initial release of the application
- changes made to the application
- other relevant information

When you install Workpapers CS from a web download file, and when you use CS Connect to download and apply updates for the application, the “Workpapers CS user bulletins” help topic opens automatically the next time you start the application, and the most recent bulletins are listed near the top of that topic. Each bulletin is a separate file in portable document format (PDF) that you can view or print using your internet browser and Adobe® Reader.® (You can download and install the latest version of Adobe Reader free of charge from the [Download page of the Adobe website.](#))

1. Open Workpapers CS and choose Help > Bulletins. This opens the **Workpapers CS user bulletins** topic in the Help & How-To Center.
2. To open a PDF of the user bulletin for a specific release version or update, click the link for that version.
3. You can use the print features of your internet browser to print a user bulletin (or any help topic), or press CTRL+P on your keyboard.





# Navigation and User Preferences

This chapter provides information about navigating within Workpapers CS, selecting and using dashboard views, and setting other user preferences.

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## Menu commands

The menu bar at the top of the main window in Workpapers CS contains several pull-down menus, each of which contain numerous commands. These commands cause Workpapers CS to perform specific functions, such as opening a particular screen.

File Edit View Actions Setup Help

The name of each menu includes one underlined letter. To open a menu, do either of the following:

- Click the menu name in the menu bar.
- Press the ALT key plus the underlined letter in the menu name. For example, to open the File menu, press ALT+F.

Arrows next to a menu command indicate additional menu choices. Click a command with an arrow to access the additional choices in the cascading menu.

For a quick overview of the main features in Workpapers CS, you can display the commands of each menu. (Note that the availability of menu commands can vary by password security setting.)

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### ***Tips***

- Some of the menu commands have corresponding buttons on the Workpapers CS toolbar, as well as corresponding links in the navigation frame.
  - Some of the most commonly used menu commands have special shortcut keys that enable you to execute the commands quickly from your keyboard. For example, press ALT+F1 to open or close the Navigation frame.
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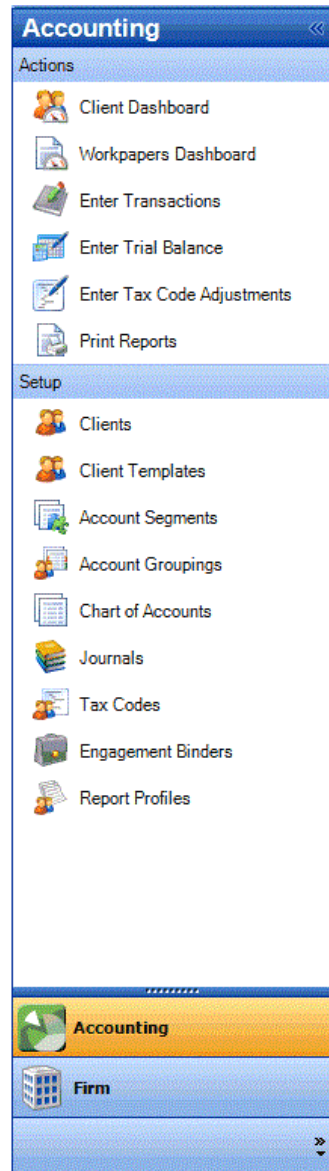
## Toolbar

The Workpapers CS toolbar, located beneath the menu bar, contains buttons to facilitate navigation through the application and to perform various tasks.

- ▶ To view the tooltips for individual buttons on the toolbar, hover the mouse pointer over each button.





## Navigation frame



The navigation frame provides a convenient way to access specific screens for completing various kinds of tasks in Workpapers CS.

At the lower portion of that frame are buttons you can click to switch the frame's view from Accounting to Firm. The Accounting navigation options are shown in this illustration.

Click the  or  button at the top of the navigation frame to collapse or expand that frame.

When the navigation frame is collapsed, it remains open on the left side of your screen. Collapsing the navigation frame creates more room for the workspace. You can click the collapsed navigation frame once to temporarily display the action and setup icons. Click it again to hide them.

Click the Accounting or Firm button to change the options displayed in the navigation frame.

If the list of available actions is longer than the available space, scroll buttons appear to enable you to scroll through the list.

Click any of the items in the Actions or Setup lists to open the screens where you can complete related tasks.

## Dashboards

A “dashboard” in Workpapers CS is a configurable workspace that you can customize to display multiple sources of information at the same time. Like the dashboard in your car (which may provide information about your speed, RPMs, engine temperature, fuel level, and more), an Workpapers CS dashboard can provide a wide variety of information at a glance.

The five types of dashboards in Workpapers CS — Home, Firm, Staff, Client, and Workpapers — enable you to aggregate numerous sources of information onto a single screen using portlets. For example, you can select portlets to display items such as news from Workpapers CS, the CS website and Help & How-To Center, resources for working in Workpapers CS, web pages, system information, firm-wide news feeds, RSS feeds, the Thomson Reuters Tax and Accounting Community, websites for PPC and Checkpoint,<sup>®</sup> and more.

The Workpapers Dashboard enables you to view specific data for the selected client.

### Setting up a dashboard

To familiarize you with the concept of the dashboard, follow the steps below to set up a Staff Dashboard in Workpapers CS.

1. Choose View > Staff Dashboard.
2. Click the Select Portlets link in the upper-right corner of the dashboard (or right-click within the dashboard and choose Select Portlets from the context menu).
3. In the Select Portlets dialog, mark the checkbox for each item that you want to add to the dashboard and click OK. A window (or “portlet”) opens within the dashboard corresponding to your selection.
4. To add more portlets, repeat steps 2 and 3 above and mark one or more additional checkboxes — or to remove a portlet simply clear the checkbox for that portlet.

### Customizing a dashboard

As you add items, new portlets appear on the dashboard, forming multiple columns which may be difficult to see as they get narrower with each added portlet. Fortunately, you can customize the layout of the dashboard to make the collection of portlets easier to see.

To change the layout of a dashboard, click the title bar of a portlet you want to move, hold down the left mouse button, and drag the portlet to a new location. You will see a shaded area appear when the portlet is positioned correctly for placement; release the left mouse button to “drop” the portlet in its new location.

You can arrange several portlets on the screen, in a mixture of rows and columns, simply by dragging and dropping them. Once the portlets are in place, you can resize them by placing the cursor between two portlets, clicking and holding the left mouse button, and dragging the boundary in either direction.

### Adding dashboard views

To further customize a dashboard, you can add additional dashboard “views,” which appear as tabs at the top of the dashboard. By spreading portlets across multiple views, you can maximize the amount of information you can view in each dashboard.

1. Click the **Add View** link in the top-right corner of any dashboard (or right-click and choose Add View from the context menu).
2. In the Add View dialog, enter a description for the view. When you click OK, this description appears in a new tab at the top of the dashboard.

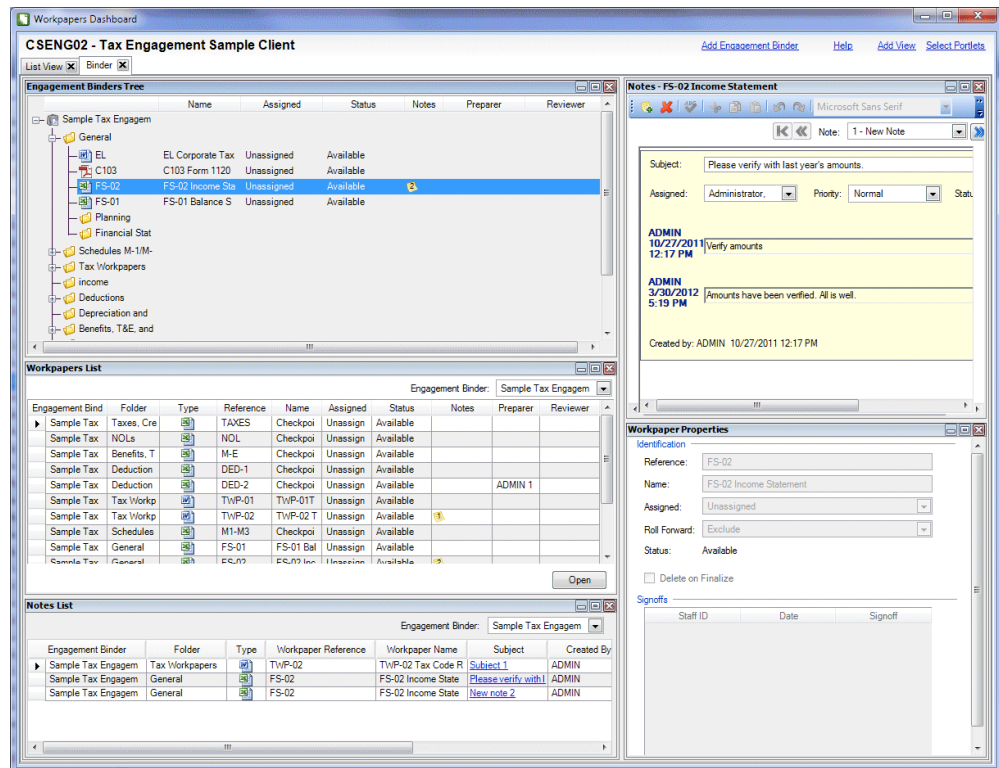
**Notes**

- Any additional views that you create for the Client Dashboard are applied for all clients.
- You can rename any view by right-clicking the view tab and choosing Edit View from the context menu.

**Displaying the Workpapers Dashboard**

To display the **Workpapers Dashboard** (which opens in a separate screen), choose View > Workpapers Dashboard. You can choose to include any of the following portlets for this dashboard:

- Engagement Binders Tree
- Notes
- Notes List
- Workpaper Properties
- Workpapers List



## User preferences

Workpapers CS enables each staff member to customize certain controls or options in the application to perform their work more easily and efficiently.

1. Choose Setup > User Preferences.
2. In the System tab of the User Preferences dialog, mark or clear the checkboxes to enable or disable the options.
3. To have the application display a certain screen each time you open Workpapers CS or when you click the Favorite Screen icon on the toolbar, select the option you want from the drop-down list in the *Favorite screen* field.

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**Note:** If the application no longer displays alert messages because the *Don't show this message again* checkbox was marked, you can click the Reset button in the User Preferences dialog to have the application display alert messages again.

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## Getting Help

Our online Help & How-To Center provides one-stop access to information about using Workpapers CS. Other resources are available from our website and include training and support from CS Training & Consulting Services and from CS Support.

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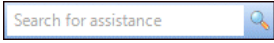
**Note:** You need an active internet connection to access the Help & How-To Center, which is compatible with the latest versions of most internet browsers.

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## Finding answers in the Help & How-To Center

The Help & How-To Center provides extensive information about using Workpapers CS, including procedures for completing various tasks, answers to frequently asked questions, tips for increasing productivity and troubleshooting issues, alerts about timely issues, details on new features, show-me videos, conversion guides and other special-topic guides in portable document format (PDF), and more.

- ▶ You can access the Help & How-To Center from within Workpapers CS by any of the following methods.
  - Press F1 to open a topic that is relevant to the current screen.
  - Click the  button to open a topic that is relevant to the current screen, or click the down arrow just to the right of that button and then select a topic from the menu that appears.
  - Use the search field  on the toolbar to search for relevant topics.
  - Press CTRL+Y or choose Help > Help & How-To to open the “Browse subjects for Workpapers CS” topic.

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**Tip:** You can print any topic using your internet browser’s print feature.

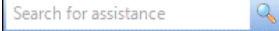
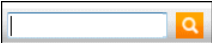
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## Searching for information

The most efficient way to locate information is to take advantage of the robust search engine upon which the Help & How-To Center is built: the Google® search

engine. When searching for information in the Help & How-To Center, you can use the same strategies you use when you use Google to search for general information on the internet.

Search fields for searching the Help & How-To Center are accessible from two locations.

- **From within Workpapers CS:** Use the search field  on the toolbar.
- **From within the Help & How-To Center:** Use the search field  near the top of the topic.

Simply enter a search term or phrase and press ENTER to see a list of related topics that apply to Workpapers CS.

For more information, sample searches, and tips for refining your search results, see the [Finding answers to your Workpapers CS questions](#) topic in the Help & How-To Center.

## Browsing topics by subject

In the Help & How-To Center, click the Browse Subjects button to view a list of categories, and then click a category to view a list of related topics.

## Viewing an index of keywords

In the Help & How-To Center, click the Index button to view an alphabetical list of keywords. Click a keyword or topic title to view the associated topic.

## Viewing and printing Workpapers CS guides in PDF

Workpapers CS includes conversion guides and other useful guides in PDF that you can view or print using your internet browser and Adobe® Reader.® Use the following procedure to view or print these guides. For example, you can follow this procedure to print additional copies of this guide. (You can download and install the latest version of Adobe Reader from Adobe.com. The Reader also allows you to search on keywords and print individual pages, sections, or entire guides.)

- ▶ To view or print a guide, enter "[PDFs for Workpapers CS](#)" in the search field on the toolbar and click the links of interest to you.
- ▶ To view and print user bulletins, choose Help > Bulletins.

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## Getting help from other resources

Our Help & How-To Center (accessible via active internet connection by choosing Help > Help & How-To) should answer any questions you might have about Workpapers CS. We encourage you to use this resource whenever you encounter

questions while working in the application. However, if you need to contact CS Support or want to explore training and other resources, you can do so by one of the following methods.

### Accessing the CS website

- ▶ Choose Help > On the Web > CS Professional Suite Home Page to access information and resources for all CS Professional Suite applications.

### Accessing the Support page of the CS website

- ▶ Choose Help > Additional Resources > General Support Information to access the Support page of the CS website where you can do either of the following tasks.
  - Click the Contact Us link to contact CS Support via the internet.
  - Click other links for application release and version information, system requirements, and other information about CS Professional Suite applications.

### Contacting CS Support

If you have questions that are not answered by this guide, the help and knowledgebase topics, or our website, please contact CS Support.

- ▶ To send an email message to CS Support, choose Help > Additional Resources > Ask Support via E-mail.
- ▶ To contact CS Support via telephone, call 800-968-0600, press **2**, and then listen to the available options.

You can get optimal service and use your telephone time most efficiently if you have a very specific explanation of the issue when you make the call. You might want to write brief notes on some of the symptoms occurring on the computer, or print any error messages related to the issue. Your notes might include the following:

- The version number of the application you are using. (To obtain this information, choose Help > About from the Workpapers CS menu bar.)
- The operating system that you are using.
- The specific nature of the issue.
- The steps that preceded the issue.
- Whether this issue occurs with more than one client or on other computers.
- The full error message and when it occurs.

### Training and consulting services

We offer training courses and consulting services for Workpapers CS and other applications. For complete details, please visit the [Training section of our website](#).

### The Thomson Reuters Tax and Accounting Community

The Thomson Reuters Tax and Accounting Community is an informal online forum where users of CS Professional Suite applications can exchange ideas with other users from across the country. The Tax and Accounting Community is free to all CS Professional Suite users. You can access the [Community page on our website](#), and

you can also select it as a portlet to include in the Home, Firm, Staff, or Client Dashboard in Workpapers CS.



## Appendix: Setting Up CS Connect

CS Connect is an electronic communications utility that works between your CS Professional Suite applications and Thomson Reuters. It is installed automatically when you install Workpapers CS, and it provides you with a convenient and economical way to:

- Download initial and updated licenses.
- Download application updates and user bulletins for Workpapers CS so that you can electronically update the application.

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### Notes

- If you access Workpapers CS through Virtual Office CS or Software as a Service (SaaS), you do not need to use CS Connect.
- Our secure data centers are scheduled to be available for CS Connect calls during all hours of the week. In the rare event that system maintenance is required, we will perform it between 3:00 a.m. to 6:00 a.m. eastern time.

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The primary documentation for CS Connect is provided in the comprehensive help topics in our online Help & How-To Center, which is accessible from the Help menu in Workpapers CS.

This chapter describes the following:

- The basic features of CS Connect.
- The equipment you need to use CS Connect.
- How to find information on troubleshooting connection issues and error messages you may receive while using CS Connect.

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## CS Connect features

With CS Connect, you can do the following tasks.

- Download initial and updated licenses, and download updates for Workpapers CS as significant changes are made to the application throughout the year between releases.

- Download user bulletins and other documents via CS Connect to learn timely information and, when appropriate, helpful user tips.
  - Connect to the Thomson Reuters data centers using a modem or an internet service provider.
  - Apply the application updates downloaded from our secure data centers to Workpapers CS on the same computer or network to which they have been downloaded.
- 

#### **Notes**

- There is no charge for using CS Connect to download and install licenses and application updates. For these routine activities you pay only for your internet service.
  - CS Connect encrypts all sensitive transactions involving monetary funds or client information using an industry-standard encryption system, thus keeping your data safe as it travels over the internet.
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## **Equipment and other requirements**

If your computer supports Workpapers CS, it also supports CS Connect. You do not need to purchase any additional communications software. However, you will need a persistent high-speed internet connection to use CS Connect.

To connect to our secure data centers via CS Connect, you must use an Internet Service Provider (ISP).

- By default, CS Connect is configured to use a standard internet connection (DSL, cable modem, T1, and so on). This allows you to use your own ISP rather than connecting to the Thomson Reuters data center modems, thus saving long-distance charges. If your system is already set up to access the internet via your ISP, you probably do not have to complete any additional setup tasks to use CS Connect. However, you should confirm all settings, as described in “Setting up the communication configuration” on page 26.

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## **Setting up the communication configuration**

This section explains how to configure the communication settings in CS Connect, which is installed automatically when you install Workpapers CS. This is a one-time setup procedure and should be performed on each Windows workstation you intend to use for CS Connect.

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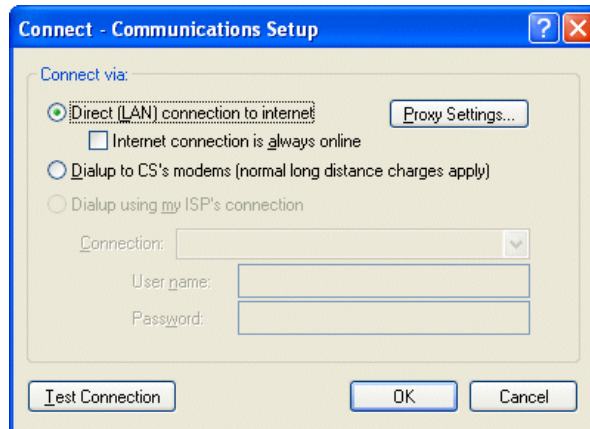
#### **Notes**

- If you used CS Connect to obtain and install licenses on this computer or to obtain updates for any CS Professional Suite application, then your computer is already correctly configured for CS Connect.

- We recommend that you make your first CS Connect call as soon as possible after installing the application to ensure that you can communicate with our secure data centers before you need to receive licenses or application updates.

Note that Workpapers CS must be installed on your computer before you perform this procedure.

1. Start Workpapers CS.
2. Open CS Connect by choosing File > CS Connect.
3. Use the CS Connect - Communications Setup dialog to verify or select the various communications settings applicable to your system so that you may connect to our secure data centers.



- *Direct (LAN) connection to internet.* Click this option if your computer is connected to a network that has a direct internet connection.
  - *Proxy Settings.* If your local area network uses a proxy server, click this button to open the CS Connect – Proxy Setup dialog. This dialog allows you to enter the necessary information for CS Connect to connect to our secure data centers.
  - *Internet connection is always online.* Mark this checkbox if your computer is always connected to the internet.

- *Dialup to CS's modems (normal long distance charges apply).* Click this option if you do not have an internet service provider or a LAN connection, and you want to connect directly to the Thomson Reuters data centers via a modem. Note that you may incur long distance charges if you choose this option.
  - *Dialup using my ISP's connection.* If you will connect to our secure data centers using an internet service provider, click this option.
    - *Connection.* If you will use an internet service provider to connect to the Thomson Reuters data centers, choose the name of your internet Service Provider from the drop-down list.
    - *User name and Password.* Enter the user name and password for the internet connection you specified.
4. Test your connection. If any of the tests fail, the connectivity issues must be addressed on your computer, your network, or with your internet service provider before CS Connect will function as desired.

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## Troubleshooting connection issues and error messages

For information about troubleshooting connection issues and error messages, choose Help > Help & How-To and enter "[Troubleshooting connection issues](#)" in the search field on the Workpapers CS toolbar.