



**AdvanceFlow, v.2019.2.2**  
**User Bulletin 8625: Software Update**

August 13, 2019

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This user bulletin describes a change made for this release of AdvanceFlow.™

## **CHANGE**

We have addressed an issue that, in certain circumstances, prevented the roll forward process from completing successfully and caused the following status message to remain on your screen.

**Roll forward in progress; data will be available upon completion**

## **HELP & SUPPORT**

### **Help & How-To Center**

For answers to questions on using AdvanceFlow, access the Help & How-To Center by clicking the **Help** link in the AdvanceFlow menu and selecting a topic. You can also use the field at the top of the Help menu to search for topics. 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.

- Start a chat with our Support team on weekdays from 9:00 a.m. to 5:30 p.m. ET.
- 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.

### **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.

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.