



AdvanceFlow
User Bulletin 8630: Software Update

September 26, 2019

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

CHANGES

The following issues have been addressed with this release of AdvanceFlow.

- File sections for Engagement Types that were enabled by a staff member—part of the Administrators security group—reverted to being disabled after another staff, also part of the Administrators security group, opened the Administration > Engagement Types screen in AdvanceFlow.
- Engagement links displayed incorrect dates in custom Excel spreadsheets for fiscal year-end clients that were created via AdvanceFlow.
- Tax Code reports did not display account balances for a consolidated client in which the consolidated master and subsidiaries were rolled forward at the same time.
- The Roll Forward process failed to complete in certain circumstances, and the following message displayed continuously.
Roll forward in progress; data will be available upon completion.

Add-Ins

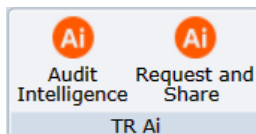
A new version of the AdvanceFlow Client Add-In v.19.3 is now available.

- This version of the Client Add-In addresses an issue that, in certain circumstances, caused amounts to display as #VALUE in Microsoft Excel documents linked to from AdvanceFlow.

ENHANCEMENTS

Audit Intelligence integration

When [Thomson Reuters Audit Intelligence, powered by Inflo](#) is enabled, you can now use the following Audit Intelligence buttons in the toolbar of the Workpapers tab in the Engagements screen to access and request and share audit information via Audit Intelligence for the current engagement.



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.