



AdvanceFlow, v.2017.4.1
User Bulletin 8520: Update

December 20, 2017

This user bulletin describes changes made with this update of AdvanceFlow™.

CHANGES

With this update, we've resolved the following issues.

- Some users experienced an issue when opening SMART Practice Aids documents in which the documents opened in Microsoft® Word®.
- Some users experienced timeouts during the engagement roll forward process.

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

You can email our Support team at advanceflowsupport@thomsonreuters.com. You can also complete a form and send a question to our Support team on the [Support Contact Information page of our website](#). To leave a message and receive a call back from a Support representative, call (800) 968-0600, press **1** for Product Support, press **4** for Accounting and Auditing, and then press **4** for AdvanceFlow. A representative will follow up with you shortly. For additional details (including extended support hours for tax season and hours for other applications), visit the [Support section of our website](#).

Website resources

Visit [our website](#) to access the Tax & Accounting Community, to learn about training courses, to view blogs and articles, and more.