



AdvanceFlow, v. 2019.2.1  
User Bulletin 8621: Software Update

July 30, 2019

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

## CHANGE

After the migration of GoFileRoom and FirmFlow to Amazon Web Services servers concluded, the [AdvanceFlow multi-factor authentication](#) service did not work properly and prevented some users from being able to log in. The multi-factor authentication functionality has been restored and is now working properly.

## 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.

### AdvanceFlow Ideas Community

The AdvanceFlow Ideas Community is a forum in which you can share ideas with other users and provide feedback and suggestions to our development team. For more information on accessing and participating in the community, see [Ideas Community](#).