



October 1, 2008

TO

All NetFirm CS™ users.

This user bulletin explains changes made to this release of NetFirm CS.

CHANGES

Virtual Office CS Microsoft Exchange spam filtering

We will begin implementing a spam firewall for Virtual Office CS™ Microsoft Exchange email on October 1, 2008. If you use Microsoft Exchange through Virtual Office CS, you will receive an email message about a Spam Quarantine account for your domain(s) within four weeks of this date. Note that we will implement the spam firewall alphabetically by domain name.

Once your Spam Quarantine account has been created, your incoming email messages will be filtered through the spam firewall; any email messages that are identified as spam will be sent to your personal Spam Quarantine account.

Each morning, you will receive a Spam Quarantine Summary email message, which provides a preview of the messages in your Spam Quarantine account. For each email message listed in the Spam Quarantine Summary email message, there is a link to deliver the message to your Outlook inbox, add the sender's email address to your list of approved senders, or delete the spam message.

The Spam Quarantine Summary email message also includes a **click here** link that opens the login page for your Spam Quarantine account. Through the Spam Quarantine account, you can allow or block email messages from specific senders and domain names. Note that you can customize the settings for your Spam Quarantine account.

To view additional information about Microsoft Exchange spam filtering, click the Help link near the top of any NetFirm CS window, click the Index button, and search on **Spam filtering**.

Important! If you are currently using a third-party spam filter and decide to cancel the third-party service, you will need to modify the MX records for your domain as follows to continue to receive your Virtual Office CS Microsoft Exchange email.

- MailCSI1.westgroup.com (Priority 10)
- MailCSI2.westgroup.com (Priority 10)

NetClient CS Bill Pay

NetClient CS Bill Pay is a new service that allows your clients to pay your invoices online with a credit card. The invoices, which are sent from Practice CS version 2008.2.0 or higher, appear in your client's NetClient CS portal in a PDF file. Once your client has paid an invoice, you can retrieve the payment into Practice CS as a receipt that will be applied to the original invoice.

Note: Practice CS version 2008.2.0 will be released in November 2008.

SUPPORT

NetFirm CS Help

For step-by-step procedures, click the **Help** link at the top of any NetFirm CS window.

Website

If you have questions or need assistance, you can visit our website at CS.ThomsonReuters.com or ES.ThomsonReuters.com 24 hours a day for access to our support knowledgebase and for the latest information on current issues and processing tips.

Email Subscriptions

We issue software update notices via email. If you want to receive these notices, you must have an email account and sign up for the Email Subscription service. To sign up for the Email Subscription service, visit the My Account section of our website at CS.ThomsonReuters.com or ES.ThomsonReuters.com. (Note that you must create a web account to sign up for email subscriptions.)

Product Support

To speak with a Product Support Representative, please call CS Support at (800) 968-0600, press **2** for Product Support, and then listen to the available options. Normal weekday support is available from 9:00 a.m. to 8:00 p.m. eastern time. For details on our Support hours for other CS Professional Suite[®] applications, please visit our website.