



December 22, 2010

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## TO

All NetFirm CS™ users.

This user bulletin explains enhancements available with this release of NetFirm CS.

## ENHANCEMENTS

### Next-generation administration

With this release, next-generation administration is available to all NetStaff CS® users who have administrative privileges. To access next-generation administration, click the Administration NG button in your next-generation NetStaff CS portal.

**Tip:** After you enter administration, simply click the Administration NG button a second time to return to NetStaff CS user mode.

Next-generation portal administration includes the same features that are available in traditional portal administration. If you've been using the next-generation features in NetStaff CS, you will already be familiar with the design of next-generation portal administration.

Some of the more notable enhancements in next-generation administration are:

- Streamlined processes for setting up NetStaff CS and NetClient CS® users.
- The ability to search all large lists.
- Enhanced reports.
- The ability to grant individual NetClient CS users access to private, shared, and personal File Exchange folders.
- The ability to create public Links modules that your firm can customize and provide to NetClient CS users.
- The ability to add content to News and Links modules that you don't have access to in NetStaff CS user mode.

We value your opinions about this new application. Please share your thoughts and ideas about our next-generation Web Services applications with us by clicking the **Feedback** link in the Home dashboard of your NetStaff CS portal.

### Customize next-generation Virtual Office CS and Virtual Client Office screens

With this release, NetStaff CS users who have access to applications through Virtual Office CS® can customize the placement of application icons in the Virtual Office CS screen. In addition, NetClient CS users who have access to applications through Virtual Client Office™ can customize the placement of application icons in the Virtual Client Office screen. To do this, simply click an icon and drag it to a different location in the screen.

In the Virtual Office CS and Virtual Client Office screens, users can also hide the icons for applications that they rarely open. When you move your mouse over an application icon, a Hide button appears; click

the Hide button to remove the application icon from the screen. To view the icons for hidden applications, mark the **Display hidden apps** checkbox in the screen's title bar.

### **Synchronize Android devices with Virtual Office CS Microsoft Outlook**

With this release, NetStaff CS uses ActiveSync® technology to synchronize data between Android™ devices running OS 2.1 or higher and Virtual Office CS® Microsoft Outlook with Microsoft Exchange. As a result, staff members who have Android devices can have 24/7 access to the following personal information from Virtual Office CS Microsoft Outlook: calendar, contacts, and email.

#### **Notes**

- Not all Android devices that run OS 2.1 are capable of synchronizing with an Exchange server. Please contact the service provider to verify that the user's device is capable of synchronizing with an Exchange server and that the user's data plan supports synchronization with an Exchange server.
- We continue to support the ability to synchronize data between iPhone® devices running OS 2.0 or higher or personal devices running Windows Mobile 5.0 or higher and Virtual Office CS Microsoft Outlook.

The steps required to enable ActiveSync for NetStaff CS users vary depending on whether you work in classic NetFirm CS administration or next-generation NetFirm administration; click the appropriate link below to learn more.

- Classic NetFirm CS administration
- Next-generation NetFirm CS administration

## **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 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. (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.