



NetFirm CS, v. 2010.7.1  
User Bulletin 6036: Software Update

January 6, 2011

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## TO

All NetFirm CS™ users.

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

## CHANGE

With this release, NetClient CS® users and NetStaff CS® users can run applications in the Virtual Client Office™ or Virtual Office CS® environment on an Apple® iPad™.

### Notes

- If your firm leases access to applications through Software as a Service (SaaS), your NetStaff CS users run applications in the Virtual Office CS environment.
- This change enables users to run Virtual Client Office and Virtual Office CS applications on iPad devices. Users cannot run the applications on iPhone® or iPod touch® devices.

Before NetStaff CS users can access these applications through their iPad devices, you must enable next-generation features in their portals. The steps required to do this vary depending on whether you work in classic NetFirm CS administration or next-generation NetFirm CS administration; click the appropriate link below to learn more.

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

NetClient CS and NetStaff CS users must do the following before they can run applications in the Virtual Client Office or Virtual Office CS environment on iPad devices.

- Verify that the iPad is running iOS version 4.2.1 or higher.
- Download the Citrix Receiver for iPad app version 4.2.1 from the Apple iTunes® App store.
- Complete a one-time procedure to set up the Citrix Receiver for iPad app to run applications in the Virtual Client Office or Virtual Office CS environment. To view the procedure, see the Setting up an iPad to run Virtual Client Office or Virtual Office CS applications help topic. (Note that this help topic is available to NetClient CS and NetStaff CS users through the Help button in their portals.)

## 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](http://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<sup>®</sup> applications, please visit our website.