



March 19, 2011

TO

All NetFirm CS™ users.

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

ENHANCEMENTS

Mobile CS™ enables NetStaff CS® users to access important firm information at any time and from any location. Currently, Mobile CS enables NetStaff CS users to review Practice CS® content such as firm-level data, staff workload and availability, client contact and interactions, and additional resources on Apple® iOS devices, such as the iPhone® or iPad.™ (Future releases will offer access to additional CS Professional Suite® and Enterprise Suite™ product data.)

Before you can set up this feature, a NetFirm CS administrator must give a NetStaff CS user access to Mobile CS Link. The steps required to enable Mobile CS Link for NetStaff CS users vary depending on whether your firm licenses Practice CS through Virtual Office CS or through Software as a Service (SaaS) and depending on whether you are working in next-generation NetFirm CS administration or in classic NetFirm CS administration. Click the appropriate link below to view detailed information.

Virtual Office CS

- **Next-generation administration:** Modifying a NetStaff CS user's access to applications through Virtual Office CS
- **Classic administration:** Enabling Mobile CS Link for a NetStaff CS user (Virtual Office CS)

SaaS

- **Next-generation administration:** Modifying a NetStaff CS user's access to applications through Software as a Service
- **Classic administration:** Enabling Mobile CS Link for a NetStaff CS user (Software as a Service)

The NetStaff CS user for whom you enable Mobile CS Link must create “datasets,” which enable staff members to view a subset of Practice CS data through the Mobile CS app. See the “Setting Up and Using Mobile CS” chapter of the Mobile CS Getting Started guide for more information.

To view Practice CS data on personal mobile devices, NetStaff CS users must download the Mobile CS app from the Apple iTunes™ App Store.

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.