



NetFirm CS, v. 2010.7.2
User Bulletin 6694: Software Update

April 27, 2011

TO

All NetFirm CS™ users.

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

ENHANCEMENTS

Custom portal header

Instead of selecting a header from our library, you can now replace the entire portal header with an image. If your firm chooses to create a custom image for the portal header, we recommend that you create an image that is 2,495 pixels wide by 81 pixels high. This will produce the best results with a variety of monitor resolutions.

For information about uploading a graphic for use in the header, see Customizing the appearance of portals.

Enabling next-generation features for NetClient CS and NetStaff CS users

When you give a user access to a feature that is available only in next-generation portals, NetFirm CS now checks to see if next-generation features are enabled for that user's portal and, if needed, converts the portal to a next-generation portal.

PPC's SMART Practice Aids – Field Work in Virtual Office CS

If your firm is licensed for PPC's SMART Practice Aids™ – Field Work, you can now access the Field Work module through Virtual Office CS.®

To request that we add PPC's SMART Practice Aids to Virtual Office CS® for your firm, call CS Customer Service at (800) 968-0600 and press 1.

If you are interested in learning more about SMART Practice Aids products, visit <http://ria.thomsonreuters.com/relocator/> to locate a sales representative.

For help using PPC's SMART products, please see the help topics for those products.

Links modules in next-generation NetClient CS and NetStaff CS

NetClient CS and NetStaff CS users who have permission to edit Links modules can now change the order in which the links appear. To learn how to do this, see Changing the order of links in a Links module.

Support for Microsoft Internet Explorer version 9

We now support NetClient CS® and NetStaff CS® when run in Microsoft® Internet Explorer® version 9. Please note that Citrix® Technical Support is investigating an issue that prevents Citrix applications from launching through Internet Explorer version 9. As a result of this issue, NetClient CS and NetStaff CS users must take special steps to enable their browsers to launch applications that run in the Virtual Client

Office™ or Virtual Office CS environment; for details, see article CTX129082 in the Citrix Knowledge Center.

Notes

- We continue to support classic NetClient CS and NetStaff CS when run in Internet Explorer version 7.0 or higher.
- We support next-generation NetClient CS and NetStaff CS when run in Apple Safari version 5.0 or higher, Google Chrome, Microsoft Internet Explorer version 7.0 or higher, and Mozilla Firefox version 3.0 or higher.
- Internet Explorer version 9 is supported only in Windows® 7 and in Windows Vista.®

Web Employee administration

In previous versions of next-generation NetFirm CS administration and NetClient CS, Web Employee administrators at your firm and at the client site could perform Web Employee administration tasks through the **Web Employee Clients** and **Web Employee Users** links under the Payroll heading in the Home Dashboard.

With this release, we moved Web Employee administration to the administration area of the program. To access Web Employee administration:

- **NetFirm CS administrators and NetStaff CS users who have access to Web Employee administration** must click the Administration NG button at the top of the screen and click the Web Employee button in the navigation pane.
- **Web Employee administrators at the client site** must log in to NetClient CS and click the Administration button at the top of the screen.

Web Employee check stubs

When your firm pushes check stubs from Payroll CS to Web Employee portals, the check stubs no longer display employees' full social security numbers. For both check stubs that your firm has already pushed and new check stubs, the social security number displays Xs for all but the last four digits of each employee's SSN.

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.