



**NetFirm CS, NetStaff CS, and NetClient CS, v. 2016.1.0
User Bulletin 8409: Update**

November 17, 2016

TO

All NetFirm CS™ and NetStaff CS® users.

This user bulletin explains enhancements and changes that are available in this release of NetFirm CS, NetStaff CS, and NetClient CS®.

CHANGES

With this release of NetFirm CS, we have made the following changes to strengthen data security, protect your business, and comply with [new IRS security requirements](#) for tax software providers and professionals who use tax software.

New password requirements

Due to evolving IRS security mandates, we have enhanced password requirements for NetFirm CS, NetStaff CS, NetClient CS, Web Employee™, and Employee Self-Service.

Passwords must now meet the following standards.

- Minimum of 8 characters
- Must contain at least one uppercase character (A - Z)
- Must contain at least one lowercase character (a - z)
- Must contain at least one number (0 - 9)
- Must contain at least one special character (for example, @, #, or \$)

Additionally, your firm has the option to prohibit passwords from containing a user's login or first/last name.

For more information on password requirements, please see [Password guidelines and tips](#).


To share the impact of these changes with your clients, we've created message text that you can copy and paste, customize, and send using your preferred method of client communication. You can find this text in the [Communicating stronger portal security requirements to your customers](#) topic in the Help & How-To Center.

Timeout period

After 30 minutes of inactivity, NetStaff CS, NetClient CS, Web Employee, and Employee Self-Service users' sessions will time out. Users will need to re-enter their login credentials to continue working. Note that processes such as long print jobs will continue during the timeout.

HELP & SUPPORT

Help & How-To Center

For answers to questions on using NetFirm CS, NetStaff CS, or NetClient CS, access the Help & How-To Center by clicking the  button and selecting a topic. You can also use the field at the top of the

Help menu to search for topics. For more information, including sample searches, see [Finding answers in the Help & How-To Center](#).

Product support

From the [Support Contact Information page on our website](#), you can complete a form to send a question to our Support team. To speak directly with a Support Representative, call (800) 968-0600, press **2** for Product Support, and listen to the available options. Normal weekday support is available from 9:00 a.m. to 8:00 p.m. eastern time. For additional details (including extended support hours for tax season and hours for other applications), visit the [Support section of our website](#).

Website resources and email subscriptions

Visit [our website](#) to access the Tax & Accounting Community, to learn about training courses, to view blogs and articles, and more.

We issue software update notices via email. You can sign up to receive these notices by visiting the [My Account section of our website](#). You'll need to create a web account (if you don't already have one) and then sign up for the Email Subscription service where you can indicate which notices you want to receive.