



NetFirm CS, NetStaff CS, and NetClient CS, v. 2017.1.0  
User Bulletin 8456: Update

February 16, 2017

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## 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®.

## ENHANCEMENTS

This version of NetFirm CS, NetStaff CS, and NetClient CS includes the following enhancements.

### Multi-factor authentication

NetFirm CS now allows firm administrators to enable multi-factor authentication for users of NetStaff CS, NetClient CS, Employee Self-Service, and Web Employee. Multi-factor authentication adds a step to the sign-in process to help confirm each user's identity. While not required, Thomson Reuters **strongly recommends** using multi-factor authentication to provide the highest level of security for your firm and client data.

To use multi-factor authentication, users must install the Thomson Reuters Authenticator mobile app on their mobile devices and then [pair those devices with their application login credentials](#).

Portal administrators can enable multi-factor authentication by clicking Settings in the Admin pane. The settings in the Multi-factor Authentication section are defined below.

- **Staff** (Required or Optional) — The firm administrator can require all staff to enable multi-factor authentication by selecting the Require option.  
  
**Note:** If you choose not to require multi-factor authentication, staff members can enable it for their individual accounts by clicking their portal name and choosing Manage Multi-Factor Authentication.
- **Client / ESS / Web Employee** (Optional or Off) — By default, NetClient CS, Employee Self-Service, and Web Employee users will not have the option to enable multi-factor authentication. However, the portal administrator can make multi-factor authentication available optionally to these users by clicking the Optional setting. In this case, users can enable multi-factor authentication by clicking their portal name and choosing Manage Multi-Factor Authentication.


For more information about multi-factor authentication and the Thomson Reuters Authenticator app, please see [Why Multi-Factor Authentication Matters](#) on our website, and [Multi-factor authentication overview](#) in our Help and How-To Center. For an email template you can use to tell your clients about multi-factor authentication, see [Communicating with your customers about multi-factor authentication](#).

### reCAPTCHA verification

NetFirm CS now uses reCAPTCHA to defend against bots during the login process. A simple click in the box enables you to continue logging in.

## 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

Normal weekday support is available from 9:00 a.m. to 8:00 p.m. ET.

From the [Support Contact Information page on our website](#), you can do the following.

- Send an email message to our Support team by completing and submitting the Questions and Technical Assistance form. We'll respond within 24 hours (excluding weekends).
- Find additional information, including other methods of contacting Support, extended support hours for tax season, and support hours for other applications.

You can access the Support section of our website from within Accounting CS by choosing **Help > Additional Resources > General Support Information**.

### 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.