



NetFirm CS, NetStaff CS, and NetClient CS, v. 2018.4.1
User Bulletin 8587: Update

September 8, 2018

TO

All NetFirm CS™ and NetStaff CS® users.

This user bulletin explains a change available in this release of NetFirm CS, NetStaff CS, and NetClient CS®.

ENHANCEMENTS

Multi-factor authentication

With the latest update of NetFirm CS, we added the following improvements to the multi-factor authentication (MFA) process.

Emergency access codes

You can now [generate a set of emergency access codes](#) that you can copy and store in a secure location. Each code can be used once to verify your identity during login.

You can generate a new set of access codes at any time, but the new set replaces any unused codes from the previous set.

Support for third-party MFA verification apps

You can now use other popular [third-party apps](#) to provide codes for MFA verification.

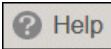
Support for multiple MFA devices

You can now [link your account to more than one device](#) to use for MFA verification.

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.

- For questions about Virtual Office CS® or Software as a Service (SaaS), [start a chat](#) with our Support team on weekdays from 9:00 a.m. to 5:30 p.m. ET.
- 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.

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.