



2019 PLANNER CS, v.2019.1.0

User Bulletin 19.1.0b: Help & Support Information

November 25, 2019

This user bulletin explains how to access Planner CS® resources that help you find answers to your questions, understand where to enter data, and contact CS Support.

Help & How-To Center

The Help & How-To Center provides one-stop access to the information you need while using Planner CS. You can find details on new features, procedures for various tasks, answers to frequently asked questions, productivity and troubleshooting tips, alerts about timely issues, and more.

To access the Help & How-To Center, choose Help > Help & How-To, or use the



field in the toolbar to search for articles.

For more information, see [Finding answers in the Help & How-To Center](#).

Alerts and Notices

View important information related to your application, such as the status of known issues, recently-corrected problems, and answers to common questions, on the [Planner CS: Alerts and notices](#) page.

Bulletins

Stay informed of application updates and changes throughout the tax season. The [Planner CS user bulletins](#) article (in our Help & How-To Center) displays automatically when you open Planner CS after a release or update. To access bulletins at any time, choose Help > Bulletins from within Planner CS.

Additional resources

The following resources are accessible from the Help menu.

- The [Support section of our website](#)
- Answers to [frequently asked questions](#)
- Information on [contacting our Support department](#)
- The [getting started guide and quick-reference tip sheet](#)

Another helpful resource is the Find feature in Planner CS, which helps you locate specific fields or tabs in the main data-entry window. To locate data-entry tabs or fields, open a plan, choose Edit > Find, and choose either Tab or Field. See the [Find Field](#) and [Find Tab](#) articles in the Help & How-To Center for more information.