Subject: New sign-in experience coming for NetClient CS in November 2023

Sent: October 18th, 2023

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This is a follow-up to the ‘[*'New sign-in experience coming in November 2023’*](https://www.thomsonreuters.com/content/dam/helpandsupp/en-us/gofileroom/files/new-sign-in-experience-coming-nov-2023-email-oct-9-23.zip)*’* communication sent on Monday, October 9. That e-mail included resources to help your firm’s staff prepare for the upcoming change; however, the update will also benefit your NetClient CS customer base.

To assist your firm in communicating these scheduled changes with your NetClient CS customer base, we have created e-mail templates and videos that can be shared with your clients.

* [NetClient Communication Template](https://www.thomsonreuters.com/content/dam/helpandsupp/en-us/gofileroom/files/netclient-communication-template.zip)
* [NetClient and Onvio Client Center Communication Template](https://www.thomsonreuters.com/content/dam/helpandsupp/en-us/gofileroom/files/netclient-and-onvio-client-center-communication-template.zip)
* [Migrating your NetClient account video](https://video.tax.thomsonreuters.com/watch/bLMUEU7c569TzFffa916H2?)
* [Migrating your NetClient account when you have an existing Onvio Client Center account video](https://video.tax.thomsonreuters.com/watch/8o4h3H6qpb9UGUjEyBKNsn)

To best prepare for the questions you might receive, we recommend your firm’s NetFirm Admin print the User Accounts report which includes login and name details for every account.

To stay up to date on the latest information and required action steps, please visit [Prepare Now to upgrade to the Thomson Reuters Account](https://www.thomsonreuters.com/en-us/help/account-management/thomson-reuters-account-upgrade.html).

Regards,

 Piritta van Rijn

Head of Product, Accounting, Tax & Practice

Tax & Accounting Professionals

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