Subject: Reminder and Update – New sign-in experience starting November 18, 2023

Sent: November 16, 2023

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Hello, <customer first name>.

On October 24, 2023, you received the “[*Updated schedule for the new sign-in experience coming in November 2023*](https://www.thomsonreuters.com/content/dam/helpandsupp/en-us/Topics/gofileroom/files/updated-schedule-for-the-signin-exp-nov23.zip)*”* communication providing a new release date for our plans to make your Thomson Reuters sign-in experience easier and more secure.

**The move to Thomson Reuters Account and required two-factor authentication** **is now scheduled to go live beginning November 18, 2023**, providing your firm an additional business day to prepare for the improved and more secure sign-in experience across:

* CS Professional Suite, GoFileRoom, AdvanceFlow, and Checkpoint Engage software applications
* NetStaff CS, NetClient CS, Employee Self-Service, and Virtual Client Office CS portal applications
* Virtual Office CS and Software as a Service (SaaS) hosted environments

Support will be available between 10am ET and 4pm ET on Saturday, November 18 and Sunday, November 19, 2023.

To ensure your staff and clients are prepared for this upcoming change, 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) for additional details, including required action prior to or beginning November 18 and available resources to support a smooth transition.

We are excited to share a new highly requested simplified sign-in experience with you!

Piritta van Rijn

Head of Product, Accounting Tax & Practice

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