Subject: Action Required prior to November 17 – Thomson Reuters Account for Virtual Office CS with Microsoft Exchange

Sent: November 1, 2023

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Dear Valued Customer,

On October 9, 2023, a communication, ‘['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)’, was sent to Virtual Office CS and Software as a Service (SaaS) licensees outlining our plans to make your Thomson Reuters sign-in experience easier and more secure. A second communication was sent stating that the updates are now scheduled to release on November 17, 2023.

**As a Virtual Office CS or Software as a Service Microsoft Exchange account user, it is important you create your Thomson Reuters Account prior to November 17th to ensure uninterrupted access to your applications.**

If you do not have a Thomson Reuters Account

* Access [Thomson Reuters Account](https://www.thomsonreuters.com/en-us/profile/about)
* Select ‘Create an account’
* Complete the form, entering the email address you would like to use for your Thomson Reuters Account
* Enable two-factor authentication

If you do have a Thomson Reuters Account

* Sign-in
* Enable two-factor authentication

If you do not recall if you have a Thomson Reuters Account, try to create an account. If an account exists associated with the email address you entered, you will receive a “This email already exists. Try signing-in” message. Click ‘Try signing-in’ to proceed - forgotten passwords can be reset from this screen.

The first time you access NetStaff CS on or after November 17, 2023, you will enter your current NetStaff CS credentials and then be prompted to enter the email address associated with your Thomson Reuters Account. You will authenticate with your Thomson Reuters Account to gain access to your Virtual Office CS or SaaS environment, which includes Microsoft Exchange.

To stay up to date on the latest information and required action steps for your firm’s staff and NetClient CS customer base, please visit [Prepare to upgrade to the Thomson Reuters Account](https://www.thomsonreuters.com/en-us/help/account-management/thomson-reuters-account-upgrade.html).

## WE'RE HERE TO HELP

For questions or additional information, [contact us online](http://cs.thomsonreuters.com/support/contact.aspx) .

Sincerely,

Web Services Team