

QuickBooks Online – FAQ

1. What are my System requirements to be able to use QuickBooks Online?

QuickBooks Online is accessible from any PC running Windows XP SP3 or Vista SP1 and has Microsoft .net Framework 3.5 installed. If you are using Windows XP SP2 you will need to run the below patch.

Download patch <u>click here</u>

We intend to extend this service to Mac and Linux users later this year. The QuickBooks Online service is hosted in the Reckon Data Centre based in Sydney.

2. I get an active x error page when go to web page www.quickbooksonline.com.au

If you are using Internet Explorer 7 or below <u>click here</u> for instructions

If you are using Internet Explorer 8 <u>click here</u> for instructions

3. When I attempt to login, I receive an error advising me that I am using an incorrect username or password

i, make sure you have "QBi\" before your user number (ie "QBi\1234567-1)

ii, Login usernames are always 7 digits in length, you may have to add zeros to the front of your login number. (ie your number is 1234-1 then you will need to change to QBi\0001234-1)

4. How can I upload a QuickBooks Company file to QuickBooks Online?

- 1. You will need to create a QuickBooks Portable Company file in QuickBooks 08/09 or 09/10. Please contact support if you do not have either of these versions available to you.
- 2. Save the file to a local directory on your computer
- 3. Follow the instructions available in this document <u>click here</u>

5. When I uploading my company file to QuickBooks Online I get an error telling me I have to login as admin

When you upload your company file to QuickBooks online you are also upgrading your company file to QuickBooks Enterprise Online 09/10 version and you are required to login to QuickBooks as admin to upgrade the file.

6. I go to print from QuickBooks Online but I am unable to see my local printers.

For QuickBooks Online to operate correctly, your system needs to have Microsoft .Net Framework 3.5 installed. To check if you have this installed go to Control Panel and Add and Remove Programs you should see "Microsoft .Net Framework 3.5 listed. You may download and install this update by visiting



To download Microsoft .Net Framework 3.5 click here

7. Why when I send an email to myself or another recipient it is not received?

If you registered for QuickBooks Online with your work email address (ie john.smith@companyname.com) then you will have a profile setup on our email system with this address. There is currently an issue were if you send an email within QuickBooks using this address to another recipient whose email is also setup on our email server, the email does not reach it's intended destination. Our development team is working towards resolving this particular issue. You may wish to use a different email address than the one used to email from within QuickBooks or provide us with a different email address to use on our email server.

8. I have logged on as one user and now wish to login as another, but when I click on the QuickBooks icon I go straight into the program without being able to enter different login details.

This is due the login detail being saved to your PC, for details on how to clear these settings <u>clicks here</u> for instructions.

9. How can I change my password against my login?

- 1. login to online QuickBooks as per usual
- 2. press the Ctrl, Alt and End keys simultaneously
- 3. you will need to enter your current password
- 4. the new password must conform to the following rules
 - a. Passwords must be at least six characters in length
 - b. Passwords must contain characters from three of the following four categories
 - i. English uppercase characters (A through Z).
 - ii. English lowercase characters (a through z).
 - iii. Base 10 digits (0 through 9).
 - iv. Non-alphabetic characters (for example,!, \$, #, %).

10. I'm experiencing other difficulties, how can I receive support

Our technical support team is available Monday to Friday from 9am to 5pm eastern standard time please call 1300 799 150



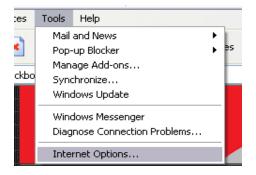
If you are using Internet Explorer 7 or Below

Are you getting an Active X error message.

R	eckon
	QuickBooks' Quicken' ReckonTools ReckonElite ReckonEspreon ReckonShelco
Remo	teApp Programs
\mathbf{x}	ActiveX control not installed or not enabled
	The Terminal Services ActiveX Client control is not available. Before you can access remote programs and connect to remote desktops through TS Web Access, you must install and enable this ActiveX control.
	If your computer does not have the correct version of the Terminal Services ActiveX Client control, you must download and install an update package. To learn about this update and to download the installation package, visit this website.
	If you have already installed the correct update package, you must enable the ActiveX control. To do this, follow your browser's instructions to manage add-ons and to run ActiveX controls. When you enable the ActiveX control, you may see a security warning. Before you continue, make sure that the publisher for the ActiveX control is Microsoft Corporation.
	After you install the package or enable the ActiveX control, you must refresh this Web page.

This mean you will need to enable ActiveX for Microsoft Terminal Services Client Control: to do this follow below instructions

Go to tools\Internet Options



go to Programs tab (will differ depending on what IE you are using)



Click on Manage Add-ons





in the show drop down box select "Add-ons currently loaded in Internet Explorer"



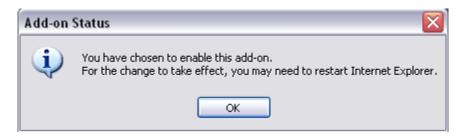
you will find two Microsoft Terminal Services Client Control that will both need to be enabled. Highlight one

Name	Publisher	Status	Туре
Disabled			
👏 Microsoft Terminal Servi.	Microsoft Corporation	Disabled	ActiveX Control
🔊 Microsoft Terminal Servi.	Microsoft Corporation	Disabled	ActiveX Control

at the bottom of the Manage Add-ons screen under Settings select Enable

Settings		Update-
To disable an add-on, click it and then click Disable. To update an ActiveX control, click it and then click Update ActiveX.	⊙ Enable ○ Disable	Click here add-on

click OK on message advising of change



This will then need to be repeated for the other Microsoft Terminal Service Client Control Addon.

<u>Click here</u> to return to FAQ's



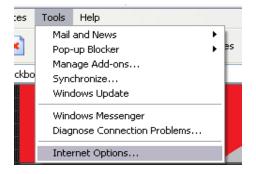
If you are using Internet Explorer 8

Are you getting an Active X error message.

	QuickBooks' Quicker ReckonTools ReckonElite ReckonEspreon ReckonShelco
Remo	teApp Programs
\bigotimes	ActiveX control not installed or not enabled The Terminal Services ActiveX (lient control is not available. Before you can access remote programs and connect to remote desktops through TS Web Access, you
	must install and enable this ActiveX control.
	If your computer does not have the correct version of the Terminal Services ActiveX Client control, you must download and install an update package. To learn about this update and to download the installation package, visit this website.
	If you have already installed the correct update package, you must enable the ActiveX control. To do this, follow your browser's instructions to manage add-ons and to run ActiveX controls. When you enable the ActiveX control, you may see a security warning. Before you continue, make sure that the publisher for the ActiveX control is Microsoft Corporation.
	After you install the package or enable the ActiveX control, you must refresh this Web page.

This mean you will need to enable ActiveX for Microsoft Terminal Services Client Control: to do this follow below instructions

Go to tools\Internet Options



go to Advanced tab (will differ depending on what IE you are using)

Internet Options	? 🗙
General Security Privacy Content Connections Program;	Advanced
Settings	

at the bottom of the Advanced tab select Restore Advanced Settings



*Takes effect after you restart Internet Explorer				
	Restore advanced settings			
Reset Internet Explorer settings]			
Resets Internet Explorer's settings to t condition.	heir default Reset			

the follow box will appear, wait for it to finish and then select close.



you will now get and message advising you that your Internet Explorer will need to restart for changes to take effect select restart.

After restarting Internet Explorer you will now see the QuickBooks launch Icon.



<u>Click here</u> to return to FAQ's

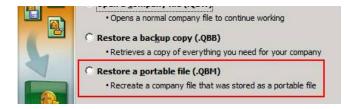


Restoring a file to QuickBooks Online.

- 1, have a portable company file saved on the c:
- 2, connect to QuickBooks online
- 3, go to file\Open or Restore Company file



4, select restore Portable company file (.QBM)



5, in the drop down look in box select the C:

🛿 Open Po	ortable Company File		
Look in:	🚽 1210454-1 (\\pyrqbifs) (Q:)	- 2 0	
Name -	Recent Items		
WIND	Desktop	<u> </u>	
AN MATINE	Michael Stone		
	Public		
	Computer		
	🗇 1210454-1 (\\pyrgbifs) (Q:)		
	M on MICHAELS		
	P on MICHAELS		
	T A ON MICHAELS		
	A on MICHAELS		
	D on MICHAELS	1	.
File name	W on MICHAELS		Open
	C on MICHAELS		
Files of typ	U on MICHAELS	BM) 🔻	Cancel

- 6, select portable company file
- 7, click next and the save as box will appear

8, make sure that is saving to the Q: or the shared Drive which is shown by an short cut symbol



Save in:	🚎 <mark>1210454</mark> -	l (\\pyrqbifs)	(Q:)	- 6
Name +	- Date	- Type	- Size	-
WINDO			Advanced Restimat to Restimat solution	NO

10, then select save.

<u>Click here</u> to return to FAQ's



Logging in as a new User

Once you have logged in using one set of login detail and now wish to login with another you will need to do the following.

Right click on Taskbar and select Task Manager

ī.	Show the Desktop
	Task Manager
Page 5 Sec 1	Lock the Taskbar
🦺 start 🔰	Properties

Go to Processes Tab

	📕 Windows Task Manager						
Fi	le	Options	View	Help)		
					· · · · · · · · · · · · · · · · · · ·		
1	App	olications	Proces	sses	Performance	Networking	
ľ	App	olications	Proces	sses	Performance	Networking	

select the mstsc.exe process and end the process

explorer.exe	MICHAELS	01	58,920 K	
axibridge.exe	MICHAELS	00	2,776 K	1
mstsc.exe	MICHAELS	00	9,756 K	
Ncompass.exe	MICHAELS	00	18,592 K	
OUTLOOK.EXE	MICHAELS	00	27,428 K	
OBDBMar eve	MICHAELS	00	22 204 K	

now go back to the QuickBooks icon Page

Reckon	QuickBooks*	Quicken	Reckon Tools	ReckonElite	Reckon Espreon	Reckon Shelco	205
RemoteApp Programs							2
QuickBooks Enterprise 2009-10							

and un-tick the box at the bottom of the page

I am using a private computer that complies with my organization's security policy. (More information...)



now click on the QuickBooks Enterprise 09/10 icon and the login screen will now appear again but with no login details

emoteApp			
	ials for www.quickb will be used when yo		
User name:	1	~	
Password:			
	Remember m	y password	
		Cance	

Click here to return to FAQ's