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 click here

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 click here for instructions

If you are using Internet Explorer 8 click here 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 click here

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 clicks here 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
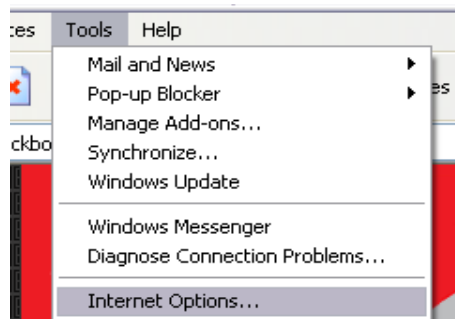
If you are using Internet Explorer 7 or Below

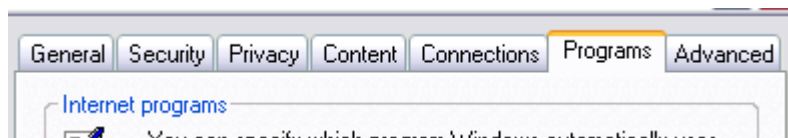Are you getting an Active X error message.
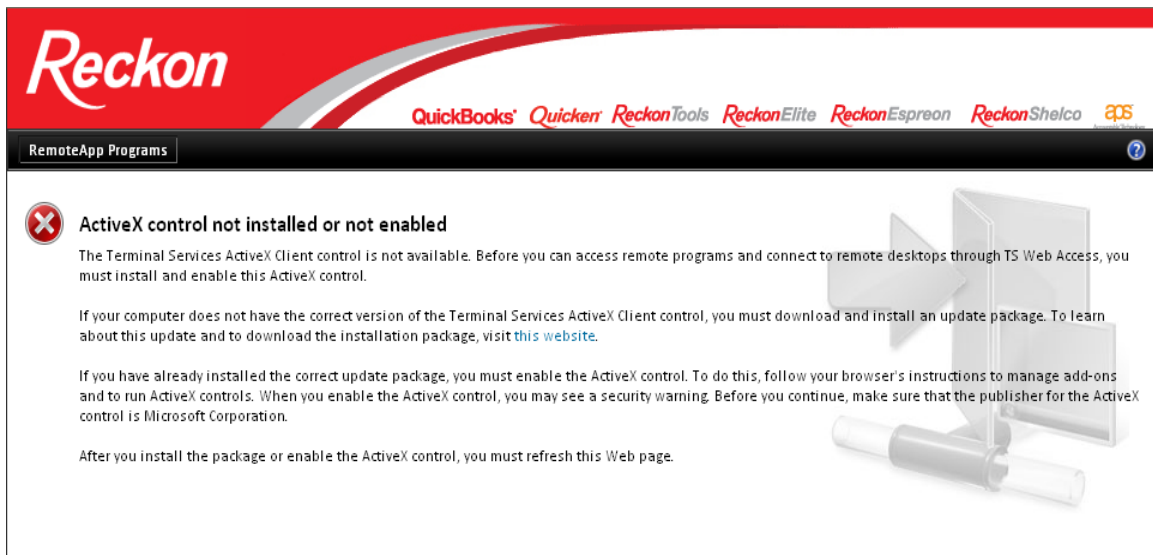
This mean you will need to enable ActiveX for Microsoft Terminal Services Client Control: to do this follow below instructions
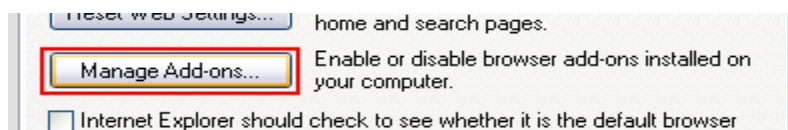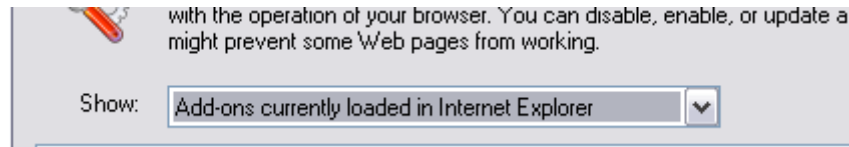
Go to tools\Internet Options

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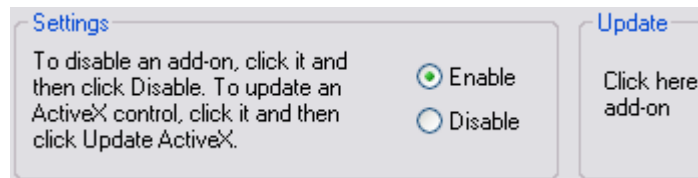

Click on Manage Add-ons

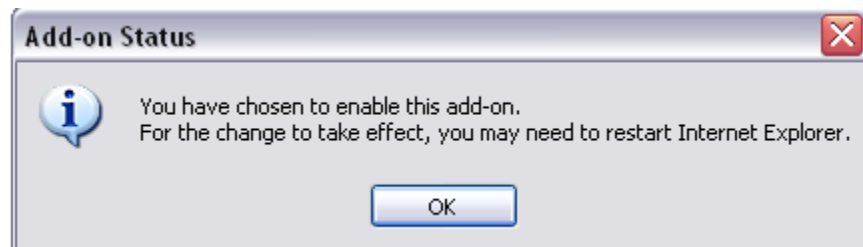in the show drop down box select "Add-ons currently loaded in Internet Explorer"

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

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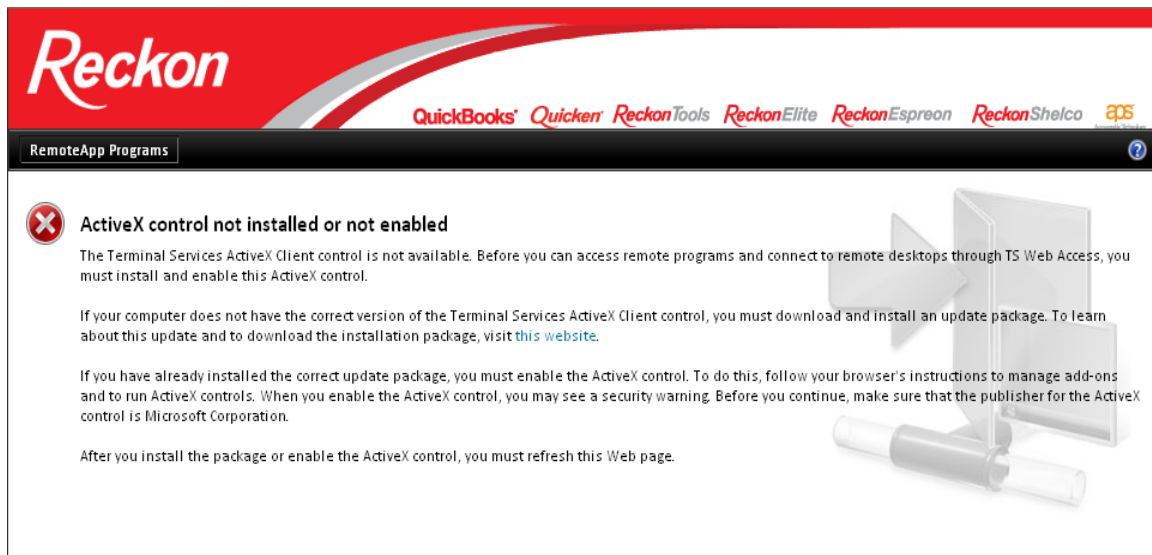

click OK on message advising of change

This will then need to be repeated for the other Microsoft Terminal Service Client Control Add-on.
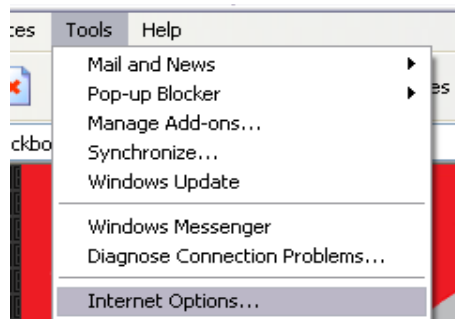
Click here to return to FAQ's

If you are using Internet Explorer 8

Are you getting an Active X error message.

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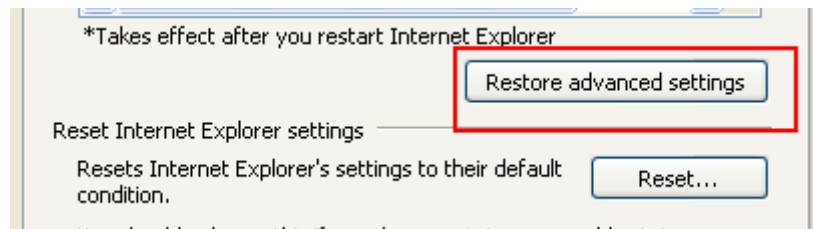
Go to tools\Internet Options

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

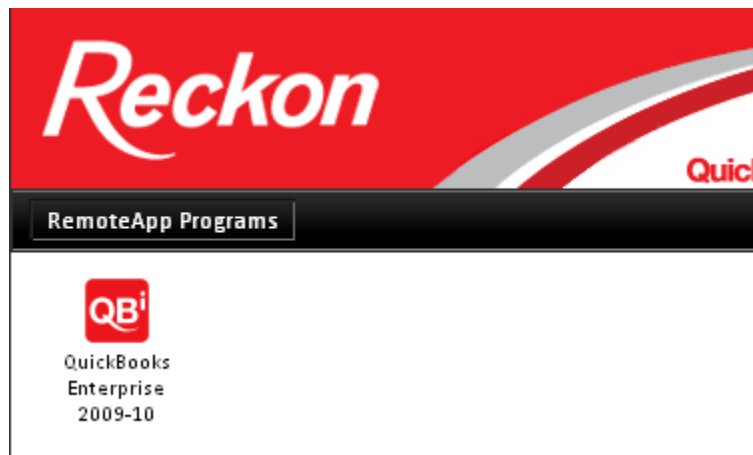at the bottom of the Advanced tab select Restore Advanced Settings

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.

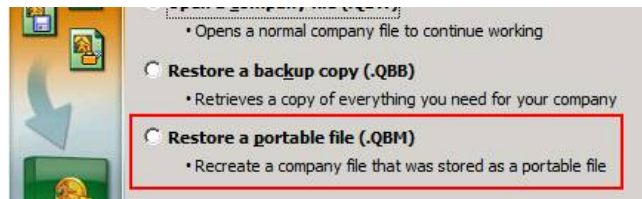After restarting Internet Explorer you will now see the QuickBooks launch Icon.

Click here to return to FAQ's
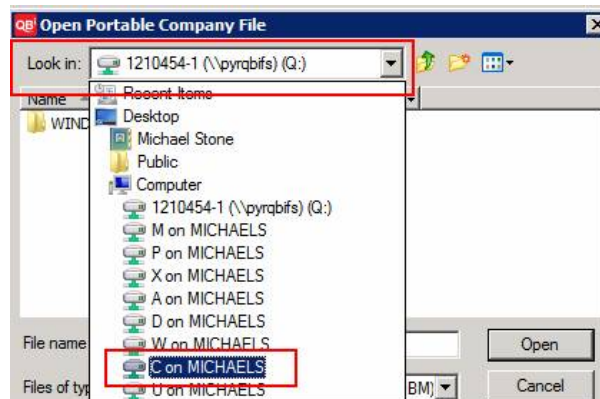

Restoring a file to QuickBooks Online.

1, have a portable company file saved on the c:

2, connect to QuickBooks online
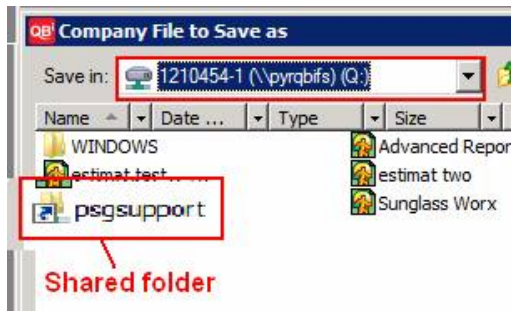
3, go to file\Open or Restore Company file

4, select restore Portable company file (.QBM)

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

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
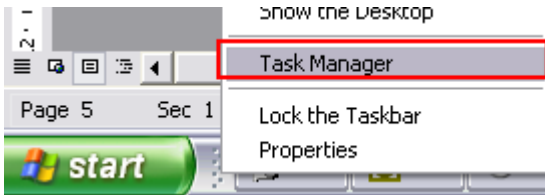
10, then select save.

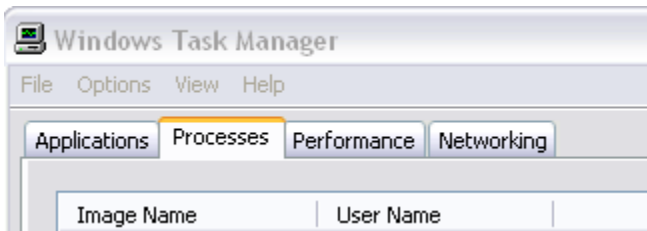[Click here](#) to return to FAQ's

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.

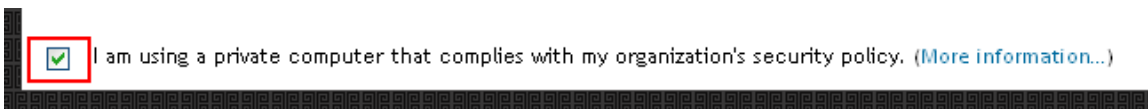Right click on Taskbar and select Task Manager

Go to Processes Tab

select the mstsc.exe process and end the process

now go back to the QuickBooks icon Page

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

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

[Click here](#) to return to FAQ's