



## APPENDIX C QUICKBOOKS ISSUE RESOLUTION

*Appendix C QuickBooks Issue Resolution* provides you with information about the following frequently asked questions (FAQs) and issue resolution tips:

- QuickBooks Issue Resolution Strategy ..... C.2
- QuickBooks Help & Live Community ..... C.3
- QuickBooks Installation FAQs ..... C.4
- QuickBooks Registration FAQs ..... C.4
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## QUICKBOOKS ISSUE RESOLUTION STRATEGY

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### WHY ARE QUICKBOOKS ISSUE RESOLUTION SKILLS VALUABLE?

As the rate of change in technology accelerates, issue resolution skills become even more valuable. Ask yourself this question: *If you were an employer, would you want to hire someone who is always interrupting other employees' work to ask technology questions or someone who has well honed issue resolution skills? Which employee would you hire?*

### WHAT IS A QUICKBOOKS ISSUE RESOLUTION STRATEGY?

When you encounter a QuickBooks issue, try the following strategy to develop your QuickBooks issue resolution skills:

**Appendix**

1. Reread the directions in your text, checking off the step-by-step instructions as you complete each step. QuickBooks is unforgiving if you skip a step or two.
2. Review *Appendix C: QuickBooks Issue Resolution* for FAQs.
3. Search the QuickBooks Help & Live Community and [www.quickbooks.com/support](http://www.quickbooks.com/support) for answers to your questions
4. Go to [www.My-QuickBooks.com](http://www.My-QuickBooks.com) to check for the latest update information or known issues.
5. Contact your instructor in a professional manner. Try using the following ABC approach when you email your professor with a QuickBooks question.
  - A. State the specific issue that you are experiencing. Be explicit and include screen captures in your email of any warnings or error messages. Refer to specific text pages if applicable.
  - B. List the specific action steps you have taken to attempt to resolve the issue. This should follow the order of the first three steps listed above. State the result of the action and/or why it did not work.
  - C. Provide your instructor with any additional information that might be helpful in resolving the QuickBooks issue.

## QUICKBOOKS HELP & LIVE COMMUNITY

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### QUICKBOOKS HELP

To search QuickBooks Help to troubleshoot the QuickBooks issue you are experiencing:

1. Select **Help** menu > **QuickBooks Help**.
2. Type your question into the Search field.
3. Click the **Search** icon.
4. Click on a search result to view the Help information.

### QUICKBOOKS LIVE COMMUNITY

QuickBooks Live Community is an award winning feature that permits QuickBooks users to post questions and answers to a QuickBooks Live Community. To search QuickBooks Live Community to troubleshoot the QuickBooks issue you are experiencing:

1. Select **Help** menu > **QuickBooks Help**.
2. Type your question into the Search field.
3. Click the **Search** icon.
4. View **Answers from Community**.
5. Click on a search result to view the Help information.

Another way to search for answers to receive results from Intuit, Live Community, and Internal Revenue Service, all at the same time is as follows:

1. Select **Help** menu > **Ask Intuit**.
2. When the website opens, type your question into the search field.
3. Click **Search**. Results are displayed under three tabs:
  - Intuit Results
  - Community Results
  - IRS Results
4. Select the appropriate results tab.

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If you do not find an answer to your question in your searches, to post a question to QuickBooks Live Community:

1. Select **Help** menu > **QuickBooks Help**.
2. Select **Still Need Help?**
3. Select **Ask our community of experts**.
4. Type your question. Click the **Ask** button.

## QUICKBOOKS INSTALLATION FAQs

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### HOW DO I INSTALL MY QUICKBOOKS 160-DAY TRIAL VERSION?

#### Appendix

For instructions to install your QuickBooks 160-day trial version software, see *Appendix A: Install & Register QuickBooks Software*.

### MY TEXT DOES NOT HAVE THE 160-DAY TRIAL SOFTWARE

Only new copies of the textbook purchased from bookstores or online vendors come with the 160-day trial version. This is a trial version of the software that will allow you to complete the text assignments.

## QUICKBOOKS REGISTRATION FAQs

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#### Register your QuickBooks software!

Failure to register your QuickBooks trial version software will result in the software no longer functioning.

### QUICKBOOKS KEEPS PROMPTING ME TO REGISTER

If QuickBooks prompts you to register your version of QuickBooks, please do so. Follow the prompts using the information on your CD jacket.

### WHY AM I ASKED FOR A VALIDATION CODE?

A validation code is necessary only when registering the full version of QuickBooks. Please register the trial version when prompted at installation or when reminded using the codes on the CD jacket. If you decide to purchase the full version later, you will need the validation code at that time.

## QUICKBOOKS EXPIRED BEFORE 160 DAYS

If QuickBooks tells you that your trial version has run out before the 160 days have passed, it may be due to one of the following:

1. The trial version was not registered when prompted.
2. The date on the operating computer has been set forward and is now past 160 days since installation.
3. The trial version came with a used textbook and has already been registered and used for its allotted time.

## SOFTWARE FAQs

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### QUICKBOOKS GIVES ME A “FAILED” MESSAGE

When trying to open a QuickBooks file, if an *Error: Failed* window appears, try one of the following solutions:

1. Make sure that you are opening the file correctly: select **Open or Restore Company > Restore a backup copy**. QuickBooks (.QBB) data files are compressed and cannot be opened simply by double-clicking on the file.
2. The files might have been corrupted at download and you might need to restart with a new downloaded file. Delete the files you downloaded onto your computer. Go to the Online Learning Center and download the files again. Instructions for accessing the Online Learning Center are provided in *Appendix A: Install & Register QuickBooks Software*.
3. If you receive an error message that your QuickBooks file needs to be rebuilt, select **File menu > Utilities > Rebuild Data**.
4. If the previous solutions do not work, you may need to repair QuickBooks. To repair QuickBooks, insert the QuickBooks software CD in the CD drive of your computer. For some Windows operating systems, you can select **Start > Settings > Control Panel > Add/Remove Program > QuickBooks > Repair**.

### QUICKBOOKS HAS LOCKED ME OUT

If you did not register your trial version of QuickBooks at installation or when prompted, you will eventually be locked out of the software. If this happens, go to **Help** menu > **Register QuickBooks**. Complete the registration process. If this solution is not successful, try

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uninstalling QuickBooks software, reinstalling the software, and then registering QuickBooks.

### QUICKBOOKS HAS LOCKED UP OR FROZEN

If QuickBooks locks up, try one of the following solutions:

1. Shutdown QuickBooks software using the Task Manager. Press the CTRL+ALT+DELETE keys at the same time. Select **Task List** (or **Start Task Manager**) > **Applications** tab > **QuickBooks** > **End Task**.
2. Reboot your computer. QuickBooks uses a large amount of memory when operating. If your system does not have adequate memory, this can cause your computer to freeze. Rebooting may take care of this problem.

## DATA FILE FAQs

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### HOW DO I USE THE DATA FILES?

#### Appendix

For step-by-step instructions to use the .QBB backup data files that accompany *Computer Accounting with QuickBooks*, see *Appendix B: Back Up & Restore QuickBooks Files*.

The data files are available on a CD that accompanies the text or can be downloaded from the text Online Learning Center at [www.mhhe.com/kay2015](http://www.mhhe.com/kay2015).

The data files can be restored and used when your data file is corrupted or contains an irresolvable error.

### WHEN MY DATA FILES OPEN THE HOME PAGE DOESN'T APPEAR

Occasionally when opening a data file, an additional window will appear on the screen based on what you last had open when you were using QuickBooks. Simply close the window and click **Home** on the Icon bar to display the Home page.

### THE DATA FILES TAKE A LONG TIME TO DOWNLOAD

If the data files are slow to download directly from the Data CD, try the following:

## Appendix

1. Copy the files to your desktop first. If you are downloading to a removable drive that is almost full, it may take a long time to download the files.
2. Make sure you are restoring the data file as directed in *Appendix B: Back Up & Restore QuickBooks Files*. You cannot open the data files by double-clicking on the file. Instead, you must restore the file using QuickBooks software.
3. Close other programs running on your computer that might be slowing your computer down.
4. Reboot your computer.

### WHAT DO I DO IF THE DATA FILES ARE ZIPPED?

Unzip compressed backup data files from the Online Learning Center at [www.mhhe.com/kay2015](http://www.mhhe.com/kay2015) as follows:

1. Double-click the file link on the Online Learning Center.
2. From the File Download menu, select **Save**.
3. Choose the folder to save the file, and click **Save**.
4. From the File Download menu, choose **Open Folder**.
5. **Right-click** on the zipped file and choose **Extract All**.
6. The files within the zipped file will then appear within that folder. If necessary, choose which file to unzip and double click.

Some versions of Windows will open up an Extraction Wizard. If so, simply follow the defaults and choose **Show extracted files** to view and open files.

## BACK UP & RESTORE FAQs

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### HOW DO I BACK UP OR RESTORE?

## Appendix

Detailed backup and restore instructions are provided in *Appendix B: Back Up & Restore QuickBooks Files*.

Depending on your classroom situation, there are two different approaches to completing the assignments: Workflow or Restart & Restore. The Workflow approach is similar to the workflow that most businesses use. In a typical business environment, you would continue to use the same .QBW file, backing up periodically. This is

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a good option if you will be using the same computer throughout your entire course.

If you will be switching between campus and home computers, then you may want to use the Restart & Restore approach, where you will make a backup data file each time you complete a chapter. Then when you change computers, you will restore the backup file to restart your work in QuickBooks. You can use your own backup data file or use the data files that are provided on the data file CD or the Online Learning Center.

Additional information about the Workflow and Restart & Restore approaches are contained in *Appendix B*.

### MY QUICKBOOKS FILE WON'T OPEN

If you are trying to open a backup file from the student CD or after downloading the file from the Online Learning Center, you cannot simply double click on the backup file to open it. In order to open a backup file you must restore the backup using QuickBooks software.

Appendix

See *Appendix B: Back Up & Restore QuickBooks Files* for step-by-step directions on opening and using your backup files.

## TEXT INSTRUCTION FAQs

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### THE TEXT INSTRUCTIONS DO NOT MATCH MY SCREEN

If your screen does not match the text instructions, it may be due to software updates. To see the latest updates and changes, go to [www.My-QuickBooks.com](http://www.My-QuickBooks.com) or the Online Learning Center (select Text Updates).

### THE TEXT SCREEN CAPTURES DO NOT MATCH MY SCREEN

If your screen or printed report does not match those in the text, it may be due to differences in software systems. The text is created using Windows 7 operating system and QuickBooks Accountant 2015. If your QuickBooks software is a different version or your operating system is different, this may explain the discrepancy.



## I THINK I FOUND AN ERROR IN THE TEXT

Every effort is made to eliminate all errors in the text; however, if you think you found an error, it might have already been discovered. Go to [www.My-QuickBooks.com](http://www.My-QuickBooks.com), the QuickBooks student website, for the latest updates. Or go to the Text Updates section of the Online Learning Center to see the latest updates and changes. If the discrepancy is not listed in the text updates, please speak with your instructor for assistance.

## CORRECTING ERRORS

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QuickBooks provides a number of ways to correct errors. When you discover an error often determines how you correct the error. For example, if you make an error when you are entering information into an onscreen check form, you can correct the error using the Backspace key. However, if you do not discover the error until after the check is saved, you should void the check and prepare a new check.

### CORRECTING ERRORS BEFORE DOCUMENT IS SAVED

In general, errors detected before the document is saved can be corrected in one of the following ways:

1. **Backspace key:** Deletes characters to the left of the cursor in the current field you are entering.
2. **Delete key:** Deletes characters to the right of the cursor.
3. **Undo command:** Before you press the *Enter* key, you can undo typing on the current line.
4. **Clear button:** On some onscreen forms, a Clear button appears in the lower right corner of the window. Clicking this button clears all fields on the screen.
5. **Revert command** (Edit menu): Reverts the entire screen back to its original appearance.

## BACKSPACE

The Backspace key erases the character to the *left* of the cursor. The Delete key erases the character to the *right* of the cursor.

Use the data file for any of the Chapters 1 through 7 company files.

Davis Business Associates should automatically appear in the *Address* field.

The Backspace key is used to correct errors that occur when you are entering data. For example, if you mistype a company name on a check, you can use the Backspace key to delete the incorrect characters. Then enter the correct spelling.

Assume you need to write a check to Davis Business Associates for professional services performed for your company.

To use the Backspace key to correct an error on a check:

1. With the Rock Castle Construction Company file open, click **Write Checks** in the **Banking** section of the Home page to display the *Write Checks* window.
2. When the *Write Checks* window appears:
  - Select **Print Later**.
  - Select from the *Pay to the Order of* drop-down list: **Davis Business Associates**.
  - Type the street address: **1234 Brentwodo**.
3. The correct address is 1234 Brentwood. Press the **Backspace** key **twice** to erase “do.”
4. Type “od” to finish entering Brentwood.

## UNDO

The Undo command can be used to undo typing before you press the Enter key.

To use the Undo command:

1. With the same *Write Checks* window still open and the check for Davis Business Associates displayed, type the city and state for the Davis address: **Bayshore, CA**.
2. After you type the address, Mr. Castle tells you the address is San Diego, CA, not Bayshore. To use the undo command, click **Edit** on the Menu bar. Then click **Undo Typing**. Bayshore, CA, will be deleted.
3. Next, enter the correct city and state: **San Diego, CA**.

You can only use the **Undo** command *before* moving to a new field.

The Revert button permits you to revert the onscreen form back to its appearance when you opened the saved onscreen form. This feature can be used before the onscreen form has been resaved.

If the correction involves a check (Write Checks, Pay Bills, or Create Paychecks), display the check in the *Write Checks* window by clicking **Previous** or select **Edit** menu > **Find**.

The Undo command is useful if you want to delete an entire line of typing.

## CLEAR

A Clear button is usually located in the lower right corner of an unsaved onscreen form. If you start entering data and want to clear all the fields in the onscreen form, click the **Clear** button.

After an onscreen form has been saved, the Clear button changes to a Revert button.

The Clear command also appears on the Edit menu. This command can be used before a document, such as a check, has been saved.

To illustrate, assume that you decide to wait to pay Davis Business Associates until it completes all the work it is performing for you. Therefore, you want to erase everything that you have entered on the check.

To use the Clear function:

1. With the *Write Checks* window still open and the check for Davis Business Associates displayed, click **Edit** on the Menu bar.
2. Click **Clear**. The *Write Checks* window returns to its original appearance with blank fields. The information you entered about Davis Business Associates has been erased.

The Clear command on the Edit menu and the Clear button on the onscreen form perform the same function: both clear the contents of an onscreen form that has not yet been saved.

## CORRECTING ERRORS ON SAVED DOCUMENTS

Once a document has been saved, you can use one of three approaches to correct the error:

1. **Display** the document, correct the error, then save the document again.
2. **Void** the erroneous document, then create a new document.
3. **Delete** the erroneous document, then create a new document.

## ENTER CORRECTIONS IN SAVED ONSCREEN FORM

To enter corrections in a saved onscreen form, complete three steps:

1. Display the erroneous onscreen form. For example, display an incorrect invoice in the *Create Invoices* window.
2. Correct the error by entering changes directly in the onscreen form.
3. Save the onscreen form.

You cannot correct deposits using this approach. If you attempt to make changes to a saved deposit, you will receive a warning that you must delete the deposit and then reenter the appropriate information.

## VOID

The Void command will void a document and remove its effect from your accounting records. For example, if you void a check, the check amount is no longer deducted from your checking account. The check will still appear in your QuickBooks records, but it is labeled Void.

To void a document in QuickBooks, first display the document on your screen. Then select **Edit** from the Menu bar. The Edit menu will change depending upon the document that has been opened. For example, if you open a check, the Edit menu will display “Void Check.” If you open an invoice, then the Edit menu will display “Void Invoice.”

To void a check in QuickBooks:

1. With the *Write Checks* window open, enter the following information for Davis Business Associates:

<b>Date</b>	12/15/2019
<b>Check Amount</b>	\$200.00
<b>Account</b>	Professional Fees



Notice that VOID now appears in the Memo field of the check and the amount of the check has been changed to \$0.00.

2. Click **Save & Close** to save the check.
3. Next, you decide to void the check and pay Davis Business Associates at a later time. Display the check for Davis Business Associates on 12/15/2019 for \$200.
4. Click **Edit** on the Menu bar.
5. Click **Void Check**.

The voided check will remain in your QuickBooks records but the amount of the check will not be deducted from your checking account.

To void an invoice:

1. Open any invoice.
2. Click **Edit** menu.
3. If you wanted to void the invoice, you would click Void Invoice. For this activity, close the Edit menu by clicking anywhere outside the Edit drop-down menu.

Notice that the Edit menu now displays Void Invoice instead of Void Check.

## DELETE

The difference between the Delete command and the Void command is that when the Delete command is used, the document is deleted and completely removed from your QuickBooks records. The document is no longer displayed in the QuickBooks records.

When the Void command is used, the document's effect upon your accounts is removed from your accounting records, but the voided document still appears in the QuickBooks records marked "VOID."

When the Delete command is used, the document is removed from your accounting records. The audit trail maintains a record of all changes made to your QuickBooks records, including deleted documents, but the document itself does not appear in your QuickBooks system.

To delete the Davis Business Associates check:

1. Display the voided check to Davis Business Associates.
2. With the check displayed on your screen, click **Edit** menu.
3. Click **Delete Check** to delete the check. Now this check will no longer appear in your QuickBooks accounting records.
4. Click **OK** when asked if you are sure you want to delete the check.
5. Close the *Write Checks* window.

The Delete command removes the document from your records. If you want to maintain a record of the document but simply remove its effect from your records, use the Void command. The Void command provides a better trail of changes made to your accounting records.

To delete an invoice, simply display the invoice onscreen, then click Edit. Instead of Delete Check appearing on the Edit menu, Delete Invoice will appear.

## PRINTER FAQs

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### THE PRINTER WON'T PRINT

If the printer will not print try the following:

1. Verify the printer has paper.
2. Verify the printer is not out of ink or toner.
3. Verify the paper is loaded correctly in the printer.
4. Print a test page to verify the printer is functioning.
5. Verify the latest print drivers are installed on your computer. If necessary, refer to the printer manufacturer website.

### MY COMPUTER CANNOT CONNECT TO THE PRINTER

If you receive an error message that your computer cannot connect to the printer, try the following:

1. The printer may be turned off. Verify the printer is turned on.
2. Try using another printer on the network.

## ADDITIONAL ISSUE RESOLUTION RESOURCES

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Look to these additional resources for issue resolution assistance:

1. Student website: [www.My-QuickBooks.com](http://www.My-QuickBooks.com). Check the QuickBooks student website for the latest updates.
2. Online Learning Center: [www.mhhe.com/kay2015](http://www.mhhe.com/kay2015). Look here for FAQs and text updates.
3. QuickBooks Support: [support.quickbooks.intuit.com](http://support.quickbooks.intuit.com). Look here to search the QuickBooks support database for articles and community posts that might answer your questions.
4. Customer Support: [888-246-8848](tel:888-246-8848). Call toll free and select Customer Support to talk to an Intuit specialist.