

Appendix

A

Troubleshooting

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WHY DO MY SCREENS LOOK DIFFERENT?

The screens shown in the textbook may differ from what you see. Each time you sign on, QuickBooks Online is the most current version. As versions are updated, screens may differ. The screen changes are usually minor and do not affect the features and functions of the software.

In most chapters, FYI boxes remind you that updates are automatic. To learn more about updates, to the QuickBooks update archive at <http://quickbooks.intuit.com/blog/quickbooks-update-archive/>.

HOW TO VIDEOS

You can watch short videos about some of the top activities in QuickBooks at <http://quickbooks.intuit.com/tutorials/>. As of this writing the following videos are included:

1. Manage expenses
2. Track sales
3. Invoice customers
4. Pay employees
5. Accept online payments
6. Get ready for tax time

SWITCHING FROM QUICKBOOKS DESKTOP

To learn about how to import QuickBooks Desktop data to QuickBooks Online, go to <http://quickbooks.intuit.com/move-from-desktop-to-online/>. Watch a video or choose your desktop product for a step-by-step guide that shows you how to make a copy of your data and import it into QuickBooks Online. The products include QB desktop Pro or Premier, QB desktop for Mac, and QB Enterprise.

WHAT BROWSERS CAN I USE?

Recommended browsers:

Chrome (current stable release):

<https://www.google.com/chrome/browser/>

Firefox (current stable release): [https://www.mozilla.org/en-](https://www.mozilla.org/en-US/firefox/new/?utm_source=firefox-com&utm_medium=referral)

[US/firefox/new/?utm_source=firefox-com&utm_medium=referral](https://www.mozilla.org/en-US/firefox/new/?utm_source=firefox-com&utm_medium=referral)

Internet Explorer 10: <http://windows.microsoft.com/en-gb/internet-explorer/browser-ie#touchweb=touchvidtab1>. To complete the textbook, the author used Internet Explorer 11 with QBO.

Compatible browsers for tablet/mobile devices:

You can access QuickBooks Online with Android, or a Windows 8 device. Some QuickBooks features are available only when viewed from computers (Windows or Mac). Other features may not work as expected.

Looking for an app instead?

Read about QuickBooks Online mobile apps at <https://apps.intuit.com/> for more information about what is available.

For best results on your mobile device when using a browser, use the following:

iPhone / iPad

- iOS 6.1 or newer.
- Safari browser (recommended)
- Other browsers such as Chrome, Atomic, and Dolphin are not supported on iOS

Android smartphones and tablets

- Jelly Bean 4.2.2 or newer
- Chrome browser (recommended)
- Other browsers such as Firefox, Opera, and Dolphin are not supported, but may work

Surface / Windows 8

- Internet Explorer 10 (recommended)
- Windows Phone 8 is not supported and will not work

INTERNET EXPLORER

Intuit does not currently support QuickBooks Online in a 64-bit version of Internet Explorer. QBO is only supported in the 32-bit version of Internet Explorer. (*Hint:* Intuit is the company that publishes QuickBooks products, <http://quickbooks.intuit.com/online/>).

To read the Microsoft knowledgebase article, How to determine whether a computer is running a 32-bit version or 64-bit version of the Windows operating system, go to <http://support.microsoft.com/kb/827218>.

The 64-bit versions of Windows XP, Windows Vista, Windows 7 and Windows 8 provide a 32-bit version of Internet Explorer in the list of programs. This version is the one that must be started. There are actually *two* shortcuts for Internet Explorer:

- Internet Explorer
- Internet Explorer (64-bit)

To access the correct version:

1. Press the Windows logo key + R to access the **Run** command. The Windows logo key is usually between the Ctrl and Alt keys on the keyboard.
2. In the **Open** field, enter **ieexplore**.
3. Click **OK**.

QUICKBOOKS WINDOWS APP

To download the Windows app, go online to <http://quickbooks.intuit.com/blog/the-quickbooks-windows-app-is-here/>. The information includes:

1. Open QBO with one click.
2. Stay signed in.
3. Load pages faster.
4. Easily open multiple windows.
5. Work faster with keyboard shortcuts.

QUICKBOOKS MAC APP

To learn about the Mac app, go online to <http://quickbooks.intuit.com/blog/quickbooks-mac-app-january-2015-update/>. The information includes:

1. Access all features.
2. Manage QB apps from the navigation bar.
3. Get the QB Mac app.
4. Reporting issues.

The QB Mac app page also includes these articles: QB iPhone/iPad 4.2 update, and information about QB updates.

ENABLING COOKIES

If you start your browser, and a window appears that says “You must enable cookies in order to continue,” do this:

Firefox 3.x for Windows

1. Choose Tools > Options > Privacy.
2. Select the Accept cookies from sites checkbox.
3. Click <OK>.

Internet Explorer 6.x/7.x/8.x for Windows

1. Choose Tools > Internet Options > Privacy > Advanced.
2. If Override automatic cookie handling is selected, make sure Always allow session cookies is also selected.
3. Click <OK>.

Safari 3.x/4.x for Mac

1. Choose Safari > Preferences > Security.
2. In the Accept cookies section, click Always.
3. Close the Security window.


After enabling cookies, choose View > Refresh/Reload to refresh your browser.

COMMON QUESTIONS

- Exporting report data to Excel requires Excel 97 or later.
- Internet Explorer 8 and Safari 5: Intuit will be phasing out support for these browsers around summer 2013. Please upgrade to a newer browser.
- Intuit does not currently support the Linux operating system. If you choose to use QBO with Linux anyway, Intuit recommends using it with Chrome or the latest version of Firefox.
- Intuit does not support the 64 bit version of Internet Explorer. If you have a Windows 7 64 bit system, you need to use QBO in the 32 bit version of IE.
- Intuit does not have any hard-and-fast systems requirements per se. If you can run one of the recommended browsers on your system, then your system should be fine for QBO. Check with Google (Chrome), Mozilla (Firefox), Microsoft (IE) or Apple (Safari) for system requirements for each browser.

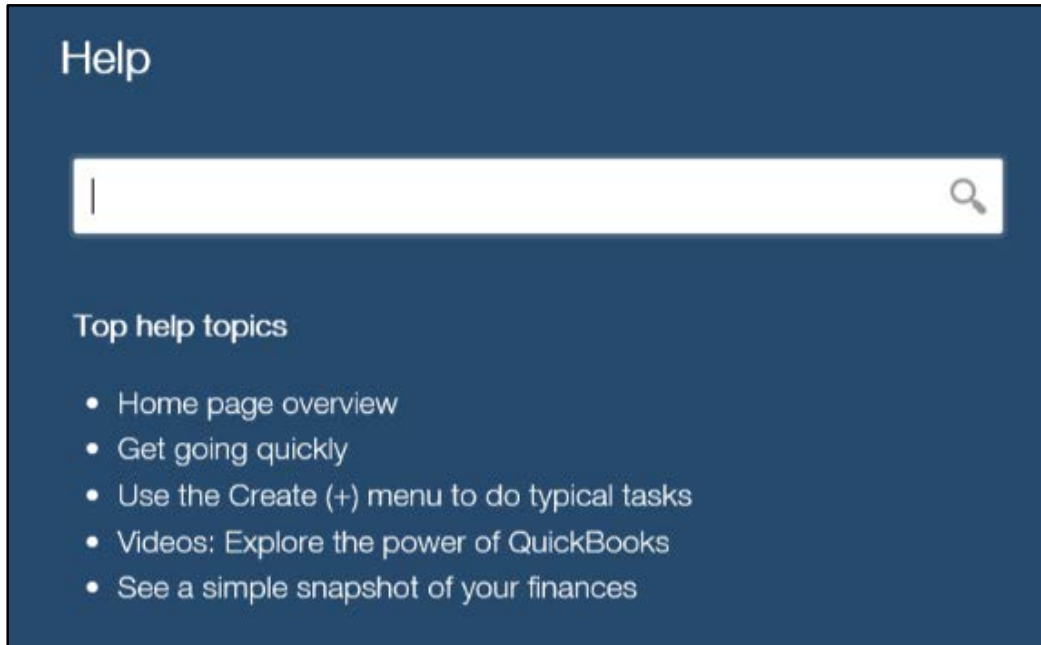
QUICKBOOKS ONLINE HELP



Within QBO, you can select  and type in a question or phrase. The top help topics are:

- Home page overview
- Get going quickly
- Use the Create (+) menu to do typical tasks
- Videos: Explore the power of QuickBooks
- See a simple snapshot of your finances.

Go to the Help information and explore the top help topics. Experiment. Type a question, word or phrase.



QUICKBOOKS ONLINE SUPPORT

To get help while signed in to your company, click the Help link at the top right which will load the QuickBooks Online Support page. If you are not signed in to your QBO company, you can access support by going <https://support.qbo.intuit.com>.

On this page, questions are answered 24/7.

1. Click inside the Search field to go to the Knowledgebase. Type a question, search word, or phrase.
2. For top knowledgebase searches, go to https://help.quickbooks.intuit.com/en_US/search?term=knowledgebase.
3. Follow QBO on Twitter and/or Facebook.
4. From the QuickBooks Community, find questions, answers, and add your questions at <https://community.intuit.com/quickbooks-online>.

QUICKOPEDIA

With Quickopedia you can find in-depth help, how-to's, and answers & support for QuickBooks Online Accountant, <http://accountants.intuit.com/accounting/quickbooks/quickopedia/>. Quickopedia includes webinars, videos, accountant tools and more.

QUICKBOOKS ONLINE BLOG

Go online to <http://quickbooks.intuit.com/blog/>. From the QuickBooks Blog, you can do searches, link to articles, categories, subscribe and get the latest information.


HOME PAGE DOES NOT SHOW EXPENSES OR PROFIT AND LOSS

Since your system date (current date) and the day/year you are recording transactions is probably different than what is shown, Expense and Profit and Loss graphs are not shown. To see the Expenses balances and the P&L amounts, click on the down arrow and select This year —



For Expenses, link to the THIS YEAR amount shown to go to the Transaction Report. Change the From and To dates to reflect the appropriate month.

For Profit and Loss, link to the THIS YEAR amount shown to go to the Profit and Loss statement. Change the From and To dates.

Observe there may be a 1/2 down arrow icon . That means there are two pages. Click on the down arrow to see more accounts and their balances.

JOURNAL REPORT AND TRANSACTION REPORT DIFFERENT

How can I resolve differences between what the Journal report shows and the Transaction Detail by Account or Transaction Detail by Date report?



The Journal report will not show non-posted entries. For example, if you are creating a new entry for a Vendor and Purchase Order is selected,

the Transaction reports will show the non-posted PO but not the Journal. This can be changed with Customize.

HOW MANY USERS CAN BE SIGNED IN?

You can have multiple users logged in at the same time. If those users are on the same item or transaction, and make an edit, the last change made is saved. When you sign in, any changes made will be there. To learn more about users, go to <https://support.qbo.intuit.com>. Do a search for **Number of users allowed**. A related search is **Manage users and their access**. Using the Help feature, you can also search from within your QBO company.

E-MAIL REPORT

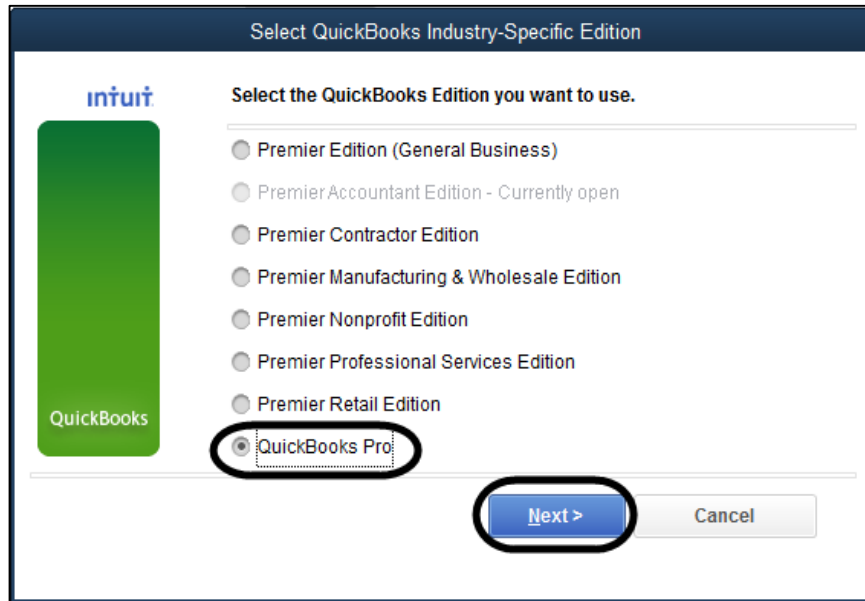
Display the report >  > type the appropriate email address > .


TOGGLE QUICKBOOKS DESKTOP TO ANOTHER EDITION

The student trial version software, included with the textbook, can be used on one computer for 140 days.

Before following these steps, check with your instructor for his or her preference. The software site license purchased by the school and the 140-day CD included with the textbook are the same software version.

1. From the menu bar, select File; Toggle to Another Edition. The Select QuickBooks Industry-Specific Edition window appears. Select QuickBooks Pro.



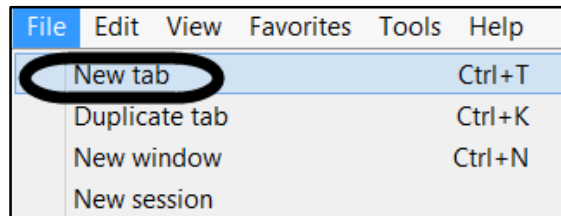
2. Click  and the version of QuickBooks changes to the Pro.

NEW TAB: OPEN TWO OR MORE INTERNET SITES

If you have signed into QBO and want to view another Internet site, do this.

Internet Explorer

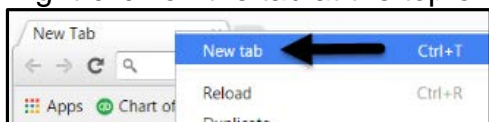
1. From the menu bar, select File > New Tab. (*Hint: If you do not have a menu bar, press the <Alt> key.*)



2. In address field, type the website address or select from Frequent or Favorites list.

Chrome

Right-click on the tab at the top of the page > left-click New Tab.



COMPARE QUICKBOOKS DESKTOP TO QUICKBOOKS ONLINE

Go online to <http://quickbooks.intuit.com/move-to-quickbooks-online/> to compare QuickBooks Desktop to QuickBooks Online. To see this chart, click <Compare>.

	QuickBooks Online [†]	QuickBooks Desktop [†]
Create professional invoices	✓	✓
Track sales and expenses	✓	✓
Manage accounts payable	✓	✓
One-click sales and tax reports	✓	✓
Automatically schedule and send invoices	✓	
Work from PC, Mac, smartphones, or tablets at any time ⁴	✓	
Instant file access for accountants ⁹	✓	
Connect to 300+ cloud-based apps ³	✓	
Automatically download your bank transactions ²	✓	\$10 – \$15 per month avg.
Phone support ⁵	✓	\$89 for 90 days
Automatic back-up with bank-level security ⁶	✓	\$9.95 per month
Access to latest product and feature updates	✓	\$299 annual upgrade
Cloud access (hosting) ⁷	✓	\$40 – \$200 monthly per user
Access for up to 5 users ⁸	✓	Requires 5-user license
Calculate and rebill job costs		✓
Calculates discounts by customer		✓

As of this writing, the website includes:


- Ditch busywork and simplify your day – switch to QuickBooks Online.
- 3 out of 4 customers get more work done with QuickBooks Online vs. QuickBooks Pro. Watch video.
- Daily tasks made easier. Less work with QuickBooks Online.
- The QuickBooks Online Difference includes the chart above.
- See how QuickBooks Online works. Watch the videos.
- Take a Test Drive – a link to the sample company, Craig’s Design and Landscaping.

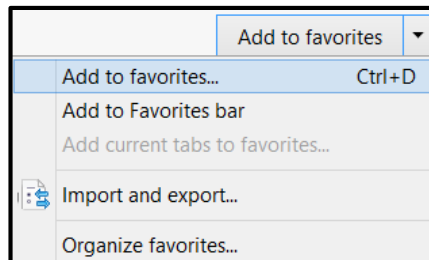
- Switch to QuickBooks Online in 3 easy steps.
- See how QuickBooks Online stacks up against Desktop. Link to Watch Tutorials.
- Choose a product to fit your needs.
- Connect with a local accounting expert.
- Here's what customers who have switched to QuickBooks Online say.
- Frequently Asked Questions.
- System Requirements.
- Productivity apps that work with QuickBooks Online.

ADD BROWSER FAVORITES

Internet Explorer

1. Go to the website you want to add to favorites.


2. Click  > select the down-arrow next to Add to Favorites.



3. Make a selection from the list; for example Add to favorites bar.

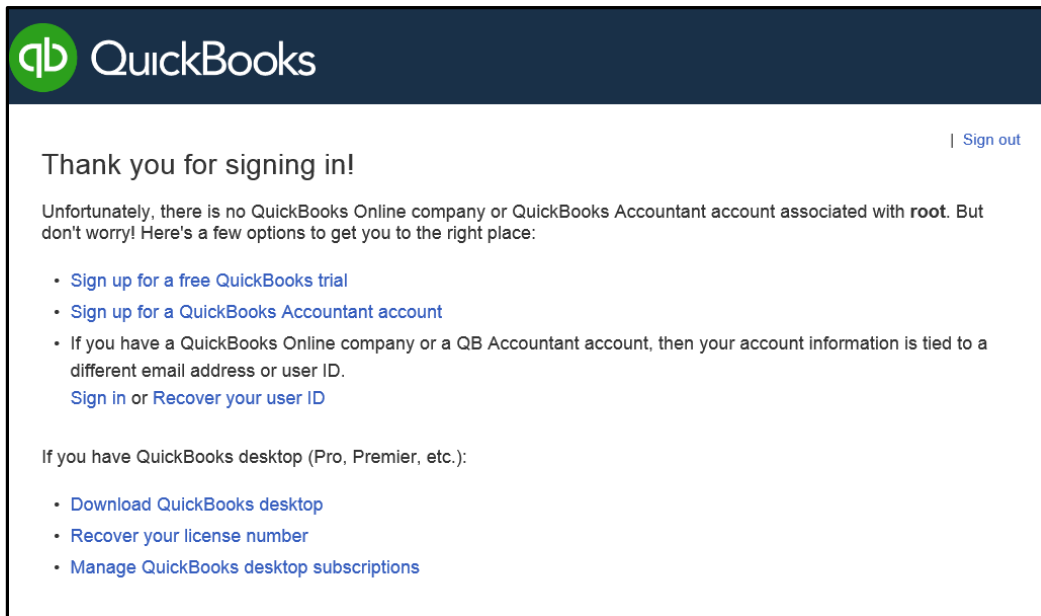
Chrome

1. Go to the website you want to add.

2. Click  > name the bookmark > click <Done>.

REPORT ISSUES

If this message appears, “Something went wrong. We are working on it,” then this screen, refer to the workarounds below.



When using the test-drive or Cloud_Ware, here are a couple workarounds.

1. Click on the browser's back arrow. If you are trying to go to the Profit and Loss report, use the Company Snapshot instead (Reports > Recommended Reports > Company Snapshot > link to Profit and Loss).
2. If you are trying to go to the Account List or Chart of Accounts, use the Settings menu: Gear > Chart of Accounts > Run Report.
3. When working on Cloud_Ware, go to Gear > QuickBooks Labs > then toggle to Redesigned Reports "ON." Refer to Chapter 11's Customizing Reports section, pages 421-422.