Navigate QuickBooks Online

Training at a Glance

Use this as a guide to select specific activities you want to cover.

| TOPIC	CONTENT
BEST PRACTICES	• Browser Functionality • Keyboard Shortcuts
NAVIGATING	• Client Home • Various Left Hand Navigation Tabs • Quick Create

Topic 1: Best Practices

IDENTIFY BEST PRACTICES WHEN USING QUICKBOOKS ONLINE

Browser Tips

The tips below are based on Google's Chrome browser, but many of them work in other browsers:

- Click on a choice in the left navigation bar, Quick Create menu, gear icon or other access points and drag it up to access it in a new tab in the existing browser

- Log in to a QuickBooks Online company (including the test drive company), right-click your browser tab, left-click **Duplicate**. (You can repeat this as many times as you like.) Now you have multiple tabs logged in to the same QuickBooks Online Company. You can then navigate to another access point in QuickBooks Online in one (or more) of the tabs so you have two (or more) tabs open to the same company showing different areas of QuickBooks Online.

- Pull one tab out of the browser window and you can work in QuickBooks Online on two different screens side-by-side. You can work on these two windows independently of each other. Repeat, as needed!

- Chrome allows you to create different users (**Customize** ⬚→ **Settings** → **People**). If you have two or more different QuickBooks Online companies, you can log in to each of them using a different Chrome user and operate each account simultaneously. (Or you can log in using two or more different browsers, such as Chrome, Firefox and Safari, or log in as an incognito user.)

- Log in as a separate Chrome user for your QuickBooks Online companies. Open up the screens you use most often and bookmark them (click on ★) to create a QuickBooks Online icon bar to be used with multiple QuickBooks companies.

- If a company has special screens you use regularly, create a folder on the Chrome bookmark bar, bookmark those screens and save in the folder
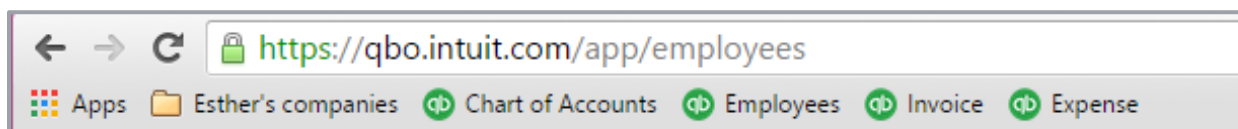
- Right-click the **back arrow** of the browser to display a recent history of the screens you were on previously; left-click the one you want to return to and resume working

- If you are getting unexpected results when working in QuickBooks Online or are having problems logging in, make sure to clear your cache and cookies in Chrome (**Customize** ⋮ → **History** → **History** → **Clear browsing data**)

- **CTRL+** and **CTRL –** allow you to zoom in and out quickly

NOTE: *This browser functionality works best in a Chrome browser and is useful because many accounting professionals use two (and sometimes three) monitors. (Internet Explorer also allows the user to right-click on a tab and select **Duplicate**. Other browsers, namely Firefox and Safari, do not necessarily have the ability to select Duplicate by right-clicking a tab. However, it is possible to highlight the entire URL of the tab, right-click and select **Copy**, then open a new tab in the same browser window, right-click and select either **Paste** or **Paste & Go**, depending on the browser being used.) All the browsers mentioned do feature the ability to drag a tab off to open in a separate browser window.*

QuickBooks Online Tips

Keyboard Shortcuts

You may be used to working with keyboard shortcuts when using desktop programs, whether QuickBooks Desktop, Microsoft Word®, Excel or other programs. There are also keyboard shortcuts when working in QuickBooks Online. Some common keyboard shortcuts can be found by clicking **Ctrl** + **Alt** + **/**. If you're on a Mac, use **Option** + **Ctrl** + **/**. Notice that the same shortcut key acts differently depending on the screen you are in.

For example, **Ctrl** + **Alt** + **c** opens the Customer Center, as long as you are not in the middle of creating a transaction. If you are in the middle of creating a transaction, it cancels that transaction.

These shortcuts indicate what function you can fulfill quickly in a Windows environment by clicking on **Ctrl** + **Alt** + **letter** (the list of letters is in the chart). If you're using a Mac, substitute **Command** + **Option** + **letter**.

Your Company ID is **1935 1448 5782 694 H23**

Keyboard Shortcuts

To take advantage of shortcuts, simultaneously press
[ctrl] and [alt or option] and one [key from the list below]

REGULAR PAGES - HOMEPAGE, CUSTOMERS, AND SO ON		TRANSACTION PAGES - INVOICE, EXPENSE, AND SO ON	
SHORTCUT KEY	ACTION	SHORTCUT KEY	ACTION
i	Invoice	x	Exit transaction view
w	Check	c	Cancel out
e	Estimate	s	Save and New
x	Expense	d	Save and Close
r	Receive Payment	m	Save and Send
c	Customers	p	Print
v	Vendors		
a	Chart of Accounts		
l	Lists		
h	Help		
f	Search Transactions		
? or /	This dialog		

OK

This screen is also one place you can find your Company ID, which you might need if you have to call technical support.

Other keyboard shortcuts you may be interested in are the date shortcuts. When you are in a date field, you can move forward and back a day at a time by using your **+** and **–** keys. To go to today, use the letter **t**. Here are some other date shortcuts:

- **w** for first day of the week

- **k** for the last day of the week

- **m** for the first day of the month

- **h** for the last day of the month

- **y** for the first day of the year

- **r** for the last day of the year

Do you see the pattern? Use the first letter to go to the beginning and the last letter to go to the end of the time period related to the date that is currently displayed.

Also, the ESC key will cancel the current transaction being entered/edited.

Calculations

There's a simple calculator available directly on the rate or amount field of a transaction. Enter your first number then use your keyboard to add (**+**), subtract (**–**), multiply (*****) or divide (**/**). The beauty of this feature is the results are entered directly into the transaction by moving to the next field, either with your mouse or the **Tab** key; no retyping of numbers is necessary.

Topic 2: Navigate

In this topic, we discuss how to navigate around QuickBooks Online. It's important to understand the interface, and also to know the options for entering information so you can figure out the correct workflow for your business.

COMPANY HOME PAGE

When you log in to QuickBooks Online, the Home page is the first screen that appears. The top of the screen shows the name of the QuickBooks Online company (helpful when you are running more than one company in QuickBooks Online).

You'll see a Setup guide at the top of the Home page which can guide you through such steps as invoicing and connecting with an accountant. Clicking on **Hide** will collapse this guide so you have more screen real estate available on this Home page.
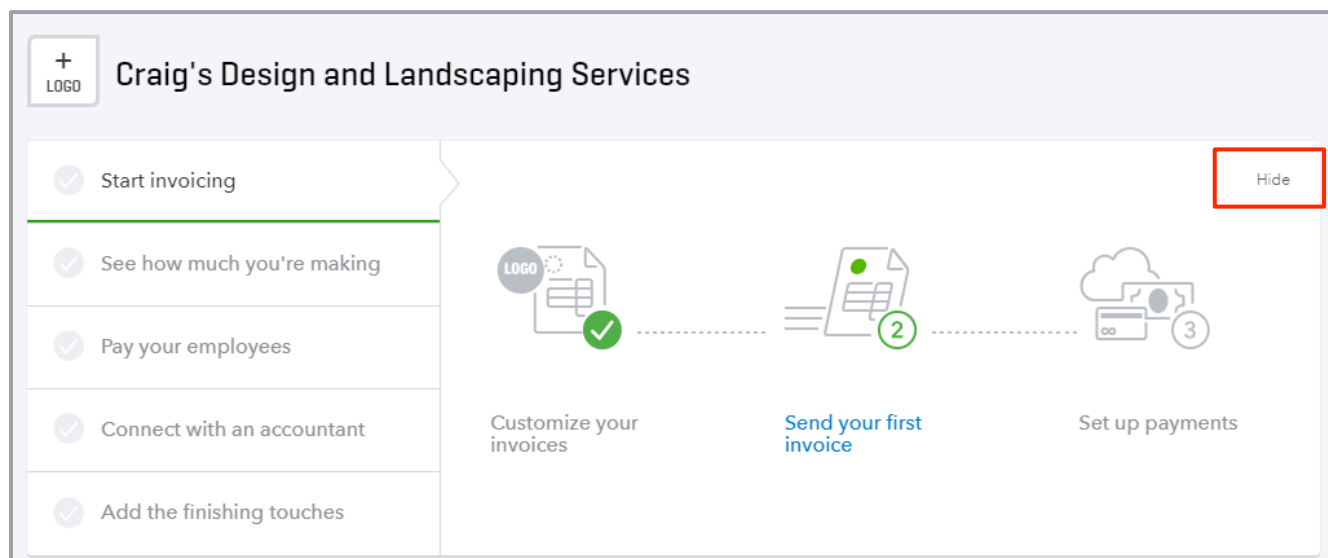

Once it's collapsed, you can click on **Resume setup** to expand the setup guide again.
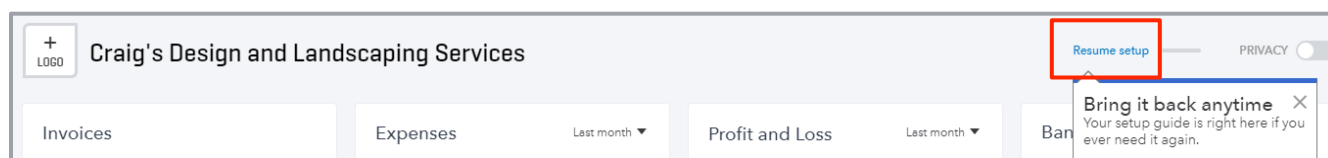
Below the Setup guide, you'll see several bar charts and graphs related to the performance of your company. You'll see Invoices receivable, including those that are overdue. You'll also see invoices that were paid in the last 30 days, including those that were not yet deposited. You'll also see a breakdown of major expense categories, income and expenses on the Profit and Loss, as well as a Sales graph. The time frames on these last three graphs start out at Last month, but can be changed by clicking on the **drop-down** arrow to choose another date range. As you hover over any of the sections of these graphics, you will get more information about that section, and you can drill down to get either a detail report related to totals or continue drilling down to get to an actual transaction.
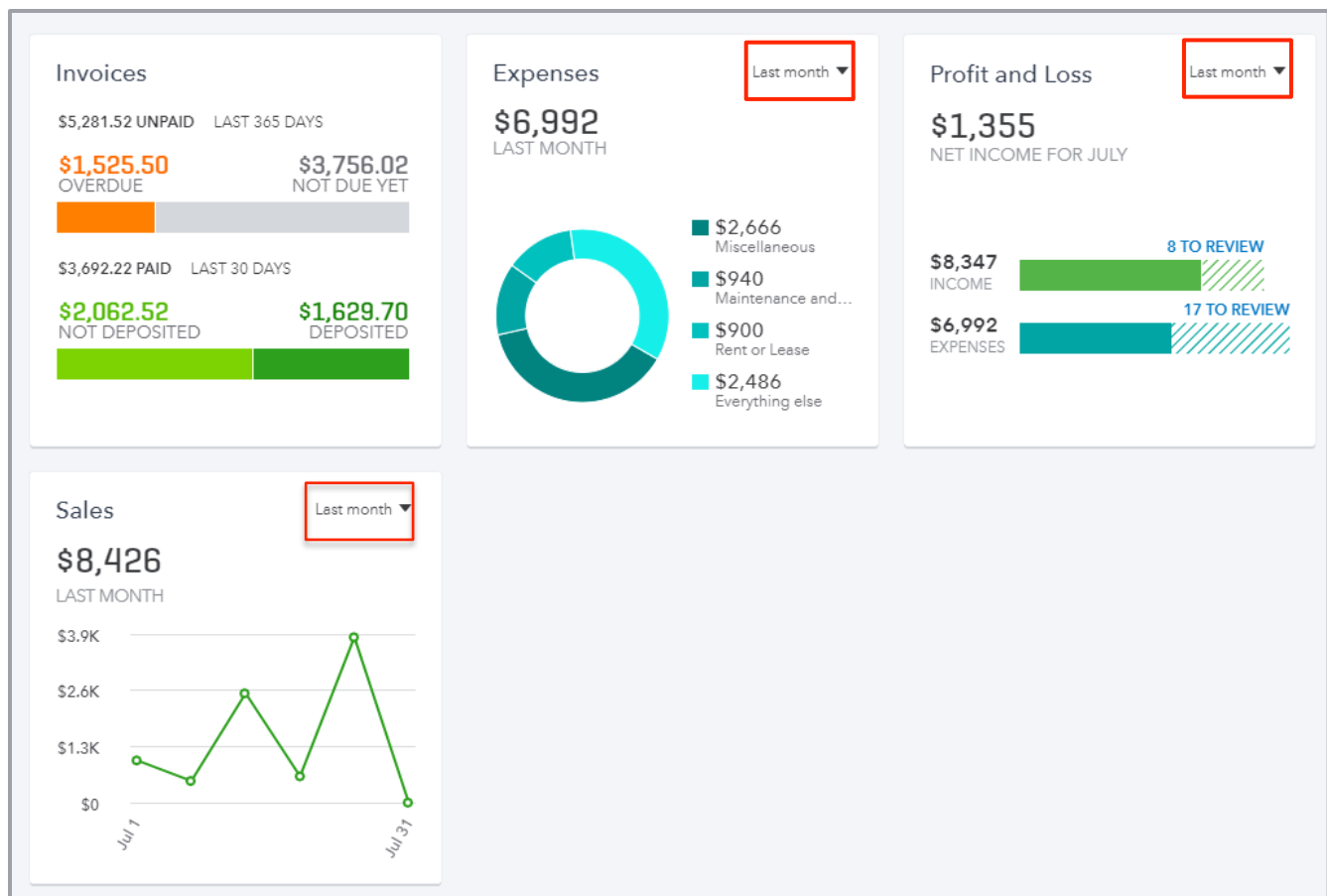
On the right side of the Home page is a list of bank and credit card balances and, if those accounts are connected with the banks, you get information as to current bank or credit card balance versus the QuickBooks Online balance for each account, and how many transactions have been downloaded and not matched or entered into QuickBooks Online. There is also a direct link to connect a bank or credit card account to its QuickBooks Online counterpart, as well as a drop-down to take you directly to the register for the bank or credit card account of your choice.

This section of the Home page acts as a reminder to review the bank feeds on a timely basis. You'll learn more about the Banking Center later in this training.

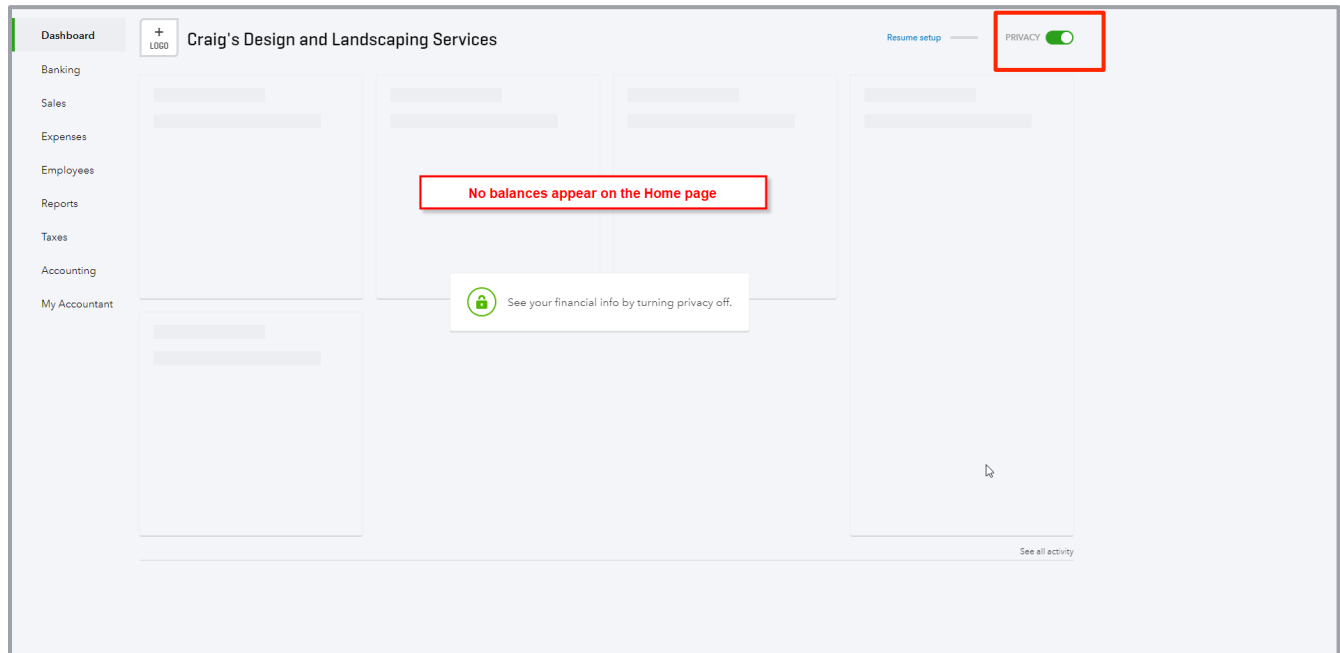At the top of the screen is a switch called Privacy. When you turn on Privacy, QuickBooks hides all the financial numbers on the screen to protect this sensitive information from anyone walking by your computer. This is very helpful if you're working in a public place such as an airport or a coffee shop.

On the left side of any QuickBooks Online company, you'll find the navigation bar. You will learn more about this as you go through this module.

Because the Home page automatically opens when you open QuickBooks Online, it directs the small business owner to review key metrics about their business. This is a good thing. Too often, small business owners and staff enter transactions but don't really look at their results until tax time. And that could be too late.

CUSTOMER CENTER

Click on the **Sales** tab in the navigation bar then the **Customers** tab to open the Customer Center.
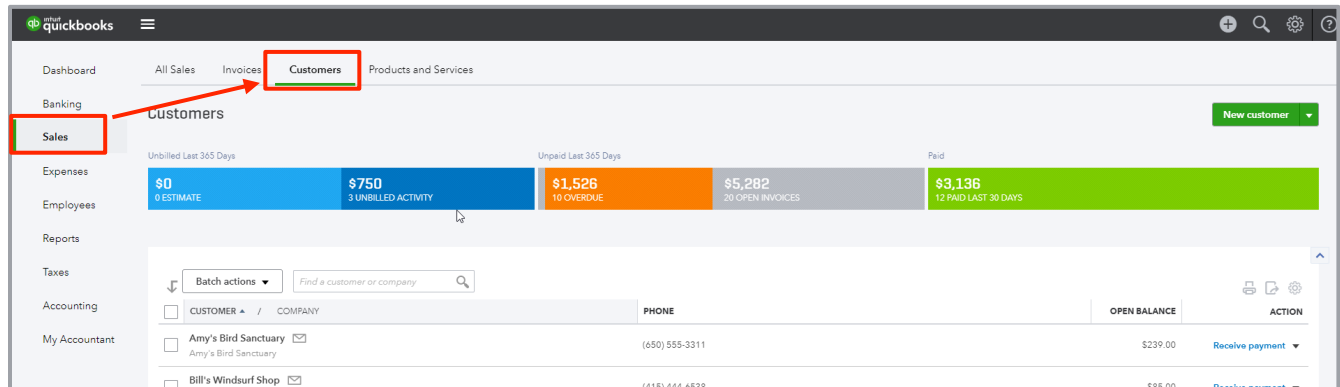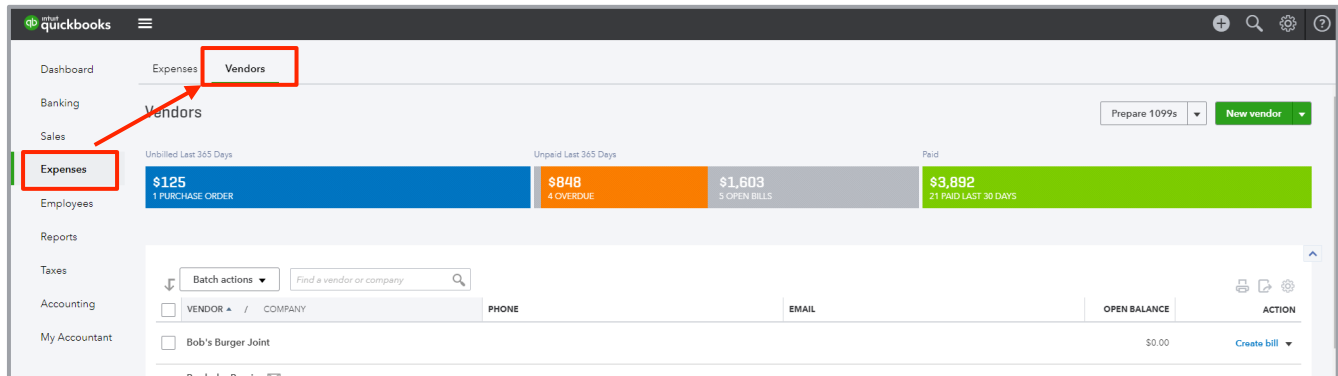

- The colorful money bar at the top of this center is a visual representation of potential revenue in the form of unbilled estimates and time and expenses, plus receivables (including overdue invoices), as well as invoices paid in the last 30 days. You can drill down on any color block of the money bar to get to the underlying list and, ultimately, to transactions for reviewing, editing or deleting.

- The New Customer button in the top right corner creates a new customer in the Customer Center, as opposed to creating one on the fly in the Customer field of a transaction, which you can always do

- You can also click on the **drop-down** next to New Customer and choose to **Import customers** here

- The visible columns of the Customer Center can be set by selecting the **grid gear** icon (in the top right corner of the customer list, above the Action column) to show the address, email and/or attachments column, as well as how many rows of the Center to display on a page and whether or not to include inactive customers. This setting is "sticky," which means the next time you open the Customer Center, QuickBooks Online will remember your preference.

- Click on the **customer name** to view or edit the customer details (i.e., profile) for this customer, see a list of transactions or create new transactions

- Click on the **envelope** icon next to a customer name in the Customer Center to launch your native email client to send them an email

- Above the Customer list, you can easily find a customer or filter the list by typing part of the name in the search box

- You can sort the customer list (or a transaction list for a customer, if you've clicked on the customer name or a color block of the money bar) forward and backward by several parameters simply by clicking on the **column header** for that parameter, either once or twice, to specify forward or backward

- Once in the transaction list for a customer (or if you've clicked on Open Invoices or Overdue Invoices in the money bar), create invoices, receive payments, send a reminder or an invoice link, print a packing slip, print a statement or copy a sales transaction for an individual customer under the Actions column

- Clicking on the **Start invoice** hyperlink next to an entry (which can lead to invoices such as an estimate, a delayed charge or a time activity) will open an invoice populated with that entry; any additional entries available to be added to the invoice will be in the drawer to the right of the invoice

- You can perform batch actions related to statements and email for more than one customer by placing checkmarks in the boxes next to the appropriate customers in the Customer Center and choosing from the **Batch Actions** drop-down menu

VENDOR CENTER

Click on the **Expenses** tab in the navigation bar then the **Vendor** tab to open the Vendor Center.


The Vendor Center is similar to the Customer Center, except it's related to vendors, not customers.

- The colorful money bar at the top of this center relates to potential expenses (open purchase orders), unpaid and overdue bills and what has been paid in the last 30 days

- If you click on any of these color blocks, QuickBooks will display the underlying list of transactions that pertain to that section; if you keep drilling down, you can ultimately drill down into individual transactions for reviewing, editing or deleting

- Although you can always create a new vendor on the fly in transactions by simply typing a new vendor name in the Vendor field, the New Vendor button in the Vendor Center also allows you to create a new vendor

- If you click on the **drop-down** next to New Vendor, you can import vendors here

- The Prepare 1099s button allows you to prepare 1099s (1099s are available only in QuickBooks Online Plus). Note that Accounts Payable is available only in QuickBooks Online Essentials and Plus.

- The editing columns, individual transactions, batch transactions, emailing and viewing the vendor in the Vendor Center work the same as in the Customer Center

VARIOUS TRANSACTIONS TABS

There are four ways to enter transactions in the Transactions tab of the left navigation bar: Banking, Sales, Expenses and Accounting.
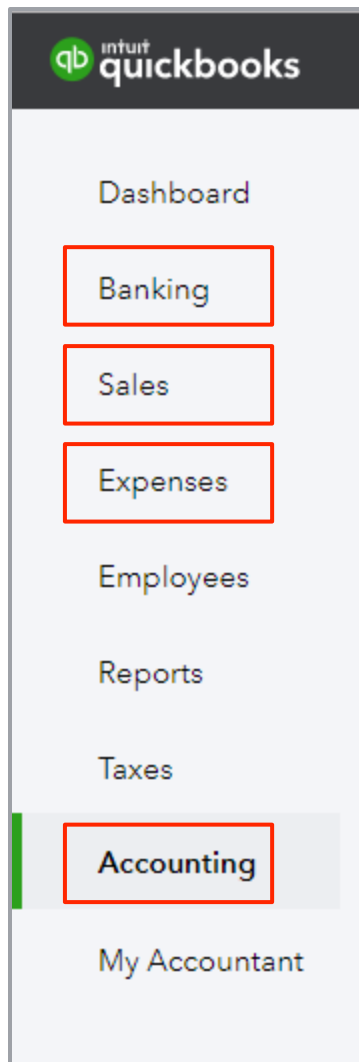
- **Banking** – This opens the Banking Center. If you have connected your bank and/or credit card accounts to QuickBooks, you'll see those accounts listed across the top of the page, as well as a list of transactions that need to be either matched or added to QuickBooks. You will learn about that in Topic 4 of this training.

● **Sales** – Click **Sales** in the left navigation bar then **All Sales** to open the Sales Center where there is a Sales money bar that shows potential revenue, unpaid/overdue invoices and what has been paid in the last 30 days

  ● As opposed to the Customer Center which shows a Customer list, the Sales Center shows a list of transactions that can be filtered

  ● New transactions can be easily added from the top right corner of the screen by clicking on **New transaction**

  ● Next to the New transaction button there is an Import Transactions button which allows you to import sales transactions from Square, if you have that set up

  ● The Action column shows suggested next steps, as well as other choices related to that transaction in the drop-down menu

  ● As in the other centers, you can check multiple transactions and perform batch actions of printing or sending

● **Expenses** – Click on **Expenses** in the left navigation bar then **Expenses** to see a list of recent expense transactions which, like other centers, can be easily filtered

  ● Click on a transaction in the list to open the original transaction

  ● The types of transactions that can be entered from here are: bills, expenses, checks, purchase orders or vendor credits

  ● You can also print checks from this screen

- **Chart of Accounts** – Click **Accounting** in the left navigation bar then **Chart of Accounts** (you may also have to click on **See your Chart of Accounts**) to see a list of your general ledger accounts
  - You can double-click on the account or select **View register** to open the register for any balance sheet account (except Retained Earnings)
  - If you click on the **drop-down** next to Add check in the top left corner of a bank account register you've opened, you can add many types of transactions that affect a bank account:
    - Check
    - Deposit
    - Sales Receipt
    - Receive Payment
    - Bill Payment
    - Refund
    - Expense
    - Transfer
    - Journal Entry
  - The types of transactions available from the drop-down will vary depending on the type of balance sheet account being viewed in the register

If you click on the **drop-down** next to View register you can:

- Edit the account
- Delete the account (actually makes it inactive)
- Run a report (an Account QuickReport)

Craig's Design and Landscaping Services

ACCOUNT QUICKREPORT

Since May 23, 2017

DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	ACCOUNT	CLR	AMOUNT	BALANCE
▼ Checking								
Beginning Balance								4,625.00
06/06/2017	Check	4	Chin's Gas and Oil		Checking		-54.55	4,570.45
06/12/2017	Sales Tax Payment			Q1 Payment	Checking		-38.40	4,532.05
06/12/2017	Sales Tax Payment			Q1 Payment	Checking		-38.50	4,493.55
06/15/2017	Expense	9	Tania's Nursery		Checking		-89.09	4,404.46
06/15/2017	Check	12	Books by Bessie		Checking		-55.00	4,349.46
06/21/2017	Check	5	Chin's Gas and Oil		Checking		-62.01	4,287.45
06/22/2017	Expense	15	Tania's Nursery		Checking		-108.09	4,179.36
07/01/2017	Sales Receipt	1008	Kate Whelan		Checking		225.00	4,404.36
07/01/2017	Payment	5664	Freeman Sporting Goods:55 …		Checking		86.40	4,490.76
07/03/2017	Payment		Amy's Bird Sanctuary	Amy claims the pest control d…	Checking		105.00	4,595.76
07/05/2017	Bill Payment (Check)	7	Hicks Hardware		Checking		-250.00	4,345.76
07/08/2017	Expense	8	Hicks Hardware		Checking		-24.36	4,321.40
07/17/2017	Cash Expense		Bob's Burger Joint		Checking		-5.66	4,315.74

- You can select **Run report** to view an Account QuickReport for any Profit and Loss account
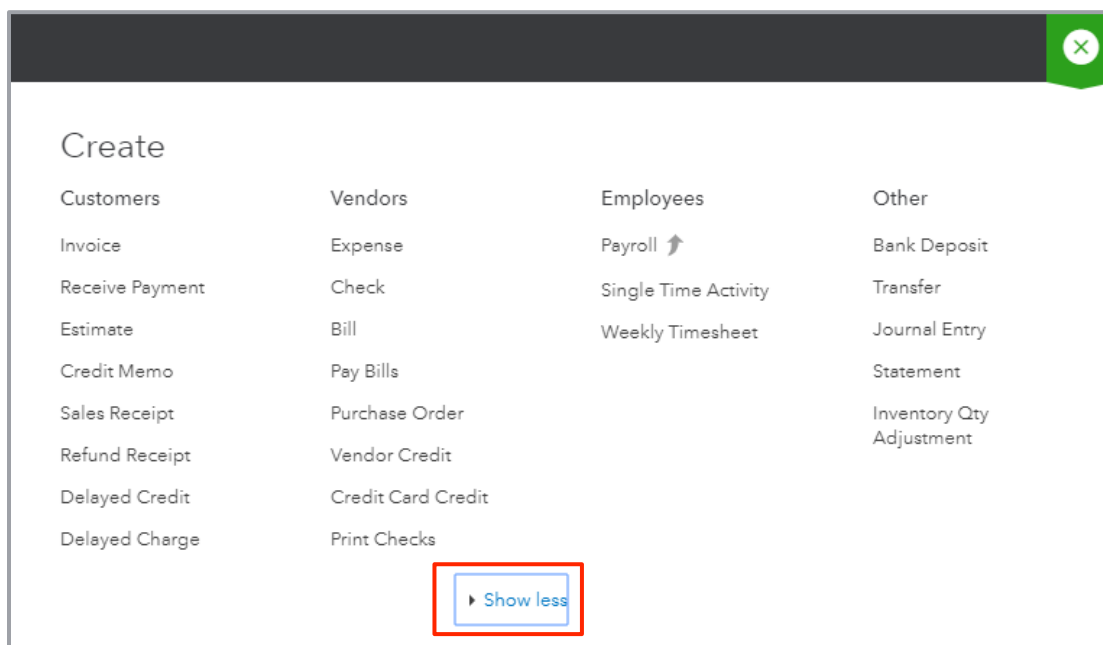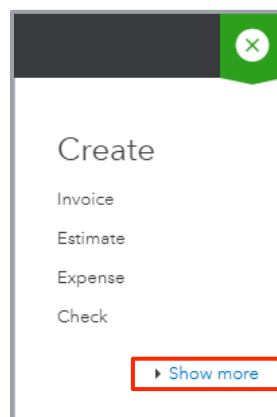
To summarize, the navigation bar in general, and the various Transactions tabs (Banking, Sales, Expenses and Accounting) specifically, are places to go to enter transactions.

However, there is one other place to launch all transactions and we will cover it next.

QUICK CREATE

The Quick Create icon is at the top right of the QuickBooks Online page. It's the **+** key that spins into an **X** when you click on it. This is your one-stop shop for creating new transactions.

There are two views of Quick Create. There's a condensed view that just shows the common transactions of Invoice, Estimate, Expense and Check, and a Show More view that lists all transactions in QuickBooks sorted by the different areas of the company: Customers, Vendors, Employees and Other. The choice of view is sticky; QuickBooks Online remembers which view you prefer and offers it to you the next time you click on the **Quick Create** button.

Create

Invoice

Estimate

Expense

Check

▸ Show more

Create

Customers	Vendors	Employees	Other
Invoice	Expense	Payroll 🔼	Bank Deposit
Receive Payment	Check	Single Time Activity	Transfer
Estimate	Bill	Weekly Timesheet	Journal Entry
Credit Memo	Pay Bills		Statement
Sales Receipt	Purchase Order		Inventory Qty Adjustment
Refund Receipt	Vendor Credit		
Delayed Credit	Credit Card Credit		
Delayed Charge	Print Checks		

▸ Show less

Course Conclusion

You have just covered *Course 2 – Navigate QuickBooks Online.* This course has been developed to help you train your clients on how to use QuickBooks Online successfully.

By completing this module, your client should understand:

- Best practices in QuickBooks Online

- How to navigate around QuickBooks Online