



QUICKBOOKS ONLINE 2021 CLIENT TRAINING

---

Course 1

**Get Started**

**Copyright**

Copyright 2021 Intuit, Inc.  
All rights reserved.

Intuit, Inc.  
5601 Headquarters Drive  
Plano, TX 75024

**Trademarks**

©2021 Intuit, Inc. All rights reserved. Intuit, the Intuit logo, Intuit ProLine, Lacerte, ProAdvisor, ProSeries and QuickBooks, among others, are trademarks or registered trademarks of Intuit, Inc. in the United States and other countries. Other parties' marks are the property of their respective owners.

**Notice to Readers**

The publications distributed by Intuit, Inc. are intended to assist accounting professionals in their practices by providing current and accurate information. However, no assurance is given that the information is comprehensive in its coverage or that it is suitable in dealing with a client's particular situation. Accordingly, the information provided should not be relied upon as a substitute for independent research. Intuit, Inc. does not render any accounting, legal or other professional advice, nor does it have any responsibility for updating or revising any information presented herein. Intuit, Inc. cannot warrant that the material contained herein will continue to be accurate nor that it is completely free of errors when published. Readers should verify statements before relying on them.

# Table of Contents

<b>About the Author.....</b>	<b>2</b>
<b>Training at a Glance .....</b>	<b>3</b>
QuickBooks Online Test Drive.....	4
<b>Topic 1: Product Overview .....</b>	<b>5</b>
Know the Features of Your QuickBooks Online Subscription .....	6
<b>Topic 2: Import Data .....</b>	<b>9</b>
Identify Steps to Import Data into QuickBooks Online .....	9
<b>Topic 3: Set Up Your Company .....</b>	<b>19</b>
Recognize Steps to Set up and Modify Lists and Users .....	19
Recognize Steps to Manage your Company Account and Settings .....	25
<b>Guide Conclusion .....</b>	<b>34</b>

## About the Author



### **Esther Friedberg Karp, MBA**

**President, EFK CompuBooks Inc.**

[esther@e-compubooks.com](mailto:esther@e-compubooks.com)

Esther Friedberg Karp is an internationally renowned trainer, writer, business consultant and speaker who has been repeatedly listed as one of Insightful Accountant's Top 100 QuickBooks ProAdvisors in the world. She has also been named to their Top 10 list on two occasions: as Top International ProAdvisor and Top Trainer/Writer ProAdvisor.

Based in Toronto, Canada, Esther has the unique distinction of holding ProAdvisor certifications in the United States, Canada and the United Kingdom. She has authored materials and delivered educational and certification courses for Intuit in all those countries, as well as Australia where she conducted live QuickBooks Online training. She has spoken at Scaling New Heights, QuickBooks Connect and other conferences, and has written countless articles for Intuit Global.

Esther's clients include companies worldwide and accounting professionals who seek her out on behalf of their own clients. She is sought out for her expertise in multicurrency and various countries' editions of QuickBooks Desktop and Online, and for her talent in customizing QuickBooks usage for different industries. She also teaches QuickBooks Core and Advanced certification classes to accounting professionals in Canada.

Esther holds a BSc from the University of Toronto in Actuarial Science and Mathematics, and an MBA in Marketing and Finance from York University's Schulich School of Business.

She can be reached at [esther@e-compubooks.com](mailto:esther@e-compubooks.com) or 416-410-0750.



# Training at a Glance

Use this as a guide to select specific workflows to be covered.

TOPICS	STEP BY STEP WORKFLOWS
PRODUCT OVERVIEW	<ul style="list-style-type: none"><li>• Benefits of using QuickBooks Online</li><li>• Know the features of your QuickBooks Online subscription</li></ul>
IMPORTING DATA	<ul style="list-style-type: none"><li>• Export QuickBooks Desktop data to QuickBooks Online</li><li>• Importing lists into QuickBooks Online</li></ul>
SETTING UP YOUR COMPANY	<ul style="list-style-type: none"><li>• Add users to QuickBooks Online</li><li>• Products and Services list</li><li>• Print a transactions report for a selected account directly from the Chart of Accounts</li><li>• Print the Chart of Accounts</li><li>• Connect a bank account to the bank feed</li><li>• Company tab in global Company Settings</li><li>• Enter contact information, employer ID and tax form in global Company Settings</li><li>• Specify terminology for customers in global Company Settings</li><li>• Sales tab in global Company Settings</li><li>• Turn on inventory in global Company Settings</li><li>• Expenses tab in global Company Settings</li><li>• Explore purchase orders in Account and Settings</li><li>• Advanced tab in Account and Settings</li><li>• Close the books in Account and Settings</li><li>• Show account numbers in Account and Settings</li><li>• Enable auto-recall on forms in Account and Settings</li><li>• Enter/Edit many account numbers at once in the Chart of Account</li><li>• Change settings for automatic signing out after a period of inactivity</li></ul>

## QUICKBOOKS ONLINE TEST DRIVE

Most exercises contained inside this handbook can be completed using a QuickBooks Online “test drive” file. The test drive uses a sample company file called Craig’s Design & Landscaping Services. It can be accessed through the following link to a sample QuickBooks Online Plus company:

[Craig's Design & Landscaping](#)

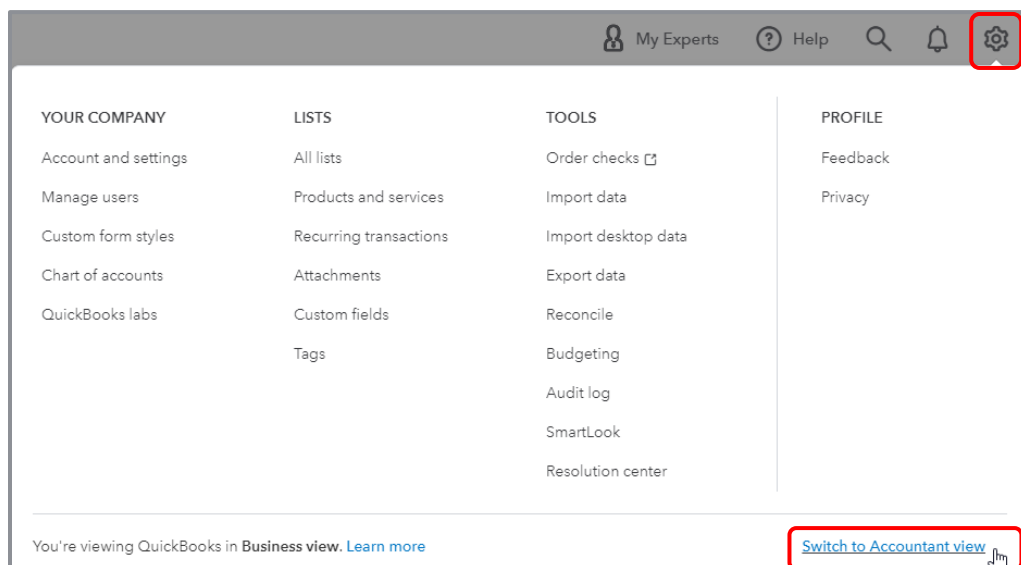
You don’t have to create an account or sign in to access the test drive file; just complete the security validation and click **Continue**.

This test drive is designed for you to explore and try out new things without worrying you will break something or make a mistake. It is not designed to retain any changes you make. (Although you should change the *Sign me out if inactive for* setting to **3 hours** if you want to give yourself plenty of time.) Once you close this QuickBooks Online test drive company it is completely refreshed, so remember to allow sufficient time to complete each task.

Some exercises are designed to be completed in an actual QuickBooks Online company. These courses use a QuickBooks Online Plus company.

**NOTE:** *When you are working in an actual company file (not a test drive company), you may see Left Navigation bar tabs that differ slightly from what you see here. If that is the case, the actual company is being viewed in Business View (as opposed to Accountant View). The steps in this course are following the Accountant View option. If you are in Business View, click on the **gear** icon in the top right and select **Switch to Accountant View**.*

*All QuickBooks Online companies, including test drive, can be toggled between Accountant and Business View.*



## Topic 1: Product Overview

QuickBooks Online has many features and advantages that QuickBooks Desktop does not offer. Once you make the change to QuickBooks Online, it is important to understand the features available to you by being in the cloud and the feature availability based upon your subscription level. Look at just some advantages that QuickBooks Online has:

- Access data easily across multiple platforms, PC or Mac, browser or tablet
- Mobile access included with all QuickBooks Online subscriptions at no additional cost
- No need to transfer data files since everyone logs in to the same account to access the same data
- All the data is hosted, backed up and secured by Intuit's servers
- Automatically create invoices and send them to clients, including delayed customer charges for unbilled time and costs
- Post to multiple accounts receivable and accounts payable lines in a single journal entry
- Track inventory using the first in, first out (FIFO) method in QuickBooks Online Plus or Advanced (the only QuickBooks Desktop edition that offers FIFO inventory costing is QuickBooks Desktop Enterprise with Advanced Inventory)
- Track logins, third-party activity and list changes in the Audit Log
- Reports can be emailed to anyone at a scheduled frequency, even if they do not have access to this QuickBooks Online company file
- Further organize data with both class and location tracking; labels can be selected for locations (such as property, store, territory, etc.)
- Bank transactions are automatically downloaded nightly
- Invite unlimited "reports only" and "time tracking only" users
- Sync third-party apps to QuickBooks Online without opening the QuickBooks Online company, since the apps sync to Intuit's always-accessible server; no downloading and managing third-party sync engines
- QuickBooks Online developers are always releasing new functionality to QuickBooks Online (no need to install new versions of QuickBooks Online as you always get the latest and the greatest with new features users are requesting)

## KNOW THE FEATURES OF YOUR QUICKBOOKS ONLINE SUBSCRIPTION

QuickBooks Online is a great solution for many different types of businesses. Every company must assess their needs to find a financial accounting solution appropriate for their business. Use the QuickBooks Online subscription matrix to determine the features of your QuickBooks Online subscription: <https://quickbooks.intuit.com/pricing/#>. You can upgrade your QuickBooks Online subscription at any time to accommodate changes in your business.

### QuickBooks Online Simple Start

- QuickBooks Online account
- Automatic data backup
- Bank-level security and encryption
- One full-access user
- Invite up to two accountant users, no additional charge
- Unlimited invoices and estimates
- Charge sales tax to customers
- Snap photos of receipts so you're ready for tax time
- Up to 250 accounts on the Chart of Accounts
- Mileage tracking
- Print checks and record transactions
- Download bank and credit card transactions
- Import from QuickBooks Desktop
- Import/export lists from Microsoft Excel® (customers, vendors, Chart of Accounts)
- Add payroll to pay W-2 employees and file payroll taxes
- Prepare and print 1099-Misc
- Integrate with available applications
- 20+ built-in reports
- Cash flow
- Tagging



## QuickBooks Online Essentials

With QuickBooks Online Essentials you have access to all the Simple Start features as well as:

- Access for three users with permission controls
- Manage and pay bills, including schedule payments for later
- Automatic invoice creation on recurring schedule
- Track billable hours by customer
- Unlimited time tracking-only users
- Compare sales profitability with industry trends
- Delayed charges and credits
- Multicurrency
- 40+ built-in reports

## QuickBooks Online Plus

With QuickBooks Online Plus you have access to all the Essentials features as well as:

- Access for five users with permission controls
- Unlimited reports-only users
- Track billable hours by customer
- Purchase orders
- Class and location tracking: up to 40 total classes and locations
- Track project profitability
- Track inventory using the FIFO method
- Budgets
- Two-sided items for profitability tracking
- Estimates
- 65+ built-in reports

## QuickBooks Online Advanced

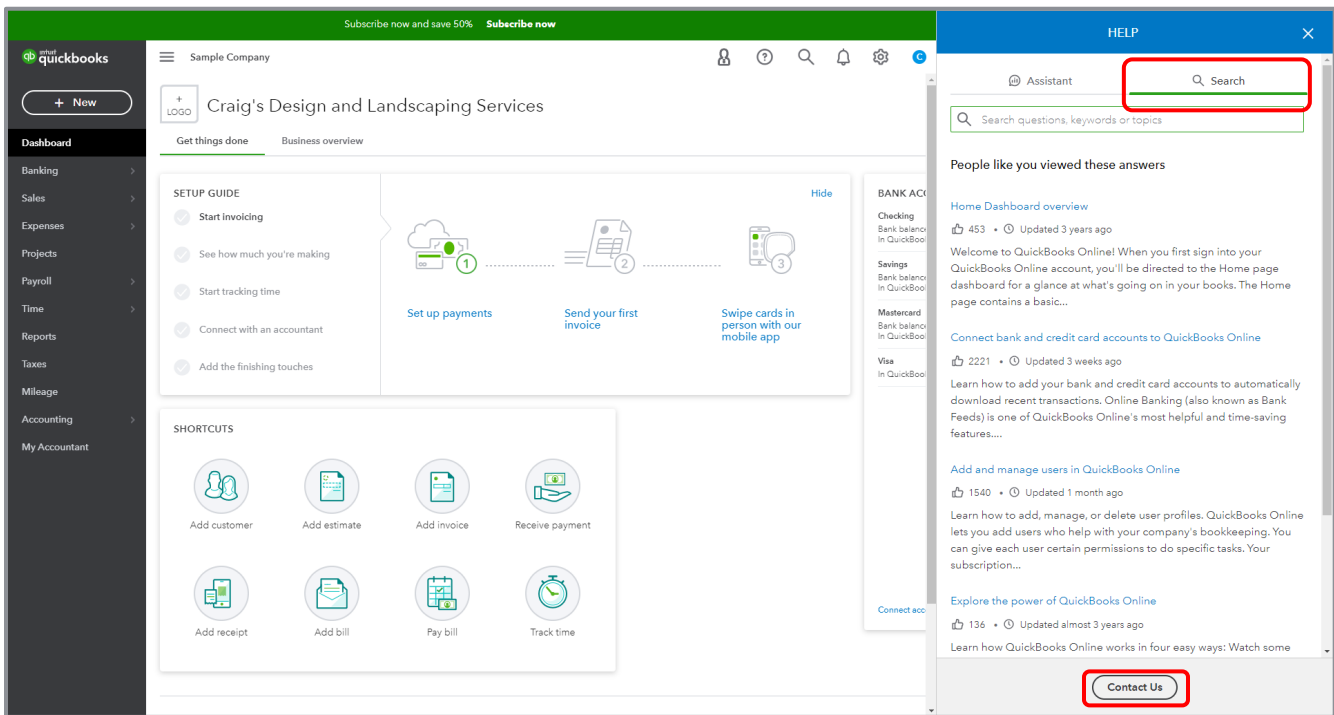
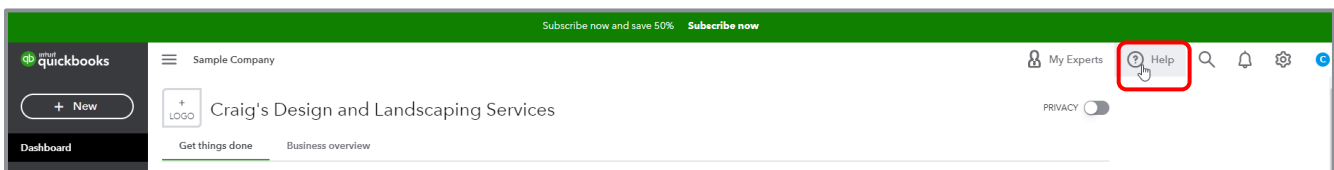
With QuickBooks Online Advanced, you have access to all the Plus features as well as:

- Access for 25 users with advanced permission controls
- Import or send hundreds of invoices at once
- Get help from a dedicated Customer Success Manager
- Access to Smart Reporting powered by Fathom
- Unlimited class and location tracking
- Data backup and restore
- Enhanced custom fields
- Prioritized technical support calls
- On-demand training
- Invite up to three accountant users, no additional charge
- Unlimited accounts on the chart of accounts
- Workflow automation
- More available tags

# Topic 2: Import Data

## IDENTIFY STEPS TO IMPORT DATA INTO QUICKBOOKS ONLINE

Once signed into your company you can click **Help** → **Search** for access to in-product self-help resources such as overviews and videos, as well as a **Contact Us** button with various options for ways to connect.



QuickBooks Online allows users to import data from QuickBooks Desktop within the first 60 days of creating the QuickBooks Online account. When this data is imported, it replaces (i.e., overwrites) any pre-existing data in the QuickBooks Online account.

Most QuickBooks Desktop data can be imported, but there are some limitations. Because QuickBooks Online is being improved constantly, the import capabilities can change. Check the latest details and limitations by visiting [Move your QuickBooks Desktop file to QuickBooks Online](#), [Move your QuickBooks Desktop file to QuickBooks Online](#), and [What to expect when you switch from QuickBooks Desktop to QuickBooks Online](#). At the time of this publication, these guidelines are among those in effect:

- While the size of the QuickBooks Desktop company file does not matter when importing to QuickBooks Online, the Desktop file must consist of no more than 350,000 targets
- If the Desktop file consists of more than 350,000 targets, consult [Condense your QuickBooks Desktop file for import to QuickBooks Online](#) for alternatives regarding trimming the file or importing lists and/or balances only
- Form templates (such as invoices, credit memos, statements, etc.) from QuickBooks Desktop cannot be brought into QuickBooks Online
- Memorized reports from QuickBooks Desktop cannot be brought into QuickBooks Online
- Reconciliation reports from QuickBooks Desktop cannot be brought into QuickBooks Online
- Payroll data imports from QuickBooks Desktop to QuickBooks Online as checks, not paychecks; any desired payroll service will have to be newly set up in QuickBooks Online via an interview including calendar YTD fields for each employee
- International versions of QuickBooks Desktop (e.g., Canada, UK) cannot be imported into QuickBooks Online's U.S. version
- You can import your QuickBooks Online data back to QuickBooks Desktop, with limitations (consult [Export and convert your QuickBooks Online data to QuickBooks Desktop](#) for instructions).

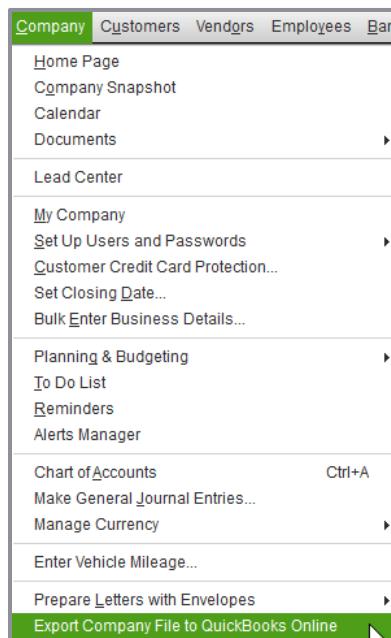


## Step by Step: Export QuickBooks Desktop Data to QuickBooks Online

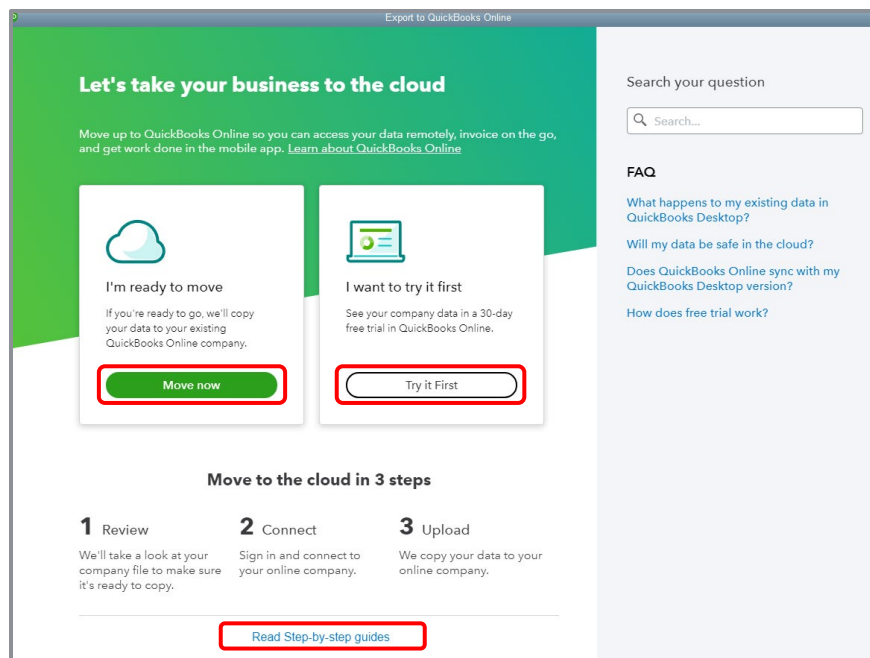
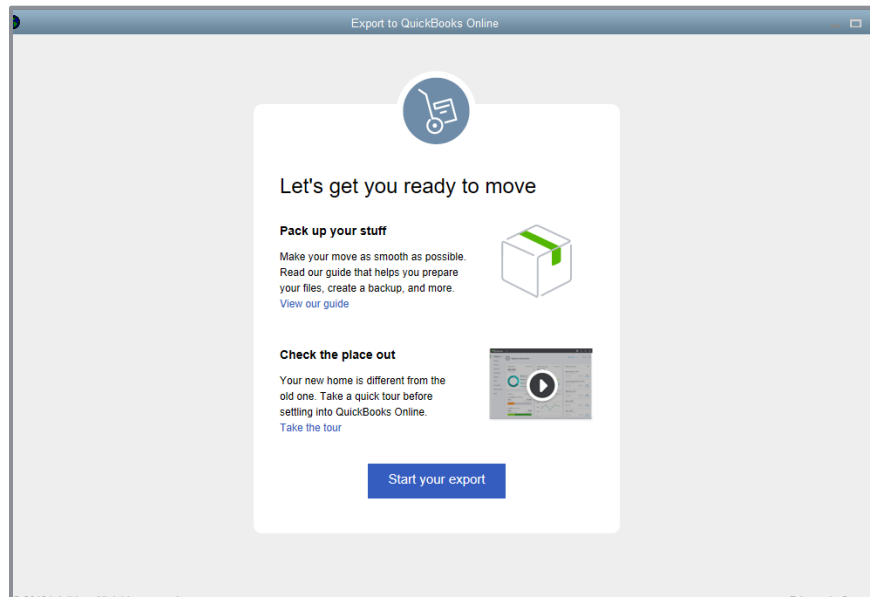
The steps below are for exporting a QuickBooks Desktop (Pro or Premier) company to QuickBooks Online. These steps can be followed using a QuickBooks Desktop sample company to try out the process. There are different steps for converting from QuickBooks Enterprise Solutions to QuickBooks Online; visit [Move your QuickBooks Desktop file to QuickBooks Online](#) for instructions. For converting from QuickBooks for Mac to QuickBooks Online, visit [Convert a QuickBooks Mac Desktop file to QuickBooks Online](#).

Ideally, the QuickBooks Online file should be set up ahead of time by the client or by the accountant creating a QuickBooks Online file on behalf of the client. If it is not set up ahead of time, you will be prompted start a 30-day free trial.

1. Open the QuickBooks Desktop (Pro or Premier) company data file as the Admin user.
2. The file cannot have more than 350,000 targets. To view the size of your file, press the **F2** key. If the file has more than 350,000 targets, you can still import lists.
3. Navigate to **File → Utilities → Verify Data**. Correct any errors in the QuickBooks Desktop data before proceeding to the next step and, if necessary, perform step 3 and repeat **Verify**.
4. Navigate to **File → Utilities → Rebuild data**. A backup must be created before QuickBooks Desktop runs the Rebuild action. Always perform a Rebuild using a computer that has a copy of the data stored locally.
5. Navigate to **Company → Export Company File to QuickBooks Online**.

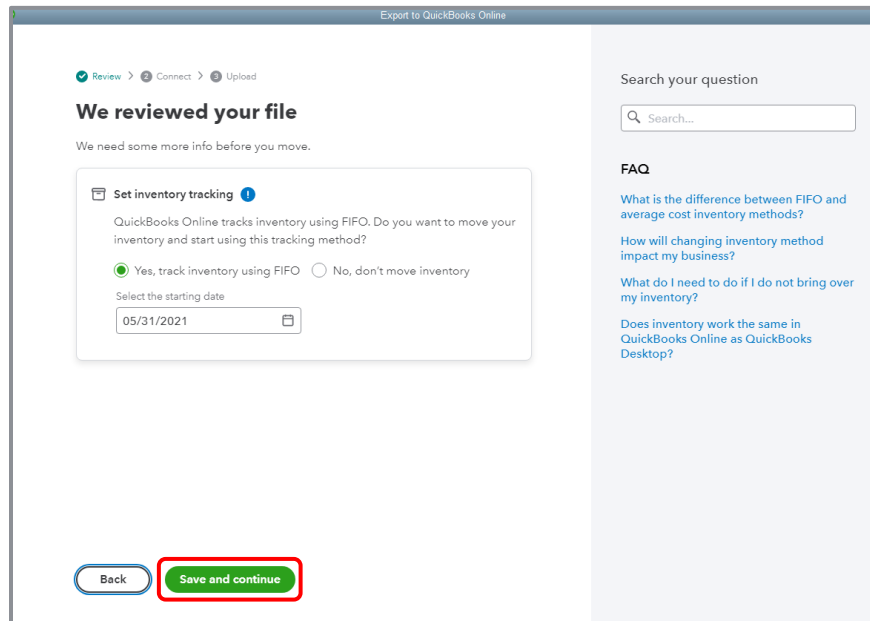


6. You will then see a window with a link to a guide about how to make the conversion from QuickBooks Desktop to QuickBooks Online as smooth as possible. It is very useful, as there are embedded links and the site is constantly being updated. When you are ready, click either **Move now** or – if you don't have a pre-existing QuickBooks Online empty company and wish to start a 30-day free trial – **Try it First**.

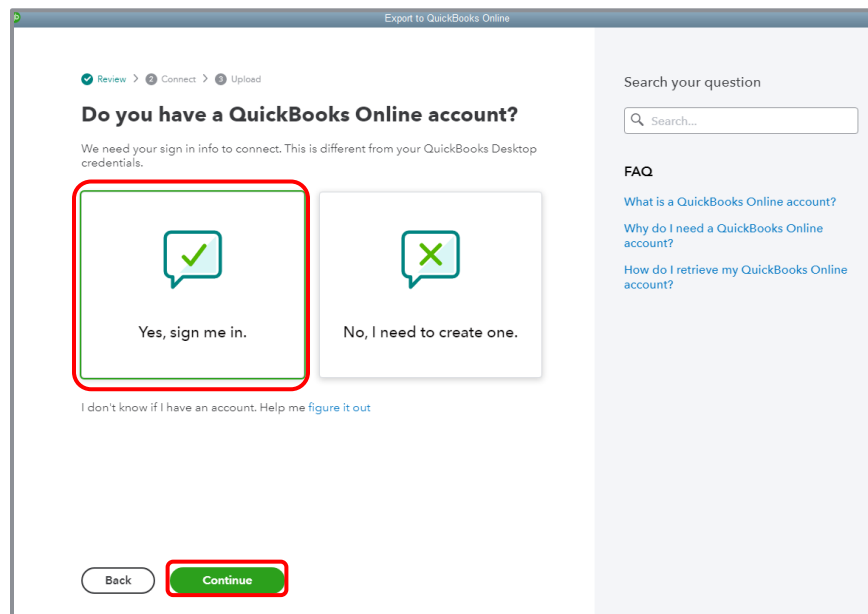


The wizard will provide the steps to sign in with your pre-existing Intuit user ID.

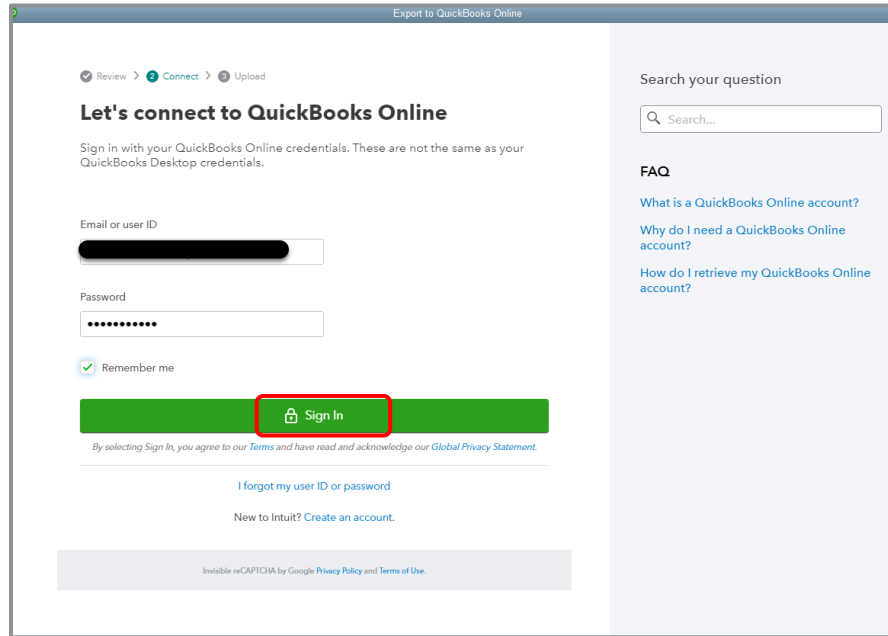
- 7. If the QuickBooks Desktop company has inventory, you will be asked if you wish to move the inventory to QuickBooks Online. Specify if you wish to bring over inventory (and as of what date) or not. Select **Save and continue**.



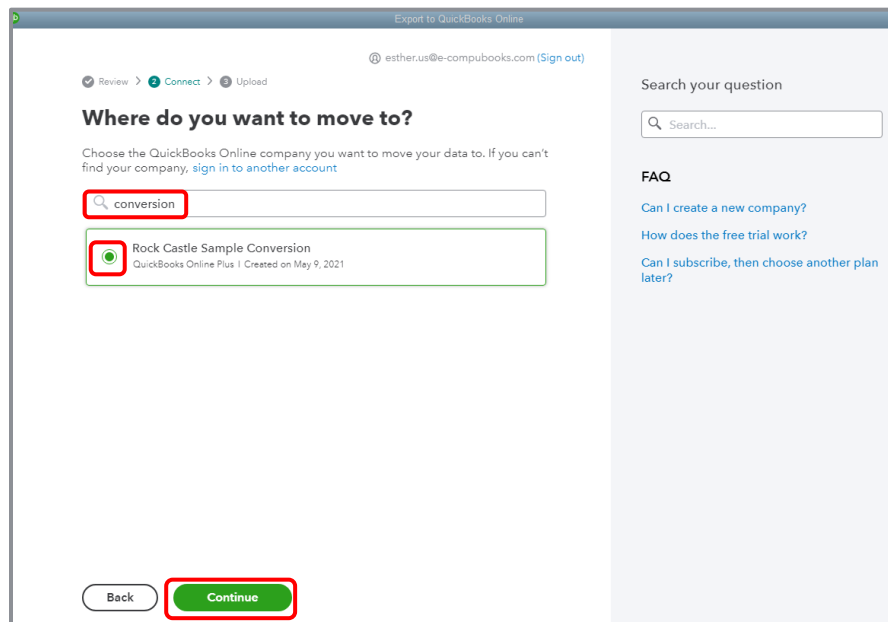
- 8. You will be asked to enter your QuickBooks Online account credentials, or to create an account if one doesn't already exist. Choose the option that applies to you and select **Continue**. In this example, we already have a QuickBooks Online account:



9. Enter your QuickBooks Online credentials and select **Sign In**. You may be prompted for a text or email to be sent with a verification code to be entered for two-factor authentication.



10. You will then be given the opportunity to overwrite any of the new companies on the drop-down list (60 days old or newer) associated with that ID or create a new one. If the company was already created in QuickBooks Online, you can search the list for that company name. When you find it, click the radio button next to that new company and choose **Continue**.

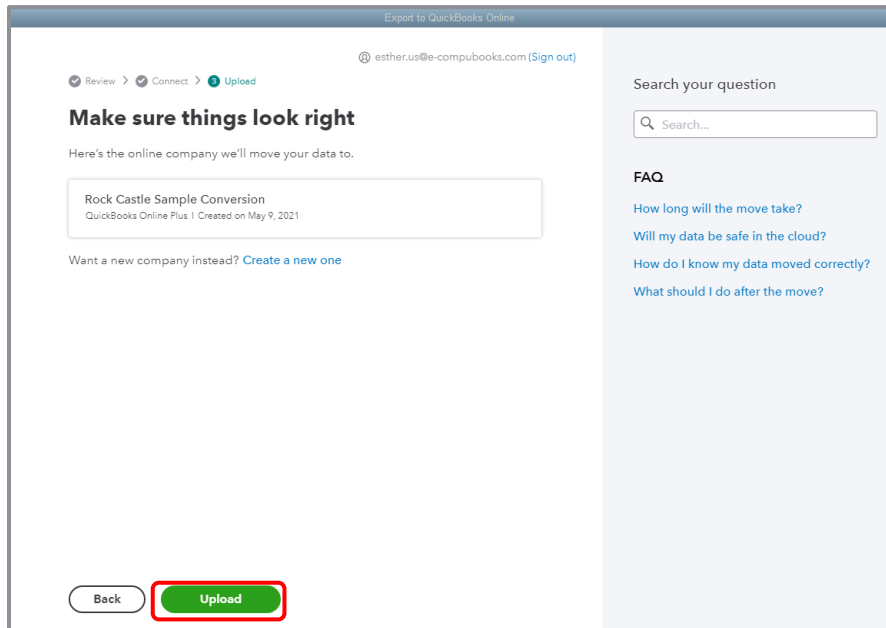




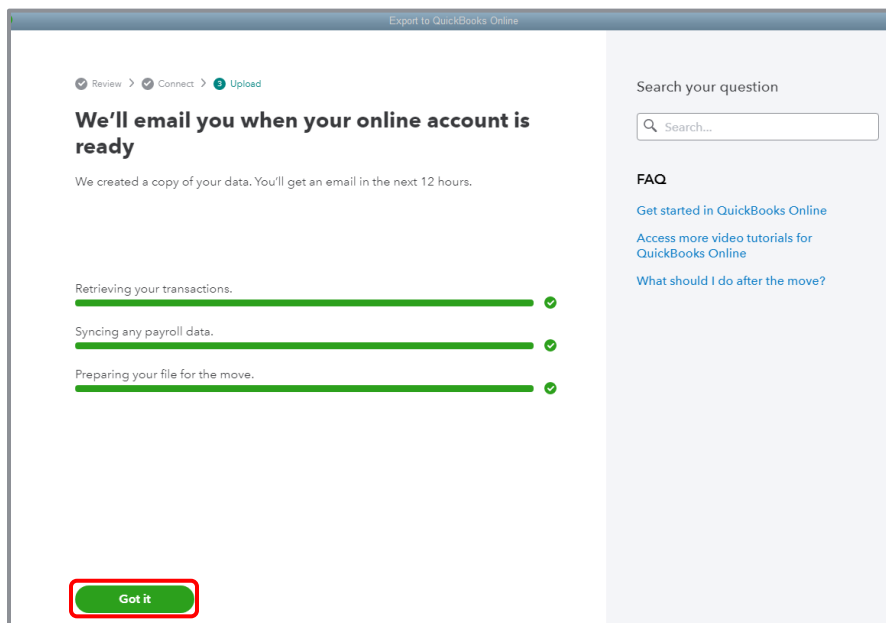
11. Confirm this is the correct company by selecting **Upload**.



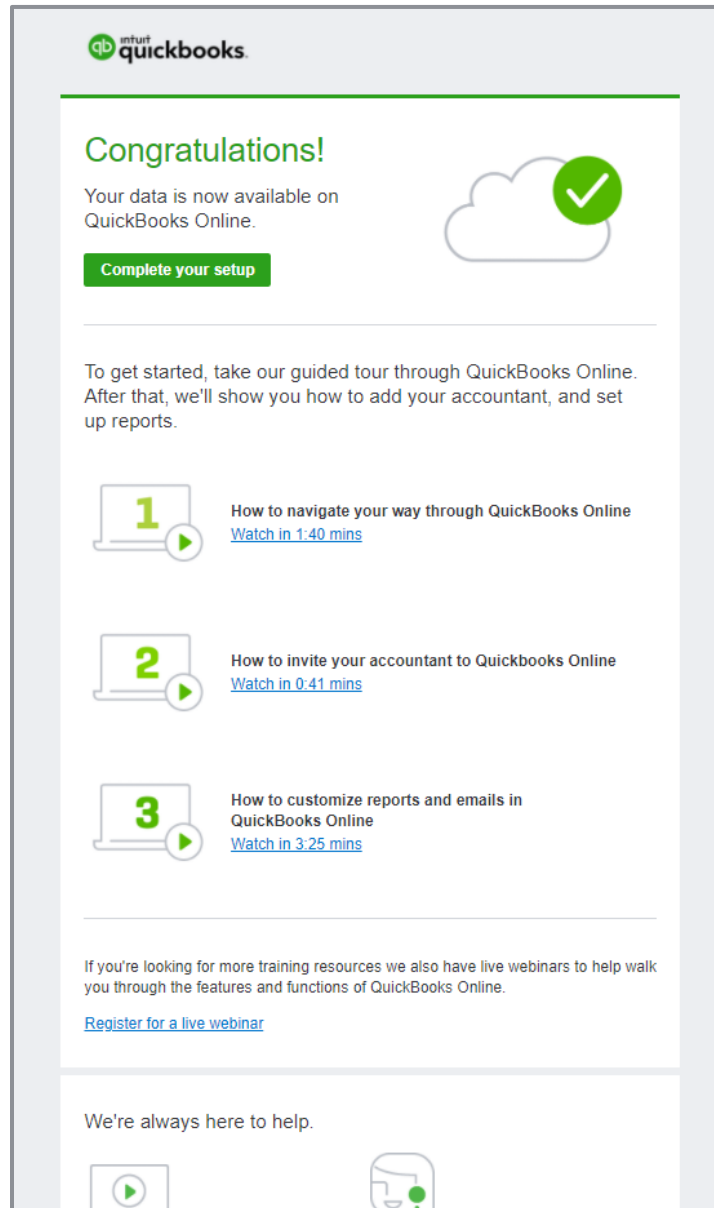
**IMPORTANT:** This will overwrite all the contents of that existing QuickBooks Online company if it is 60 days old or newer (which is fine if it's a brand new company).



12. You will see a progress screen, then a confirmation screen saying you'll get an email when the online account is ready. Select **Got it**.



13. Once complete, wait for confirmation that the QuickBooks Desktop file has been successfully imported.



An email will be sent once the conversion is finished notifying you that your QuickBooks Online company is ready. Often the conversion is very quick and email confirmation is received almost immediately. You will see links to short videos on how to navigate, invite your accountant, and customize reports and emails in QuickBooks Online. There is also a link to online support.

Verify the data was imported correctly. Create a Balance Sheet and Profit & Loss report in both QuickBooks Online and Desktop. Customize the date range to **All Dates**. Set the accounting method to **Accrual**. Compare the balances, looking for any inconsistencies. (Inconsistencies may be addressed [here](#), due to cash vs. accrual basis reporting, FIFO inventory vs. weighted average inventory, and certain types of multicurrency transactions.)

You can re-import data into QuickBooks Online for 60 days from the creation date of the QuickBooks Online company.

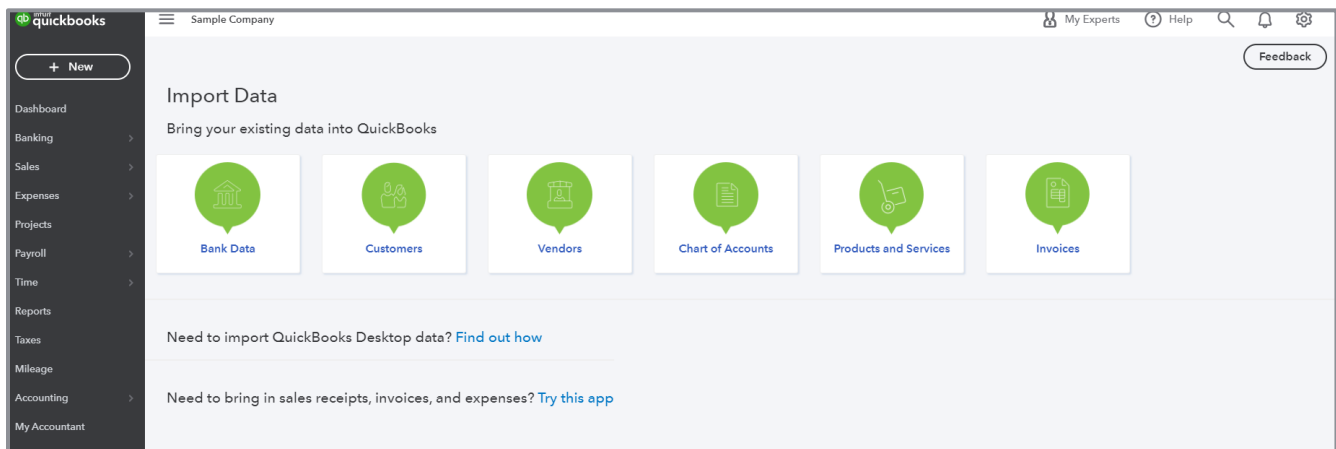


**Warning:** Re-importing data will overwrite any existing data in the QuickBooks Online company.



## Step by Step: Import Lists into QuickBooks Online

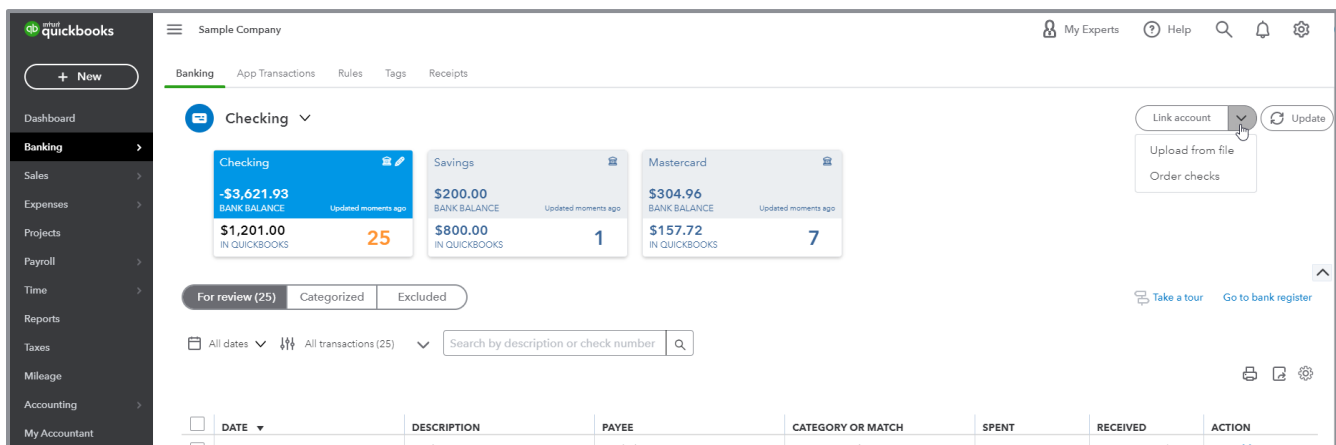
1. Open the QuickBooks Online test drive account.
2. Navigate to the **gear** icon → **Import Data** under the Tools section.



List data may be imported at any time into QuickBooks Online, such as customers, vendors, accounts (i.e., general ledger accounts on the Chart of Accounts) or products and services. Each option has a downloadable template to ensure data is properly formatted before import.

**NOTE:** When importing a Chart of Accounts, it does not replace the existing Chart of Accounts; it adds any accounts in your spreadsheet that are not already in QuickBooks Online to the existing accounts.

In addition, bank and credit card statements can be manually uploaded and imported (in \*.csv, \*.qfx, \*.qbo, or \*.ofx format) into QuickBooks Online when a direct bank feed connection to online banking cannot be established. To establish a bank feed connection (you must be in a real company to do this), you can connect an online bank or credit card account to the appropriate account on the Chart of Accounts. From the left navigation bar select **Banking** → **Banking** → **Connect account** if this is the first account you’re connecting. Or select **Link account** in the top right corner. Future bank and credit card statements can be uploaded manually either from the **gear icon** → **Import Data** → **Bank Data** access point or select **Banking** → **Banking** on the left navigation bar then select **Upload from File** (or, if the Upload from File button is not displayed, select the drop-down next to **Link Account** → **Upload from File**).



## Topic 3: Set Up Your Company

### RECOGNIZE STEPS TO SET UP AND MODIFY LISTS AND USERS

QuickBooks Online account lists and users can be managed from the gear icon in the top right. Managing lists is an important component of QuickBooks Online. From the gear icon, all lists should be reviewed to make sure they are appropriate for the company. This includes the Chart of Accounts, Recurring Transactions, Products and Services, Product Categories, Custom Form Styles, Payment Methods, Terms, Attachments, and, if turned on in QuickBooks Online Plus or Advanced, Classes and Locations.



#### Step by Step: Add Users to QuickBooks Online

1. Open a real QuickBooks Online company.
2. Navigate to the **gear** icon → **Manage Users** under the Your Company section.

NAME	EMAIL	USER TYPE	STATUS	DATE ADDED	BILLABLE	ACTION
Esther Friedberg Karp		Primary admin	Active	05/10/2021	Yes	<a href="#">View user activity</a>

3. Ensure the **Users** tab is selected; the total number of existing users displays in the name of the tab.
4. Click **Add user**.
5. Choose a type of user.
6. Click **Next**.
7. Enter the user's name and email address; the email address will be their Intuit user ID.
8. Click **Save**.

The invited user receives an email that contains a link to sign into the QuickBooks Online company.



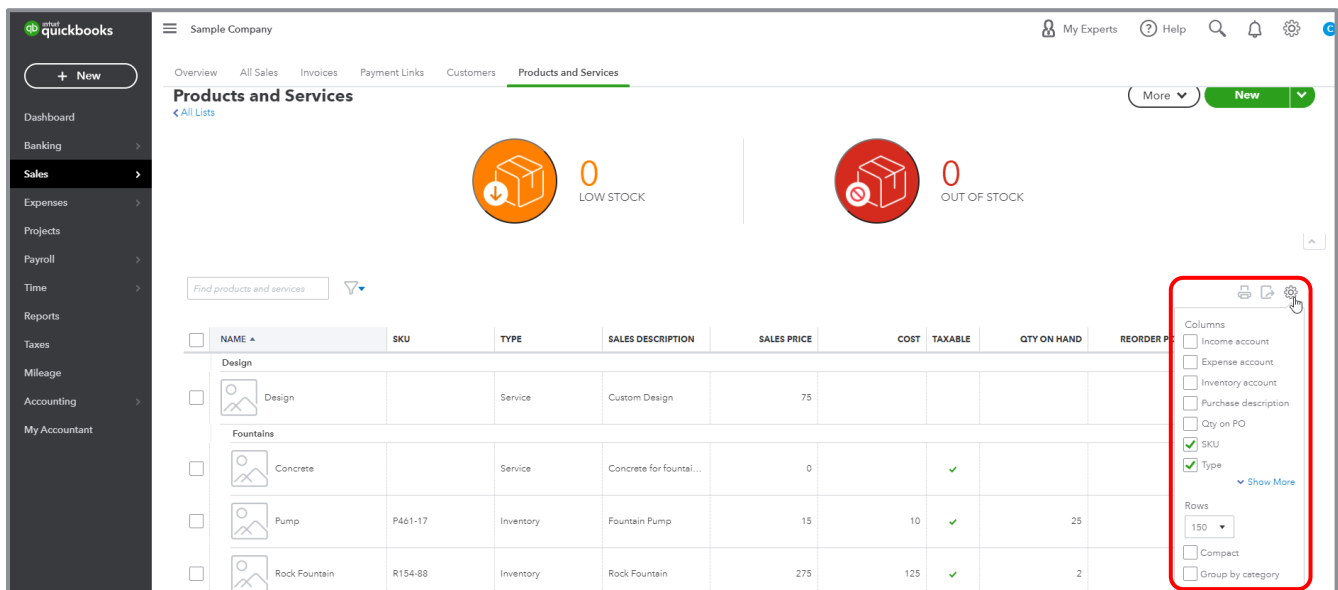
## Step by Step: Add Accountant Users to QuickBooks Online

1. Open a real QuickBooks Online company.
2. Navigate to the **gear** icon → **Manage Users** under the Your Company section.
3. Ensure the **Accounting firms** tab is selected; the total number of existing Accounting firm users displays in the name of the tab.
4. Select **Invite**.
5. Enter the accountant's email address; your accountant/bookkeeper and members of their firm who have been granted permission will have access to your company data.
6. Click **Save**.

The accountant receives an email that contains a link to sign into the client's company via QuickBooks Online Accountant as an Accountant user.

## Step by Step: Products and Services List

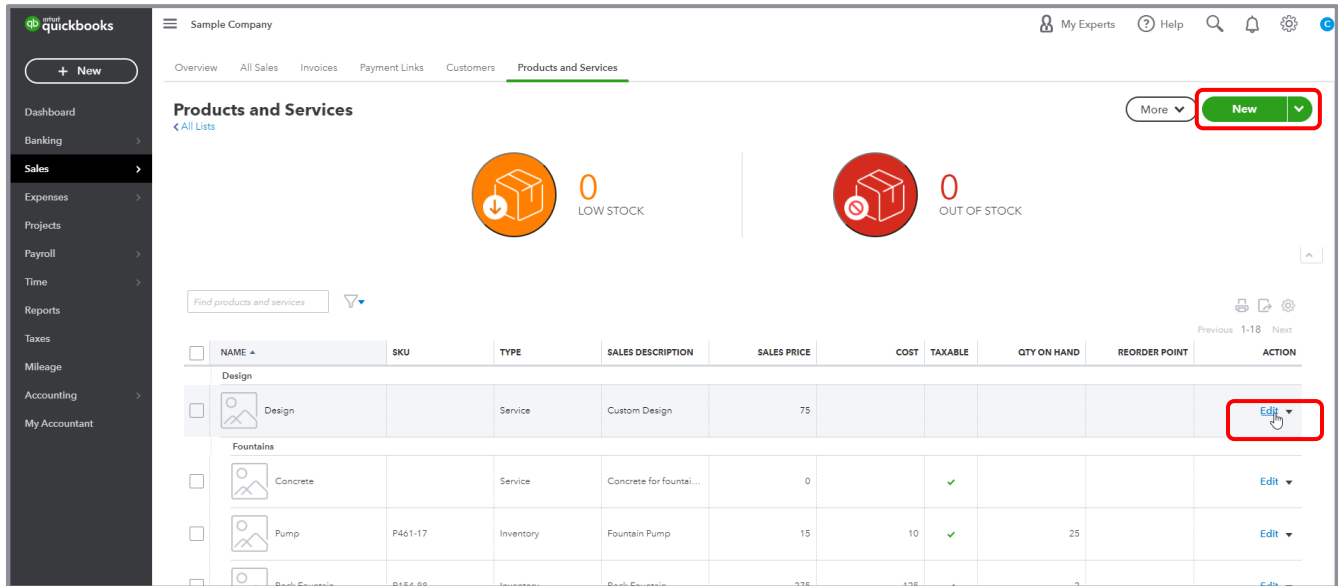
1. Open the QuickBooks Online test drive company.
2. Navigate to the left navigation bar and select **Sales → Products and Services**.
3. The Products and Services list appears. Notice that it lists the name, SKU, type, sales description, sales price, cost, whether the item is taxable, the quantity on hand and the reorder point (if it's set up as an inventory item). The items will be grouped by categories, if product categories are used. Additionally, a picture of the product or service can accompany the name of the item.
4. To specify the columns which appear in the Products and Services list, click the **grid gear** icon at the top right of the list to see a pop-up list. Add or remove the checkmark next to each column you want to see or not see. Click the **grid gear** icon again to have that list of columns disappear. You can also decide how many rows you want to appear on one page for this list (50, 75, 100, 150, or 300), if you wish to have a compact display, and if you wish for the product and service items to appear grouped by category.



Click the **grid gear** icon again to make pop-up list disappear when you're finished.

5. To delete (deactivate) an item, locate it, click the drop-down arrow next to **Edit → Make inactive**. Click **Yes** to confirm. Notice that items (and all list names, for that matter,) are merely inactivated and not really deleted. Transactions for inactivated items are never deleted.

6. To edit an item, locate the item to be changed, then click **Edit** in the far right column for that item. Make the necessary edits. **Save and Close**.



7. To add an item, click **New** in the top right corner of the Products and Services window.
  - a. Select a **Type** for this product/service (Inventory, Non-inventory, Service or Bundle).
  - b. The Product/Service information window appears; if you selected the wrong type of product/service, select **Change type** and correct your selection.
  - c. Enter the item **Name**, and, if applicable, the **SKU** and **Category** for the product/service.
  - d. Upload a picture for this product/service if desired.
  - e. For Inventory items in companies that have no history of transactions for an item in QuickBooks Online, specify the **Initial quantity on hand** (zero for new products) and the **As of date** for that initial quantity. (Ensure the As of date is dated far enough back in time that it pre-dates any live transactions you might want to enter.) You can specify a **Reorder point** if desired. Also, for any Inventory items, you would select the **Inventory asset account**.
  - f. Fill in the **Sales** information and **Purchasing** information for that product/service with the corresponding default sales description, sales price/rate, income account, taxable status, default purchase description, unit cost and expense account. This assumes you have the boxes checked next to **I sell this product/service to my customers** for a product/service to appear on sales forms. It also assumes the box next to **I purchase this product/service from a vendor** for a product/service to appear on purchase forms. If applicable, specify the Preferred Vendor. **Save and close** or **Save and new**.



**NOTE:** The Products and Services list has two other access points. The first is accessed by selecting the **gear** icon → **Products and Services** under Lists. The second is accessed by selecting the **gear** icon → **All Lists** under Lists → **Products and Services**.



### Step by Step: Print a Transactions Report for a Selected Account Directly from the Chart of Accounts

1. Open the QuickBooks Online test drive company.
2. In the left navigation bar, click **Accounting** → **Chart of Accounts**.
3. If prompted, click **See your Chart of Accounts**.
4. Select an existing account that is a Balance Sheet type of account (i.e., the Type column has any of these in it: Bank, Accounts Receivable, Other Current Assets, Fixed Assets, Other Assets, Accounts Payable, Credit Card, Other Current Liabilities, Long Term Liabilities or Equity), and in the drop-down next to **View Register** for that account, click **Run report**.
5. The Account QuickReport for that account will display.
6. Change the **Report period** in the top left corner, if necessary, and click **Run Report**.

**NOTE:** The Chart of Accounts has two other access points. The first is accessed by selecting the **gear** icon → **Chart of Accounts**. The second is accessed by selecting the **gear** icon → **All Lists** under Lists → **Chart of Accounts**.



## Step by Step: Print the Chart of Accounts

1. Open the QuickBooks Online test drive company.
2. Click the **gear** icon → **Chart of Accounts** under Your Company.
3. If prompted, click **See your Chart of Accounts**.
4. Click the **Printer** icon in the upper right-hand corner of the displayed Chart of Accounts (just above the Action column).

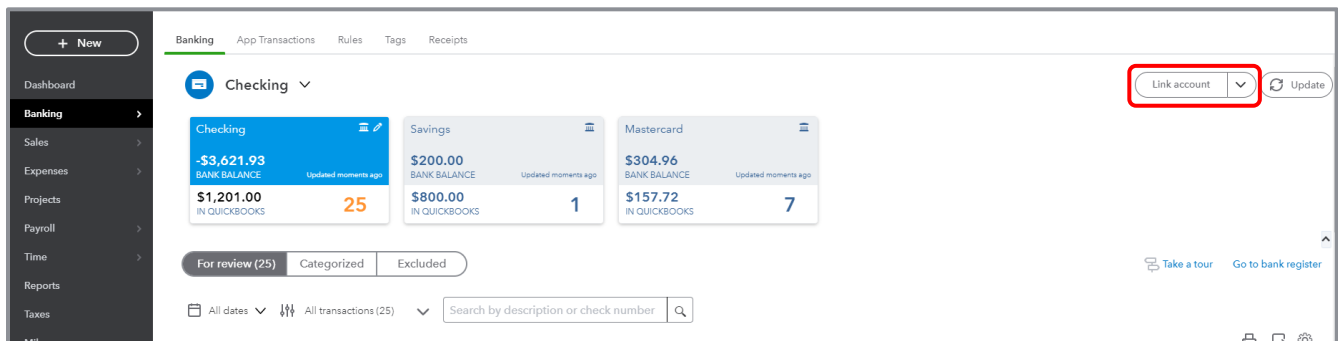


5. The Chart of Accounts will display in print preview format. In the Print column next to the preview, select your printer and print settings, if necessary, then select **Print**.



## Step by Step: Link a Bank Account to the Bank Feed

1. Open a real QuickBooks Online company.
2. From the left navigation bar, click **Banking**.
3. Click **Link Account** in the top right-hand corner.



4. Follow the wizard to connect an account to the bank feed.

## RECOGNIZE STEPS TO MANAGE YOUR COMPANY ACCOUNT AND SETTINGS

Your company Account and Settings control much of the functionality in the QuickBooks Online account. They are the foundation for a successful and efficient QuickBooks Online experience.

The Account and Settings screen organizes the account's global preferences into these sections:

- Company
- Billing & Subscription
- Usage
- Sales
- Expenses
- Payments
- Advanced

Category	Field	Value	Action	
Company	Company name	We Care Community Foundation	✎	
	Legal name	Same as company name		
	EIN	00-7904153		
Expenses	Company type	-	✎	
	Industry	Other individual and family services		
Advanced	Contact info	Company email	esther.us@e-compubooks.com	✎
		Donor-facing email	Same as company email	
		Company phone	650-555-1234	
		Website	samplename.com	
Address	Company address	1735 County Road, Bayshore, CA 94326	✎	
	Donor-facing address	Same as company address	✎	
	Legal address	Same as company address	✎	
Communications with Intuit	Marketing Preferences			

**NOTE:** Two of these Account and Settings sections – Billing & Subscription and Payments – do not appear in the test drive company file.



## Step by Step: Company Tab in Account and Settings

1. Open the test drive QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Company** section on the left.
4. Notice the settings can be updated by clicking **Edit** (the pencil icon on the right) or by clicking anywhere in that area.
  - Company name
  - Company type
  - Contact info
  - Address:
    - Company address
    - Customer-facing address
    - Legal address
  - Communications with Intuit



## Step by Step: Enter Company Name, EIN, Industry, Contact Information and Tax Form in Account and Settings

1. Open the test drive QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Company** section on the left.
4. Find the Company name settings and click **Edit** (the pencil icon) on the right or click anywhere in that area to enter or edit the company name information.
5. Enter the **Company name**, the **Legal name**, and the **EIN** or **SSN**.
6. Click **Save**.
7. Find the Company type settings and click **Edit** (the pencil icon) on the right or click anywhere in that area to enter or edit the company type information.
8. Choose a **Tax form** from the drop-down list.
9. In the Industry list, start entering an industry and finish by selecting one from the list that appears.

10. Click **Save**.
11. Find the Contact info settings and click **Edit** (the pencil icon) on the right or click anywhere in that area to enter or edit the company contact information.
12. Click **Save**.
13. Click **Done**.



### Step by Step: Specify Terminology for Customers in Account and Settings

1. Open the test drive QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Advanced** section on the left.
4. Find the Other preferences settings and click **Edit** (the pencil icon) on the right (or click anywhere in that section) to enter or edit the **Customer Label** (Clients, Customers, Donors, Guests, Members, Patients, or Tenants).
5. Click **Save**.
6. Click **Done**.



### Step by Step: Sales Tab in Account and Settings

1. Open the test drive QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Sales** section on the left.
4. Notice that the settings can be updated by clicking **Edit** (the pencil icon) on the right or anywhere in each area.
  - Customize (i.e., customize the look and feel of forms for customers)
  - Sales form content
  - Products and services
  - Late fees
  - Progress Invoicing
  - Messages
  - Reminders

- Online delivery
- Statements



## Step by Step: Turn on Inventory in Account and Settings

1. Open the test drive QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Sales** section on the left.
4. Find the Products and services area and click **Edit** (the pencil icon) or click anywhere in that area.
5. Ensure you've activated the toggle switch next to **Show Product/Service column on sales forms**, so these fields appear on sales forms.
6. Activate the toggle switch next to **Track quantity and price/rate**, so these fields appear on sales forms.
7. Activate the toggle switch next to **Track inventory quantity on hand**, so inventory is tracked.
8. Click **Save**.
9. Click **Done**.
10. Click **Sales** in the left navigation bar.
11. Click **Products and Services** tab.
12. Select **New** to create a new product or **Edit** to alter an existing product.
13. If it's an existing product, select **Change Type** and choose **Inventory**. If it's a new product, choose the type **Inventory**.
14. Enter or edit the item **Name** and, if applicable, the **SKU** and **Category** for the product/service.
15. Upload a picture for this product/service if desired.
16. For Inventory items in companies that have no history of transactions for an item in QuickBooks Online, specify the **Initial quantity on hand** (zero for new products) and the **As of date** for that initial quantity. (Remember to back-date that As of date sufficiently to pre-date any live transactions you will enter.) You can also specify a **Reorder point** if desired and, for any Inventory items, you would select the **Inventory asset account**.

17. Fill in the **Sales** information and **Purchasing** information for that product/service with the corresponding default sales description, sales price/rate, income account, taxable status, default purchase description, unit cost and expense account. If applicable, specify the Preferred Vendor.
18. Click **Save and close** or **Save and new**.



### Step by Step: Expenses Tab in Account and Settings

1. Open the test drive QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Expenses** section on the left.
4. Notice the settings can be updated by clicking **Edit** (the pencil icon) on the right or anywhere in each area.
  - Bills and expenses
  - Purchase orders
  - Messages



### Step by Step: Explore Purchase Orders in Account and Settings

1. Open the test drive QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Expenses** section on the left.
4. Find the Purchase Orders area and click **Edit** (the pencil icon) on the right or anywhere in that area.
5. Activate the toggle switch next to **Use Purchase Orders**.
6. Fill out remaining fields as needed.
7. Click **Save**.
8. Click **Done**.



## Step by Step: Advanced Tab in Account and Settings

1. Open the test drive QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Advanced** section on the left.
4. Notice that the settings can be updated by clicking **Edit** (the pencil icon) on the right or anywhere in each area.
  - **Accounting** - to change the fiscal year or close the books
  - **Company type** - sole proprietorship, etc. (also accessible on the Company page)
  - **Chart of Accounts** - to turn account numbers on or off, specify a Discount account, specify a Tips account and specify a billable expense markup income account if required
  - **Categories** - tracking classes, locations, or both
  - Automation
  - Projects
  - Time tracking
  - Currency
  - Other preferences



## Step by Step: Close the Books in Account and Settings

1. Open the test drive QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under *Your company*.
3. On the Account and Settings page, click the **Advanced** section on the left.
4. Find the Accounting settings. Click **Edit** (the pencil icon) on the right or anywhere in that area.
5. Activate the toggle switch next to **Close the books**.
6. Enter a **Closing Date**.
7. Select one of these from the drop-down menu: **Allow changes after viewing a warning** or **Allow changes after viewing a warning and entering a password**. The password option is recommended.
8. Enter a password and confirm the password (if the password option was selected).
9. Click **Save**.



10. Click **Done**.



### Step by Step: Show Account Numbers in Account and Settings

1. Open the test drive QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Advanced** section on the left.
4. Find the Chart of Accounts settings. Click **Edit** (the pencil icon) on the right or anywhere in that area.
5. Activate the toggle switch next to **Enable account numbers**.
6. Click the box next to **Show account numbers**.
7. Click **Save**.
8. Click **Done**.
9. In the left navigation bar, select **Accounting** → **Chart of Accounts**.
10. If you are prompted, click **See your Chart of Accounts**.
11. Select the **Checking** account. Select the **drop-down arrow** next to View Register for that account and select **Edit**.
12. Edit the Checking account. In the **Number** field, enter account number *10100*. **Save and Close**.
13. View the account number now showing in the Chart of Accounts list.
14. Navigate to **Reports** → **Balance Sheet**.
15. View the account number for the Checking account appearing on the Balance Sheet.



## Step by Step: Enable Auto-recall on Forms in Account and Settings

1. Open the test drive QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Advanced** section on the left.
4. Find the Automation settings. Click **Edit** (the pencil icon) on the right or anywhere in that area.
5. Activate the toggle switch next to **Pre-fill forms with previously entered content**.
6. Click **Save**.
7. Click **Done**.



## Step by Step: Enter/Edit Many Account Numbers at Once in Chart of Accounts

1. Now that Account Numbers have been enabled, open the Chart of Accounts.
2. Click **Edit** (the pencil icon) in the top right corner.
3. The Chart of Accounts becomes a grid you can edit, and you can add/edit account numbers in the Number column for many account numbers at once.
4. When you are finished adding or editing your account numbers, click **Save**. (*Tip: you can use this same method to edit the names of many accounts at once on the Chart of Accounts.*)



## Step by Step: Change Settings for Automatic Sign Out after a Period of Inactivity

1. Open the test drive QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Advanced** section on the left.
4. Find the Other preferences settings. Click **Edit** (the pencil icon) on the right or anywhere in that area.
5. Select **1 hour**, **2 hours** or **3 hours** from the drop-down list next to **Sign me out if inactive for**.
6. Click **Save**.
7. Click **Done**.

## Guide Conclusion

You have just covered *Course 1 - Get Started*. This course has been developed to help you train your clients how to use QuickBooks Online successfully.

By completing this module, your client should understand:

- The benefits of QuickBooks Online
- How to import data
- The parameters of setting up their company