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Course 2

Navigate QuickBooks Online

Table of Contents

About the Author

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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.

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Training at a Glance

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

TOPIC	CONTENT
BEST PRACTICES	• Browser Tips • Keyboard Shortcut Tips
NAVIGATE	• Company Dashboard • Customer Center • Vendor Center • Various Transactions Tabs • +New

QUICKBOOKS ONLINE TEST DRIVE

Most exercises in 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 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.
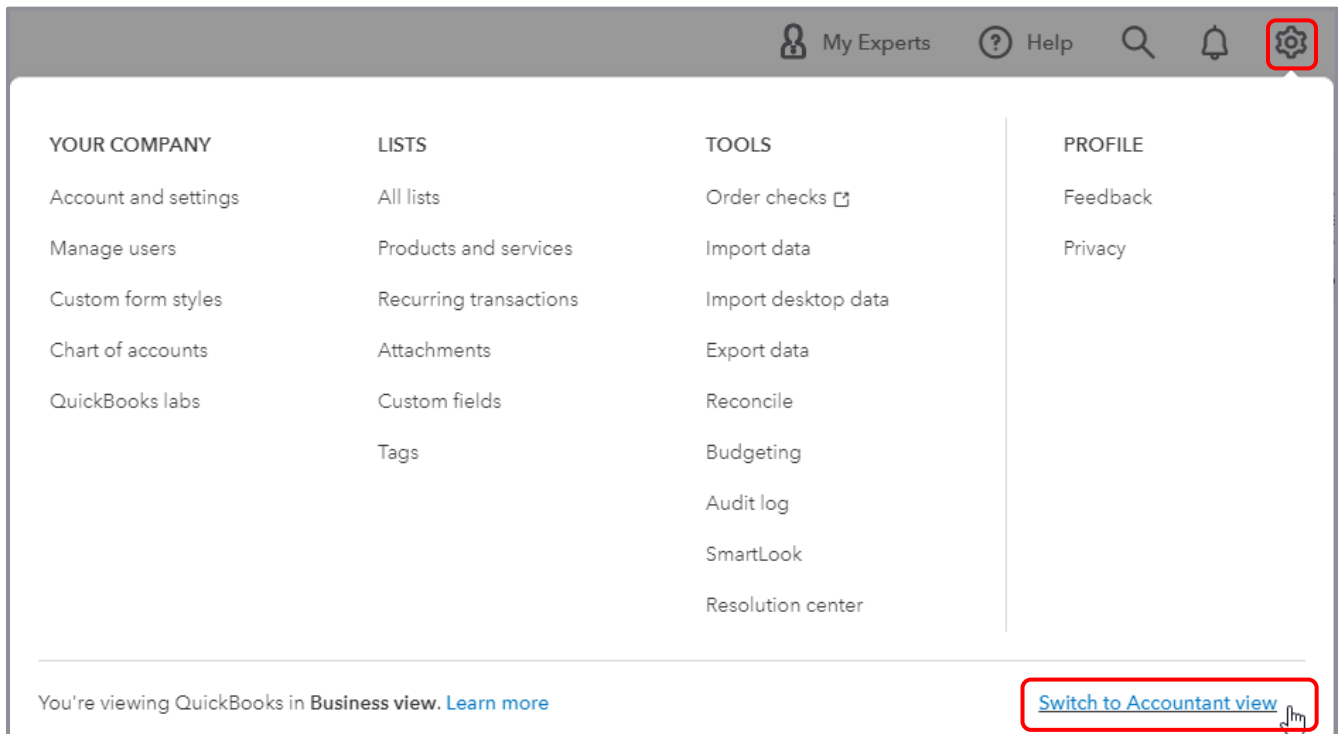
Topic 1: **Best Practices**

IDENTIFY BEST PRACTICES WHEN USING QUICKBOOKS ONLINE

Browser Tips

The tips below are based on Google's Chrome browser, which is the recommended browser for QuickBooks Online. However, many of these tips work in other browsers as well:

● Click a choice in the left navigation bar, +New menu, gear icon or other access points, drag it up and click again 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, drag it to another monitor and click to release it; you can now 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 to run QuickBooks Online on more than two monitors, if you have them.

● Chrome allows you to create different users (**Profile or picture of user → Add →** choose a **name** and a **photo → Add**). 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 dedicated Chrome user you will use for your QuickBooks Online companies. Open the screens you use most often and bookmark them (click ★) to create a QuickBooks Online bookmark icon 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
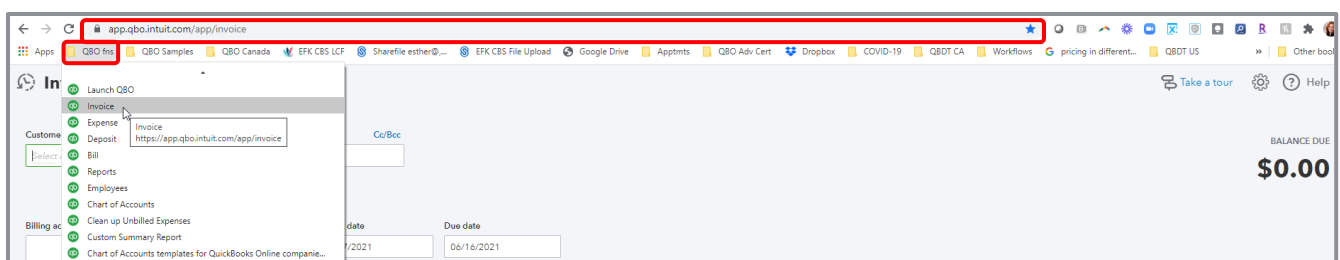
● Right-click the **back arrow** of the browser to display a recent history of the screens you were on previously; left-click the one you want to return to and resume working

● 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 and Edge also allow the user to right-click a tab and select **Duplicate**. Other browsers may not be able 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 feature the ability to drag a tab off to open in a separate browser window.*

Keyboard Shortcut Tips

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, if 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 below). If you're using a Mac, substitute **Command** + **Option** + **letter**.

Additional information

You're viewing QuickBooks in **Accountant view**

Your Company ID is **4620 8163 6517 0291 510**   Copy

Keyboard Shortcuts

To use a shortcut, press and hold **ctrl/control** and **alt/option** at the same time. Then press one of the keys below.

On main pages, like the dashboard or customers

SHORTCUT KEY	ACTION
i	Invoice
w	Check
e	Estimate
x	Expense
r	Receive payment
c	Customers
v	Vendors
a	Chart of Accounts
l	Lists
h	Help
f	Search Transactions
d	Focus the left menu
? or /	This dialog

On transactions, like an invoice or expense

SHORTCUT KEY	ACTION
x	Exit transaction view
c	Cancel out
s	Save and New
d	Save and Close
m	Save and Send
p	Print
? or /	This dialog

OK

This screen is also one place you can find your Company ID (highlighted in yellow), which you might need if you have to call technical support. It also displays the view you are currently using for this company (Accountant or Business).

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 **w**eek that is currently displayed

● **k** for the last day of the wee**k** that is currently displayed

● **m** for the first day of the **m**onth that is currently displayed

● **h** for the last day of the mont**h** that is currently displayed

● **y** for the first day of the **y**ear that is currently displayed

● **r** for the last day of the yea**r** that is currently displayed

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 in 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 clicking the **Tab** key and moving to the next field, either with your mouse or the Tab key; no retyping of numbers is necessary.

NOTE: *Don't be put off by the This value is out of range pop-up flag you see after entering the mathematical operator; once you enter the next number, this flag will disappear.*
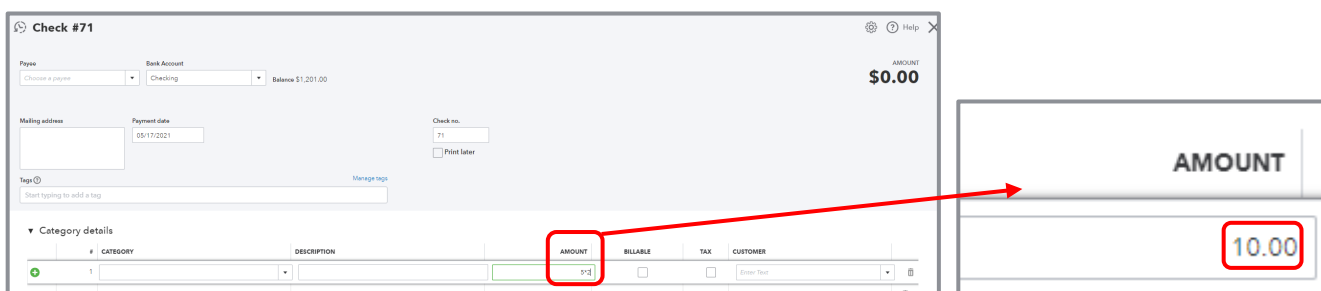
Topic 2: **Navigate**

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

COMPANY DASHBOARD

When you log in to QuickBooks Online, the dashboard is the first screen that appears. Because the dashboard 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.

Once you navigate away from the dashboard, you can always return to it by selecting **Dashboard** on the left navigation bar.

The top of the dashboard indicates the name of the QuickBooks Online company (helpful when you are running more than one company in QuickBooks Online).

The dashboard consists of two tabs: Get things done and Business overview.

At any time, you can click the **Privacy** toggle in the top right section of either tab to prevent private company numbers from displaying. This is very helpful if you're working in a public place such as an airport or a coffee shop.
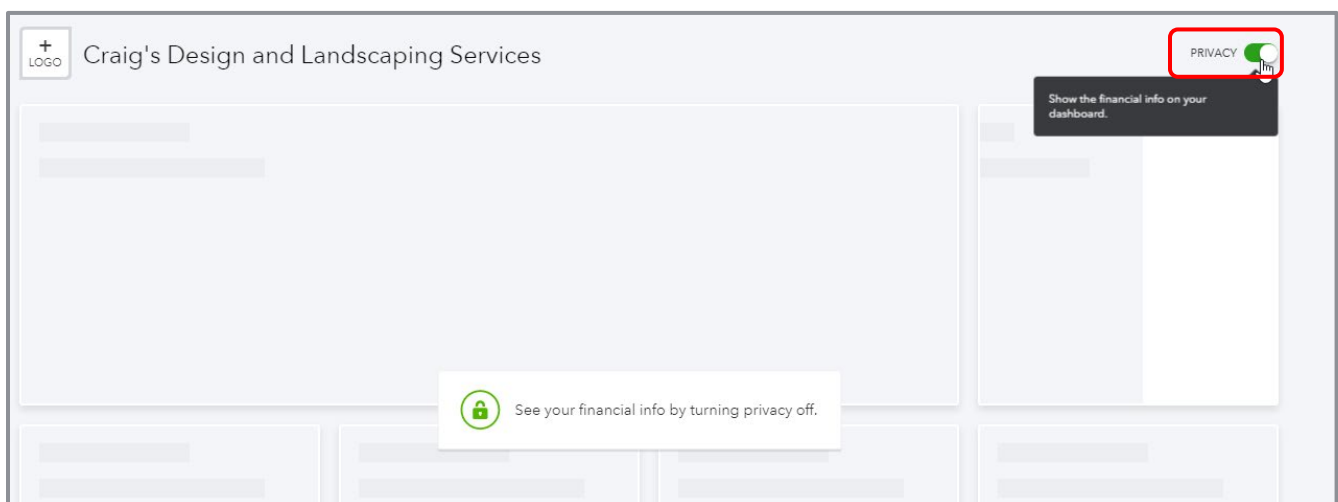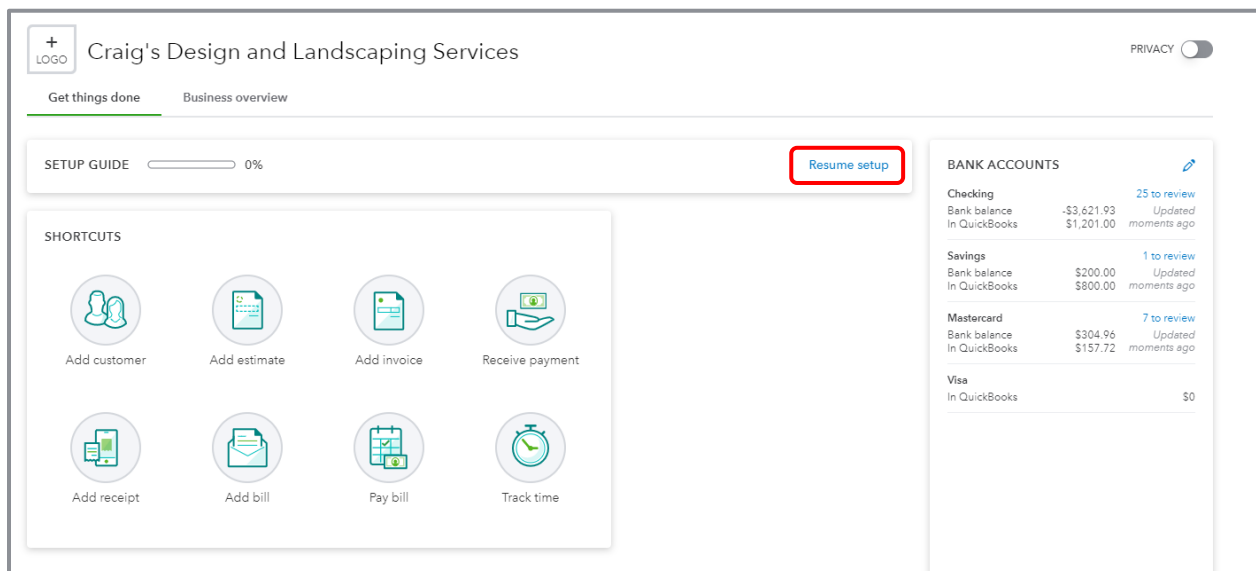
Get Things Done Tab

You'll see a Setup guide at the top of the Get things done tab of the dashboard, which can guide you through such steps as invoicing and connecting with an accountant. Click **Hide** to collapse this guide so you have more screen space available on this dashboard.
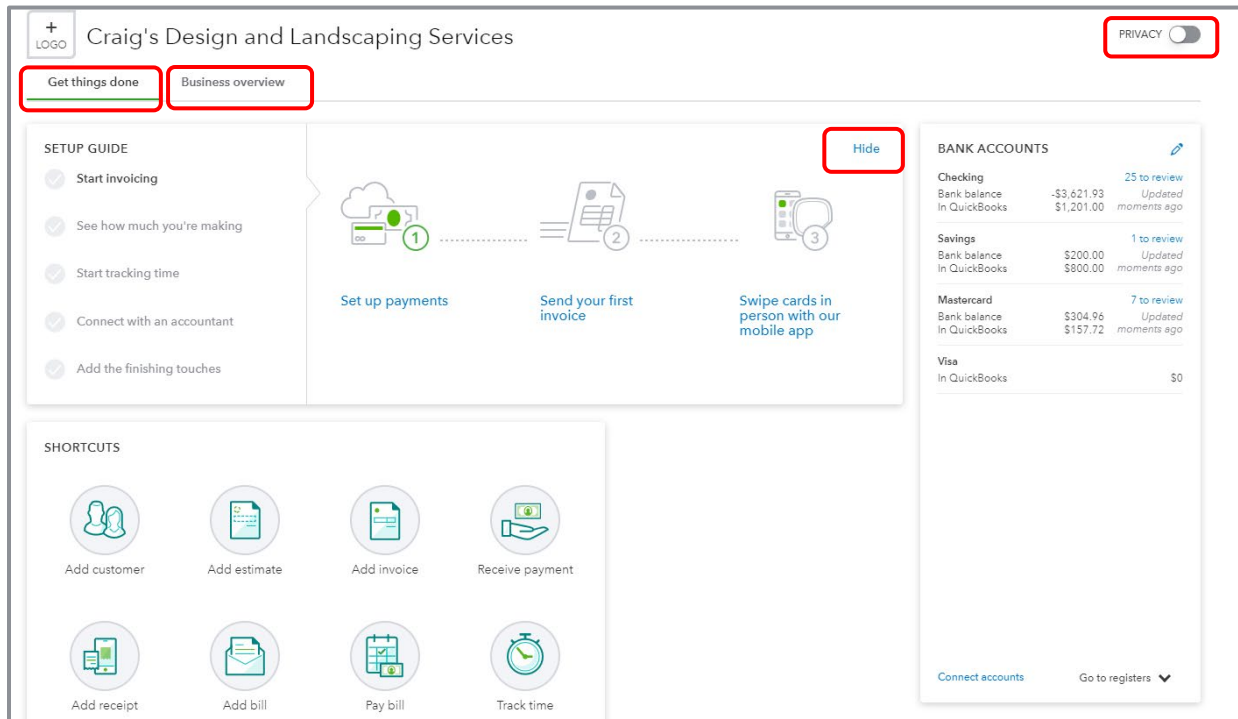
Once it's collapsed you can click **Resume setup** to expand the setup guide again.

Below the Setup guide you'll see several shortcuts to common QuickBooks Online tasks, although there are other access points to these tasks via the left navigation bar and the +New menu. And, as mentioned earlier, you can bookmark a number of these tasks in your browser.

On the right side of both tabs of the dashboard is a list of bank and credit card balances. If those QuickBooks accounts are connected to the financial institutions, you get information on 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.

Click the **pencil icon** to edit the bank and credit card accounts on this list.

This section of the dashboard 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.
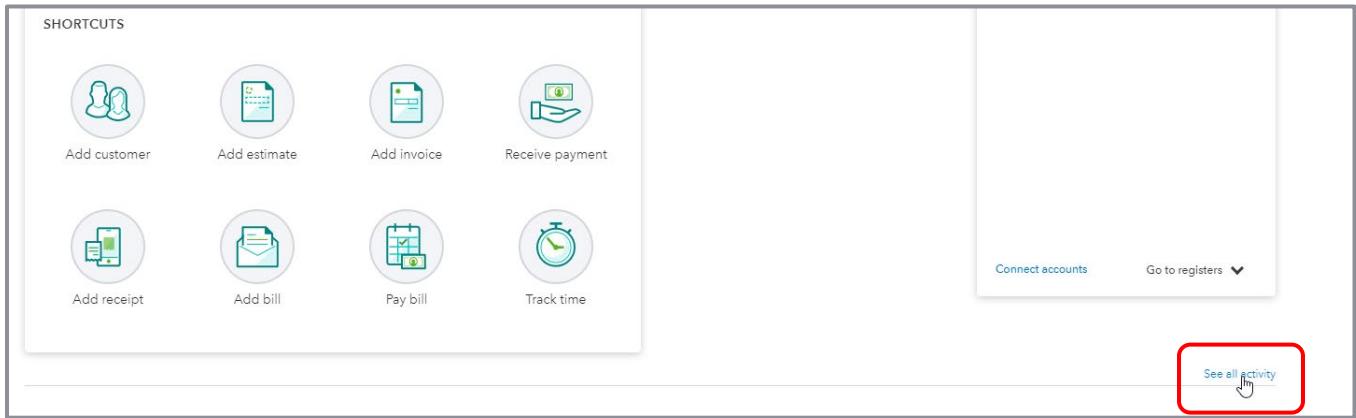
At the very bottom of the Get things done tab of the dashboard, you'll be able to click **See all activity**, which takes you to the Audit Log, which you'll learn about later in this training.

Business Overview Tab

The Business overview tab of the dashboard features several bar charts and graphs related to the performance of your company. You'll see customer invoices receivable, including those that are overdue. You'll also see invoices that were paid in the last 30 days, including those that are 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 as Last 30 days, but can be changed by clicking the appropriate date range **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. You can drill down to get either a detail report related to totals or continue to an actual transaction.

Also, to the right, you'll see the list of bank and credit card balances in this tab.
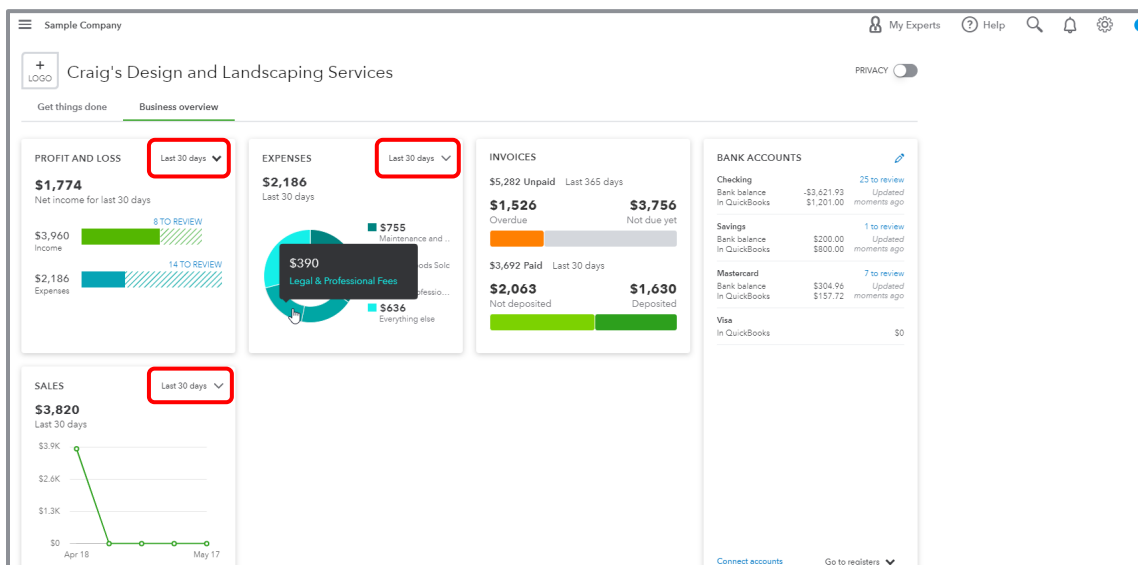
At the top right corner of the home screen is a switch called Privacy. When you activate it, QuickBooks Online hides all the financial numbers on the screen to protect this sensitive information from anyone walking by your computer. This is very helpful if you're working in a public place such as an airport or a coffee shop.

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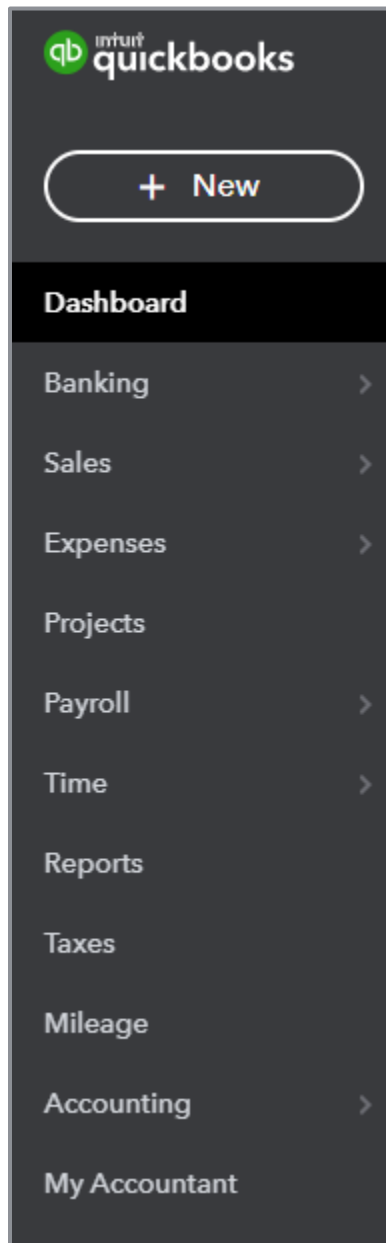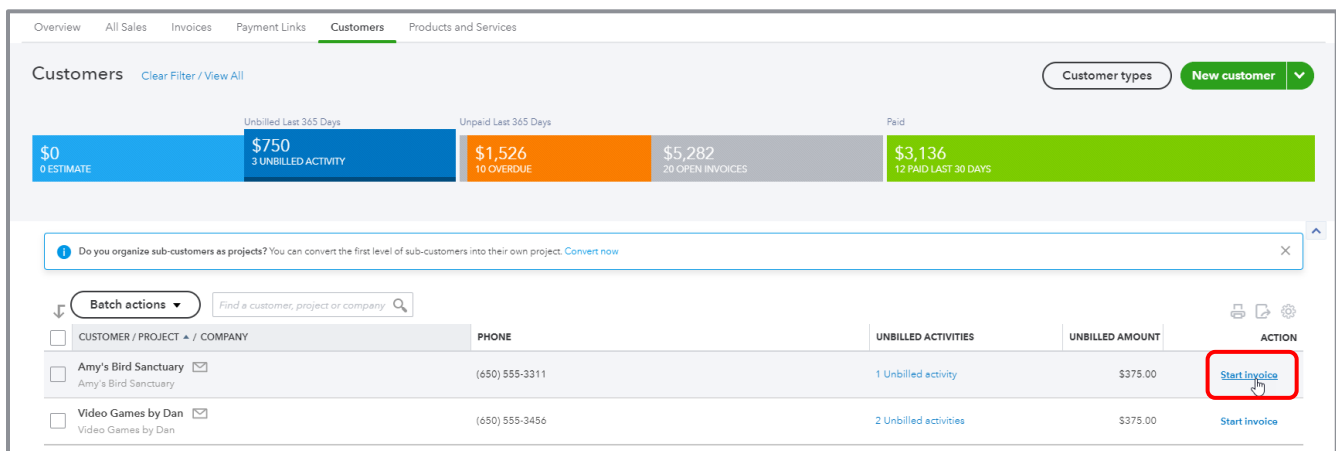
CUSTOMER CENTER

Click the **Sales** tab in the left navigation bar, then the **Customers** sub-tab (either in the horizontal list of tabs or in the pop-up list of tabs) 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 to review, edit or delete.

- 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 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, Customer Type, Attachments and/or Phone number columns, as well as how many rows of the Center to display on a page and whether to include inactive customers and projects (if they're turned on). This setting is "sticky," which means the next time you open the Customer Center, QuickBooks Online will remember your display preference.

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

- Click 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 the **column header** for that parameter, either once or twice, to specify sorting forward or backward

● Once in the tabs of the Sales Center, you can 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 Action column; the choices available to you depend on which tab is displayed and, if individual transactions are listed, what transaction type is listed in the current row

● Clicking the **Start invoice** hyperlink next to an entry (any 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 in the far left column next to the appropriate customers in the Customer Center and choosing from the Batch Actions drop-down menu
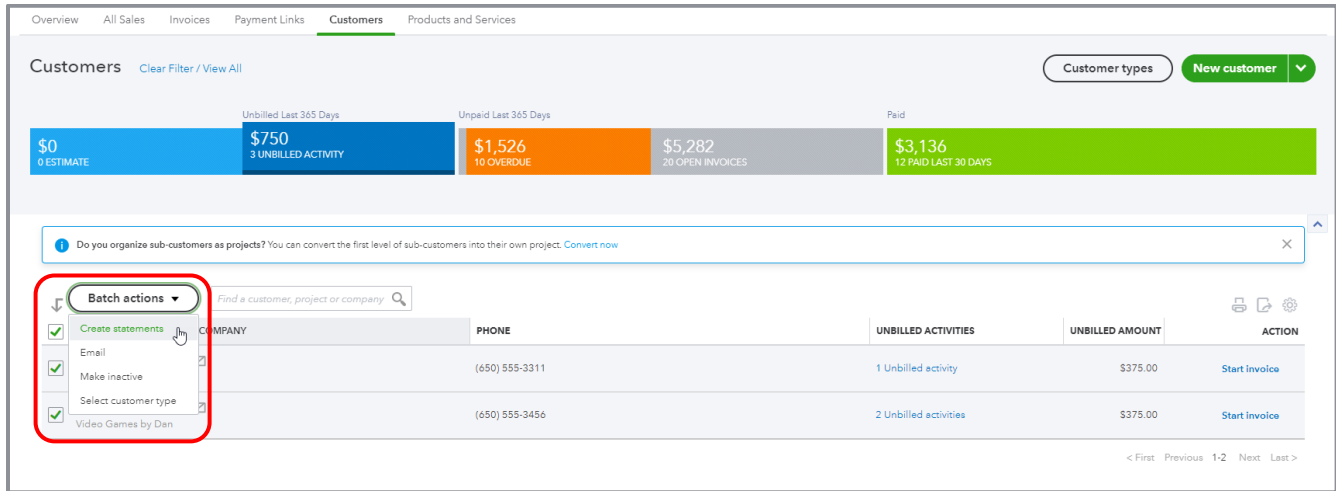
VENDOR CENTER

Click the **Expenses** tab in the left navigation bar, then the **Vendors** sub-tab (either in the horizontal list of tabs or in the pop-up list of tabs) to open the Vendor Center.
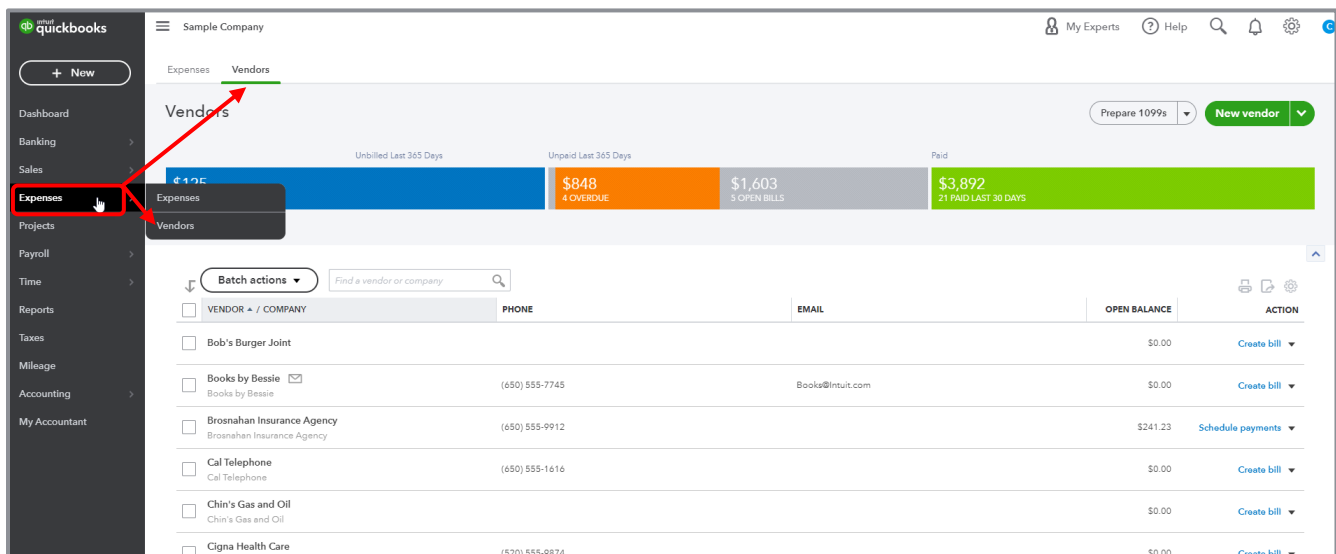
The Vendor Center is like the Customer Center, except it's related to vendors, not customers.

● The colorful Money Bar at the top of this center relates to potential expenses (open purchase orders), unpaid and overdue bills and which bills have been paid in the last 30 days

● If you click any of these color blocks, QuickBooks Online 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 to review, edit or delete

● Although you can always create a new vendor on the fly in transactions by simply typing a new vendor name in the Vendor field (and following the pop-up instructions to add that name and details), the New Vendor button in the Vendor Center also allows you to create a new vendor

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

● The Prepare 1099s button allows you to prepare 1099s

● 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 main access points for entering transactions from the various transactions tabs in the left navigation bar: Banking, Sales, Expenses and Accounting. For those QuickBooks Online Plus and Advanced users who are using Projects, there is a fifth way: you can enter transactions via the Projects tab.
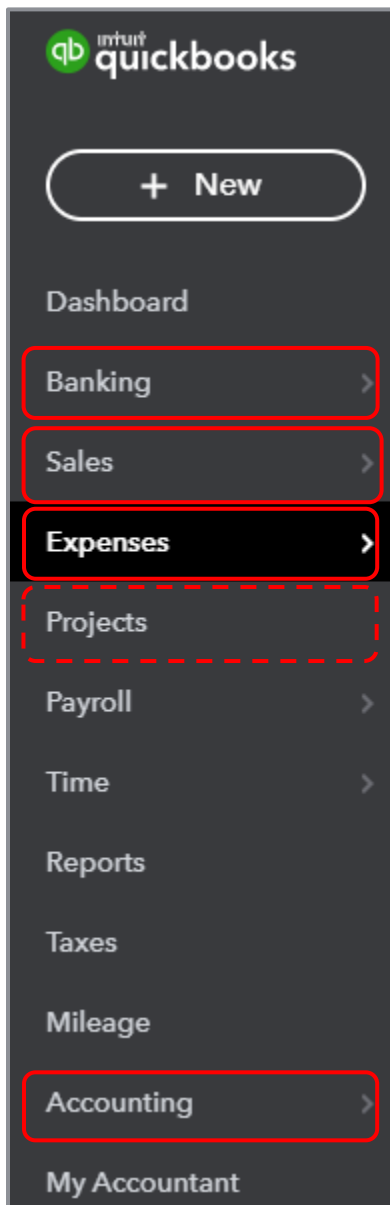
● **Banking** – This opens the Banking Center. If you have connected your bank and/or credit card accounts to QuickBooks, you'll see those accounts listed across the top of the page, as well as a list of transactions that need to be either matched or added to QuickBooks. You will learn about that in Course 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 **New transaction**

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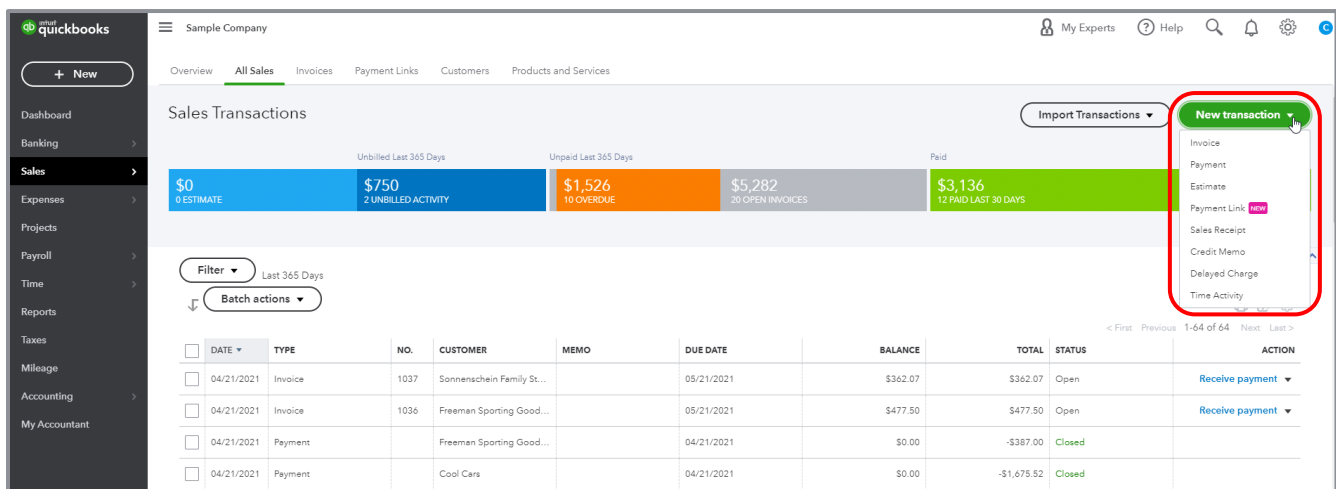
● **Expenses** – Click **Expenses** in the left navigation bar, then **Expenses** to see a list of recent expense transactions which, like other centers, can be easily filtered

- ● Click a transaction in the list to open the original transaction
- ● The types of transactions that can be entered from here are: time activity, bills, expenses, checks, purchase orders, vendor credits and pay down credit card
- ● You can also print checks from this screen
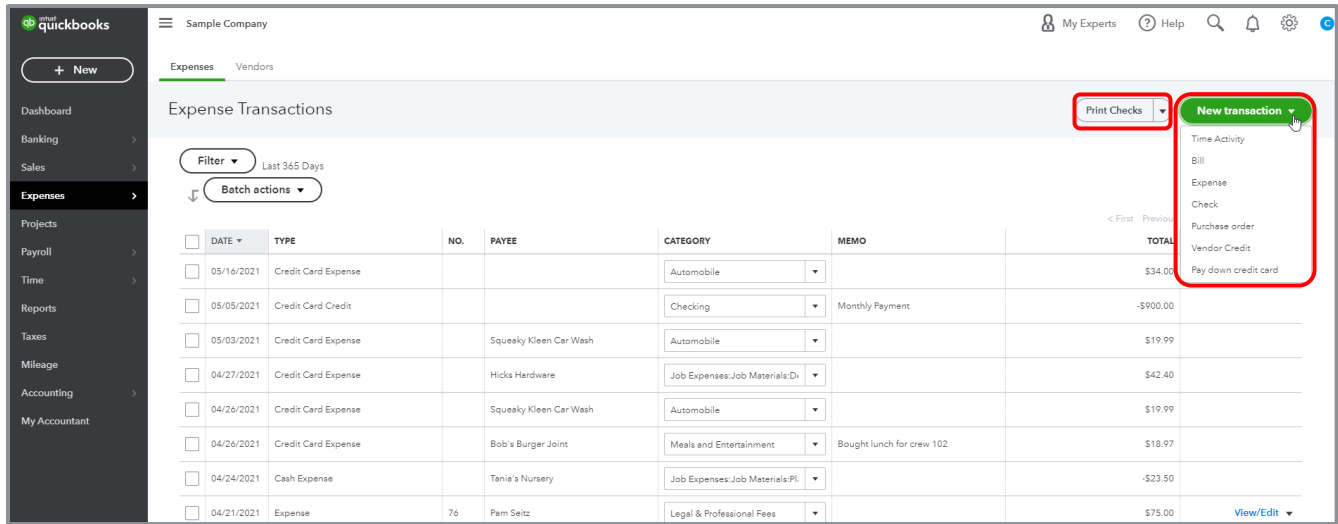
● **Chart of Accounts** – Click **Accounting** in the left navigation bar, then **Chart of Accounts** (you may also have to click **See your Chart of Accounts** when you're doing this in a company for the first time), to see a list of your general ledger accounts

  ● You can double-click the account or select **View register** to open the register for any balance sheet account (except Retained Earnings)

  ● If you click 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

  ● These transactions are abbreviated versions when launched from this access point; you will likely find launching the transactions from points other than a register will be a better user experience

  ● The types of transactions available from the drop-down will vary depending on the type of balance sheet account being viewed in the register
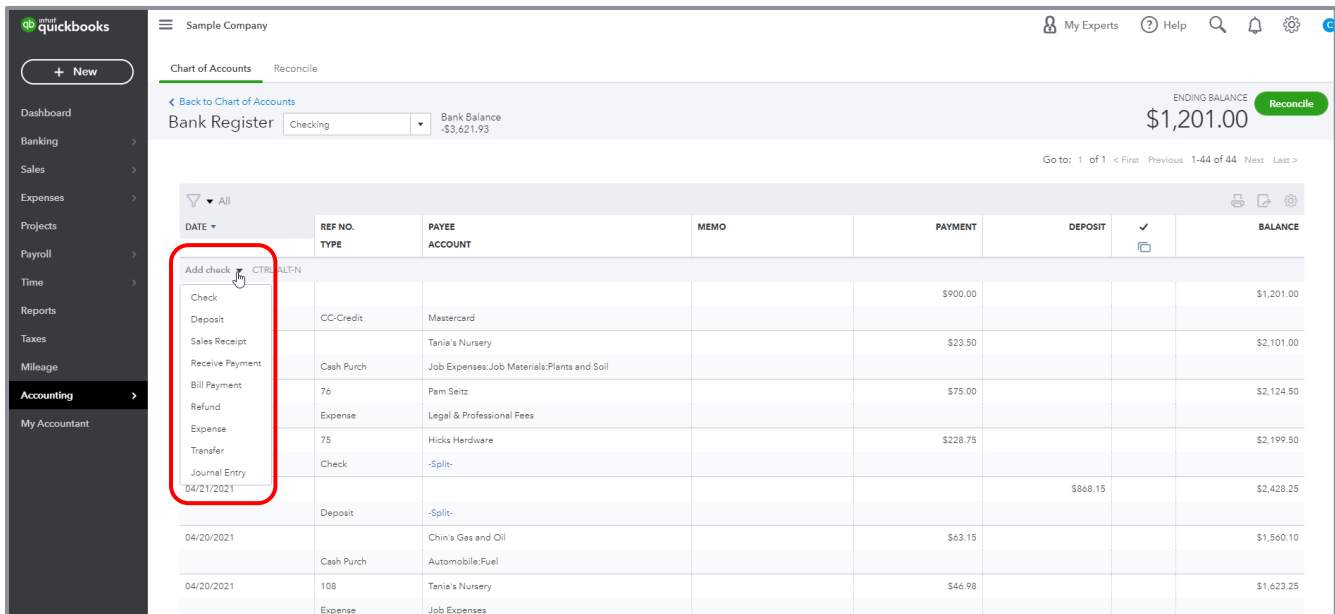
● Back in the Chart of Accounts, if you click the drop-down next to **View register** you can:

  ● Edit the account
  ● Make the account inactive
  ● Run a report (an Account QuickReport)

Craig's Design and Landscaping Services

Account QuickReport
Since February 16, 2021

| DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	ACCOUNT	CLR	AMOUNT	BALANCE
▼ Checking								
Beginning Balance								4,625.00
03/02/2021	Check	4	Chin's Gas and Oil		Checking		-54.55	4,570.45
03/08/2021	Sales Tax Payment			Q1 Payment	Checking		-38.40	4,532.05
03/08/2021	Sales Tax Payment			Q1 Payment	Checking		-38.50	4,493.55
03/11/2021	Expense	9	Tania's Nursery		Checking		-89.09	4,404.46
03/11/2021	Check	12	Books by Bessie		Checking		-55.00	4,349.46
03/17/2021	Check	5	Chin's Gas and Oil		Checking		-62.01	4,287.45
03/18/2021	Expense	15	Tania's Nursery		Checking		-108.09	4,179.36
03/27/2021	Payment	5664	Freeman Sporting Goods:55 Twi...		Checking		86.40	4,265.76
03/27/2021	Sales Receipt	1008	Kate Whelan		Checking		225.00	4,490.76
03/29/2021	Payment		Amy's Bird Sanctuary	Amy claims the pest control did ...	Checking		105.00	4,595.76
03/31/2021	Bill Payment (Check)	7	Hicks Hardware		Checking		-250.00	4,345.76
04/03/2021	Expense	8	Hicks Hardware		Checking		-24.36	4,321.40
04/12/2021	Check		Tony Rondonuwu		Checking		-100.00	4,221.40
04/12/2021	Cash Expense		Bob's Burger Joint		Checking		-5.66	4,215.74
04/12/2021	Cash Expense		Squeaky Kleen Car Wash		Checking		-19.99	4,195.75
04/13/2021	Check	70	Chin's Gas and Oil		Checking		-185.00	4,010.75
04/13/2021	Cash Expense		Chin's Gas and Oil		Checking		-52.14	3,958.61
04/14/2021	Bill Payment (Check)	11	Hall Properties		Checking		-900.00	3,058.61
04/14/2021	Payment	1886	Cool Cars		Checking		694.00	3,752.61
04/15/2021	Expense	13	Hicks Hardware		Checking		-215.66	3,536.95
04/15/2021	Check	2	Mahoney Mugs		Checking		-18.08	3,518.87

● You can select **Run report** to view an Account QuickReport for any Balance Sheet (except Retained Earnings) or any Profit and Loss account
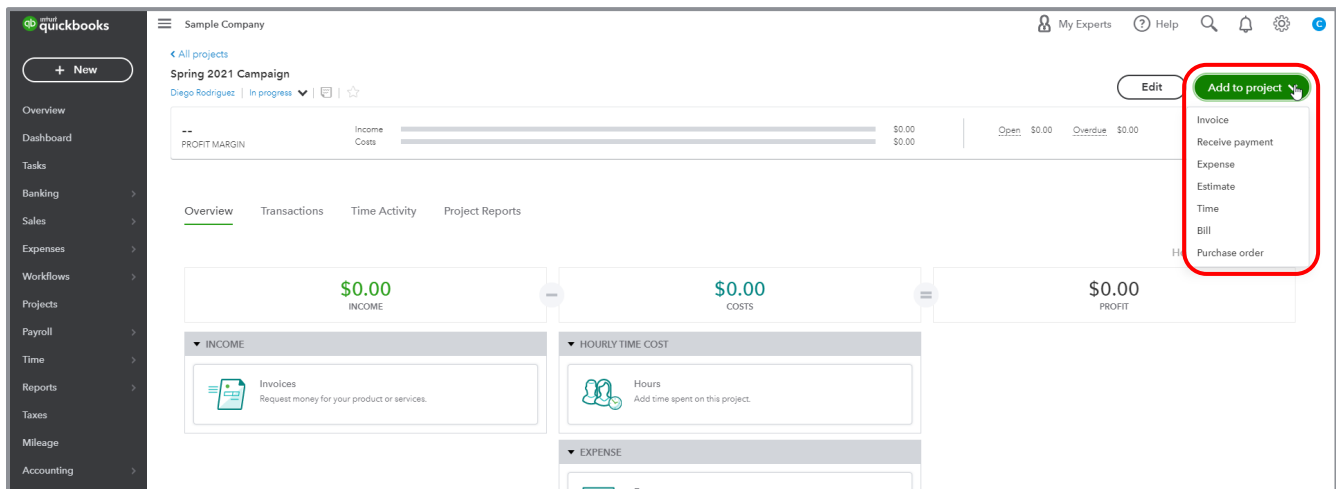
● **Projects** – If the Projects feature in QuickBooks Online Plus and Advanced is being used, you can launch transactions related to a project from the Projects area of the left navigation bar. (Older companies that have been using QuickBooks Online for some time may not see the Projects tab in the left navigation bar unless this feature is enabled by clicking the **gear icon → Account and Settings → Advanced → Projec**ts.) If you are unable to test the Projects feature using the QuickBooks Online Plus test drive company, try it using the QuickBooks Online Advanced test drive company here: US QBO Advanced Test Drive.

● Click **Projects** in the left navigation bar. If there are no pre-existing projects, click **Start a project**.
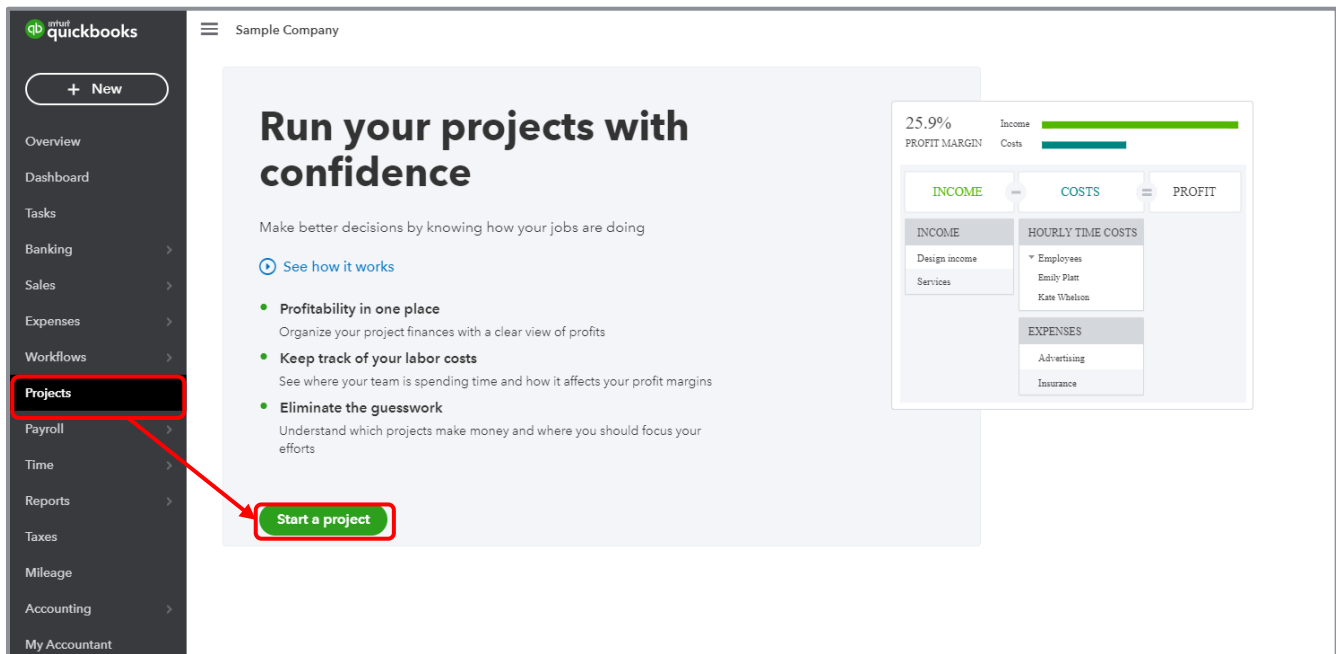
● If there are pre-existing projects and you wish to add one, click **New project**.
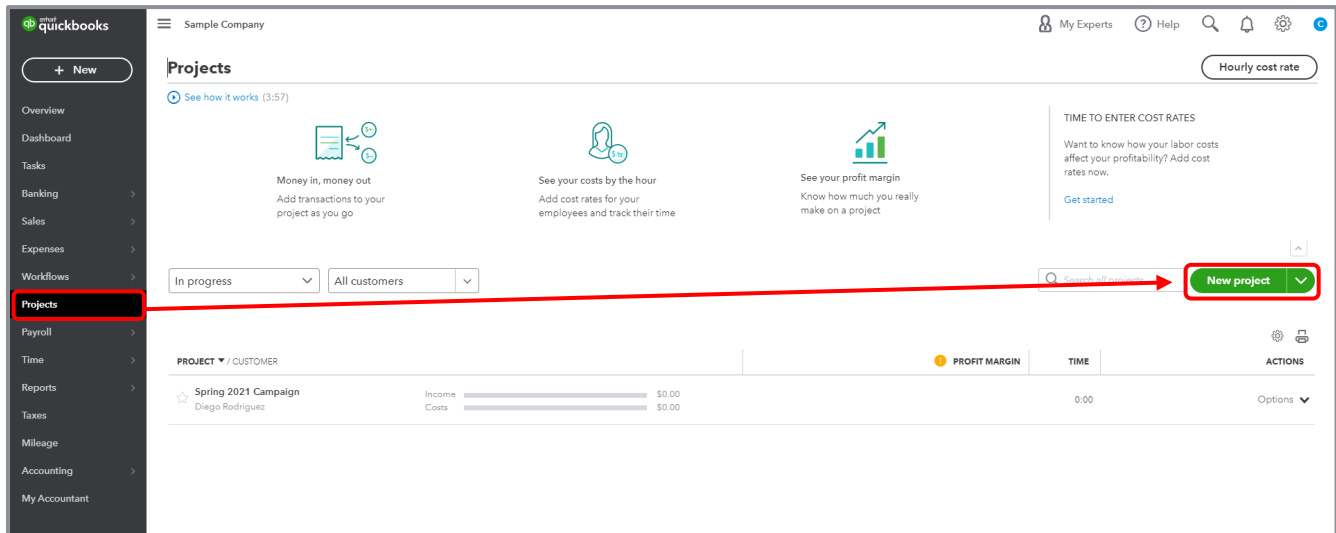
● If you wish to add a transaction to a pre-existing project, click the **project name** in the list of projects, then click **Add to project**. You can add any of the following transactions to the chosen project: Invoice, Receive payment, Expense, Estimate, Time entry, Bill, and Purchase order.


To summarize, the left navigation bar in general, and the various transactions tabs specifically (Banking, Sales, Expenses, Accounting, and Projects, if this last feature is being used in QuickBooks Online Plus or Advanced), are access points for entering transactions.

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

+NEW

The +New icon is at the top of the left navigation bar. This is your one-stop shop for creating new transactions.

There are two views of +New. There's a Show less (i.e., 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 Online 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 the **+New** button.
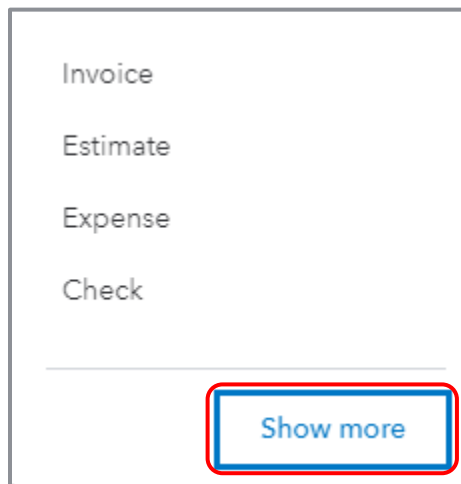
CUSTOMERS	VENDORS	EMPLOYEES	OTHER
Invoice	Expense	Payroll 🔼	Bank deposit
Receive payment	Check	Single time activity	Transfer
Estimate	Bill	Weekly timesheet	Journal entry
Credit memo	Pay bills		Statement
Sales receipt	Purchase order		Inventory qty adjustment
Refund receipt	Vendor credit		Pay down credit card
Delayed credit	Credit card credit		
Delayed charge	Print checks		

Once +New has been selected you can close the pop-up list of transactions (regardless of which version) to enter by clicking **+New** again or by clicking anywhere outside the pop-up list.

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