QUICKBOOKS ONLINE CERTIFICATION COURSE

Supplemental Guide

Module 3: **Navigate and Customize**

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Notice to Readers

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About the Author

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Heather has been helping users learn and use QuickBooks since the late 1990s. Her passion is helping others improve their business accounting processes through the use of QuickBooks and related apps, and spreading her knowledge and experience with others through blog articles, live events and webinars.

As owner and founder of Satterley Training and Consulting, Heather works with accounting professionals to create accounting systems and procedures using QuickBooks and related applications that simplify and streamline their day to day workflows. She is Advanced Certified in QuickBooks Desktop and Online as well as POS Desktop and QuickBooks Enterprise. In addition to QuickBooks related services, Heather is also an Enrolled Agent licensed to practice before the IRS.

Heather was named a Top 100 ProAdvisor by *Insightful Accountant* in 2014, 2015 and 2016. She is a member of the Intuit Trainer/Writer Network.

Thank you to MB Raimondi, CPA, and Emily Daigle for their thorough review and many contributions to the content presented.

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Supplemental Guide Overview

PURPOSE OF THIS GUIDE

The recorded module provided a products overview, covered navigation points of both QuickBooks Online and QuickBooks Online Accountant, and provided guidance on setting up clients in QuickBooks Online. This guide is an accompaniment to the recorded content and contains additional features such as best practices and tips to help you learn the products.

NOTE: *Screenshots and instructions included in this guide use Google Chrome as the browser. It may be downloaded free here: https://www.google.com/chrome/*

Many users feel Chrome works best for QuickBooks Online.

Currently, the minimum operating requirements for QuickBooks Online will work with the following supported web browser versions:

- Google Chrome, latest version
- Firefox, latest version
- Safari 6.1
- Internet Explorer 10

LEARNING OBJECTIVES

In this module you will complete the following hands-on activities related to the learning objectives:

- Recognize key components of the QuickBooks Online interface
- Specify the features and benefits of using QuickBooks Online Accountant apps
- Recognize navigation points in QuickBooks Online Accountant apps

Training at a Glance Table

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

TOPICS	SUB-TOPIC	LEARNING OBJECTIVE
1. NAVIGATE QUICKBOOKS ONLINE	• Left navigation pane • Use centers • Top navigation bar • Quick Create menu • Gear icon • Best practices with browsers	• Recognize key components of the QuickBooks Online interface
2. QUICKBOOKS ONLINE APPS FOR MAC AND WINDOWS	• How to get the apps • Navigate the apps	• Recognize the features and benefits of using QuickBooks Online Accountant apps • Recognize navigation points in QuickBooks Online Accountant apps

QUICKBOOKS ACCOUNTANT TEST DRIVE

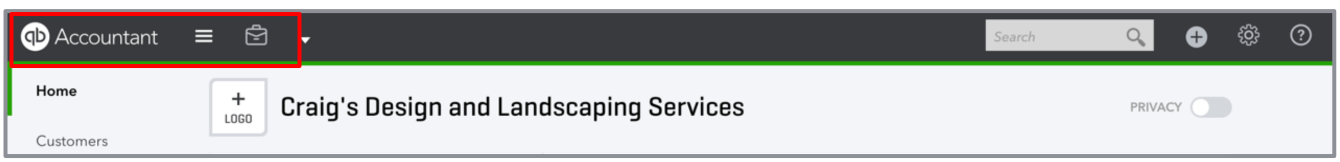
Exercises contained in this handbook can be completed using a QuickBooks Accountant "test drive" file. The test drive uses a sample company file called Craig's Design & Landscaping Services. It can be accessed through the following link:

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**.

If you don't see the Accountant Toolbox when logging in through this URL, log into qbo.intuit.com with your Intuit ID. Click the name of a QuickBooks Online Accountant firm. Navigate to the **gear** icon, then click **Sample Company**.

This is what you are looking for in the sample company.



This test drive is designed for you to explore and try out new things without worrying that you will break something or make a mistake. It is not designed to retain any changes you make. Once you close this QuickBooks Online test drive company it is completely refreshed, so please remember to allow sufficient time to complete each activity. Don't worry if you have to close the test drive before you are finished, you can always begin again.

NOTE: *The test drive uses QuickBooks Accountant. It contains some features that are not available in QuickBooks Online Simple Start, Essentials or Plus. In addition, some features (such as in-product Help) are not enabled inside this test drive file. This is subject to change.*

NOTE: *There is also a test drive that you can share with your clients that doesn't include accountant-specific features. It can be accessed through the following link:*

https://qbo.intuit.com/redir/testdrive

QuickBooks Changes

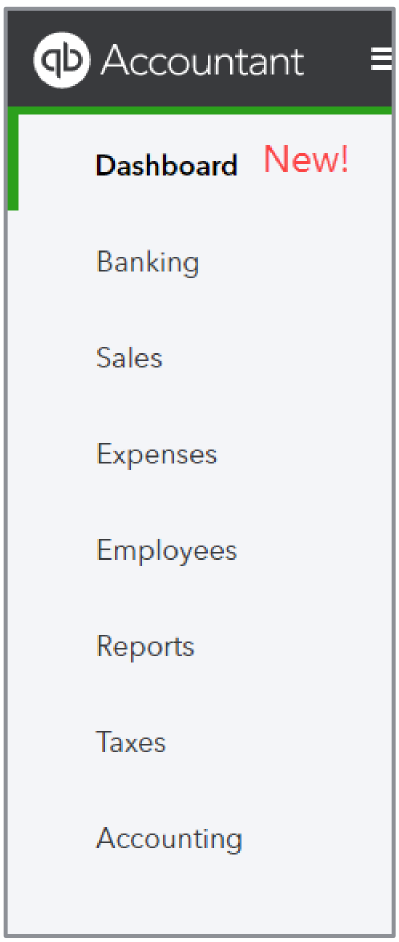
The QuickBooks Online and QuickBooks Online Accountant teams work hard at improving the products throughout the year. Because QuickBooks Online is subscription based, there are enhancements and new features released frequently. Because of this, the screen shots in this guide may look a little different from the product. Some menu items may move or some new features might have been added. The training is still relevant! Use the following resources to keep up with the latest features and improvements.

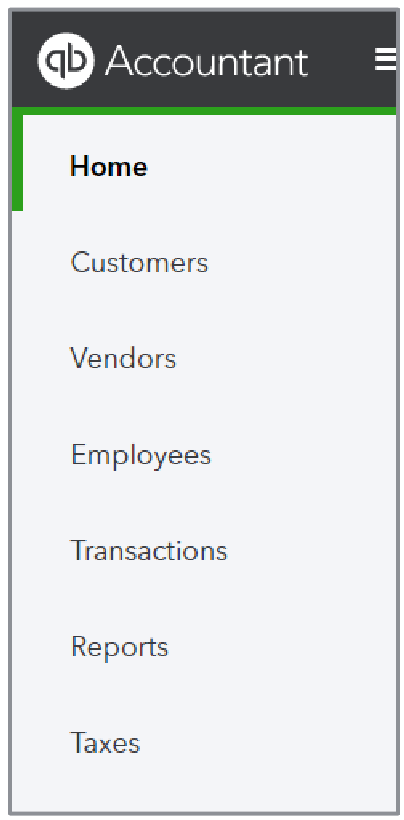
- In-product notifications
- https://www.firmofthefuture.com/product-industry-news/product-updates/
- http://quickbooks.intuit.com/blog/

Topic 1: **Navigate QuickBooks Online**

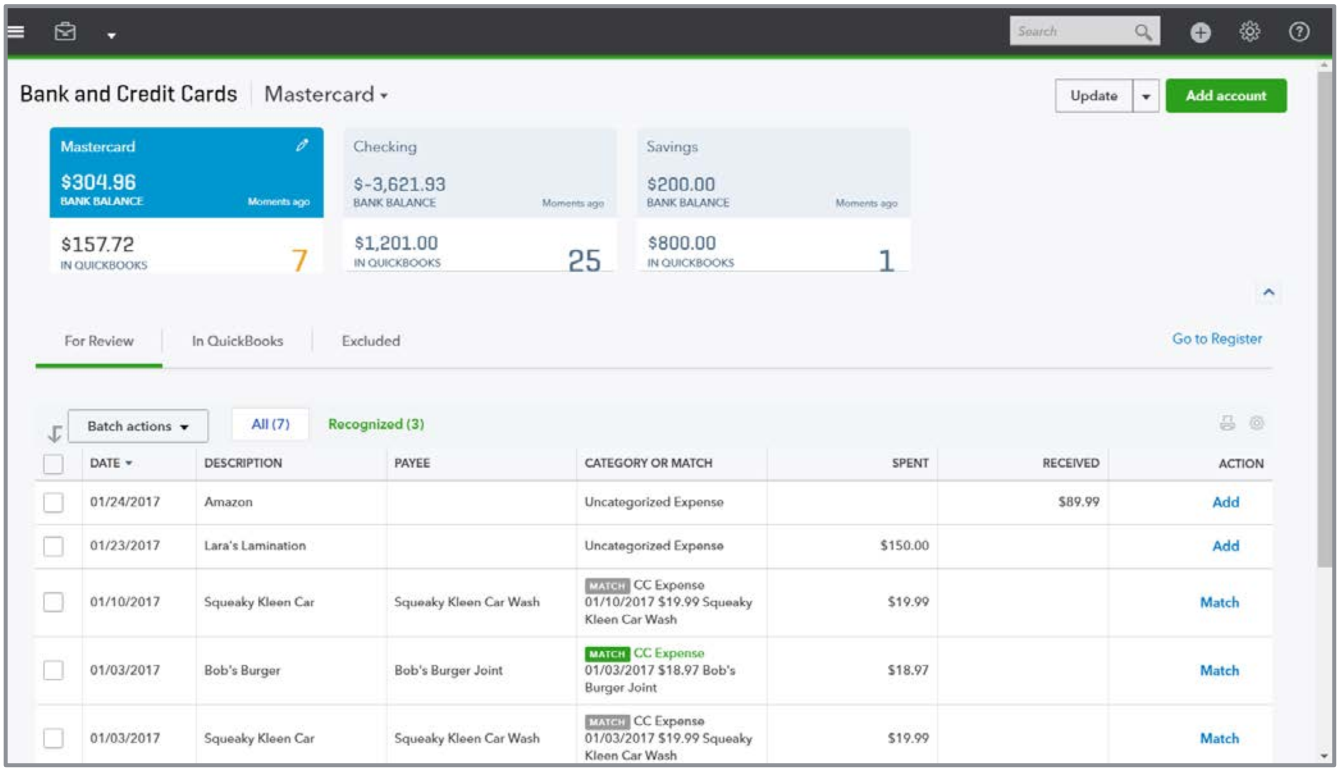
LEFT NAVIGATION PANE

The left Navigation Pane is divided into seven tabs (in addition to Home or Dashboard): The previous interface included Customers, Vendors, Employees, Transactions, Reports and Taxes. The new interface includes Banking, Sales, Expenses, Employees, Reports, Taxes and Accounting. The demonstrations in this manual will use the new interface, shown on the left below.





Banking Center

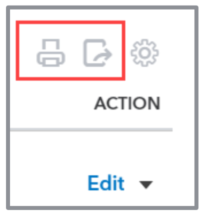


The Banking tab is where you'll find your bank feeds in QuickBooks Online. You can connect unlimited bank and credit card accounts to QuickBooks and use the imported data to add new transactions or match them to existing transactions in your account registers. You'll learn how to use the banking center in Module 7.

Sales Center

The Sales Center includes three tabs across the top; Invoices, All Sales, Customers and Products and Services. Each center has the same components; the list is displayed in the grid and displays information about an account, entity or transactions. You can change the columns that are shown in each list by clicking on the grid gear icon at the top right of each list – just select the columns you want displayed. You can also print or export a list to Microsoft Excel® by clicking on the icons next to the gear.

Tip: *Print or export any list by clicking on the icons next to the grid gear.*

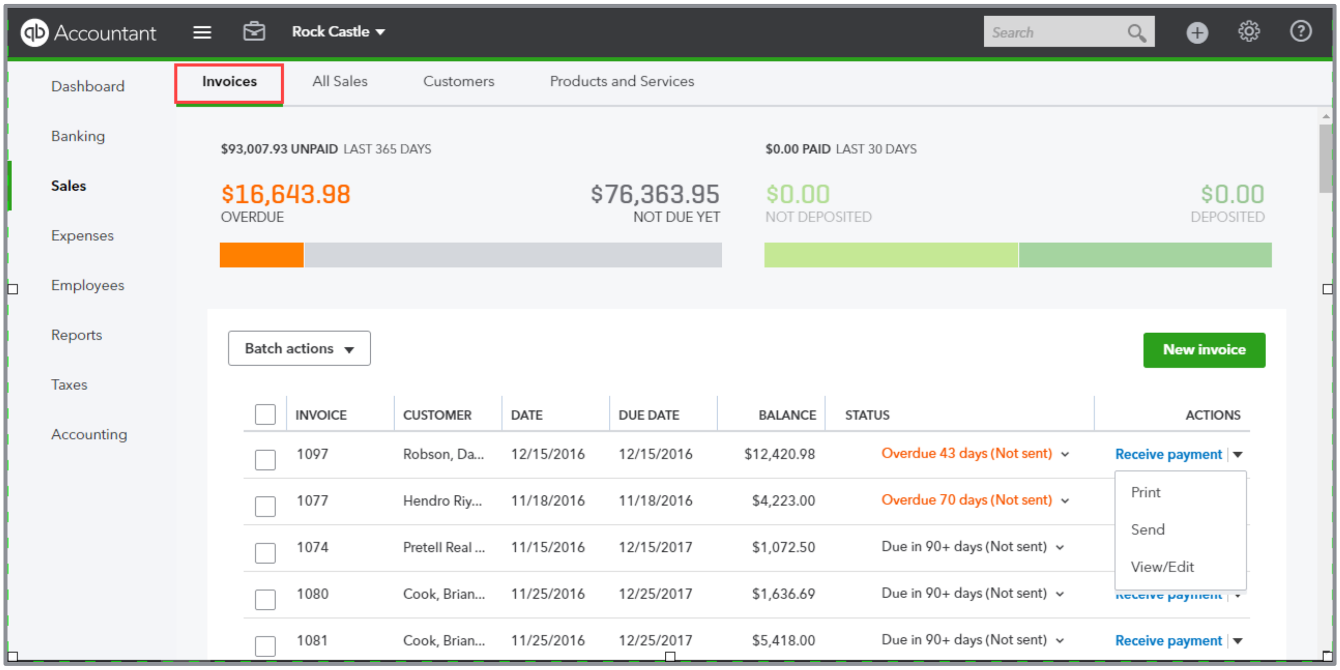


The action column in a list allows you to perform actions such as printing or emailing a document or inactivating a list item, or create a new transaction. QuickBooks will display the next step transaction for a workflow in the action column but you can select other actions by clicking the **down arrow**.

You can also perform Batch actions in QuickBooks. Select multiple lines on the list, then click the **Batch actions** drop down to select the action you would like to perform. Options include printing or emailing forms, creating statements or categorizing expense transactions.

Invoices

The Invoices tab displays a list of the invoices in a company.

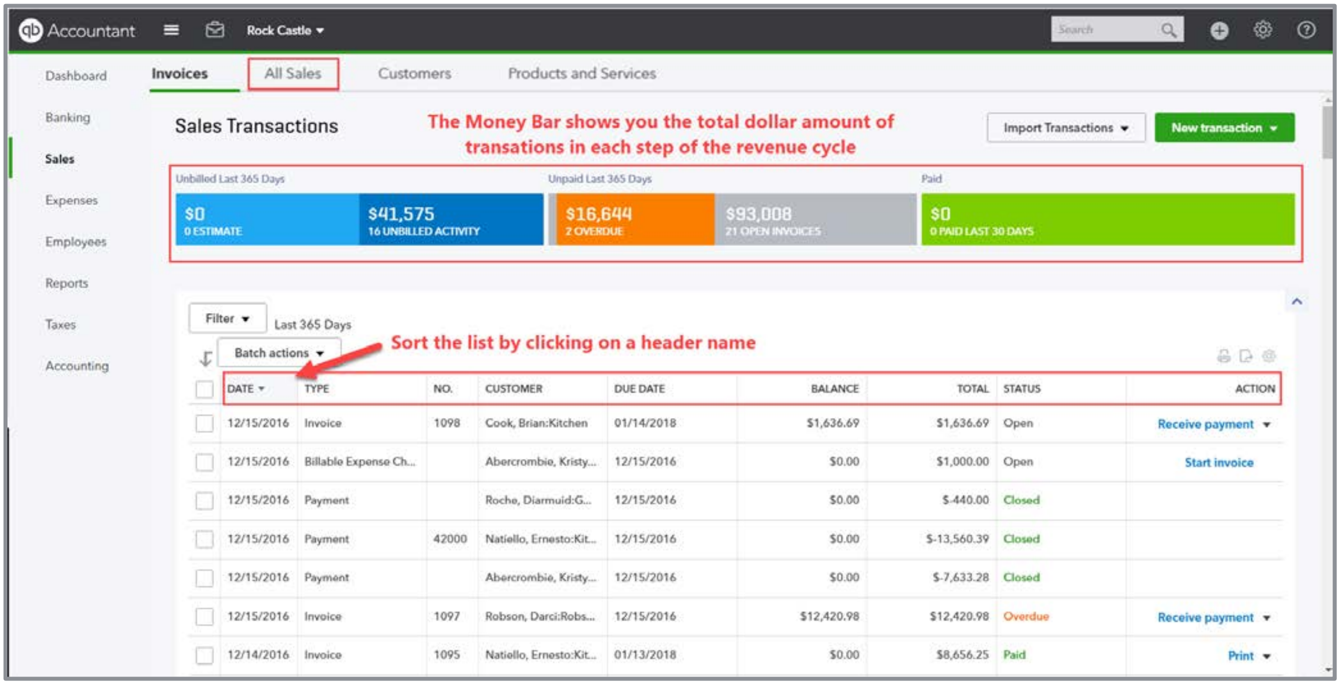


- Batch actions
  - Send or print invoices

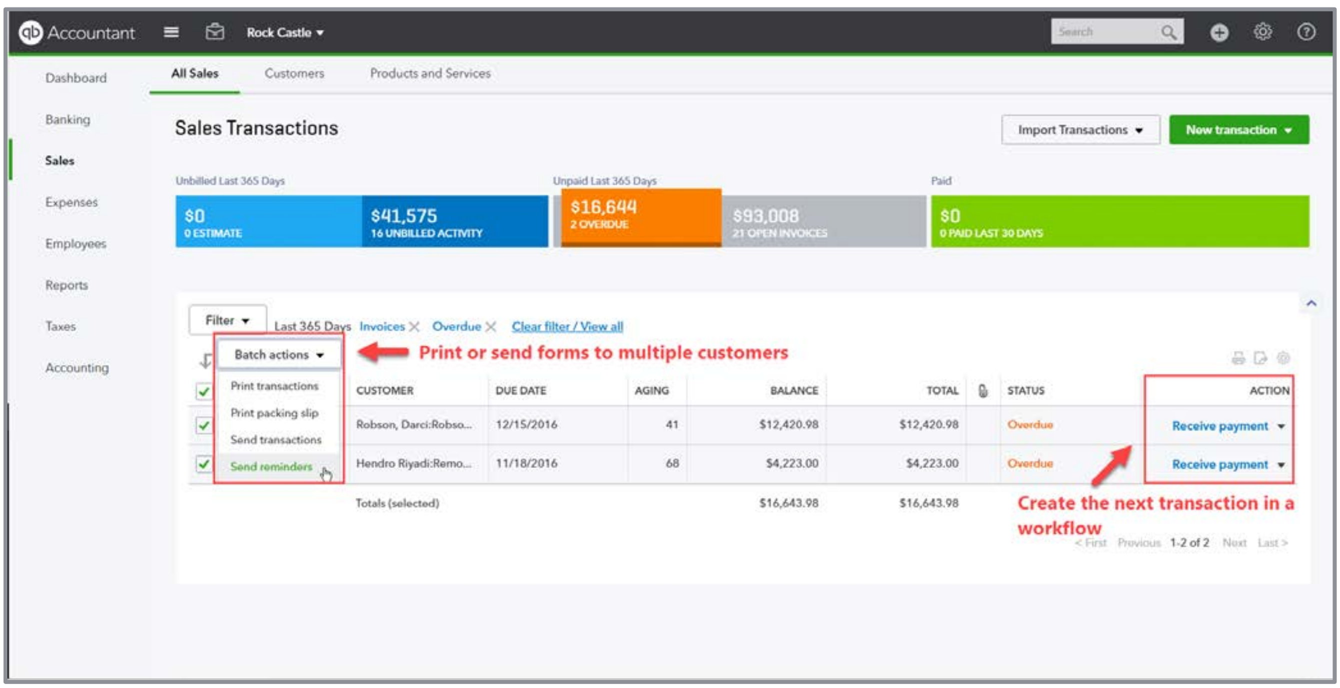
- Action Column
  - Receive payment, print, send or view/edit.

All Sales

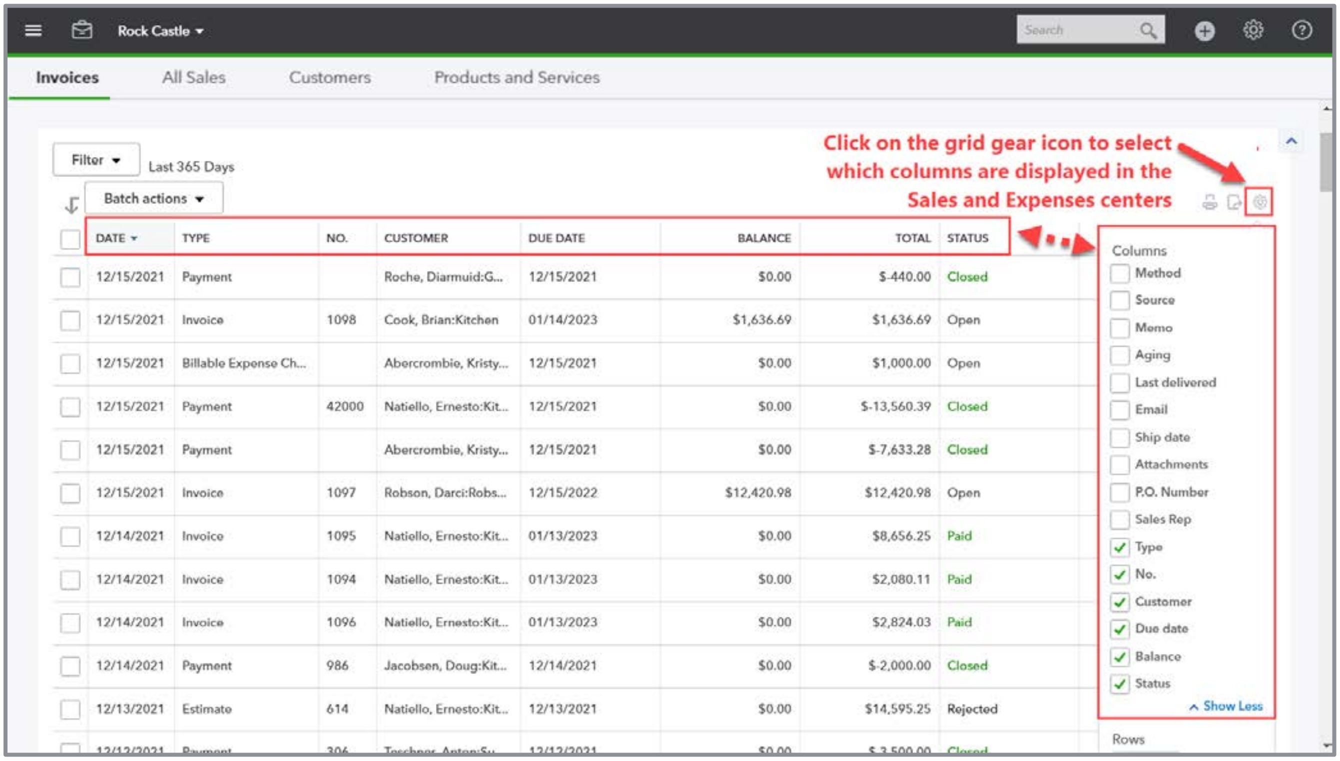
The All Sales tab displays your sales transactions. You can sort the list by clicking on a header name. Click again to change from ascending to descending. The money bar at the top shows you the total dollar amount of transactions in each step of the revenue cycle. Click on each block to filter the list below to show only the transactions that are included in block total.



- Batch actions
  - Print or send forms to multiple customers
  - Print packing slips
  - Send reminder emails to individual or multiple customers
- Action Column
  - Create the next transaction in a workflow
  - Print or send forms to individual customers
  - Copy transactions to reduce data entry

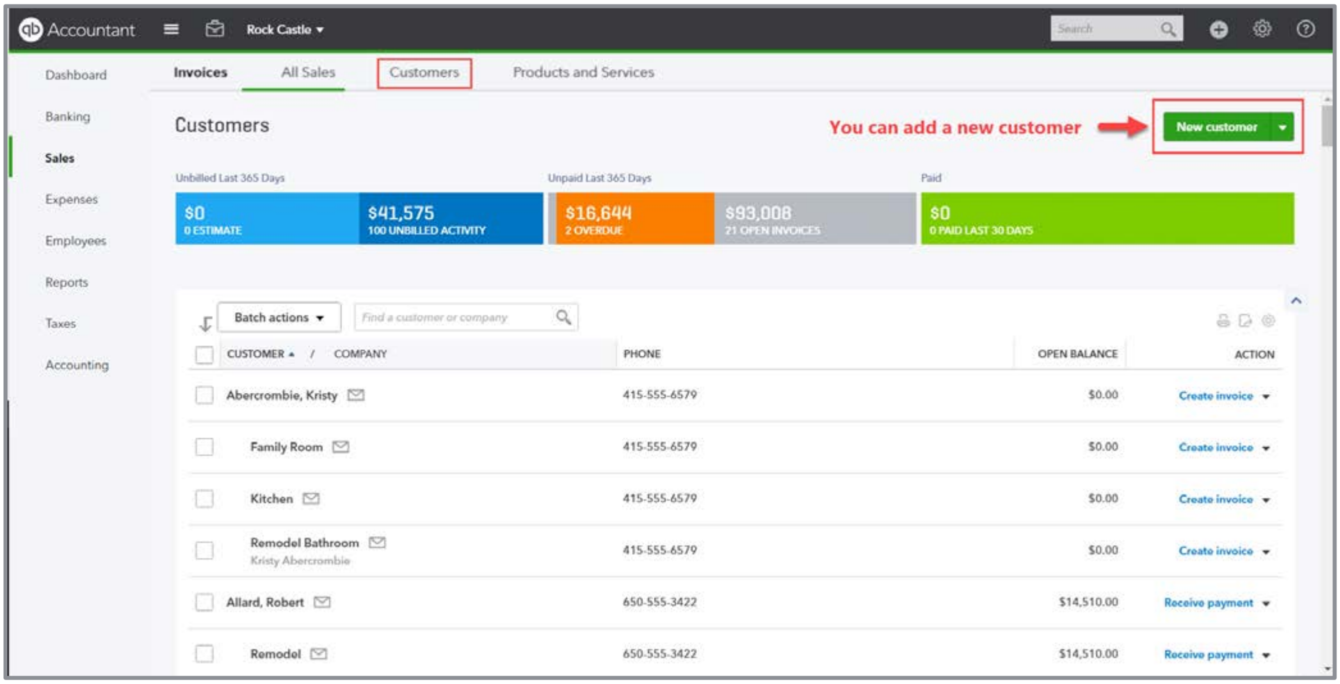


TIP: *You can add or remove the columns that are displayed in the Sales and Expenses centers by clicking on the* ***grid gear*** *icon at the top of each list and selecting or deselecting the options in the drop down list.*


Rock Castle
Invoices
All Sales
Customers
Products and Services
Filter
Last 365 Days
Batch actions
Click on the grid gear icon to select which columns are displayed in the Sales and Expenses centers
DATE
TYPE
NO.
CUSTOMER
DUE DATE
BALANCE
TOTAL
STATUS
Columns
Method
Source
Memo
Aging
Last delivered
Email
Ship date
Attachments
P.O. Number
Sales Rep
Type
No.
Customer
Due date
Balance
Status
Show Less
Rows

Customers

The Customers tab opens the customer list. You can add a new customer or edit an existing one. This is also where you can view balances for your customers.



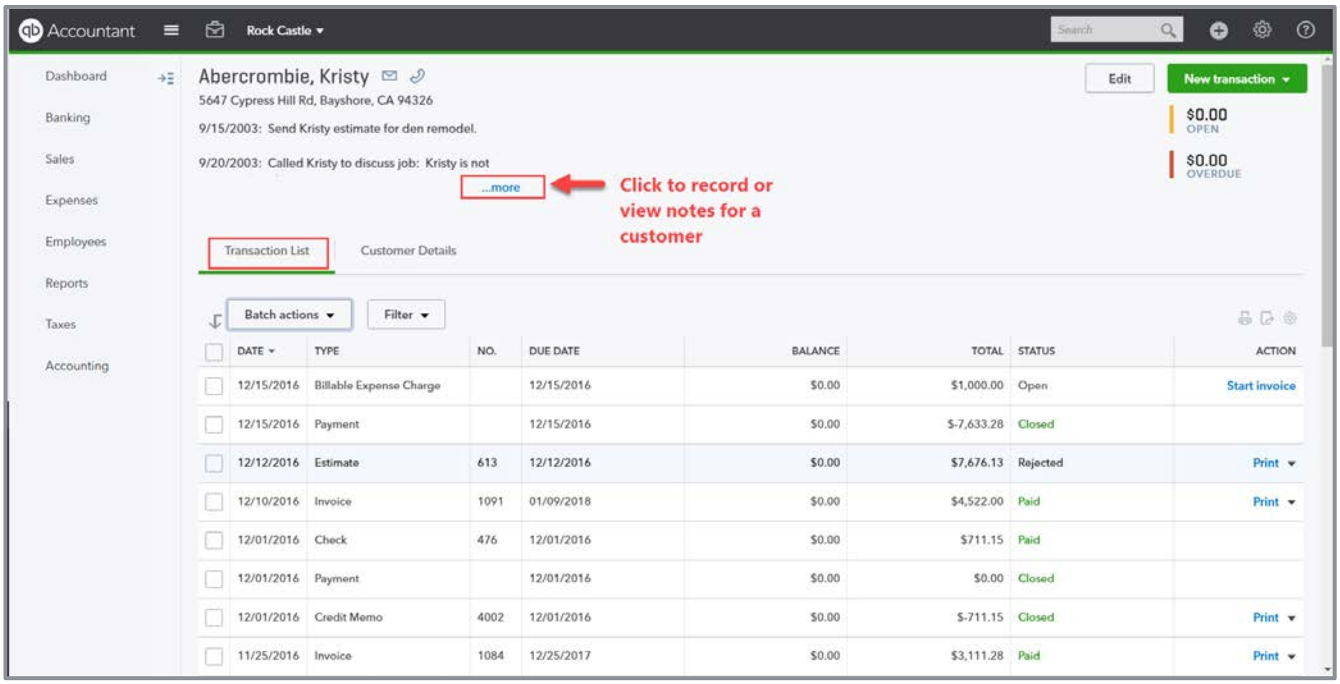
- Batch actions
  - Create statements or emails for multiple customers

- Action column
  - Create transactions
  - Make a client inactive

Customer Details

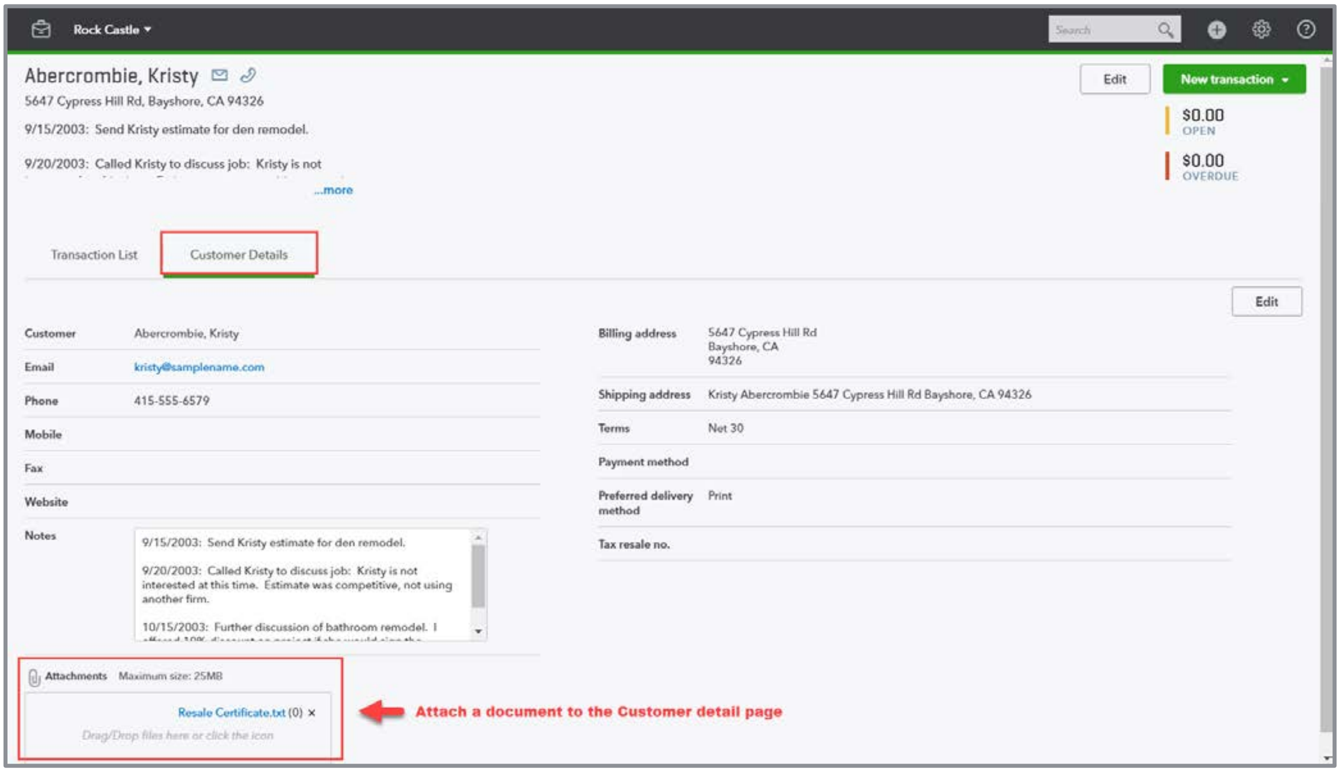
Click on a customer name in the list to view the Customer details page. Edit the customer information, create a new transaction and view all the transactions for the customer in one place. Click **...more** to record or view existing notes for a customer. There are two tabs in the center of the Customer Details page; Transactions and Customer Details.

Transactions



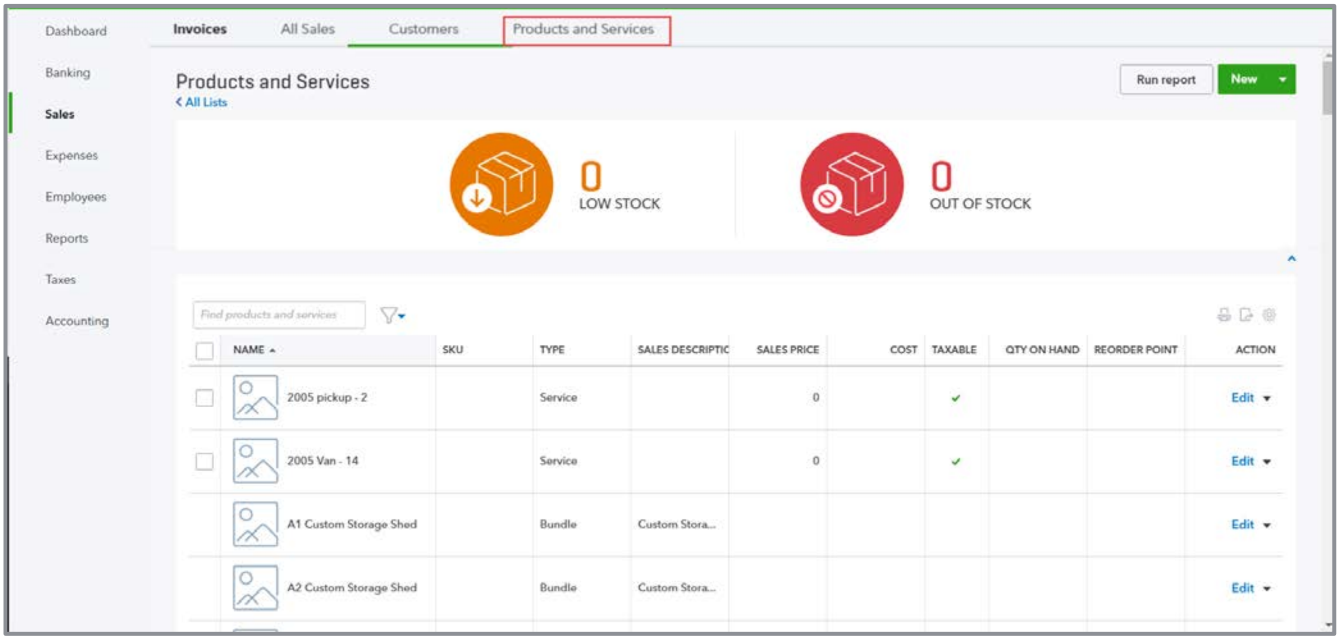
- Batch actions
  - Print or send multiple forms at once
  - Print packing slips
  - Send reminder emails
- Action Column
  - Create the next transaction in a workflow
  - Print or send forms to individual customers
  - Copy transactions to reduce data entry
  - Update the status of an Estimate

Customer Details



Products and Services

The Products and Services list is where you manage the items that appear on your sales and purchase transactions. If you have inventory enabled in a Plus subscription you can view the stock status of your inventory parts. Run a report on your items or click the drop-down arrow next to **New** to import products and services from Excel.



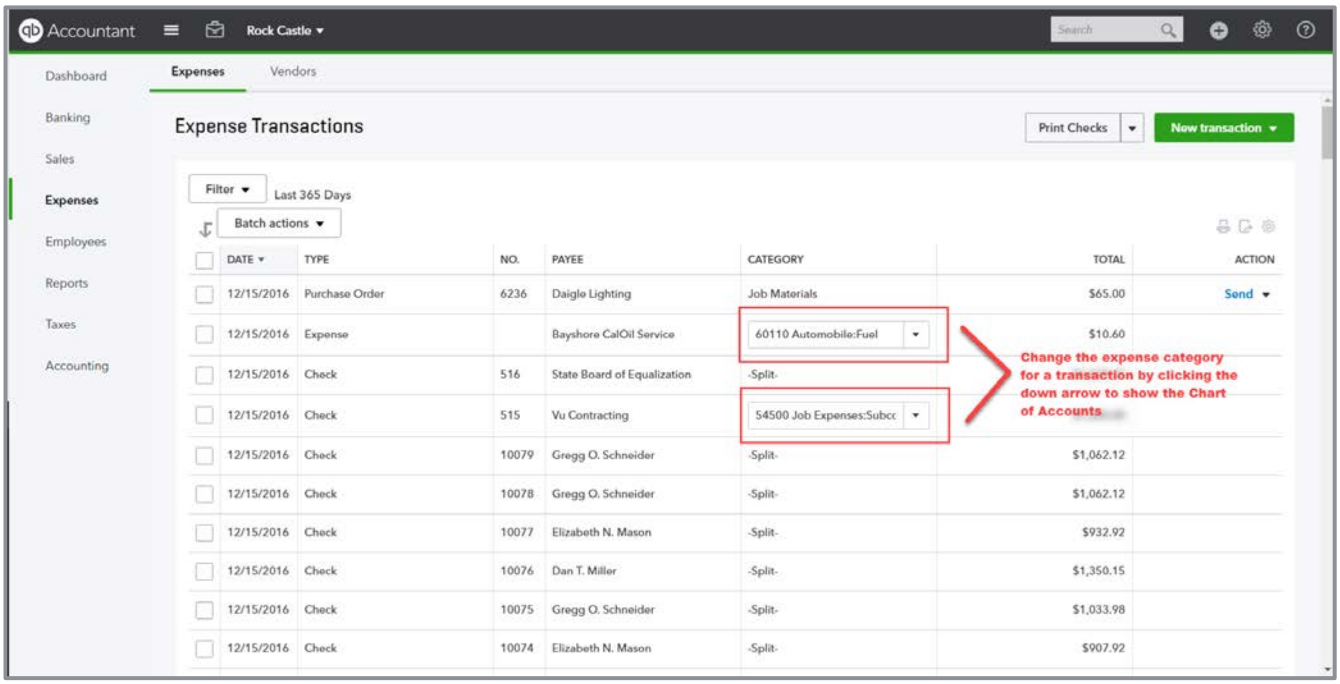
- Action column
  - Make a product or service inactive
  - Run a report on a specific product or service
  - Duplicate a product or service item to reduce data entry

Expenses Center

The Expenses Center has two tabs across the top; Expenses and Vendors.

Expenses

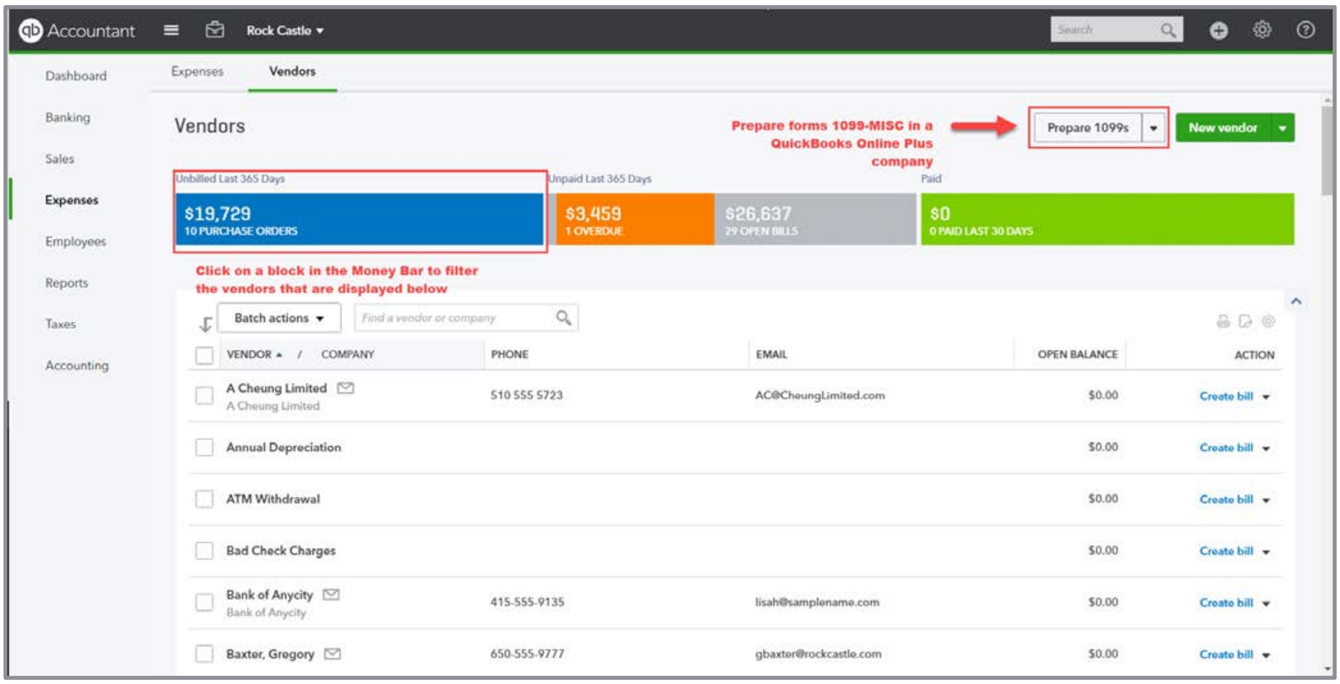
The Expenses tab shows you a list of all your recent expense transactions. Just like the Sales center, you can take action or drill down to see the details by clicking any transaction. You can also change the expense category for transactions by clicking on the **drop-down arrow** next to the category.



- Batch actions
  - Print multiple transactions at once
  - Categorize multiple transactions at once
- Action column
  - Create the next transaction in a workflow
  - Send a Purchase order

Vendors

The Vendor center is where you can add a new vendor, edit existing vendor information or make a vendor inactive. The money bar at the top shows you the total dollar amount of transactions in each step of the purchasing cycle. Click on each block to filter the list below to show only the transactions that are included in block total. You can also prepare forms 1099-MISC for your vendors if you are subscribed to QuickBooks Online Plus.



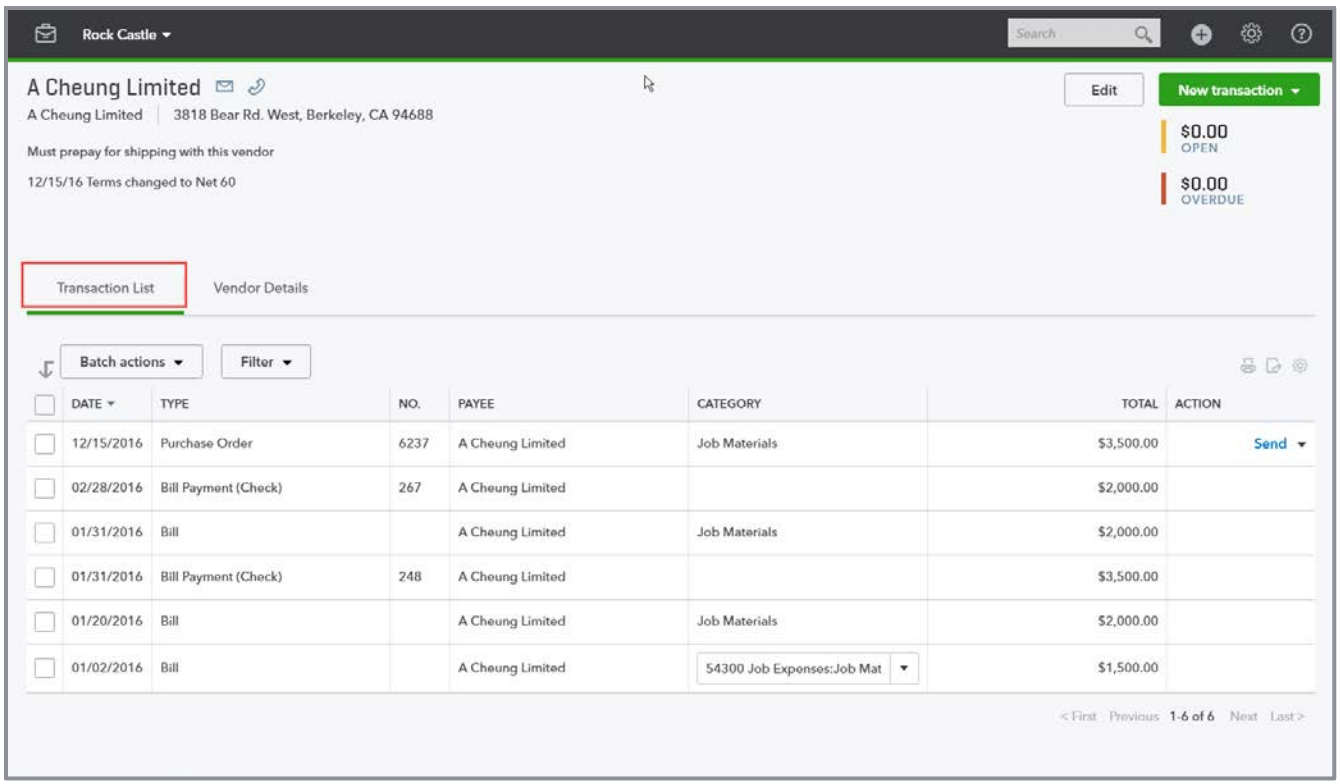
- Batch actions
  - Send an email to your vendors
- Action column
  - Create the next transaction in a workflow
  - Create other types of purchase and expense transactions
  - Make a vendor inactive

Vendor Details

There are two tabs in the center of the screen; Transaction List and Vendor Details. Edit the vendor information, create a new transaction and view all the transactions for the vendor in one place. View existing notes for a vendor.

Transaction List

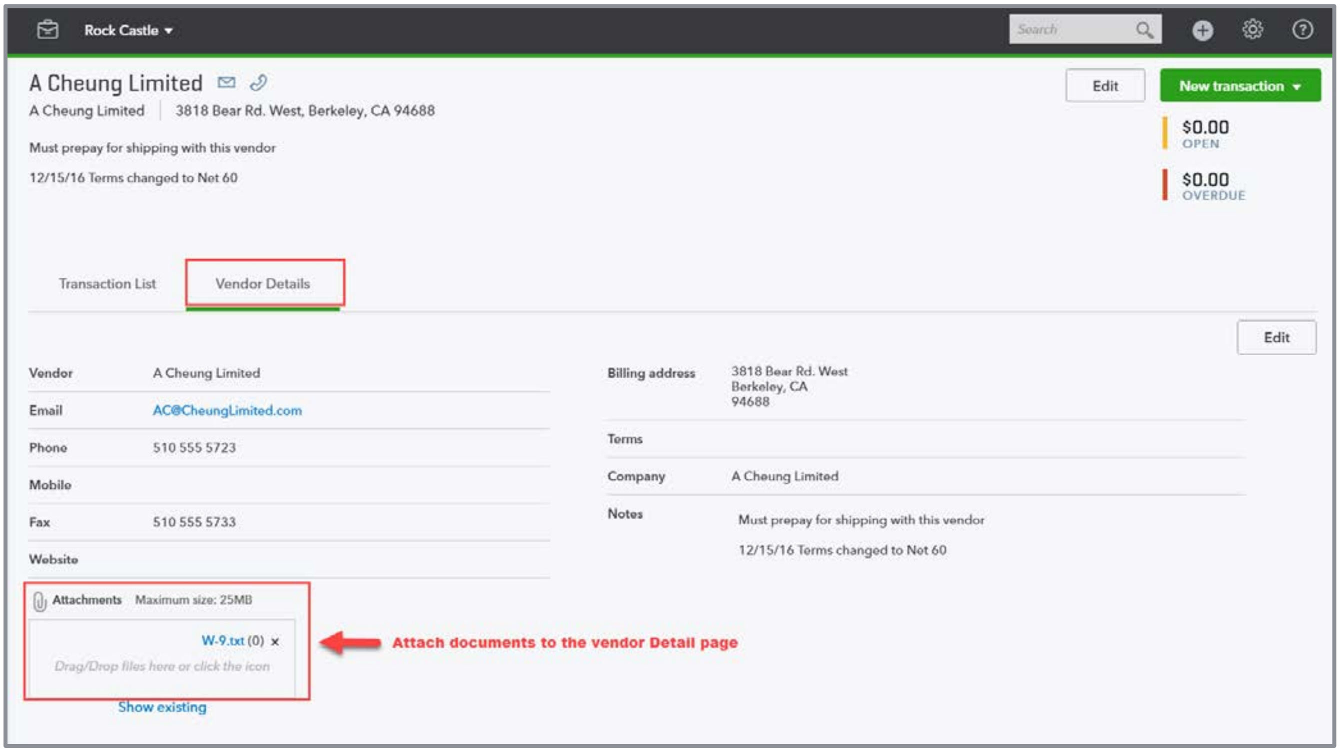
View and work with transactions for the vendor.



- Batch Actions
  - Print transactions
  - Categorize selected transactions
- Action column
  - Create the next transaction in a workflow
  - Print or send transactions
  - Copy transactions to reduce data entry

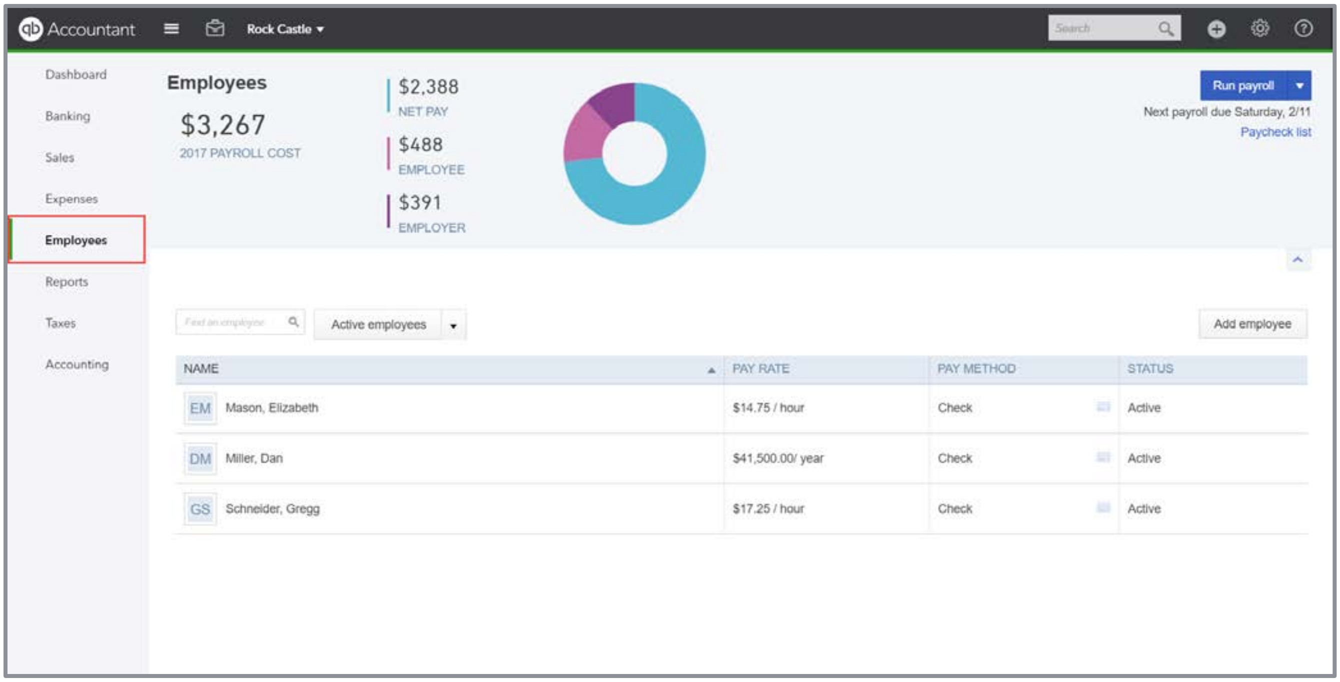
Vendor Details

View or edit the vendor details, attach a document (like a W-9) and record notes about your vendor.



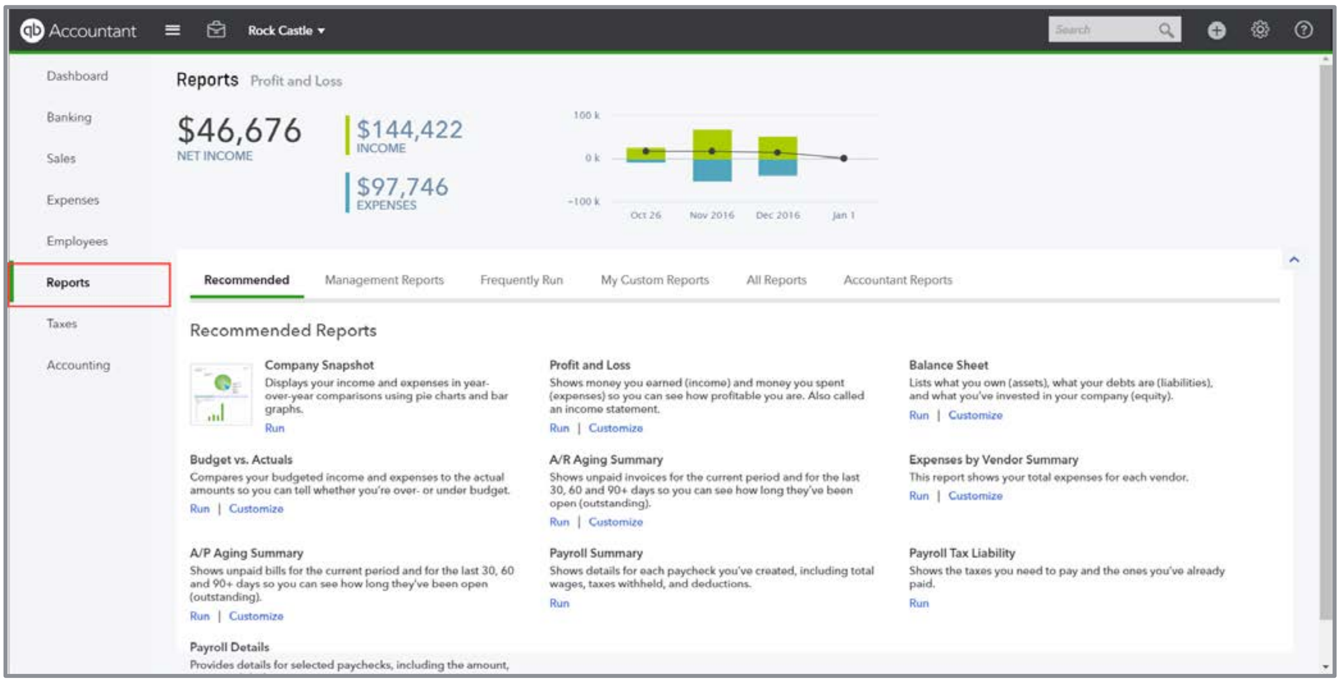
Employee Center

Manage your employees and run payroll if you subscribe to QuickBooks Online Payroll or QuickBooks Full Service Payroll. Learn about QuickBooks Online payroll options in Module 6.



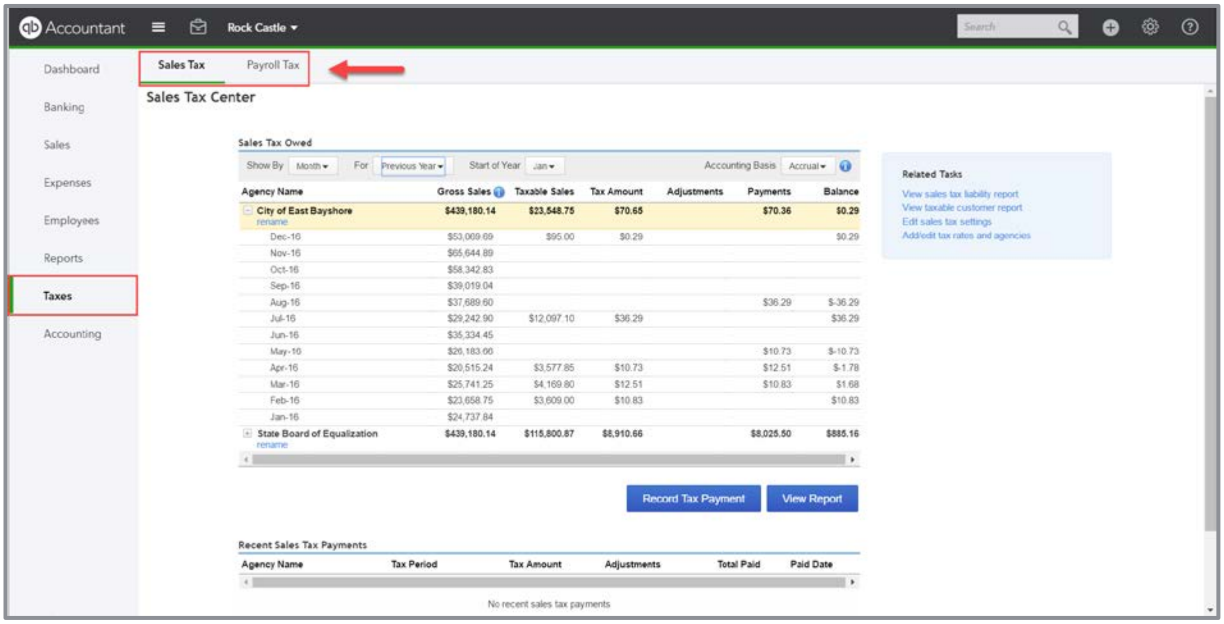
Reports Center

The Reports Center is where you will find a list of all the reports in QuickBooks Online. They are divided into tabs across the top: Recommended, Management Reports, Frequently Run, My Custom Reports and All Reports. To run a report, click on its name and the report opens. You will learn how to create, customize and save reports in Module 8.



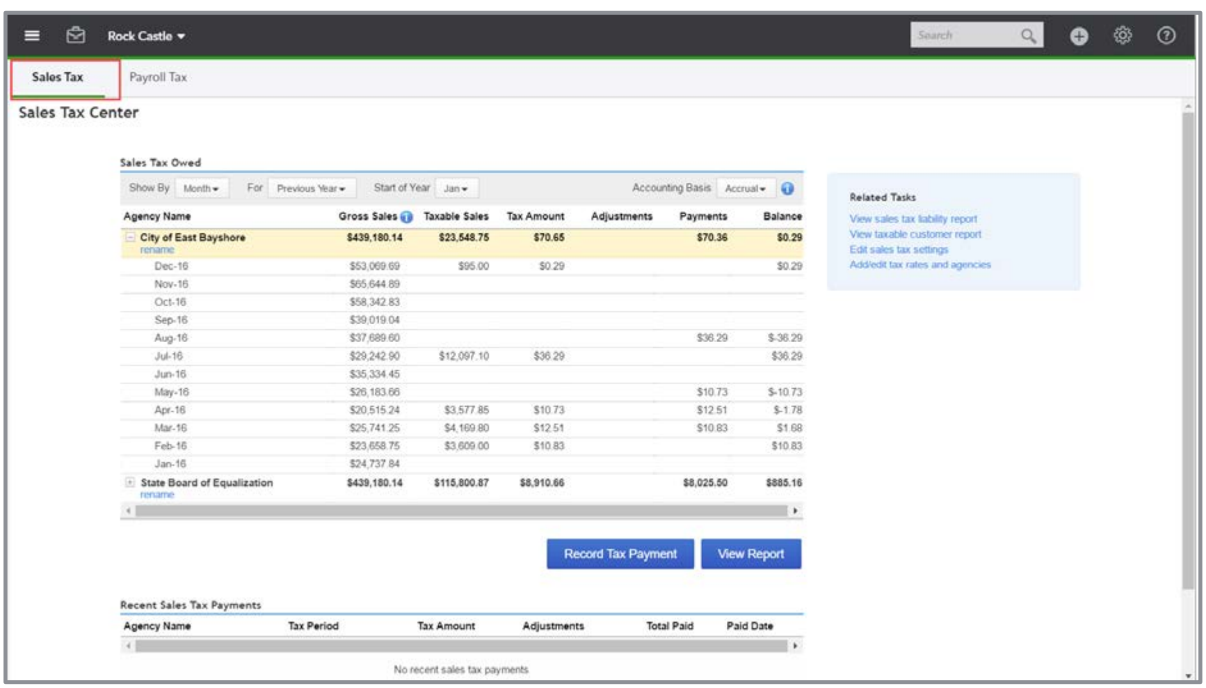
Taxes

The Taxes tab is where you will find the Sales Tax Center and Payroll Tax Center, if these features are enabled in the QuickBooks company.



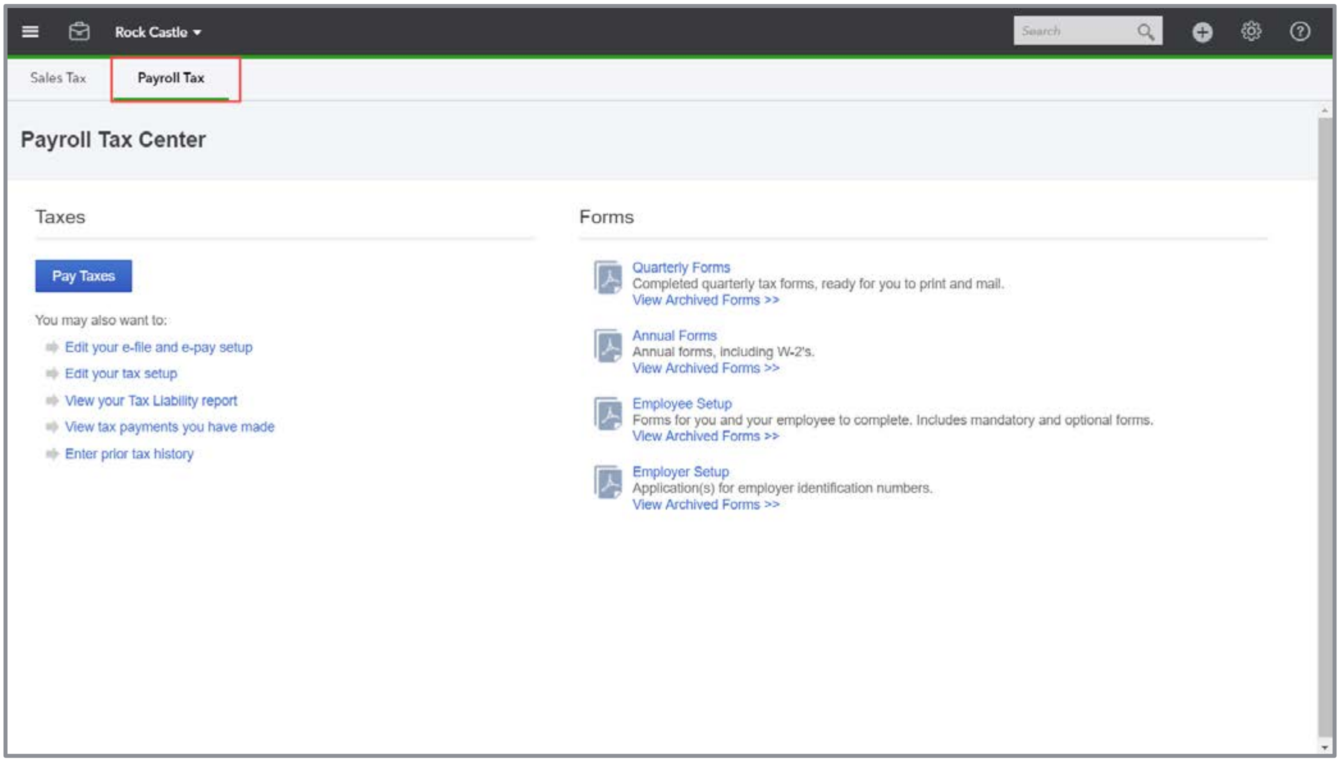
Sales Tax Center

The Sales Tax Center is where you can set up and manage your sales tax settings and payments.



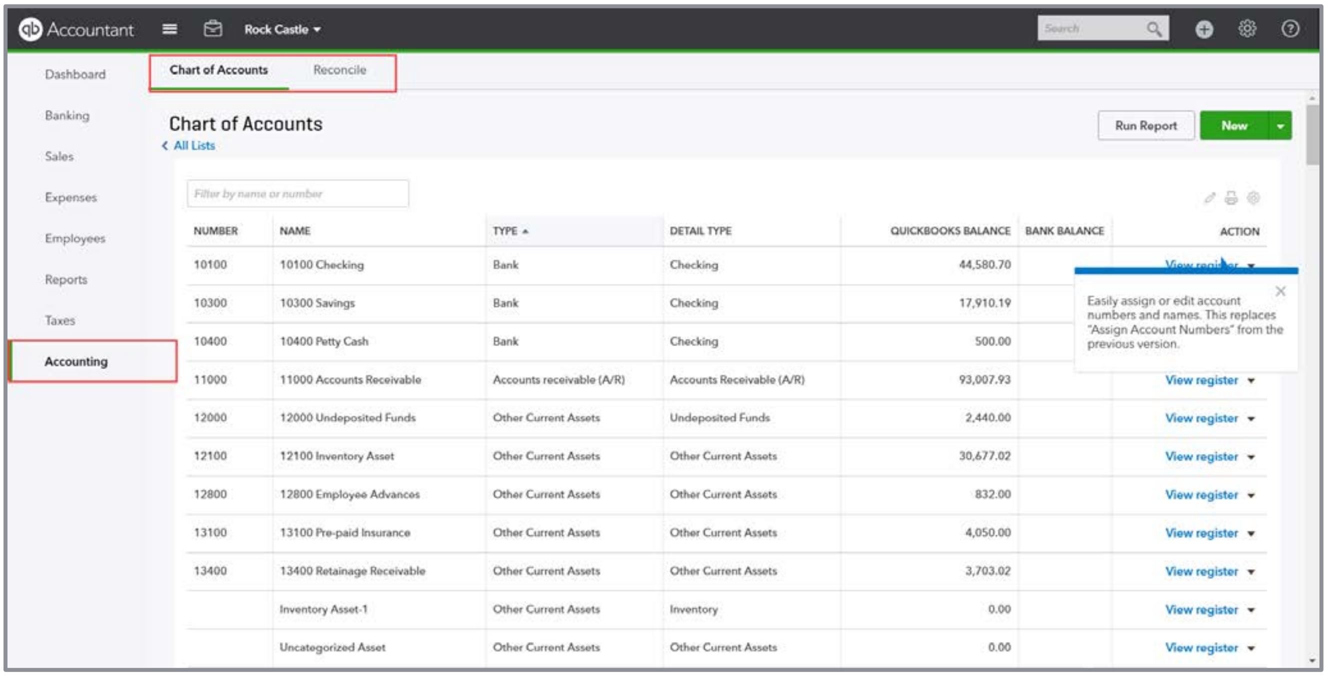
Payroll Tax Center

The Payroll Tax Center is where you can pay, view and file your payroll tax payments and forms, if you subscribe to QuickBooks Online payroll services. You'll learn more about the QuickBooks Payroll options in Module 6.



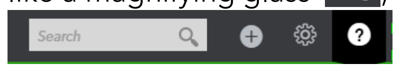
Accounting

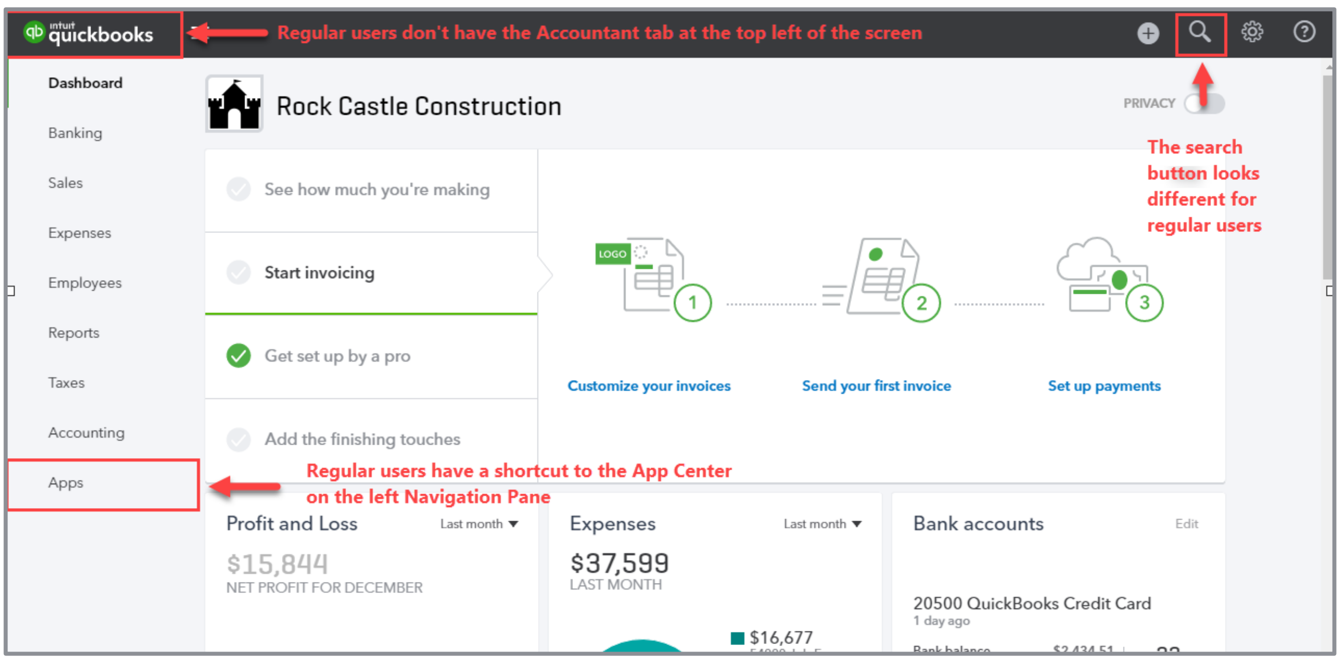
The Accounting tab on the left navigation bar contains the Chart of Accounts and the Reconcile screen. You learned how to work with the Chart of Accounts in Module 2 and you'll learn how to use the Reconcile screen in Module 7 of this training.



DIFFERENCES BETWEEN QUICKBOOKS AND QUICKBOOKS ONLINE ACCOUNTANT

There are some slight differences between how QuickBooks appears to an accountant user and how it appears to a regular user. The most noticeable differences are:

- Regular users don't see the Accountant box at the top left of the screen, and they don't have the Accountant Toolbox. (You'll learn about the Accountant Toolbox in Module 11.)
- Regular admin users have an App tab on the left navigation pane and can connect apps to QuickBooks from within QuickBooks Online
- The search utility icon for a regular user looks like a magnifying glass , whereas an accountant user has the universal search box. 



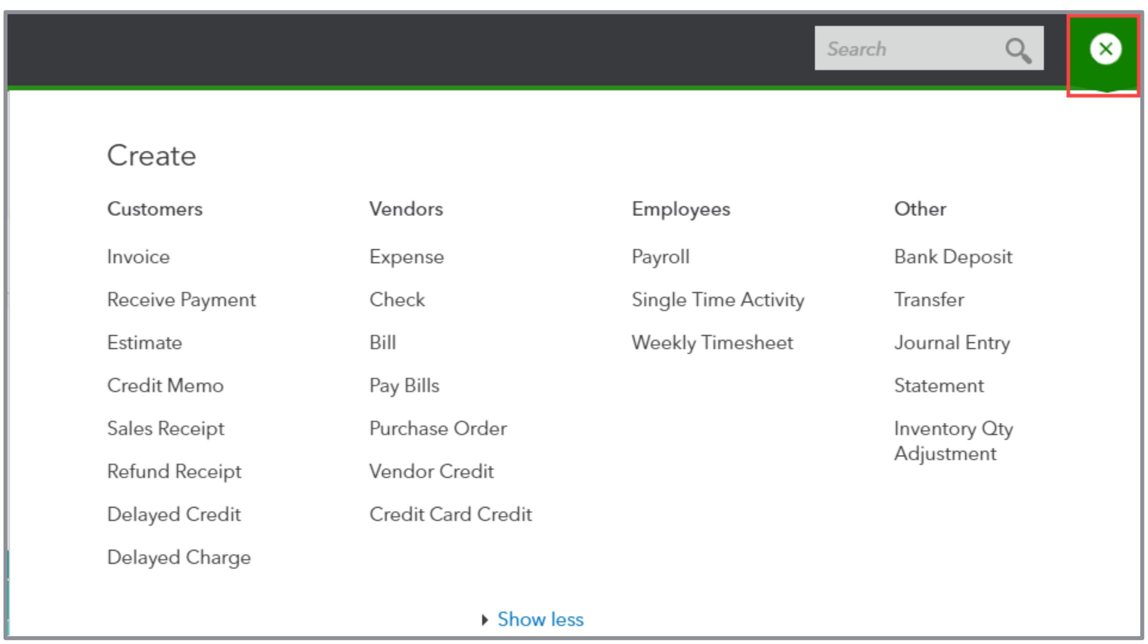
Top Navigation Bar

The top navigation bar in QuickBooks Online is home to many menus and features including:

- Quick Create
- Search box
- Gear icon
- Help menu

Quick Create

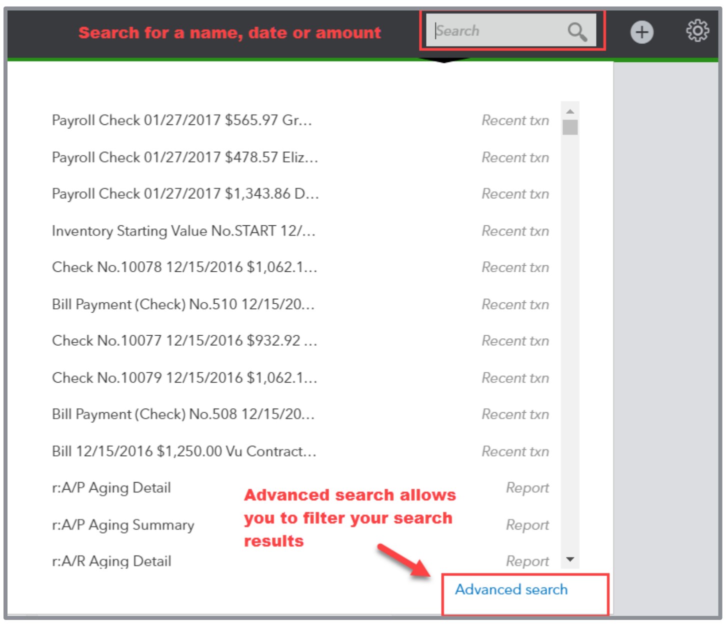
The Quick Create button in a QuickBooks Online company is different from the Quick Create button you see when you are in your QuickBooks Online Accountant Client List. In QuickBooks Online Accountant, the Quick Create button allows you to create a new client or add a new Team member. In a QuickBooks company, it displays a menu of the different transaction screens, such as Invoice, Check or Weekly Timesheet. The transactions are organized and listed by entity. The Other transactions list includes Bank Deposit, Transfer, Journal Entry, Statement and Inventory Qty Adjustment.



Search Feature

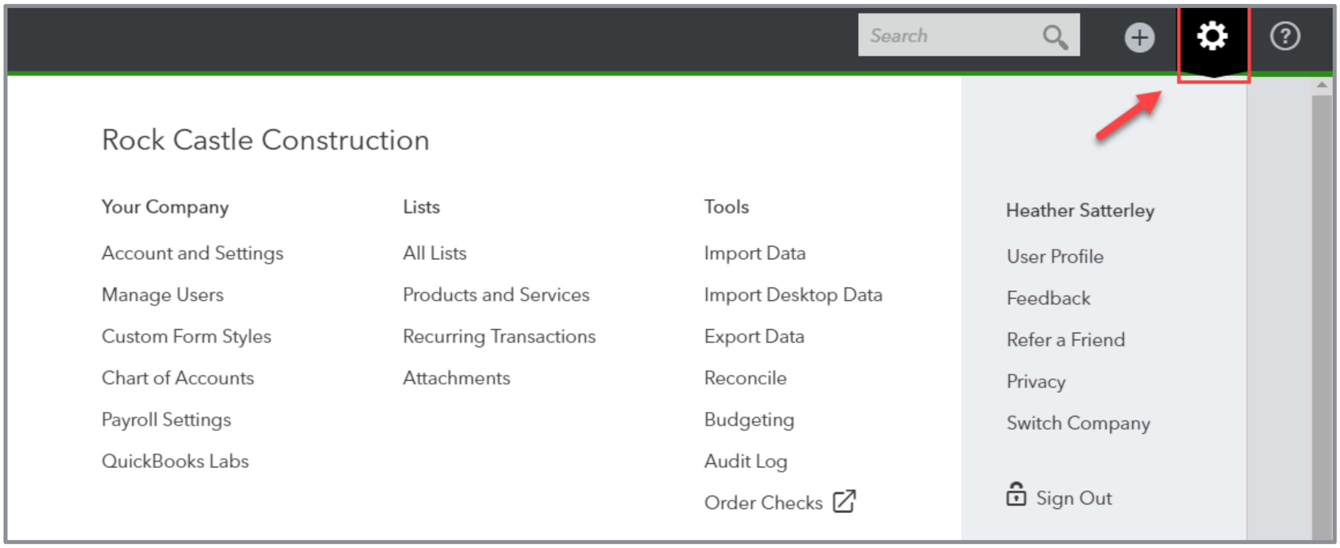
The search feature in QuickBooks Online is very dynamic. Just type what you are looking for, such as an amount, name or document number, and QuickBooks Online will return all list items and transactions that match the criteria you entered. If you need to filter further, the Advanced search window opens when QuickBooks Online displays the results of your search so you can add filters.

When you click into the **Search** box, a list of recent transactions and reports will display in the drop-down list. This is a convenient way to get back to a previous screen.



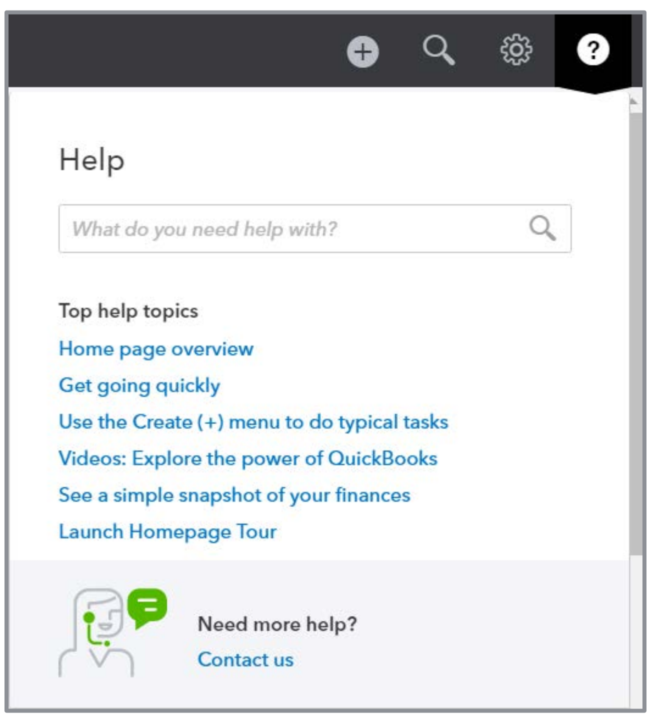
Gear Icon

As discussed in Module 1, the gear icon in QuickBooks Online gives you access to your settings, lists, tools and company information.



Help Menu (What the Client Sees)

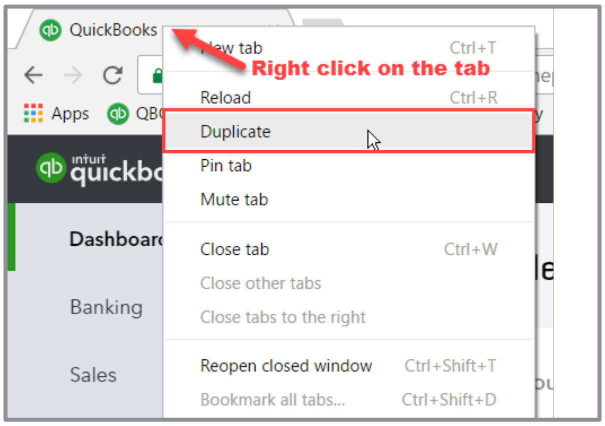
The Help menu in QuickBooks Online includes a search box where users can search for answers to common issues. It also shows common help topics related to the screen the user has open.



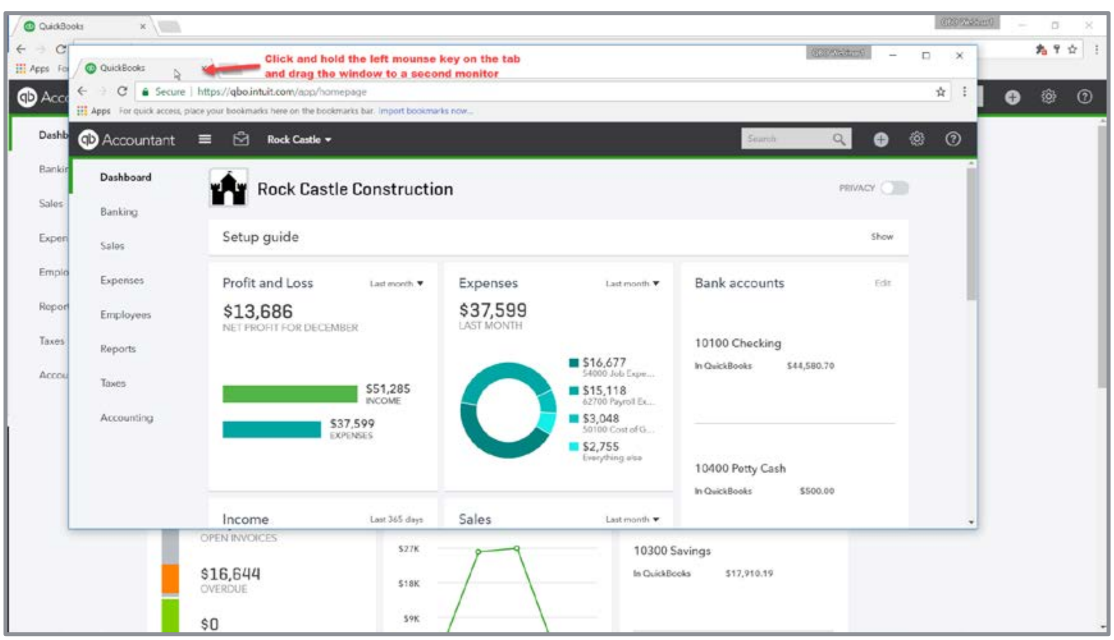
BEST PRACTICES WITH BROWSERS

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

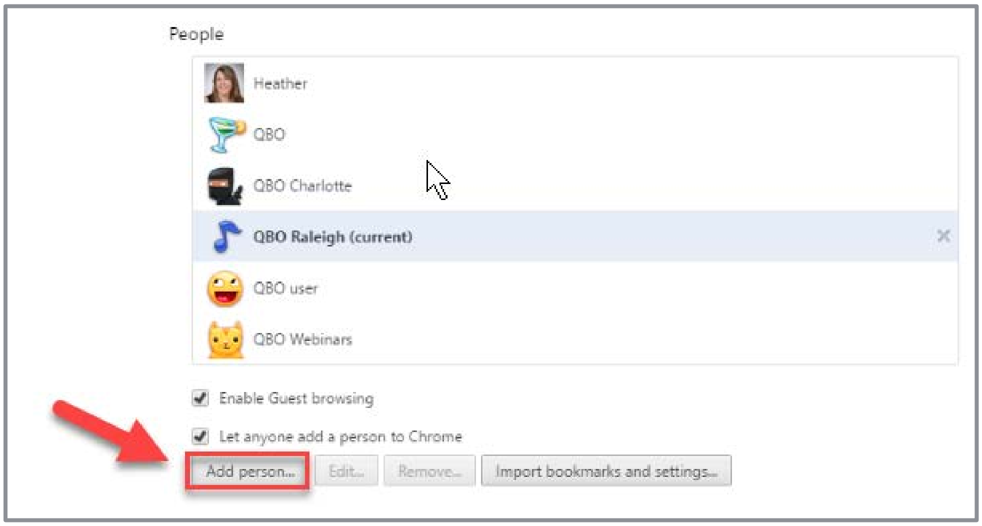
- **Duplicate Tabs** – Log in to your QuickBooks Online company (including the Test Drive company), right-click your **browser tab**, left-click **Duplicate**. Now you have two tabs logged in to the same QuickBooks Online company.



- **Use Multiple Monitors** – Pull one tab out of the 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.

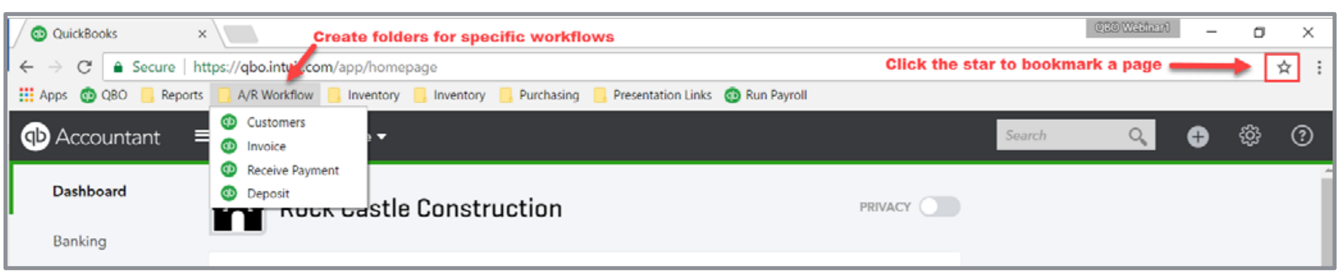


- **Create a QBO Chrome User to access multiple companies simultaneously** – Chrome allows you to create different users (**Customize → Settings → People**). If you have two different QuickBooks Online companies, you can log in to each of them using a different Chrome user and operate each account simultaneously. (Or you can log in using two different browsers, such as Chrome and Firefox.)



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

  If a specific client has special screens you use regularly, create a folder on the Chrome bookmark bar, bookmark those screens, then save them in the folder.



- **Back Arrow** – Right-click the **back arrow** on the browser to display a recent history of the screens you were on. Left-click the one you want to return to and resume working.

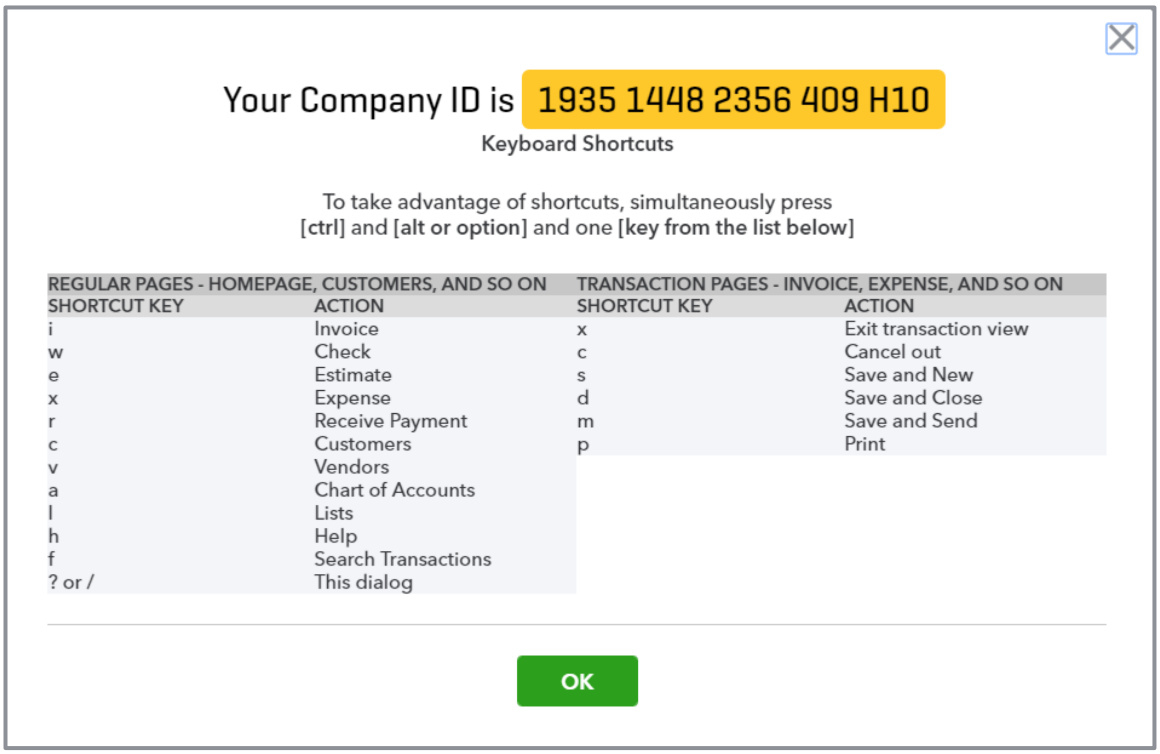
- **Clear the Cache** – If you are getting unexpected results when working in QuickBooks Online or are having problems logging in, make sure to clear your cache and cookies in Chrome (**Customize → History → Clear browsing data**).
- **CTRL+** and **CTRL –** – allow you to zoom in and out quickly.

TIP: *This browser functionality works best in a Chrome browser and is useful because many accounting professionals use two (and sometimes three) monitors. The ability to right click and duplicate may not work in other browsers. You can use the New Window button found in the Accountant Toolbox to duplicate screens when using a browser other than Chrome .*

Keyboard Shortcuts

You may be used to working with keyboard shortcuts with desktop 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 which screen you are on.

For example, Ctrl+Alt+C opens up the Customer Center as long as you are not on a transaction. If you are on a transaction, it cancels the transaction. If you're using a Mac, substitute Command+Alt+letter.



This screen also is where you 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 + (plus) and – (minus) keys. To go to today, use the letter t. Here are some other date shortcuts:

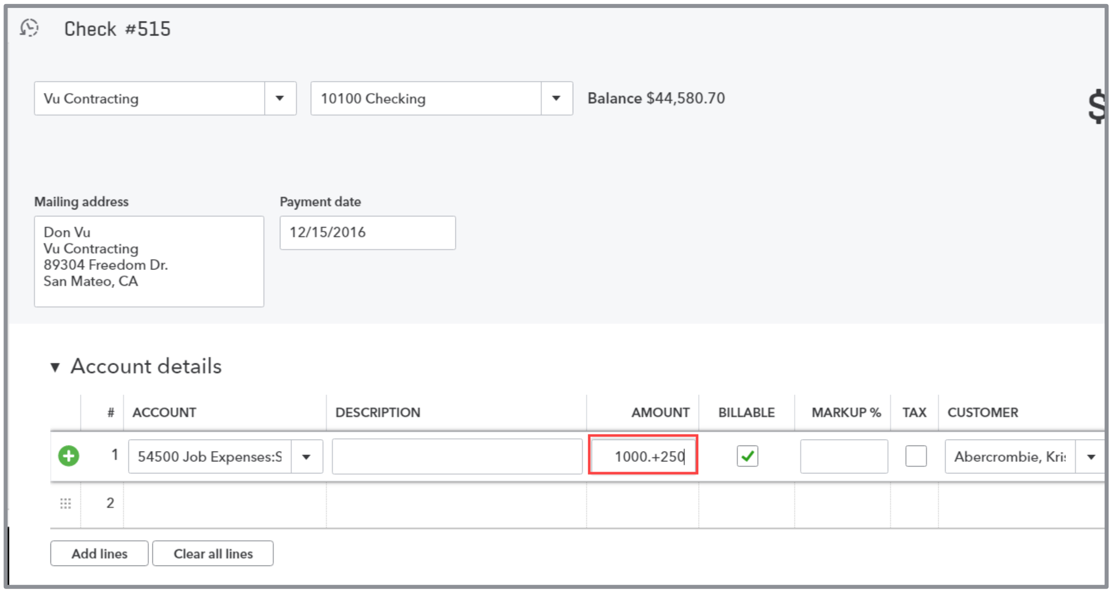
- **w** for first day of the week
- **k** for the last day of the week
- **m** for the first day of the month
- **h** for the last day of the month
- **y** for the first day of the year
- **r** for the last day of the year

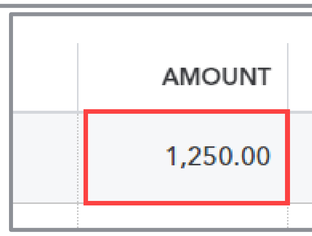
Do you see the pattern? Use the first letter of the word to go to the beginning and the last letter to go to the end.

Also, the Escape key will cancel the transaction you are on.

CALCULATIONS

There's a simple calculator available on the rate or amount fields 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; no retyping of numbers.





Topic 2: **QuickBooks Online Apps for Mac and Windows**

Specify the Features and Benefits of Using QuickBooks Online Accountant Apps

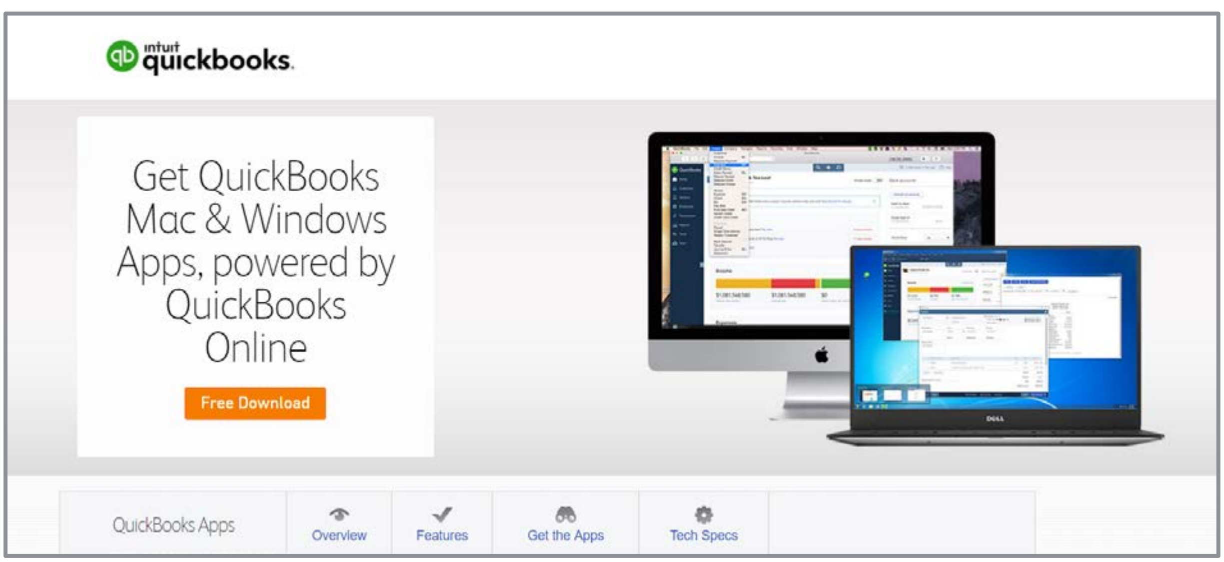
Intuit has introduced desktop apps that work with QuickBooks Online and QuickBooks Online Accountant without the use of browsers. These apps provide an experience that is much closer to the QuickBooks Desktop products.

Benefits include:

- Drop-down menus to access screens and reports
- Keep multiple screens open in the same monitor workspace
- Tile your windows across multiple monitors

How to Get the Apps

The best place to find the free QuickBooks Mac and Windows apps is quickbooks.intuit.com/apps.



Step-by-Step: Get the Apps

1. Click the **Free Download** button.
2. If you are prompted, choose which operating system you are using and the required installation package will be downloaded.
3. Follow the installation instructions.
4. When the program is installed you will be prompted to log in using your QuickBooks Online credentials. The QuickBooks Apps are available for your clients too and offer some robust features to enhance the QuickBooks Online experience.

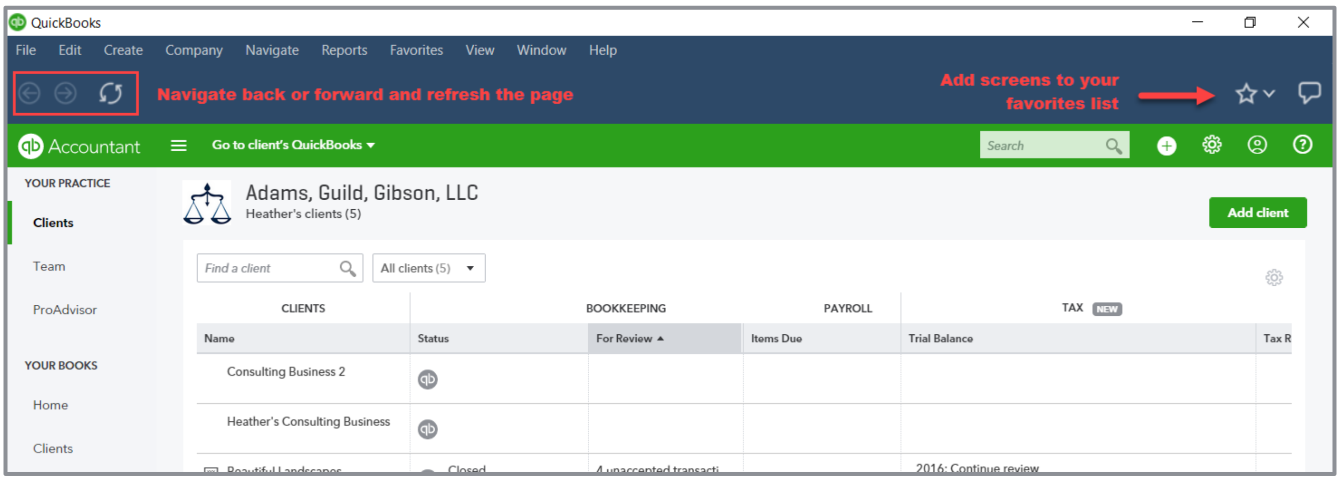
Logging into the Apps

Once you enter your login credentials all the QuickBooks Online Accountant firms and QuickBooks accounts you have access to will be displayed. In this way the app becomes a central hub for all your QuickBooks Online companies.

TIP: *You must first log in to your QuickBooks Online Accountant firm, then choose which client account you would like to open from the Client List.*

Recognize Navigation Points in QuickBooks Online Accountant Apps

The app replaces the need to use a browser to access your QuickBooks Online companies. The left navigation pane and Accountant Toolbar are in the same place within the apps. In fact, the entire interface below the list menus looks exactly the same as if you had opened QuickBooks Online with a browser.



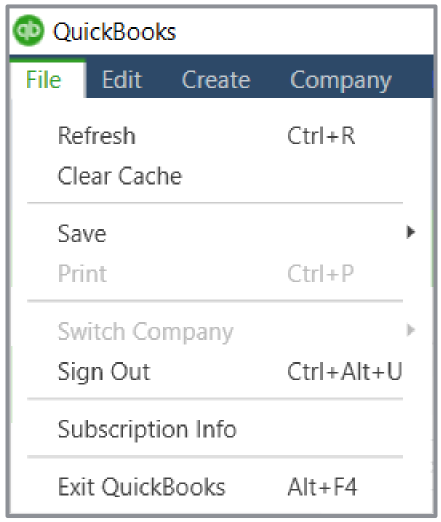
The app has some of the features of a browser built into it; for example, at the top left of the screen (above the QB Accountant logo) you have a back button and a refresh button just like in Chrome. You also have a favorites menu which is represented by the star icon. As you "favorite" various screens, they will be added to the drop-down list.

The chat icon next to the favorite button is where you leave Intuit feedback about the apps.

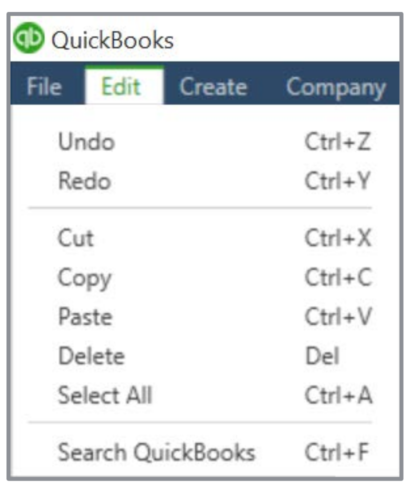
Drop-down Menus

The menus at the top of the QuickBooks App are reminiscent of QuickBooks Desktop and are not available when accessing QuickBooks Online via a regular browser.

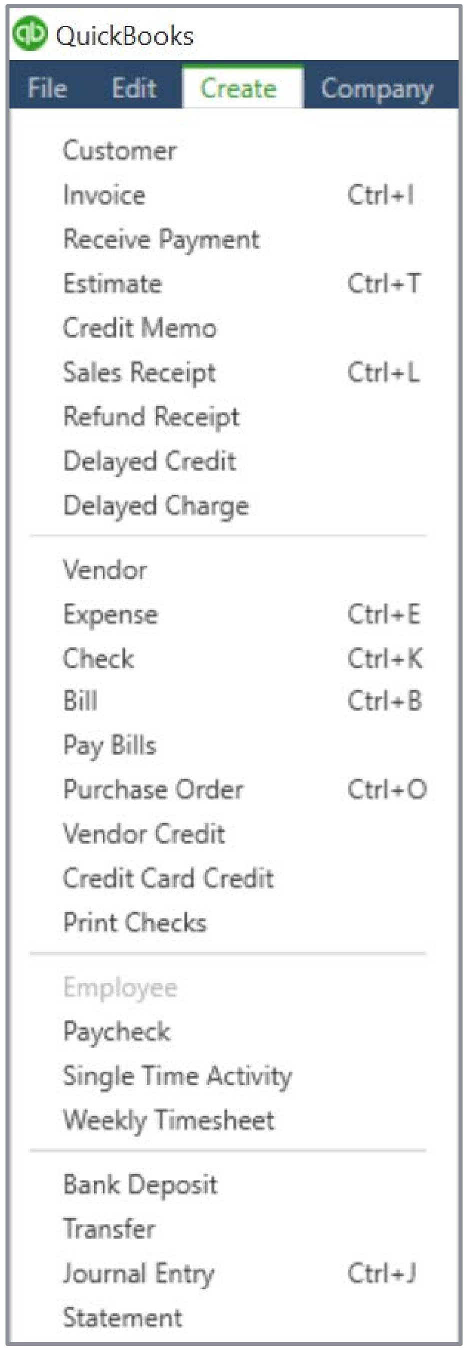
- **File menu** – Refresh your screen, clear the cache, save or print a transaction, switch to another QuickBooks Online Accountant Firm, sign out of the QuickBooks Online Accountant account, view subscription information and Exit QuickBooks



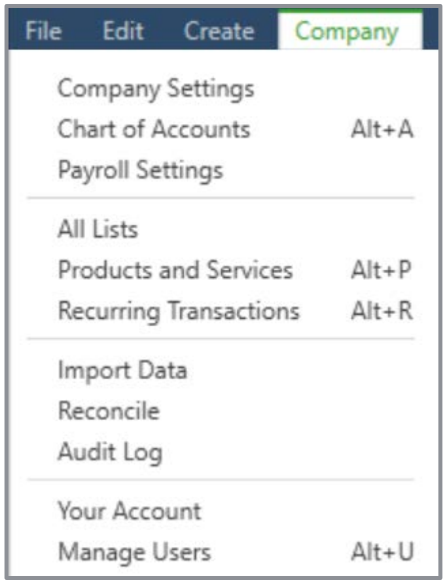
- **Edit menu** – Includes a list of hot keys to help with data entry; you can also open the search utility by clicking **Search QuickBooks** or pressing **Ctrl+F**



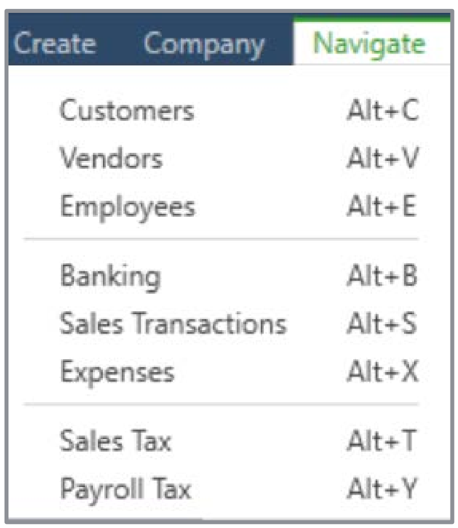
- **Create menu** – Includes links to transactions screens and is sorted by entity, just like the Quick Create menu



- **Company Menu** – Includes items found by clicking on the **gear** icon in QuickBooks Online



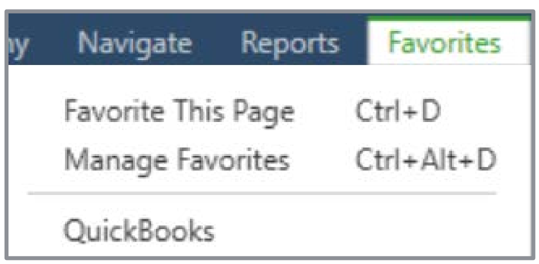
- **Navigate** – Is another way to access the centers found on the left navigation pane



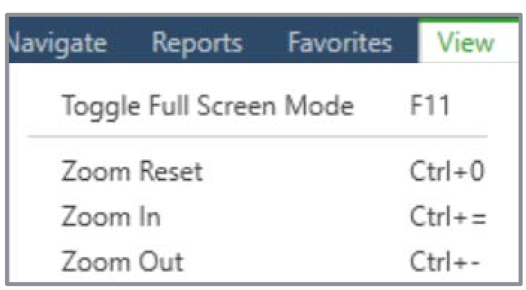
- **Reports** – Provides shortcuts to commonly used reports such as the Balance Sheet, Profit & Loss, Company Snapshot and A/R and A/P Aging reports; you can also access the Reports Center from this menu to view all your reports

NOTE: *The reports you have access to will depend on which subscription level of QuickBooks Online your company has.*

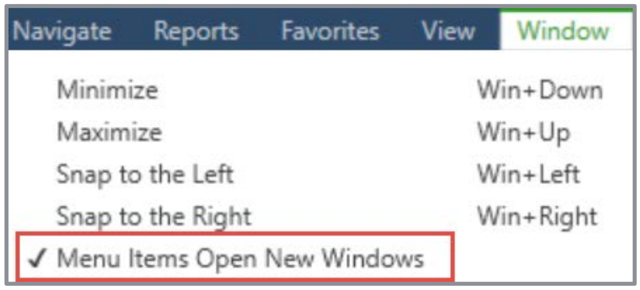
- **Favorites** – Offers another point of entry for your Favorites list



- **View** – Allows you to zoom in and out and toggle to full screen mode



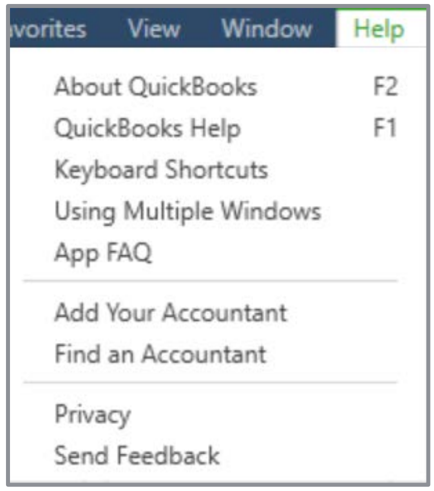
- **Window** – Change the location and size of the app on your screen and, very important, the option to open new windows each time you open a new screen in QuickBooks Online



TIP: *a new window will only open if you use the menus or hot keys to open new screens. If you use the left navigation pane and top navigation bar to open windows, it will not open a new window.*

Windows tiling allows the user to move open windows onto multiple display monitors. This means you can view a report on one monitor and a transaction on another. You can't do that in QuickBooks Desktop.

- **Help** – Includes the following:



  - **F2** – About QuickBooks tells you which release is installed on the computer
  - **F1** – Opens the QuickBooks Help options and links
  - You can click the links to learn more about the apps and view the list of shortcut keys (which you can print)
  - Options for clients to add an accountant user or search the Find-A-ProAdvisor website for an accountant
  - Link to Intuit's privacy statement and the send feedback window

Guide Conclusion

You have just completed *Module 3: Navigate and Customize*. This Supplemental Guide, in tandem with its recorded module, has been provided to help prepare you for the QuickBooks Online Certification Exam. Continue on to the remaining modules and their related guides then proceed to the certification exam.

By completing this module, you should be able to:

- Recognize key components of the QuickBooks Online interface
- Specify the features and benefits of using QuickBooks Online Accountant apps
- Recognize navigation points in QuickBooks Online Accountant apps