

FAQs

Find-a-ProAdvisor

Q: Any plans to return mention of the years that we have been certified?

A: We're researching the best way to convey this information to prospective clients, our goal is to drive as many accountant-small business connections as possible, and we are striving to find the most effective way to do that. While researching what means the most to small businesses to drive more leads to the ProAdvisor was clearly articulating what the different badges meant. In doing so, we made the types of certifications prominent.

Q: Has this been implemented yet on all ProAdvisors QBO Home screen?

A: Yes - any ProAdvisor can access the new experience from within QuickBooks Online Accountant.

Q: How do I add my LinkedIn profile?

A: You should you use something that looks like the following: <https://www.linkedin.com/in/User name>

Q: Our Company has multiple accountants. What's the best practice for routing their leads to a single person or a few people?

A: It is common to have a single contact phone number or email address listed across multiple profiles.

Q: How should we address it if we are the Master Admin but we are not the owner of the accounting firm /company? Whose name should be on the profile? If we change it, will it affect our certifications?

A: ProAdvisor profiles are tied to individuals, as are Certifications. Many firms will have multiple ProAdvisor profiles if they have more than one Certified ProAdvisor, but may opt to have the same contact information (email, phone numbers) for each profile to funnel inquiries.

Q: How do I request a client to send a review?

A: You can find your unique profile URL by searching for your profile on www.findaproadvisor.com - you can send the URL from your profile to customers and request that they click on "write review" in the reviews section to complete and submit a review.

Q: Can we setup multiple locations when potential clients search for Pro Advisor service?

A: Currently each profile is limited to a single location.

Q: What factors drive which listing is most prominent and at the top of the list?

A: Location, Certifications, and number of reviews are the most influential factors in the search ranking. Here is a complete list of tips to improve your profile:

https://quickbooks.intuit.com/_ssobj/static/fap_guide.pdf

Q: When you hit reply does the reply e mail come from the QBO e-mail account or the e mail account I currently have open and have the messages forwarded to?

A: If you receive a lead from a prospective client, that lead is sent to the e-mail address listed in your ProAdvisor Profile

Q: Are the plans to enable editing the "industries served" section to include industries not listed?

A: Yes, we are currently working to expand and modernize the lists of industries and services.

Q: We took our emails off the ProAdvisor site due to all the phishing emails we were getting. Any advice for that?

A: Your email address will no longer be published on the page, rather interested clients can send you a message which will generate an email to you from Intuit with the customer's information and inquiry. If you still get phishing emails, please forward to spoof@intuit.com, and we will investigate.

Q: How do you know what needs to be improved upon or completed if your profile strength isn't 100%?

A: The profile improvement tips on the upper right corner of your profile section are customized based on your profile's completion, so you will only see recommendations for sections you have yet to complete.

Q: My phone number is in my profile but it isn't listed as public. How do I make it public?

A: Access your editable profile at <https://qbo.intuit.com/app/accountant/profile> and click on the pencil icon in the top information section with your name, phone numbers, etc. Ensure that you have the correct phone number(s) listed, uncheck the "hide my numbers" box, and then click save.

TSheets

Q: Can you have one person clock in and out other employees with TSheets?

A: Yes, one person can clock in/out multiple employees

Q: can I use TSheets even if I don't use QuickBooks payroll?

A: Yes, TSheets can be used without QuickBooks payroll.

Q: How do we as pros get free t-sheets account & keep it?

A: Sign up to be a PRO at tsheets.com/pros

Q: Are there any demo/training videos?

A: Demos/training: tsheets.com/training

Q: Can an admin edit classes and customers entered by my employee.

A: An Admin can edit anything on the timecard in QuickBooks. You don't have to keep what was originally input from the employee.

Q: Can I job cost this way also in TSheets?

A: time tracked against jobs will be in QuickBooks available for payroll, invoicing and billing

Q: Has TSheets been approved by the Federal Government for government contracting labor?

A: yes

Q: Did I understand correctly? TSheets exports to QBO automatically - I don't have to do anything?

A: Yes you understood that correctly! Time is already in QuickBooks no export required :)

Q: Is this going to roll out globally?

A: QBO-in product is US-only right now. We don't have a final release date for the US or if/when it will be expanded beyond that (hopefully it will be!). My best guess for the US release date is late March or early April since it's currently only available to 5% of QBO customers.

Q: How does TSheets track vacation and sick and personal time used for salaried employees?

A: We talked through PTO but videos will go more in depth on that

Q: I already have a TSheets subscription connected to QuickBooks desktop. I have switched to QBO and would like to become a TSheets Pro customer. Do I need to call?

A: yes please call.

Q: TSheets - If an employee's time is edited from within QuickBooks, will the employee be advised of the change?

A: You can inform employees of edits made to their time, or reject their time to have the employee make their own edits

Q: If we are paying for clients T-sheet account do we get the 10% off + 20% commission?

A: If you pay for your client's TSheets account you can pay at a 25% discount directly and then bill your clients whatever you'd like

Q: can the time card have classes instead of customers?

A: time cards can have classes, customers, service items, jobs, billable yes/no choice

Q: How did you get TSheets to sync with QuickBooks Online?

A: Accountants can't add apps for client companies, only company admins can add apps inside QBO - <https://www.tsheets.com/resources/quickbooks-integration>