

## FAQs

### Invoice with Google Calendar

Q: Currently 'Google Calendar Events' in QBO dashboard, lists the same jobs again and again from Calendar, they just don't go away even if they already have been invoiced to customers. What have you done lately in your QBO app to avoid such invoice duplication and confusion in QBO? Many QBO users don't even recommend this app simply because of this issue.

A: We are currently aware of this pain point and are working to find the best resolution for you.

Q: I don't see the beta option for my own books

A: Currently, the Apps tab is not available for QuickBooks Online Accountant Firms.

<https://appcenter.intuit.com/app-b7rpixc2q8?locale=en-US> Please click open this link to visit the Apps Center to connect it to your QuickBooks Accountant Firm

Q: I don't have an App option on my left list when in QBOA.

A: Currently, accountant firm users are not able to connect apps on behalf of their clients. You should see

Q: Did I just hear correctly that we can't use the Google calendar app with our own books?

A: Accountants can connect apps to their own QuickBooks Online Accountant Firm. However, as an accountant firm user, you will not be able to connect the app for your clients. Currently, the Apps tab is not available for QuickBooks Online Accountant Firms. <https://appcenter.intuit.com/app-b7rpixc2q8?locale=en-US> Please click open this link to visit the Apps Center to connect it to your QuickBooks Accountant Firm

Q: How do I connect this to my QuickBooks?

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Q: Can we add Invoice with Google Calendar in QBOA? If not when will this be available?

A: Accountants can connect apps to their own QuickBooks Online Accountant Firm. However, as an accountant firm user, you will not be able to connect the app for your clients. Currently, the Apps tab is not available for QuickBooks Online Accountant Firms. <https://appcenter.intuit.com/app-b7rpixc2q8?locale=en-US> Please click open this link to visit the Apps Center to connect it to your QuickBooks Accountant Firm We are currently working on implementing the Apps tab back into QBOA. If you are interested, please sign-up for the beta test we are conducting for the QBOA Apps Tab.

Q: I don't see the app screen. The last item on the list is "My Accountant".

A: Accountants can connect apps to their own QuickBooks Online Accountant Firm. However, as an accountant firm user, you will not be able to connect the app for your clients. Currently, the Apps tab is not available for QuickBooks Online Accountant Firms. <https://appcenter.intuit.com/app-b7rpixc2q8?locale=en-US> Please click open this link to visit the Apps Center to connect it to your QuickBooks Accountant Firm

Q: Separate google calendars will be need to be set up, personal and business.

A: At this time, all calendars that are able to be accessed by the Google Account will be displayed within QuickBooks Online. We currently do not have the option to select which calendars are displayed.

Q: is this for only QBOA?

A: This is currently available to all QuickBooks Online users in the United States, Canada, United Kingdom and Australia. Accountants can connect apps to their own QuickBooks Online Accountant Firm. However, as an accountant firm user, you will not be able to connect the app for your clients. Currently, the Apps tab is not available for QuickBooks Online Accountant Firms. <https://appcenter.intuit.com/app-b7rpixc2q8?locale=en-US> Please click open this link to visit the Apps Center to connect it to your QuickBooks Accountant Firm We are currently working on implementing the Apps tab back into QBOA. If you are interested, please sign-up for the beta test we are conducting for the QBOA Apps Tab. If you currently using QuickBooks Online (non-accountant firm), there is an Apps tab in the Left Nav Bar. Select Apps. Search for "Invoice with Google Calendar" and select the app. Continue by selecting the Get App Now button and complete the set up.

Q: Begs the question...Do I need to be using a shared calendar with each client to be able to use this feature?

A: You are not required to use a separate calendar (shared or not shared) for each client.

Q: so for now, it will carry all of our contacts from google calendar, both personal and business into the system? I work from home, using one calendar

A: Invoice with Google Calendar only syncs your QuickBooks Online customers to your Google Contacts. It will not sync your Google Contacts to QuickBooks. Only your QuickBooks Customers will be visible in your Google Calendar, as it is a one-way sync for contacts. Examples of how the data syncs:

Google Calendar events -> QBO

## **Google Contacts**

Q: Once I bring in the event can I change the product/service?

A: Yes, you are able to change the product/service item once you have added the calendar event to the invoice. The description will remain with the details of the event, but the rate will default to the rate assigned to that specific item. However, once the invoice is saved, if the product/service item is changed, the description will be removed and replaced with any text you have in the description field for that specific item.

Q: Will this work with all types of QBO or QBES?

A: Invoice with Google Calendar is currently only available for QBO in the United States, Canada, United Kingdom and Australia.

Q: Can we link a Google Event without it creating a line item?

A: No, Invoice with Google Calendar is designed to create line items for billable time.

Q: can you connect to multiple google account and how do we do that?

A: Invoice with Google Calendar currently only works with one Google account at a time. If you wish to have access to calendars from another Google account, you will need to share the other account's calendars with the account you have connected to your QuickBooks Online account.

Q: if you meet with the same customer 2 times in a month can you sync it on one invoice through the calendar

A: Yes, you are able to add multiple calendar events to one invoice.

Q: Do you intend to introduce a similar integration with Office 365/Hosted Exchange calendars at some point?

A: Currently we do not offer an integration for Office 365 Calendar events but we are always continuing to improve the ecosystem for QuickBooks Online.

Q: I have clients that have contract monthly rates. Is there a calendar alert when the contract rate changes annually?

A: Invoice with Google Calendar is designed to create line items for billable time. It does not have an alert feature.

Q: what about yahoo

A: Currently we do not offer an integration for Yahoo Calendar events but we are always continuing to improve the ecosystem for QuickBooks Online.

Q: Do we require to client share its calendar or how do we add client's calendar?

A: Your client will need to share their Google calendar with you in order for it to appear in your Google account and QuickBooks Online.

Q: If you went back to your calendar, would you know you billed that meeting?

A: Currently, it does not recognize that the event has already been billed within QuickBooks Online. We are currently aware of this pain point and are working to find the best resolution for you.

Q: Can you bill multiple events on the same invoice with the Google Calendar app?

A: Yes, you are able to add multiple calendar events to one invoice.

Q: What about iCloud calendar (default on iPhone)?

A: Currently we do not offer an integration for iCal events but we are always continuing to improve the ecosystem for QuickBooks Online.

Q: Can you please let me know the steps to add Google Calendar? Seems I missed first part. Thank you!

A: This is currently available to all QuickBooks Online users in the United States, Canada, United Kingdom and Australia. Accountants can connect apps to their own QuickBooks Online Accountant Firm. However, as an accountant firm user, you will not be able to connect the app for your clients. Currently, the Apps tab is not available for QuickBooks Online Accountant Firms.

<https://appcenter.intuit.com/app-b7rpxc2q8?locale=en-US> Please click open this link to visit the Apps

Center to connect it to your QuickBooks Accountant Firm We are currently working on implementing the Apps tab back into QBOA. If you are interested, please sign-up for the beta test we are conducting for the QBOA Apps Tab.

If you currently using QuickBooks Online (non-accountant firm) there is an Apps tab in the Left Nav Bar.

Select Apps, Search for "Invoice with Google Calendar" and select the app, Continue by selecting the Get App Now button and complete the set up.

Q: Can it be set up so that when you add your google calendar time to an invoice your timesheet within QBOA is updated as well?

A: In the new release of Invoice with Google Calendar, the events are only able to be applied to an invoice.

Q: Will this function work with other calendars? Such as the one on the MAC

A: Currently we do not offer an integration for iCal events but we are always continuing to improve the ecosystem for QuickBooks Online.

Q: Do you have to use a gmail id to use google calendar with QBO? Does it need to match your qbo login email?

A: Yes, you will need a Google account login in order to access Google Calendar and add events. The events will then be synced with QuickBooks Online for you to add to your invoices. Your QuickBooks Online credentials are separate from your Google account credentials.

Q: I use multiple product services for my calendar events, how much of the initial entry from the calendar will "stick" in the invoice or will I lose everything if I change it?

A: You are able to make changes to the product/service item, rate, quantity, amount and date once you have added the calendar event to the invoice. Upon changing the product/service item, the other values, including the description with the details of the event will remain, but the rate will default to the rate assigned to that specific item. However, once the invoice is saved, if the product/service item is changed, the description will be removed and replaced with any text you have in the description field for that specific item.

New QBO Windows/Mac App

Q: can I open two QB on different tabs so I can switch back and forth?

A: This is functionality we are currently working on. At this time we are only supporting one client through multiple windows. Multiple tabs should be released later this month, multiple tabs/windows and multiple clients is coming but I don't have an ETA yet. Hopefully in the next 60 days.

Q: In reports (like a Trial Balance), can you right-click on an account to open it in a new window in the App?

A: You should be able to, if it isn't working please file a feedback ticket in app and let us know.

Q: is it live now?

A: Yes, it is live now.

Q: Can this app be used offline?

A: No, you will need to be connected to access QBO.

Q: What's the command to open multiple windows?

A: Cmd+N on mac, or CTRL+N on windows.

Q: Does the multiple window feature only work on the desktop app, or does it also work with the web browser based login?

A: You can use tabs and multiple windows on the browser

Q: Where do we get the app?

A: From the QuickBooks login screen, <https://qbo.intuit.com/c1/v1707.889/0/login?redirect=true>  
Please click this link to visit the QuickBooks Online login page

Q: If I am currently using the app do I need to reinstall? Or update somehow?

A: We will update you automatically this month, but if you would like to try it sooner, download here by clicking download it free: From the QuickBooks login screen, click download app:  
<https://qbo.intuit.com/c1/v1707.889/0/login?redirect=true> Please click download it free

Q: where do you get the app for MAC?

A: You can get the MacOS QBO Desktop App: [http://http-download.intuit.com/http.intuit/CMO/apple\\_web/sample/static/qbomac/content/download/index.html?cid=ipd\\_qbo\\_simba](http://http-download.intuit.com/http.intuit/CMO/apple_web/sample/static/qbomac/content/download/index.html?cid=ipd_qbo_simba) Please click this link to download the Mac OS QBO Desktop app

Q: so, are we suggesting the desktop app for QBOA use rather than Chrome?

A: It comes down to preference, the app has more power users features and more in the works specifically meant to help accountants.

Q: How does having multiple screens with the desktop app differ from having multiple windows open with qbo now?

A: Our app will include auto refresh (only partially implemented now) and will check for dirty windows, otherwise it is pretty similar. We are also evaluating multi company multi window, QBO on chrome won't be able to do that.

Q: So does the app open in a browser?

A: The app itself acts as a highly customized browser specifically designed to enhance QBO.

Q: Does this QB desktop app work across all versions of QB.

A: Just QBO, QBOA and PTO

Q: Is this the same as online QuickBooks?

A: Similar but not the same, there is added functionality for this app that doesn't exist in QBO.

Q: does ctrl-tab switch between the qbo apps windows?

A: No, but we can add that functionality.

Q: when will this be functioning? I'm in QBO app (Windows) now, but can't open multiple windows.

A: You should be able to open multiple windows. Try downloading the latest version from the [quickbooks.com](http://quickbooks.com) login screen.

Q: Is there an ability to search for text or numbers within a window in the app (Ctrl-F in a web browser)?

A: Yes, our app has that feature as well.

Q: Any way to change what the "home page" is when log on to QBOA?

A: We are working on this request as a feature already, can't say the ETA yet but hopefully sometime in September.

Q: Why would you use a desktop app?

A: Faster access to your books and more power user specific features.

Q: Just to clarify Windows 7 does not support the app?

A: Yes it does

## **Projects**

Q: Is the time on a time clock or just manual entry?

A: Right now, time is either entered as a clock or as time. You could have your timesheet pulled up, and enter the Project you are working on.

Q: What version will have projects?

A: QBO Plus

Q: When using the Time in projects, does that link to the payroll module?

A: Yes, time links to Payroll, but right now Payroll costs do not flow back into Projects. But this is an area we are working on over the next several months so in the future we can include these inside Projects.

Q: How do I turn on this feature?

A: When it comes to the US, Gear, and QuickBooks Labs.

Q: When is this rolling out?

A: Sometime next month.

Q: Is projects available in the QBO sample file (Craig's Design and Landscaping)? I didn't not see the option in the Labs.

A: When Projects rolls out next month to US Customers in Labs, you will be able to turn it on there.

Q: So Projects is like Jobs in QBDT?

A: Yes, right now Projects is similar to Jobs in desktop and Classes, sub-Customers and Locations in QBO. QuickBooks is investing in the new feature Projects to make it more powerful for small businesses to organize and see their transaction information in one place. Right now, there may not seem like differences between class tracking and projects, but stay tuned, we'll be aggressively working in projects over the next few months to make it even more powerful.

Q: Time Activity recorded by Vendor Contractor, will it also post to Vendor Bill?

A: Not currently, but I have given your feedback to our Engineers.

Q: Can you split an expense into two or more projects?

A: Yes, just enter one line for one Project, and you will have to fill in the Project column with the other, along with the amount.