# Right Networks®

QuickBooks License Upgrade Guide

This document describes activating your QuickBooks 2019 software and upgrading your QuickBooks file.

Please try these easy upgrade directions yourself (it should take 5-10 minutes), however, if you get stuck contact Right Networks Support at 1-888-417-4448x2 (there may be a long hold time, so please try this yourself first). If your problem is that you don't know your QuickBooks file Admin password (read step 17 first) then call Intuit support instead if needed at 1-877-797-5809.

NOTE: Some users may get these screens in a slightly different order, but generally speaking just follow the prompts which will take you through the upgrade process. As always please call support at the number listed above or email support@rightnetworks.com if you have issues during the upgrade process

1. Double-click on the icon labeled QuickBooks [Version] 2019 on the desktop. (You will be prompted with a small window labeled, "**QuickBooks 2019 License Agreement.**")

2. Click on **View License Agreement**. (When the webpage opens you can simply **close** the window which will bring you back to the small window labeled "**QuickBooks 2019 License Agreement.**")

3. Click "**Yes**" to accept the terms of the Intuit End User License Agreement.

4. QuickBooks will now open and you may need to click **OK** to a pop-up relating to QuickBooks using your

   internet connection. (this may appear in a later step as well)
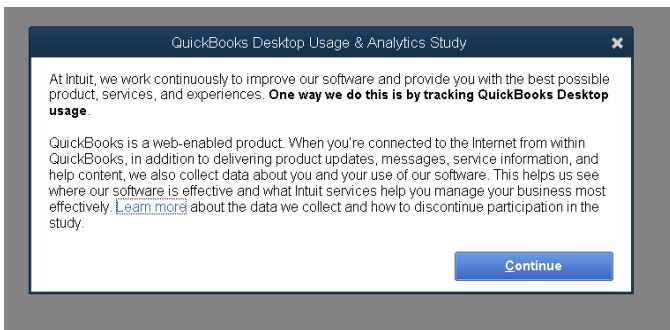
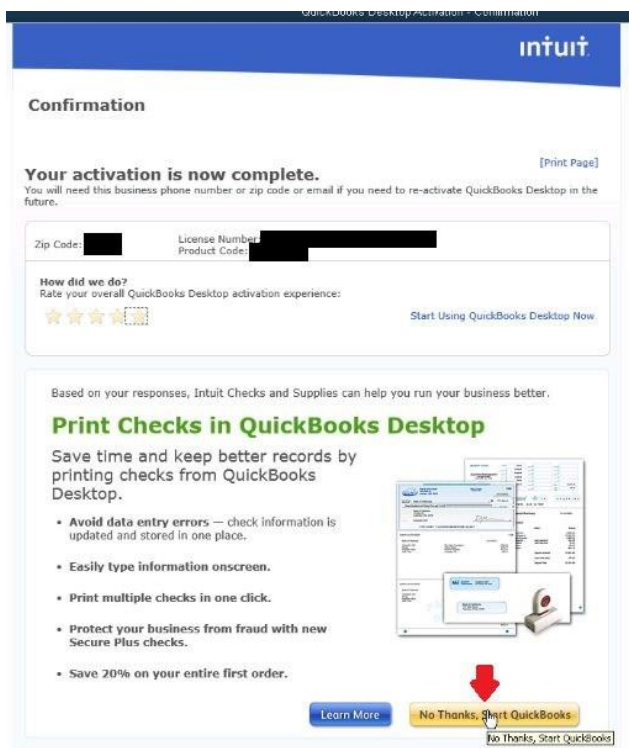5. The window below will open. Click on **Open or Restore an existing company.**
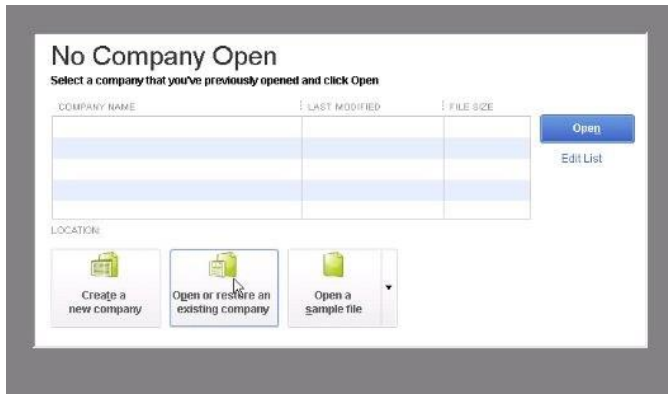
6. QuickBooks should immediately skip to the screen below. If so, click **Begin Activation**. If it doesn't go to this screen, refer to step 30 at the end.

7. After the screen loads, open the dropdown menu and pick **Zip code on billing address.**
8. In the blank "Enter Your Information Field" type in the zip code for the **DIOCESE: 60611 (not your parish zip code!)**
9. Click **Continue**
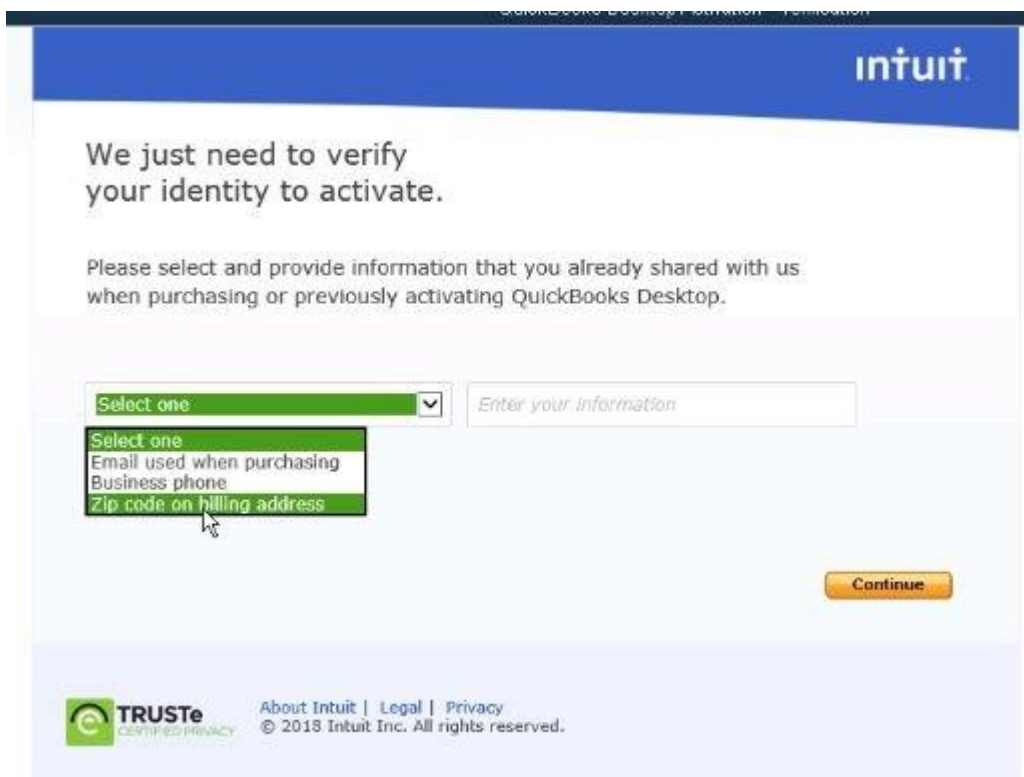
10. After the screen below loads, your QuickBooks should be activated, click **No Thanks, Start QuickBooks.** *If QuickBooks does not activate or produces an error, please refer to step 24 at the bottom of this document.*
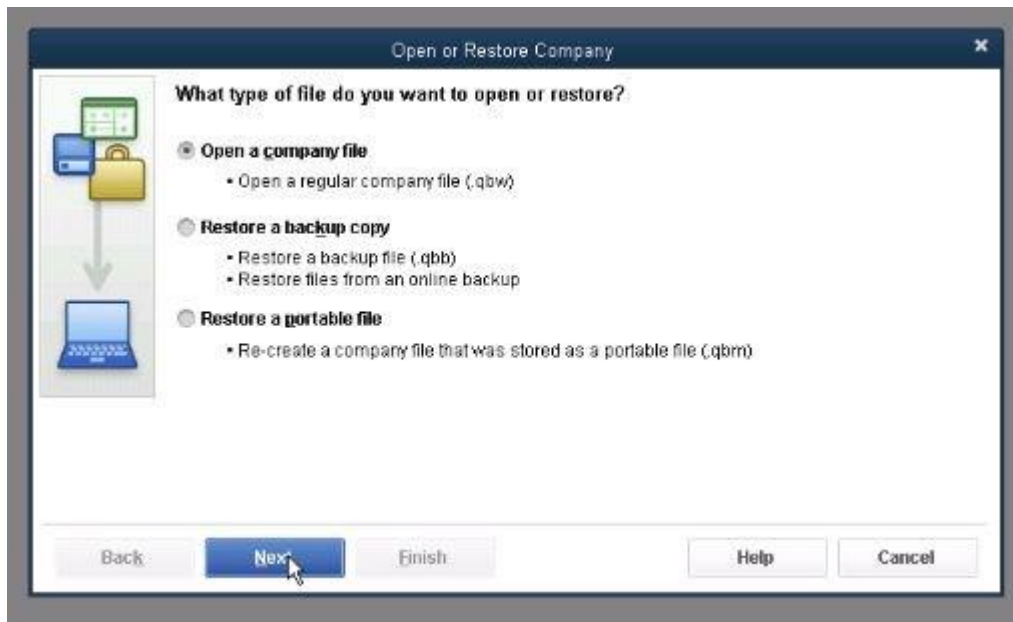

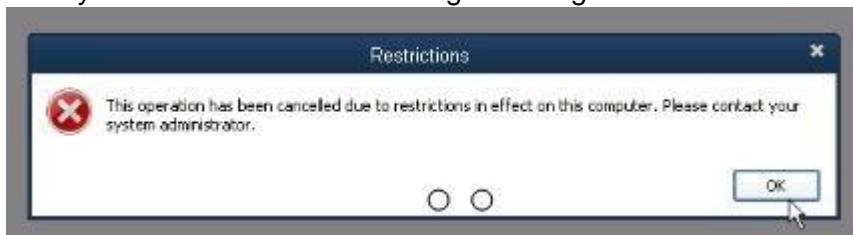11. Opening and Upgrading your QuickBooks Company File

12. After activating is complete, the window below will open. Click on **Open or Restore an existing company.**
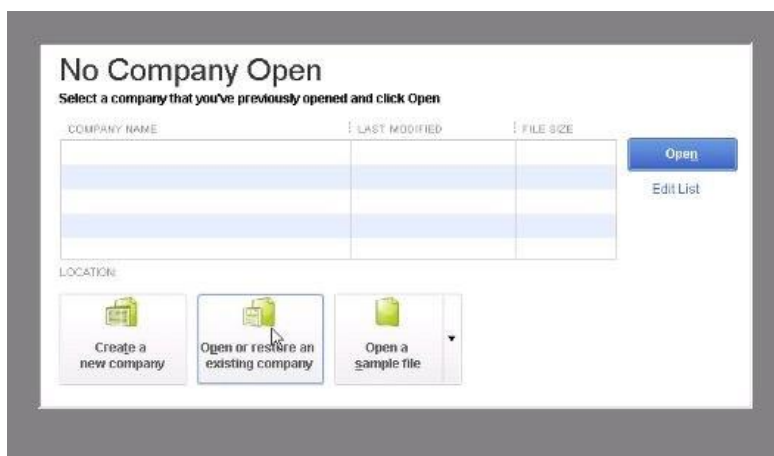
13. Check off **Open a company file** and click **Next**

14. If you receive this error message. Disregard and click **OK**.

15. Check the **Open file in Multi-User Mode** box at the bottom of the window. (pictured below)

16. Find your QuickBooks company file. These are often located by going to **Computer**, then your **I: drive**, then find and select your QuickBooks file which is a yellow icon and the name ends in **.qbw**.

Then click **Open**. (Pictured Below + More Help Below)
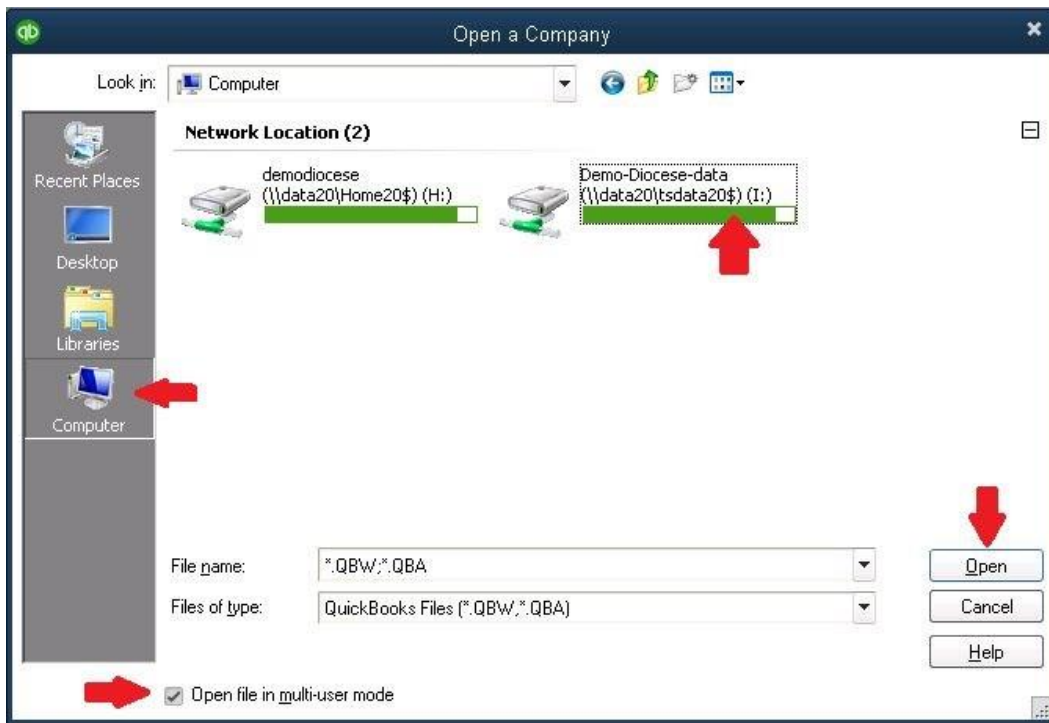
MORE HELP: If you have multiple QuickBooks files in your I: drive/parish folder and are unsure. Find the one with the newest Date modified as it is often the correct QuickBooks file. If you are the bookkeeper to multiple parishes or schools, you may need to search through the different folders in your I: drive to find the right QuickBooks (.qbw) file.
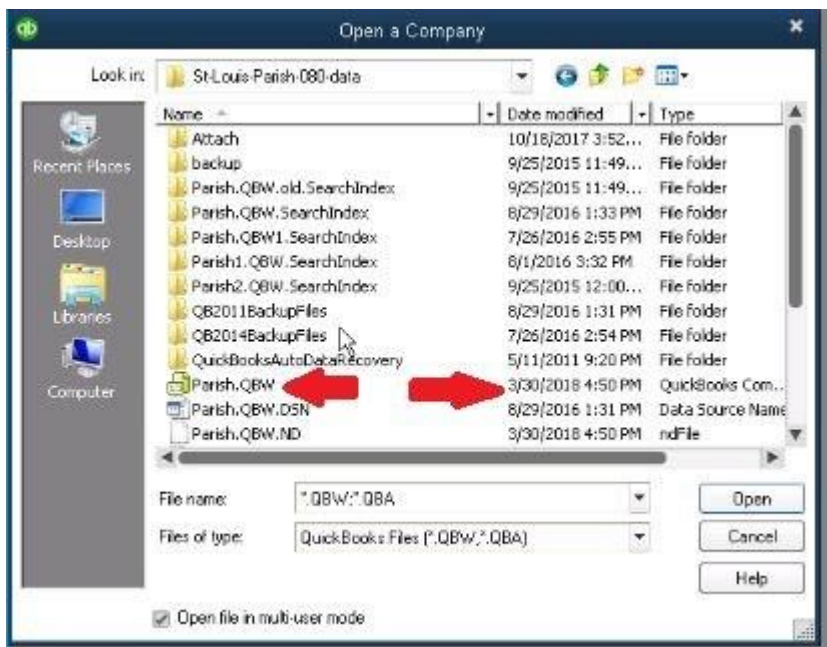
17. When prompted, please enter **Admin** as the username or username of the Admin if different and the **admin password** you used when opening the file before.

A. If you don't know the admin password but aren't the <u>primary</u> bookkeeper of this file, either have that bookkeeper provide you with the password or have them complete the upgrade process themselves prior to you using the file with your non-admin user or password.

B. If nobody knows the admin password, you will need to try resetting it with the "I forgot my password" button or by calling Intuit support at 1-877-797-5809 (not Right Networks). If however, you need help with parts of the process other than your QB file Admin password, contact Right Networks Support at 1-888-417-4448x2.

18. Once the correct password is entered, the screen below will generally appear, and click **Update Now**.

However, if you share use of this file with other bookkeepers and one of them has already upgraded the file, you will be able to open your QuickBooks file and use it without being asked to upgrade it. If this happens, you can skip steps 16-18 below). Otherwise, follow the steps below.

19. The file will now go through the upgrade and backup process **(it may take a while, be patient and don't close the window).**

20. Once completed you will receive confirmation that the file has been upgraded. Click **Done**, when finished.
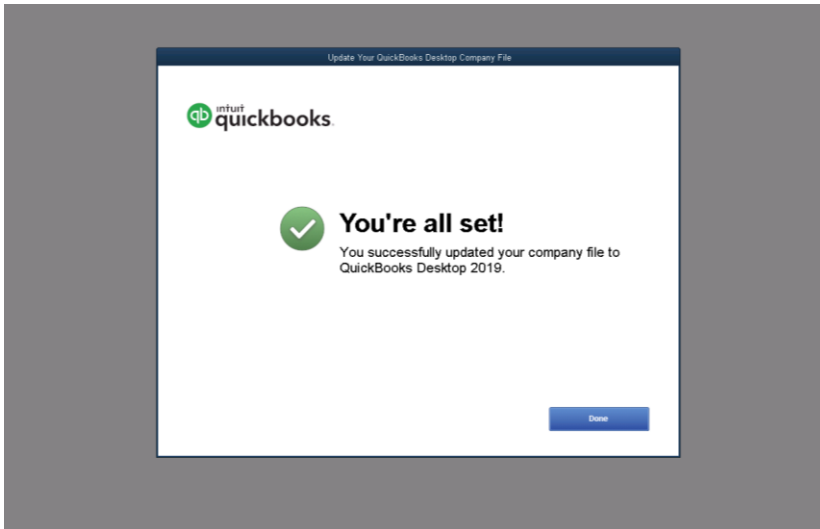
21. *If* you get this message click **Yes**.

22. *If* you get this message you can generally check the **Don't Show Again** and **No** .

23. *If* you get this message you can generally click **Close** (you may see it every time you log in). **Do not ever log in as or delete the user named cathonet**. Editing or updating any of the other users listed

on this screen may not be needed and could have adverse effects as well.
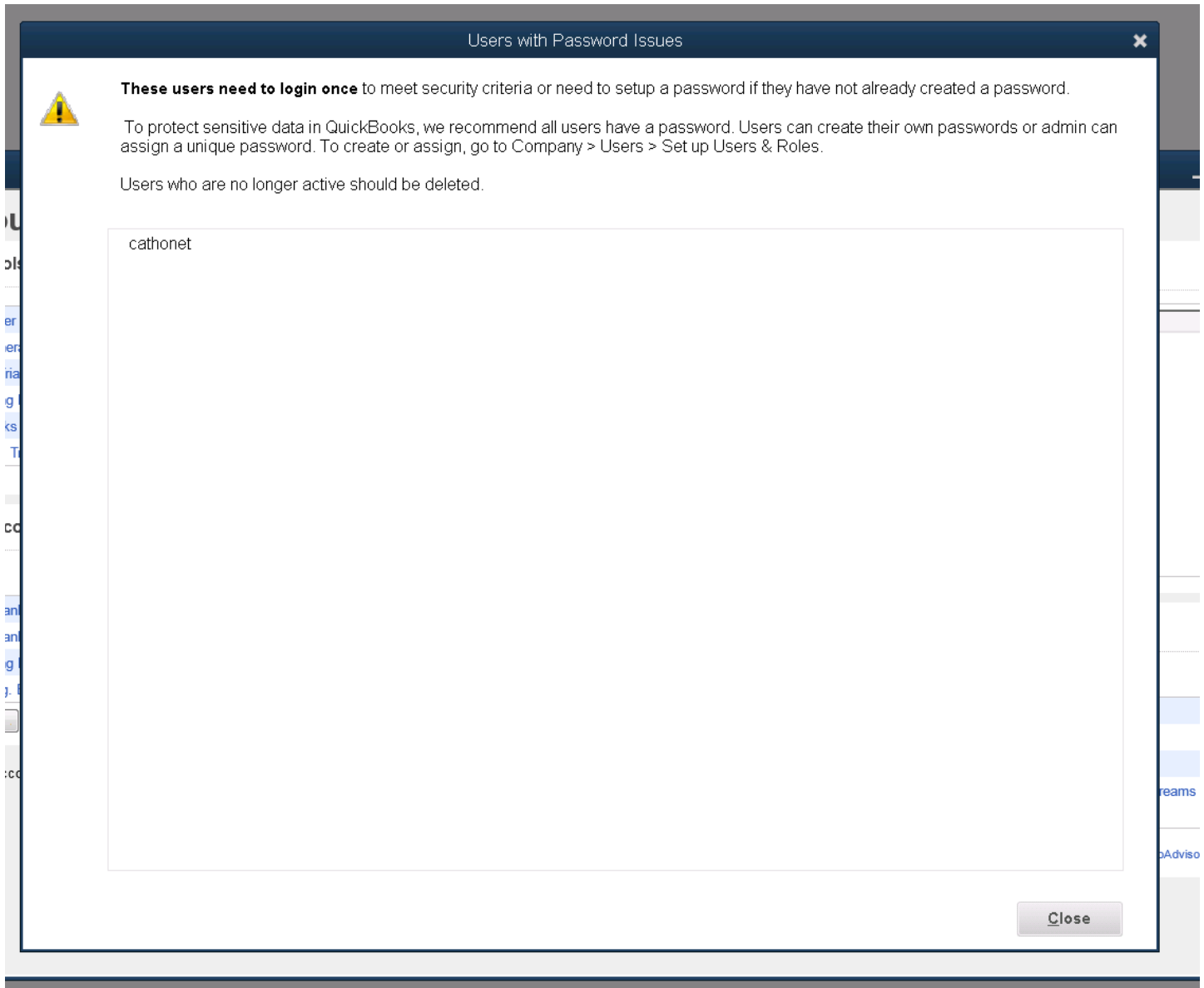

22. To resolve the "cathonet" username showing up in this list, proceed with the steps below while logged in as admin.
23. At the top of the screen, click on "Company" and then "Set Up Users and Passwords" and "Set Up Users" (this may vary based on the version of QuickBooks you're using, but will generally be similar).

24. In the "User List" menu, select "cathonet" and then click "Edit User" on the right.
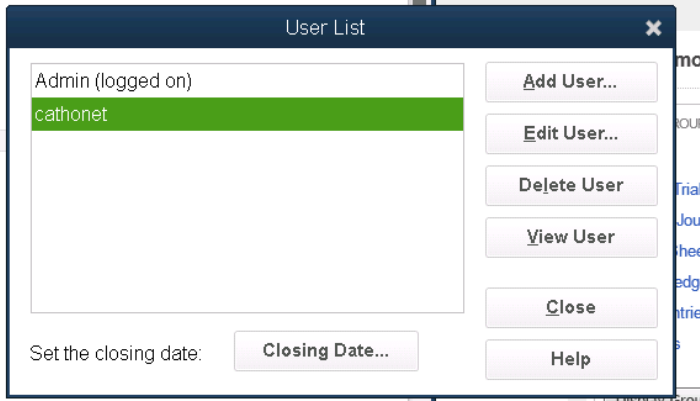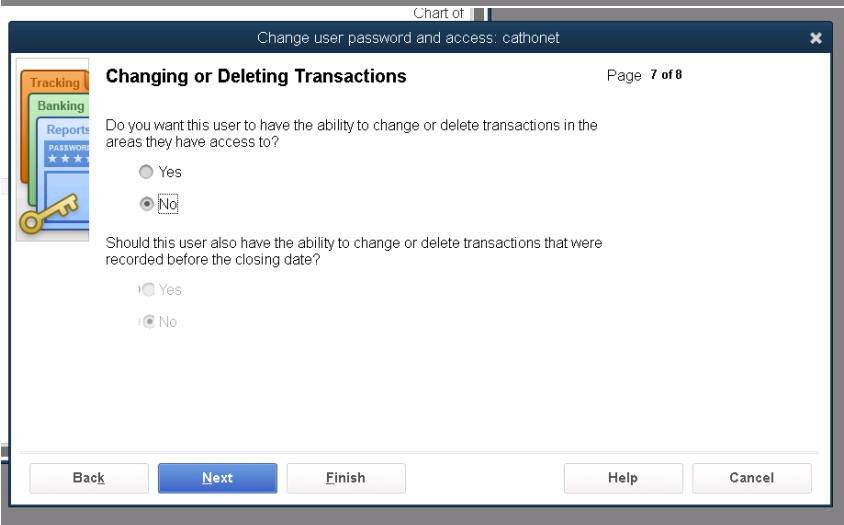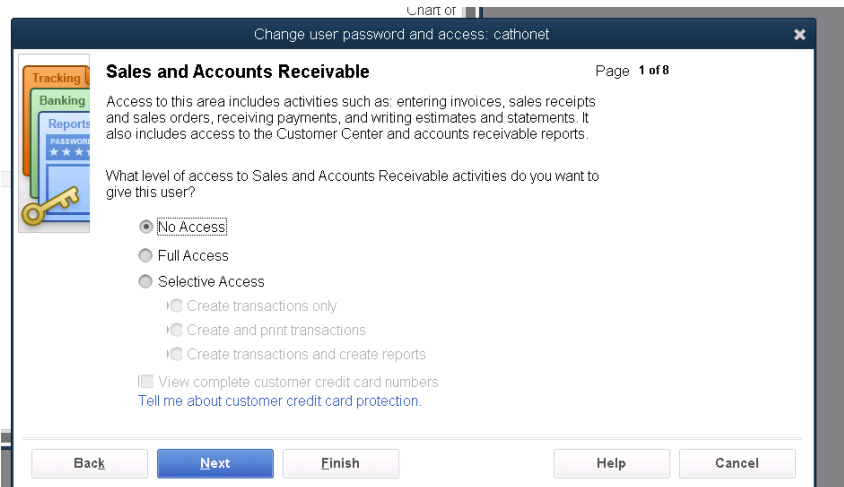

25. Re-enter the cathonet user's password, **Cathonet123** and select Next.
26. On the next screen, click "Selected areas of QuickBooks" and click Next.
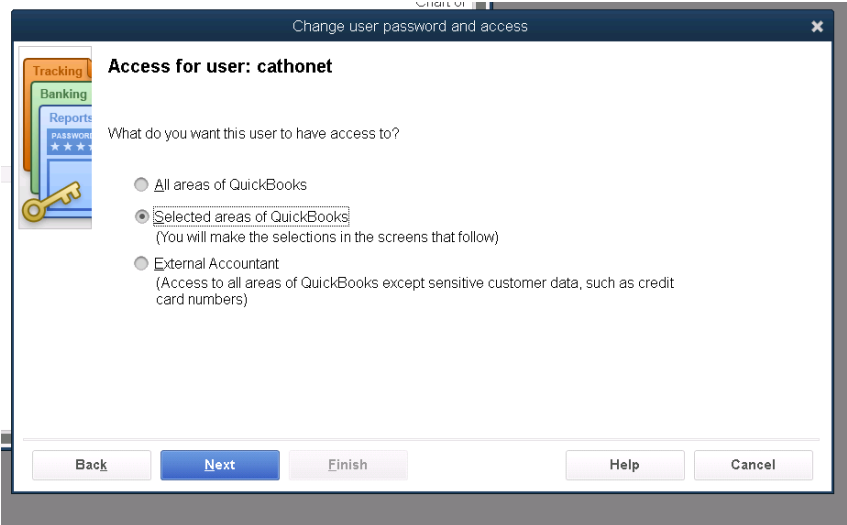
27. You will be presented multiple questions asking what level of access this account needs. For all of the questions you can answer "No Access" or "No" as pictured in the two examples below.

28. Once you have answered all of the questions above, you will be presented a screen summarizing the permissions given to the "cathonet" user. Click "Finish" to conclude the "cathonet" user setup.
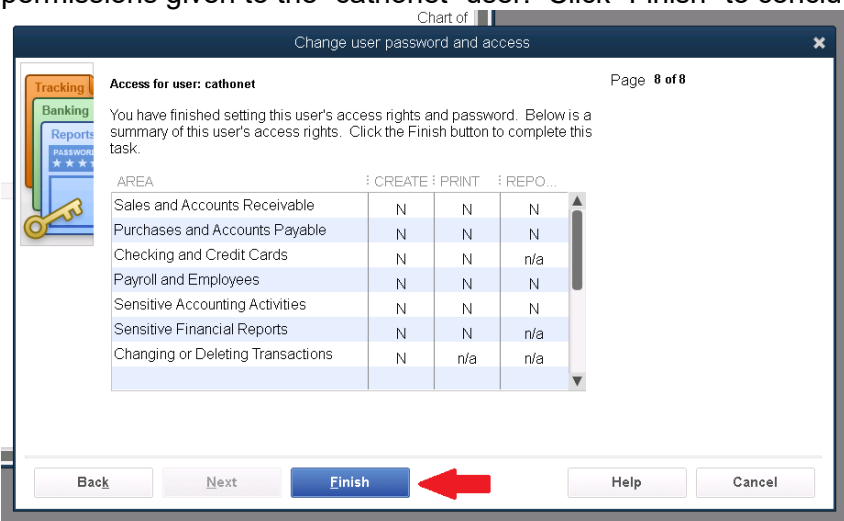
Congratulations! When you reach this point your QuickBooks file will have been successfully updated to QuickBooks 2019 and your license for QuickBooks properly activated.

Note: If you have multiple Right Networks usernames or QuickBooks files, you may have to repeat parts of this process with those other usernames/files.

29. **(Only needed if you have trouble registering/activating)**

If QuickBooks doesn't prompt you to register or produces an error during registration, it's possible your QuickBooks license may have already been activated. Check this by hitting the **F2** key inside QuickBooks and looking in the red area shown below. If QuickBooks says REGISTERED or ACTIVATED, then you are all set and you can skip to upgrading your QuickBooks file on step 11.

If QuickBooks is NOT ACTIVATED or UNREGISTERED, please go to **HELP** on the toolbar, then **Activate QuickBooks**, and start following directions from **step 6** onward.