

# QuickBooks Online Accountant



After careful consideration, we're discontinuing the Document Center feature in QuickBooks Online Accountant. We'll start that process on September 12, and it should take approximately one week to finish. By September 16, you will no longer have access to the Document Center anymore. Instead, you'll just access your documents directly through your Box account, rather than through QuickBooks Online Accountant. If you've never signed up for the Document Center, you can just ignore this change.

If you're currently using the Document Center, you can still access your files as usual from now until September 11. After that time, your documents will be accessible via Box. Your Document Center account will simply transition from QuickBooks Online Accountant to Box, and you can access your documents by signing in directly to Box. As noted by Box, your account will remain active and include up to 10 GB. **You'll just need to change your Box password as explained in the steps below.**

If you have any questions, please give us a call at **0808 168 8175**.

## **Instructions to reset your Box password after we've removed the Document Center:**

1. We recommend that you log out of any other [Box.com](https://box.com) accounts that you may have before you reset your password.
2. You'll receive an email from Box in the inbox associated with your QuickBooks account with the subject "Your new Box password awaits." From the email, click "Reset Password."
3. Enter a password in [Box.com](https://box.com), and click Reset Password.  
Note: This password is completely independent from your QuickBooks password.
4. Enter the same email address used to receive the reset password email.
5. Enter your new password to log in.

Your documents previously uploaded through QuickBooks Online Accountant will be in a folder labeled "QuickBooks Accountant." Your documents will maintain the folder structure that you used previously in QuickBooks, organized by client and user.

## **FAQs**

### **What is happening?**

Starting September 16, the Document Center, powered by Box, will no longer be available in QuickBooks Online Accountant. If you actively use this feature, you can continue to access the Document Center through QuickBooks Online Accountant until September 11. After we've removed the Document Center, you can access your documents by signing in to your account on [Box.com](https://box.com).

**How will I access my data after the service is no longer available?**

You can access documents directly from [Box.com](https://www.box.com), an online file sharing and content management service for businesses.

**After discontinuation, how do I login to Box?**

You should use the QuickBooks Online Accountant admin email, which was used to create the Box account (and sign up for the Document Center). More instructions on how to reset the password will be sent to you in an email in mid-August.

**Will the attachment feature in QuickBooks Online also be discontinued?**

No. The feature that is being discontinued in QuickBooks Online Accountant is the collaboration feature called Document Center. It does not include the transaction attachment feature in QuickBooks Online.

**Why are we discontinuing Document Center?**

We know collaboration with clients is extremely important to accountants and we always strive to balance business priorities with customer needs. Therefore, we are considering a new approach and thinking more strategically about how we can solve this priority for our accounting alliances and community.

**Are we reintroducing a Collaboration feature in the future?**

We believe that collaboration is a fundamental capability that all our customers should benefit from when working with their clients. However, we need to talk to our accounting community more and listen to their needs to fully understand how we can help tackle this pain point and meet their needs. We will approach this problem taking into consideration not only the accountant and client collaboration, but also the collaboration among all QuickBooks customers.

**What do you recommend I do given that Document Center is being discontinued?**

We recommend that you review your open requests with clients and manually handle the outstanding items.

**Will my Box account be free or will I have to pay? How much storage will I have?**

Per Box, your Box account should remain the same: free with a 10GB limit. More information is available here: <https://www.box.com/pricing/personal/>

**What happens to my open requests after the discontinuation?**

After the discontinuation, open requests will disappear. You will need to follow-up with the client in a different way, in order to fulfill your request.