

Getting Started

AccountEdge Pro for Mac

AccountEdge Network Edition

AccountEdge Pro for Windows

Fast start

This *Getting Started* guide contains instructions on how to install, register, and set up AccountEdge Pro and AccountEdge Network Edition products.

Follow the tasks below to install and begin using your software.

Task	
1	Check the system requirements
2	Install your software
3	Register your software
4	Upgrade your files (existing users only)
5	Set up a company file (new users)
6	Check for software updates

For information on support plans, see [Support Options](#).

For information on payroll services, see [Payroll Options](#).

Check the system requirements

Hardware and software requirements will vary depending on your operating system. Before installing your software, make sure your computer is able to run AccountEdge Pro or AccountEdge Network Edition.

Please visit accountedge.com/sysreq for the most recent and up-to-date AccountEdge system requirements.

Install your software

To install AccountEdge Pro (Mac) or AccountEdge Network Edition (Mac)

- 1 If your computer allows only users with administrator privileges to install programs, log in as an administrator.
- 2 If you are upgrading from an earlier version of AccountEdge Network Edition, stop FileConnect:
 - a Go to your Mac OS X System Preferences.
 - b Click the **AccountEdge** icon in the **Other** section of the **System Preferences** window. The AccountEdge system preferences appear.
 - c Click **Stop FileConnect**.
 - d Enter the Administrator password and click **OK**.
- 3 Double-click the downloaded **AccountEdge Pro DMG** file to open the disk image. The Finder appears, displaying the disk image contents.
- 4 Double-click the AccountEdge Pro disk image.
- 5 Follow the onscreen instructions to install AccountEdge Pro .

NOTE: Installing AccountEdge Network Edition If you are installing AccountEdge Network Edition on the host computer for the first time, do not customize the installation. This ensures that all critical components are installed.

- 6 When the installation is complete, if prompted click **Restart**. Your computer will restart.
- 7 **[AccountEdge Network Edition users only]** For each workstation in the network, repeat from **step 1 above**.

NOTE: You need to run FileConnect on only the host computer.

- 8 **[AccountEdge Network Edition users only]** On the host computer, Start FileConnect:

- a Go to your Mac OS X System Preferences.
- b Click the **AccountEdge** icon in the **Other** section of the **System Preferences** window. The AccountEdge system preferences appear.
- c Click **Start FileConnect**.
- d Enter the password for Administrator and click **OK**.

To install AccountEdge Pro (Win)

- 1 If your computer allows only users with administrator privileges to install programs, log in as an administrator.
- 2 If a virus scanner is enabled, disable it.
- 3 Click **Run** from the **File Download - Security** window that appears. The **Installation Assistant** window appears.
- 4 Follow the on-screen installation instructions.
- 5 When the installation is complete, click **Finish**. Your default web browser displays the **What's New in This Version** topic from Help.
- 6 If you disabled a virus scanner at [step 2 above](#), re-enable it.
- 7 Repeat from [step 1 above](#) for each computer in the network that will use AccountEdge Pro.

Register your software

You will be required to register and activate your software online. Registration identifies you as the legal owner of the software. Once registered:

- new customers receive Introductory Support
- you can subscribe to support plans so you can receive ongoing technical support
- you can subscribe to a payroll service to obtain access to payroll updates

- you'll receive information about product upgrades, new products, and other services

For more information on payroll and technical support see [Support Options](#) and [Payroll Options](#).

After installing the software, you will have 30 days to register your software. After this point, you will not be able to access your company file or sample files.

Each installation of the software will require you to register. Your serial number has attached to it the number of allowed installations. Each serial number allows for one installation unless additional workstation licenses are purchased.

To move your software from one computer to another, you will need to de-activate your registration on one computer to install on another.

How to register

To register, you will need your serial number. Your serial number is referenced in the email confirmation you received when you purchased your software.

To register your software

Registering your software is easy:

NOTE: You must be logged in as an Administrator to activate your software.

- 1 Launch the AccountEdge Pro or AccountEdge Network Edition software.
- 2 Click the Register link on the top of the Welcome window or if you are already in your company file, choose Registration from the AccountEdge Pro or AccountEdge Network menu. If you are using a windows product and are already in your company file, choose Registration from the Help menu.

- 3 Once all required information has been entered, click Register. After we have received your registration details, we will send you confirmation of your registration by email.

Upgrade your files (existing users only)

Company files created with a previous version of your AccountEdge or AccountEdge Pro software need to be upgraded. You also need to upgrade all customized reports, forms, letters, and spreadsheets that you used with your previous version of the software.

It is best to optimize and verify your company file first, then if there are no errors found you can make a back up copy of your company file before you upgrade it. Once you upgrade your company file, you can open it only in AccountEdge Pro or AccountEdge Network Edition, depending which software you use. However, the backup file can still be opened in your previous software version.

Upgrade AccountEdge company files

Do the following for each company file:

Task	Action
1	Upgrade your company files
2	Upgrade your customized templates

NOTE: Upgrading from AccountEdge Pro (Mac) to AccountEdge Network Edition (Mac) If you are upgrading from AccountEdge Pro to AccountEdge Network Edition on the Mac, you do not need to upgrade your files.

Task 1: Upgrade your company files

If you are using AccountEdge Network Edition, and users access company files from a shared location, you need to upgrade your company files on the host computer.

NOTE: Before you upgrade We recommend you optimize, verify and backup your company file before you begin the upgrade process. For more details, see the *Backing up and restoring company files* and *Servicing your company file* sections of the *Online Help*.

- 1 In the **Welcome to AccountEdge Pro** window, click **Company File Maintenance** and select **Upgrade Company File** from the menu. A welcome window appears.
- 2 Click **Next**. The **Select File to Upgrade** window appears.
- 3 Click **Find File**. The **Open** window appears.
- 4 Select the company file you want to upgrade and click **Open**. The **Select File to Upgrade** window reappears.

The current path and file name of the selected company file appears below the **Find File** button. The default path and name for the upgraded company file appear below the **Save As** button.

- 5 If you want to change the location or name of the company file:
 - a Click **Save As**. The **Save As** window appears.
 - b Specify a new location or type a new name and click **Save**.

NOTE: Save As location for AccountEdge Network Edition (Mac) users The upgraded file must be saved to Library>Application Support>AccountEdge NE>Databases folder found on the computer serving as the Host computer.

- 6 Click **Next**. The **Confirm** window appears.
- 7 Click **Next** to start the upgrade. When the upgrade is finished, the **Complete** window appears.
- 8 If you want to upgrade another company file, click **Next** and repeat from **step 2 above**.
- 9 Click **Finish** to close the Upgrade Assistant.

If you customized any reports, forms or letters in your previous version of AccountEdge, proceed to [Upgrade your customized templates](#).

Task 2: Upgrade your customized templates

NOTE: Before upgrading your customized templates It is necessary to upgrade your company file before you upgrade your customized templates.

If you use customized reports, forms, letters, graphics, or spreadsheets, you need to upgrade these templates to use with the AccountEdge Pro version.

You can automatically upgrade your custom templates using a migration assistant (see [below](#)), or upgrade them manually by copying the templates to the application support folder (see [To manually upgrade your customized templates](#)).

To automatically upgrade your customized templates

- 1 In the **Welcome to AccountEdge Pro** window, click **Company File Maintenance** and select **Migrate previous version** from the menu. The **Migration Assistant** window appears.
- 2 The path to the previous application is displayed.

NOTE: If 'Please select your previous AccountEdge application' is displayed If your software was not able to locate a previous version, **Please select your previous AccountEdge application** will appear in the previous application field. Click **Browse** and select the location. Select the application file (for example, AccountEdge) and then click **Open**. The correct path should now be displayed in the **Previous Application** field.

- 3 Select **Copy Spreadsheets** if you have customized spreadsheets in your previous version.
- 4 Click **Start**. The upgrade process begins.
When the process is complete, the **Finished** window appears.

NOTE: Network users If you are using the software in a network environment, repeat the above steps for upgrading your custom templates on each computer.

To manually upgrade your customized templates

- 1 Find the **AccountEdge Pro 2020 US** support folder located in your **Documents** folder and open it.

NOTE: Pre-2012 users The customized forms folders can be found in the installation folder, (for example **AccountEdge 2011**).

- 2 Open a folder containing the customized templates.

Folder	File extension (Win)	Description
Custom Reports	*.rpt	User-customized report templates
Custom Forms	*.frm	Standard and user-customized form templates
Letters	*.dot	Standard and user-customized Microsoft Word document templates
Spreadsheet	*.xlt	Standard and user-customized Microsoft Excel spreadsheets
Graphics	*.bmp, *.gif, *.jpg, *.tif, *.png	Any graphics such as company logo, employee or item photos, etc.

- 3 Select only your custom template files and copy them.

NOTE: Avoid overwriting standard templates The standard templates included with the latest version of your software have improved features. To avoid overwriting the new templates with old versions, select only the template files that you created.

- 4 Paste the template files in each corresponding folder (for example, Forms) in the **AccountEdge Pro Use Version and number US** support folder.
- 5 Repeat from [step 2 above](#) for each folder containing customized templates.

NOTE: Network users If you are using the software in a network environment, repeat the above steps for upgrading your custom templates on each computer.

Set up a company file (new users)

When you create a company file, you record basic information about your business, such as the business name and contact details. You must also specify the month and fiscal year of the earliest transactions you want to record.

Depending on the features you want to use, there are some additional tasks that you may need to do.

Essential tasks The tasks you need to do depend on whether your accountant has created and set up a company file for you, the information you currently have, and when your business started.

Advanced tasks When you have completed the essential tasks, you can start recording transactions. However, if you need to use the advanced features of this software, (such as the payroll features) you will need to do further setup tasks. These tasks are covered in the Online Help files..

Task	
1	Create a company file
2	Easy setup assistant
3	Set up preferences
4	Set a password for the Administrator user ID

Task

5 [Set up accounts](#)

6 [Enter the account opening balances](#)

Task 1: Create a company file

When you make entries in your software, the information is stored in a file called a company file.

NOTE: Do you already have a company file? If your accountant has provided you with a company file, or if you want to use a file created with a trial version of this software, you don't need to create a company file.

Before you start, you need to know:

Your current fiscal year

This is the fiscal year for which you want to start recording transactions in your company file. Note that a fiscal year is represented by the calendar year in which the fiscal year ends. For example, if your fiscal year ends in December 2020, your fiscal year is 2020.

The last month of your fiscal year

This is the month in which your fiscal year ends. For most businesses the last month is December.

Your conversion month

This is the earliest month for which you want to record transactions. For example, if you want to enter transactions dated September 1 or later, your conversion month is September.

You cannot enter transactions dated before the conversion month.

The number of accounting periods in your fiscal year

You can choose to have 12 or 13 accounting periods. A 13th period is a period for recording entries which you do not want included in the accounting figures for a particular month. For example, you can use it to record year-end adjustments that are attributed to all months. If in doubt, choose 13 periods.

The default list of accounts	<p>Accounts are categories to which you allocate each of your transactions. When you create a company file, you need to specify a default list of accounts. You can:</p> <ul style="list-style-type: none">• start with an accounts list provided by AccountEdge Pro . You can select a predefined accounts list suitable for your business.• import a list of accounts. You can import an accounts list from another company file, or one that has been provided by your accountant or Certified Consultant.• build your own list. You can start with an accounts list that has the minimum accounts required by your software and then add to it. <p>Note that you can modify your accounts list after creating your company file.</p>
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NOTE: Some company file information cannot be changed Take care when creating your company file as some information—such as your current fiscal year, last month in fiscal year, conversion month, and accounting periods—cannot be changed once you have created your company file.

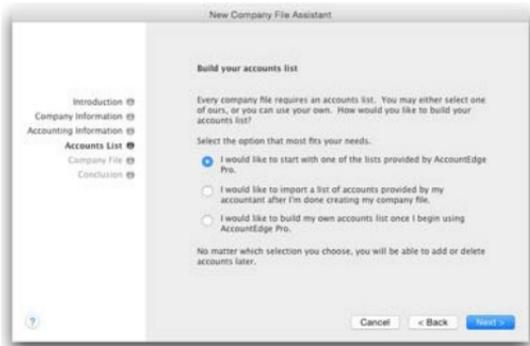
To create a new company file

- 1 Start your software. A welcome window appears.
- 2 Click **Create new company file**. The introduction page of the **New Company File Assistant** appears.
- 3 Read the information in this page and then click **Next**. The **Company Information** page appears.
- 4 Enter your business contact and registration details.
- 5 Click **Next**. The **Accounting Information** page appears.
- 6 Enter your fiscal year details and conversion month.

TIP: Current fiscal year This is the fiscal year for which you want to start recording transactions in your company file. It does not need to be the fiscal year that your business is currently operating in.

- 7 Click **Next**. A confirmation page appears.

- 8 Check the fiscal year and conversion month and then click **Next**. The **Accounts List** page appears.
- 9 Select the default accounts list you want to start with.



If you choose to...

Continue with...

start with an accounts list provided by AccountEdge Pro

[step 10 below](#)

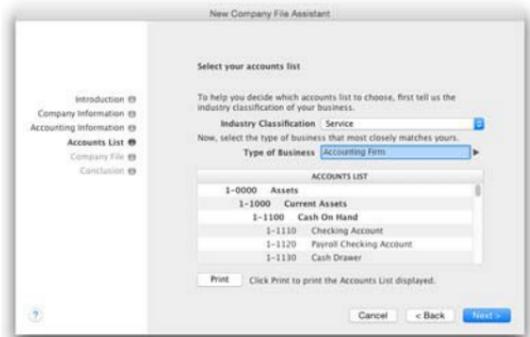
import a list of accounts

[step 12](#)

build your own list

[step 12](#)

- 10 Click **Next**. An accounts list selection page appears.
- 11 Select the industry and type of business that best matches your business.



A suitable accounts list for the business type you selected appears. If you want to print the list, click **Print**. Later, you can tailor the list to meet the needs of your business.

- 12 Click **Next**. The **Company File** page appears.
- 13 If you want to change your company file name and location:
 - a Click **Change**. The **Save** window appears.
 - b Select the required location.
 - c If necessary, type a new file name in the **Save As** field.
 - d Click **Save**. The **Company File** page reappears.

NOTE: [AccountEdge Pro Windows only] Restricted access to the Program Files folder in Windows User Account Control (UAC) is a security feature in Windows. If UAC is active, files saved in the **Program Files** folder can only be opened by the Windows user who saved the files. If other users need to access your company file, do not save it in this folder. For more information about User Account Control, see Windows help.

- 14 Click **Next**. Your company file is created and the **Conclusion** page appears.
- 15 Click **Close** to display the **Easy Setup Assistant** window to continue to customize your company file setup.

Task 2: Easy setup assistant

You can setup your preferences by using the **Easy Setup Assistant**. This assistant guides you through setting up some key preferences.

To begin using the Easy Setup Assistant, click **Customize**. After you have finished each section beginning with **Customize**, **Accounts**, **Sales**, **Purchases** and **Payroll** click **Close**.

If you have completed each section, you can select **'Do not show me the Easy Setup Assistant when I open my file'**.

Task 3: Set up preferences

Preferences are settings that enable you to tailor your software to your business requirements.

NOTE: Do you need to complete this task? While you can complete this task later, you should review the default preferences that have been set before you start entering transactions.

You can set preferences to customize the way your software operates. For example, you can choose to automatically print invoices after recording them, or prevent transactions from being edited.

You can set up your preferences using the:

- **Customize Easy Setup Assistant.** This assistant guides you through setting up some key preferences. To access the assistant, go to the **Setup** menu, choose **Easy Setup Assistant**, and then click **Customize**.
- **Preferences** window. This window lists all of the preferences. To view this window, go to the **Setup** menu and choose **Preferences**.

Some preferences you should consider choosing include:

- **Use Audit Trail Tracking** If you want to keep a record of transactional, tax, account, payroll, and system changes, select this option. For more information about audit trail tracking, see your *AccountEdge Help*.
- **Transactions CAN'T be Changed; They Must be Reversed** If you want to prevent transactions from being edited or deleted, select this option. When you do want to change or delete a transaction, you will need to record a reversal transaction. For more information, see the *AccountEdge Help*.
- **I Deal in Multiple Currencies** If you want to enable multi-currency accounting, select this option. For more information about working with multiple currencies, see your *AccountEdge Help*.

Task 4: Set a password for the Administrator user ID

A user ID is the means for:

- controlling access to a company file
- tracking a transaction record history
- saving individual preferences

When you created your company file, a user ID called Administrator was automatically created.

By default, the Administrator user ID does not have a password assigned to it. Anyone who signs on with the Administrator user ID will have complete access to all command centers, functions, and windows and will be able to create, edit, and delete other user IDs. For this reason, as soon as you create a company file, you should assign a password to the Administrator user ID; otherwise, anyone can sign on and then enter, edit, and delete transactions in your file.

To set a password for the Administrator user ID

- 1 Start your software. The **Welcome** window appears.
- 2 Click **Open**. The **Sign-on** window appears.
- 3 Click **Change Password**. The **Change Password** window appears.
- 4 In the **Change Password** window, enter the password in both the **New Password** and **Confirm Password** fields.
- 5 Click **Record**.

NOTE: User access restrictions If you want to restrict other users from accessing certain features or information, you can create additional user IDs and specify their access restrictions. For more information, see the 'Managing user accounts and company files' chapter in the *AccountEdge Help*.

Task 5: Set up accounts

Accounts provide a means for grouping similar transactions. For example, if your business pays rent for the use of its premises, you

would create a rent account and then allocate all rent payments to that account.

The accounts you use for your business are grouped in an accounts list.

NOTE: Do you need to complete this task? If your accountant or Certified Consultant has provided you with a company file, this task may have been completed for you. In this case, go to [Enter the account opening balances](#).

When you created your company file, you selected a default accounts list to start with. This list may already have the accounts you need. If not, you can change the list to suit your needs. If you are unsure, ask your accountant which accounts you should create, edit or delete.

If you chose to import a list of accounts, you should import this list now. For information about importing data into your company file, click the Help button in this window.

Account numbers Each account is identified by a unique five digit number. The first digit indicates the account's classification (for example, accounts starting with 1 are asset accounts). The remaining four digits determine its location within the classification. The lower the number, the higher up in the list it appears. For example, account 1-1100 appears above 1-1200.

Account classifications and types The accounts list groups accounts into eight classifications—Assets, Liabilities, Equity, Income, Cost of Sales, Expenses, Other Income, and Other Expenses. Within each account classification there is at least one account type.

Account classifications and types are described in the following table.

Classification	Type	Description
Asset (1-xxxx)	Bank	Money in the bank, for example, in a checking or savings account.
	Accounts Receivable	Money owed to you by your customers.

Classification	Type	Description
	Other Current Asset	Assets that, if required, can be turned into cash within a year. These may include your term deposits.
	Fixed Asset	Assets which have a long life, for example, buildings, cars, or computers. Fixed assets are usually depreciated.
	Other Asset	Other assets you own, such as loans made to others and goodwill.
Liability (2-xxxx)	Credit Card	Repayments to service credit card debt.
	Accounts Payable	Money owed by you to your vendors.
	Other Current Liability	Money owed by you that is due in less than a year, for example, tax.
	Long Term Liability	Money owed by you that is due in more than one year, such as a business loan.
	Other Liability	Other money you owe.
Equity (3-xxxx)	Equity	The business's net worth, that is, its assets minus its liabilities. Common equity accounts are current year earnings, retained earnings, and shareholders' equity.
Income (4-xxxx)	Income	Revenue from the sale of goods and services.
Cost of Sales (5-xxxx)	Cost of Sales	The direct cost of selling your goods and providing services, for example, purchase costs and freight charges.
Expense (6-xxxx)	Expense	The day-to-day expenses of running your business, for example, utility bills, employee wages, and cleaning.

Classification	Type	Description
Other Income (8-xxxx)	Other Income	Other revenue, for example, interest earned on savings and dividends paid from stocks.
Other Expense (9-xxxx)	Other Expense	Other expenses, for example, interest charged.

Header accounts Your accounts list consists of detail accounts (the accounts to which you allocate transactions) and header accounts. Header accounts group related detail accounts to help you organize your accounts list.

For example, you could group your telephone, electricity, and gas expense accounts using a Utilities header account. This makes it easier for you to locate the utility expense accounts in the accounts list and to see your combined utility expenses.

You group accounts by indenting the detail accounts located directly below a header account.

Account Name	Type	Linked	Balance
1-0000 Assets	Asset		\$217,138.28
1-1000 Current Assets	Asset		\$40,419.60
1-1100 Cash On Hand	Asset		\$0.00
1-1110 Checking Account	Bank	✓	\$17,144.05
1-1120 Payroll Checking Account	Bank		(\$15,943.18)
1-1130 Fleet Bank Card	Bank		(\$5,047.45)
1-1140 Petty Cash	Bank		\$139.01
1-1150 Electronic Payments	Bank	✓	\$600.00
1-1160 Undeposited Funds	Bank	✓	\$20,794.71
1-1300 Deposits Paid	Other Asset	✓	\$1,472.40
1-1400 Prepaid Insurance	Other Asset		\$0.00
1-1500 Prepaid Interest	Other Asset		\$0.00
1-1600 Prepaid Taxes	Other Asset		\$0.00

Header accounts

Detail accounts

Note that:

- You cannot allocate transactions to a header account.
- The balance of a header account is the sum of the detail accounts indented directly below it.
- You can create up to three header account levels.

Setting up accounts

If you want to...	See
Create an account	below
Group detail accounts with a header account	To group detail accounts with a header account
Delete an account	AccountEdge Help
Change the details of an account	AccountEdge Help
Import an accounts list	AccountEdge Help

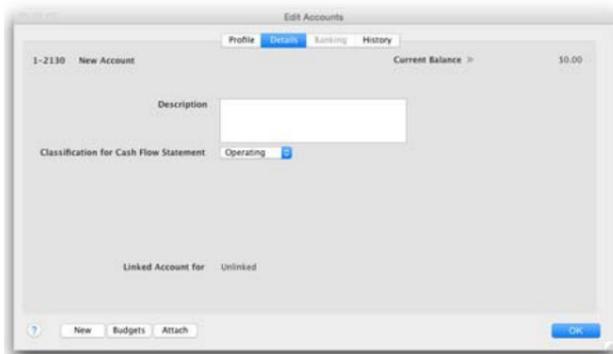
To create an account

- 1 Go to the **Accounts** command center and click **Accounts List**. The **Accounts List** window appears.
- 2 Click **New**. The **Edit Accounts** window appears.



- 3 If you want to create a header account, select the **Header Account** option.

- 4 Select the account type from the **Account Type** list. The **Account Classification** field changes according to the selection you make. For more information on account classifications, see '[Account classifications and types](#)'.
- 5 Enter a four-digit number for the account in the **Account Number** field. The number must be unique within each account classification.
- 6 Press TAB and type a name for the account.
- 7 Click the **Details** tab.



- 8 If you want, type a brief description of the account in the **Description** field.
- 9 If you are creating an asset, liability, or equity account (other than an asset that has the account type of **Bank**), select an option from the **Classification for Statement of Cash Flows** list.
Classifying accounts allows you to generate a statement of cash flows. This report shows how your cash position has changed over time, profit earned, and where your cash was spent. If you're unsure about which classification to use, consult your accountant or a Certified Consultant.
- 10 If you are creating a bank or credit card account, and you want to keep a record of your bank account details, click the **Banking** tab and enter your account details.

- 11 [Detail accounts only] If you want to enter historical balances, click the **History** tab and complete the **Last FY** column. That way you can compare the year's monthly account balances with those of the corresponding months last year.
- 12 [Detail accounts only] If you want to set up a budget:
 - a Click **Budgets**. The **Prepare Budgets** window appears.
 - b Type the budget amounts in the monthly columns.
 - c Click **Close**.For more information about budgets, see your *AccountEdge Help*.
- 13 Click **OK** when you have finished. The account you created now appears in your accounts list.

To group detail accounts with a header account

You group accounts by indenting the accounts located below a header account. You do this by clicking the **Up** button or the **Down** button located at the bottom of the **Accounts List** window.

- 1 Go to the **Accounts** command center and click **Accounts List**. The **Accounts List** window appears.
- 2 Select the detail account you want to group.
- 3 If you want to group the account with the header account located immediately above it, click **Down**.
- 4 If you want to group the account with a header account above the current header account, click **Up**.

Task 6: Enter the account opening balances

Account opening balances are the balances of your accounts as of the first day of your conversion month.

NOTE: Do you need to complete this task? If you were in business prior to your conversion month, most of your accounts probably already have balances. If you want to produce financial reports that included these balances (such as a balance sheet), or you want to track the balance of accounts with a cumulative balance (such as your bank account), you need to enter these balances.

You can find your account opening balances on a trial balance report, a balance sheet or a profit & loss report prepared for the period immediately prior to your conversion date. You can ask your accountant to prepare these reports. You may also be able to find your account opening balances using your previous software or paper-based records.

The balances you enter in your accounting software depend on whether your conversion month is also the first month of your fiscal year.

If your conversion month:

- **is the first month of your fiscal year**, enter the opening balances of your asset, liability, and equity accounts only. The opening balances of your income, cost of sales, and expense accounts should be zero.
- **is not the first month of your fiscal year** (for example, if your fiscal year starts in April but your conversion month is August), enter the opening balances of *all* your accounts.

Opening bank account balances You can enter either of the following amounts as the opening balance of a bank account:

- the bank account balance that appears on your balance sheet or trial balance reports as of the day prior to your conversion date. For example, if your conversion date is January 1, Use Version and number, this is the bank account balance as of December 31, 2017.

These reports can be provided by your accountant, or you can obtain the balances using your previous software or paper-based records.

- the checkbook balance of the account as of the end of the day prior to your conversion date. You can calculate your checkbook balance by taking into account the transactions not yet cleared by your bank as of the conversion date and the balance that appears on your bank statement at that date.

For example, assume that \$500 worth of deposits and \$1000 worth of payments did not appear on your bank statement at

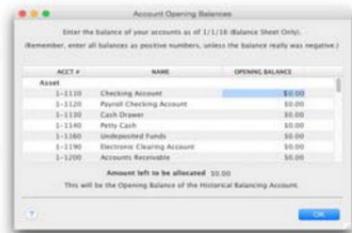
your conversion date. The checkbook balance would be calculated as shown below:

Bank statement balance as of the conversion date	\$21,000.00
ADD uncleared deposits	+ \$500.00
SUBTRACT uncleared payments	- \$1,000.00
Checkbook balance as at the conversion date	\$20,500.00

To enter opening balances

- 1 Go to the **Setup** menu, choose **Balances** and then **Account Opening Balances**. The **Account Opening Balances** window appears.
- 2 Enter the balances in the **Opening Balance** column.

NOTE: Enter opening balances as positive numbers. For example, don't enter liability account balances as negative numbers. Enter negative amounts only if accounts truly have negative balances.



- 3 Check that the amount in the **Amount left to be allocated** field at the bottom of the window shows \$0.00.

If this field displays an amount other than \$0.00, check your opening balances again because they are either incomplete or

incorrect. However, you can continue the setup process if there is an amount in the **Amount left to be allocated** field. The amount will be assigned to a special equity account called Historical Balancing.

- 4 Click **OK**.

Check for software updates

To make sure you are using the current version of your accounting software, you should check every so often to see if any updates or upgrades are available.

To check for updates using a Mac computer, open your company file, then go to the **AccountEdge Pro** menu and click **Check for Updates**.

To check for updates using a Windows computer, open your company file, then go to the **Help** menu and click **Check for Updates**.

Support Options

Introductory Support Free for 30 days after product registration for new users who have recently purchased. During this period, our Support team will offer assistance with installing your accounting software and setting up your company file.

You can call Introductory Support at 800.216.9722 between 9am - 6pm (Eastern Time), Mon - Fri.

Email Support You can always submit a support case online at accountedge.com/support. Typical email response time is 24 to 48 hours.

Need More?

Telephone Support Buy an annual telephone support plan to get the answers you need when you need them. Telephone Support offers expert phone support from our support staff.

For more information or to enroll, visit accountedge.com/support.

Technical support is limited to installation, upgrade assistance, basic usability, and basic functionality. We cannot resolve issues caused by third-party services, service providers, hardware, software, or networking problems. Phone support does not cover inquiries on general accounting or taxation issues, nor does it include application consulting or training.

Additional Support Resources

Certified Consultants Certified Consultants are independent computer or accounting professionals who demonstrate a high level of knowledge, skill, and experience with AccountEdge. Certified Consultants can assist you with installing, setting up, and using your accounting software. They can also provide product demonstrations and on-site training.

To find local help, visit accountedge.com/locator.

Self Help A variety of Self Help options are available under the Help menu of your product.

- **Search our knowledge base** - find answers to your questions and learn from how-to guides.

To access online self help options, visit accountedge.com/support.

Payroll Options

Payroll Tax Services Enroll in one of our Payroll Tax Services to make sure you have the most recent payroll tax updates. As a Payroll Tax Service member, you also receive any upgrades to AccountEdge that are released during your membership term.

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