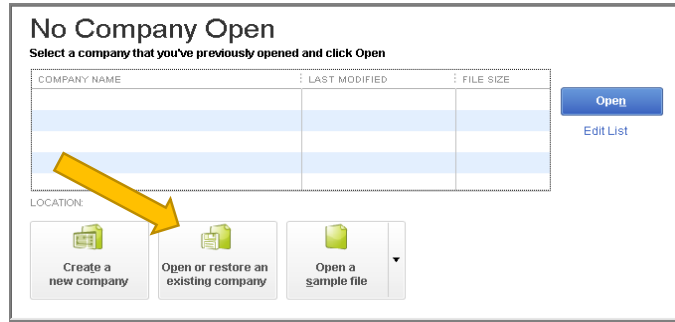


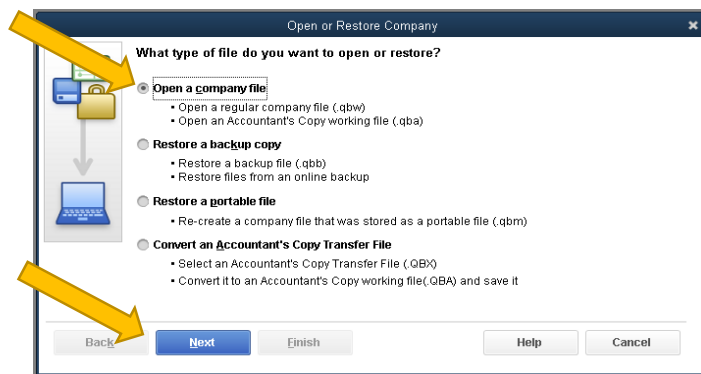
What happens when I can't see my company files in QuickBooks?

Chances are the software was upgraded from one year to the next. When that happens, the new version hasn't opened your files before so you have to open them one time to get them to show up in your client recent files list. The files are located on your Q Drive and they can be found by following these steps.

- (1) Click on the open or restore a company an existing company button from this screen

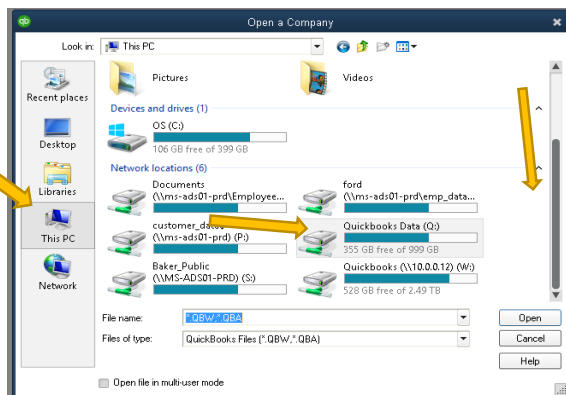


- (2) Choose "Open a company file" and then click the "Next" button at the bottom of the screen



- (3) Scroll down and choose the Q: Drive and click open. Make sure you are looking at "This PC"

Also make sure you have scrolled down to the bottom of the screen, you may not see as many drives as this example



- (4) Choose your company file from that screen, note the file has the QuickBooks icon and ends in qbw. In this case the ABC Company.QBW file

QB creates images, Tax Forms and Search Index Folders. QuickBooks files won't be located in that folder.

If you have more than one file there may be additional folders where your file is located liket the 123 Management Company or the XYZ Real Estate Company.

