

Reinstalling QuickBooks Online Backup

To recover your account, you need three pieces of information:

(1) Account Number, (2) Encryption Key, (3) Account Password.

You can request these from <mailto:support@connected.com>. Once you have verified your identity for us, we will provide the information.

NOTE: The links on this page are not active. You will have to copy them to your browser or e-mail address window in order to use them. To print this page use the Print function in Adobe Acrobat viewer.

A. Before you start, make sure that no QuickBooks Online Backup files are on your computer.

If necessary, uninstall the existing backup software. If you already know that the backup software is not on your computer, skip to the next section.

1. To uninstall, select Start > Settings > Control Panel > Add/Remove Programs, then highlight the QuickBooks Online Backup software and click Change/Remove. Confirm that you want to remove the software. Close the window when done.
2. If you get a message that Windows could not remove the folder or files, you should then delete the folder manually with Windows Explorer.

B. Always use the most recent version of the software to recover your account.

To download the reinstaller, have your account number ready and go to http://connected.com/quickbooks03/acct_reinstall.asp#restore

HINT: If you are transferring your account to a new computer, do not continue to back up the old computer with the same account. To do so may make your data unrecoverable.

1. After you click Download, choose "Save This Program To Disk," and click OK.
2. At the Save As screen, select Desktop, then click Save.
3. When the file has finished downloading to your Desktop, you may close your browser, but be sure to leave your Internet connection open.
4. Before continuing you may want to view a video tutorial on Account Recovery by visiting <http://www.streamahead.com/connected/recovery.html>

C. Install the software.

1. Double-click the Desktop icon that you just downloaded.
2. At the Agent Setup screen, accept the default installation directory (C:\Program Files\QuickBooks Online Backup) and any other default settings that appear; just click Install.
3. When the files have been copied to your computer, the Agent Setup screen appears again. Select Run.
4. On the Welcome to Registration screen, make sure to select "Reinstall a previously registered account" then click Next.

D. Re-establish your account.

1. At the Re-Installing an Account screen, enter your account number, and then click Next.
2. On the Re-Activating Encryption screen, enter your encryption key exactly as you created it, with the same upper- or lower-case letters, spaces, and numbers.
3. On the Account Password screen, enter your password. Click Next.
4. If you see a Connection screen, select your connection type. (Cable, DSL, AOL/MSN/Earthlink/Juno and dial-up should all be set to 'Use Direct Connection.')

Follow the remaining screen prompts until you reach the screen where you click Finish to re-establish your account. Online Backup will then connect to the DataCenter and a list of your backups and other account information will be sent to your computer. As soon as that is finished, your account is ready to go.

None of your backups are automatically downloaded to your computer. You must actively choose the files that you want.

HINT: If you need any files that were previously backed up, now is the time to retrieve them. It is easiest to retrieve them before resuming backups. In any case, you must retrieve all the files you need from the DataCenter within 90 days of restoring your account.

Additional Resources

- Online Help Files:
http://www.quickbooksservices.com/services/online_backup_service/faq.php
- Video Tutorials: <http://onlinebackup.connected.com/videos.asp>
- E-mail Support:
http://connected.com/quickbooks/support/email_support.htm
- In the Online Backup software: Press **F1** to access the local Help file

