

Name	Date Time	Message
doug	7/30/2021 7:06 PM	update payroll information
Assistant	7/30/2021 7:06 PM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
Assistant	7/30/2021 7:06 PM	-
Assistant	7/30/2021 7:07 PM	Michael Rey has joined the chat
doug	7/30/2021 7:08 PM	Hello Michael, I am trying to update my payroll information so I can continue to use it's services. I have updated my QB to 2021 pro, and I still do not see a banner or know where to go to update the requested information. Can you help me with this?
Michael Rey	7/30/2021 7:09 PM	Hi! Thank you for messaging Intuit Quickbooks Payroll Desktop Support. Pleased to meet you online. My name is Mike. I appreciate that you waited for me. We apologize for the wait time as we do have high volume of messaging coming in, but please know that your time is very important to us. Rest assured that we will do our best to resolve your concern right away. If I got you correctly, Doug. You needed help with updating your payroll information, correct?
doug	7/30/2021 7:09 PM	yes
Michael Rey	7/30/2021 7:10 PM	By the way, how was your experience in contacting us? Did you have any difficulty in contacting us for support?
doug	7/30/2021 7:11 PM	it has not been good. the first person said they could not help me, the second person left me in the chat room for no apparent reason. You are the third person I have chatted with. And I've been working on this problem for over three hours now.
Michael Rey	7/30/2021 7:19 PM	Doug?
doug	7/30/2021 7:19 PM	yes
Michael Rey	7/30/2021 7:19 PM	 Let me assist you with this. Can you enter your EIN on the secure form? You can place it under "Other".
Michael Rey	7/30/2021 7:19 PM	Please provide your EIN using SecureSend
doug	7/30/2021 7:20 PM	Private information sent
doug	7/30/2021 7:21 PM	did you recieve it?
Michael Rey	7/30/2021 7:25 PM	It has been a bit since I heard back from you. This session will be automatically closed in a few minutes. If you have further questions and clarifications, please message us back so we can continue with this session.
doug	7/30/2021 7:25 PM	I just asked you if you got the EIN
doug	7/30/2021 7:25 PM	Hello
doug	7/30/2021 7:25 PM	Hello
doug	7/30/2021 7:26 PM	Hello
Michael Rey	7/30/2021 7:30 PM	If you are still having Payroll concerns, message any of our experts right where you left off, or start a new question! Step 1: In QuickBooks, press F1 on your keyboard to open the Help menu. Step 2: Type in your question to pop up all the new content related to your issue. Step 3: If you don't see your answers, click "contact us" at the bottom of the pop up. Our Messaging experts are available to support you Monday to Friday, 6AM to 6PM Pacific Standard Time. Thank you for messaging Intuit QuickBooks
Assistant	7/30/2021 7:30 PM	Michael Rey has left the chat