

Name	Date Time	Message
Doug	9/24/2021 12:46 PM	Merchant
Assistant	9/24/2021 12:46 PM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
Assistant	9/24/2021 12:46 PM	Analou has joined the chat
Analou	9/24/2021 12:46 PM	Hi! Thank you for messaging Intuit QuickBooks. My name is Analou and I am pleased to meet you online. Please, know that I appreciate your patience and I value your time. How are you doing today?
Doug	9/24/2021 12:46 PM	I need help with Merchant Services.
Analou	9/24/2021 12:47 PM	Don't worry I got you covered, I will need to clarify a few things so I can give you the best recommendation and get you back to business as soon as possible.
Doug	9/24/2021 12:47 PM	ok
Analou	9/24/2021 12:47 PM	Can you tell me more about it Doug?
Doug	9/24/2021 12:47 PM	this is exactly the problem I'm having ... <a href="https://quickbooks.intuit.com/learn-support/en-us/other-questions/screen-size-is-too-small/00/804030">https://quickbooks.intuit.com/learn-support/en-us/other-questions/screen-size-is-too-small/00/804030</a>
Analou	9/24/2021 12:48 PM	I see. No worries let us work together to resolve this.
Doug	9/24/2021 12:49 PM	cool
Analou	9/24/2021 12:49 PM	Can I have the license number of your QuickBooks?  
Doug	9/24/2021 12:49 PM	7671-7874-3509-599
Analou	9/24/2021 12:50 PM	 Thank you so much. Let me go ahead and pull up your account here. How is your Quickbooks experience so far? Any feedback will help.
Analou	9/24/2021 12:50 PM	May I have your company name and email address, please?
Doug	9/24/2021 12:50 PM	It's good, except for these weird small screens
Doug	9/24/2021 12:50 PM	Seabury Sales dba Sanctuary Home Staging
Doug	9/24/2021 12:51 PM	doug@theseaburygroup.com
Analou	9/24/2021 12:51 PM	Thank you for that feedback. I understand where you're coming from. I can send a product feedback for you so we can have our engineers review it. And you can also send a feedback by going to Help - Send Feedback Online or use the link below.  <a href="https://quickbooks.intuit.com/commerce/common/fragments/feedback.jsp">https://quickbooks.intuit.com/commerce/common/fragments/feedback.jsp</a>
Doug	9/24/2021 12:51 PM	Thank you
Analou	9/24/2021 12:51 PM	May I know If you have this screen before already?
Analou	9/24/2021 12:52 PM	And what have you done so far?
Doug	9/24/2021 12:52 PM	Ever since I started using merchant services this has been how it works
Doug	9/24/2021 12:52 PM	squinted and guessed
Analou	9/24/2021 12:53 PM	I see. The small screen is the merchant service deposit?
Doug	9/24/2021 12:53 PM	correct
Analou	9/24/2021 12:54 PM	I see. And our goal for today is to resize the payments page, correct?
Doug	9/24/2021 12:54 PM	yes
Analou	9/24/2021 12:55 PM	Alright. We just need to make sure your QB is up-to-date? Please press F2 on your keyboard to get the following info;  Number of users: Total names:  Total items:   
Doug	9/24/2021 12:56 PM	1, 71, 9
Analou	9/24/2021 12:57 PM	Thank you Doug.  
Analou	9/24/2021 12:57 PM	Is that okay that we can do a share screen?
Doug	9/24/2021 12:57 PM	yes please
Analou	9/24/2021 12:58 PM	Perfect! May I know also if your Quickbooks is locally saved?

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Doug	9/24/2021 12:58 PM	yes
Doug	9/24/2021 12:58 PM	let me do a quick back up
Analou	9/24/2021 12:59 PM	Thank you for the confirmation.
Analou	9/24/2021 12:59 PM	Sure thing. Please take your time.
Analou	9/24/2021 12:59 PM	Before we begin the screen share, close any confidential or sensitive information on your screen. Whenever you feel uncomfortable, you may disconnect by clicking the red X icon on the Glance pane. Please stay in front of your computer so that we can work together and keep track of everything that we do. Lastly, I will be ending the remote access once we resolve your issue.
Doug	9/24/2021 12:59 PM	back up done and ready for you
Analou	9/24/2021 1:00 PM	Awesome! Here are the steps to start the remote session: Open a Google Chrome browser.On the address box, enter this website: glance.intuit.com, and press Enter.Run the applet downloaded on the bottom left hand part of the screen, to generate the 5-digit code.Provide the code to the representative.
Analou	9/24/2021 1:02 PM	While I'm waiting for the code let me check here also my resources for me to provide you the best recommendation. And while I'm checking here would you mind to answer this, please?  How many company files are you working on? How many employees do you have? How convenient it is for you to be able to access your files anywhere or working from home?
Doug	9/24/2021 1:02 PM	51812
Doug	9/24/2021 1:03 PM	3 company files
Doug	9/24/2021 1:03 PM	2 employees
Doug	9/24/2021 1:04 PM	I do not have another computer with QBs installed
Doug	9/24/2021 1:06 PM	hello
Analou	9/24/2021 1:06 PM	Thank you for answering Dough I appreciate it.    
Analou	9/24/2021 1:06 PM	Its seems that you can't see my cursor Doug.
Analou	9/24/2021 1:07 PM	The glance was ended can you generate another code please? Thank you so much.
Analou	9/24/2021 1:08 PM	Just let me know if you have a five digit code. Thank you.  
Doug	9/24/2021 1:08 PM	working on it
Analou	9/24/2021 1:09 PM	Thank you Doug.
Doug	9/24/2021 1:09 PM	Can't get it to generate one
Analou	9/24/2021 1:09 PM	May I know what is the error message when you try to generate another code?
Doug	9/24/2021 1:10 PM	I click on the download and nothing happens
Analou	9/24/2021 1:10 PM	Can you close the glance page and click the link again, please? Thank you.
Doug	9/24/2021 1:11 PM	I get nothing
Analou	9/24/2021 1:12 PM	May I know if have any prompt message after you download the glance?
Doug	9/24/2021 1:13 PM	GlanceGuest is an app downloaded from the internet. Are you sure you want to open it? I click open
Doug	9/24/2021 1:13 PM	nothing happens
Analou	9/24/2021 1:13 PM	Can we open Quickbooks please? Go to File &gt; Utilities &gt; Share screen with an agent.
Doug	9/24/2021 1:15 PM	there we go. 89664
Analou	9/24/2021 1:15 PM	Perfect! Thank you for the code by the way may I know if Do you have plans of accessing Quickbooks from your mobile devices when you are outside the office?  
Doug	9/24/2021 1:16 PM	no mobile devices except for credit card payments
Analou	9/24/2021 1:16 PM	Thank you.  Can you see my cursor?
Doug	9/24/2021 1:16 PM	yes

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Analou	9/24/2021 1:16 PM	Great! Please follow my cursor.
Analou	9/24/2021 1:17 PM	Can you show it to me the screen that it's too small?
Doug	9/24/2021 1:18 PM	So small
Analou	9/24/2021 1:19 PM	Only the merchant deposit is small, correct?
Doug	9/24/2021 1:20 PM	The only other issue is when logging into my intuit account
Analou	9/24/2021 1:20 PM	I see.
Analou	9/24/2021 1:22 PM	Can we follow this one, please.
Doug	9/24/2021 1:22 PM	?
Analou	9/24/2021 1:22 PM	Close QuickBooks Desktop.  Open the Windows Start menu.  Type "QuickBooks" into the search. Then right-click the QuickBooks icon and select Open file location.  In the folder, right-click the QuickBooks.exe file and select Properties.  Go to the Compatibility tab.  Select the Disable display scaling on high DPI settings checkbox. You can also select Change high DPI settings and then Override high DPI scaling behavior.  Select Apply and then OK.
Doug	9/24/2021 1:23 PM	Can't right click, I'm on a mac
Analou	9/24/2021 1:24 PM	Oh! I see.
Doug	9/24/2021 1:24 PM	I use parrallels
Analou	9/24/2021 1:24 PM	Can we go to Start &gt; Settings &gt; System &gt; Display.
Doug	9/24/2021 1:29 PM	same
Analou	9/24/2021 1:29 PM	I'm not seeing your screen.
Doug	9/24/2021 1:29 PM	It says you can and are connected
Doug	9/24/2021 1:30 PM	I see your mouse
Analou	9/24/2021 1:30 PM	May I know if you can see my cursor?
Doug	9/24/2021 1:30 PM	yes i can
Analou	9/24/2021 1:30 PM	Let me connect again.
Doug	9/24/2021 1:31 PM	how about now, can you see?
Analou	9/24/2021 1:31 PM	I can't see your screen anymore.
Doug	9/24/2021 1:31 PM	you are now disconnected
Analou	9/24/2021 1:32 PM	Close QuickBooks Desktop.  Open the Windows Start menu.  Type "QuickBooks" into the search. Then right-click the QuickBooks icon and select Open file location.  In the folder, right-click the QuickBooks.exe file and select Properties.  Go to the Compatibility tab.  Select the Disable display scaling on high DPI settings checkbox. You can also select Change high DPI settings and then Override high DPI scaling behavior.  Select Apply and then OK.
Doug	9/24/2021 1:32 PM	82388
Analou	9/24/2021 1:32 PM	Can we perform this one again, please? Instead the right click can we double click.
Doug	9/24/2021 1:32 PM	double click what?
Analou	9/24/2021 1:33 PM	The quickbooks icon to see the properties option.
Doug	9/24/2021 1:33 PM	It just tries to open QBs app
Doug	9/24/2021 1:34 PM	Your not connected yet
Analou	9/24/2021 1:34 PM	Yes, it needs a code again can't connect using the same code.
Doug	9/24/2021 1:34 PM	I think that resolution we set it at is why you can't see my screen. The desktop turns black background when I connect
Doug	9/24/2021 1:34 PM	82388

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Doug	9/24/2021 1:35 PM	I see you. Can you see me
Analou	9/24/2021 1:35 PM	Yey! Cool.
Doug	9/24/2021 1:36 PM	I can't drag the window and make it better
Doug	9/24/2021 1:36 PM	bigger
Analou	9/24/2021 1:39 PM	May I know if on your end it's bigger.
Doug	9/24/2021 1:40 PM	yes, the merchant window is readable but everything else is way to big and doesn't fit on the screen
Doug	9/24/2021 1:43 PM	tiny again
Analou	9/24/2021 1:43 PM	May I know if you can drag that one?
Doug	9/24/2021 1:43 PM	no
Analou	9/24/2021 1:46 PM	Reopen it again the Quickbooks. Thank you.
Analou	9/24/2021 1:48 PM	Hold on Doug.
Analou	9/24/2021 1:50 PM	Let me check this with our back end team since you are using parallel connection.
Doug	9/24/2021 1:50 PM	ok
Analou	9/24/2021 1:54 PM	Hi Doug, thank you for patiently waiting as per checking here since you're on a parallel connection and the display settings on your mac is not compatible with the Quickbooks. You need to have your IT guy configure the display settings Doug.
Doug	9/24/2021 1:56 PM	You are talking to my IT guy. So your passing the buck?
Doug	9/24/2021 1:56 PM	Not your problem?
Doug	9/24/2021 1:56 PM	2 windows from your system show up differently and that's a display issue?
Doug	9/24/2021 1:56 PM	on my end?
Analou	9/24/2021 1:58 PM	The recommended display setting is 1920x1080.
Doug	9/24/2021 1:58 PM	And that isn't an option on a mac that runs parallels
Analou	9/24/2021 1:59 PM	Yes, correct there's no option.
Doug	9/24/2021 1:59 PM	which is a recommended QBs platform
Doug	9/24/2021 2:00 PM	So are you going to create a bug ticket and notify me when you complete and release the fix?
Doug	9/24/2021 2:00 PM	I'm obviously not the only one that has this issue
Analou	9/24/2021 2:01 PM	We tried the troubleshoot and it seems that the display settings was change, right but after we change the display setting you can't see the whole window. There's is something to do with the display on your Mac.
Doug	9/24/2021 2:03 PM	What are you talking about. Your system works fine with my display settings except for Merchant Deposits. That is clearly a separate system that is not compatible with the rest of your software. Why would 1 window not work on my computer. It's your software. Right?
Analou	9/24/2021 2:03 PM	I highly suggest Doug to send a product feedback or suggestion so that our engineers can check it or review it.
Doug	9/24/2021 2:03 PM	And you just throw your hands up and are done? Why wouldn't you do that?