

Issues with Syncing QuickBooks time, Log in Error and Service Items

I was having issues that magically appeared to where I wasn't able to log into QBT through Desktop because it didn't recognize my credentials, sync timesheets and service items were only showing up on a select few of customers. This all magically decided not to work all at once. I say magically because I literally have no idea what could have caused these errors.

I spend time on the phone with support and read through a lot of conversation threads on here and this is what I did to solve these issues. I'm posting to hopefully help someone that is going through the same issue(s). Again, these steps are a mixture of what I was told to do by support and by reading conversation threads so I am unable to give credit where credits due. I couldn't tell you exact what step fix what, but I'm no longer having the issues.

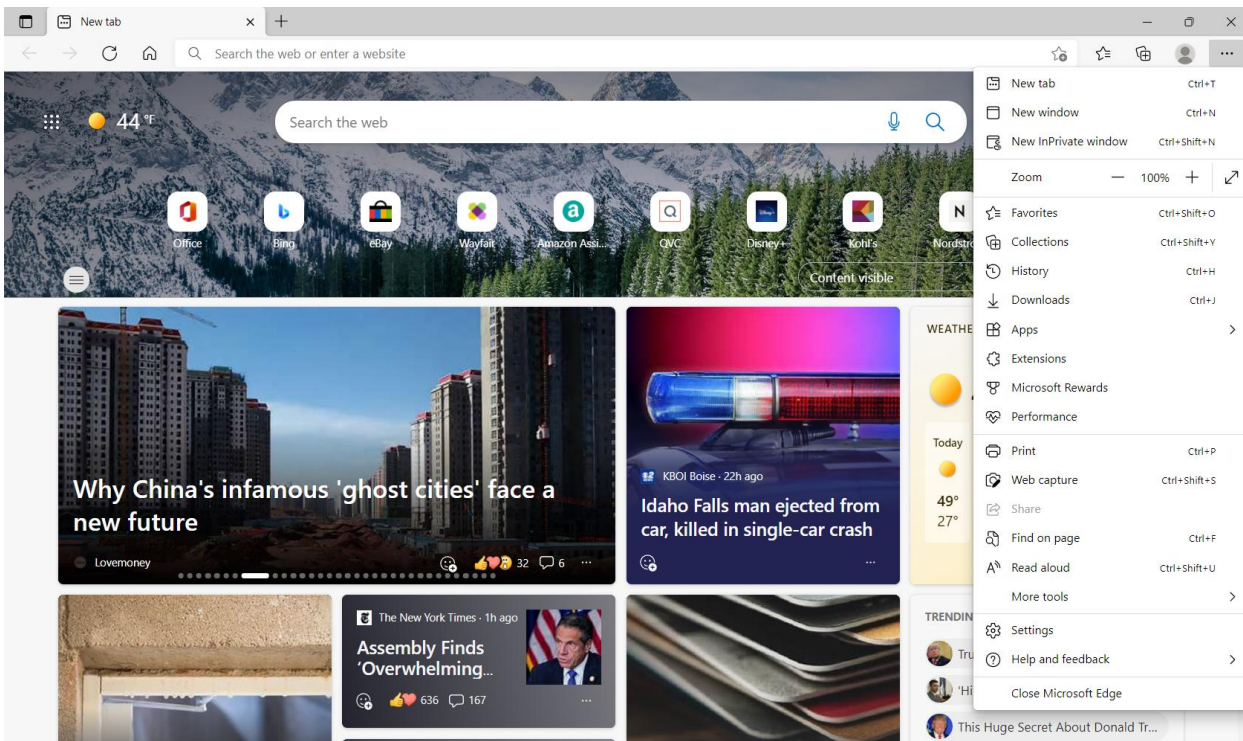
Credentials:

When I would try to log in to QBT through desktop, I would get an error message saying they didn't recognize my credentials. However, I could log in by using Chrome and going to tsheets.intuit.com but I still wasn't able to sync timesheets.

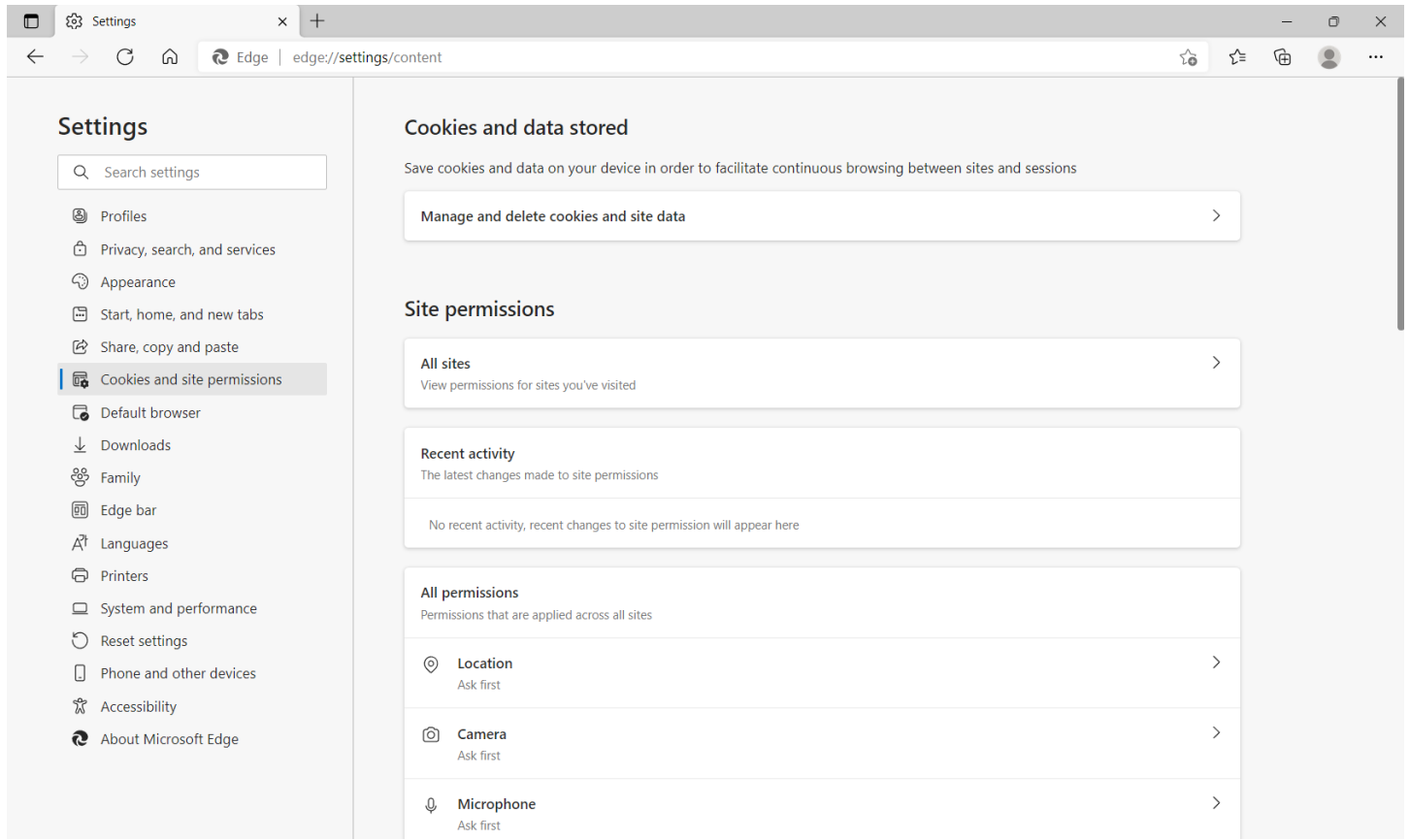
This step was extremely frustrating because I use Chrome, not Microsoft Edge, but for whatever reason, QB communicates only with Microsoft Edge. That being said, this next step is strictly dealing with Microsoft Edge.

Clearing history, cookies, ect and adding approved prefixes.

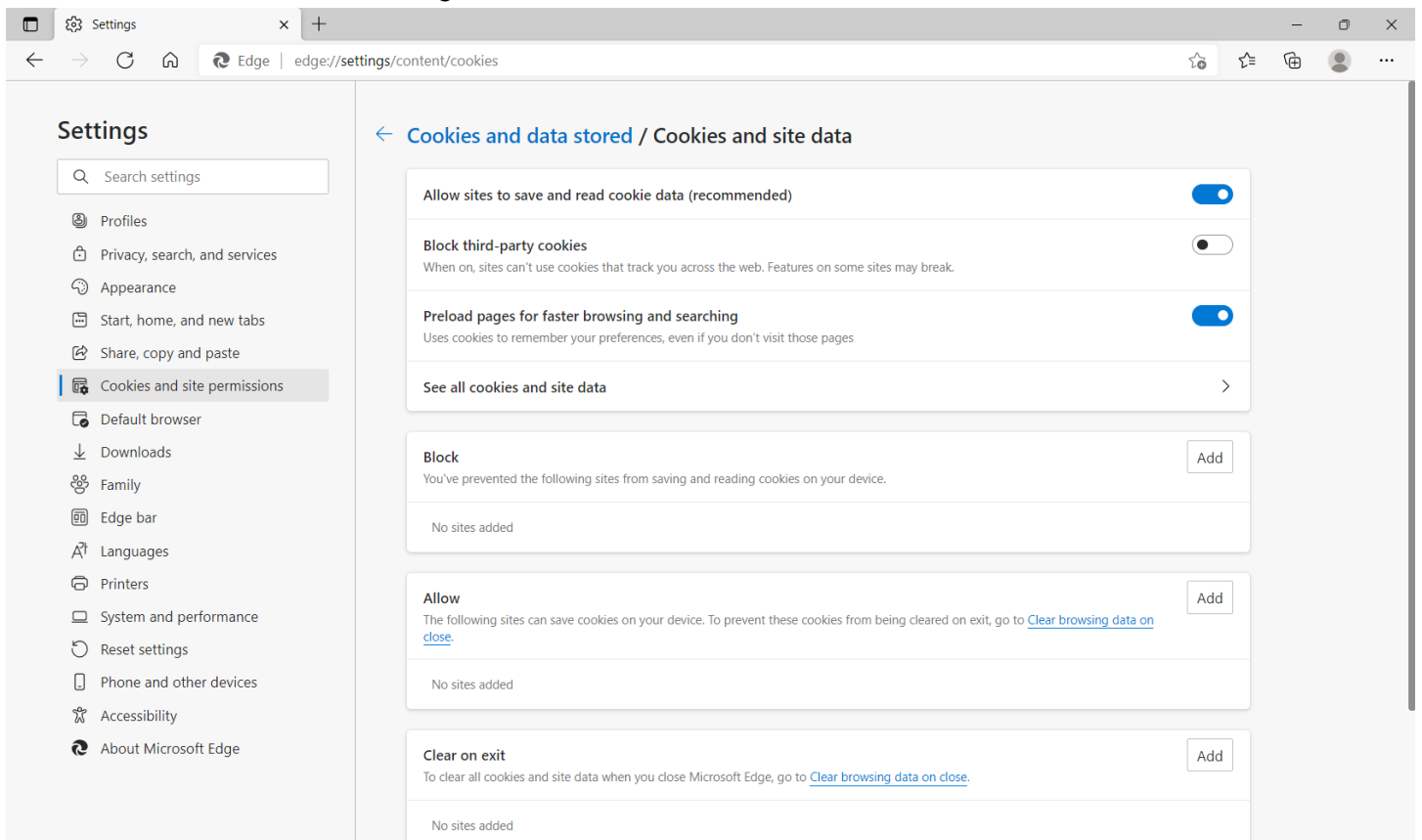
Open Microsoft Edge, from the home screen, select the 3 dots in the top right corner and select "Settings"



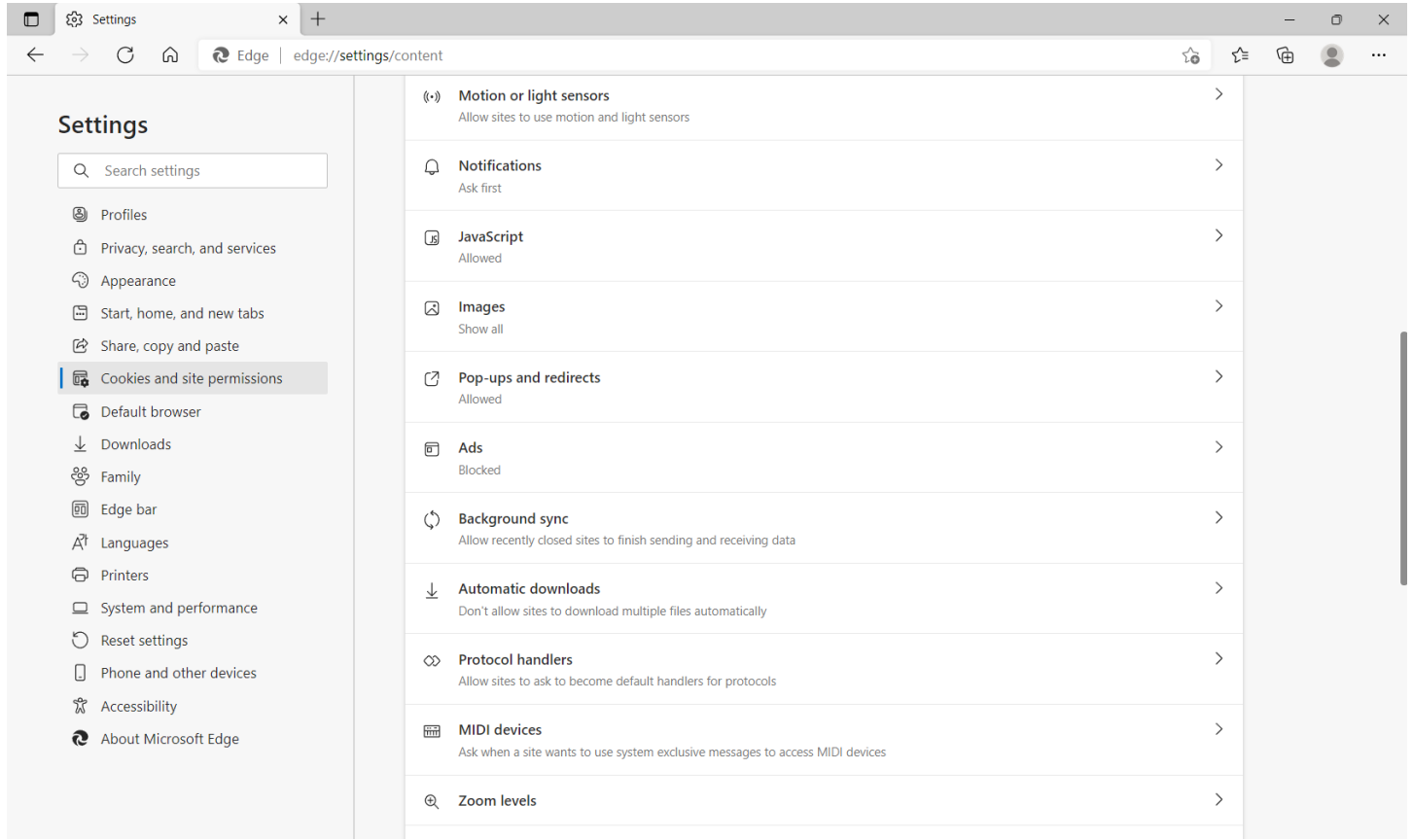
Once in settings, select “Cookies and site permissions” on the left side of the screen in the menu options.



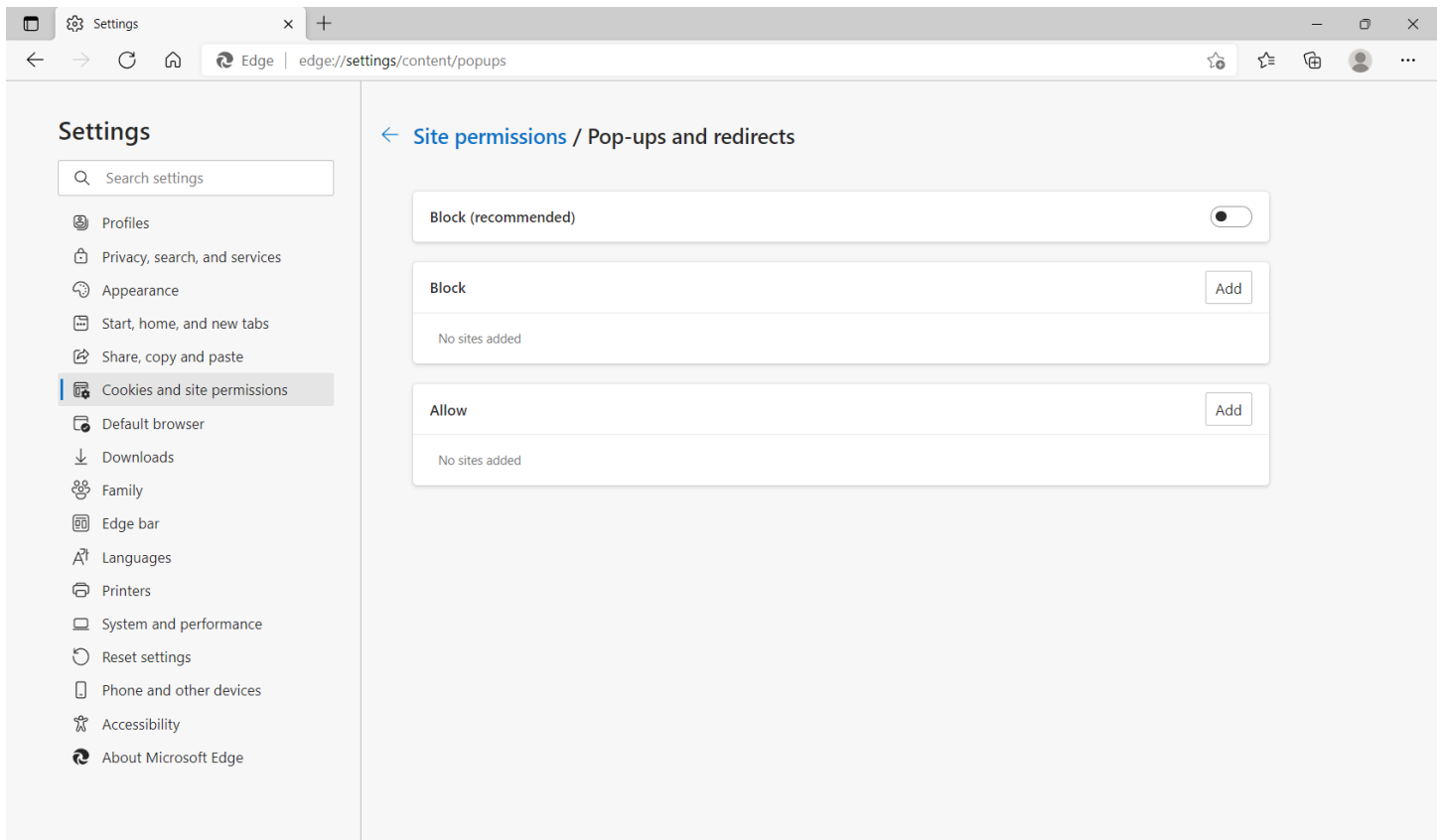
For sake of this thread and because again, I don't know what step fixed what, this is now what my section looks like under “Manage and delete cookies and site data”.



Next, select “Cookies and site permissions” in the left menu bar again and scroll down and select “Pop-ups and redirects”.

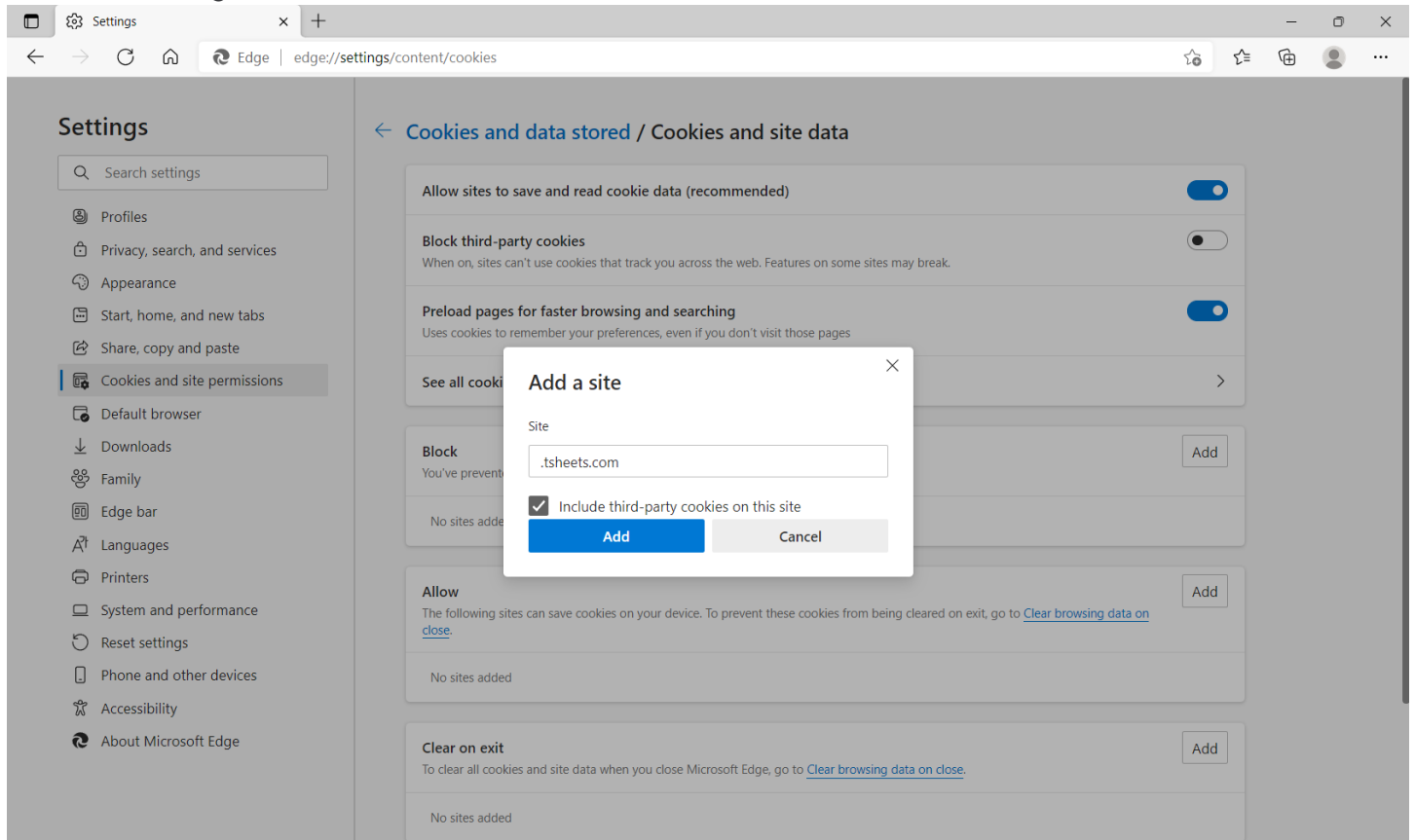


This is now what my selection looks like:

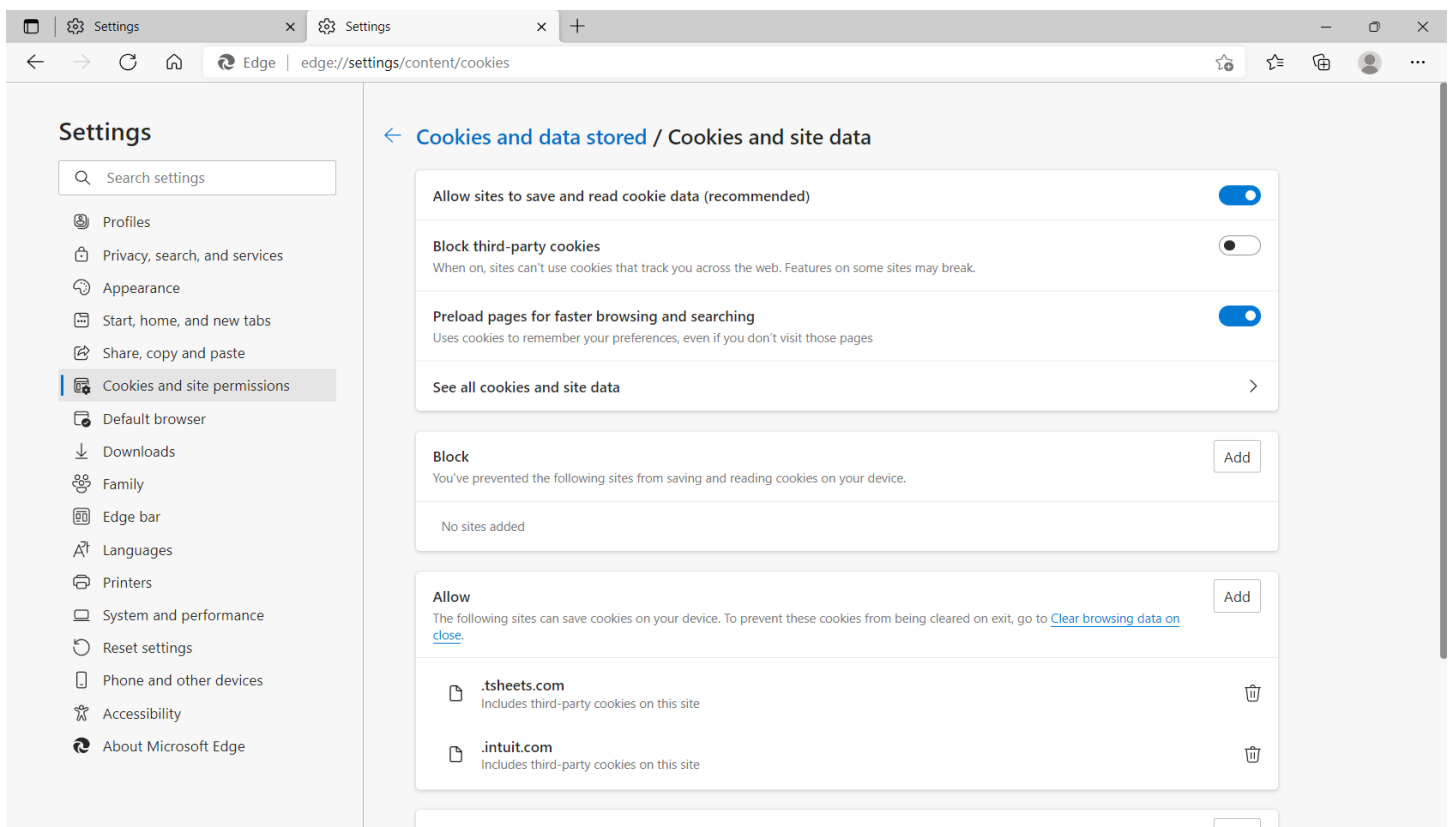


From that screen, in the box labeled “Allow”, select add. One at a time, add “.tsheets.com”, check the box to “include third-party cookies on this site”. Then select add. Follow the same steps again to add “.intuit.com”.

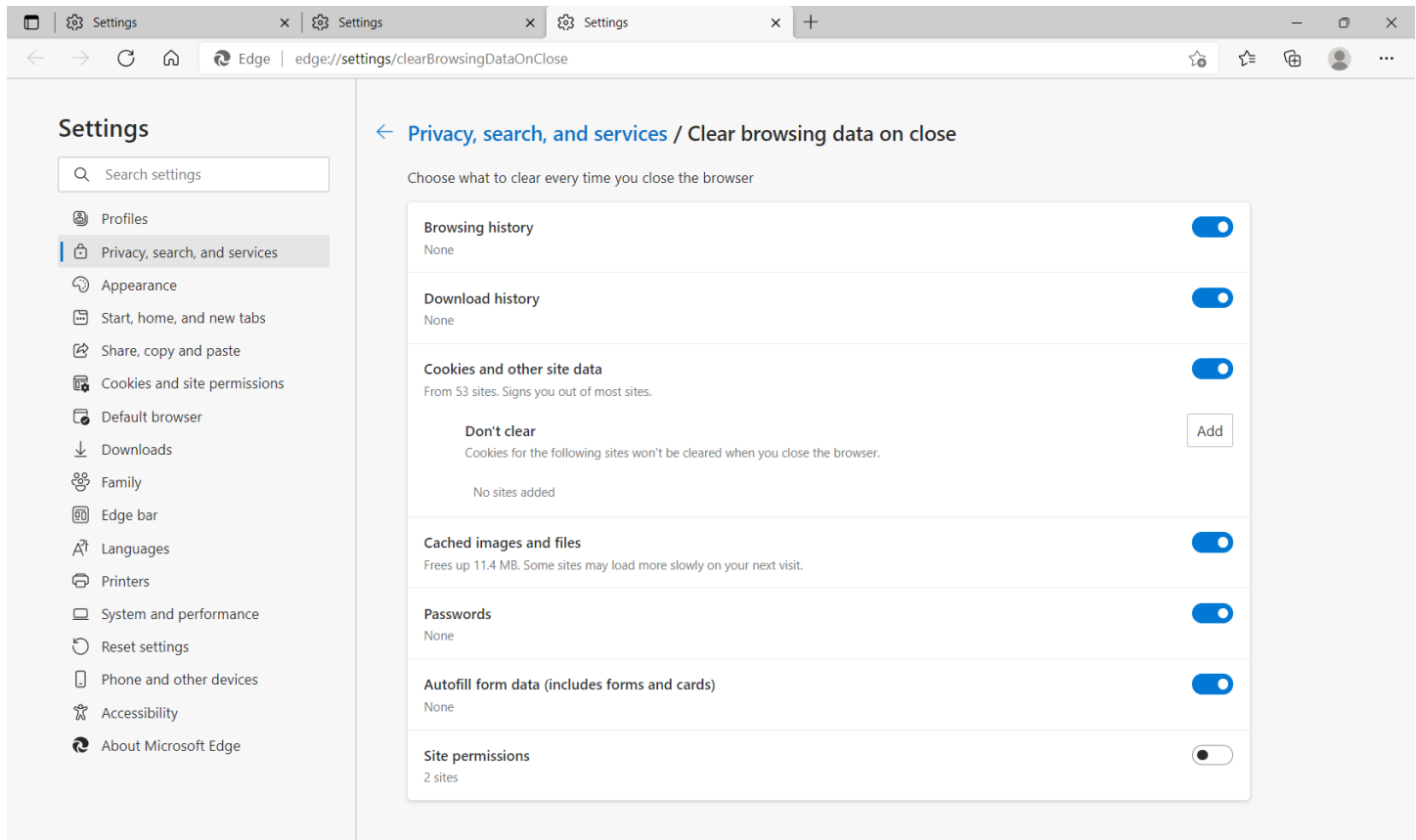
* From a conversation thread I read, the post said to add “.tsheets.com” and “.intuit.com” to the trusted site section. The way the steps read and the verbiage used, I’m not sure if I was in the exact section they were referencing however, this is what I did find that seemed, to me, to be similar.



This is what my selection now looks like:



On the left side of the screen, select “Privacy, search, and services”. Scroll slightly down until you come to the section “Clear browsing data” and select the second box “Choose what to clear every time you close the browser”. Select all options EXCEPT the bottom option of “Site Permissions”.



To summarize; remove all previous history (even if you don't use Microsoft Edge), add 2 trusted sites, allow pop-ups and select options to clear history when closing Microsoft Edge except the two sites.

Thankfully, we're now done with Microsoft Edge so you can close out of it.

The next steps are within QB Desktop. I'm still fairly new to using QB so I'm unsure of how different things look compared to other versions. Regardless, this is what I did next:

Make sure you have the most up to date version. Double check you're logged into the Admin profile by selecting "Company" then "My Company"— the log in is in the top right corner of the next box. QB will notify you if you're not logged into the admin profile by a pop-up box saying "you only have 24hour access" or something along those lines.

Next, these are the steps I followed given by QuickBooks: https://quickbooks.intuit.com/learn-support/en-us/help-article/update-products/update-quickbooks-desktop-latest-release/L7qUzIW1k_US_en_US

1. Go to the **Help** menu and select **Update QuickBooks Desktop**.
2. Go to the **Update Now** tab. **Tip:** You can select the **Reset Update** checkbox to clear all previous update downloads.
3. Select **Get Updates** to start the download.
4. When the download finishes, restart QuickBooks.
5. When prompted, accept the option to install the new release.

Now on to the issue with “service items” not populating for all customers. This was a fairly easy fix:

Within QBT, select “Customers” at the bottom of the bar on the left side of the screen.

*Now I know there is a lot simpler way to do this next step, unfortunately it has been so long since I’ve done it and I just wanted to get this fixed, I did it probably the longest way possible. *

I knew what customers were not populating the “service item” option so I selected them individually then did the following steps:

Within the “Edit Customer” box, select “Custom Fields” and select the box “Service Items” then save. Why it was there with some customers and not others, when I specifically remember selecting all customers awhile back, I have no clue. Timely but fixed the problem.

After completing each step, I would close the program, restart and double check to make sure my previous steps were saved.

In summary, I have no idea which step helped which issue but this is what I personally did and I’m no longer having issues. The information and steps I was able to put together came from reading threads, talking to support and just playing around within Quickbooks and Microsoft Edge.

Hopefully it may be able to help others.