Secure QB Plug-In^{SM}

for QuickBooks®

Installation Guide

Contents

Overview

Secure QB Plug-in for QuickBooks® allows merchants using Intuit® QuickBooks to process payment transactions utilizing their payment processing account. It is important to note that the customer information used by the plug-in is pulled from your QuickBooks program.

The software is not connected to, developed by, or technically supported by Intuit or any of their companies.

Secure QB Plug-in is not responsible for loss of data. It is the user's responsibility to properly and adequately secure their payment card data.

Preparations & Requirements

There are several things you will need before installing the software:

- Obtain and establish a working payment processing account through your merchant account provider.

- Reference the welcome email with the log-in credentials:
  - Company ID
  - Store Key
  - User ID

- Have the "Administrator Rights" to your computer and the QB Administrator Rights to your Intuit QuickBooks.

- Download/Install Microsoft's .NET Framework 4.0 (with any additional Microsoft updates)
  - http://www.microsoft.com/download/en/details.aspx?id=17851&WT.mc_id=MSCOM_EN_US_DLC_DETAILS_121LSUS007996

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❶ Always BACKUP your Company and Customer Information prior to adding any software.

❶ BEFORE installing the plug-in for QuickBooks, make sure you close QuickBooks completely within QuickBooks: **Edit\Preferences\General\My Preferences ...**
          ✱ Un-check [_] Keep QuickBooks running for quick startups

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Requirements and Notes

- Secure QB Plug-in works with QuickBooks software 2009 and later (including 2015).

  ❗ Supported QuickBooks versions: Pro, Premier, Enterprise and Accountant (Must be installed on hardware you control and manage).

- Earlier versions are likely compatible but are not supported.

- Works with Desktop environment.

- Please turn off QuickBooks during the installation.

- If you are going to utilize a magnetic strip reader for credit card acceptance, make sure you have the equipment installed and working properly prior to installation of the plug-in. The Equipment section of this document includes the list of approved equipment for the plug-in.

Software Not Supported

1. QuickBooks for MAC, QuickBooks POS

2. Windows XP

3. Online software from QuickBooks or other vendors.

✱ Secure QB Plug-in and your merchant payment processing provider are not responsible for data, customer and company information that has not been backed up.

FAQ

Question	Answer
What version of QuickBooks does this plug-in work with?	This plug-in is approved for use with all versions of QuickBooks (US versions) 2009 and later: ❯ QuickBooks Pro, Premier, Enterprise, and Accountant The plug-in may work with older versions of QuickBooks software however they are not supported by our program and there is no guarantee of accuracy for those versions.
Does this plug-in work with QuickBooks Online?	No. The plug-in does not work with the online version of QuickBooks (QBO and QBOA). They will be supported in future releases. Watch for announcements on our website: www.secureqbplugin.com.
Does this plug-in work with all Windows operating systems?	The plug-in works in all Windows operating systems starting after Windows Vista and newer. ❯ Windows Vista, 7, and 8 and newer.
Which versions of QuickBooks are supported running with which version of Microsoft Windows?	The following are supported plug-in combinations: ❯ QuickBooks 2015 on Windows Vista, 7 and 8. ❯ QuickBooks 2014 on Windows Vista, 7 and 8. ❯ QuickBooks 2013 on Windows Vista, 7 and 8. ❯ QuickBooks 2012 on Windows Vista, 7 and 8. ❯ QuickBooks 2010 and 2011 on Windows Vista, 7 and 8. ❯ QuickBooks 2009 on Windows Vista.
Do I need to back up my QuickBooks company files before I install this plug-in?	Yes. This plug-in does not impact any of the QuickBooks files, company files, or registry files within your QuickBooks software. It sends information back and forth through a secure session, however, it is good business practice to do the following: ❯ Back up your QuickBooks company files prior to any installation, or updates to QuickBooks or plug-ins which interact with it. ❯ Do not include your company files in the QuickBooks directory or in a common folder like "My Documents" or "Desktop". ❯ Back-ups should be in two locations: the hard drive and another location, such as a CD, USB drive, network back-up drive, external back-up drive, etc. ❯ Secure QB Plug-ins Inc and your merchant provider are not responsible for lost data. ❯ If you don't understand how to back up your company files, QuickBooks Pro Advisors are available to assist. Contact Intuit Directly.

Notes on QuickBooks and the Secure QB Plug-in

The following are technical notes created while developing this plug-in. They are intended for reference and do not apply to everyone using the plug-in.

- The first time you run the plug-in, it may take 5-30 seconds to open, depending on your computer.

- **Restarting the Computer**
  Once you have run Setup.exe and registered/subscribed the plug-in within QuickBooks, restart your computer.
    - You may not need to restart the computer if you have turned off (i.e., unchecked) the preference **Keep QuickBooks running for quick startups** in Edit\Preferences… within QuickBooks.

- **Good Practice:**
    - When closing QuickBooks, you should always use File\Exit (Recommended). Selecting to close may prevent some functions from closing properly..

    - Turn off (i.e., uncheck) the preference **Keep QuickBooks running for quick start ups** located at: Edit\Preferences\My Preferences (TAB)
      Once everything is working, you should turn this preference back on. **Not turning Quick-Books off may cause issues after the installation of plug-in modules.**
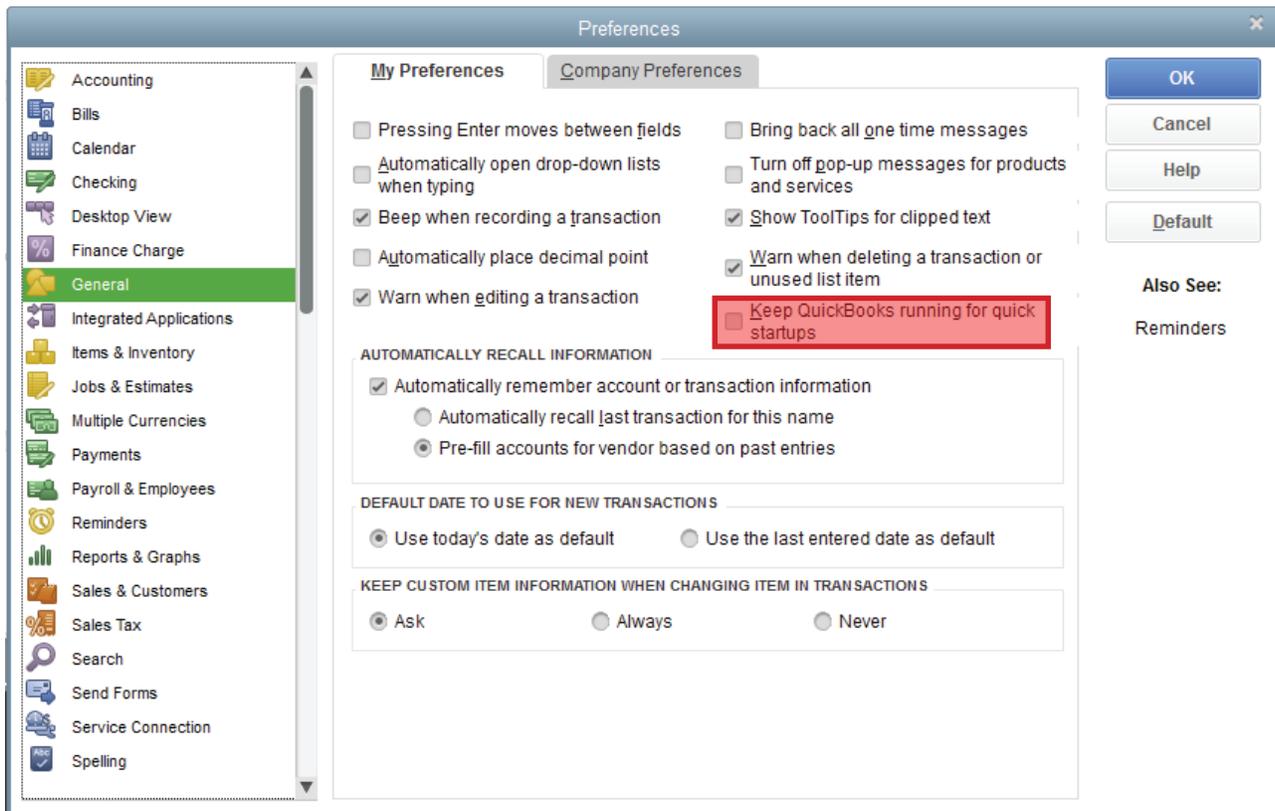
Hardware

The Secure QB Plug-in is compatible with several types of credit card magnetic stripe readers and check scanners. If your peripheral is not listed below, it may work, but there are no guarantees as to accuracy or performance.

❗ **Secure QB Plug-In and your merchant payment processing provider do not supply technical support for the peripheral hardware. If your equipment is not in proper working order, please contact the manufacturer or hardware provider for assistance.**

Recommended peripheral equipment:

MagTek Mini Wedge USB (Keyboard Emulation only)
Swipe Card Reader

MagTek MagneSafe Mini Wedge USB (Keyboard Emulation only)
(end-to-end encryption)

Check Scanner RDM 7111 with MSR

Check Scanner MagTek Micro Imager with MSR

Installation Process

Quickbooks Installation

The Secure QB Plug-in for QuickBooks should be installed on computers where QuickBooks has already been installed and is working. The Secure QB Plug-in interacts with QuickBooks through customer information, because of this at least one customer needs to be present in your QuickBooks for the plug-in to function.

If you have not installed QuickBooks on the computer please pause here and install QuickBooks. Contact Intuit if you need assistance with installing QuickBooks.

Microsoft .NET Framework 4.0 Client Profile

Question	Answer
During installation I was prompted to install Microsoft **.NET Framework 4.0** Client Profile. Do I need this?	Yes. The plug-in was created with the latest version of .NET and you will need to install it for the Secure QB Plug-in to function.
Which Windows operating system do I need to run .NET Framework 4.0?	**Supported Operating Systems:** ❯ Windows 8, all editions ❯ Windows 7, all editions ❯ Windows Vista (SP1 or later)
Do I need a 32-bit or 64-bit system?	**Both are supported architectures:** ❯ x86 (32-bit) ❯ x64 (64-bit)
What hardware do I need?	**Minimum Hardware Requirements:** ❯ 2.4 GHz processor ❯ 2 GB RAM ❯ Display optimized for 1024 x 768 screen resolution or higher with up to two extended monitors ❯ 4x CD-ROM drive required for CD installations **Minimum Disk Space Requirements:** ❯ 2.5 GB of disk space (additional space required for data files) ❯ 250 MB for Microsoft .NET 4.0 Runtime
What else might I need?	**Miscellaneous Requirements:** ❯ Windows Installer 3.1 or later ❯ Internet Explorer 9 or later ❯ Chrome

Installation of the Secure QB Plug-in

To start the installation, download the plug-in from the https://secureqbplugin.com/plugindown-load.html website then double click "Setup.exe" in your downloads folder.

The set-up program will first check to see if the computer has Microsoft .Net Framework 4.0 installed. If it is missing or needs updating, the program will direct you to install it.

To check for Microsoft updates, you will need to load the Security Updates for .NET Framework 4.0. To check for updates manually, select Start Menu/All Programs/Windows Update.

Note: The download should contain the latest updated software from Microsoft, however it is good practice for you to check the Windows Update Center just in case.

Double click the Setup.exe to start the installation again. If everything is up to date, the program will open the Setup Wizard and begin the install.

❶ Restart your computer: Restarting your computer after the Microsoft .Net Framework is installed will alleviate possible errors while loading additional software.
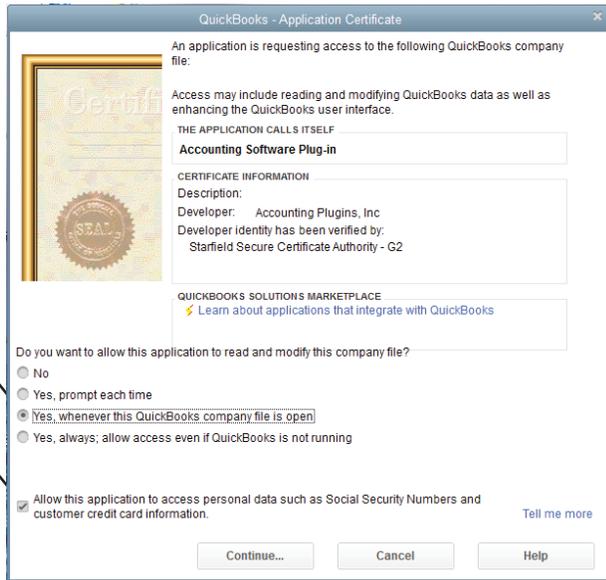
Register within Quickbooks

Once the Secure QB Plug-in has been installed, register it as an integrated application.

Log in as Administrator in Single User mode:

- Right click on the QuickBooks Icon and select "run as administrator"
- Open the company file for which you are attaching the Secure QB Plug-In Software.

QuickBooks – Application with Certificate Pop-up
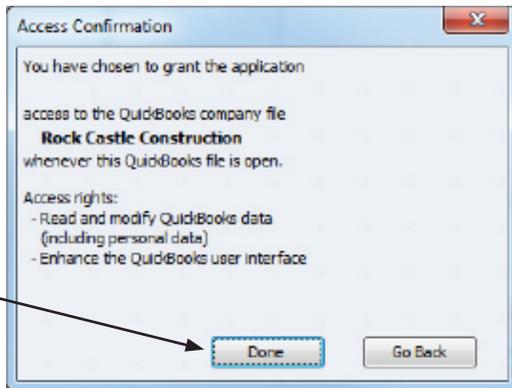

When the certificate appears, perform the following.

- CLICK – "Yes, whenever this QuickBooks company file is open"

- CHECK – "Allow this application to access personal data such as Social Security Numbers and customer credit card information."

- CLICK – "Continue"

Access Confirmation

To confirm access, click "Done" to continue.

- Follow any additional QuickBooks prompts until you are at the Home screen.

- Close QuickBooks with File\Exit.

- Restart the computer.

NOTE: If you **turn off** (i.e., uncheck) "Keep QuickBooks running for quick startups" located in the drop down menu **Edit\Preferences**, you may need to restart your computer in order to start using the plug-in.

Once you have restarted the computer, you may start QuickBooks normally.

> ❶ **You MUST log into Quickbooks as the administrator in Single User mode. The Secure QB Plug-in will register and subscribe within QuickBooks. After you accept the certificate and make sure the plug-in shows up in the integrated applications, close and restart QuickBooks as you normally do as any user.**
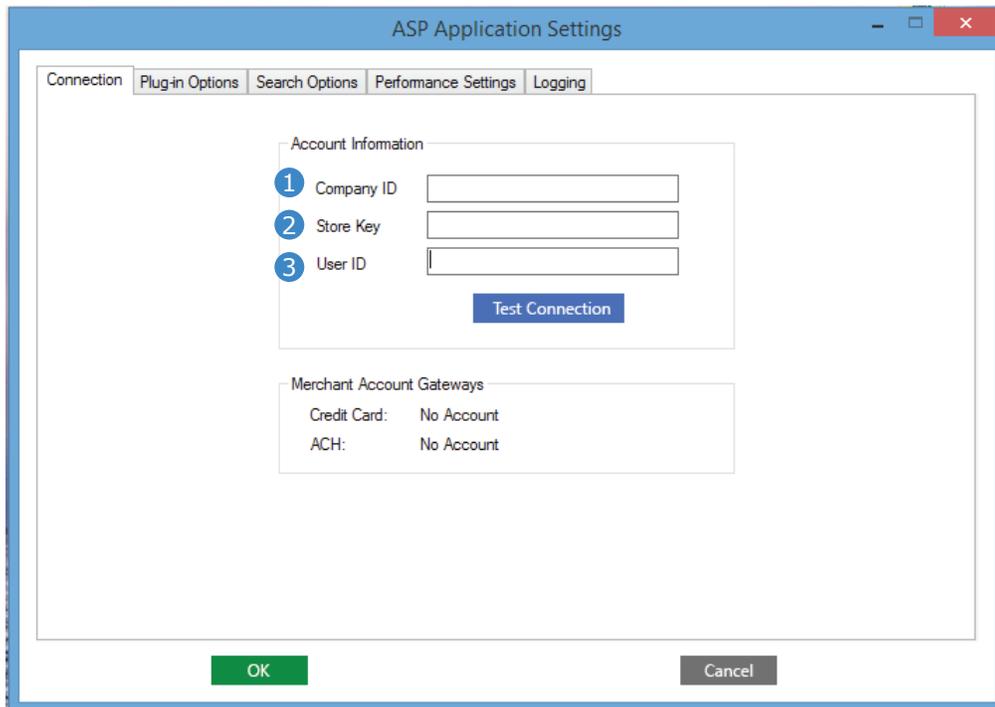
Application Settings Menu

Click on the Application Settings button
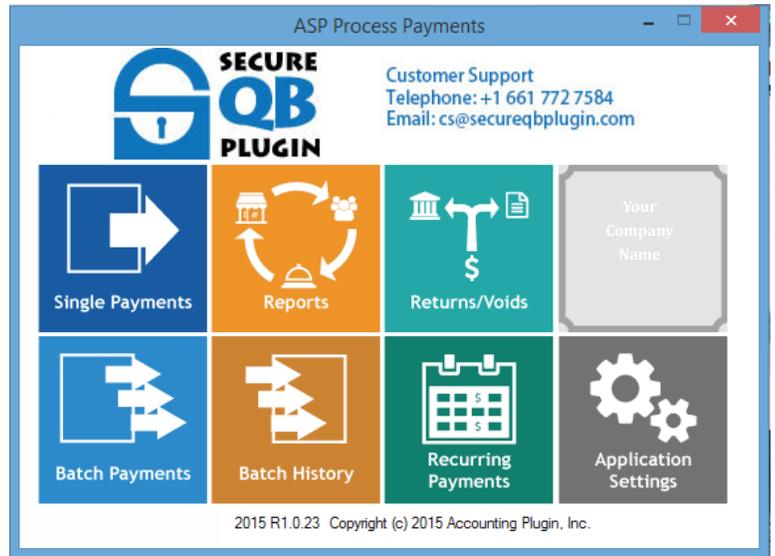
> **Before you process the first transaction, you must set up the unique information for each "Company" you have in QuickBooks on the Account Information page.**

Connection

Account Information

Use the settings/credentials that were received in your welcome email to fill in the:

1. Company ID
2. Store Key
3. User ID

Merchant Account Gateway: When a secure connection is established, it will be noted as active for Credit Card or ACH or both.

Plug-In Options
Use the default options or make adjustments as defined below:

1. **Deposit To Account:** Choose a default deposit account. The recommended setting is "Undeposited Funds."
2. **Option for the** [×] **button:** Choose whether to minimize or close the plug-in when clicking the [×] button.
3. **Receipt Width:** Changing the width will increase or decrease the width of the receipt, the type size does not change.
4. **Memos:** Determine whether Memo information is posted to invoices and payment records, and what information that will include.
5. **ACH Defaults:**
   a. **Holder Type:** The defaults for this dropdown menu are "Business Account" or "Personal."
   b. **Account Type:** The defaults for this dropdown menu are "Business Account" or "Checking." Alternative selection options for these menus are "Personal" and "Savings."
   c. **SEC Code:** Select from the following choices in the drop down menu. This information is available from your account representative and is determined when establishing the processing account.

   SEC Codes:

ARC	Accounts Receivable Check Conversion
PPD	Prearranged Payment Entry, Business to Personal, B2C
RCK	Represented Check Entry, NSF Check Recovery
TEL	Telephone Authorized Entry
WEB	Internet Authorized Entry
CCD	Cash Concentrated Disbursement, Business to Business, B2B
BOC	Back Office Check Conversion

6. Location where Batch Reports are stored on the computer. The default setting is recommended.
7. Click on [OK] button to apply selections.
8. Click on [Cancel] button to disregard selection changes.
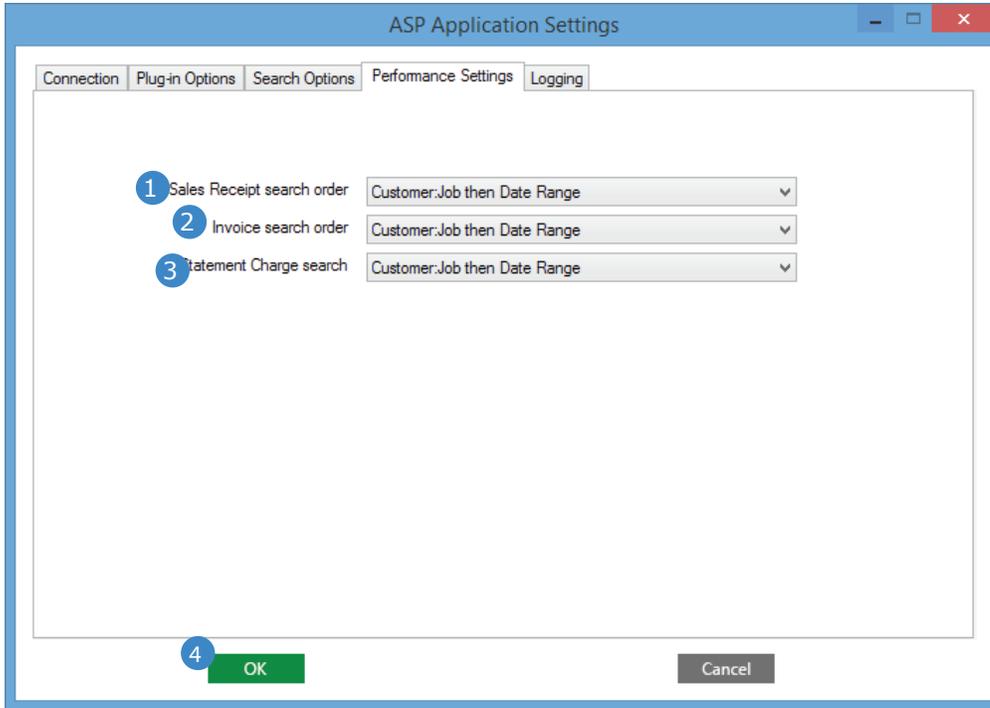
Search Options
Use the default options or make adjustments as defined below:
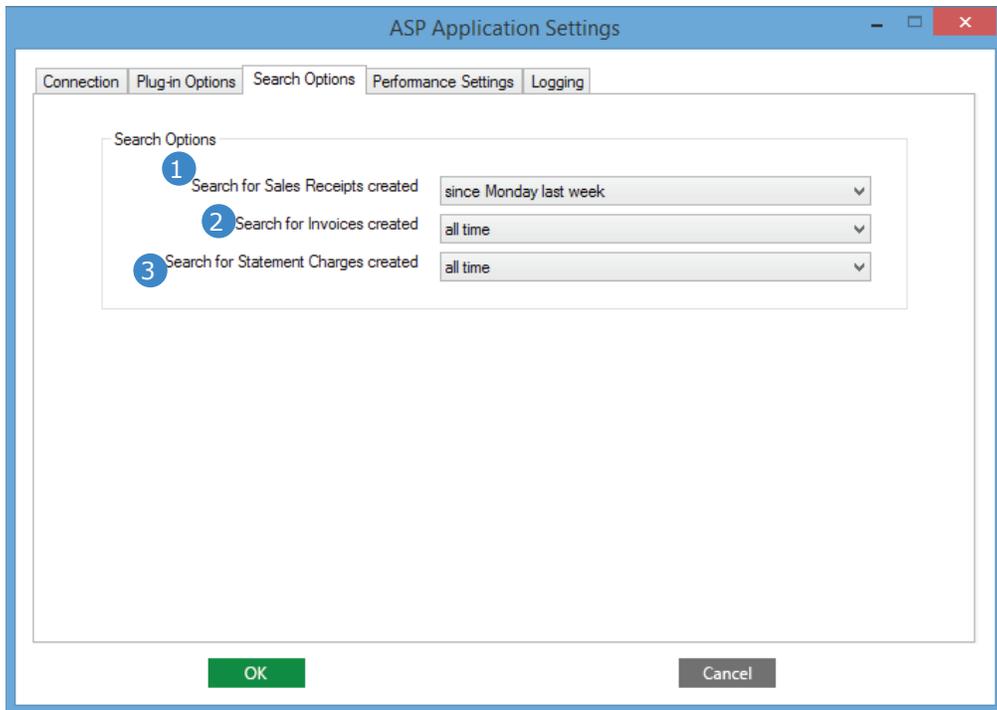
1. Determine how far back the plug-in will search the QuickBooks files for Sales Receipts.
2. Determine how far back the plug-in will search the QuickBooks files for Invoices.
3. Determine how far back the plug-in will search for Statement Charges.
4. Click on **OK** button to apply selections.
5. Click on Cancel button to disregard selection changes.

Performance Settings
Use the default options or make adjustments as defined below:

1. **Sales Receipts Search Order:** Use this dropdown to select how far back the plug-in will search for Sales Receipts.
2. **Invoice Search Order:** Use this dropdown to select how far back the plug-in will search for Invoices.
3. **Statement Charge Search Order:** Use this dropdown to select how far back the plug-in will search for Statement Charges.
4. Click on OK button to apply selections.
5. Click on Cancel button to disregard selection changes.

Logging

Use the default options or make adjustments as defined below:
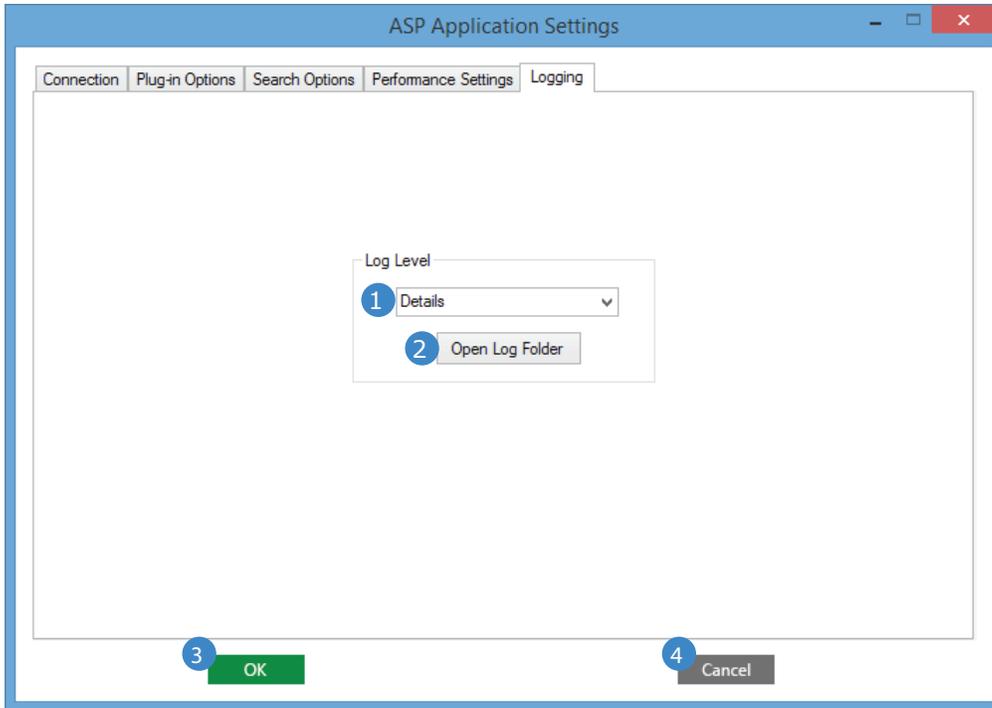
1. Select how error messages are presented.
   a. **Details: (Recommended Setting)** Details will display the full error code.
   b. **Errors:** This is the default setting, but not the recommended setting, and will display a basic error message.

2. **Open Log Folder:** If this is selected, you will immediately be taken to the open log folder.

3. Click on [OK] button to apply selections.

4. Click on [Cancel] button to disregard selection changes.