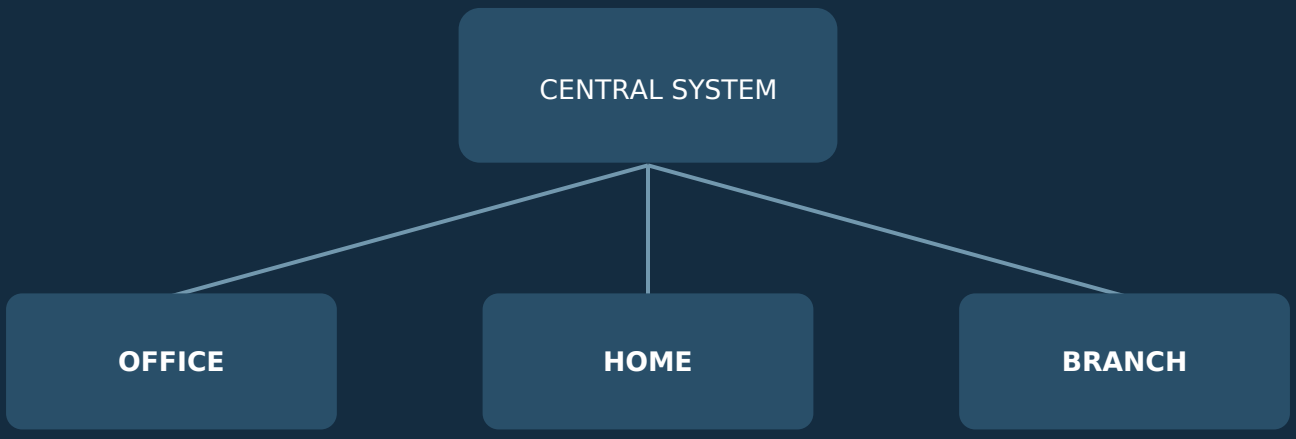
HISAB online

Elite Enterprise Solutions

HISABONLINE / CLIENT INFORMATION GUIDE

Hosting Questions and Answers

QuickBooks Enterprise hosting, business software cloud hosting, and office server setup in Pakistan.



Have a question? Contact us anytime.
Visit hisabonline.com - we are ready to help.

01 / REMOTE ACCESS

Work from different locations

Questions 01-04 | Hosting benefits and access

01 What can your hosting service do for my business?

We help your team use your business software from different locations. Your office, shops, factory, or warehouse can connect to one central system, making it easier to share records and check your business.

02 Can you host the software I already use?

Tell us your software's name and version. We check its requirements, then recommend a suitable hosting setup.

03 Can my team use QuickBooks Enterprise from different locations?

Yes. With the right hosting setup, authorised staff can access the same QuickBooks company file from different locations using their individual user IDs. Everyone can work with the same business records.

04 Can I check my business from home?

Yes. With remote access configured, you can open your hosted software from home using a supported device and an internet connection. Check your recorded sales, expenses, and balances without visiting each location.

Have another question?

If you have any other questions, please do not hesitate to contact us anytime. We are ready to help. Visit hisabonline.com to get in touch.

02 / TEAM COLLABORATION

Keep your team connected

Questions 05-08 | Shared records, users and hosting options

05 Can several employees work at the same time?

Yes, where your software and licences support multiple users. Tell us how many people need to work at the same time so we can plan the right setup.

06 Will we still need to send company files between branches?

Your team can work on a central company file instead of sending separate working copies between locations. This helps reduce confusion about which copy has the latest entries.

07 Can my accountant access the software remotely?

Yes. We can arrange access for your accountant to review records and assist your team remotely. Their permissions can be set according to the work they need to do.

08 What is the difference between cloud hosting and an office server?

With cloud hosting, your software runs on a hosted server accessed through the internet. With an office server, it runs on equipment at your premises. We can also arrange remote access to your office server where required.

03 / SETUP & CONTROL

Choose and configure your setup

Questions 09-12 | Planning, data transfer and access control

09 Which setup is right for my business?

We help you choose based on your software, users, locations, internet connection, and existing equipment. We explain the options and costs so you can make a clear decision.

10 Can you move my existing company data?

We can help move your data as part of the agreed setup. We review compatibility, arrange the agreed backups, and test the system before your team starts regular work.

11 Will each employee have a separate login?

We can set up individual server accounts for your staff. Where your software supports permissions, access within the application can also be arranged according to each person’s responsibilities.

12 Can I check who changed financial records?

If your software includes an Audit Trail or activity history, you can review the changes it records, including the user and time where available. You can access these reports remotely, even from home. QuickBooks Enterprise includes an Audit Trail report for reviewing transaction activity.

04 / EVERYDAY USE

Understand daily service needs

Questions 13-16 | Devices, connectivity, backups and support

13 Can I use my existing computers and printers?

Yes. You can use your existing computer to access your software in the cloud and a compatible printer to print reports and documents. We check and test printing during setup.

14 What happens if my internet connection stops?

Cloud access resumes when your connection is restored. An alternative connection, such as mobile internet, may help you continue working. With an office server, local staff may still be able to work through the office network.

15 How will my data be backed up?

You can create a backup whenever you want and copy it to your own computer using copy and paste. Managed backup is available as a separate service.

16 Do you provide technical support after setup?

Yes. We provide technical help according to your agreed support plan. Your quotation explains the support included, how to contact us, and any additional charges.

05 / GROWTH & GETTING STARTED

Plan your next step

Questions 17-20 | Expansion, coverage and enquiries

17 Can I add more users or locations later?

Yes. Contact us when your business grows. We review server capacity, then explain what is needed to add users or locations.

18 Do I need technical knowledge to use cloud hosting?

No. We set up your access and show you how to connect. Once connected, you can open your software and work as usual. Technical help is available through your agreed support plan.

19 Do you serve businesses across Pakistan?

We welcome enquiries from businesses across Pakistan. Tell us where your team works, and we will explain the remote setup and support available, along with any on-site work required.

20 How do I get started?

Contact us with your software name and version, number of users, and business locations.

We check your requirements, send you a quotation, and arrange setup after your approval.

Information Riview and Updates

This document provides a general overview of HisabOnline’s services and reflects current technology and service practices at the time of publication. As technology and business requirements evolve, HisabOnline reserves the right to review and update this information. Your agreed services remain subject to your quotation or service agreement.For the latest information or any questions, please visit hisabonline.com. We are happy to help.