

Getting Started

AccountRight Standard v19
AccountRight Plus v19



Serial number

MYOB Australia Pty Ltd

ABN 13 086 760 198

Website: myob.com.au

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Installing your AccountRight software

Welcome to MYOB AccountRight Standard v19 and MYOB AccountRight Plus v19. This *Getting Started* guide contains instructions on how to install and register your software, and provides basic set up information for starting to use your software.

Before you begin

To start using your AccountRight software, do the following:

Task	See
1	Check the contents of your installation package below
2	Check the minimum system requirements page 6
3	Install your software page 6
4	Register your software page 8
5	Create and activate a company file page 8
6	Set up your company file page 13

MYOB Technical Support If you need help installing or using your AccountRight software, see [‘Technical support’ on page 19](#).

Check the contents of your installation package

In addition to this *Getting Started* guide, the package that you purchased should contain these items:

- Software Licence Agreement envelope, containing your installation CD and a serial number sticker
- a guide to AccountRight software-compatible cheques, forms and stationery.

If any of these items are missing, please contact the person or company from whom you purchased the package.

Check the minimum system requirements

Make sure that your computer is able to run your software.

Operating system	<ul style="list-style-type: none">• Windows XP (Service Pack 3)• Windows Vista (Service Pack 2)• Windows 7
Hardware	<ul style="list-style-type: none">• Pentium processor at 1GHz or faster• 1GB RAM or higher• 200MB free hard disk for program installation• 35MB additional disk space for each company file• 16-bit colour monitor with 1024 x 768 screen resolution

Software	<ul style="list-style-type: none">• Internet Explorer v6• Apple QuickTime v7• Adobe Reader v8.2.1• Microsoft .Net Framework v3.5
Microsoft Office	<ul style="list-style-type: none">• Microsoft Word 2000 to 2007• Microsoft Excel 2000 to 2007• Microsoft Outlook 2000 to 2007 (for card synchronisation)
Internet	Dial-up or broadband connection for MYOB M-Powered Services and the Help Centre

NOTE: Note that the hardware and software requirements will vary depending on your operating system. For more detailed information about compatible software versions, see myob.com.au/minimum_specs.

Install your AccountRight software

If you need help installing or using your software, see '[Technical support](#)' on page 19.

To install your AccountRight software

NOTE: Disable your virus scanner Installation may fail if you have a virus scanner running. Disable your virus scanner before installing your AccountRight software. Once your AccountRight software has been installed, you can re-enable it.

- 1 If your computer allows only people with administrator privileges to install programs, log in as administrator.
- 2 Close any open programs.

- 3 Insert the installation CD into the drive. An installation window appears.

If the installation window does not appear, open the CD drive in Windows Explorer—usually the D:\ drive—and double click the [autorun.exe](#) icon.

- 4 Click **Install** and follow the on-screen installation instructions.

NOTE: Installation errors If installation errors occur, see '[Troubleshooting the installation](#)' on page 7 or contact MYOB Support.

- 5 When installation is complete, click **Finish**. Your default web browser displays the Help Centre.

The **Register for Update Alerts** window also appears. This window enables you to register for automatic product update alerts.

- If you want to register for product update alerts now, enter your product serial number and click **Register for Updates**. You can find the product serial number on the software CD sleeve.
- If you want to set up the alerts later, click **Close**.

For more information about software updates, see the Help Centre or the user guide.

- 6 If you disabled a virus scanner to install the software, re-enable it.

Troubleshooting the installation

During installation, one of the following errors may occur:

InstallShield errors If you experience InstallShield errors during installation, go to myob.com.au/supportnotes and search for the InstallShield error support note (document ID 9219).

OfficeLink messages If you choose to install your software in a location other than the default location, one or two OfficeLink driver windows may appear during installation. If they appear, you need to close them to resume the installation.

Additional resources

CD resources

Your software CD contains third-party software installers, information and other resources besides the AccountRight software installer.

Document library The *User Guide* and *Release Notes* are provided as PDFs. You can print additional copies of these documents, up to the number of licences you have purchased.

Apple QuickTime If you intend to include graphics on your customised reports and invoices, install this program.

To access additional resources

- 1 Insert the AccountRight software CD into the drive. A welcome window appears.

NOTE: If the welcome window does not appear open the CD drive—usually the D:\ drive—in Windows Explorer and double-click **autorun.exe**.

- 2 Click **Resources**.

Help Centre

The Help Centre is a comprehensive online resource that addresses all functions and features of your software. It also includes window descriptions, report samples and tips for helping solve common problems. To open the Help Centre, go to the **Help** menu and choose **Search Help**.

MYOB M-Powered Services

M-Powered Services are subscription-based services that allow you to replace paper-based methods of making and receiving

payments, and managing your funds, with efficient networked-based methods. For more information about subscribing to MYOB M-Powered Services, visit myob.com.au/m-powered/

Register your AccountRight software

Registering your software allows you to:

- activate the company files you create. Unless you register your software and activate each company file you create, you will only be able to enter data into those files for a maximum of 90 days. For more information, see the 'Setting up your company file' section of the Help Centre or the user guide.
- obtain telephone, email or Internet support for 30 days—see 'Technical support' on page 19.
- log in to my.myob.com.au and take advantage of resources (such as updated tax tables) available only to registered customers.

- receive information about product upgrades, new products, special offers and other services.

To register online

- 1 Start your web browser and go to my.myob.com.au.
- 2 In the **Business Product Registration** section, click **Register now**.
- 3 Complete the online registration form.

To register by telephone

- ❖ Call MYOB Registrations on 1300 555 151 between 9.00a.m. and 5.30p.m. (Melbourne time), Monday to Friday.

Creating and activating a company file

Your software stores your business data in a company file. If you don't already have a company file, you must create it before you can begin recording transactions.

When you create a company file, you record basic information about your business, such as the business name and your contact details. You must also specify the month and financial year in which you want to start recording transactions.

Do the following tasks to create and activate a company file.

Task	See
1 Create a company file	below
2 Activate the company file	page 11

Task 1: Create a company file

You can create a company file using the **New Company File Assistant**. This assistant is a series of interactive windows that guide you through the process of creating a new company file.

Do you already have a company file? If your accountant or MYOB consultant has provided you with a company file, or if you want to use a file that you created with a test drive version of this software, you don't need to create a company file. However, you may still need to activate it, see '[Activate the company file](#)' on [page 11](#).

Before you create a company file, you need to know:

Your current financial year	This is the financial year for which you want to start recording transactions in your company file. Note that a financial year is represented by the calendar year in which the financial year ends. For example, if your financial year ends in June 2010, your financial year is 2010.
The last month of your financial year	This is the month in which your financial year ends. For most businesses the last month is June.
Your conversion month	This is the earliest month for which you want to record transactions. For example, if you want to enter transactions dated 1 September or later, your conversion month is September. You cannot enter transactions dated before the conversion month.

The number of accounting periods in your financial year

You can choose to have 12 or 13 accounting periods. A 13th period is a period for recording entries which you do not want included in the accounting figures for a particular month. For example, you can use it to record year-end adjustments that are attributed to all months. If in doubt, choose 13 periods.

The default list of accounts that you want to start with

Accounts are categories to which you allocate each of your transactions. When you create a company file, you need to select a default list of accounts. You can:

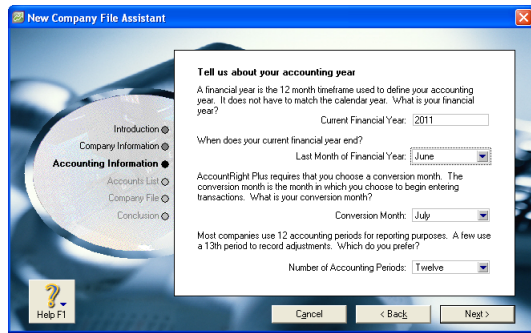
- **start with an accounts list provided in your software.** You can select a predefined accounts list suitable for your business.
- **import a list of accounts.** You can import an accounts list from another company file or from one that has been provided by your accountant or MYOB Certified Consultant.
- **build your own list.** You can start with an accounts list that has the minimum accounts required by your software and then add to it.

Note that you can modify your accounts list after creating your company file.

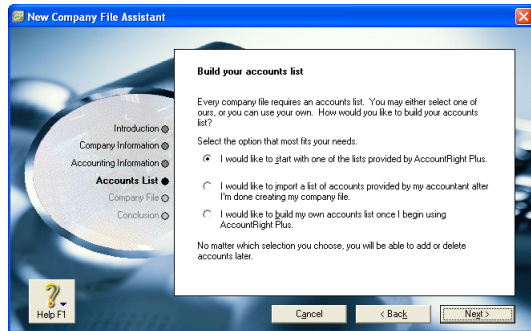
To create a new company file

- 1 Start your AccountRight software. A welcome window appears.
- 2 Click **Create new company file**. The introduction page of **New Company File Assistant** appears.
- 3 Click **Next**. The **Company Information** page appears.
- 4 Enter your business contact and registration details. If available, also enter your software serial number.
- 5 Click **Next**. The **Accounting Information** page appears.
- 6 Enter your financial year details and conversion month.

TIP: Current financial year Remember that this is the financial year for which you want to start recording transactions in your company file. It does not need to be the financial year that your business is currently operating in.

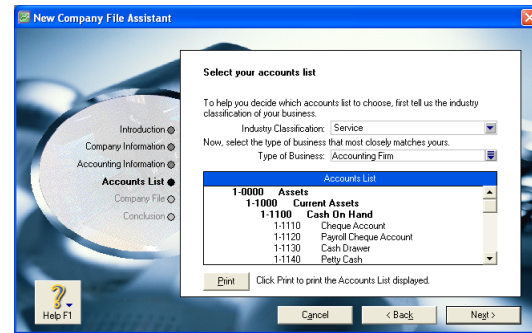


- 7 Click **Next**. A confirmation page appears.
- 8 Check the financial year and conversion month and then click **Next**. The **Accounts List** page appears.
- 9 Select the default accounts list you want to start with.



If you choose to...	Continue with...
start with an accounts list provided in the software	step 10
import a list of accounts	step 12
build your own list	step 12

10 Click **Next**. An accounts list selection page appears.



11 Select the type of industry and business that best matches your own business.

A suitable accounts list for the business type you selected appears. If you want to print the list, click **Print**. Later you can tailor the list to meet the needs of your business.

12 Click **Next**. The **Company File** page appears.

13 If you want to change you company file name and location:

- a Click **Change**. The **New** window appears.
- b Select the required location.
- c If necessary, type a new file name.
- d Click **Save**. The **Conclusion** page appears.
- e Continue with [step 15 below](#).

NOTE: Restricted access to the Program Files folder in Windows Vista and Windows 7 User Account Control (UAC) is a security feature in Windows Vista and Windows 7. If UAC is active, files saved in the **Program Files** folder can only be opened by the Windows user who saved the files. If other users need to access your company file, do not save it in this folder. For more information about User Account Control, see Windows help.

- 14 Click **Next**. Your company file is created and the **Conclusion** page appears.
- 15 If you want to set up your company file later click **Command Centre**. Continue with '[Task 2: Activate the company file](#)' below.

Task 2: Activate the company file

Activation is a process that verifies you have a legal installation of your software. You can activate your company file online or over the phone via an automated service.

NOTE: Do you need to complete this task? You don't need to activate a company file that you have created for testing purposes or any file you are no longer entering transactions into.

After creating a company file, you can use it for 90 days in trial mode, after which you must activate the file if you want to continue entering transactions.

If you don't activate the file within 90 days, it will become read-only, which means you can open, view, print and export information, but you will not be able to enter new information into the file until you activate it.

After activating a file, you must confirm the company file once or twice a year, that is, extend its activation throughout its working life. For more information about activation and confirmation, see [Help Centre](#) or the user guide.

NOTE: Automatic confirmation If you want, you can set a preference to automatically confirm an activated company file over the Internet when required.

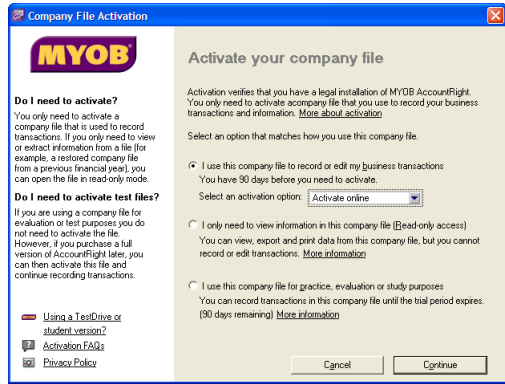
Activation limits You can initially activate up to five company files. If you need to create more than five company files (for example, yours is a bookkeeping business looking after many clients), you can purchase licence extensions to activate as many additional company files as required. Contact MYOB Customer Service if you need a licence extension. Each additional licence extension allows you to activate a further five files.

Before you begin Before you can activate a company file, you need to:

- **know your product serial number.** If you didn't enter your serial number when creating the company file, you will need to enter it during the activation process. You can find your serial number on the software CD sleeve.
- **register your software.** Registration enables MYOB to contact you should there be any issues with your software. See [page 8](#) for information on how to register your software.

To activate a company file

- 1 Open the company file to be activated and sign on. The **Company File Activation** window appears.



- 2 Click **I use this company file to record or edit my business transactions**, then choose an activation option:

Method	Steps
Activate Online	<ol style="list-style-type: none"> 1 Ensure you are connected to the Internet. 2 Choose Activate online and then click Continue. The Company File Activation – Online window appears. 3 If you have not previously entered your serial number, type it in the Serial Number field and press TAB. The code in the Company File Code field is generated automatically. 4 Click Continue to activate the file.

Method	Steps
Activate by Phone	<ol style="list-style-type: none"> 1 Choose Activate by phone and then click Continue. The Company File Activation – By Phone window appears. 2 If you have not previously entered your serial number, type it in the Serial Number field and press TAB. The code in the Company File Code field is generated automatically. 3 Call MYOB on the telephone number displayed under the Company File Code field and follow the instructions to receive your confirmation code. 4 Type the confirmation code in the Confirmation Code field and click Continue. Note that you cannot use this code to activate another company file nor can you use this code to confirm an activated company file.

- 3 Follow the on-screen instructions until the **Command Centre** window appears.
- 4 If you want to activate another company file:
 - a Go to the **File** menu and choose **Open**. The **Open** window appears.
 - b Open the company file to be activated and sign on to the file.
 - c If you want to back up the company file you have just activated, click **Yes**. (For more information about backing up, see the Help Centre or the user guide.) If you want to back up the company file later, click **No**. The **Open** window appears.
 - d Continue from [step 2 above](#).

For more information about activation, see the Help Centre or the user guide.

Setting up your company file

Depending on the features you want to use, there are some additional tasks that you may need to do.

Essential tasks The tasks you need to do depend on whether your accountant has created and set up a company file for you, the information you currently have, when your business started and if you are using your software on a network. This section guides you through the essential tasks, which are listed in the table [below](#).

Advanced tasks Once you have completed the essential tasks, you can start recording transactions. However, if you need to use the advanced features of this software (such as the sales or inventory features), you will need to do further setup tasks. These tasks are covered in the 'Advanced setup' section in the Help Centre or the user guide.

Task	See
1 Set up accounts	below
2 Enter account opening balances	page 16
3 Set up preferences	page 17
4 Set a password for the Administrator user ID	page 18

Task 1: Set up accounts

Accounts provide a means for grouping similar transactions. For example, if your business pays rent for the use of its premises, you would create a rent account and then allocate all rent payments to that account.

The accounts you use for your business are grouped in an accounts list.

NOTE: Do you need to complete this task? If your accountant or MYOB Certified Consultant has provided you with a company file, this task may have been completed for you. In this case, go to '[Enter account opening balances](#)', on [page 16](#).

When you created your company file, you selected a default accounts list to start with. This list may already have the accounts you need. If not, you can change the list to suit your needs. If you are unsure, ask your accountant which accounts you should create, edit or delete.

If you selected to import a list of accounts, you should import this list now. For more information about importing data into your company file, see 'Importing data' in the Help Centre or the user guide.

Account numbers Each account is identified by a unique five-digit number. The first digit indicates the account's classification (for example, accounts starting with 1 are asset accounts). The remaining four digits determine its location within the classification. The lower the number, the higher up in the list it appears. For example, account 1-1100 appears above 1-1200.

Account classifications and types The accounts list groups accounts into eight classifications—Assets, Liabilities, Equity, Income, Cost of Sales, Expenses, Other Income and Other Expenses. Within each account classification there is at least one account type.

Account classifications and types are described in the following table.

Classification	Type	Description
Asset (1-xxxx)	Bank	Money in the bank, for example, in a cheque or savings account.
	Accounts Receivable	Money owed to you by your customers.
	Other Current Asset	Assets that, if required, can be turned into cash within a year. These may include your term deposits.
	Fixed Asset	Assets which have a long life, for example, buildings, cars and computers. Fixed assets are usually depreciated.
Liability (2-xxxx)	Other Asset	Other assets you own such as loans made to others and goodwill.
	Credit Card	Repayments required to service credit card debt.
	Accounts Payable	Money you owe to your suppliers.
	Other Current Liability	Money owed by you that is due in less than a year, for example, GST.
Equity (3-xxxx)	Long Term Liability	Money owed by you that is due in more than one year, for example, a business loan.
	Other Liability	Other money you owe.
	Equity	The business's net worth, that is, its assets minus its liabilities. Common equity accounts are current year earnings, retained earnings and shareholders' equity.

Classification	Type	Description
Income (4-xxxx)	Income	Revenue from the sale of goods and services.
Cost of Sales (5-xxxx)	Cost of Sales	The direct cost of selling your goods and providing services, for example, purchase costs and freight charges.
Expense (6-xxxx)	Expense	The day-to-day expenses of running your business, for example, utility bills, employee wages and cleaning.
Other Income (8-xxxx)	Other Income	Other revenues, for example, interest earned on savings and dividends paid from shares.
Other Expense (9-xxxx)	Other Expense	Other expenses, for example, interest charged.

Header and detail accounts Your accounts list consists of detail accounts (the accounts to which you allocate transactions) and header accounts. Header accounts group related detail accounts to help you organise your accounts list.

For example, you can group your telephone, electricity and gas expense accounts using a Utilities header account, making it easier to locate the utility expense accounts in the accounts list and to see combined utility expenses.

You group accounts by indenting the detail accounts located directly below a header account.

	Account Name	Type	Tax	Linked	Balance	
Header accounts	1-0000 Assets	Asset			\$711,184.00	
	1-1000 Current Assets	Asset			\$711,184.00	
	1-1100 Cash On Hand	Asset			\$643,230.00	
Detail accounts	1-1110 Cheque Account	Bank	N-T	✓	\$25,000.00	
	1-1120 Payroll Cheque Account	Bank	N-T	✓	\$53,000.00	
	1-1130 Cash Drawer	Bank	N-T		\$5,800.00	
	1-1140 Petty Cash	Bank	N-T		\$2,500.00	
	1-1150 Provision Account	Bank	N-T		\$41,000.00	
	1-1160 Investment Account	Bank	N-T		\$0.00	
	1-1180 Undeposited Funds	Bank	N-T	✓	\$530,450.00	
	1-1190 Electronic Clearing Account	Bank	N-T	✓	\$5,880.00	
		1-1200 Trade Receivables	Accounts Receivable	N-T	✓	\$57,624.00

Note that:

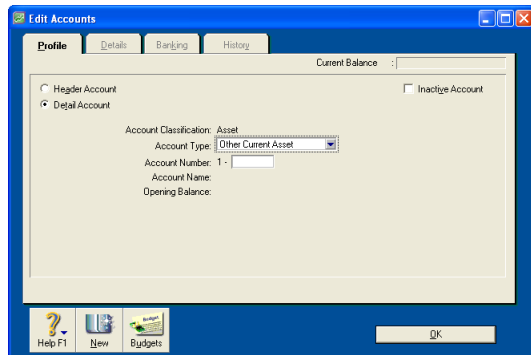
- You cannot allocate transactions to a header account.
- The balance of a header account is the sum of the detail accounts indented directly below it.
- You can create up to three header account levels.

Tasks related to setting up accounts are as follows:

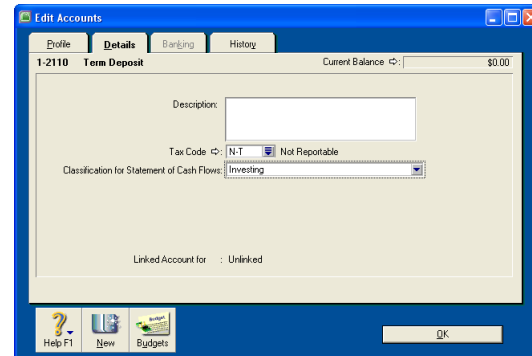
If you want to...	See
Create an account	below
Group detail accounts with a header account	page 16
Delete an account	Help Centre
Change the details of an account	Help Centre
Import an accounts list	Help Centre

To create an account

- 1 Go to the **Accounts** command centre and click **Accounts List**. The **Accounts List** window appears.
- 2 Click **New**. The **Edit Accounts** window appears.



- 3 If you want to create a header account, select the **Header Account** option.
- 4 Select the account type from the **Account Type** list. The **Account Classification** field changes according to the selection you make. For more information, see '[Account classifications and types](#)' on page 13.
- 5 Enter a four-digit number for the account in the **Account Number** field. The number must be unique within each account classification.
- 6 Press **TAB** and type a name for the account.
- 7 Click the **Details** tab.



- 8 If you want, type a brief description of the account in the **Description** field.
- 9 In the **Tax Code** field, select the tax code that you use most often with transactions that will be posted to this account.
- 10 If you are creating an asset, liability or equity account (other than an asset that has the account type of **Bank**), select an option from the **Classification for Statement of Cash Flows** list.

Classifying the accounts allows you to generate a statement of cash flows. This report shows how your cash position has changed over time, profit earned and where your cash was spent. If you're unsure about which classification to use, consult your accountant or an MYOB Certified Consultant.

- 11 If you are creating a bank or credit card account, and you want to keep a record of your bank account details, click the **Banking** tab and enter your account details.
- 12 [Detail accounts only] If you want to enter historical balances, complete the **Last FY** column on the **History** tab. That way you can compare the year's monthly account balances with those of the corresponding months last year.
- 13 [Detail accounts only] If you want to set up a budget:
 - a Click **Budgets**. The **Prepare Budgets** window appears.
 - b Type the budget amounts in the monthly columns.
 - c Click **Close**.For more information about budgets, see the Help Centre or the user guide.
 - d Click **OK** when you have finished. The account now appears in your accounts list.

To group detail accounts with a header account

You group accounts by indenting the accounts located below a header account.

- 1 Go to the **Accounts** command centre and click **Accounts List**. The **Accounts List** window appears.
- 2 Select the detail account you want to group.
- 3 If you want to group the account with the header account located above it, click the **Down** icon.
- 4 If you want to move the account up a level in your accounts list, click the **Up** icon.

Task 2: Enter account opening balances

Account opening balances are the balances of your accounts as at the first day of your conversion month.

NOTE: Do you need to complete this task? If you were in business prior to your conversion month, most of your accounts probably already have balances. If you want to produce financial reports that included these balances (such as a balance sheet), or you want to track the balance of accounts with a cumulative balance (such as your bank account), you need to enter these balances.

You can find your account opening balances on a trial balance report, a balance sheet or a profit & loss report prepared for the period immediately prior to your conversion date. You can ask your accountant to prepare these reports.

You may also be able to find your account opening balances using your previous accounting software or paper-based records.

The balances you enter depend on whether your conversion month is also the first month of your financial year. If your conversion month:

- **is the first month of your financial year**, enter the opening balances of your asset, liability and equity accounts only. The opening balances of your income, cost of sales and expense accounts should be zero.
- **is not the first month of your financial year** (for example, if your financial year starts in July but your conversion month is September), enter the opening balances of *all* your accounts.

Opening bank account balances You can enter the following amounts as the opening balance of a bank account:

- the bank account balance that appears on your balance sheet or trial balance reports as at the day prior to your conversion date. For example, if your conversion date is 1 July 2010, this is the bank account balance as at 30 June 2010.

These reports can be provided by your accountant, or, if you were previously using another accounting software, printed using that software.

- the cashbook balance of the account as at the end of the day prior to your conversion date. You can calculate your cashbook balance by taking into account the transactions not yet cleared by your bank as at the conversion date and the balance that appears on your bank statement at that date.

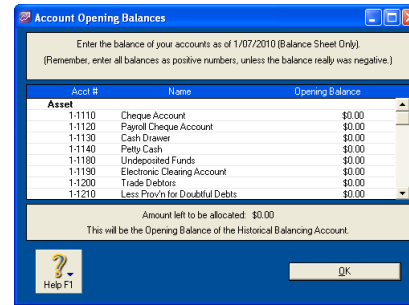
For example, assume that \$500 worth of deposits and \$1000 worth of payments were unpresented as at your conversion date (that is, they had not appeared on a bank statement). The cashbook balance would be calculated as shown below:

Bank statement balance as at the conversion date	\$21,000.00
ADD uncleared deposits	+ \$500.00
SUBTRACT uncleared payments	- \$1,000.00
Cashbook balance as at the conversion date	\$20,500.00

To enter opening balances

- Go to the **Setup** menu, choose **Balances** and then **Account Opening Balances**. The **Account Opening Balances** window appears.
- Enter the balances in the **Opening Balance** column.

NOTE: You should enter opening balances as positive numbers. For example, don't enter your liability account balances as negative numbers. Enter negative amounts only if accounts truly have negative balances. As a rule, these will be asset accounts that record accumulated depreciation.



- Check that the amount in the **Amount left to be allocated** field at the bottom of the window shows \$0.00.

If this field displays an amount other than \$0.00, check your opening balances again because they are either incomplete or incorrect. However, you can continue the setup process if there is an amount in the **Amount left to be allocated** field. The amount will be assigned to a special equity account called Historical Balancing.

- Click **OK**.

Task 3: Set up preferences

Preferences are settings that enable you to tailor your software to your business requirements and processes.

NOTE: Do you need to complete this task? While you can complete this step later, you should review the default preferences that have been set before you start entering transactions.

You can set preferences to customise the way your software operates. For example, you can choose to automatically print invoices after recording them, or prevent users from editing transactions.

You can set up your preferences using:

- the **Customise Easy Setup Assistant**. This assistant guides you through setting up some key preferences. To access the assistant, go to the **Setup** menu, choose **Easy Setup Assistant** and then click **Customise**.
- the **Preferences** window. This window lists all of the preferences. To view this window, go to the **Setup** menu and choose **Preferences**.

Some preferences you should consider choosing include:

- **Use Audit Trail Tracking** If you want to keep a record of transactional, tax, account and system changes, select this option. This is useful if more than one person will be entering transactions into your file.
- **Transactions CAN'T be Changed; They Must be Reversed** If you don't want to allow users to edit or delete transactions, select this option. If they want to change or delete a transaction, they will need to do so by recording a reversal transaction.

For more information about setting and using preferences, see the Help Centre or the user guide.

Task 4: Set a password for the Administrator user ID

When you created your company file, a user ID called Administrator was automatically created.

A user ID enables you to:

- control access to a company file
- track a transaction record history
- save individual preferences.

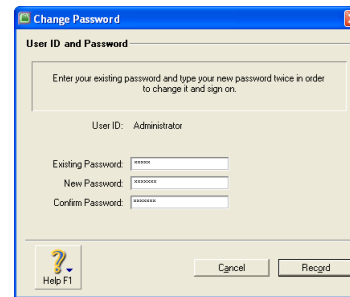
By default, the Administrator user ID does not have a password assigned to it. Anyone who signs on with the **Administrator** user

ID will have access to all command centres, functions and windows and can create, edit and delete other user IDs.

For that reason, as soon as you create a company file, you should assign a password to the Administrator user ID; otherwise, anyone can sign on and then enter, edit and delete transactions in your file.

To set a password for the Administrator user ID

- 1 Start your AccountRight software and, in the welcome window, click **Open your company file**.
- 2 In the **Open** window, select the company file to be opened, and click **Open**. The **Sign-on** window appears.
- 3 Click **Change Password**.
- 4 In the **Change Password** window, leave the **Existing Password** field blank, type the password in both the **New Password** and **Confirm Password** fields.



- 5 Click **Record**.

NOTE: Access restrictions If you want to restrict other users from accessing certain features or information, you can create additional user IDs and specify their access restrictions. For more information, see the 'Managing user accounts and company files' section in the Help Centre or the user guide.

Technical support

When you register your AccountRight software, you automatically receive 30 days of introductory support. During this period, our Technical Support team will offer assistance with installing, using and troubleshooting your AccountRight software.

You can call MYOB Technical Support between 9 a.m. and 7 p.m. Monday to Friday (Melbourne time) on 1300 555 128.

Note that MYOB cannot resolve connectivity issues caused by third-party services, service providers, hardware or software, or networking problems. MYOB phone support does not cover enquiries about general accounting or taxation issues, nor does it include application consulting or training.

Support options

MYOB Cover When your introductory support period expires, you can subscribe to MYOB Cover. This plan offers 12 months access to technical support by phone, fax and email, and any software upgrades and updates released during this period. MYOB Cover customers can call MYOB Technical Support between 7.30 a.m. and 9.30 p.m. Monday to Friday (Melbourne time) on 1300 555 123. For more information, visit myob.com.au/support

MYOB Pay-Per-Call Support If you don't subscribe to MYOB Cover, you can continue accessing MYOB Technical Support by paying for each call you make. The Pay-Per-Call service is available by calling 1300 555 128 from 9 a.m. to 7 p.m. Monday to Friday (Melbourne time). Please have your credit card handy before calling.

MYOB websites

Support Notes Visit myob.com.au/supportnotes to get help with installing, setting up and customising your software.

MYOB website Visit myob.com.au for news and links to many useful resources.

my.MYOB Log into my.myob.com.au and access resources available only to registered customers.

Face-to-face assistance

MYOB Training MYOB Training provides courses designed and written by educational, technical and accounting experts, and delivered by professional trainers. There are courses designed for beginners and experienced software users. To find out about MYOB Training, visit myob.com.au/training or call 1300 555 151.

MYOB Certified Consultants MYOB Certified Consultants are independent consultants whose knowledge, skill and experience are endorsed by MYOB. Certified Consultants can help you install, set up and use your software. They can also provide product demonstrations and one-to-one training.

To locate an MYOB Certified Consultant, visit myob.com.au/support/ccmembers or call 1300 555 151.

