

# A Quick Guide to Using Swizznet Support For QuickBooks Customers

## Who Should I Call?

We want you to have the best possible service with us. Some of your tools are serviced by our team and some are managed by your accountant or Intuit. This is a quick guide for who to contact for headache-free assistance and support.

### Contact Swizznet

- Issues with opening the program, launching applications and the setup of devices
- Printing assistance
- Restoring a copy of your files from our automated nightly backup solution
- Accessing your QuickBooks program
- In-program QuickBooks backups
- Integration assistance

### Contact Your Accountant or Intuit

- Program related setup questions
- In-program questions & assistance
- File-specific issues and errors
- When contacting Intuit support, please be sure to provide your owned or rental license numbers – **DO NOT USE** the license info in the software provided by Swizznet

### Updates

- We update all QuickBooks applications for you
- We apply all approved Microsoft & Windows critical security updates after vetting them
- We update all third party applications that we offer as approved add-ons
- Private cloud users: We provide you with an Admin user so you can update your applications on-demand. We suggest requesting a snapshot from Swizznet support prior to installing new applications or applying any updates

## Contact Swizznet Support

Call us at **888.794.9948 x 2** or submit a [ticket](#) to our support team.