



# QuickBooks License FAQ for Service Providers

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*Frequently Asked Questions for Service Providers*

## Licensing Questions

**Q We never received an email containing our license and product number. Can you re-send the email?**

**A** Intuit changed to a new distribution process in June of 2014. Instead of providing individual licenses to each organization, all partners will use a master set of licenses which are registered in Intuit's name.

We will update the download page (<https://fi.intuit.com/products/download/quickbooks/>) with revised instructions and installation codes for currently supported versions.

**Q We have no need for QuickBooks because we do not have QuickBooks downloads available for our customers.**

**A** The MSA agreement includes QuickBooks licenses even if you have not specifically contracted for QuickBooks downloads. You are not required to install QuickBooks if there is no need.

## Direct and Indirect Institutions

**Q We only have "direct" institutions who have a contract with Intuit. If they ask us questions what should we tell them?**

**A** A separate communication will be going out to all institutions that have a contract with Intuit. If one of your institutions contacts you, they can be referred to either the download page at <https://fi.intuit.com/products/download/quickbooks/> (preferred) or the QuickBooks Licensing support mailbox ([MSA\\_OFX\\_QB\\_Registration@intuit.com](mailto:MSA_OFX_QB_Registration@intuit.com)).

**Q We have "indirect" financial institutions. Should we continue to send them our assigned codes or should we direct them to the website for the new codes?**

**A** We recommend that any financial institutions who need installation codes use the download page on the website to encourage the process in which these the codes will be distributed in the future. If you have previously-assigned codes, you may continue to distribute them to your indirect financial institutions.

**Q We have “indirect” financial institutions and they have already installed QuickBooks with our assigned license codes. Do they need to reinstall with these new codes?**

**A** No, your “indirect” institutions do not have to take action with existing installations. They can continue to use installed software and existing codes as long as the product is supported. If the product is installed and registered, there is no reason to reinstall or change to the new license code.

**Q In the past you used to refer any of our “indirect” institutions who reached out to the mailbox back to our organization. Are you going to continue to do this?**

**A** No; any financial institutions who reach out directly to the support mailbox will now be directed to the download page where the installation codes and instructions will be available along with the installers.

## Using the License Numbers

- Q We have already installed QuickBooks with our individual license codes that were distributed under the old process. Do we need to reinstall with these new codes?**
- A** No, you don't have to do anything with existing installations. You can continue to use installed software and previously distributed codes for as long as the product is supported. If the product is already installed and registered, there is no reason to install or change to the new license code.
- Q If we need to install QuickBooks for additional employees, should we use our previously assigned codes or these new codes?**
- A** We recommend that all new installations use the new codes from the download page at <https://fi.intuit.com/products/download/quickbooks/>. If you have previously-assigned codes, you may continue to distribute them within your organization.
- Q When trying to use the new codes, we are being prompted for a phone number and zip code during the registration step. What values should we use?**
- A** The licenses have been registered in Intuit's name. The phone number and zip code to use are on the download page next to the installers and are also contained within the instructions that are also available on the download page.
- Q We need to install QuickBooks on several computers. Will you send more license numbers?**
- A** You can use the same license and product number to install QuickBooks as needed by your organization.
- Q We no longer have our license and product number? Can you re-send?**
- A** No. All new installations or reinstallations should use the new codes from the download page at <https://fi.intuit.com/products/download/quickbooks/>.
- Q We have installed and registered QuickBooks, but it is not working.**
- A** Please submit an inquiry via <http://fi.intuit.com/contactus>. Choose the 'Technical Assistance' category and provide details, error codes if any, and attach log files.
- Q We used to be able to download free QuickBooks at www.fi.intuit.com. Is this still available?**
- A** Yes, the installers for currently supported versions are available. To install and register, please go to the QuickBooks download page at [fi.intuit.com \(https://fi.intuit.com/products/download/quickbooks\)](https://fi.intuit.com/products/download/quickbooks/), download the installer, and install it with the license and product number in the email you received.