

# Tip of the Week: QBO Sync App

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TimeSolv will be pushing out a new release in the coming days and one of the updates will impact QuickBooks Online users who are using our QBO Sync tool.

The next time you log into your TimeSolv QBO Sync tool after our release, you will see an authentication error. This is occurring because of an update by QuickBooks on how outside software like TimeSolv authenticates with QuickBooks Online. Our step-by-step process below explains how to fix this error.

In TimeSolv, under the 'Account' in the Integration tab, you should see a QBO connect box on the right-hand side. You need to disconnect QuickBooks Online by clicking on the "disconnect" link.

Once you have been disconnected, you will see an option to "connect" QuickBooks Online again. Go ahead, and click on "connect".

Clicking 'connect' will open another window at QBO that will ask for you to verify your company profile at TimeSolv with QBO.

Entering your QuickBooks username and password here will redirect you to a window where you'd be able to see company account hyperlink. Clicking here opens a 'connect' button again.

When you've pressed it, the command will re-fetch the 'Integration' tab under your account where you can access QBO's tools to proceed with your operations.

If you'd like more help with the understanding of QBO Sync or any tools, please call us at 1.800.715.1284, email us at [support@timesolv.com](mailto:support@timesolv.com) or schedule a FREE 30-minute support session.