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Certified Payroll Solution – Enterprise 6.0 - 10.0 Minimum User Permissions

The advanced permission setting in Enterprise 6.0 - 10.0 certainly can make a business owner feel more confident that only the people they really want to have access to certain data are the only ones that will indeed be able to access it. However, we have seen many business owners get "carried away"-- effectively stopping people from actually doing their job.

When granting Certified Payroll Solution access rights to your QuickBooks file the user that is assigned, in the "Login As" drop down selection of the Integrated Application properties screen, must have the following access rights to the QuickBooks company file – otherwise, Certified Payroll Solution will not be able to access the required information to complete your Certified Payroll Reports and the user will receive a QuickBooks Error message.

Example:
Larry, who is the QuickBooks Administrator (ADMIN) originally set up Certified Payroll Solution and initially chose Admin from the "Login As" dropdown menu of the Integrated Application properties screen. Larry ran the first few certified payrolls and then gave the task of generating the reports to Suzy, who normally handles only Accounts Payable. In QuickBooks, Suzy has no permission to access timesheet data. Suzy is logged into QuickBooks as herself and attempts to run Certified Payroll Solution; she will receive a QuickBooks Error message:

> **Retrieving "x" (time line entries or Jobs) from QuickBooks Failed**
> **Error Code 0: X"**
> **(Job) query failed. Insufficient permission level to perform this action.**

And Suzy will be **unable** to run or print the reports because Certified Payroll Solution has been told that only someone with Admin level permissions can run the reports and Suzy does not have Admin permissions.

To avoid a call to Technical Support, Larry can:

1. Tell Suzy that when she runs Certified Payroll Solution that QuickBooks must be closed. This allows CSP to log into QuickBooks automatically using the Admin permissions. Using this method does cause a delay in CPS's initial connection to QuickBooks.
2. Edit Suzy's QuickBooks User Account and give her the required permissions so that she can have QuickBooks open while running CPS and to also correct any errors that CPS encounters.
3. Create a new user Account in QuickBooks called CPS, who has the permissions outlined below. Then go to Edit->Preferences->Integrated Applications->Company Preferences

Tab->click on Certified Payroll Solution->choose Properties and select CPS from the "Login As" dropdown. Again Suzy must have QuickBooks closed when running CPS and there will be a delay in CPS's initial connection to QuickBooks.

Important Note: If Larry chooses option 1 or 3 and Suzy encounters any errors, such as **Timesheets (for Employee/Job/Wage) listed below are not in the Paycheck Detail, or Employees listed below have multiple rates for the same payroll item name in the QuickBooks Employee Record** Suzy will be unable to go back into QuickBooks and correct the problems. Larry will have to log into QuickBooks and correct the errors so that Suzy can generate the reports without errors.

As the QuickBooks Administrator, Certified QuickBooks ProAdvisor, Accountant, IT Consultant, etc. setting up this program, please take the necessary time, up front, to make sure that the following permission setting exists – a suggestion is to create a new Role in QuickBooks called CPS and assign it to multiple people or as needed. The time you spend now will save someone a call to Technical Support and perhaps eliminate the need to call you back into their office from an important meeting.

To ensure that the user has sufficient permissions from the QuickBooks Company Menu, select Users and, then, Set Up Users and Roles. In the User List tab, click on the name of the user to view the Roles assigned to this user. Select the Role List Tab and then press the Edit Button.

> ***Important Note:*** Currently there is a "bug" in Enterprise Permissions. Below are the minimum permissions that are required in order for CPS to retrieve paycheck and time sheet information from QuickBooks. We feel that this is a "bug" and have reported it as such to Intuit, because many of the permission settings that are required have nothing to do with how CPS retrieves the data from QuickBooks. Despite this problem being reported each year for the last 3 years, it remains unchanged.

<u>Follow the instructions below carefully.</u>

Select Banking option and expand the Activities by clicking on the + sign.

1. Click on the Bank Accounts option and expand the list by clicking on the + sign. Select the name of the bank account that you use to issue paychecks. Select Full Access, View and Print.
2. Click on Checks and expand the list by clicking on the + sign. Select Partial Access to View, Create, Modify, and Print.

Select Centers and expanding the Activities by clicking on the + sign.

1. Click on the Customer Center and expand the list by clicking on the + sign. Select Partial Access to View List, Modify Entries, Print List, and View Balance.
2. Click the Employee Center and expand the list by clicking on the + sign. Select Partial Access to View List, Modify Entries, Print List, and View Payroll Info.
3. Click the Vendor Center and expand the list by clicking on the + sign. Select Partial Access to View List, Modify Entries, Print List, and View Balance.

Select Company and expand the Activities by clicking on the + sign. Select Company Information and grant Full Access with View and Modify Access levels.

Select Employees & Payroll and expand the list by clicking on the + sign. Select Paychecks and choose Full Activity Access Level including View, Create, Modify, Delete and Print. Select Payroll Adjustments and choose Full Activity Access Level including View, Create, Modify, and Delete.

Select Lists and expand the Activities by clicking on the + sign.

1. Select Customer & Vendor Profile List and expand the list by clicking on the + sign. Select Customer Type List and choose Full Activity Access Level including Create, Modify, Delete and Print.
2. Select Payroll Item List and choose Full Access with the ability to View List, Create Entries, Modify Entries, Delete Entries and Print Lists.

Select Reports and expand the Activities by clicking on the + sign:

1. Select Custom Transaction, expand this and select Custom Transaction Detail and choose Partial Access to View.
2. Select Customers and Receivables and choose Full Access to View and Print.
3. Select Employees and Payroll and choose Partial Access to View
4. Select Jobs and choose Full Access to View and Print
5. Select Time and choose Full Access to View and Print
6. Select Vendors and Payables and choose Full Access to View and Print

Select Time Tracking and choose Full Access to View, Create, Modify, Delete, and Print.

Taking the time to verify that the person whom you wish to have run Certified Payroll Solution has the permissions outlined above will alleviate the need for a support call and overall frustration with the program.