Chat Transcript

need help with outlook

Visitor Details

19 Sep, 9:19:27 PM

#81727 Tayler Lopez

Email: tayler@soleilfloors.com ☎ 5122180400

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: https://www.acecloudhosting.com/

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 5 Secs

Tayler Lopez	need help with outlook	19 Sep, 9:19:27 PM
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.	9:19:36 PM
	Aayush Verma is transferring the chat to Support(QB & App Hosting).	9:19:46 PM
Tayler Lopez	i need help with ticket #762823	9:19:49 PM
	Manish Singh accepted the chat transfer request.	9:20:05 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:20:10 PM
Tayler Lopez	thanks	9:20:36 PM
Manish Singh	Tayler, have you arranged a callback with us regarding the outlook issue.	9:21:37 PM
Tayler Lopez	No i haven't	9:21:53 PM
Manish Singh	Alright, May I know what issue you are facing?	9:22:19 PM
Tayler Lopez	my outlook stops sending emails randomly. When i close it and try to reopen, it won't open again	9:22:51 PM
Manish Singh	I will surely help you with this issue.	9:22:57 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	9:23:01 PM
Tayler Lopez	No, i've been experiencing it off and on all week	9:23:22 PM

	no one else is having this issue	9:23:26 PM
Manish Singh	Alright!	9:23:28 PM
	May I take the remote access of your local computer?	9:23:32 PM
Tayler Lopez	yes	9:23:46 PM
Manish Singh	https://assist.acecloudhosting.com/join/5932656252	9:25:04 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:25:08 PM
	Kindly paste this link in the browser of local computer and join the session.	9:25:11 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:26:53 PM
	The issue occurred because the email was stuck in the **Outbox** , which typically happens due to a temporary connection issue or a large attachment. By switching Outlook to **Work Offline mode** , deleting/moving the stuck email, and then going back online, the mail flow was restored successfully.	9:41:22 PM
	Is there anything else I may help you with ?	9:41:28 PM
Tayler Lopez	nope, that's it	9:42:08 PM
	thank you!	9:42:10 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:42:11 PM
Tayler Lopez	thank you!	9:42:20 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:42:37 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).

For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) | 9:42:40 PM |
| | *Manish Singh has ended this chat session* | 9:42:41 PM |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81973 yodercpa

Email: yodercpa@sbcglobal.net ☎ 8128900228

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: https://www.acecloudhosting.com/support-chat.php

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: VINCENNES

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 49 Secs

yodercpa	Hello, I am your Acebuddy	26 Sep, 6:40:42 PM
Acebuddy	Hello Chad Winkler, I'm your Ace Buddy. I'll be happy to assist you!	6:40:43 PM
	Whom Would You Like to Connect With?	6:40:43 PM
yodercpa	Technical Support (QB & App Hosting)	6:40:51 PM
Acebuddy	Welcome to Ace Support.	6:40:51 PM
	Please chose an option :	6:40:51 PM
yodercpa	I'd like to report an Issue	6:40:59 PM
Acebuddy	Please select an option!	6:40:59 PM
yodercpa	Other Issue	6:41:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:41:05 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:14:31 PM
	Ended due to chat idle timeout	7:14:31 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81072 Josie Lu

Email: josielu1029@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: https://www.acecloudhosting.com/support-chat.php

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 18 Secs

Josie Lu	Hello, I am your Acebuddy	2 Sep, 8:12:54 PM
Acebuddy	Hello Josie Lu, I'm your Ace Buddy. I'll be happy to assist you!	8:12:55 PM
	Whom Would You Like to Connect With?	8:12:55 PM
Josie Lu	Technical Support (QB & App Hosting)	8:13:02 PM
Acebuddy	Welcome to Ace Support.	8:13:02 PM
	Please chose an option :	8:13:02 PM
Josie Lu	I'd like to report an Issue	8:13:21 PM
Acebuddy	Please select an option!	8:13:21 PM
Josie Lu	QuickBooks Issue	8:13:27 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:13:27 PM
Josie Lu	QuickBooks Login Issue	8:13:33 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:13:33 PM
	Was that helpful?	8:13:33 PM
Josie Lu	No	8:13:57 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:13:57 PM
	Acebuddy (bot) forwarded the chat request	8:13:57 PM
	Arjun Sikarwar declined the transfer request.	8:13:59 PM

	Manish Singh accepted the chat transfer request.	8:14:16 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:14:44 PM
Josie Lu	I'm having trouble getting into the Quickboooks	8:14:58 PM
Manish Singh	I will surely help you with this issue.	8:15:14 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	8:15:19 PM
Josie Lu	I only know of me having this issue and this has occurred multiple times.	8:15:52 PM
Manish Singh	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	8:16:45 PM
	May I know your username on the server?	8:17:03 PM
Josie Lu	Admin	8:17:33 PM
Manish Singh	Kindly help me with your server name?	8:18:11 PM
	Are we still connected here?	8:20:42 PM
	Are we still connected here?	8:21:07 PM
	Are we still connected here?	8:22:04 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:22:10 PM
	Manish Singh has ended this chat session	8:22:13 PM

Chat Transcript

Hello, I am your Acebuddy

26 Sep, 10:05:41 PM

Visitor Details

#81986 connie

Email: connie@comptonmarineservice.net ☎ 15176172885
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop

Chat Transcript

Chat Duration : 29 Mins 13 Secs

connie	Hello, I am your Acebuddy	26 Sep, 10:05:42 PM
Acebuddy	Hello Connie, I'm your Ace Buddy. I'll be happy to assist you!	10:05:43 PM
	Whom Would You Like to Connect With?	10:05:43 PM
connie	Technical Support (QB & App Hosting)	10:14:18 PM
Acebuddy	Welcome to Ace Support.	10:14:18 PM
	Please chose an option :	10:14:18 PM
connie	I'd like to report an Issue	10:14:22 PM
Acebuddy	Please select an option!	10:14:22 PM
connie	Other Issue	10:14:28 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:14:28 PM
connie	Setback	10:14:35 PM
Acebuddy	Please select an option!	10:14:35 PM
connie	Restart	10:14:40 PM
Acebuddy	Hello Connie, I'm your Ace Buddy. I'll be happy to assist you!	10:14:40 PM
	Whom Would You Like to Connect With?	10:14:40 PM
connie	Technical Support (QB & App Hosting)	10:14:46 PM
Acebuddy	Welcome to Ace Support.	10:14:46 PM
	Please chose an option :	10:14:46 PM
connie	I'd like to report an Issue	10:14:50 PM
Acebuddy	Please select an option!	10:14:50 PM
connie	Other Issue	10:14:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:14:54 PM
connie	my keyboard won't work in my remote Compton MS1. My keyboard obviously works in this environment because I'm typing to you here, but won't work in the remote for Compton MS1. ComptonMS2 doesn't seem to be affected.	10:17:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:17:35 PM
	Acebuddy (bot) forwarded the chat request	10:17:35 PM

	Shubham Maurya accepted the chat transfer request.	10:18:41 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	10:19:30 PM
connie	greetings! What I was moving on to say but ran out of characters is that I tried using ComptonMS1 on my laptop and am having the same issue	10:19:55 PM
Shubham Maurya	I would like to ask you is it related to Ace server or remote desktop services?	10:21:04 PM
connie	I'm not sure how to answer that question. I use RDP to login to your services	10:21:31 PM
Shubham Maurya	Kindly allow me two minutes to check the same.	10:22:47 PM
	Thank you for your patience.	10:25:03 PM
	Is this for account: Compton Marine Sales & Service LLC?	10:25:10 PM
connie	yes	10:25:20 PM
Shubham Maurya	Thanks for the confirmation !	10:25:29 PM
	Could you please logout from the server for 2 minutes?	10:27:10 PM
	Let me make some changes from backend to fix this issue?	10:27:27 PM
connie	do you want me to get MS2 out of the server too?	10:27:31 PM
Shubham Maurya	If you are connected with Comptonms1, then please logout.	10:28:10 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	10:28:15 PM
connie	yes only occuring for me	10:28:25 PM
Shubham Maurya	Then please logout from the Comptonms1.	10:28:38 PM
connie	done	10:28:44 PM
Shubham Maurya	Thank you.	10:29:59 PM
	Just give me 2 more minutes.	10:30:05 PM
	Thank you for your patience.	10:31:15 PM
	Could you please try to login on server with Comptonms1 and check again?	10:31:33 PM
connie	it'	10:32:50 PM
	it's working now	10:32:52 PM
Shubham Maurya	Great.	10:33:00 PM
	Is there anything else I may help you with ?	10:33:10 PM
connie	thanks for your help! what was wrong with it?	10:33:12 PM
Shubham Maurya	We have removed the temp files from the user profile: Comptonms1 (Edited)	10:33:35 PM
	Which we did from backend and restarted the server to save the settings.	10:33:51 PM
connie	ah....thanks again. that clears up my issue and you can close out this ticket.	10:34:08 PM
Shubham Maurya	Sure.	10:34:30 PM

	Is there anything else I may help you with ?	10:34:35 PM
connie	nope, that's it	10:34:42 PM
Shubham Maurya	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:34:44 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	10:34:47 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:34:53 PM
connie	done	10:34:55 PM
	Shubham Maurya has ended this chat session	10:34:55 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details --- 2 Sep, 8:17:12 PM

#81074 Leah Ren

Email: leah.ren@changcpa.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: https://www.acecloudhosting.com/support-chat.php

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: PORT ORANGE

State: Florida

Country: UNITED STATES

Chat Transcript

Leah Ren	Hello, I am your Acebuddy		2 Sep, 8:17:13 PM
Acebuddy	Hello Leah Ren, I'm your Ace Buddy. I'll be happy to assist you!		8:17:14 PM
	Whom Would You Like to Connect With?		8:17:14 PM
Leah Ren	Technical Support (QB & App Hosting)		8:17:24 PM
Acebuddy	Welcome to Ace Support.		8:17:24 PM
	Please chose an option :		8:17:24 PM
Leah Ren	I'd like to raise a Request		8:17:33 PM
Acebuddy	Please select your request type.		8:17:33 PM
Leah Ren	Other Request		8:17:54 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.		8:17:54 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :		8:17:54 PM
Leah Ren	Yes, I'm facing issues with my server		8:18:01 PM
Acebuddy	Please select an option!		8:18:01 PM
Leah Ren	QuickBooks Issue		8:18:07 PM
Acebuddy	What type of QuickBooks Issue are you facing?		8:18:07 PM
Leah Ren	QuickBooks is Frozen		8:18:14 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks		8:18:14 PM
	Was that helpful?		8:18:14 PM
Leah Ren	Yes		8:19:06 PM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!		8:19:06 PM
	Acebuddy has ended this chat session		8:19:06 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81944 tclark

Email: tclark@peakmedicalpc.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

Website: https://www.acecloudhosting.com/support-chat.php

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: PARK CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 17 Secs

tclark	Hello, I am your Acebuddy	25 Sep, 7:34:52 PM
Acebuddy	Hello Tclark, I'm your Ace Buddy. I'll be happy to assist you!	7:34:53 PM
	Whom Would You Like to Connect With?	7:34:53 PM
tclark	Technical Support (QB & App Hosting)	7:34:57 PM
Acebuddy	Welcome to Ace Support.	7:34:57 PM
	Please chose an option :	7:34:57 PM
tclark	I'd like to report an Issue	7:35:02 PM
Acebuddy	Please select an option!	7:35:02 PM
tclark	QuickBooks Issue	7:35:06 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:35:06 PM
tclark	Other QB related issue	7:35:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:35:18 PM
tclark	unable to connect	7:35:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:35:31 PM
	Acebuddy (bot) forwarded the chat request	7:35:31 PM
	Sanyam Madan accepted the chat transfer request.	7:36:10 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:36:20 PM
tclark	thank you. I am unable to connect at all today.	7:37:01 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:37:20 PM
tclark	QBNXTPRE1 and tclark	7:38:01 PM

	It just let me in but seems to be frozen now. This is the 3rd day in a row that I have needed to contact for help. Are you seeing this with more people?	7:39:20 PM
Sanyam Madan	Are you the only one experiencing this issue, or are others affected as well?	7:39:33 PM
tclark	I am the first one here today so I don't know that answer	7:40:06 PM
Sanyam Madan	Is the freezing constant, or does it occur at specific times of the day?	7:41:18 PM
tclark	It has been different times of the day for the last 3 days	7:41:47 PM
	It seems to be unfrozen now. I'm not sure what is going on but it has been about 20 minutes of trying to get connected	7:42:39 PM
Sanyam Madan	May I take the remote access of your server? to investigate the root cause of the issue ?	7:43:01 PM
tclark	yes	7:43:10 PM
Sanyam Madan	Please allow me 2 minutes	7:43:20 PM
	https://assist.acecloudhosting.com/join/8912068888	7:44:29 PM
	Kindly paste this link in the browser of local computer and join the session.	7:44:53 PM
tclark	did that work?	7:46:24 PM
Sanyam Madan	You need to download the file	7:46:50 PM
tclark	how about now?	7:48:38 PM
Sanyam Madan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:48:43 PM
	We will keep this ticket open and we will keep observing the server and if the issue arises again, we will escalate this case to our escalation team	7:56:28 PM
	Is there anything else I may help you with ?	7:56:33 PM
tclark	that is all- thanks again for your help	7:57:01 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	7:57:04 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:57:08 PM
	Sanyam Madan has ended this chat session	7:57:09 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81635 zulma.argueta1

Email: zulma.argueta1@gmail.com ☎ 17048080362

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

Website: https://www.acecloudhosting.com/support-chat.php

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 31 Secs

zulma.argueta1	Hello, I am your Acebuddy	17 Sep, 8:17:22 PM
Acebuddy	Hello Zulma.argueta1, I'm your Ace Buddy. I'll be happy to assist you!	8:17:23 PM
	Whom Would You Like to Connect With?	8:17:23 PM
zulma.argueta1	Technical Support (QB & App Hosting)	8:17:26 PM
Acebuddy	Welcome to Ace Support.	8:17:26 PM
	Please chose an option :	8:17:26 PM
zulma.argueta1	I'd like to report an Issue	8:17:41 PM
Acebuddy	Please select an option!	8:17:41 PM
zulma.argueta1	QuickBooks Issue	8:17:45 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:17:45 PM
zulma.argueta1	Other QB related issue	8:17:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:17:51 PM
zulma.argueta1	set up quickbooks migration tool	8:18:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:18:11 PM
	Acebuddy (bot) forwarded the chat request	8:18:11 PM
	Sujeet Kumar Suman accepted the chat transfer request.	8:18:49 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:18:55 PM
	Hello Zulma	8:19:03 PM
zulma.argueta1	Hello	8:19:27 PM

Sujeet Kumar Suman	How are you doing?	8:19:39 PM
zulma.argueta1	Good, i need help with a migration tool for quickbooks. Says i need an administrator	8:21:30 PM
Sujeet Kumar Suman	I will be surely assisting you. Kindly help me with your server name and user name?	8:21:49 PM
zulma.argueta1	Server Name: GETaxes.myrealdata.com User: MYREALDATA	8:26:05 PM
	ZulmaArgueta	8:26:11 PM
Sujeet Kumar Suman	Thank you for the information.	8:27:11 PM
	Allow 2 minutes to check the same.	8:27:17 PM
	Thank you for your patience.	8:27:50 PM
	As checked with my team, we need permission to install the application. Please provide your callback number, time zone, and available time so our team can reach out to assist you.	8:27:53 PM
zulma.argueta1	704 808 0362 eastern time	8:28:13 PM
	i need it asap please	8:28:19 PM
Sujeet Kumar Suman	Thank you for the information.	8:28:38 PM
	Sure, we will	8:28:53 PM
	Is there anything else I may help you with ?	8:29:11 PM
zulma.argueta1	no	8:29:19 PM
	thank you	8:29:21 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:29:25 PM
	Most welcome.	8:29:31 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:29:37 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:29:41 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	8:29:46 PM
	Sujeet Kumar Suman has ended this chat session	8:29:54 PM

Chat Transcript

Hello, I am your Acebuddy

Chat Transcript

Chat Duration : 37 Secs

yodercpa	Hello, I am your Acebuddy	26 Sep, 10:48:33 PM
Acebuddy	Hello Yodercpa, I'm your Ace Buddy. I'll be happy to assist you!	10:48:34 PM
	Whom Would You Like to Connect With?	10:48:34 PM
yodercpa	Technical Support (QB & App Hosting)	10:48:41 PM
Acebuddy	Welcome to Ace Support.	10:48:41 PM
	Please chose an option :	10:48:41 PM
yodercpa	I'd like to raise a Request	10:48:48 PM
Acebuddy	Please select your request type.	10:48:48 PM
yodercpa	Other Request	10:48:59 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:48:59 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:48:59 PM
yodercpa	No, That'll be all!	10:49:11 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	10:49:11 PM
	Acebuddy has ended this chat session	10:49:11 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81308 Lavanya Keetha

Email: lavanya@smsolutionsinc.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: https://www.acecloudhosting.com/support-chat.php

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: GOLCONDA

State: Telangana

Country: INDIA

Chat Transcript

Chat Duration : 1 Min 13 Secs

Lavanya Keetha	Hello, I am your Acebuddy	9 Sep, 9:49:24 AM
Acebuddy	Hello Lavanya, I'm your Ace Buddy. I'll be happy to assist you!	9:49:24 AM
	Whom Would You Like to Connect With?	9:49:24 AM
Lavanya Keetha	Technical Support (QB & App Hosting)	9:49:48 AM
Acebuddy	Welcome to Ace Support.	9:49:48 AM
	Please chose an option :	9:49:48 AM
Lavanya Keetha	I'd like to report an Issue	9:50:03 AM
Acebuddy	Please select an option!	9:50:03 AM
Lavanya Keetha	QuickBooks Issue	9:50:13 AM
Acebuddy	What type of QuickBooks Issue are you facing?	9:50:13 AM
Lavanya Keetha	QuickBooks Login Issue	9:50:21 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:50:21 AM

	Was that helpful?	9:50:21 AM
Lavanya Keetha	Yes	9:50:37 AM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	9:50:37 AM
	Acebuddy has ended this chat session	9:50:38 AM

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Chat Transcript

Hello, I am your Acebuddy

Visitor Details 18 Sep, 8:43:01 PM

#81687 Tim Nelson

Email: sales@superiorsalesdist.com ☎ 17343557260

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: https://www.acecloudhosting.com/support-chat.php

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: ADRIAN

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 31 Secs

Tim Nelson	Hello, I am your Acebuddy	18 Sep, 8:43:02 PM
Acebuddy	Hello Tim Nelson, I'm your Ace Buddy. I'll be happy to assist you!	8:43:03 PM
	Whom Would You Like to Connect With?	8:43:03 PM
Tim Nelson	Technical Support (QB & App Hosting)	8:43:06 PM
Acebuddy	Welcome to Ace Support.	8:43:06 PM
	Please chose an option :	8:43:06 PM
Tim Nelson	I'd like to raise a Request	8:43:10 PM
Acebuddy	Please select your request type.	8:43:10 PM

Tim Nelson	Change in Users	8:43:16 PM
Acebuddy	Please select your desired option!	8:43:16 PM
Tim Nelson	User Removal	8:43:20 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	8:43:20 PM
	Do you need any further assistance on the topic?	8:43:20 PM
Tim Nelson	Yes	8:43:25 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:43:25 PM
	Acebuddy (bot) forwarded the chat request	8:43:25 PM
	Shashwat Verma accepted the chat transfer request.	8:44:35 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:44:42 PM
	Hello Tim	8:44:46 PM
Tim Nelson	I am trying to remove a user who has left the company. The screen shots in the Knowledge Base do not reflect what I am seeing the portal -- I am the admin	8:45:20 PM
Shashwat Verma	I will surely help you with this issue.	8:45:48 PM
	Could you please confirm that username?	8:45:58 PM
Tim Nelson	ChaseT is the user I need to remove	8:46:10 PM
Shashwat Verma	Have you tried to do the same from myportal as you are admin of the server?	8:46:40 PM
Tim Nelson	Yes -- my options are only to add a user, there is no option to remove	8:47:09 PM
Shashwat Verma	In the users list, kindly scroll to the left, you will get the remove option there.	8:47:33 PM
Tim Nelson	That was so obvious I missed it. Thank you for your help	8:48:21 PM
Shashwat Verma	no problem	8:48:35 PM
	Is there anything else I may help you with ?	8:48:37 PM
Tim Nelson	No that's it -- thank you again,	8:49:22 PM
Shashwat Verma	"Please click on the Happy Smile."	8:49:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:49:31 PM
	Shashwat Verma has ended this chat session	8:49:33 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81081 fady.hocheimy

Email: fady.hocheimy@mfhgroup.com ☎ +2207751010
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: MANJAI KUNDA
State: Banjul
Country: GAMBIA

Chat Transcript

Chat Duration : 43 Mins 30 Secs

fady.hocheimy	Hello, I am your Acebuddy	2 Sep, 8:46:42 PM
Acebuddy	Hello Fady Hocheimy, I'm your Ace Buddy. I'll be happy to assist you!	8:46:43 PM
	Whom Would You Like to Connect With?	8:46:43 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:30:13 PM
	Ended due to chat idle timeout	9:30:13 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 10:16:09 PM

#81480 Sulaiman M

Email: sulaiman@thesmaoffice.com

Chat Transcript

Chat Duration : 19 Mins 24 Secs

Sulaiman M	Hello, I am your Acebuddy	12 Sep, 10:16:10 PM
Acebuddy	Hello Sulaiman M, I'm your Ace Buddy. I'll be happy to assist you!	10:16:11 PM
	Whom Would You Like to Connect With?	10:16:11 PM
Sulaiman M	Technical Support (QB & App Hosting)	10:16:20 PM
Acebuddy	Welcome to Ace Support.	10:16:20 PM
	Please chose an option :	10:16:20 PM
Sulaiman M	I'd like to report an Issue	10:16:28 PM
Acebuddy	Please select an option!	10:16:28 PM
Sulaiman M	Password Reset	10:16:36 PM
Acebuddy	Please select an option below	10:16:36 PM
Sulaiman M	Not Enrolled to Selfcare Portal	10:16:45 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	10:16:45 PM
	Do you need any further assistance on the topic?	10:16:45 PM
Sulaiman M	Yes	10:16:57 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:16:57 PM
	Acebuddy (bot) forwarded the chat request	10:16:57 PM
	Abhay Kumar Saraswat accepted the chat transfer request.	10:17:09 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:17:14 PM
	I will be surely assisting you with this.	10:17:34 PM
	Is this for account: **SM Advisors?**	10:17:57 PM
Sulaiman M	Yes	10:18:03 PM

	Hi, I urgently need a password reset	10:18:21 PM
	I have emailed	10:18:28 PM
Abhay Kumar Saraswat	Sure, just give me a minute.	10:18:49 PM
	Do you have the ticket number?	10:18:54 PM
Sulaiman M	Yes	10:19:22 PM
	Would you like the number?	10:19:50 PM
Abhay Kumar Saraswat	I got it.	10:20:32 PM
Sulaiman M	OK	10:20:39 PM
Abhay Kumar Saraswat	May I assist you with the **MyPortal** tool? Resetting your password is quite easy, and I can guide you through the process.	10:21:51 PM
	It will just take 2 minutes.	10:22:09 PM
Sulaiman M	Sure	10:23:22 PM
Abhay Kumar Saraswat	https://myportal.acecloudhosting.com	10:23:28 PM
	Please paste this link in your local PC browser.	10:23:41 PM
Sulaiman M	I have done that	10:23:58 PM
Abhay Kumar Saraswat	Then enter username: **CID66183**	10:24:07 PM
Sulaiman M	Ah	10:24:28 PM
	Ok	10:24:50 PM
Abhay Kumar Saraswat	If you were getting some issue then allow me a minute, let me reset your password and send it to you right away.	10:25:09 PM
Sulaiman M	Yes. I am having issues	10:25:29 PM
Abhay Kumar Saraswat	Please confirm me your username.	10:25:41 PM
Sulaiman M	SM_Sulaiman	10:25:54 PM
Abhay Kumar Saraswat	Thank you for the information and allow me 2 minutes.	10:26:11 PM
	Thank you for your patience.	10:29:53 PM
	I've just sent you the password link in email.	10:30:13 PM
	Also, I've shared the new RDP file and the user guide to login into MyPortal.	10:30:49 PM
	Is there anything else I may help you with ?	10:30:53 PM
	Are we connected here?	10:32:54 PM
	Are we still connected here?	10:33:47 PM
	Are we still connected here?	10:34:26 PM

	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:35:05 PM
Sulaiman M	Thank you. Nothing further at the moment. Have a nice day	10:35:14 PM
Abhay Kumar Saraswat	Great.	10:35:17 PM
	Have a nice day you too.	10:35:25 PM
	Abhay Kumar Saraswat has ended this chat session	10:35:35 PM