

Acebuddy

your Ace Buddy. I'll be happy to assist you!

Like to Connect With?

t (QB & App Hosting)

Support.

option :

Request

or request type.

mail to support@acecloudhosting.com with a brief description of your request and our technicians will co

any issue/problem with your server, Please select the appropriate option below :

t any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

99001010

[/support-chat.php](#)

Acebuddy

ette, I'm your Ace Buddy. I'll be happy to assist you!

i Like to Connect With?

t (QB & App Hosting)

Support.

option :

an Issue

option!

e

ckBooks Issue are you facing?

issue

e issue you are facing before I connect you to an available support representative!

quickbooks pro

we connect you to a Support Representative

	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
	<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Janis Gaudette	Abby Leigh Gifts Janis Gaudette
Shivam Singh	You requested to uninstall the QuickBooks Pro Plus 2024?
	Should we do it right now ?
Janis Gaudette	yes, i am using the Quickbooks enterprise now
	when you get time
Shivam Singh	Great
	Is there anything else I may help you with ?
Janis Gaudette	no thank you!!! have a good day!
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	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 appi
	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/)
	<i>Shivam Singh has ended this chat session</i>

Visitor Details

#77540 Mondrell Ellis

Email: leconcrete10@gmail.com 📞 15019082647

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: BRYANT

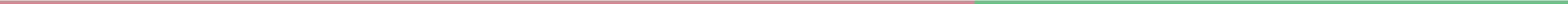
State: Arkansas

Country: UNITED STATES

Chat Transcript

Mondrell Ellis	Hello, I am your Acebuddy
Acebuddy	Hello Mondrell Ellis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mondrell Ellis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mondrell Ellis	I'd like to raise a Request
Acebuddy	Please select your request type.
Mondrell Ellis	Change in Applications
Acebuddy	Please select your desired option!
Mondrell Ellis	Setback
Acebuddy	Please select your request type.
Mondrell Ellis	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout



I am unab

Visitor Details

#77635 Anis Azkoul

Email: deltaac2000@yahoo.com 📞 7138945760

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Anis Azkoul	I am unable to log in. The system is not recognizing my credentials
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
Anis Azkoul	ok
Ankit	Hello Anis, How are you doing today?
Anis Azkoul	everyday I have this problem
Ankit	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Anis Azkoul	DeltaairCHL.myrealdata.net
	user name : myrealdata\AnisA
Ankit	Thank you for the details.
	May I know the error message once?
Anis Azkoul	password not valid

Ankit	Kindly allow me 3-4 minutes to check the same.
Anis Azkoul	ok
Ankit	Thank you for waiting.
	Anis, Everything seems to be okay from our end. May I take the remote access of your local computer?
Anis Azkoul	yes
Ankit	Prior providing the access, I would suggest you to close any important documents at your end.
	Anis, I understand how frustrating it must be to encounter this error while accessing the server. I assure you that we will v
	https://assist.acecloudhosting.com/join/7212947789
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	As discussed during the remote session, your issue has been resolved. We identified that the problem was due to an incor
	Since you were able to log in successfully twice, we can confirm that the issue is resolved for now. We will also share the c
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	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)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Ankit has ended this chat session

Visitor Details

#76451 Andrew Ross

Email: andrew@zebrarecovery.com

Department: Support(QB & App Hos

Operator: Shivam Singh

Website: https://www.acecloudhostir

Operating System: Microsoft Windo

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 11 Sec

City: RALEIGH

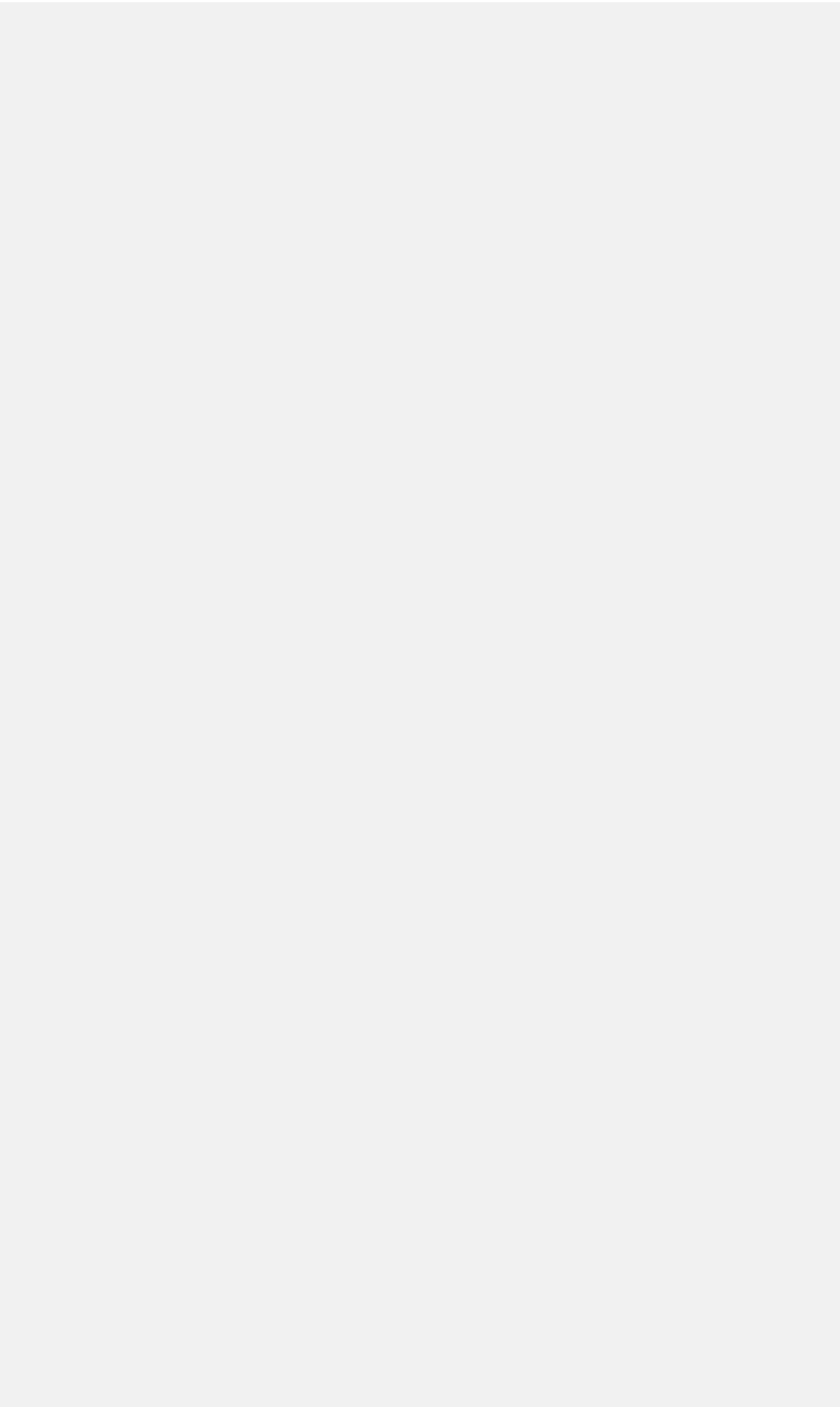
State: North Carolina

Country: UNITED STATES

Chat Transcript

Andrew Ross	Hello, I am
Acebuddy	Hello Andr
	Whom Woi
Andrew Ross	Technical S
Acebuddy	Welcome t
	Please cho
Andrew Ross	I'd like to r
Acebuddy	Please sele
Andrew Ross	Other Issu
Acebuddy	Please spe
Andrew Ross	Remote de
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Gaurav Ku</i>
	<i>Shivam Sir</i>
Shivam Singh	Thank you
Andrew Ross	hi Shivam
	I have bee
Shivam Singh	I will be su
Andrew Ross	Remote Cc
Shivam Singh	Thanks for
Andrew Ross	my user na
	it is interm
Shivam Singh	I understa
	Please try

	Andrew Ross	trying now
	Shivam Singh	May I take
	Andrew Ross	same error
	Shivam Singh	please con
	Andrew Ross	sure
	Shivam Singh	Prior provi
	Andrew Ross	closing out
		really noth
	Shivam Singh	Once done
		https://ass
	Andrew Ross	downloade
	Shivam Singh	Please ask
		draft the e
		Let me kno
	Andrew Ross	ok
		who do yo
		<i>9:41:36 PM</i> <i>image.png</i> <i>Mentioned</i>
		I just sent
		I have to n corrected.
	Shivam Singh	Is there an
		Surely, If y
	Andrew Ross	only issue
	Shivam Singh	Noted and
		Are we stil
		This messag
		Are we stil
		Are we stil
		As there w (1-888-415
		<i>Shivam Sir</i>



Visitor Details -----

#76433 valeria
Email: valeria@cpagoveo.com ☎ 171
Department: Support(QB & App Hos
Operator: Anjainay Singh
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: LEVITTOWN
State: Puerto Rico
Country: PUERTO RICO

Chat Transcript -----

valeria	Hello, I am
Acebuddy	Hello Valer
	Whom Woi
valeria	Technical S
Acebuddy	Welcome t
	Please cho
valeria	I'd like to r
Acebuddy	Please sele
valeria	Other Issu
Acebuddy	Please spe
valeria	Hello! The
Acebuddy	Please wai

Acebuddy

Anjainay S

Anjainay Singh Thank you

Since whei

valeria	Since this
---------	------------

Anjainay Singh	May I take
----------------	------------

Prior provi

valeria	Yes.
---------	------

Everything

Anjainay Singh <https://ass>

Please copy

Are you fa

valeria It says in s

Anjainay Singh We are cor

*connected

Are we cor

Valeria, Is

valeria	No, thank
---------	-----------

Anjainay Singh	As this cha may provid
----------------	---------------------------

You may d

Thank you

Anjainay S

Visitor Details

#76732 mary
Email: mary@infiniteaccountants.cor
Department: Support(QB & App Hos
Operator: Shubham Kataria
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 42 Secs
City: IBABA
State: Laguna
Country: PHILIPPINES

Chat Transcript -----

mary	Hello, I am
Acebuddy	Hello Mary
	Whom Woi
mary	Technical S
Acebuddy	Welcome t
	Please cho
mary	I'd like to r
Acebuddy	Please sele
mary	QuickBook
Acebuddy	What type
mary	QuickBook
Acebuddy	I understai help you w
	Was that h
mary	No
Acebuddy	No issues,
	<i>Acebuddy</i>
	<i>Shubham i</i>
Shubham Kataria	Thank you today.
mary	Hello, we c
Shubham Kataria	

City: SLIDELL
State: Mississippi
Country: UNITED STATES

Chat Transcript -----

tanya oubre	Hello, I am
Acebuddy	Hello Toub
	Whom Woi
tanya oubre	Technical S
Acebuddy	Welcome t
	Please cho
tanya oubre	I'd like to r
Acebuddy	Please sele
tanya oubre	Other Issu
Acebuddy	Please spe
tanya oubre	cannot cor
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Shubham ,</i>
Shubham Kataria	Thank you today.
	I will be su
	Are we stil
	As you're c call us at (

Shubham ,



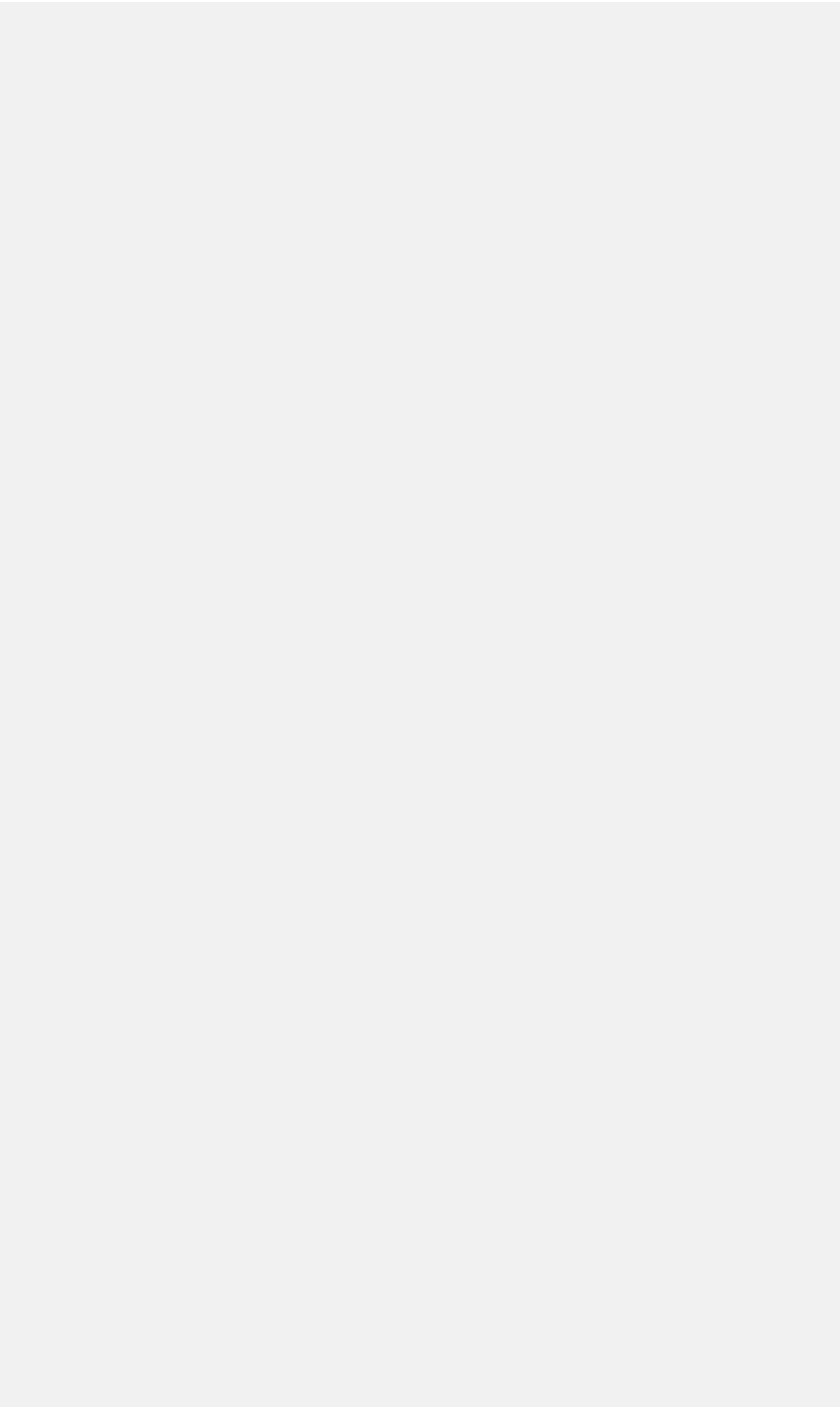
Visitor Details -----

#77563 Siemen
Email: sean@championtaxaccounting.com
Department: Support(QB & App Host)
Operator: Acebuddy
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: SEATTLE
State: Washington
Country: UNITED STATES

Chat Transcript -----

Siemen	Hello, I am
Acebuddy	Hello Sean
	Whom Would You Like To Speak To?
Siemen	Technical Support
Acebuddy	Welcome to Champion Tax Accounting. How can we help you today?
	Please choose an option from the list below.
Siemen	I'd like to register for a new account.
Acebuddy	Please select an option from the list below.
Siemen	Password I forgot
Acebuddy	Please select an option from the list below.
Siemen	Not Enrolled
Acebuddy	Please drop your email address and we will email you a password reset link.
	Do you need any other assistance?
Siemen	No
Acebuddy	Thank you for contacting Champion Tax Accounting. We will be in touch with you soon.

Acebuddy



Visitor Details -----

#77286 bhardwick
Email: bhardwick@certasitepro.com ‘
Department: Support(QB & App Hos
Operator: Ankit Kumar
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min
City: INDIANAPOLIS
State: Illinois
Country: UNITED STATES

Chat Transcript -----

bhardwick	Hello, I am
Acebuddy	Hello Bhar
	Whom Woi
bhardwick	Technical S
Acebuddy	Welcome t
	Please cho
bhardwick	I'd like to r
Acebuddy	Please selk
bhardwick	Other Issu
Acebuddy	Please spe
bhardwick	Please can
Acebuddy	Please wai
	<i>Acebuddy</i>

		Deepak Ta
		Ankit acce
	Ankit	Thank you
	bhardwick	Please can
	Ankit	I deeply ap
		I will surely
		Kindly allo
		Thank you We sincere actively w update as
	bhardwick	you can di
		I asked for
	Ankit	I understa response.
	bhardwick	I need to h
	Ankit	If you have can procee purchase,
	bhardwick	I am not st
		I do want t
	Ankit	If you wish
	bhardwick	I spoke wit
	Ankit	I deeply ap can make
	bhardwick	that is no I
	Ankit	I will perso opportunit
	bhardwick	not an opt
		My CFO ha has been v
	Ankit	I understa for the del
		I kindly rec
	bhardwick	it is no lon
		I just want

	Ankit	Okay, I am
		Is there an
	bhardwick	If you have
	Ankit	As I mentio them for a requested, process it.
	bhardwick	who do I n
	Ankit	You can re
		I complete such delay
		Kindly sha required.
		Are we stil
		Are we stil
	bhardwick	I don't nee me any go
	Ankit	Okay.
		Is there an
	bhardwick	no
	Ankit	Thank you
		You may e conversati
		I request y working. I Thanks!
		Note: You i ([https://se
		For self-he
		<i>Ankit has €</i>
	<div></div>	

Visitor Details -----

#76838 Norma Vazquez-Gil
Email: taxes@sonic.net 📞 17075751
Department: Support(QB & App Hos
Operator: Anjainay Singh
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 57
City: SANTA ROSA
State: California
Country: UNITED STATES

Chat Transcript -----

Norma Vazquez-Gil	Hello, I am
Acebuddy	Hello Norm
	Whom Woi
Norma Vazquez-Gil	Technical S
Acebuddy	Welcome t
	Please cho
Norma Vazquez-Gil	I'd like to r
Acebuddy	Please sele
Norma Vazquez-Gil	Other Issu
Acebuddy	Please spe
	<i>9:19:09 PM</i> <i>Screensho</i>
	Please wai
	<i>Acebuddy</i>
Norma Vazquez-Gil	I do not kn computer

Anjainay S

Anjainay Singh

Thank you

Norma Vazquez-Gil

thank you

Anjainay Singh

Since when

Norma Vazquez-Gil

this is the

and others

Anjainay Singh

May I take

Norma Vazquez-Gil

yes, should

Anjainay Singh

No I need ,

Norma Vazquez-Gil

ok how do

Anjainay Singh

Prior provi

Norma Vazquez-Gil

go ahead

it is done.

Anjainay Singh

<https://ass>

Please copy

Norma Vazquez-Gil

done

Anjainay Singh

Are we stil

Norma Vazquez-Gil

oh, yes. I a

leaving no

Anjainay Singh

Please pro

Norma Vazquez-Gil

just did :)

Norma Vaz

Visitor Details

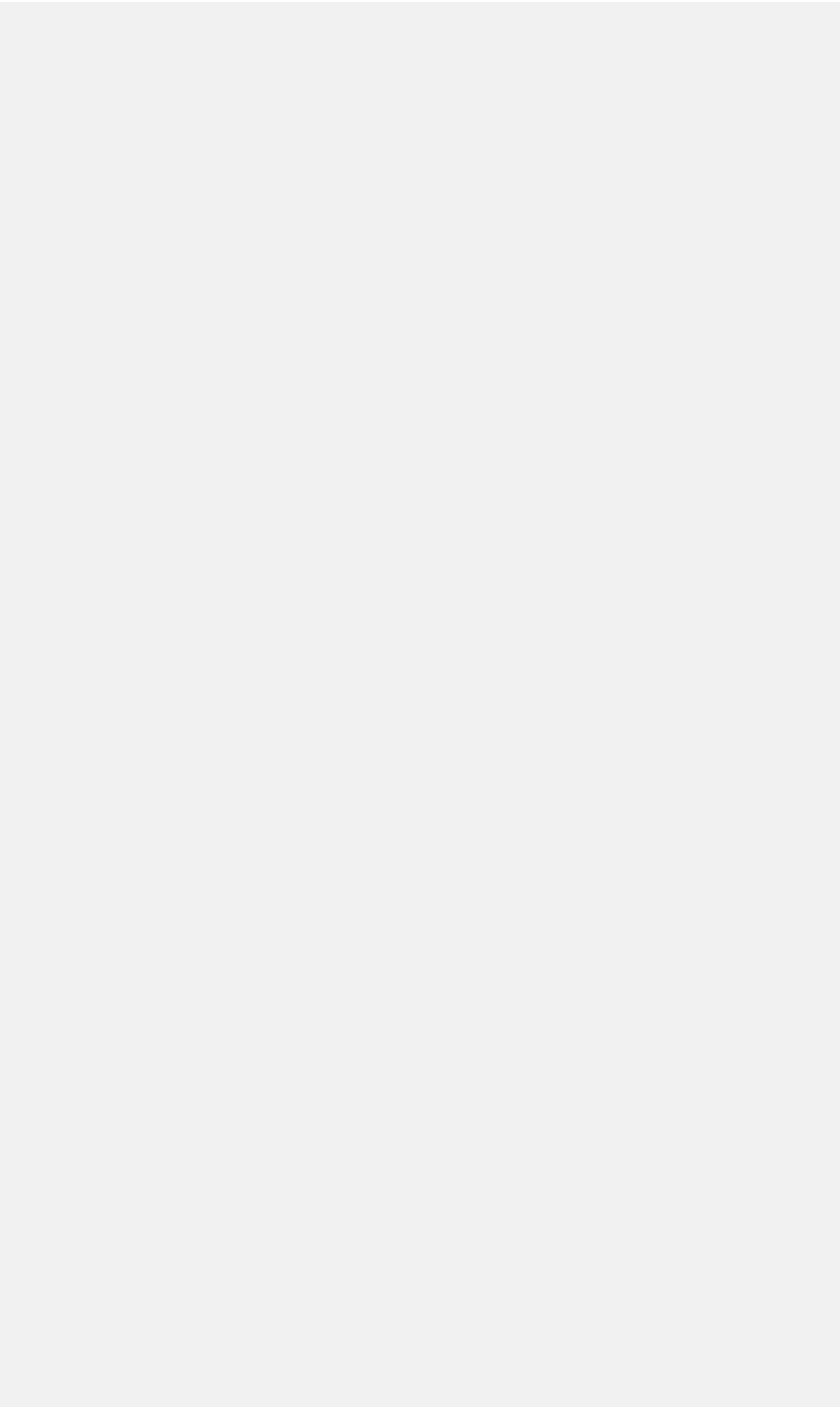
#76995 Vicki Vargo

Email: treasurer@scws-al-anon.org 📧
Department: Support(QB & App Hos
Operator: Acebuddy
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Mozilla Firefox
Device: Desktop
City: ANAHEIM
State: California
Country: UNITED STATES

Chat Transcript -----

Vicki Vargo	Hello, I am
Acebuddy	Hello Ben I
	Whom Woi
Vicki Vargo	Technical S
Acebuddy	Welcome t
	Please cho
Vicki Vargo	I'd like to r
Acebuddy	Please sele
Vicki Vargo	QuickBook
Acebuddy	What type
Vicki Vargo	QuickBook
Acebuddy	Quickbook applicator might get
	If you're al support@æ be and shæ
	Do you ne
Vicki Vargo	No
Acebuddy	Thank you

Acebuddy



Visitor Details

#76724 james
Email: james@childresscpa.com ☎ 3
Department: Support(QB & App Hos
Operator: Acebuddy
Website: https://www.acecloudhostir
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript

james	Hello, I am
Acebuddy	Hello Jame
	Whom Woi
james	Technical S
Acebuddy	Welcome t
	Please cho
james	I'd like to r
Acebuddy	Please sele
james	Other Reqi
Acebuddy	Please dro technician.
	If you are 1
	As we have Kindly re-ii

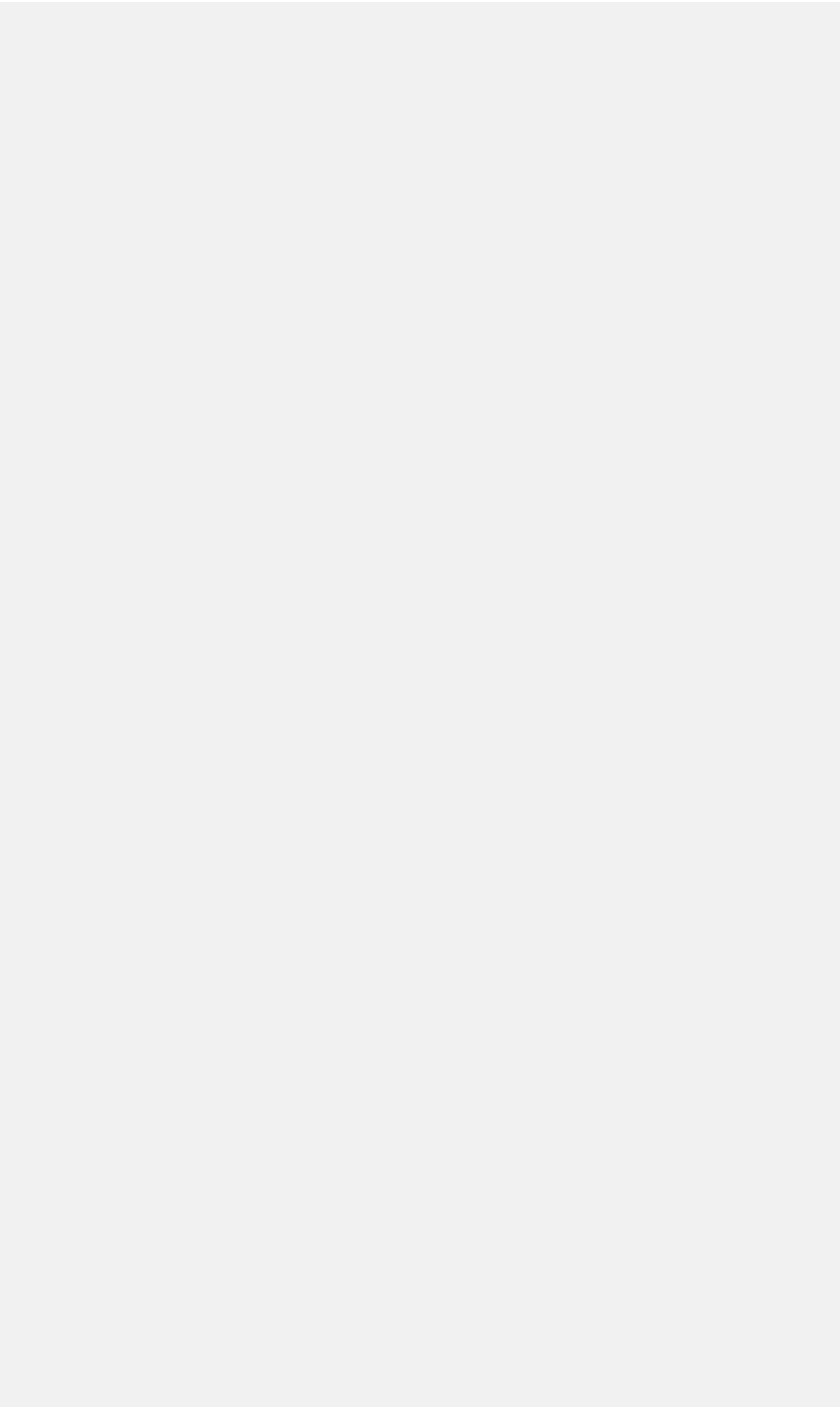
Ended due

Visitor Details -----

#76954 John Tillman
Email: john@jet-cpa.com 📞 1919749
Department: Support(QB & App Hos
Operator: Shubham Kataria
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 36 Secs
City: RALEIGH
State: North Carolina
Country: UNITED STATES

Chat Transcript -----

John Tillman	Hello, I am
Acebuddy	Hello John
	Whom Woi
John Tillman	Technical S
Acebuddy	Welcome t
	Please cho
John Tillman	I'd like to r
Acebuddy	Please sele
John Tillman	Other Issu
Acebuddy	Please spe
John Tillman	I just got o need to be
Acebuddy	Please wai



	<i>Acebuddy</i>
	<i>Shubham Kataria</i>
Shubham Kataria	Thank you today.
	I will be su
John Tillman	I think i jus a finished software is
Shubham Kataria	I will surely
John Tillman	correct
Shubham Kataria	May I take
John Tillman	yes
Shubham Kataria	Prior provi
	https://ass
	Kindly pas
John Tillman	I've not op
Shubham Kataria	Okay, plea
John Tillman	I just got o need to be
Shubham Kataria	Yes, I will c
	please join
	https://ass
	We are cor the time, I give your c
John Tillman	My compu
Shubham Kataria	Okay, lets
	As we hav Kindly re-ir
	<i>Ended due</i>



Visitor Details -----

#77144 linsey hempel
Email: linsey@thepinnaclecompanies
Department: Support(QB & App Hos
Operator: Ashutosh Mishra
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 53 Secs
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript -----

linsey hempel	Hello, I am
Acebuddy	Hello Linse
	Whom Woi
linsey hempel	Technical S
Acebuddy	Welcome t
	Please cho
linsey hempel	I'd like to r
Acebuddy	Please sele
linsey hempel	Applicator
Acebuddy	Please sen once the ti
	Typically, t
	Do you ne
linsey hempel	Yes
Acebuddy	Please wai

		Acebuddy
		Ashutosh Mishra
	linsey hempel	Can you please
	Ashutosh Mishra	Thank you
		I will surely
	linsey hempel	our ace file
		https://www.acebuddy.com/
	Ashutosh Mishra	We would like to license del
	linsey hempel	got it
		i am the ac
		Hoping we
		so we can
	Ashutosh Mishra	Sure, allow
	linsey hempel	ok
	Ashutosh Mishra	I have sent complete t
		The ticket
		Are we stil
	linsey hempel	ok
		just respon
		is that suff
	Ashutosh Mishra	Yes, I have
		Is there an
	linsey hempel	yes
		installing it
		I will wait t
		How long r
	Ashutosh Mishra	It is install
		Is there an
		Are we stil
	linsey hempel	thank you
	Ashutosh Mishra	

		Thanks for
		I would gre chat.
		You may e conversati
		I request y working. I Thanks!
		Note: You r ([https://se
		For self-he
	linsey hempel	I am not se
		do I need t
	Ashutosh Mishra	It is showir
		<i>10:30:02 F</i> <i>image.png</i>
		here is wh It allows Q from Quick
		QuickBook
		Are we stil
		Are we stil
		Are we stil
		As there w (1-888-415
		<i>Ashutosh I</i>
<div></div>		

Visitor Details

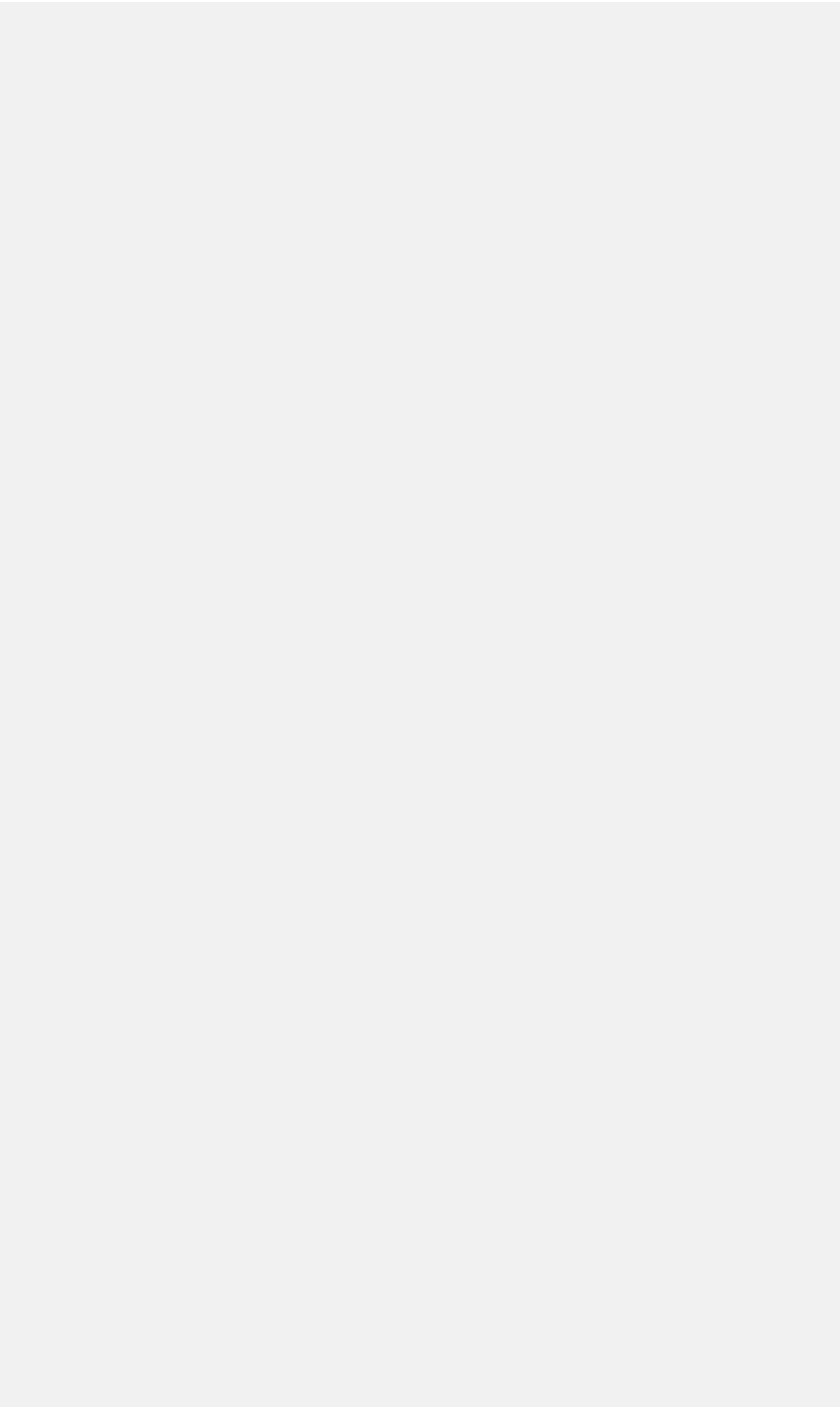
#76476 Destiny Olson
Email: admin@staopen.org 📞 11512
Department: Support(QB & App Hos
Operator: Rohan
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: AUSTIN
State: Texas
Country: UNITED STATES

Chat Transcript

Destiny Olson	Hello, I am
Acebuddy	Hello St. A
	Whom Woi
Destiny Olson	Technical s
Acebuddy	Welcome t
	Please cho
Destiny Olson	I'd like to r
Acebuddy	Please sel
Destiny Olson	QuickBook
Acebuddy	What type
Destiny Olson	QuickBook
Acebuddy	Hmm, Tha
	Was that h
Destiny Olson	No
Acebuddy	No issues,
	<i>Acebuddy</i>
	<i>Rohan Praj</i>
Rohan Prajapati	Thank you
	Hello Andr
	I will surely

		Is this the
	Destiny Olson	yes
	Rohan Prajapati	Thanks for
	Destiny Olson	I've followe
		Yes
	Rohan Prajapati	May I know
	Destiny Olson	As soon as
	Rohan Prajapati	Thanks for
		Please che
	Destiny Olson	Still can't c
	Rohan Prajapati	You have c
		Please just
	Destiny Olson	I'm doing v
	Rohan Prajapati	Thank you
		We need to
	Destiny Olson	The unfree
	Rohan Prajapati	Kindly allo
		We will ret
		Please logi
	Destiny Olson	ok hold on
	Rohan Prajapati	Sure take y
	Destiny Olson	It's trying t
		Didn't wor
	Rohan Prajapati	May I take
	Destiny Olson	Unfreeze C
		yes
	Rohan Prajapati	Prior provi
	Destiny Olson	Oh wait. It
	Rohan Prajapati	Ohh that's
		Please clos
	Destiny Olson	It's open. I
		Oh well. It'

	Acebuddy	Hello Kathl
		Whom Wor
	southernwall19	Technical S
	Acebuddy	Welcome t
		Please cho
	southernwall19	I'd like to r
	Acebuddy	Please sele
	southernwall19	Other Reqi
	Acebuddy	Please dro technician
		If you are 1
	southernwall19	Yes, I'm fa
	Acebuddy	Please sele
	southernwall19	QuickBook
	Acebuddy	What type
	southernwall19	QuickBook
	Acebuddy	I understa help you w
		Was that h
	southernwall19	No
	Acebuddy	No issues,
		<i>Acebuddy</i>
		<i>Shashwat</i>
	Shashwat Verma	Thank you
		Hello kathl
		I will surely
		Are you ab
		Are we stil
		Are we stil
		Are we stil
		As there w (1-888-415
		<i>Shashwat</i>



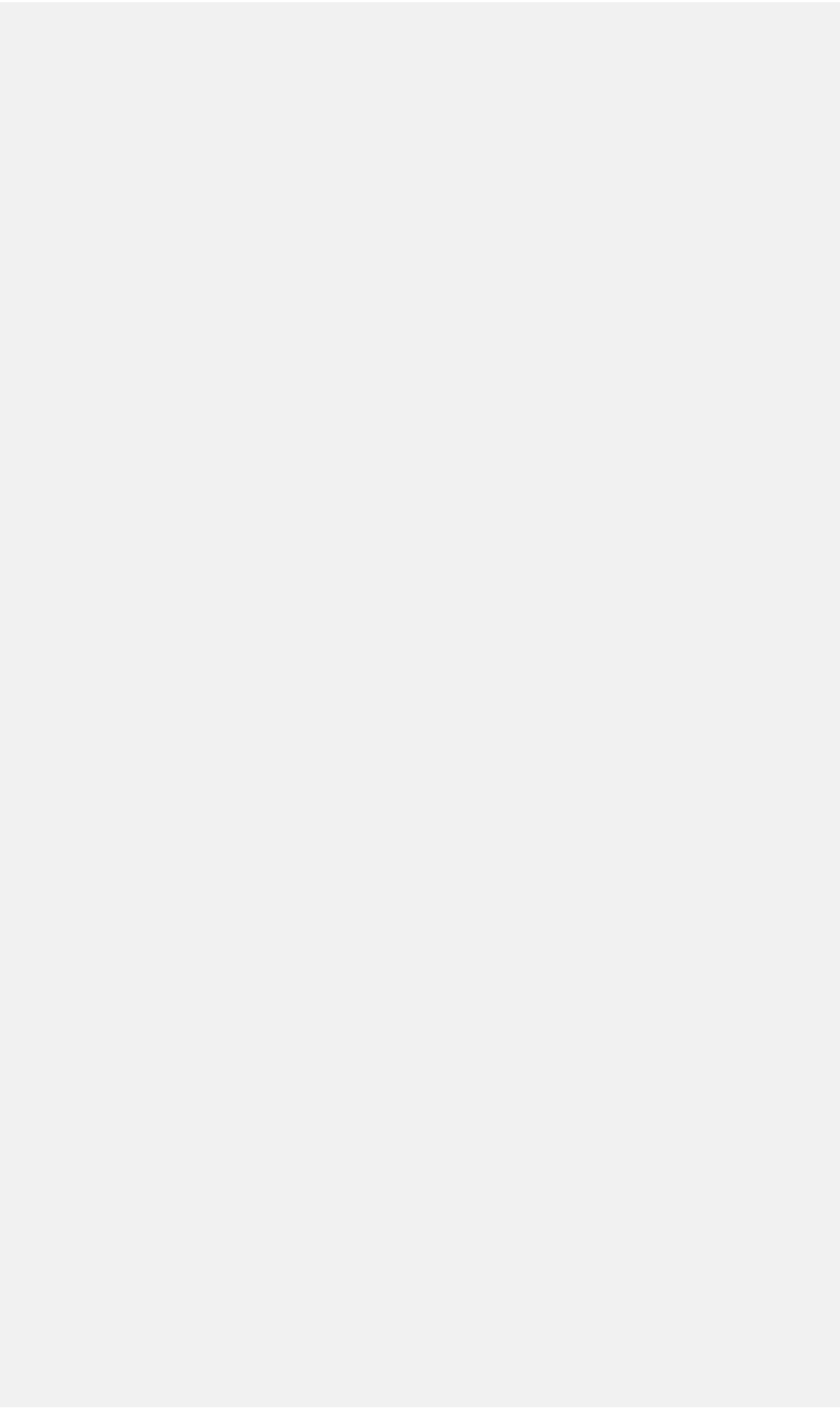
Visitor Details -----

#77143 Molly Walker
Email: mwalker@communitygreengr
Department: Support(QB & App Hos
Operator: Ashutosh Mishra
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: KISSIMMEE
State: Florida
Country: UNITED STATES

Chat Transcript -----

Molly Walker	Hello, I am
Acebuddy	Hello Molly
	Whom Woi
Molly Walker	Technical S
Acebuddy	Welcome t
	Please cho
Molly Walker	I'd like to r
Acebuddy	Please sele
Molly Walker	Other Issu
Acebuddy	Please spe
Molly Walker	Outlook wi
Acebuddy	Please wai

		Acebuddy
		Ashutosh I
	Ashutosh Mishra	Thank you
		I will be su
	Molly Walker	Communit
		I have the
	Ashutosh Mishra	Thanks for
		Kindly allo
		Is this issu
	Molly Walker	I am the oi
	Ashutosh Mishra	Is this the
	Molly Walker	Yes
	Ashutosh Mishra	May I take
	Molly Walker	Yes
	Ashutosh Mishra	Prior provi
	Molly Walker	I have alre
	Ashutosh Mishra	Thanks for
	Molly Walker	Everything
	Ashutosh Mishra	As per disc
		Thanks for
		I would gre chat.
		You may e conversati
		I request y working. I Thanks!
		Note: You i ([https://se
		For self-he
		Ashutosh I

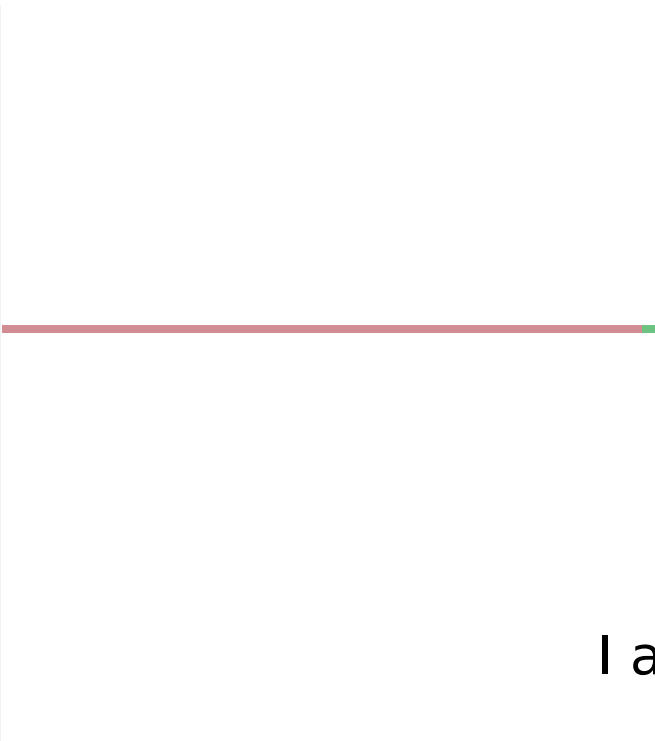
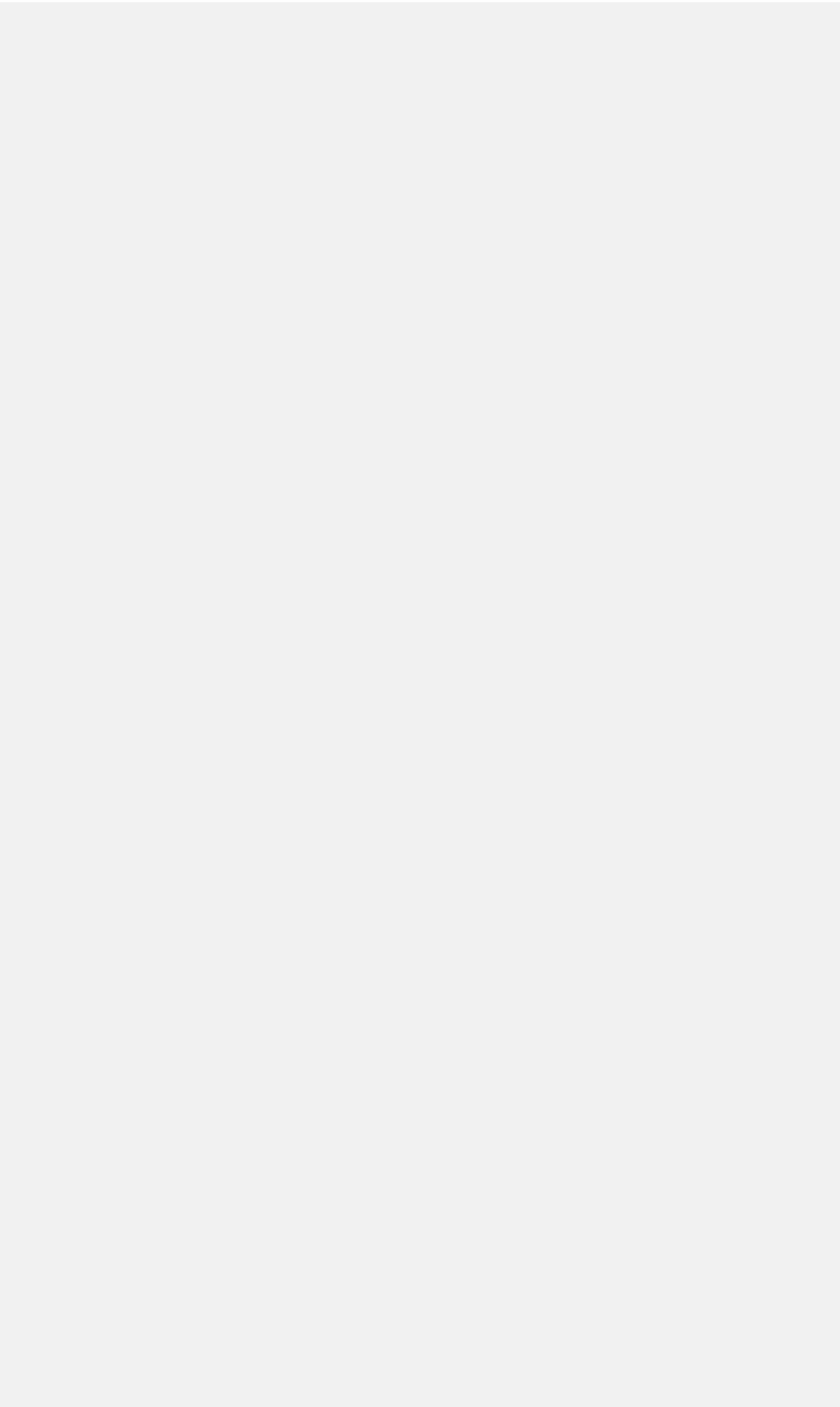


Visitor Details

#77669 brandi
Email: brandi@qimsolutions.com
Department: Support(QB & App Hos
Operator: Acebuddy
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Microsoft Edge
Device: Desktop
City: CLAXTON
State: Georgia
Country: UNITED STATES

Chat Transcript

brandi	Hello, I am
Acebuddy	Hello Bran
	Whom Woi
brandi	Technical S
Acebuddy	Welcome t
	Please cho
brandi	I'd like to r
Acebuddy	Please sele
brandi	Other Reqi
Acebuddy	Please dro technician
	If you are f
brandi	No, That'll
Acebuddy	Thank you
	<i>Acebuddy</i>



Visitor Details -----

#76643 Mike LaMarche
Email: mike.lamarche@proformaco.c
Department: Support(QB & App Hos
Operator: Shivam Singh
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 55 Secs
City: LIVERMORE
State: California
Country: UNITED STATES

Chat Transcript -----

Mike LaMarche	I am trying
Acebuddy	Hello Mike
	Whom Woi
Mike LaMarche	Technical S
Acebuddy	Welcome t
	Please cho
Mike LaMarche	I'd like to r
Acebuddy	Please sele
Mike LaMarche	Password f
Acebuddy	Please sele
Mike LaMarche	Already En
Acebuddy	Please foll

		Do you ne
	Mike LaMarche	Yes
	Acebuddy	Please wai
		<i>Acebuddy</i>
		<i>Shivam Sir</i>
	Shivam Singh	Thank you
		I will be su
	Mike LaMarche	cant reme
		what do yc
		do you hav
	Shivam Singh	You may c the user d
	Mike LaMarche	ok what ca
	Shivam Singh	The user w
	Mike LaMarche	mike lama
		Nick Eastir
	Shivam Singh	So I can lo reset the p
		Okay
		Please allo
	Mike LaMarche	ok
	Shivam Singh	Could you
	Mike LaMarche	Proforma C
	Shivam Singh	Thank you
	Mike LaMarche	ok
	Shivam Singh	As I can ch Manager.
	Mike LaMarche	that is me,
	Shivam Singh	So, you wa
	Mike LaMarche	yes
	Shivam Singh	I can share you as PO
	Mike LaMarche	ok

		mike.lama
		hello?
	Shivam Singh	You can also with you for
	Mike LaMarche	what is my
	Shivam Singh	MikeLa@m
	Mike LaMarche	it says inva
		what is the
	Shivam Singh	Okay, I wo Password a
	Mike LaMarche	please giv
	Shivam Singh	You may co
	Mike LaMarche	account ov
	Shivam Singh	Okay
		We will info that I can s
	Mike LaMarche	mike lama
	Shivam Singh	Okay we w
	Mike LaMarche	what does
	Shivam Singh	I will email
		Changing a
	Mike LaMarche	okay so wh
	Shivam Singh	We will tak will be har
		However, i helpline or
		Are we stil
	Mike LaMarche	yes
		still not cle
		no e mail h
	Shivam Singh	We kindly have. You r
		Alternative happy to a
	Mike LaMarche	

		where is th
	Shivam Singh	That I will :
	Mike LaMarche	ok please c
	Shivam Singh	Is there an
	Mike LaMarche	no
	Shivam Singh	Thank you
		You may e conversati
		I request y working. I Thanks!
		Note: You r (https://sel
		For self-he

Shivam Sir

Visitor Details -----

#76786 oleg
Email: oleg@heroic.cpa
Department: Support(QB & App Hos
Operator: Acebuddy
Website: https://www.acecloudhostir
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: GAINESVILLE
State: Florida
Country: UNITED STATES

Chat Transcript -----

oleg	Hello, I am
Acebuddy	Hello Oleg
	Whom Woi
oleg	Technical S
Acebuddy	Welcome t
	Please cho
oleg	I'd like to r
Acebuddy	Please sele
oleg	Password I
Acebuddy	Please sele
oleg	Not Enrolle
Acebuddy	Please dro password I
	Do you nee
	As we have Kindly re-ir

Ended due

Visitor Details -----

#76595 Tony Lee
Email: support@claccounting.tax ☎
Department: Support(QB & App Hos
Operator: Shivam Singh
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome

Device: Desktop
Average Response Time: 44 Secs
City: EL MONTE
State: California
Country: UNITED STATES

Chat Transcript -----

Tony Lee	Hello, I am
Acebuddy	Hello Supp
	Whom Woi
Tony Lee	Technical S
Acebuddy	Welcome t
	Please cho
Tony Lee	I'd like to r
Acebuddy	Please sele
Tony Lee	Reboot you
Acebuddy	Kindly sen reason for
	Do you ne
Tony Lee	Yes
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Shivam Sir</i>
Tony Lee	I need to u
	the softwa
	CLAccount
	Tony.lee
	Thank you
	I have to s
Tony Lee	ok
	i signed of
	thanks
Shivam Singh	Shall I pro

	Noted
	Which vers
	I have set
	Are we stil
	Are we stil
	Are we stil
	Lacerte Up
	As there w (1-888-415
	You may e conversati
	I request y working. I Thanks!
	Note: You i (https://se
	For self-he

Shivam Sir

Visitor Details -----

#76947 nidia
Email: nidia@cronintax.com
Department: Support(QB & App Hos
Operator: Yash Kalra
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 13 Secs

City: MOHEGAN LAKE
State: New York
Country: UNITED STATES

Chat Transcript -----

nidia	Hello, I am
Acebuddy	Hello Nidia
	Whom Wor
nidia	Technical S
Acebuddy	Welcome t
	Please cho
nidia	I'd like to r
Acebuddy	Please sele
nidia	Other Issu
Acebuddy	Please spe
nidia	remote de
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Harsh Bha</i>
	<i>Harsh Bha</i>
	<i>Yash Kalra</i>
Yash Kalra	Thank you
	I will be su
nidia	Nidia Pena
	Server nar
Yash Kalra	Kindly allo
nidia	thank you
Yash Kalra	May I take
nidia	yes
Yash Kalra	Prior provi
nidia	done
Yash Kalra	Kindly Clic

	https://ass
nidia	thank you
Yash Kalra	Is there an
	I would gre chat by cli
	Thank you
	You may e conversati
	I request y working. I Thanks!
	Note: You i ([https://se
	For self-he
	<i>Yash Kalra</i>

Visitor Details -----

#77111 aaronmoak
Email: aaronmoak@yahoo.com ☎ 12
Department: Support(QB & App Hos
Operator: Shashwat Verma
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 6 Secs
City: GREENWELL SPRINGS
State: Louisiana
Country: UNITED STATES

Chat Transcript		
	aaronmoak	Hello, I am
	Acebuddy	Hello Aaro
		Whom Woi
	aaronmoak	Technical S
	Acebuddy	Welcome t
		Please cho
	aaronmoak	I'd like to r
	Acebuddy	Please sele
	aaronmoak	Password f
	Acebuddy	Please sele
	aaronmoak	Already En
	Acebuddy	Please foll
		Do you nee
	aaronmoak	Yes
	Acebuddy	Please wai
		<i>Acebuddy</i>
		<i>Shashwat</i>
	Shashwat Verma	Thank you
		Hello Aaro
	aaronmoak	having diff
	Shashwat Verma	I will surely
		Kindly ema support@a
		Will share
	aaronmoak	done
	Shashwat Verma	Let me che
		Sure, will s
		Is there an
	aaronmoak	ok thanks
	Shashwat Verma	It would be

Thank you

Shashwat

Visitor Details

#77308 michael Gardner

Email: michael@rayswine.com ☎ +1

Department: Support(QB & App Hos

Operator: Anjainay Singh

Website: <https://www.acecloudhostir>

Operating System: Microsoft Windo

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 21 Secs

City: MILWAUKEE

State: Wisconsin

Country: UNITED STATES

Chat Transcript

michael Gardner	Hello, I am
Acebuddy	Hello Mich
	Whom Wou
michael Gardner	Technical S
Acebuddy	Welcome t
	Please cho
michael Gardner	I'd like to r
Acebuddy	Please sele
michael Gardner	QuickBook
Acebuddy	What type

	michael Gardner	Restart
	Acebuddy	Hello Mich
		Whom Woi
	michael Gardner	Technical S
	Acebuddy	Welcome t
		Please cho
	michael Gardner	I'd like to r
	Acebuddy	Please sele
	michael Gardner	Other Issu
	Acebuddy	Please spe
	michael Gardner	case 6986
	Acebuddy	Please wai
		<i>Acebuddy</i>
		<i>Ashutosh I</i>
	Ashutosh Mishra	Thank you
		Let me tra
		<i>Ashutosh I</i>
		<i>Anjainay S</i>
	Anjainay Singh	Hello Mich
	michael Gardner	sorry, i los
	Anjainay Singh	Our previo
		I have crea
		over an en
		Are we stil
	michael Gardner	yes
	Anjainay Singh	I am sendi
		I have sen
	michael Gardner	Great, it w
	Anjainay Singh	Is there an
	michael Gardner	Not at this
	Anjainay Singh	Please als
		You may d

Visitor Details -----

#76628 Jennifer Almodovar
Email: jennifer@bookweb.org 📞 134
Department: Support(QB & App Hos
Operator: Anjainay Singh
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 5 Mins 40
City: WHITE PLAINS
State: New York
Country: UNITED STATES

Chat Transcript -----

Jennifer Almodovar	Hello, I am
Acebuddy	Hello Jenni
	Whom Wo
Jennifer Almodovar	Technical S
Acebuddy	Welcome t
	Please cho
Jennifer Almodovar	I'd like to r
Acebuddy	Please sel
Jennifer Almodovar	QuickBook
Acebuddy	What type
Jennifer Almodovar	QuickBook

	Acebuddy	I understa help you w
		Was that h
	Jennifer Almodovar	No
	Acebuddy	No issues,
		<i>Acebuddy</i>
		<i>Rohan Praj</i>
	Jennifer Almodovar	ticket# 68
		<i>Anjainay S</i>
	Anjainay Singh	Thank you
	Jennifer Almodovar	hi i am esc
	Anjainay Singh	Please allo
	Jennifer Almodovar	sure
	Anjainay Singh	Please be
	Jennifer Almodovar	thank you
	Anjainay Singh	We need to when it wil
	Jennifer Almodovar	ok thank y
	Anjainay Singh	Is there an
	Jennifer Almodovar	just this - I
	Anjainay Singh	We are wo share the i
		It is in proğ
		You may e
		Please als
		<i>Anjainay S</i>



Visitor Details -----

#77307 repeakacct
Email: repeakacct@gmail.com 📞 13.
Department: Support(QB & App Hos
Operator: Anjainay Singh
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 19
City: WINSTON SALEM
State: North Carolina
Country: UNITED STATES

Chat Transcript -----

repeakacct	Hello, I am
Acebuddy	Hello Repe
	Whom Woi
repeakacct	Technical S
Acebuddy	Welcome t
	Please cho
repeakacct	I'd like to r
Acebuddy	Please sele
repeakacct	Other Issu
Acebuddy	Please spe
repeakacct	System wc
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Anjainay S</i>
Anjainay Singh	Thank you
repeakacct	ok
Anjainay Singh	Could you applicator
repeakacct	2024

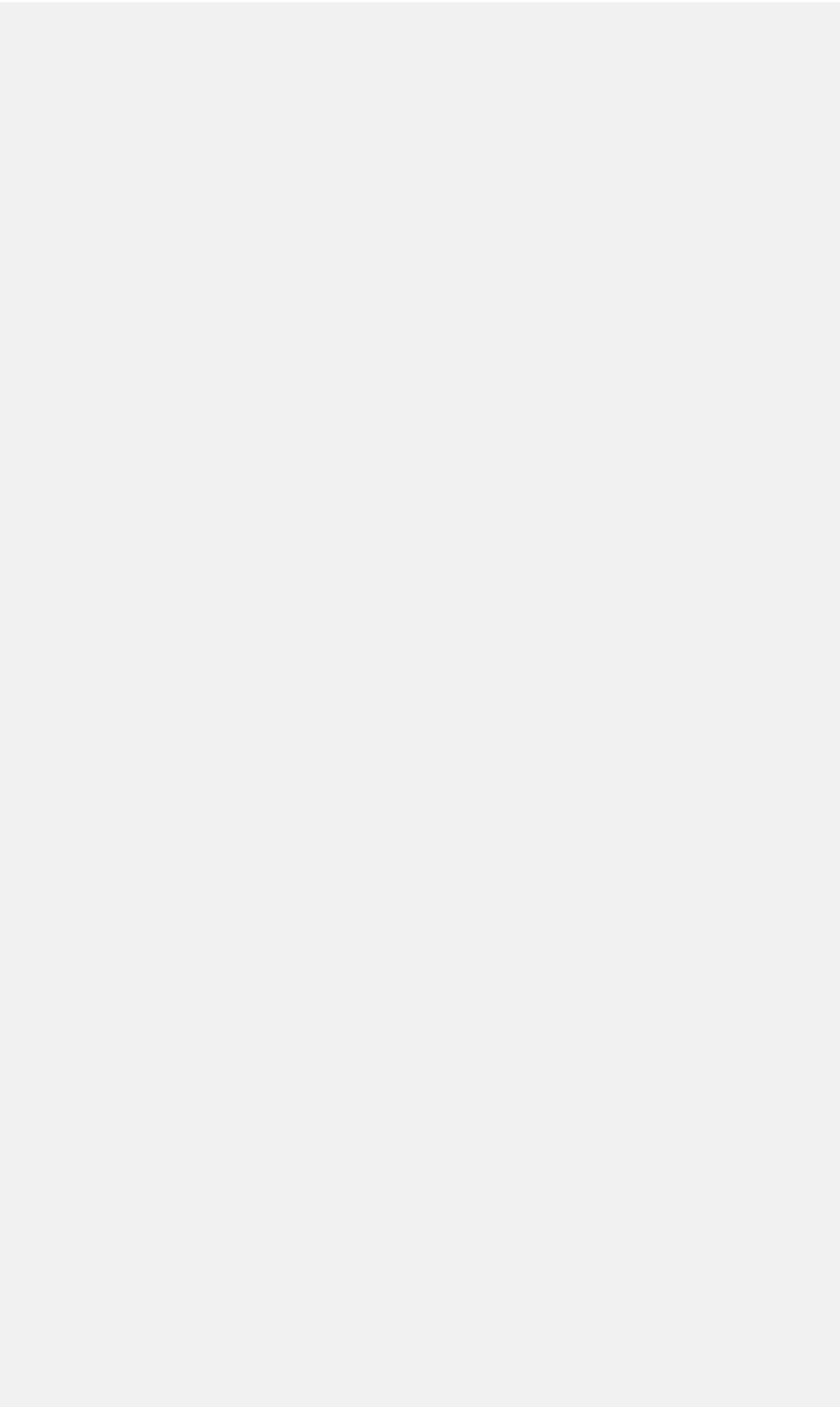
		oops 2025
	Anjainay Singh	Please allo
		We are up
		We have u
	repeakacct	Why can't
	Anjainay Singh	You need a update fro
	repeakacct	Please up
		It includes
	Anjainay Singh	Please allo
		We can pro
	repeakacct	Please do
	Anjainay Singh	We will ser
	repeakacct	We are jus
	Anjainay Singh	Yes , for up which I wil
		After this c
		Is there an
	repeakacct	that would
	Anjainay Singh	Please als
		You may d
		<i>Anjainay S</i>
<hr/>		
Visitor Details -----		
#77382 Samantha Hardman		
Email: samantha@rivercitywood.com		

Department: Support(QB & App Hos
Operator: Anurag Sharma
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 57 Secs
City: WEST SALEM
State: Ohio
Country: UNITED STATES

Chat Transcript -----

Samantha Hardman	Hello, I am
Acebuddy	Hello Sami
	Whom Woi
Samantha Hardman	Technical S
Acebuddy	Welcome t
	Please cho
Samantha Hardman	I'd like to r
Acebuddy	Please sele
Samantha Hardman	Change in
Acebuddy	Please sele
Samantha Hardman	User Repla
Acebuddy	We do not to disable
	Registered owner, Ple
	Do you ne
Samantha Hardman	Yes
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Anurag Sh</i>
Anurag Sharma	Thank you
	Hello Sami
Samantha Hardman	Good Morr

		I am unabl
	Anurag Sharma	I deeply ap
		I will be su
	Samantha Hardman	RCSolution
		myrealdati
	Anurag Sharma	Thanks for
		Kindly allo
		Samantha
	Samantha Hardman	yes
	Anurag Sharma	Thanks for
		May I take
	Samantha Hardman	yes
	Anurag Sharma	Prior provi
		https://ass
		Kindly pas
		We are cor the time, I give your c
		<i>The visitor</i>
		The issue :
		Is there an
	Samantha Hardman	Yes thank :
	Anurag Sharma	Thanks for
		I would gre chat.
		Thank you
		You may e conversati
		I request y working. I Thanks!
		Note: You i ([https://se
		For self-he



Visitor Details

#77576 Sandra Ciola
Email: sandracpa@ciola.net ☎ 1305!
Department: Support(QB & App Hos
Operator: Acebuddy
Website: https://www.acecloudhostir
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
City: SCORDIA
State: Palermo
Country: ITALY

Chat Transcript

Sandra Ciola	Hello, I am
Acebuddy	Hello Sand
	Whom Woi
Sandra Ciola	Technical S
Acebuddy	Welcome t
	Please cho
Sandra Ciola	I'd like to r
Acebuddy	Please sele
Sandra Ciola	Other Reqi
Acebuddy	Please dro technician
	If you are 1

	Acebuddy	What type
	carrie morrell	Other QB r
	Acebuddy	Please spe
	carrie morrell	message s
	Acebuddy	Please wai
	Acebuddy	
	Anjainay S	
	Anjainay Singh	Thank you
	carrie morrell	i had you I : incorrect
	Anjainay Singh	Since wher
	carrie morrell	this mornin
	Anjainay Singh	May I take
	carrie morrell	yes
	Anjainay Singh	Prior provi
	carrie morrell	k
	Anjainay Singh	https://ass
		Please cop
		As issue ha
	Anjainay S	

Visitor Details -----

#77011 denise
Email: denise@floorguard.com 📞 16
Department: Support(QB & App Hos
Operator: Anjainay Singh

Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 5 S
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript -----

denise	Hello, I am
Acebuddy	Hello Denise
	Whom Wo
denise	Technical S
Acebuddy	Welcome t
	Please cho
denise	I'd like to r
Acebuddy	Please sele
denise	Other Issu
Acebuddy	Please spe
denise	I am trying admin
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Anjainay S</i>
denise	Good Morr
Anjainay Singh	Thank you
denise	I am trying
Anjainay Singh	Do you ha
	Please pro
denise	Not sure w
	693569
Anjainay Singh	As I have c back into t

	denise	I did close down far e
	Anjainay Singh	Please allo
	denise	Yes - thank
	Anjainay Singh	I have mac and try to
	denise	Will do - th
	Anjainay Singh	As I check
	denise	okay I will
	Anjainay Singh	Sure , plea
		I will send
	denise	I will Thanl
	Anjainay Singh	Is there an
		Please pro
		You may d

Anjainay S

Visitor Details -----

#77588 rengen
Email: rengen@graphene-electronic.c
Department: Support(QB & App Hos
Operator: Ankit Kumar
Website: https://www.acecloudhostir
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 34 Secs
City: HALLANDALE
State: Florida

Country: UNITED STATES

Chat Transcript -----

rengin	Hello, I am
Acebuddy	Hello Reng
	Whom Woi
rengin	Technical S
Acebuddy	Welcome t
	Please cho
rengin	I'd like to r
Acebuddy	Please sele
rengin	QuickBook
Acebuddy	What type
rengin	QuickBook
Acebuddy	I understa help you w
	Was that h
rengin	No
Acebuddy	No issues,
	<i>Acebuddy</i>
	<i>Ankit acce,</i>
Ankit	Thank you
rengin	Hello, case now I can't
Ankit	Hello Reng
	I deeply ap
rengin	thank you, here is the We couldn network ac
Ankit	I am doing
	I will be su

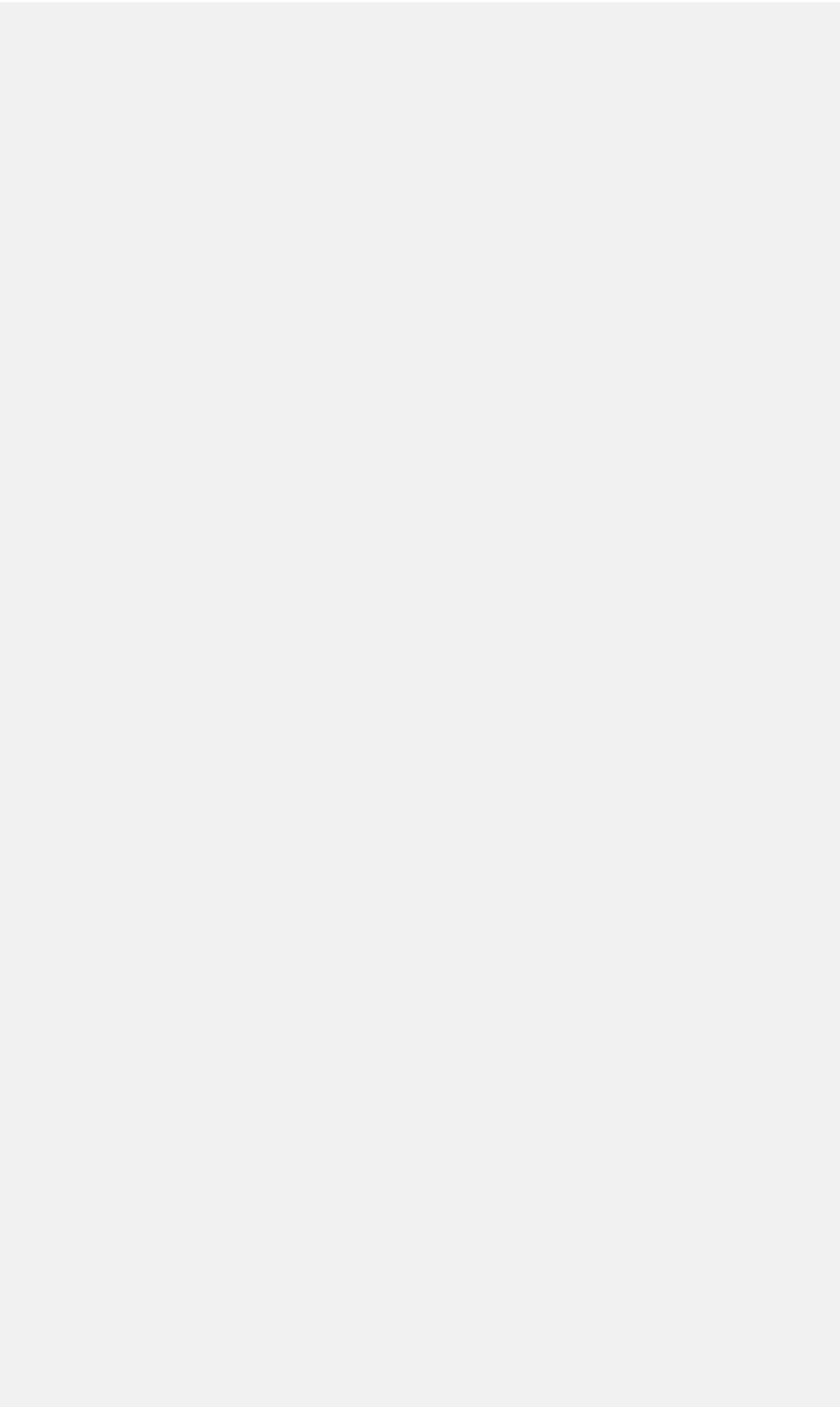
	rengin	I can't copy the file
		I sent an email to you
		can someone help me?
		?
		sorry didn't see it
	Ankit	Please contact me
	rengin	yes
	Ankit	Not a problem
	rengin	username
	Ankit	Kindly allow me to access
	rengin	okay
	Ankit	Thank you
		The issue with the server is resolved
	rengin	okay, please
	Ankit	Sure, Please
	rengin	I accessed the file
	Ankit	Okay.
	rengin	working, thank you
	Ankit	Is there anything else?
	rengin	no, that's all
	Ankit	Thank you
	rengin	have a nice day
	Ankit	You may email me at ankit@selkies.com
		I request you to keep the server working. I will be grateful. Thanks!
		Note: You may also visit https://selkies.com
		For self-help, visit https://selkies.com
		<i>Ankit has ended the chat</i>

Visitor Details -----

#77114 aaronmoak
Email: aaronmoak@yahoo.com 📞 12
Department: Support(QB & App Hos
Operator: Ashutosh Mishra
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 31 Secs
City: GREENWELL SPRINGS
State: Louisiana
Country: UNITED STATES

Chat Transcript -----

aaronmoak	Hello, I am
Acebuddy	Hello Aaro
	Whom Woi
aaronmoak	Technical S
Acebuddy	Welcome t
	Please cho
aaronmoak	I'd like to r
Acebuddy	Please sele
aaronmoak	Other Issu
Acebuddy	Please spe
aaronmoak	login crede
Acebuddy	Please wai



	Acebuddy
	Ashutosh I
Ashutosh Mishra	Thank you
aaronmoak	hello agair
Ashutosh Mishra	I will surely
	May I take
aaronmoak	yes
Ashutosh Mishra	Prior provi
aaronmoak	ok
Ashutosh Mishra	Kindly pas
	https://ass
aaronmoak	connected
Ashutosh Mishra	Yes
	As per disc correct cre
aaronmoak	ok i think v
Ashutosh Mishra	Thanks for
	You may e conversati
	I request y working. I Thanks!
	Note: You i ([https://se
	For self-he

Ashutosh I

Visitor Details -----

#77471 Daniel LaMura
Email: dlamura@ecpplastictrays.com
Department: Support(QB & App Hos
Operator: Anurag Sharma
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 54 Secs
City: RONKONKOMA
State: New York
Country: UNITED STATES

Chat Transcript -----

Daniel LaMura	Hello, I am
Acebuddy	Hello Dani
	Whom Wor
Daniel LaMura	Technical S
Acebuddy	Welcome t
	Please cho
Daniel LaMura	I'd like to r
Acebuddy	Please sele
Daniel LaMura	Other Issu
Acebuddy	Please spe
Daniel LaMura	cannot log
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Anurag Sh</i>
Anurag Sharma	Thank you
	Hello Dani
Daniel LaMura	hello
Anurag Sharma	I deeply ap
	I will be su

		Please cho
	leontina.tda	I'd like to r
	Acebuddy	Please sele
	leontina.tda	QuickBook
	Acebuddy	What type
	leontina.tda	QuickBook
	Acebuddy	Hmm, Tha
		Was that h
	leontina.tda	No
	Acebuddy	No issues,
		<i>Acebuddy</i>
		<i>Rohan Praj</i>
		<i>Ashutosh I</i>
	Ashutosh Mishra	Thank you
		I will be su
	leontina.tda	Can you pl
		Client ID –
	Ashutosh Mishra	sure, pleas
		Thanks for
	leontina.tda	Client ID –
		Thank you
	Ashutosh Mishra	Kindly allo
	leontina.tda	okay
	Ashutosh Mishra	I have mac
		Please logi
	leontina.tda	I can try?
	Ashutosh Mishra	Try after 5
		Please try
		Are we stil
		Are we stil
	leontina.tda	yes thank
	Ashutosh Mishra	Thanks for

Feel free to
share your

Ashutosh I

Visitor Details

#77670 mperez

Email: mperez@prrenewables.com 🇵🇷

Department: Support(QB & App Hos

Operator: Acebuddy

Website: <https://www.acecloudhostir>

Operating System: Microsoft Windo

Browser: Microsoft Edge

Device: Desktop

City: SAN JUAN

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

mperez	Hello, I am
Acebuddy	Hello Migu
	Whom Wo
	As we hav Kindly re-i

Ended due

Visitor Details -----

#76905 joe pavone
Email: joe@rvirtualcfo.com 📞 17043
Department: Support(QB & App Hos
Operator: Anjainay Singh
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 52 Secs
City: CHARLOTTE
State: North Carolina
Country: UNITED STATES

Chat Transcript -----

joe pavone	Hello, I am
Acebuddy	Hello Joe, I
	Whom Woi
joe pavone	Technical S
Acebuddy	Welcome t
	Please cho
joe pavone	I'd like to r
Acebuddy	Please sele
joe pavone	Other Reqi
Acebuddy	Please dro technician
	If you are l
joe pavone	Yes, I'm fa
Acebuddy	Please sele
joe pavone	Other Issu
Acebuddy	Please spe

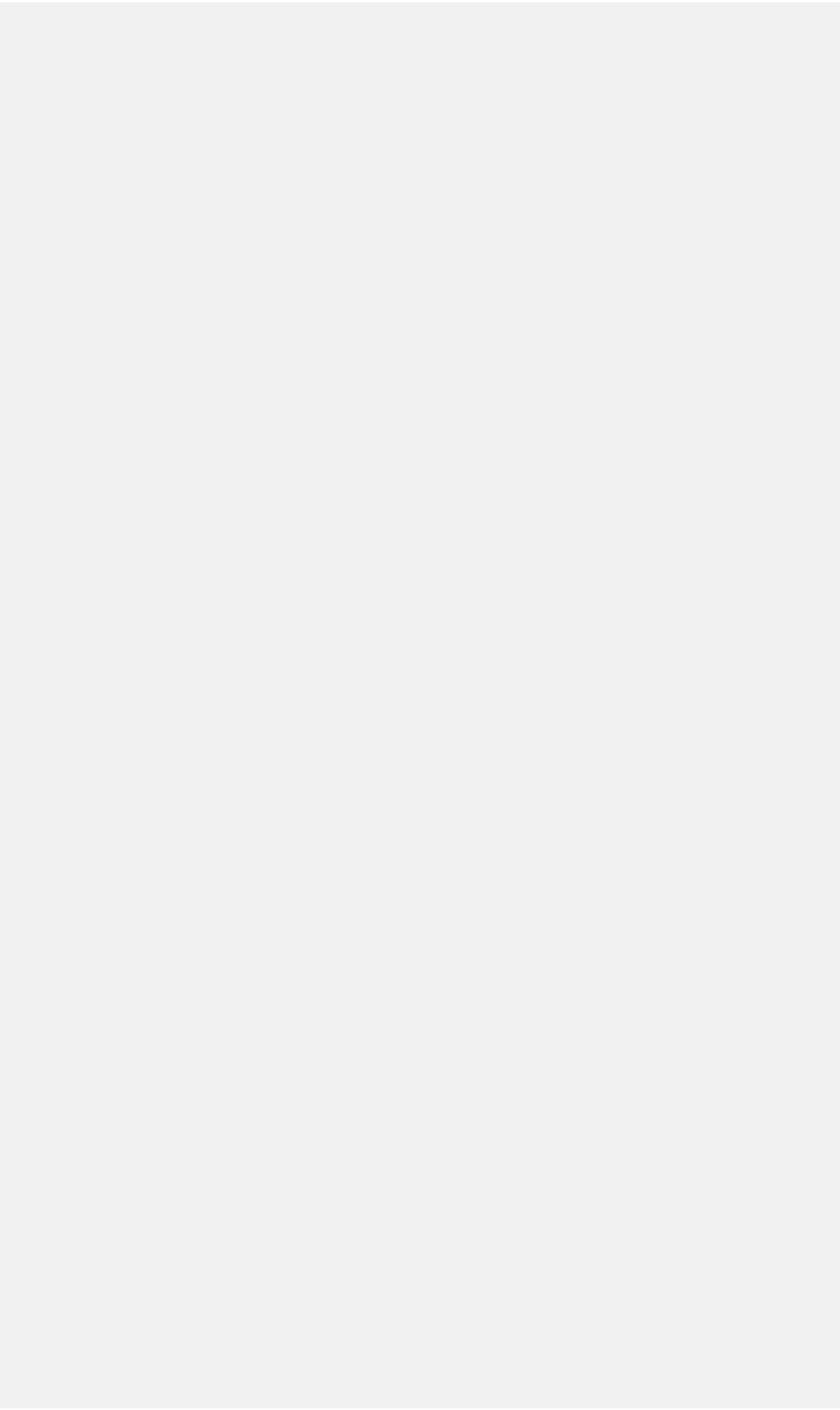
	joe pavone	I need ultr
	Acebuddy	Please wai
		<i>Acebuddy</i>
		<i>Anjainay S</i>
	joe pavone	https://cs.t and-visual- https://ww troublesho
		Hello I am
		https://ww
		They gave
	Anjainay Singh	Thank you
	joe pavone	Hello Anjai
		we just coi
		one of our
	Anjainay Singh	Since whei
	joe pavone	?
	Anjainay Singh	Since whei
	joe pavone	The applic
		that starte
	Anjainay Singh	Please allo
	joe pavone	thank you
	Anjainay Singh	Could you
	joe pavone	everyone
		both myse
		we are the
	Anjainay Singh	Thankyou
	joe pavone	no proble
	Anjainay Singh	Are you fa
	joe pavone	i am not
		just 2022
	Anjainay Singh	Okay
		Please pro

Visitor Details -----

#76721 Lori Young
Email: lori@legacyremodelingteam.c
Department: Support(QB & App Hos
Operator: Acebuddy
Website: https://www.acecloudhostir
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: POWELL
State: Ohio
Country: UNITED STATES

Chat Transcript -----

Lori Young	Hello, I am
Acebuddy	Hello Lori `
	Whom Woi
Lori Young	Technical S
Acebuddy	Welcome t
	Please cho
Lori Young	I'd like to r
Acebuddy	Please sele
Lori Young	Other Reqi
Acebuddy	Please dro technician.
	If you are 1
Lori Young	No, That'll
Acebuddy	Thank you
	<i>Acebuddy</i>



Visitor Details -----

#76970 LESLIE STEPHENS
Email: stephenshardwood@highland.
Department: Support(QB & App Hos
Operator: Anurag Sharma
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: PINE KNOT
State: Kentucky
Country: UNITED STATES

Chat Transcript -----

LESLIE STEPHENS	Hello, I am
Acebuddy	Hello Lesli
	Whom Woi
LESLIE STEPHENS	Technical S
Acebuddy	Welcome t
	Please cho
LESLIE STEPHENS	I'd like to r
Acebuddy	Please sele
LESLIE STEPHENS	Other Reqi
Acebuddy	Please dro technician
	If you are l
LESLIE STEPHENS	Yes, I'm fa
Acebuddy	Please sele

	LESLIE STEPHENS	QuickBook
	Acebuddy	What type
	LESLIE STEPHENS	Other QB r
	Acebuddy	Please spe
	LESLIE STEPHENS	SH_Admin company f
	Acebuddy	Please wai
		<i>Acebuddy</i>
		<i>Anurag Sh</i>
	Anurag Sharma	Thank you
		Hello Leslie
	LESLIE STEPHENS	Hello
	Anurag Sharma	Could you
	LESLIE STEPHENS	SH_Sawmi being able
	Anurag Sharma	I will be su
	LESLIE STEPHENS	SH_Sawmi
		That is the
	Anurag Sharma	okay
		Kindly allo
		May I take
	LESLIE STEPHENS	This is the do that.
	Anurag Sharma	No probler
		Please ask
		She would
	LESLIE STEPHENS	Okay
	Anurag Sharma	Prior provi
	LESLIE STEPHENS	Okay. She
	Anurag Sharma	Okay, I am
		Please ask
	LESLIE STEPHENS	Okay. She
	Anurag Sharma	Please ask

	LESLIE STEPHENS	Okay. One
	Anurag Sharma	If she is fa
		Communic
	LESLIE STEPHENS	She probal
	Anurag Sharma	Or you car
	LESLIE STEPHENS	423663250
	Anurag Sharma	Please sha
	LESLIE STEPHENS	That is the
		You can ca
	Anurag Sharma	Okay
		Thank you
		I will schec
		You can ex
		Is there an
	LESLIE STEPHENS	Okay
		That is all.
	Anurag Sharma	Thanks for
		Thank you
		You may e conversati
		I request y working. I Thanks!
		Note: You i ([https://se
		For self-he
		<i>Anurag Sh</i>



Visitor Details -----

#77072 Carla Weiser
Email: jbarcllc@gmail.com 📞 30733:
Department: Support(QB & App Hos
Operator: Ankit Kumar
Website: https://www.acecloudhostir
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 39
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript -----

Carla Weiser	Hello, I am
Acebuddy	Hello Carla
	Whom Woi
Carla Weiser	Technical S
Acebuddy	Welcome t
	Please cho
Carla Weiser	I'd like to r
Acebuddy	Please sele
Carla Weiser	QuickBook
Acebuddy	What type
Carla Weiser	Other QB r
Acebuddy	Please spe
Carla Weiser	Can't oper
Acebuddy	Please wai
	<i>Acebuddy</i>

		Ankit accepted the invitation
	Ankit	Thank you
	Carla Weiser	Hi Ankit
	Ankit	Hello Carla
	Carla Weiser	Doing well up needing let me open
		Can you please
	Ankit	I deeply appreciate
		I will be sure
	Carla Weiser	Carla Weiser
		my real data
	Ankit	Thank you
		Kindly allow
	Carla Weiser	yes of course
	Ankit	Thank you May I take
	Carla Weiser	yes please
	Ankit	Prior provision
	Carla Weiser	done :)
	Ankit	Carla, the minutes to
	Carla Weiser	Thank you
	Ankit	It might take my best to
	Carla Weiser	It's ok that
	Ankit	Thank you check from
	Carla Weiser	logging in
	Ankit	Also, I kindly working pro
	Carla Weiser	it let me know
	Ankit	Awesome
		Is there an
	Carla Weiser	Thank you

	Pinny Rose	Hello, I am
	Acebuddy	Hello Pinny
		Whom Woi
	Pinny Rose	my server
	Acebuddy	You have c
		Whom Woi
	Pinny Rose	Technical S
	Acebuddy	Welcome t
		Please cho
	Pinny Rose	I'd like to r
	Acebuddy	Please sele
	Pinny Rose	Other Issu
	Acebuddy	Please spe
	Pinny Rose	slowness
	Acebuddy	Please wai
		<i>Acebuddy</i>
		<i>Anurag Sh</i>
	Anurag Sharma	Thank you
		Hello Pinny
	Pinny Rose	hi
	Anurag Sharma	Could you
	Pinny Rose	my server
	Anurag Sharma	I deeply ap
		I will be su
	Pinny Rose	Pinny_WH
	Anurag Sharma	Please con
	Pinny Rose	yes
	Anurag Sharma	Thanks for
		Do you fac
	Pinny Rose	did so yest
	Anurag Sharma	Okay

	Do other u
Pinny Rose	dono
Anurag Sharma	Okay
	Can I rebo
Pinny Rose	ok
Anurag Sharma	I have suc observe ar
	Are we stil
	Are we stil
	Are we stil
	As there w (1-888-415
	Thank you
	<i>Anurag Sh</i>

Visitor Details -----

#76767 steven
Email: steven@lynncpas.com 📞 172
Department: Support(QB & App Hos
Operator: Anurag Sharma
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Google Chrome
Device: Desktop
Average Response Time: 30 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript	
steven	Hello, I am
Acebuddy	Hello Steven
	Whom Wou
steven	Technical S
Acebuddy	Welcome t
	Please cho
steven	I'd like to r
Acebuddy	Please sele
steven	Application
Acebuddy	Please sen once the t
	Typically, t
	Do you ne
steven	Yes
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Anurag Sh</i>
Anurag Sharma	Thank you
	Hello Steven
	Are we stil
steven	yes
	I need to g
Anurag Sharma	I will be su
steven	I cant wait
	lynn.myrea
Anurag Sharma	Please con
	Are we stil
	Are we stil
	Are we stil
steven	i was discc

Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 13 Secs
City: OTTAWA
State: Ohio
Country: UNITED STATES

Chat Transcript -----

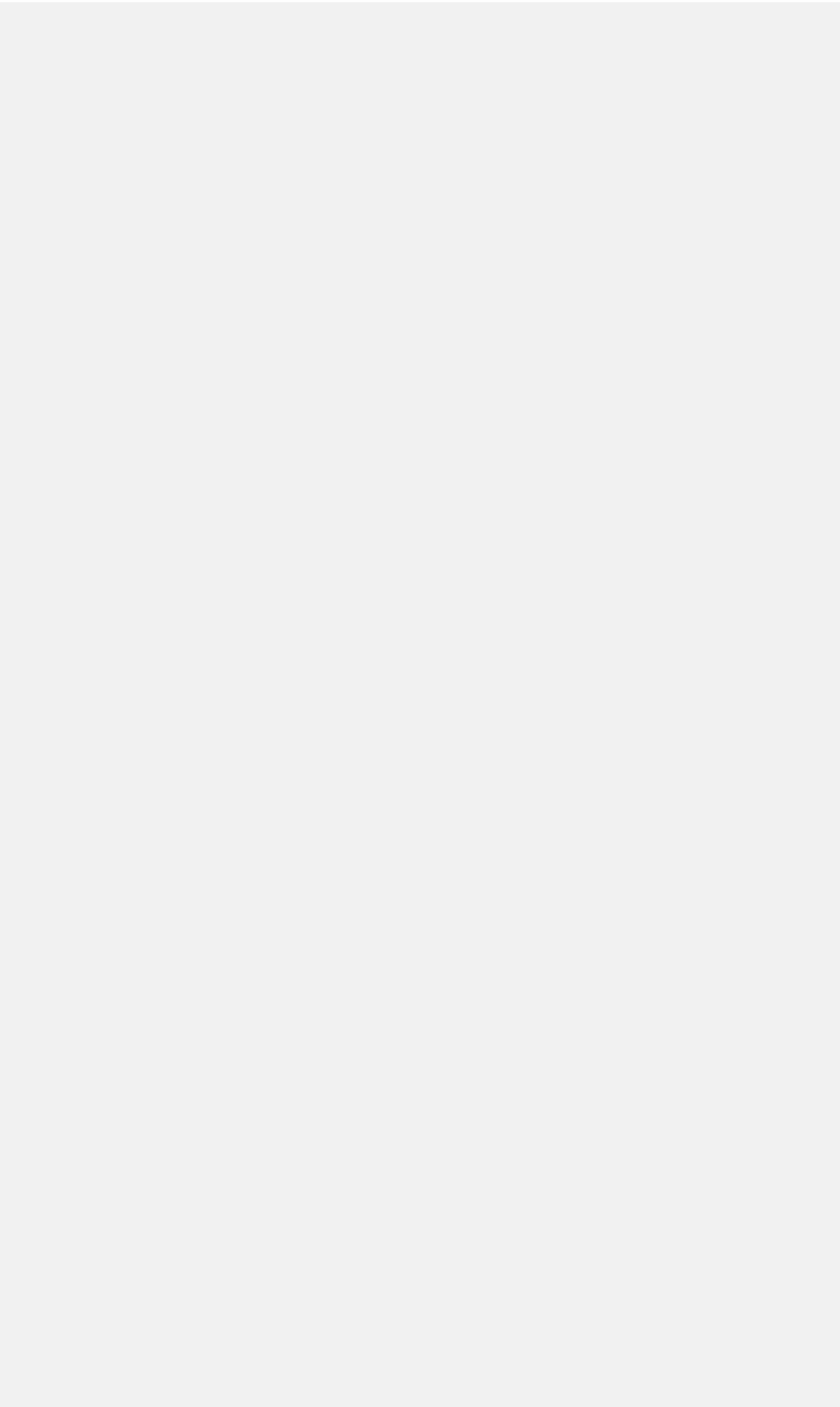
ksroufe	Hello, I am
Acebuddy	Hello Cwel
	Whom Woi
ksroufe	Technical S
Acebuddy	Welcome t
	Please cho
ksroufe	I'd like to r
Acebuddy	Please sele
ksroufe	Change in
Acebuddy	Please sele
ksroufe	User Repla
Acebuddy	We do not to disable
	Registered owner, Ple
	Do you ne
ksroufe	Yes
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Ankit acce,</i>
Ankit	Thank you
	Hello cwel
ksroufe	hello, grea having troi
Ankit	I deeply ap

Visitor Details -----

#77328 bwalliser1
Email: bwalliser1@comcast.net 📞 360-441-3333
Department: Support(QB & App Host)
Operator: Acebuddy
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows 10
Browser: Google Chrome
Device: Desktop
City: CHANDLER
State: Arizona
Country: UNITED STATES

Chat Transcript -----

bwalliser1	Hello, I am looking for a technical support person to help me with my QuickBooks Online account.
Acebuddy	Hello Bwaliser1, I am Acebuddy, a technical support person. How can I help you today?
	Whom would I be speaking to?
bwalliser1	Technical Support
Acebuddy	Welcome to AceCloudHost.com. I am Acebuddy, a technical support person. How can I help you today?
	Please choose an option from the list below:
bwalliser1	I'd like to request a new QuickBooks Online account.
Acebuddy	Please select an option from the list below:
bwalliser1	Application for a new QuickBooks Online account.
Acebuddy	Please select an option from the list below:
bwalliser1	QuickBooks Online
Acebuddy	Please email me at bwalliser1@comcast.net. I will provide you with a link to the QuickBooks Online account.
	<ul style="list-style-type: none">• QuickBooks Online• Variant : Standard• License I have• Product Code
	Generally, we do not provide a new QuickBooks Online account. We only provide a new QuickBooks Online account if you have a QuickBooks Online account that is not working properly.
	Do you need a new QuickBooks Online account?
	As we have a QuickBooks Online account, we can provide you with a new QuickBooks Online account. Kindly re-initiate the process.



Visitor Details -----

#76702 fran insinga
Email: fran.insinga@inferentialfocus.
Department: Support(QB & App Hos
Operator: Acebuddy
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Microsoft Edge
Device: Desktop
City: WANTAGH
State: New York
Country: UNITED STATES

Chat Transcript -----

fran insinga	Hello, I am
Acebuddy	Hello Fran
	Whom Woi
fran insinga	Technical S
Acebuddy	Welcome t
	Please cho
fran insinga	I'd like to r
Acebuddy	Please sele
fran insinga	Other Reqi
Acebuddy	Please dro technician.
	If you are 1

As we have
Kindly re-in

Ended due

Visitor Details

#77037 Emiley Thai

Email: emiley.thai@promogearusa.com

Department: Support(QB & App Hos

Operator: Shashwat Verma

Website: <https://www.acecloudhostir>

Operating System: Microsoft Windo

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: LA PUENTE

State: California

Country: UNITED STATES

Chat Transcript

Emiley Thai	Hello, I am
Acebuddy	Hello Emile
	Whom Wor
Emiley Thai	Technical S
Acebuddy	Welcome t
	Please cho
Emiley Thai	Restart
Acebuddy	Hello Emile
	Whom Wor

	Emiley Thai	Managed I
	Acebuddy	Please wai
		<i>Acebuddy</i>
		<i>Abhijeet A</i>
	Abhijeet Arun Thakur	Thank you How may I
	Emiley Thai	Hi Abhijeet would be a
	Abhijeet Arun Thakur	Let me tra
	Emiley Thai	Thank you
		<i>Abhijeet A</i>
		<i>Shashwat</i>
	Shashwat Verma	Thank you
		Hello Emile
		I will surely
	Emiley Thai	Hi Shashw
	Shashwat Verma	May I take
	Emiley Thai	Yes of cour
	Shashwat Verma	Prior provi
		https://ass
		Kindly Clic
	Emiley Thai	Just downl
	Shashwat Verma	We are cor the time, I give your c
		Issue resol
		Thank you
		<i>Shashwat</i>

Visitor Details -----

#76443 szolad
Email: szolad@cdt.org
Department: Support(QB & App Hos
Operator: Shivam Singh
Website: https://www.acecloudhostir
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 18
City: WASHINGTON
State: District Of Columbia
Country: UNITED STATES

Chat Transcript -----

szolad	Hello, I am
Acebuddy	Hello Szolad
	Whom Wo
szolad	Technical S
Acebuddy	Welcome t
	Please cho
szolad	I'd like to r
Acebuddy	Please sele
szolad	QuickBook
Acebuddy	What type
szolad	Other QB r
Acebuddy	Please spe
szolad	We have ju attachmen
Acebuddy	Please wai

Acebuddy

		Deepak T
		Rohan Praj
		Rohan Praj
		Shivam Sir
	Shivam Singh	Thank you
	szolad	HI Shivam
	Shivam Singh	I will be su
	szolad	give me a
	Shivam Singh	Sure, Take
	szolad	server nan
		login name
	Shivam Singh	Thanks for
	szolad	OK
	Shivam Singh	Thanks for
	szolad	Sure
	Shivam Singh	I checked y reason wh
	szolad	Are you ab
	Shivam Singh	Yes, for the account
		Once done
	szolad	Is there an instance b
	Shivam Singh	Upon revie It's possibl
		However, c audit and c we've corr
	szolad	So what dc
	Shivam Singh	For now, w further issi service all
	szolad	Thank you
	Shivam Singh	Could you
	szolad	It is requir

		It is not re
	Shivam Singh	For you I h
		Please sigr
	szolad	I will do so
	Shivam Singh	For catheri
	szolad	I will
		I tried to c
		the short c
		I exited the
	Shivam Singh	Okay
		Please con
	szolad	It is still fro
	Shivam Singh	let me help
	szolad	It just unfre
		but the un
	Shivam Singh	Surely, ple
	szolad	It is saying
		8:46:25 PM
		Screensho
		I will open
		BTW, it als program.
	Shivam Singh	Sarah let r
	szolad	OK, I am h
	Shivam Singh	Please sigr
	szolad	ok
	Shivam Singh	Please sigr
	szolad	ok
		I can acces
	Shivam Singh	Great
	szolad	I am check
	Shivam Singh	Is everythi
	szolad	give me 30

	Shivam Singh	Sure
	szolad	Just double
	Shivam Singh	Great.
		Is there an
	szolad	Sorry, ema
	Shivam Singh	"I'd really ; smiley icon
		You may e conversati
		I request y working. I Thanks!
		Note: You r (https://sel
		For self-he
		<i>Shivam Sir</i>

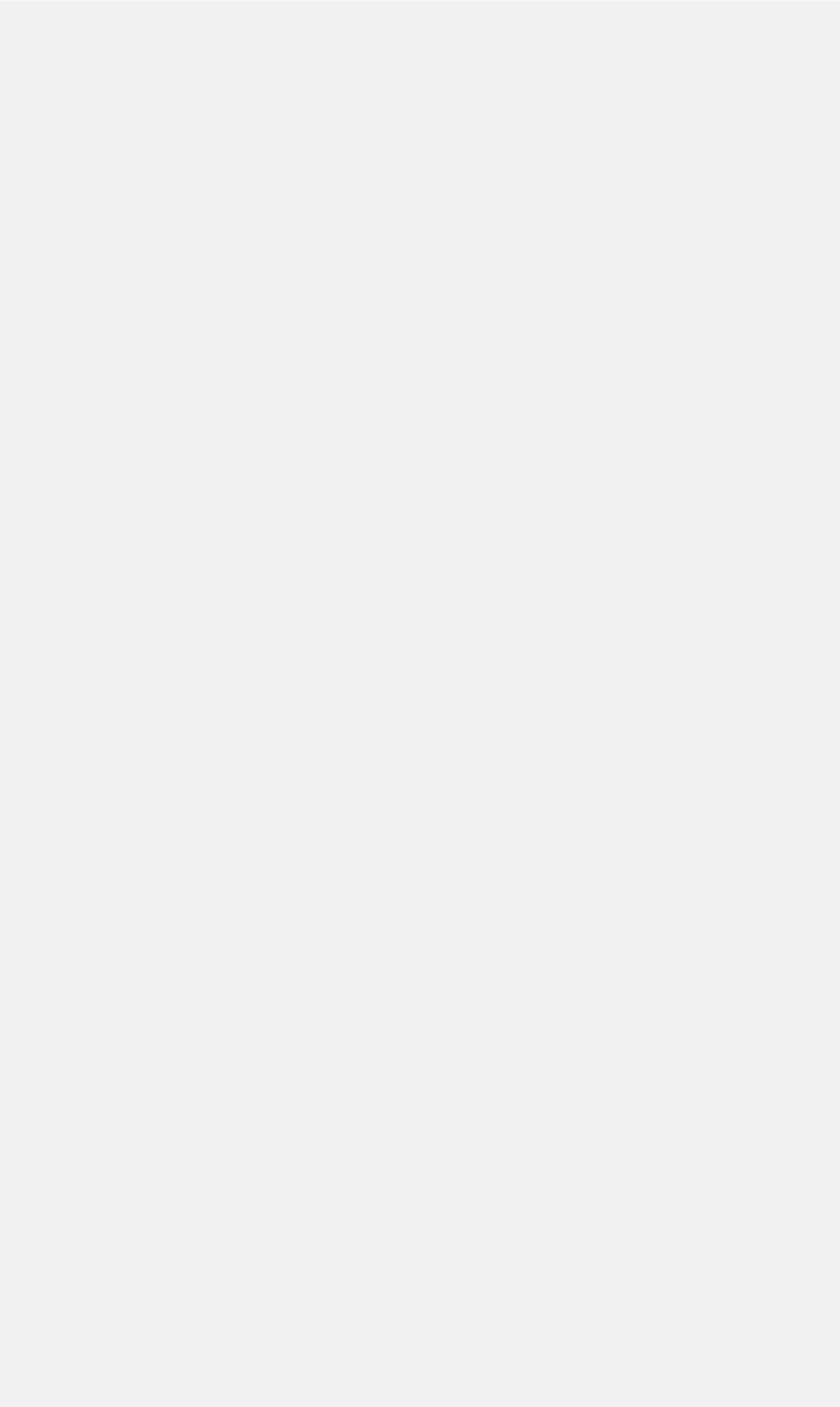
Visitor Details -----

#76795 Gloria Phillips
Email: gphillips@gpacnt.com ☎ 158
Department: Support(QB & App Hos
Operator: Shashwat Verma
Website: https://www.acecloudhostir
Operating System: Microsoft Windo
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 7 Secs
City: PONCA CITY
State: Oklahoma
Country: UNITED STATES

Chat Transcript	
Gloria Phillips	Hello, I am
Acebuddy	Hello Glori
	Whom Wou
Gloria Phillips	Technical S
Acebuddy	Welcome t
	Please cho
Gloria Phillips	I'd like to r
Acebuddy	Please sele
Gloria Phillips	Printer/Sca
Acebuddy	Please sele
Gloria Phillips	Printer Adc
Acebuddy	Kindly inst mentioned
	Once the l from the p
	Do you ne
Gloria Phillips	Yes
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Rohan Praj</i>
	<i>Shashwat</i>
Shashwat Verma	Thank you
	Hello
Gloria Phillips	I am trying uniprint ar
Shashwat Verma	I will surely
	May I take
Gloria Phillips	All I want t
	yes
Shashwat Verma	Prior provi

	ROSE DE LA LLANA	I'd like to r
	Acebuddy	Please sele
	ROSE DE LA LLANA	Password f
	Acebuddy	Please sele
	ROSE DE LA LLANA	Not Enrolle
	Acebuddy	Please dro password i
		Do you nee
	ROSE DE LA LLANA	Yes
	Acebuddy	Please wai
		<i>Acebuddy</i>
		<i>Shivam Sir</i>
	Shivam Singh	Thank you
		I will be su
	ROSE DE LA LLANA	RoseDela
		I am worki
		the compa
		<i>8:18:35 PM</i>
		1_image.p
		this is the
		Need to re
	Shivam Singh	Thank you
	ROSE DE LA LLANA	ok
	Shivam Singh	Are you th
		Are we stil
	ROSE DE LA LLANA	yes
		My office a
		but it seen
	Shivam Singh	Just to con
	ROSE DE LA LLANA	yes... my c
		Once I am
		are you th
	Shivam Singh	I will share

		Account on
		Is there an
	ROSE DE LA LLANA	He is NOT
		He is an ex
	Shivam Singh	I understan Francisco (
		Allow me 2
		Hi Rose, As from there Below is th https://self
	ROSE DE LA LLANA	I need to n YOUR REC
	Shivam Singh	Please logi https://self
	ROSE DE LA LLANA	ok let me v
	Shivam Singh	And I will e
	ROSE DE LA LLANA	It says the contacted
	Shivam Singh	Please clic
	ROSE DE LA LLANA	<i>8:47:59 PM</i> 1_image.p
		Dont unde
		hello pleas
	Shivam Singh	For quick a
		I will share
	ROSE DE LA LLANA	approval c
	Shivam Singh	I would no
	ROSE DE LA LLANA	before we
	Shivam Singh	May I take
		So that I c
	ROSE DE LA LLANA	yes please
	Shivam Singh	Prior provi
	ROSE DE LA LLANA	done
	Shivam Singh	thanks

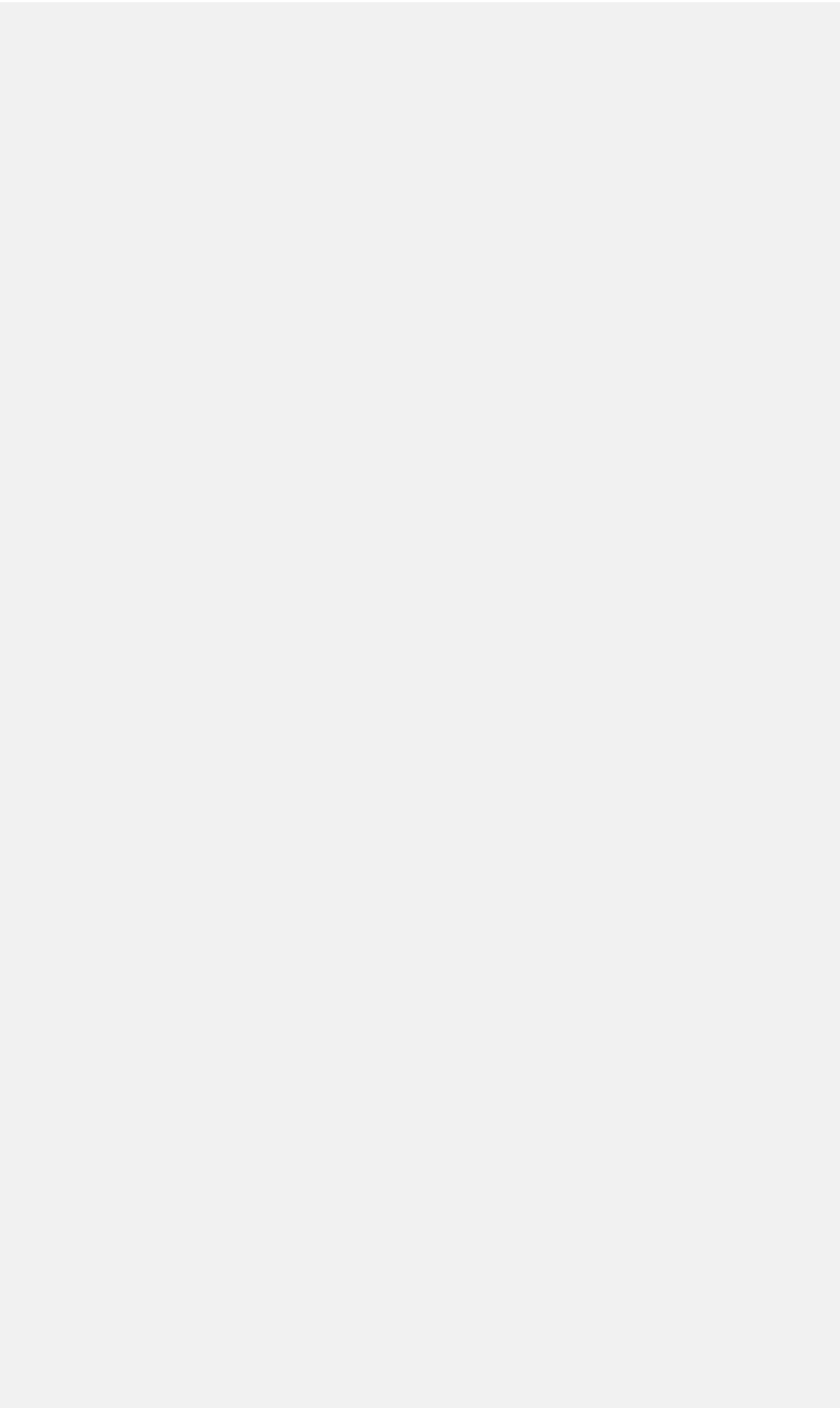


Visitor Details -----

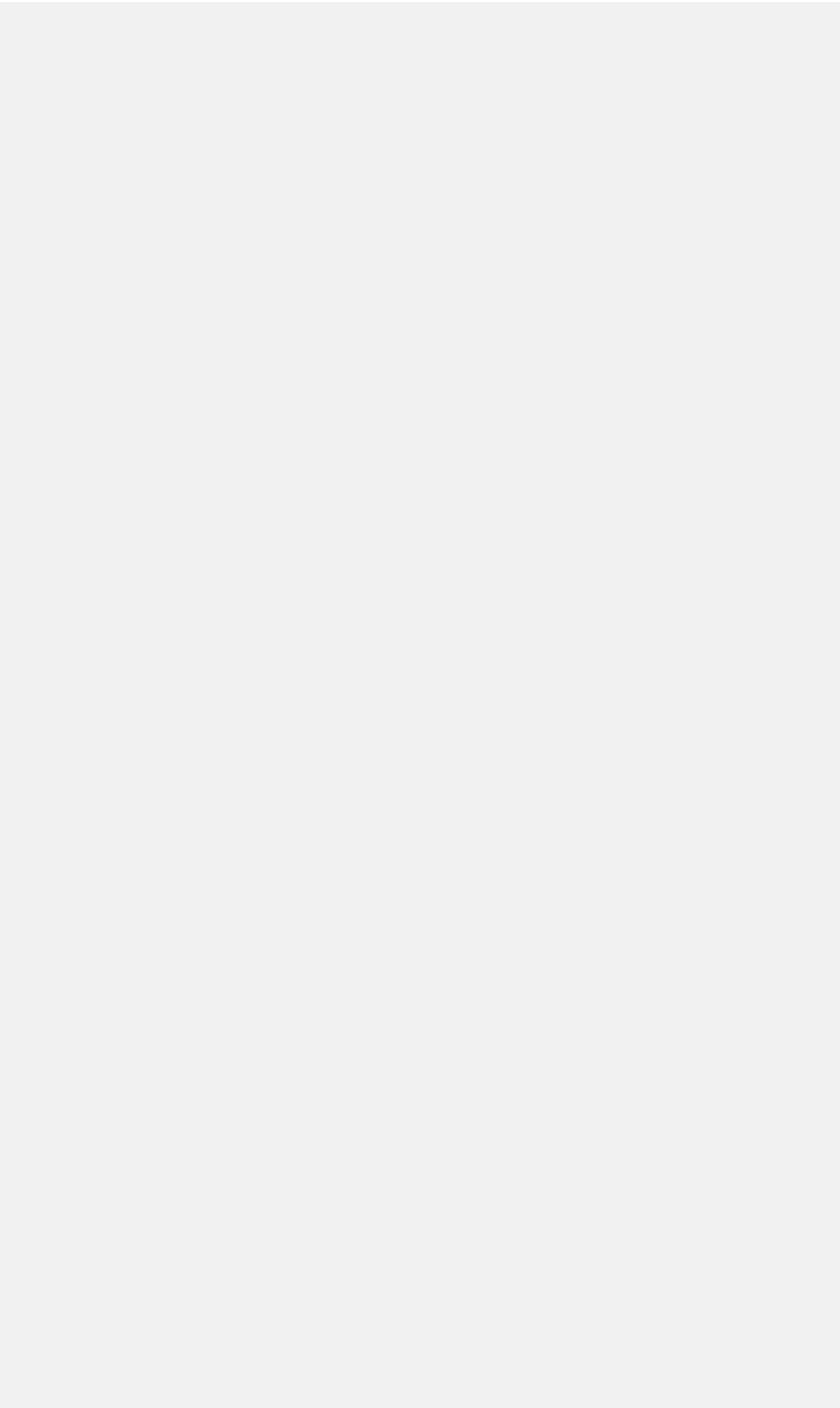
#76979 Kristin Bingham
Email: kbingham@bingham-con:
Department: Support(QB & App
Operator: Shivam Singh
Website: https://www.acecloudh
Operating System: Microsoft W
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Mir
City: SAN DIEGO
State: California
Country: UNITED STATES

Chat Transcript -----

Kristin Bingham	Hello,
Acebuddy	Hello
	Whom
Kristin Bingham	Techn
Acebuddy	Welco
	Please
Kristin Bingham	I'd like
Acebuddy	Please
Kristin Bingham	Other
Acebuddy	Please reque
	If you below
Kristin Bingham	Yes, I'i
Acebuddy	Please
Kristin Bingham	Quick
Acebuddy	What
Kristin Bingham	Quick
Acebuddy	Hmm,
	Was tl
Kristin Bingham	No



Acebuddy	No iss furthe
	<i>Acebu</i>
	<i>Shiva</i>
Shivam Singh	Thank today.
	I will k
Kristin Bingham	Bingh
	kristin
	kbingl
	I tried
Shivam Singh	Okay,
Kristin Bingham	also ti
	I tried
Shivam Singh	Okay, have i
Kristin Bingham	this m
	it star
	can yo
	or tell
Shivam Singh	please
Kristin Bingham	I have
Shivam Singh	There
Kristin Bingham	i dont
Shivam Singh	Let m
Kristin Bingham	No, i s
	when
Shivam Singh	Rest a
Kristin Bingham	that d
	how d
	I have make
Shivam Singh	let me



Kristin Bingham	TY
Shivam Singh	Please
Kristin Bingham	Ok, i a
Shivam Singh	Great.
	I'm he
	Were
Kristin Bingham	yes, s
	I am g possib but fo
Shivam Singh	Oh, th
	you hi
	How r
Kristin Bingham	If you much
Shivam Singh	Allow
Kristin Bingham	Thank
Shivam Singh	Kristir
	I will s
	Kristir
Kristin Bingham	no, I t
Shivam Singh	Yes, it
	Thank
	I woul clickir
	You m regar
	I requ how I qualit
	Note: Portal
	For se (https

