

Visitor Details

#79407 Tim Springer

Email: tim@green-scapes.com  17043610401

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: MATTHEWS

State: North Carolina

Country: UNITED STATES

Chat Transcript

Tim Springer	Hello, I am your Acebuddy
Acebuddy	Hello Terri L Springer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tim Springer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tim Springer	I'd like to report an Issue
Acebuddy	Please select an option!
Tim Springer	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tim Springer	Remote desktop can't connect to the remote computer
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.

	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
Tim Springer	yes
Yash Kalra	Kindly help me with your server name and user name?
Tim Springer	I got booted from my connection and it won't log back on
Yash Kalra	Is this issue occurring for all the user?
Tim Springer	let me check
	Yes for both of us that use ace hosting
	Greenscapes.myreldata.net
Yash Kalra	Kindly allow me two minutes to check the same.
	Please try to connect now.
	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)

Yash Kalra has ended this chat session

Visitor Details

#79176 amyp

Email: amyp@chapelhats.com  14152250580

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 57 Secs

City: ROCKLIN

State: California

Country: UNITED STATES

Chat Transcript

amyp	Hello, I am your Acebuddy
Acebuddy	Hello Amyp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
amyp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amyp	I'd like to report an Issue
Acebuddy	Please select an option!
amyp	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
amyp	My work mate is unable to log into the server. I am able to sign in but it keeps kicking me out. Can you help? It is under E
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
amyp	Hello. Thanks so much
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu
amyp	Great. TThank you.
Anjainay Singh	Could you please confirm since when you are facing this issue?
amyp	It started this morning.
	We had other meetings so we didn't get to it until now. But now we really need to be able to get in
Anjainay Singh	I truly understand your situation and concern.
	I would like to inform you that there is global outage at backend.
	However I have did backend settings could you please try to login along with your users and let me know if you are facing
amyp	yes. stand by please
	I was able to get in for a few seconds and then got kicked out.
	I am waiting to see what my coworker sees.

she is unable to get in at all and I was able to get in again, but we will see if it kicks me out again.

yep. kicked out again

Anjainay Singh Could you please confirm whether other users are still in or got kicked out?

amyp she can't get in but I am in again

now I am kicked out again

Anjainay Singh May I take the remote access of your local computer?

Could you please confirm what error you are getting when you are getting kicked out?

Could you please share the screenshot of that error with me ?

amyp sure.

there is no error code. It cuts off and then restarts and cuts off. Brandi can't get in at all.

Anjainay Singh No worries, please allow me just 4-5 minutes so that I can assist you accurately.

I am checking the resources on server whether they are in adequate amount for proper server functioning.

Could you please confirm that whether you and other users are working in same network or different.

amyp we are in the same

my connection comes and then kicks me out. She can't get into hers at all.

Anjainay Singh We are making some backend changes please be patient with me.

amyp of course. Thank you.

Anjainay Singh We have made some backend changes could you please try to login once again.

Could you please confirm the status?

amyp stand by

Anjainay Singh Sure.

amyp i am in and haven't gotten kicked out yet. Waitin gon my coworker.

Anjainay Singh Sure.

amyp she is in now too. Thank you so much.

Anjainay Singh 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)

I will also share the ticket id with you over the mail once this chat is disconnected.

Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Visitor Details

#79851 John Reece

Email: jreece@farmerslifeins.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: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

John Reece Hello, I am your Acebuddy

Acebuddy Hello John Reece, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

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

Visitor Details

#79385 Viernes

Email: allan@nextgenenterprises.biz ☎ 19095398801

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 2 Mins 56 Secs

City: BELLFLOWER

State: California

Country: UNITED STATES

Chat Transcript

Viernes Our entire team is getting a firewall connection issue. It was on and off last week but now no one can seem to get in

Aayush Thank you for contacting ACE. My name is Aayush. I will be assisting you further.

Aayush is transferring the chat to Support(QB & App Hosting).

Yash Kalra accepted the chat transfer request.

Yash Kalra Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.

I will be surely assisting you with this. Kindly help me with your server name and user name?

9:35:15 PM Viernes is sharing a file with you

[IMG_0978.png](#) - (Size:21.89 KB)

9:35:31 PM Viernes is sharing a file with you

[IMG_0978.png](#) - (Size:21.89 KB)

9:36:03 PM Viernes is sharing a file with you

[IMG_0978.png](#) - (Size:21.89 KB)

This is the message

Viernes Can u see the pic

Nextgenent

Yash Kalra Viernes, I have noted the issue, and it seems I have to escalate this issue to the higher teams.

Please provide us your number so that they can reach out to you to resolve this issue.

Additionally, please let me know when was the last time you were able to access QuickBooks. (Edited)

Viernes 909-539-8801

	Last Friday
Yash Kalra	Please stay connected let try something from backend, this might help.
Viernes	Ok let me know when my team should try again. I'm on mobile phone right now
Yash Kalra	Viernes, may I take the remote access of your server.
Viernes	Sure
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/3632169856
	Prior providing the access, I would suggest you to close any important documents at your end.
Viernes	I am not by the computer
	Can I send the link to my staff
Yash Kalra	Sure
Viernes	I sent to my staff jorge
	Are you on with him? One of my other staff tried the live chat and they said they would need to reinstall during off hours .
	It was with Mrunal. Does that mean no one can work today?
Yash Kalra	Viernes, I have to escalate this issue.
	Our escalation team will reach out to you soon in order to get this issue resolved.
	Let me check this out.
	Viernes, this is not application related issue as some files are opening well and some are not.
	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)

Yash Kalra has ended this chat session

#79459 AMC PAINTING LLC

Email: matt.cordova@amcpainting.com ☎ 17192376165

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: COLORADO SPRINGS

State: Colorado

Country: UNITED STATES

Chat Transcript

AMC PAINTING LLC	Hello, I am your Acebuddy
Acebuddy	Hello Amc Painting Llc, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Visitor Details**#79190 Colby Eklund**

Email: colby.eklund@gmail.com ☎ 14145308838

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: SARAJEVO

State: Federacija Bosna I Hercegovina

Country: BOSNIA AND HERZEGOVINA

Chat Transcript

Colby Eklund	Hello, I am your Acebuddy
Acebuddy	Hello Colby, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Colby Eklund	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Colby Eklund	I'd like to report an Issue
Acebuddy	Please select an option!
Colby Eklund	Password Reset
Acebuddy	Please select an option below
Colby Eklund	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Colby Eklund	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Colby Eklund	Hello. I'm trying to sign into self care portal but my account has been locked. Can you please unlock it?
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Kindly check now.
Colby Eklund	When I try to reset my password is still says your account has been restricted. Contact the administrator
Manish Singh	May I take the remote access of your local computer?
Colby Eklund	Sure
Manish Singh	https://assist.acecloudhosting.com/join/2102004021
	Prior providing the access, I would suggest you to close any important documents at your end.
Colby Eklund	OK can you see my screen?

Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.
<i>The visitor's name was changed from Colby to Colby Eklund.</i>	
	Is there anything else I may help you with ?
Colby Eklund	I'm just trying to log into my server now to double check, give me one minute please
Manish Singh	Please take your time.
	Is there anything else I may help you with ?
Colby Eklund	Sorry, the server is still loading, I want to make sure it works before I disconnect
Manish Singh	Alright!
Colby Eklund	It works, thank you for your help
Manish Singh	Great!
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Colby Eklund	Will do, thank you
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	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 your cooperation.
	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>Manish Singh has ended this chat session</i>	

Visitor Details

#78841 CHRIS

Email: cbrickner@outlook.com  12162352115

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: CLAYMONT

State: Delaware

Country: UNITED STATES

Chat Transcript

CHRIS	Hello, I am your Acebuddy
Acebuddy	Hello Chris, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
CHRIS	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
CHRIS	I'd like to raise a Request
Acebuddy	Please select your request type.
CHRIS	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

Visitor Details

#78976 Brian Leavitt

Email: 1car@earthlink.net ☎ 4253482777

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: EVERETT

State: Washington

Country: UNITED STATES

Chat Transcript

Brian Leavitt	Hello, I am your Acebuddy
Acebuddy	Hello Brian Leavitt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brian Leavitt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brian Leavitt	I'd like to raise a Request
Acebuddy	Please select your request type.
Brian Leavitt	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Brian Leavitt	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	Is this the account : Leavitt Auto Sales ?
Brian Leavitt	Hi yes. my quickbooks file won't exit and won't update we need it to update for payroll today and it was fine yesterday
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this.
	Could you please confirm me your username?
	And which QB version you are using?
Brian Leavitt	

	BrianL.npro1
	quicikbooks desktop 2024
Abhay Kumar Saraswat	Great.
	Thank you for the information and allow 2 minutes to check the same.
Brian Leavitt	I just need you to restart quickbooks on your end possibly
Abhay Kumar Saraswat	Thank you for your patience.
	This message has been deleted
	Sure.
	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
Brian Leavitt	yes please
Abhay Kumar Saraswat	Kindly allow me two minutes.
	Please accept the remote request.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.
	Thank you for your patience.
	As discussed, I'll schedule the QuickBooks update for tonight and will notify you via your registered email once the update is successful.
	Is this your registered email? 1car@earthlink.net
Brian Leavitt	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	We'll update you.
	Is there anything else I may help you with ?
Brian Leavitt	no just hopefully getting that updated thank you!
Abhay Kumar Saraswat	My pleasure to assist you.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	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 your cooperation.
	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/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Abhay Kumar Saraswat has ended this chat session

Visitor Details

#79969 Chase Trotter

Email: goodwinmetals.chase@gmail.com

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: DORA

State: Alabama

Country: UNITED STATES

Chat Transcript

Chase Trotter	Hello, I am your Acebuddy
Acebuddy	Hello Chase Trotter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chase Trotter	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chase Trotter	I'd like to report an Issue
Acebuddy	Please select an option!
Chase Trotter	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Chase Trotter	QuickBooks is Frozen
Acebuddy	

Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks

Was that helpful?

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

Visitor Details

#79611 Deselms

Email: garth@standarus.com  6302054504

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace mQIzsubBZ&gclid=CjwKCAjw4efDBhATEiwAaDBpbvU9hfDlpzRLQj2j8V2Q1nNtmfnDROrLddz22zjPsAvI7oeNjjttFBoCdKQQAvD_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: HANOVER PARK

State: Illinois

Country: UNITED STATES

Chat Transcript

Deselms lost a remote session trying to add a printer

Dikshant Yadav Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.

May I please confirm your Business name or the CID number?

Deselms Standard Industrial Automotive Equipment

Dikshant Yadav Unfortunately, I am unable to find any account associated with this business name.

Do you have the CID?

Deselms CID # is 69221

Dikshant Yadav is transferring the chat to Support(QB & App Hosting).

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
Deselms	Hello Deselms How are you doing today?
Sujeet Kumar Suman	hello I was just working with someone trying to get my computer to hook up to our printer and whoever I was working with they had remote access but they did something and I got disconnected from the remote access
Deselms	No worry, let me check it for you. I will be surely assisting you with this. Kindly help me with your server name and user name?
Deselms	siaaei.myreldata.net username Garth
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same. Thank you for your patience. As per our previous chat, we understand that you would like to set up the printer on the server.
Deselms	yes
Sujeet Kumar Suman	May I take the remote access of your local computer?
Deselms	yes
Sujeet Kumar Suman	Kindly avoid pasting the remote access link within the server environment. Kindly close all important tabs and documents for not to breach any security concern.
Deselms	were good
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/5672947831 We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting Thank you for your patience.
	As per our remote session, we identified that the issue is with your local system. The printer settings have been successfully resolved. Kindly connect with your local IT team. They will assist you in resolving the printing issue on your local system. Once the issue is resolved, please let me know. 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.

Sujeet Kumar Suman has ended this chat session

Visitor Details

#79785 jaime

Email: jaime@finfrocktax.com  115866468296

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

Average Response Time: 11 Secs

City: ROMULUS

State: Michigan

Country: UNITED STATES

Chat Transcript

jaime	Hello, I am your Acebuddy
Acebuddy	Hello Jaime Finrock, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jaime	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jaime	I'd like to report an Issue
Acebuddy	Please select an option!
jaime	Password Reset
Acebuddy	Please select an option below
jaime	Not Enrolled to Selfcare Portal

Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-set.
	Do you need any further assistance on the topic?
	<i>The visitor's name and phone number were changed.</i>
jaime	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh declined the transfer request.</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	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)
	<i>Shubham Maurya has ended this chat session</i>

Visitor Details

#78826 michael Gardner

Email: michael@rayswine.com  +14142589821

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: MILWAUKEE

State: Wisconsin

Chat Transcript

michael Gardner	Hello, I am your Acebuddy
Acebuddy	Hello Michael Gardner, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
michael Gardner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
michael Gardner	I'd like to report an Issue
Acebuddy	Please select an option!
michael Gardner	Password Reset
Acebuddy	Please select an option below
michael Gardner	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
michael Gardner	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Michael. How are you doing today?
michael Gardner	OK
	I used the Selfhelp portal to change my password using forgot password. Now neither the old or new password will let me
Yash Ahi	Alright I will surely help you with the issue.
	Could you please help me with your server name or business name?
michael Gardner	Rays Wauwatosa
Yash Ahi	Thankyou for the information
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
	Are we still connected here?

michael Gardner	yes
Yash Ahi	<p>Prior providing the access, I would suggest you to close any important documents at your end.</p> <p>Kindly paste this link in the browser of local computer and join the session.</p> <p>https://assist.acecloudhosting.com/join/9912972344</p>
	Are we still connected here?
michael Gardner	yes
Yash Ahi	<p>Please join the remote session using that link.</p> <p>We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you through the steps.</p> <p>As per remote session, the issue has been resolved and you were able to login</p> <p>Is there anything else I may help you with ?</p> <p>As discussed over the remote session, we are closing the chat.</p> <p>After this chat you will get the reference ticket ID</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the reference ticket ID.</p> <p>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 your cooperation.</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Yash Ahi has ended this chat session

Visitor Details

#79750 Kerianne Even

Email: keven@artconsultingservices.net  916-716-2521

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 44 Secs

City: SACRAMENTO

State: California

Country: UNITED STATES

Chat Transcript

Kerianne Even	Hello, I am your Acebuddy
Acebuddy	Hello Kerianne Even, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kerianne Even	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kerianne Even	I'd like to report an Issue
Acebuddy	Please select an option!
Kerianne Even	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kerianne Even	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kerianne Even	crashing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
Kerianne Even	great
Vikas Singh Chauhan	Is this for account: Kira Stewart Inc DBA Art Consulting Services ?
Kerianne Even	qbks crashed and i dont know if it had something to do with installing dropbox earlier today
	yes
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
Kerianne Even	thank you
	if dropbox took up too much space then remove it

ill figure a work around

Vikas Singh Chauhan	Sure, please allow me few more minutes and I'll update you accordingly. Thank you for your patience.
	As I checked, there is no space in your C: drive and that is the reason that you are unable to use the QuickBooks.
	Please see the attachments. <i>4:24:54 AMVikas Singh Chauhan is sharing a file with you image.png - (Size:4.6 KB)</i>
Kerianne Even	we saw that already how do you fix it
Vikas Singh Chauhan	Let me try to free up some temp files and free some space for you.
Kerianne Even	the back up i made today can be removed its saved on the d drive dated 072325
Vikas Singh Chauhan	Thank you for your patience. <i>4:29:43 AMVikas Singh Chauhan is sharing a file with you image.png - (Size:4.65 KB)</i> <i>We removed some unwanted temp files from C: drive and freed up some space.</i>
	No, there is no role of D drive in this. (Edited)
Kerianne Even	okay did you remove dropbox
Vikas Singh Chauhan	That you can also delete it from your end from D drive.
	Not yet, please let me check.
Kerianne Even	dropbox is on the d ?
	i really only need access to one folder in our dropbox and i think i wasnt paying attention and added all of them and some of them are really big
Vikas Singh Chauhan	The D drive does not affect opening of the QuickBooks.
Kerianne Even	i got that but i dont think dropbox installed on the d drive i installed it today
Vikas Singh Chauhan	Yes, I have checked on the server and no Dropbox is installed.
Kerianne Even	got a couple messages about not enough space after it installed then qb crashed
Vikas Singh Chauhan	Yes, the low space message was for C drive as there was 0% space left.
Kerianne Even	so dropbox installed on the c drive

Vikas Singh Chauhan	Now after removing temp files the space is 5.8 GB and now you can try to open the Quickbooks.
Kerianne Even	Dropbox is not installed on any drive. It is not installed on the server.
Kerianne Even	i see it on the desktop
	hit the little windows button on the task bar and you see dropbox and it says new next to it
Vikas Singh Chauhan	Okay
	May I take the remote access of your server?
Kerianne Even	yep
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.
Kerianne Even	yep
	look on the desktop
	those are our dropbox files
	the all team is massive and i dont need it
	the only one i need is the accounting kira veronica kerianne
	can you keep the first file but get rid of the rest
	huh whats the difference
	i thought it was supposed to be cloud based and not take up space
Vikas Singh Chauhan	Okay
	Allow me to check the details.
Kerianne Even	the only dropbox file i really need is the first one labeled accounting kira veronica kerianne
Vikas Singh Chauhan	Okay Sure.
	I will move the first folder to D drive and will uninstall the Dropbox. Is that fine ?
	So, that it does not create space issue again on C drive.
Kerianne Even	sure but that first folder will still be linked to our dropbox account correct
	its a shared folder that 3 of us all access regularly
Vikas Singh Chauhan	Now please delete the rest of the folders from the Dropbox on the screen and keep the first folder that will be synced.
Kerianne Even	how do i do that
	just right click
Vikas Singh Chauhan	Yes select all the folders that needs to be deleted and right click to select delete.
Kerianne Even	told you it was big
	i wasnt paying attention when i did it sorry
Vikas Singh Chauhan	No worries.
	It would take some time as it is around 2.3 TB data.

Kerianne Even	oooopsie sorry about that
Vikas Singh Chauhan	Okay, please try to delete the last 2 folders again.
	Now we have enough space on the C drive as well, it says 15% and all requested folders are deleted.
	Are we still connected ?
	Are we still connected ?
	Are we still connected ?
	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)

Vikas Singh Chauhan has ended this chat session

Visitor Details

#79737 Cesar Diaz

Email: cesar.diaz@intercentrohn.com ☎ +50499919175

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: ?

State: Honduras

Country: HONDURAS

Chat Transcript

Cesar Diaz Hello, I am your Acebuddy

Acebuddy Hello Cesardiaz, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Cesar Diaz Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cesar Diaz	I'd like to report an Issue
Acebuddy	Please select an option!
Cesar Diaz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cesar Diaz	we ready reset the password of user Cmartinez still can not connect to remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Gaurav Kumar declined the transfer request.</i>	
<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	Hello Cesar
	I will be surely assisting you with this.
	Could you please share the password with me.
	Let me check at my end.
Cesar Diaz	Martinez74
	Martinez71
Abhay Kumar Saraswat	Which one is correct?
Cesar Diaz	sorry the first on it is wrong
Abhay Kumar Saraswat	Okay.
Cesar Diaz	the correct is Martinez71
Abhay Kumar Saraswat	Thanks for the confirmation !
	Let me check.
	Kindly allow me two more minutes to check the same.
Cesar Diaz	ok
Abhay Kumar Saraswat	Thank you for your patience.
	I've just checked with your given password and the password seems incorrect.
<i>11:39:44 PM Abhay Kumar Saraswat is sharing a file with you image.png - (Size:138.78 KB)</i>	
<i>Please see the attachment:</i>	

Cesar Diaz	let me reset again
Abhay Kumar Saraswat	Yes, please.
	Make sure that your password should have the these criteria-
	<i>11:41:10 PM Abhay Kumar Saraswat is sharing a file with you image.png - (Size:4.69 KB)</i>
Cesar Diaz	ok
	Carlos@71
	we are connect
Abhay Kumar Saraswat	Yes, I'm checking.
Cesar Diaz	the password and hthe lock was the error
Abhay Kumar Saraswat	Please allow me a minute.
Cesar Diaz	ok go ahead
Abhay Kumar Saraswat	Is it working at your end?
	Are you into the server?
Cesar Diaz	yes i ready connect
Abhay Kumar Saraswat	Okay, great.
	Kindly allow me two minutes to check the same.
Cesar Diaz	ok
Abhay Kumar Saraswat	Thank you for your patience.
	Yes, I've checked and confirmed that the user was logged into the server a few minutes ago.
	So, Is there anything else I may help you with ?
Cesar Diaz	yes i log into
Abhay Kumar Saraswat	Great.
	Is there anything else I may help you with ?
	Or can we close the open ticket now?
Cesar Diaz	please close the ticket
Abhay Kumar Saraswat	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	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 appri

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

For self-help, check out our Knowledge Base (<https://www.acecloudhosting.com/knowledgebase/>)

Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Cesar Diaz thanks again

cesar.diaz has ended this chat session

Visitor Details

#79755 team

Email: team@infiniteaccountants.com  2125440001

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: APLAYA

State: Laguna

Country: PHILIPPINES

Chat Transcript

team Hello, I am your Acebuddy

Acebuddy Hello Team, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

team Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
team	I'd like to report an Issue
Acebuddy	Please select an option!
team	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
team	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
team	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
team	can u please help to log in the desktop. its not woerking
Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?
team	myrealdatalIASAdmin.NPRE V4dOe9#2aY
	i cant log in taht credentials
Tushar	Thank you for the details, is it the first time you have faced this issue and are other users facing the same issue.
team	ok
Tushar	Also, your session was in disconnected started I closed it from Task manger Kindly try to login again.
team	now?
Tushar	Yes Kindly try to login.
team	hold on
	<i>11:51:38 AMteam is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:182.69 KB)</i>
	its still the same
Tushar	Kindly allow me two minutes to check the same.
team	k
	??
Tushar	Kindly allow some more time about 5 minutes.
team	kk
Tushar	As your account was migrated on June 19 I will have to see if it was done with following all steps or not.

team	k
Tushar	Could you tell me when last time you were able to access your account.
team	i dont know where was the last time, only the desktop of my boss im durrently using but i need something on our desktop
Tushar	Okay.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
team	why? i dont know what will happen
Tushar	I will have to check the Login Icon if it is configured correctly or not.
	If it is configured correctly then we will have to see other troubleshooting steps to locate the primary cause of server login issue.
team	its ok now
	thanks

team has ended this chat session

Hi, we are happy to help you. We have been connected to you via the live chat window. If you have any further questions, please feel free to ask. Thank you for connecting with us!

Visitor Details

#79426 eric.simon

Email: eric.simon@cosmobiousa.com  17604314600

Department: Support(QB & App Hosting)

Operator: Sandeep Kumar

Website: https://www.acecloudhosting.com/hosting/quickbooks-cloud/?utm_source=google&utm_medium=cpc&utm_campaign=QB_Bottom_Funnel_Search_USA&utm_term=quickbooks%20citrix%20hosting&utm_adgroup=xUrlyOVRoCWMEQAvD_BwE

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: CARLSBAD

State: California

Country: UNITED STATES

Chat Transcript

eric.simon Hi, we are having trouble logging into our host. Several of us got kicked off and when we try to log back in, it either does i

Aayush Thank you for contacting ACE. My name is Aayush. I will be assisting you further.

Aayush is transferring the chat to Support(QB & App Hosting).

Sandeep Kumar accepted the chat transfer request.

Sandeep Kumar Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.

Hi Eric, I deeply apologize for the inconvenience caused to you. As checked with the backend team, one of our datacenter

eric.simon any ETA for the fix?

Sandeep Kumar Not yet but the backend team mentioned around 30-40 minutes.

eric.simon ok, thank you

We have been having problems with quickbooks all day with the web connectors

Sandeep Kumar It could be due to the same reason, but we can't tell right now for sure.

eric.simon ok

Sandeep Kumar We will share an update over the email once its fixed.

Again I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve

Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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 appr

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

For self-help, check out our Knowledge Base (<https://www.acecloudhosting.com/knowledgebase/>)

Sandeep Kumar has ended this chat session

I need to co

Visitor Details

#79563 will

Email: will@soleilfloors.com  5125009088

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

Website: <https://www.acecloudhosting.com/ace-support/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

will	I need to connect my gmail accou
Riten	Thank you for contacting ACE. My
will	ok
	I need to connect my gmail accou
Riten	Hi Will, let me connect you to sup
	<i>Riten is transferring the chat to Sujeet Kumar Suman</i>
	<i>Sujeet Kumar Suman accepted the transfer</i>
will	ok
Sujeet Kumar Suman	Thank you for contacting Ace Clo
	Hello Will
will	I need to connect my gmail accou
Sujeet Kumar Suman	I will surely help you with this.
	I will be surely assisting you with
will	i believe the server name is soleil
	not sure though
Sujeet Kumar Suman	Thank you for the information and
will	ok
Sujeet Kumar Suman	To proceed with setting up the em
will	yes
Sujeet Kumar Suman	kindly approve

We are connected on the remote hold, please do not disconnect it.

will have you fixed it?

Sujeet Kumar Suman Not yet.

I am setting up your email in Quic

will ok

Sujeet Kumar Suman Thanks for understanding.

will i just got a seperate message

Sujeet Kumar Suman Could you please show me?

will how?

Sujeet Kumar Suman I am currently typing in Notepad

will " I am not able to click on edit option

Sujeet Kumar Suman I am currently typing in Notepad

will do i need to respond to you there

Sujeet Kumar Suman Kindly click on the edit option in C

Kindly enter you Emil address

Kindly log in using your Intuit acc

will please refresh login screen

Sujeet Kumar Suman okay.

Kindly allow me to take remote ac

will Please

Sujeet Kumar Suman Thanks.

Kindly enter your mail ID.

Please enter your Intuit User ID a

The email has been successfully a

will thank you for your help

please release my screen

Sujeet Kumar Suman Sure.

will that is all goodbye

Sujeet Kumar Suman The remote session has been end

Is there anything else I may help

will that is all goodbye

Sujeet Kumar Suman

Thanks for the confirmation !

You may end this chat now. Once
number and survey feedback for

I request you to kindly spare a mo
you may send your feedback at q

Note: You may change/reset your
(<https://selfcare.acecloudhosting.com>)

For self-help, check out our Knowl

Sujeet Kumar Suman has ended the chat.

Visitor Details

#80009 Charles Xavier

Email: support@coretechs.it  2259007448

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 56 Secs

City: BELLA VISTA

State: Panama

Country: PANAMA

Chat Transcript

Charles Xavier

Hello, I am your Acebuddy

Acebuddy

Hello Support, I'm your Ace Buddy

Whom Would You Like to Connect

Charles Xavier

Technical Support (QB & App Host)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Charles Xavier

I'd like to report an Issue

Acebuddy

Please select an option!

Charles Xavier

QuickBooks Issue

Acebuddy

What type of QuickBooks Issue ar

Charles Xavier

Other QB related issue

Acebuddy

Please specify the issue you are f

Charles Xavier

Ticket ID: 743631

Acebuddy

Please wait while we connect you

Acebuddy (bot) forwarded the chat to Sujeet Kumar Suman

Sujeet Kumar Suman accepted the ticket

Sujeet Kumar Suman

Thank you for contacting Ace Clo

Hello

Charles Xavier

Hello, the mentioned ticket is not

I emailed but here is the follow up

"There is still an error code on the affect us not being able to login to stubs. I cannot do that without be

Sujeet Kumar Suman

Could you please help us with the efficiently.

Charles Xavier

Server: CD Services Group

743631

Sujeet Kumar Suman

Thank you for the information and

Charles Xavier

thank you

Sujeet Kumar Suman

Apologies for the inconvenience caused. We would like to inform you that Intuit Support to investigate and resolve the issue. We will keep you updated and share the findings. Thank you for your patience and understanding.

Charles Xavier

what about the error code describ

Sujeet Kumar Suman

Please help us with the error code

Charles Xavier

allow me a moment please

Sujeet Kumar Suman

Sure, please take your time

9:47:12 PM Charles Xavier is sharing
[Screenshot 2025-07-31 111645.p](#)

Thank you for the information.

It seems that the update is still performing the update now may i May I schedule the update during

Charles Xavier

No, please. Apply all updates now

Sujeet Kumar Suman

If we proceed with the update no

Charles Xavier

go ahead please!

Sujeet Kumar Suman

Thanks for the confirmation !

Charles Xavier

all users have closed their server

they need this resolved asap

Sujeet Kumar Suman

Sure.

We are currently updating the Qu avoid any disruptions. As per our Once the update is completed, we

Charles Xavier

thank you

Sujeet Kumar Suman

Most welcome.

Thank you for your patience. We :

Charles Xavier

will do. Thanks

Sujeet Kumar Suman

With your permission, may I reboot

Charles Xavier

Yes please

Sujeet Kumar Suman

Thanks for the confirmation !

We have rebooted the server. Onc

Charles Xavier

OK

Sujeet Kumar Suman

Thank you for your patience.

The server is back online. Kindly l

Charles Xavier

allow me a moment please

Sujeet Kumar Suman

Sure, please take your time

Are we still connected here?

Charles Xavier

yes

got confirmation. Error code is go

Sujeet Kumar Suman

Thanks for the confirmation !

Is there anything else I may help

Charles Xavier

any ETA for the sign-in issue?

Sujeet Kumar Suman

We are currently investigating an
Payments and E-Invoicing.

Below are steps for a possible wo

1. Create a new test company file
2. In the test file, go to Company
3. Click Sign In and successfully I
4. Close the test file. File > Close
5. Open the live (affected) compa
6. Go to Company > My Compan

Is there anything else I may help

Charles Xavier

not at the moment, thank you

Sujeet Kumar Suman

Thanks for the confirmation !

You may end this chat now. Once
number and survey feedback forr

I request you to kindly spare a mo
you may send your feedback at q

Note: You may change/reset your
(<https://selfcare.acecloudhosting.com>)

For self-help, check out our Knowl

Thank you for choosing ACE clouc

Sujeet Kumar Suman has ended t

Can you poin

Visitor Details

#79600 Frank

Email: frank@standardus.com **Phone:** 630-289-9500

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: https://www.acecloudhosting.com/hosting/quickbo_utm_source=google&utm_medium=cpc&utm_campaign=QB0tCQppkxnWJuZA8-&gclid=CjwKCAjw4efDBhATEiwAaDBpb0

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: COLUMBUS

State: Ohio

Country: UNITED STATES

Chat Transcript

Frank	Can you point me to tech service
Riten	Thank you for contacting ACE. My
	Hi Woitel, let me connect you to s
<i>Riten is transferring the chat to S...</i>	
<i>Manish Singh accepted the chat t...</i>	
Manish Singh	Thank you for contacting Ace Clo
	I will surely help you with this iss
Frank	TY Manish... I need to set up a ne
	on the computer, but the comput
	I do not seem to have user name
Manish Singh	May I know the name of new user
Frank	User name will be Garth
Manish Singh	So, you would like to create a ne
Frank	Old user name was Mark
	Yes please
Manish Singh	Alright, Noted.
	So, let me assist you with user cr
	May I take the remote access of y
Frank	Yes... user pwsales6@gmail.com f
Manish Singh	https://assist.acecloudhosting.com
	Kindly share this link to the perso
	Prior providing the access, I woul

Kindly paste this link in the browser

Frank It will take a minute or two

Manish Singh Please take your time.

Frank You should be set..

Manish Singh Session confirmation is still pending

We are connected on the remote hold, please do not disconnect it.

Is there anything else I may help you with?

Frank all good

Manish Singh I would greatly appreciate if you could provide me with the session confirmation link.

Thank you for choosing ACE cloud hosting!

Frank Thank you for the help

Manish Singh You may end this chat now. Once you have completed the survey, you may provide your feedback in the survey feedback form.

I request you to kindly spare a moment of your time and provide your feedback at <https://selfcare.acecloudhosting.com>.

Note: You may change/reset your password by clicking on the "Forgot Password?" link available at <https://selfcare.acecloudhosting.com>.

For self-help, check out our Knowledge Base at <https://selfcare.acecloudhosting.com>.

Manish Singh has ended this chat

Visitor Details

#79668 Bill Gray

Email: bgray@collinbox.com **Phone:** 150823058

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: CAMBRIDGE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Bill Gray	Hello, I am your
Acebuddy	Hello Bill Gray, I'
	Whom Would You
Bill Gray	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Bill Gray	I'd like to raise a
Acebuddy	Please select you
Bill Gray	Reboot your Ser
Acebuddy	Kindly send an e
	reason for serve
	Do you need any
Bill Gray	No
Acebuddy	Thank you for cc

Acebuddy has ended the conversation.

Visitor Details

#78872 Jennifer Rogers

Email: jconnell@creeksideinvestors.com 
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: <https://www.acecloudhosting.com>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 30 Secs
City: TROY
State: Michigan
Country: UNITED STATES

Chat Transcript

Jennifer Rogers	Hello, I am your
Acebuddy	Hello Jconnell, I'r
	Whom Would You
Jennifer Rogers	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Jennifer Rogers	I'd like to report
Acebuddy	Please select an
Jennifer Rogers	QuickBooks Issue
Acebuddy	What type of Qu
Jennifer Rogers	Other QB relatec
Acebuddy	Please specify th
Jennifer Rogers	I am not able to
	latest File Doctor
	in Quick Books,
Acebuddy	Please wait while
	<i>Acebuddy (bot) : 1</i>
Sujeet Kumar Su	
Sujeet Kumar Suman	Thank you for cc
	today.
Jennifer Rogers	Thank you.
	this is lexum (Lir
Sujeet Kumar Suman	Thanks for config

	I am checking yo
	Kindly allow me
	We have update
	Kindly check anc
Jennifer Rogers	getting the same
Sujeet Kumar Suman	For the QuickBoc
Jennifer Rogers	I have asked my
Sujeet Kumar Suman	Sure, please take
Jennifer Rogers	we have all logg
Sujeet Kumar Suman	Thanks for the co
Jennifer Rogers	Should we log ba
Sujeet Kumar Suman	Not right now.
	we are still upda (Edited)
	Thank you for yo
	The update has l expected.
Jennifer Rogers	We are not able
Sujeet Kumar Suman	I sincerely apolo
	Has your issue b
Jennifer Rogers	It is running very
Sujeet Kumar Suman	Is it slow for you
	Thanks for the co
Jennifer Rogers	There are 3 of us
Sujeet Kumar Suman	We are looking o
	Kindly allow me
	May I take the re
Jennifer Rogers	yes
Sujeet Kumar Suman	Kindly paste this https://assist.ac
	Thank you for yo
	Are you experier
	As per discussio

Is there anything

Jennifer Rogers

All Set. Thank yo

Sujeet Kumar Suman

Thanks for the co

You may end this conversation, alre

I request you to work. I will ap Thanks!

Note: You may click (<https://selfcare.>

For self-help, che

Sujeet Kumar Su

Visitor Details

#79285 Mike Holt

Email: mike.holt@paisanoservice.com  9

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: VICTORIA

State: Texas

Country: UNITED STATES

Chat Transcript

Mike Holt

Hello, I am your

Acebuddy	Hello Mike Holt, I
	Whom Would You
Mike Holt	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Mike Holt	I'd like to report
Acebuddy	Please select an
Mike Holt	QuickBooks Issue
Acebuddy	What type of Qu
Mike Holt	QuickBooks is Fr
Acebuddy	Hmm, That does
	Was that helpful?
Mike Holt	No
Acebuddy	No issues, please
	<i>Acebuddy (bot) : </i>
Anurag Sharma	<i>Anurag Sharma : </i>
Anurag Sharma	Thank you for cc
	Hello Mike
Mike Holt	hello
	Please disregard
Anurag Sharma	Okay, no proble
	Is there anything
	Are we still conn
	Are we still conn
	As there was no (1-888-415-5240)
	Thank you for ch
	You may end this conversation, also
	I request you to working. I will ap Thanks!
	Note: You may cl

Visitor Details

#79230 George Fowler

Email: gpmfowler@gmail.com  8478991

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

Website: https://www.acecloudhosting.com

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

George Fowler	Hello, I am your
Acebuddy	Hello Gpmfowler
	Whom Would You
George Fowler	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
George Fowler	I'd like to raise a
Acebuddy	Please select you
George Fowler	Other Request

Acebuddy	Please drop an e technicians will c
	If you are facing
George Fowler	Yes, I'm facing is
Acebuddy	Please select an
George Fowler	QuickBooks Issu
Acebuddy	What type of Qu
George Fowler	QuickBooks Upd
Acebuddy	Quickbooks upda application upda might get delaye
	If you're also get support@aceclo be and share a c
	Do you need any
George Fowler	Yes
Acebuddy	Please wait while
	<i>Acebuddy (bot) 1</i>
George Fowler	ok
Anurag Sharma	<i>Anurag Sharma</i>
Anurag Sharma	Thank you for cc
	Hello
George Fowler	Hello i am trying
	can you login in
Anurag Sharma	I deeply apologize
	I will be surely at
George Fowler	GeorgeF
	Candleelite
Anurag Sharma	Thanks for the co
	Kindly allow me
George Fowler	ok
Anurag Sharma	May I take the re
George Fowler	yes
Anurag Sharma	

Prior providing t

George Fowler

yes done

go ahead

Anurag Sharma

We are connecte
the time, I am pl
give your confir

George Fowler

ok

i left the screen

Anurag Sharma

George as I can :

I would like to in
for QuickBooks 2
recent version of

George Fowler

ok do i do that u

Anurag Sharma

You may need to
After that you ca

Is there anything

George Fowler

that is all

Anurag Sharma

Thanks for the c

I would greatly a
chat.

Thank you for ch

You may end this
conversation, alr

I request you to
working. I will ap
Thanks!

Note: You may cl
(<https://selfcare>.

For self-help, che

Anurag Sharma ,

Visitor Details

#79536 Nicholas Tarry

Email: nick@lorenwoodbuilders.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 31 Secs

City: BLOOMINGTON

State: Indiana

Country: UNITED STATES

Chat Transcript

Nicholas Tarry	Hello, I am your
Acebuddy	Hello Nicholas Tarr
	Whom Would You
Nicholas Tarry	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Nicholas Tarry	I'd like to raise a
Acebuddy	Please select you
Nicholas Tarry	Other Request
Acebuddy	Please drop an e
	technicians will c
	If you are facing
Nicholas Tarry	Restart
Acebuddy	Hello Nicholas Tarr
	Whom Would You
Nicholas Tarry	Technical Suppor

Acebuddy	Welcome to Ace
	Please chose an
Nicholas Tarry	I'd like to report
Acebuddy	Please select an
Nicholas Tarry	QuickBooks Issue
Acebuddy	What type of Qu
Nicholas Tarry	Other QB related
Acebuddy	Please specify th
Nicholas Tarry	I need Quickboo
Acebuddy	Please wait while
<i>Acebuddy (bot)</i> 1	
Sujeet Kumar Su	
Sujeet Kumar Suman	Thank you for cc today.
	Hello Nicholas
Nicholas Tarry	Hi Sajeet!
Sujeet Kumar Suman	May I confirm if :
Nicholas Tarry	Yes, that's right!
Sujeet Kumar Suman	Sure.
	Could you please
Nicholas Tarry	Primary concern other services, li
Sujeet Kumar Suman	Sure, I will assist proceed further.
Nicholas Tarry	Sure thing. I beli
	464391
Sujeet Kumar Suman	Thank you for th
Nicholas Tarry	sorry those num
Sujeet Kumar Suman	It's okay
	May I take the re
Nicholas Tarry	yes, please go al
Sujeet Kumar Suman	Kindly approve
	We are connecte

the time, I am pl
give your confir

Thank you for yc

To complete the

Nicholas Tarry Okay, I don't hav
office & he can c

Sujeet Kumar Suman Sure.

Nicholas Tarry We can probably
help!

Sujeet Kumar Suman Is it the 3rd part

Most welcome N

Is there anything

Nicholas Tarry Not at this time.

Sujeet Kumar Suman Thanks for the co

You may end this
conversation, also

I request you to
working. I will ap
Thanks!

Note: You may cl
(<https://selfcare>.

For self-help, che

Sujeet Kumar Su

Visitor Details -----

#79837 Jackie Burt

Email: jackie@seiglazing.com ☎ 19057611

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 43 Secs
City: ORANGEVILLE
State: Ontario
Country: CANADA

Chat Transcript

Jackie Burt	Hello, I am your
Acebuddy	Hello Jackie Burt
	Whom Would You
Jackie Burt	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Jackie Burt	I'd like to report
Acebuddy	Please select an
Jackie Burt	Other Issue
Acebuddy	Please specify th
Jackie Burt	The cloud app w
	continues to say
Acebuddy	Please wait while
	<i>Acebuddy (bot) : </i>
	<i>Ashutosh Mishra</i>
Ashutosh Mishra	Thank you for cc
Jackie Burt	morning, this ap
	continues to say
Ashutosh Mishra	Hello Jackie, I wil
	name?
Jackie Burt	SRVCExcellence.
	sorry it is JackieE
Ashutosh Mishra	Thanks for the co
	Please also share

	Jackie Burt	one moment
	Ashutosh Mishra	Sure, please take
	Jackie Burt	sorry having a h
	Ashutosh Mishra	Jackie, that's alri
		4:32:08 PM Jackie Screenshot (2).p
	Jackie Burt	Thank you
	Ashutosh Mishra	Thank you for pr
		May I take the re
	Jackie Burt	yes certainly
	Ashutosh Mishra	Prior providing th
	Jackie Burt	no problem all d
	Ashutosh Mishra	Kindly paste this
		https://assist.ac
		We are connecte the time, I am pl give your confir
	Jackie Burt	thank you for yo
	Ashutosh Mishra	As per discussio will keep the tick
		I would greatly a chat.
		You may end this conversation, also
		I request you to working. I will ap Thanks!
		Note: You may cl (https://selfcare.
		For self-help, che
		<i>Ashutosh Mishra</i>

Visitor Details

#79295 brittany

Email: brittany@bbennettcpa.com ☎ 1813

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 50 Secs

City: LITHIA

State: Florida

Country: UNITED STATES

Chat Transcript

brittany	Hello, I am your
Acebuddy	Hello Brittany, I'
	Whom Would You
brittany	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
brittany	I'd like to report
Acebuddy	Please select an
brittany	Password Reset
Acebuddy	Please select an
brittany	Already Enrolled
Acebuddy	Please follow the
	Do you need any
brittany	Yes
Acebuddy	Please wait while

Acebuddy (bot) 1

Ashutosh Mishra

Ashutosh Mishra Thank you for cc

brittany I am locked out

Ashutosh Mishra Hello Brittany, I

Kindly allow me

I understand you
this however we
[brittany@bbenr

brittany I sent an email re

Ashutosh Mishra Thanks for the co

brittany None assigned y

Ashutosh Mishra Sure, I will send

brittany 732761

just received

Are you still ther

Ashutosh Mishra Yes

I have received t

brittany thank you

Ashutosh Mishra We have sent the

Is there anything

brittany No thank you ag

Ashutosh Mishra Thanks for the co

I would greatly a
chat.

You may end this
conversation, alre

I request you to
working. I will ap
Thanks!

Note: You may cl
(<https://selfcare.>

For self-help, che

Ashutosh Mishra

Visitor Details

#79247 Latanya Blunt

Email: lblunt@mcco-us.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 24 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Latanya Blunt	Hello, I am your
Acebuddy	Hello Latanya Bl
	Whom Would You
Latanya Blunt	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Latanya Blunt	I'd like to report
Acebuddy	Please select an
Latanya Blunt	Other Issue
Acebuddy	Please specify th
Latanya Blunt	Username and P
Acebuddy	Please wait while

Acebuddy (bot) 1

Sujeet Kumar Su

Sujeet Kumar Suman Thank you for cc today.

Latanya Blunt hi Sajeet

Sujeet Kumar Suman Hello Latanya

Latanya Blunt I'm having an iss

Sujeet Kumar Suman Sure, I can help

Latanya Blunt thanks

Sujeet Kumar Suman Allow 2 minutes

We see that you'

To reset the pass

1. Visit Selfcare
2. Enter your Se
3. Enter the CAF
4. In the window
5. Enter your ne

Latanya Blunt is this the correc

Sujeet Kumar Suman Use only the use

Latanya Blunt Its telling me to

Sujeet Kumar Suman May I take the re

Latanya Blunt yes

Sujeet Kumar Suman Kindly close all i

Kindly paste this
<https://assist.ace>

Latanya Blunt i have

Sujeet Kumar Suman We are connecte
the time, I am pl
give your confirr

As per discussio

Thank you for yc

Are we still conn

Are we still conn

Are we still conn

As there was no
(1-888-415-5240)

Sujeet Kumar Su

Visitor Details

#79699 Devin Frisbie

Email: devin@ifsgroupusa.com  1816547

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 12 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Devin Frisbie	Hello, I am your
Acebuddy	Hello Devin Frisbie
	Whom Would You
Devin Frisbie	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Devin Frisbie	I'd like to report
Acebuddy	Please select an
Devin Frisbie	QuickBooks Issu

Acebuddy	What type of Qu
Devin Frisbie	QuickBooks Logi
Acebuddy	I understand tha help you with re
	Was that helpful
Devin Frisbie	No
Acebuddy	No issues, please
	<i>Acebuddy (bot)</i> 1
	<i>Abhay Kumar Sa</i>
Abhay Kumar Saraswat	Thank you for cc today.
	Is this for accour
Devin Frisbie	yes
Abhay Kumar Saraswat	Thanks for the co
	I will be surely a
	Could you please
Devin Frisbie	cannot log into C
Abhay Kumar Saraswat	I apologize for th steps to resolve
Devin Frisbie	QB tells me I am
Abhay Kumar Saraswat	Sure.
	May I take the re
	Prior providing th
	https://assist.ace
	Kindly paste this
	We are connecte the time, I am pl give your confir
	Are we still conn
	Are we still conn
	<i>Abhay Kumar Sa</i>

Visitor Details

#79011 krisika

Email: krisika@hkidata.com  738309283

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 17 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

krisika	Hello, I am your
Acebuddy	Hello Krisika, I'm
	Whom Would You
krisika	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
krisika	I'd like to report
Acebuddy	Please select an
krisika	Other Issue
Acebuddy	Please specify th
krisika	Hi
Acebuddy	Please wait while
<i>Acebuddy (bot) is processing your request.</i>	
<i>Manish Singh ac...</i>	

Manish Singh	Thank you for cc
krisika	Quickbook not o
Manish Singh	I will surely help
krisika	Ok
Manish Singh	Is this the first ti your account onl
	I can see that th
	<i>6:23:40 PMkrisik <u>20250707_1822.</u></i>
	<i>Quickbook not</i>
krisika	All user
Manish Singh	Kindly allow me
krisika	Ok
Manish Singh	Need to reboot t
krisika	Waite
Manish Singh	Yes, please take
krisika	U can proceed t
Manish Singh	Alright, doing th
krisika	Ok
Manish Singh	Rebooted the se
krisika	Ok
Manish Singh	Try to access ser
krisika	Ok
	Quickbook worki
	Thank you
Manish Singh	Is there anything
krisika	No
	Thank you
Manish Singh	Thank you for ch
	You may end this conversation, alre
	I request you to working. I will ap Thanks!

Note: You may cl
(<https://selfcare.>

For self-help, che

Manish Singh ha

Visitor Details

#79268 Chase Tejkl

Email: chase@superiorsalesdist.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: ADRIAN

State: Michigan

Country: UNITED STATES

Chat Transcript

Chase Tejkl	Hello, I am your
Acebuddy	Hello Chase Tejk
	Whom Would You
Chase Tejkl	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Chase Tejkl	I'd like to report

Acebuddy	Please select an
Chase Tejkl	QuickBooks Issue
Acebuddy	What type of Qu
Chase Tejkl	Other QB related
Acebuddy	Please specify th
Chase Tejkl	When opening Q changed from re
Acebuddy	Please wait while
<i>Acebuddy (bot) :)</i>	
Anurag Sharma	Anurag Sharma ..
Anurag Sharma	Thank you for cc
	Hello Chase
Chase Tejkl	hello
Anurag Sharma	I deeply apologize
	I will be surely as
Chase Tejkl	SCA.myreldata.
Anurag Sharma	Thanks for the co
	May I take the re
Chase Tejkl	yes
Anurag Sharma	Prior providing th
	https://assist.acebuddy.com
	Kindly paste this
	Are you there?
Chase Tejkl	yes stand by
Anurag Sharma	We are connecte
	the time, I am pl
	give your confir
	The issue seems
	Is there anything
Chase Tejkl	no
Anurag Sharma	Thanks for the co
	I would greatly a
	chat.

Thank you for ch

You may end this conversation, al

I request you to working. I will ap
Thanks!

Note: You may cl
(<https://selfcare.>

For self-help, che

Anurag Sharma ,

Visitor Details

#79512 accountant

Email: accountant@silversfs.com  74721

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: JAMMU

State: Jammu And Kashmir

Country: INDIA

Chat Transcript

accountant	Hello, I am your
Acebuddy	Hello Benny, I'm
	Whom Would You

accountant Technical Suppor

Acebuddy Welcome to Ace

Please chose an

accountant I'd like to report

Acebuddy Please select an

accountant Other Issue

Acebuddy Please specify th

accountant Server disconnected

Acebuddy Please wait while

Acebuddy (bot) 1

Shubham Kataria

Shubham Kataria

Yash Kalra accept

Yash Kalra Thank you for cc

accountant Hi Yash

Yash Kalra I will be surely as

accountant Please please ple

Bennysm

Yash Kalra Kindly allow me

accountant suer

sure

Yash Kalra Benny, could yo

accountant My server name

Yash Kalra Please stay conn

accountant Sure

Yash Kalra May I take the re

accountant sure

Yash Kalra Prior providing tl

Kindly Click on tl
<https://assist.ace>

accountant please 1 min

Yash Kalra **To help me ass**

- 1). How frequent
- 2). Have you sta
- 3). Does it auton

accountant To help me assis gets disconnecte experiencing thi this error like on automatically re

Yash Kalra We are connecte the time, I am pl give your confir

Benny, we assist Is there anything

accountant Not yet, as you r

Thanks for your

Yash Kalra I would greatly a chat.

Thank you for ch

You may end this conversation, al

I request you to working. I will ap Thanks!

Note: You may cl (<https://selfcare.>

For self-help, che

Yash Kalra has ended the conversation.

Visitor Details

#79452 Jennifer Snyder

Email: jsnyder@saratogaconstruction.net [1](#)
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: SARATOGA SPRINGS
State: New York
Country: UNITED STATES

Chat Transcript -----

Jennifer Snyder	Hello, I am your
Acebuddy	Hello Jennifer Sn
	Whom Would You
Jennifer Snyder	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
<i>Jennifer Snyder /</i>	

Visitor Details -----

#79482 fazrin.firous
Email: fazrin.firous@mgvinc.com
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: <https://www.acecloudhosting.com>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 14 Secs

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

fazrin.firous	Hello, I am your
Acebuddy	Hello Fazrin.firou
	Whom Would You
fazrin.firous	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
fazrin.firous	Setback
Acebuddy	Hello Fazrin.firou
	Whom Would You
fazrin.firous	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
fazrin.firous	I'd like to raise a
Acebuddy	Please select you
fazrin.firous	Setup Ace Serve
Acebuddy	If you would like
	Operating System
fazrin.firous	Restart
Acebuddy	Hello Fazrin.firou
	Whom Would You
fazrin.firous	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
fazrin.firous	I'd like to report
Acebuddy	Please select an
fazrin.firous	QuickBooks Issue
Acebuddy	What type of Qu

fazrin.firous	Other QB related
Acebuddy	Please specify th
fazrin.firous	my new rdp capt
Acebuddy	Please wait while
<i>Acebuddy (bot) 1</i>	
<i>Shubham Kataria</i>	
Shubham Kataria	Thank you for cc today.
	Hello Fazrin
	Kindly confirm if
fazrin.firous	yes
Shubham Kataria	I will be surely a
fazrin.firous	Thank you
	Market group ve
	fazrin firous
Shubham Kataria	Thank you for th
	May I take the re
fazrin.firous	sounds good
Shubham Kataria	Prior providing tl
	https://assist.ace
fazrin.firous	all is good from t
Shubham Kataria	Kindly paste this
fazrin.firous	almost there
Shubham Kataria	Thank you
	We are connecte the time, I am pl give your confir
	Thank you for yc
	As per our remot
	Is there anything
fazrin.firous	Thanks for your
Shubham Kataria	You're welcome
	I would greatly a

smileys at the end

Thank you for choosing us.

You may end this conversation, also.

I request you to keep working. I will appreciate your Thanks!

Note: You may click on the link (<https://selfcare.acebuddy.com>)

For self-help, check out

Shubham Katariya

Visitor Details

#79071 neal

Email: neal@calebchemical.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: PLAINFIELD

State: Illinois

Country: UNITED STATES

Chat Transcript

neal Hello, I am your operator.

Acebuddy Hello Neal, I'm your operator.

Whom Would You

neal Technical Support

Acebuddy Welcome to Ace

【

We are currently
when utilizing th

Are you also exp

neal Yes

Acebuddy Please refer to o

Thank you conta

Acebuddy has ei

Visitor Details -----

#79670 Cesar Diaz

Email: cesar.diaz@intercentrohn.com ☎ +!

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: ?

State: Honduras

Country: HONDURAS

Chat Transcript -----

Cesar Diaz Hello, I am your

Acebuddy	Hello Cesar.diaz,
	Whom Would You Like To Contact?
Cesar Diaz	Technical Support
Acebuddy	Welcome to AceBuddy!
	Please chose an issue type.
Cesar Diaz	I'd like to raise a ticket.
Acebuddy	Please select your issue type.
Cesar Diaz	Other Request
Acebuddy	Please drop an email and our technicians will get back to you.
	If you are facing any issue please let us know.
Cesar Diaz	Yes, I'm facing issue with my computer.
Acebuddy	Please select an issue type.
Cesar Diaz	Other Issue
Acebuddy	Please specify the issue you are facing.
Cesar Diaz	I canot access windows 10.
Acebuddy	Please wait while we check your issue.
	<i>Acebuddy (bot) 1</i>
Cesar Diaz	intercentro\cmartinez
	<i>Gaurav Kumar d</i>
	<i>Abhay Kumar Sa</i>
Abhay Kumar Saraswat	Thank you for contacting AceBuddy today.
	I deeply apologize for any inconvenience caused.
	I will be surely available to help you.
Cesar Diaz	thanks
Abhay Kumar Saraswat	Am I speaking with the correct user?
Cesar Diaz	we have some problems with our server.
	yes I am Cesar Diaz.
Abhay Kumar Saraswat	Thanks for the contact.
Cesar Diaz	the user is cmartinez.
	server is intercentero\cmartinez.

Abhay Kumar Saraswat	We spoke last we issue.
Cesar Diaz	Have you spoken but in this side w
Abhay Kumar Saraswat	Great.
	No worries.
	Could you please
	Last time when I
	Let me try it aga
Cesar Diaz	Cm08740@!
Abhay Kumar Saraswat	Thank you for sh
	Let me check.
Cesar Diaz	this the passwor
Abhay Kumar Saraswat	Okay, then we n
	Because on 16th
Cesar Diaz	this is another u
Abhay Kumar Saraswat	Yes.
	As I checked, thi
	<i>5:10:38 AMAbha image.png - (Size</i>
Cesar Diaz	can u anable
Abhay Kumar Saraswat	I apologize, I wo one of the accou proceed with unl
Cesar Diaz	with my email
Abhay Kumar Saraswat	No, only from a r
Cesar Diaz	ok thanks for yo
	to which email h
	support@myreal
Abhay Kumar Saraswat	Our support ema
Cesar Diaz	thanks
Abhay Kumar	

Saraswat	You are welcome
	Is there anything
	Are we still conn
	Are we still conn
Cesar Diaz	nothing else
	thanks again for
Abhay Kumar Saraswat	I would greatly a chat.
	You may end this conversation, al
	I request you to working. I will ap Thanks!
	Note: You may cl (https://selfcare.
	For self-help, che
	Thank you for ch

Abhay Kumar Sa

Visitor Details -----

#79520 Kasey Goodson

Email: kasey@trademarkvenues.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: VISTA
State: California
Country: UNITED STATES

Chat Transcript

Kasey Goodson	Hello, I am your
Acebuddy	Hello Kasey Goo
	Whom Would You
Kasey Goodson	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Kasey Goodson	I'd like to raise a
Acebuddy	Please select you
Kasey Goodson	Other Request
Acebuddy	Please drop an e
	technicians will c
	If you are facing
	As we haven't go
	Kindly re-initiate

Ended due to ch...

Visitor Details

#78928 Jennifer Herd
Email: jennifer@backstoptax.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Jennifer Herd	Hello, I am your
Acebuddy	Hello Jennifer He
	Whom Would You
Jennifer Herd	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Jennifer Herd	I'd like to raise a
Acebuddy	Please select you
Jennifer Herd	Application Versi
Acebuddy	Please select the
Jennifer Herd	QuickBooks
Acebuddy	Please email us t provide you with
	<ul style="list-style-type: none">• QuickBooks Ye• Variant : Pro / F• License Number• Product Code
	Generally, applic do specify if you
	Do you need any
Jennifer Herd	No
Acebuddy	Thank you for cc

Acebuddy has ei

Visitor Details -----

#80018 atidiv.t
Email: atidiv.t@myreldata.net
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: MUMBAI
State: Maharashtra
Country: INDIA

Chat Transcript -----

atidiv.t	Hello, I am your
Acebuddy	Hello Anjali R, I'r
	Whom Would You
	As we haven't go
	Kindly re-initiate

Ended due to ch...

Visitor Details -----

#79164 msullivan
Email: msullivan@redcoachusa.com ☎ 713

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: 23 Secs
City: IRVING
State: Texas
Country: UNITED STATES

Chat Transcript

msullivan	Hello, I am your
Acebuddy	Hello Msullivan,
	Whom Would You
msullivan	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
msullivan	I'd like to report
Acebuddy	Please select an
msullivan	Other Issue
Acebuddy	Please specify the
msullivan	hello again i can
Acebuddy	Please wait while
	<i>Acebuddy (bot) : 1</i>
	<i>Manish Singh : 2</i>
Manish Singh	Thank you for calling
msullivan	i need to log on
Manish Singh	I will surely help
	Is this the first time you account online?
msullivan	no my ticket number
Manish Singh	Kindly allow me
	May I take the responsibility
msullivan	yes please

Manish Singh	https://assist.acecloudhosting.com
	Prior providing the details
	Kindly paste this
	We are connected. At the time, I am please give your confirmation.
	As server is disconnected.
	Once this is resolved.
	Is there anything else?
msullivan	no that's it do you have any other questions?
Manish Singh	Yes, let me check.
	Kindly allow me some time.
	It will take around 15 minutes.
	Kindly try to access the website.
	Are we still connected?
	Are we still connected?
	As there was no response from you, I am closing the ticket. (1-888-415-5240)

Manish Singh has closed this ticket

Visitor Details

#79700 Kayla
Email: kayla@rexdalemobilewash.ca  64
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: <https://www.acecloudhosting.com>
Operating System: Mac OS
Browser: Apple Safari

Device: Desktop
Average Response Time: 33 Secs
City: ORANGEVILLE
State: Ontario
Country: CANADA

Chat Transcript

Kayla	Hello, I am your
Acebuddy	Hello Kayla, I'm :
	Whom Would You
Kayla	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Kayla	I'd like to report
Acebuddy	Please select an
Kayla	QuickBooks Issue
Acebuddy	What type of Qu
Kayla	Other QB related
Acebuddy	Please specify th
Kayla	My payroll tax ta
Acebuddy	Please wait while
	<i>Acebuddy (bot) : 1</i>
	<i>Yash Kalra accepted</i>
Yash Kalra	Hello kayla
Kayla	Hi, it looks like th
Yash Kalra	Please stay conn
	Kayla, I just chec
	which has now b
	confirmation em
	We kindly request
Kayla	Okay, thank you
Yash Kalra	Is there anything
Kayla	No that's everyth
Yash Kalra	Kayle, you surely

Kayla	Ok thank you.
Yash Kalra	Thank you for ch
	You may end this conversation, al
	I request you to working. I will ap Thanks!
	Note: You may cl (https://selfcare.
	For self-help, che

Yash Kalra has ended the chat.

Visitor Details

#79242 AIFinancedone

Email: aifinancedone@outlook.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: INDUSTRIAL ESTATE

State: Chandigarh

Country: INDIA

Chat Transcript

AIFinancedone	Hello, I am your
---------------	------------------

Acebuddy	Hello Aifinancedo
----------	-------------------

Whom Would You Like To Chat With?

AIFinancedone	Technical Support
Acebuddy	Welcome to AceCloudHosting
	Please chose an issue
AIFinancedone	I'd like to report an issue
Acebuddy	Please select an issue
AIFinancedone	Other Issue
Acebuddy	Please specify the issue
AIFinancedone	I am not able to do something
Acebuddy	Please wait while we investigate
	<i>Acebuddy (bot) : </i>
	<i>AIFinancedone : </i>

Visitor Details

#79166 Rhonda Stallings

Email: rs@emersonrussell.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: CHATTANOOGA

State: Tennessee

Country: UNITED STATES

Chat Transcript

Rhonda Stallings	Hello, I am your
Acebuddy	Hello Rhonda St
	Whom Would You
Rhonda Stallings	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Rhonda Stallings	I'd like to report
Acebuddy	Please select an
Rhonda Stallings	QuickBooks Issue
Acebuddy	What type of Qu
Rhonda Stallings	Other QB relatec
Acebuddy	Please specify th
Rhonda Stallings	still is not conne
Acebuddy	Please wait while
	<i>Acebuddy (bot) : </i>
Anjainay Singh a	
Anjainay Singh	Thank you for cc
	Thank you for br
	you resolve it as
	Are we still conn
Rhonda Stallings	yes
Anjainay Singh	Could you please
Rhonda Stallings	I am trying to co
	round and round
Anjainay Singh	I totally understa
	May I take the re
Rhonda Stallings	yes
Anjainay Singh	Prior providing th
Rhonda Stallings	done
Anjainay Singh	https://assist.ace
	Please copy this
	machine.
	Click on download

Rhonda Stallings	done
Anjainay Singh	Thankyou for foll
	However I have i
Rhonda Stallings	Says the connec
	It is now up
	Thanks
Anjainay Singh	I will keep this is
	Could you please
Rhonda Stallings	Not that I am aw
Anjainay Singh	Thankyou for yo
	Rhonda Stallings
	I will also share t
	Thank you for ch

Anjainay Singh h

Visitor Details

#79260 David Jimenez
Email: david@rcstructures.com  347793!
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 18 Secs
City: ROSLYN
State: New York
Country: UNITED STATES

Chat Transcript

David Jimenez	Hello, I am your
Acebuddy	Hello David, I'm
	Whom Would You
David Jimenez	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
David Jimenez	I'd like to report
Acebuddy	Please select an
David Jimenez	QuickBooks Issue
Acebuddy	What type of Qu
David Jimenez	QuickBooks Logi
Acebuddy	I understand tha
	help you with res
	Was that helpful
David Jimenez	No
Acebuddy	No issues, please
	<i>Acebuddy (bot) : 1</i>
	<i>Manish Singh ac</i>
Manish Singh	Thank you for cc
	I will surely help
	Is this the first ti
	your account onl
David Jimenez	Hi...I'm trying to
	screen
Manish Singh	Yes, you need to
	<i>9:24:28 PM Manis</i>
	<i>QuickBooks Com</i>
David Jimenez	ok...how do i do
Manish Singh	Kindly check this
	This will help you
	Is there anything

David Jimenez	ok...it worked. do
Manish Singh	Is there anything
David Jimenez	no. thanks
Manish Singh	Thank you for ch
	You may end this conversation, also
	I request you to working. I will appreciate Thanks!
	Note: You may click (https://selfcare.acecloudhosting.com)
	For self-help, check

Manish Singh has ended the chat.

Visitor Details

#79686 Tracey Kline
Email: tracey@rwimfg.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 38 Secs
City: OWOSSO
State: Michigan
Country: UNITED STATES

Chat Transcript

Tracey Kline	Hello, I am your
Acebuddy	Hello Tracey Klin
	Whom Would You
Tracey Kline	Technical Suppoi
Acebuddy	Welcome to Ace
	Please chose an
Tracey Kline	I'd like to report
Acebuddy	Please select an
Tracey Kline	Password Reset
Acebuddy	Please select an
Tracey Kline	Not Enrolled to S
Acebuddy	Please drop an e password needs
	Do you need any
Tracey Kline	Yes
Acebuddy	Please wait while
	<i>Acebuddy (bot) 1</i>
	<i>Ashutosh Mishra</i>
Ashutosh Mishra	Thank you for cc
	Hello Tracey, I w name?
	Are we still conn
Tracey Kline	VMD & Associate
Ashutosh Mishra	Thank you for pr
	Please also let m
Tracey Kline	myrealdatal/RWIC
Ashutosh Mishra	Thanks for the c
	Kindly allow me
	Thank you for yc
	May I take the re backend?
Tracey Kline	Yes you can
Ashutosh Mishra	Prior providing th

<https://assist.ace>

Kindly paste the

We are connecte
the time, I am pl
give your confirr

As per discussio
server.

I would greatly a
chat.

You may end this
conversation, alre

I request you to
working. I will ap
Thanks!

Note: You may cl
(<https://selfcare.>

For self-help, che

Ashutosh Mishra

Visitor Details

#79595 cyd

Email: cyd@thesmaoffice.com  3233043

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: NEW YORK

State: Texas

Country: UNITED STATES

Chat Transcript

cyd	Hello, I am your
Acebuddy	Hello Cyd Morrow
	Whom Would You Like To Report?
cyd	Technical Support
Acebuddy	Welcome to AceBuddy
	Please chose an issue type.
cyd	I'd like to report a QuickBooks Issue.
Acebuddy	Please select an issue type.
cyd	QuickBooks Issues
Acebuddy	What type of QuickBooks issue?
cyd	QuickBooks is Free.
Acebuddy	Hmm, That does not sound right.
	Was that helpful?
cyd	No
Acebuddy	No issues, please close the ticket.
<i>Acebuddy (bot) 1</i>	
	<i>Yash Kalra accepted the ticket.</i>
Yash Kalra	Thank you for creating the ticket.
	I will be surely able to help you.
cyd	i dont it
	where do i find the ticket?
Yash Kalra	Cyd, you can find the ticket here.
	If possible can you provide me the ticket number?
cyd	dont talk tech to me
	i have a ticket number
	you want that?
Yash Kalra	okay sure
cyd	737361

Yash Kalra Kindly allow me
cyd k

Yash Kalra Cyd, the issue m
this chat.

cyd didnt give me th

Yash Kalra Okay, may I take
cyd yes

Yash Kalra Prior providing tl
cyd its all good

Yash Kalra We are connecte
the time, I am pl
give your confirr

Cyd, as discuss
We will be reach

cyd Hello?

Yash Kalra Hello Cyd, as dis
PST.
We will be reach

cyd ok talk soon

Yash Kalra Thank you for ch
You may end this
conversation, also

I request you to
working. I will ap
Thanks!

Note: You may cl
(<https://selfcare.>

For self-help, che

Yash Kalra has e...

Visitor Details

#79049 Matt Ates

Email: matthewates@gmail.com  51276:

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

Matt Ates	Hello, I am your
Acebuddy	Hello Matt Ates,
	Whom Would You
Matt Ates	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Matt Ates	I'd like to report
Acebuddy	Please select an
Matt Ates	QuickBooks Issue
Acebuddy	What type of Qu
Matt Ates	Other QB related
Acebuddy	Please specify th
Matt Ates	QB is not loading
	been changed or
Acebuddy	Please wait while
	<i>Acebuddy (bot) is</i>
	<i>Shivam Singh ac</i>
Shivam Singh	Thank you for cc
Matt Ates	

anks

Thanks

Shivam Singh

I will be surely a

Could you please

6:05:25 PMMatt.
[image.png](#) - (Size

Thanks for the s

I would like to in

Matt Ates

Do you know how

Shivam Singh

As per resources

Matt Ates

ok, thank you

Shivam Singh

We apologize for
understanding th

Matt, Is there an

Matt Ates

That is all

Shivam Singh

Great.

Thank you for ch

You may end this
conversation, alr

I request you to
working. I will ap
Thanks!

Note: You may cl
([For self-help, che](https://selfcare.</p></div><div data-bbox=)

Shivam Singh ha

Visitor Details

#79018 Brad Harmon

Email: bharmon@mbopartners.com ☎ 130

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: PARKER

State: Colorado

Country: UNITED STATES

Chat Transcript

Brad Harmon	Hello, I am your
Acebuddy	Hello Brad Harm
	Whom Would You
Brad Harmon	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Brad Harmon	I'd like to raise a
Acebuddy	Please select you
Brad Harmon	Change in Users
Acebuddy	Please select you
Brad Harmon	User Replaceme
Acebuddy	We do not recom to disable the ex
	Registered Accou owner, Please re
	Do you need any
Brad Harmon	Yes
Acebuddy	Please wait while

Acebuddy (bot) 1

Dharmendra Kur

Sujeet Kumar Su

Sujeet Kumar Suman	Thank you for cc today.
Brad Harmon	Our administrative ownership of his
Sujeet Kumar Suman	Sure, we will ass
	Kindly allow me
Brad Harmon	Ok, the old adm
Sujeet Kumar Suman	To proceed with support@aceclo team who will as
	Are we still conn
	Are we still conn
	Are we still conn
	As there was no (1-888-415-5240

Sujeet Kumar Su

Visitor Details -----
#78910 Iguyer
Email: Iguyer@4unitedsystems.com
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: <https://www.acecloudhosting.com>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 10 Secs
City: QUINCY
State: Illinois

Country: UNITED STATES

Chat Transcript

Iguyer	Hello, I am your
Acebuddy	Hello Iguyer, I'm
	Whom Would You
Iguyer	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Iguyer	I'd like to report
Acebuddy	Please select an
Iguyer	Other Issue
Acebuddy	Please specify th
Iguyer	Sage Launching
Acebuddy	Please wait while
<i>Acebuddy (bot) : 1</i>	
<i>Yash Ahi accepted</i>	
Yash Ahi	Thank you for cc
Iguyer	we just had this
	ago
	Sage Launching
Yash Ahi	I will surely help
	Could you please
Iguyer	Ticket ID: 72089
Yash Ahi	Thankyou for the
Iguyer	United Systems,
Yash Ahi	Kindly allow me
	Thank you for yo
	It seems like this
	Let me just fix it
Iguyer	ok

Yash Ahi Alright, could yo
Iguyer yes hold on
thank you

Yash Ahi My pleasure Lisa
I have also made
Is there anything

Iguyer No, and it is wor

Thanks

LG

Yash Ahi Alright Lesa.
I would greatly a
After this chat yo

Thank you for ch

You may end this
conversation, alr

I request you to
working. I will ap
Thanks!

Note: You may cl
(<https://selfcare.>

For self-help, che

Yash Ahi has ended the conversation

Visitor Details -----

#79916 GLORIA CORREA
Email: gloria@wellytails.com  71634486

Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: <https://www.acecloudhosting.com>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 2 Mins 43 Secs
City: GUELPH
State: Ontario
Country: CANADA

Chat Transcript

GLORIA CORREA	Hello, I am your
Acebuddy	Hello Gloria, I'm
	Whom Would You
GLORIA CORREA	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
GLORIA CORREA	I'd like to report
Acebuddy	Please select an
GLORIA CORREA	QuickBooks Issue
Acebuddy	What type of Qu
GLORIA CORREA	Other QB related
Acebuddy	Please specify th
GLORIA CORREA	I cant print or en
Acebuddy	Please wait while
	<i>Acebuddy (bot)</i> is
	<i>Gaurav Kumar</i> do
	<i>Shubham Maurya</i>
Shubham Maurya	Thank you for cc today.
	I deeply apologize
	Is it for the acco
GLORIA CORREA	yes wellytails
Shubham Maurya	Thanks for the co

Are you able to s

GLORIA CORREA

I used to use the
work when I send
a suitable way to

Shubham Maurya

Thank you for th

May I take the re

Prior providing th

GLORIA CORREA

ok you can acce

Shubham Maurya

<https://assist.ac>

Kindly connect it

GLORIA CORREA

OK

Shubham Maurya

Since the issue i

Thank you for ch

You may end this
conversation, also

I request you to
working. I will ap
Thanks!

Note: You may cl
(<https://selfcare.>

For self-help, che

Shubham Maurya

Visitor Details

#79743 Jocelyn

Email: jjsaccounting@gmail.com  12

Department: Support(QB & App Hosti

Operator: Shubham Kataria
Website: <https://www.acecloudhosting.com>
Operating System: Microsoft Windows 10 Pro
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: LEWISVILLE
State: Idaho
Country: UNITED STATES

Chat Transcript -----

Jocelyn	Hello, I am Jocelyn.
Acebuddy	Hello Jocelyn!
	Whom Would you like to speak with?
Jocelyn	Technical Support
Acebuddy	Welcome to AceCloudHosting!
	Please choose a representative.
Jocelyn	I'd like to request a support ticket.
Acebuddy	Please select a support ticket type.
Jocelyn	Other Issue
Acebuddy	Please specify the issue and representative.
Jocelyn	Can't log in to my account.
Acebuddy	Please wait for a response.
	<i>Acebuddy (1)</i>

Shubham Kataria	Shubham Kataria	Thank you for your support today.
		Hello Jocelyn!
		I will be sure to assist you.
Jocelyn	myrealdatalink	myrealdatalink
Shubham Kataria	Shubham Kataria	Thank you for your support.
		Kindly confirm the issue.
		1:52:23 AM
		image.png -

This is wh

Alright

May I take t

Jocelyn sure

Shubham Kataria Prior provid end.

<https://assis>

Kindly paste

Jocelyn Say's its wa

Shubham Kataria We are conr remote. Till issue is resc

Jocelyn ok

1:57:11 AM: [image.png](#) -

The Screen

Shubham Kataria We are conr remote. Till issue is resc

Thank you f

As per the r

Is there any

Jocelyn No, that was

Shubham Kataria it's likely yo

But now we

Jocelyn thank you

Shubham Kataria You're welcc

I would grea clicking on s

Thank you f

You may en regarding th

I request yo how I am wo quality@ace

Note: You m
Portal (<https://www>

For self-help
(<https://www>

Shubham K