

0527402222

[support chat rbr](#)

Acebuddy

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

Do you Like to Connect With?

Support (QB & App Hosting)

Need Support.

Option :

Report an Issue

Option!

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

Not working in Quickbooks

Let me connect you to a Support Representative

forwarded the chat request

Saraswat accepted the chat transfer request.

Contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.

	Please accept the remote prompt over the server.
Angelica Klein	ok, thank you
Abhay Kumar Saraswat	Are you getting any pop-up or notification on server for remote session?
Angelica Klein	no
Abhay Kumar Saraswat	Ok, allow me a minute.
	https://assist.acecloudhosting.com/join/3032811765
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
Abhay Kumar Saraswat has ended this chat session	



Visitor Details

#78225 inverteccasv
Email: inverteccasv@gmail.com 📞 78566846
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 50 Secs
City: SAN SALVADOR
State: San Salvador
Country: EL SALVADOR

Chat Transcript

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

	Whom Would You Like to Connect With?
inverteccasv	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
inverteccasv	I'd like to report an Issue
Acebuddy	Please select an option!
inverteccasv	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
inverteccasv	Hi, I'm from HannahDistributor client id: CID73235
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.
	Could you please elaborate your issue so that I can assist you accordingly?
	<i>1:46:04 AM</i> <i>inverteccasv is sharing a file with you</i> 374a6629-283d-4eba-b461-f5348cf11cbd.jpeg - (Size:83.98 KB)
	As the company files has been upgraded to QB 2024 Enterprise version so it cannot be open in QB 2022.
	Please try opening same file in QB 2024 and it will be open without any issue. (Edited)
	I will assist you with opening the company file in QB 2024.
	May I take the remote access of your server?
	is it resolved Alex?
inverteccasv	si
	yes
Anjainay Singh	Is there anything else I may help you with ?
inverteccasv	allow me
	can you connect to my computer
Anjainay Singh	Could you please confirm your username with which you are logged into server?
	If you are receiving remote prompt at your end please allow it so that I can take access and assist you with your issues.
inverteccasv	SDiaz
	that is
Anjainay Singh	We are connected.
	Could you please open same company file in QB 2024?

	Please enter the credentials.
	Alex , could you please enter into the QB 2024 so that we can resolve your issue on urgent basis?
inverteccasv	I will try
Anjainay Singh	Sure .
	Do you need any assistance from my end Alex?
inverteccasv	I will contact you again. The person does not respond. Thank you and sorry for your time
Anjainay Singh	No worries Alex please do not be sorry its always our pleasure with assisting you. (Edited)
	Is there anything else I may help you with ?
	Please try opening QB 2024 and I assure your issue will be resolved on it own. (Edited)
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	You may contact us again Alex, we are available 24*7. I will also send you the guide to upgrade file from previous version
	You may disconnect this chat. It was really pleasure assisting you.

Anjainay Singh has ended this chat session

Visitor Details

#77990 Janis Gaudette
Email: shopabbyleigh@comcast.net ☎ 16153081816
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm_source=google&utm_medium=cpc&utm_campaign=QB_Enterprise&utm_term=quickbooks%20enterprise%20solutions%20online&utm_adgroup=QB_Enterprise%20solutions%20online
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 40 Secs
City: MURFREESBORO
State: Tennessee
Country: UNITED STATES

Chat Transcript

Janis Gaudette	CID74742
Jasbir Singh	Thank you for contacting ACE. My name is Jasbir Singh. I will be assisting you further.
Janis Gaudette	I would like a copy of Excel installed so my other user , DANDEN, can access it. thanks
Jasbir Singh	Hello Abby
	How are you doing?
Janis Gaudette	Great! Thank you!
Jasbir Singh	Let me transfer this chat to our support team—they'll assist you further.
Janis Gaudette	ok
	<i>Jasbir Singh is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
Janis Gaudette	Ok! I would like to add Excel for my other user, DANDEN. thanks
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Janis Gaudette	Abby Leigh Gifts CID74742
Sanyam Madan	you want to add excel for user " AG.Danden@myrealdata.net " ?
	is that correct?
Janis Gaudette	yes, please
Sanyam Madan	Kindly allow me two minutes to check the same.
	Abby , I will need an authorization sent via email from the registered account owner in order to proceed.
Janis Gaudette	ok
Sanyam Madan	charges for excel addition will be \$ 5.99
Janis Gaudette	ok
Sanyam Madan	as soon as this chat ends, i will send you an email to the registered account owner, you just need to reply to that email wi
Janis Gaudette	ok
Sanyam Madan	Is there anything else I may help you with ?
Janis Gaudette	Nope! Have a great day!
Sanyam Madan	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 appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)

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

Sanyam Madan has ended this chat session

Visitor Details

#77854 will

Email: will@soleilfoors.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 36 Secs

City: ROUND ROCK

State: Texas

Country: UNITED STATES

Chat Transcript

will	Hello, I am your
Acebuddy	Hello Will Robins
	Whom Would You
will	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
will	I'd like to report
Acebuddy	Please select an
will	Other Issue

	Acebuddy	Please specify th
	will	I am having issu
	Acebuddy	Please wait while
		<i>Acebuddy (bot) 1</i>
		<i>Anjainay Singh a</i>
	Anjainay Singh	Thank you for co
	will	I cannot login to
		please help
	Anjainay Singh	I understand you
	will	ok please tell me
	Anjainay Singh	Could you please
	will	15 minutes
	Anjainay Singh	Could you please
	will	I just tried again
	Anjainay Singh	May I take the re
	will	yes
	Anjainay Singh	Prior providing th
	will	all good
	Anjainay Singh	https://assist.ace
		Please copy this access the mach
	will	completed
	Anjainay Singh	Could you please
	will	It appears it is tr
	Anjainay Singh	Could you please
	will	it is asking for m
	Anjainay Singh	Unfortunately I d
		We do not store
		You may reset it.
		As I can see you
		Are we still conn
		Are we still conn

		Are we still conn
		As there was no (1-888-415-5240
		<i>Anjainay Singh h</i>
Visitor Details -----		
#77738 samona		
Email: samona@aabs.tax 📞 7198200159		
Department: Support(QB & App Hosting)		
Operator: Acebuddy		
Website: https://www.acecloudhosting.com		
Operating System: Microsoft Windows		
Browser: Microsoft Edge		
Device: Desktop		
City: WEST UNITY		
State: Ohio		
Country: UNITED STATES		
Chat Transcript -----		
	samona	Hello, I am your .
	Acebuddy	Hello Samona, I'i
		Whom Would You
	samona	Technical Suppor
	Acebuddy	Welcome to Ace
		Please chose an
	samona	I'd like to raise a
	Acebuddy	Please select you
	samona	Office 365 Additi

	Acebuddy	Please specify if
	samona	I wish to buy the
	Acebuddy	Office 365 is a st
		For better under: plan, Kindly refer
		(Please Note: O3
		Once you find yc request will be p
		Do you need any
		<i>Visitor updated t</i>
		As we haven't gc Kindly re-initiate
		<i>Ended due to ch</i>
<div></div>		
Visitor Details -----		
#77889 David Kelley		
Email: david@kelleydistribution.com 📞 95		
Department: Support(QB & App Hosting)		
Operator: Shashwat Verma		
Website: https://www.acecloudhosting.com		
Operating System: Mac OS		
Browser: Apple Safari		
Device: Desktop		
Average Response Time: 28 Secs		
City: ARLINGTON		
State: Virginia		
Country: UNITED STATES		
Chat Transcript -----		

	David Kelley	Hello, I am your .
	Acebuddy	Hello David, I'm .
		Whom Would You
	David Kelley	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	David Kelley	I'd like to raise a
	Acebuddy	Please select you
	David Kelley	Application Upda
	Acebuddy	Please send us a once the task ha
		Typically, the ap
		Do you need any
	David Kelley	Yes
	Acebuddy	Please wait while
		<i>Acebuddy (bot) 1</i>
		<i>Shashwat Verma</i>
	Shashwat Verma	Thank you for co
		Hello David
	David Kelley	Hello, I need to s person I spoke to
	Shashwat Verma	Would like to inf hence we are in
	David Kelley	ok - I will wait - v
	Shashwat Verma	He is about to ca
	David Kelley	ok
		thank you
		in the mean time can start to prep
	Shashwat Verma	Sure
		If you just want t
		Would like to inf would like get it

Are we still conn

As cx connected

Shashwat Verma

Visitor Details

#78511 Nathan Urry

Email: techs@cr-t.com ☎ 13853251678

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: 35 Secs

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Nathan Urry

Hello, I am your .

Acebuddy

Hello Nathan Urr

Whom Would You

Nathan Urry

Managed IT

Acebuddy

Please wait while

Acebuddy (bot) 1

Pradeep Kumar c

Pradeep Kumar i.

Ashutosh Mishra

#78092 Jmorrow
Email: jmorrow@athleticfields.org 📞 7708422222
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: CARTERSVILLE
State: Georgia
Country: UNITED STATES

Chat Transcript -----

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

Jmorrow has end

		Hi Krisika, I hope
		<i>3:09:05 PMkrisika</i>
		<i>1750239429280</i>
		<i>Quickbook work</i>
	krisika	So you said that
		But didn't get an
	Malkeet Nagpal	I understand this also initiated a c
		May I call now, if
		Are we still conn
	krisika	Yes
		Can u leave chat
		Thank you
		Thank u
	Malkeet Nagpal	apologies for the
		I was on the call
		You may end this conversation, alc
		I request you to working. I will ap Thanks!
		Note: You may cl (https://selfcare.
		For self-help, che
		<i>Malkeet Nagpal /</i>
<div></div>		

Visitor Details

#78111 Francieli Xavier
Email: fxavier@tippfloor.com
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 35 Secs
City: RIDGEFIELD
State: New Jersey
Country: UNITED STATES

Chat Transcript

Francieli Xavier	Hello, I am your .
Acebuddy	Hello Francieli Xa
	Whom Would Yo
Francieli Xavier	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Francieli Xavier	I'd like to report .
Acebuddy	Please select an
Francieli Xavier	Other Issue
Acebuddy	Please specify th
Francieli Xavier	local printer not
Acebuddy	Please wait while
	<i>Acebuddy (bot) t</i>
	<i>Ankit accepted t</i>
Ankit	Thank you for co
Francieli Xavier	thank you
Ankit	Hello Francieli, H
Francieli Xavier	good thnak you.
	<i>Ankit is transferr</i>
	<i>Abhay Kumar Sa</i>

	Abhay Kumar Saraswat	I will surely help
	Francieli Xavier	Thank you
	Abhay Kumar Saraswat	Could you please
	Francieli Xavier	Tipp floor coverin
	Abhay Kumar Saraswat	Thank you for th
	Francieli Xavier	sure
	Abhay Kumar Saraswat	May I take the re
	Francieli Xavier	cure
		sure
	Abhay Kumar Saraswat	Prior providing th
	Francieli Xavier	they are closed
	Abhay Kumar Saraswat	Kindly paste this https://assist.ace
	Francieli Xavier	sorry, but it just
		everything is gox
	Abhay Kumar Saraswat	No worries.
		Thanks for the co
		Is there anything
	Francieli Xavier	That is it. Thank
		have a great day
	Abhay Kumar Saraswat	You are welcome
		I would greatly a chat.
		After this chat yc
		Thank you for ch
		You may end this conversation, alc
		I request you to working. I will ap Thanks!
		Note: You may cl

		(https://selfcare.acecloudhosting.com/)
		For self-help, check out our Self-Care Center .
		<i>Abhay Kumar Saini</i>
Visitor Details -----		
#78360 lorena seppanen		
Email: lorenas@sentryusa.com ☎ 6058801		
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: 53 Secs		
City: WATERTOWN		
State: South Dakota		
Country: UNITED STATES		
Chat Transcript -----		
	lorena seppanen	Hello, I am your .
	Acebuddy	Hello Lorenas, I'r
		Whom Would You
	lorena seppanen	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	lorena seppanen	I'd like to report .
	Acebuddy	Please select an
	lorena seppanen	Other Issue

	Acebuddy	Please specify th
	lorena seppanen	Case ID 712748
	Acebuddy	Please wait while
		<i>Acebuddy (bot) 1</i>
		<i>Manish Singh acc</i>
	Manish Singh	Thank you for co
	lorena seppanen	Hi Manish
	Manish Singh	Kindly allow me t
	lorena seppanen	ok
	Manish Singh	Hi Lorenas
	lorena seppanen	Update: QBs was
	Manish Singh	Lorenas, I've not
		I apologize for th
		Regarding the cc
	lorena seppanen	Thank you!
	Manish Singh	As you have mer
	lorena seppanen	I did speak with i working and try t
	Manish Singh	Yes, we can restc available.
		That's why I am o
	lorena seppanen	Ok, do you know
	Manish Singh	Kindly allow me t
	lorena seppanen	ok
	Manish Singh	May I know what
	lorena seppanen	After we got the the Admin accou error we were ge was broken
		We think the cus
	Manish Singh	Could you please corresponding ba
	lorena seppanen	Friday 6/13
	Manish Singh	Let me provide v

		We will assist you
		Is there anything
	lorena seppanen	Ok, thank you
		that is all. Thank
	Manish Singh	Thank you for ch
		You may end this conversation, alc
		I request you to working. I will ap Thanks!
		Note: You may cl (https://selfcare..
		For self-help, che
		<i>Manish Singh ha.</i>



Visitor Details -----

#77835 Jennifer Leanne fox
Email: jfox@visionscontractingllc.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: CANYON COUNTRY
State: California
Country: UNITED STATES

Chat Transcript -----

	Jennifer Leanne fox	Hello, I am your .
	Acebuddy	Hello Jennifer Lei
		Whom Would You
	Jennifer Leanne fox	Technical Suppor
	Acebuddy	Welcome to Ace
		Please chose an
	Jennifer Leanne fox	I'd like to raise a
	Acebuddy	Please select yor
	Jennifer Leanne fox	Password Reset
	Acebuddy	Please select an
	Jennifer Leanne fox	Already Enrolled
	Acebuddy	Please follow the
		Do you need any
		As we haven't gc Kindly re-initiate
		<i>Ended due to ch</i>
<div></div>		
Visitor Details -----		
#78471 Claire Speake		
Email: corporate@sgwfresno.com 📞 1559:		
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: 1 Min 59 Secs		
City: SAN JOSE		

	State: California	
	Country: UNITED STATES	
	Chat Transcript -----	
	Claire Speake	Hello, I am your .
	Acebuddy	Hello Claire Spea
		Whom Would You
	Claire Speake	Technical Suppor
	Acebuddy	Welcome to Ace
		Please chose an
	Claire Speake	I'd like to report .
	Acebuddy	Please select an
	Claire Speake	QuickBooks Issu
	Acebuddy	What type of Qui
	Claire Speake	Other QB related
	Acebuddy	Please specify th
	Claire Speake	Problem accessir
	Acebuddy	Please wait while
	<i>Acebuddy (bot) t</i>	
	<i>Sanyam Madan &</i>	
	Sanyam Madan	Thank you for co
	Claire Speake	Hi
		I tried accessing computer and se
	Sanyam Madan	I will be surely as
	Claire Speake	I am supposed to
		I use operations
	Sanyam Madan	Kindly allow me t
	Claire Speake	Ok
	<i>Sanyam Madan i</i>	
	<i>Manish Singh de</i>	
	<i>Sanyam Madan i</i>	

Yash Kalra accep

Yash Kalra Hello Claire

May I take the re

Claire Speake	Yes
---------------	-----

Yash Kalra	Prior providing the
------------	---------------------

Claire Speake	ok
---------------	----

Yash Kalra Kindly Click on the link
https://assist.ace

Claire Speake	Im trying
---------------	-----------

Yash Kalra	Claire, please co
------------	-------------------

Claire Speake	We are good, thank you.
---------------	-------------------------

Yash Kalra Claire, we assist
Is there anything

Claire Speake	Nope, that is it
---------------	------------------

Yash Kalra	I would greatly appreciate your chat by clicking on the link
------------	---

Claire Speake has

Visitor Details

#78533 Signe Hamman

Email: signeh.hhstone@gmail.com ☎ 2175

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: ASHBURN

	State: Virginia	
	Country: UNITED STATES	
	Chat Transcript -----	
	Signe Hamman	Hello, I am your .
	Acebuddy	Hello Signe Ham
		Whom Would You
	Signe Hamman	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	Signe Hamman	I'd like to report .
	Acebuddy	Please select an
	Signe Hamman	QuickBooks Issue
	Acebuddy	What type of Qui
	Signe Hamman	Restart
	Acebuddy	Hello Signe Ham
		Whom Would You
	Signe Hamman	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	Signe Hamman	I'd like to report .
	Acebuddy	Please select an
	Signe Hamman	QuickBooks Issue
	Acebuddy	What type of Qui
	Signe Hamman	Other QB related
	Acebuddy	Please specify th
	Signe Hamman	Unable to print c
	Acebuddy	Please wait while
		<i>Acebuddy (bot) 1</i>
		<i>Anjainay Singh a</i>
	Anjainay Singh	Thank you for co

		Thank you for br you resolve it as
	Signe Hamman	thanks
		So what do we h
	Anjainay Singh	Could you please
		May I take the re
	Signe Hamman	it is not showing
		after updating th
	Anjainay Singh	No worries, Signe
	Signe Hamman	1 or 2 days
		can you help me
	Anjainay Singh	Sure Signe.
		https://assist.ace
		Prior providing th
		Please copy this and click on acce
	Signe Hamman	i have mac PC
	Anjainay Singh	It will work on ar
		Please follow the
	Signe Hamman	doing it
	Anjainay Singh	Sure.
		Great , we are cc
	Signe Hamman	you are in ?
	Anjainay Singh	Yes.
	Signe Hamman	Trying to print ch
		not showing up
		HP officejet 872C
	Anjainay Singh	Okay thankyou fo
	Signe Hamman	printer is working
		It printed
	Anjainay Singh	thank you for coi
		Allow me 2 minu
	Signe Hamman	ok

	Anjainay Singh	Did it printed now
	Signe Hamman	mac OS is old
	Anjainay Singh	Please enter your
	Signe Hamman	allow me 2 minutes
	Anjainay Singh	it would be your
	Signe Hamman	When i print from
	Anjainay Singh	Uniprint.
	Signe Hamman	okay
		i am not getting
		can i contact with
	Anjainay Singh	Sure Signe I am here
	Signe Hamman	okay
	Anjainay Singh	Please reboot your
		Please retry now
		Could you please
		Are we connected
		Are we still connected
		Are we still connected
	Signe Hamman	sorry
		i have problem at
		lets end it here
		Thanks
		e
	Anjainay Singh	I wish your issue
		I will keep this ticket
		Could you please
	Signe Hamman	i got busy, Lets continue
		Thanks for your time
	Anjainay Singh	Sure, I have discussed
		As per your confirmation
		I will also share the

Visitor Details -----

#78245 rafael.amaya
Email: rafael.amaya@wavenet.net
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: THE COLONY
State: Texas
Country: UNITED STATES

Chat Transcript -----

rafael.amaya	Hello, I am your .
Acebuddy	Hello Rafael.ama
	Whom Would You
rafael.amaya	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
rafael.amaya	I'd like to raise a
Acebuddy	Please select yot
rafael.amaya	Other Request
Acebuddy	Please drop an e technicians will c
	If you are facing

As we haven't got the
Kindly re-initiate

Ended due to ch

Visitor Details

#78341 Eva

Email: eva@backstoptax.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: PORTLAND

State: Oregon

Country: UNITED STATES

Chat Transcript

Eva	Hello, I am your
Acebuddy	Hello Eva, I'm yo
	Whom Would You
Eva	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
Eva	I'd like to report
Acebuddy	Please select an
Eva	Other Issue

	Acebuddy	Please specify th
	Eva	login verification
	Acebuddy	Please wait while
		<i>Acebuddy (bot) t</i>
		<i>Shashwat Verma</i>
	Shashwat Verma	Thank you for co
		Hello Eva
		We have checker
		To get the MFA re
		Once we get the
		Is that work for y
	Eva	Okay
	Shashwat Verma	Sure, will email t
		Is there anything
	Eva	No, that's all I ha
	Shashwat Verma	Thank you for ch
		You may end this conversation, alc
		I request you to working. I will ap Thanks!
		Note: You may cl (https://selfcare..
		For self-help, che
		<i>Shashwat Verma</i>



Visitor Details -----

#78802 Ann Mignacco
Email: amignacco@saiflight.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: SHAW AFB
State: South Carolina
Country: UNITED STATES

Chat Transcript -----

Ann Mignacco	Hello, I am your .
Acebuddy	Hello Ann Mignac
	Whom Would You
Ann Mignacco	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Ann Mignacco	I'd like to raise a
Acebuddy	Please select you
Ann Mignacco	Password Reset
Acebuddy	Please select an
Ann Mignacco	Not Enrolled to S
Acebuddy	Please drop an e password needs
	Do you need any
	As we haven't gc Kindly re-initiate

Ended due to ch



Visitor Details -----

#78566 Balaji Thiyagarajan
Email: bthiyagarajan@accountingresources
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: BROOKLYN
State: Virginia
Country: UNITED STATES

Chat Transcript -----

Balaji Thiyagarajan	Hello, I am your .
Acebuddy	Hello Balaji Thiya
	Whom Would You
Balaji Thiyagarajan	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an

Balaji Thiyagaraj

Visitor Details -----

#77970 jennifer

Email: jennifer@beckleyandassociates.com

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: 30 Secs

City: PLANO

State: Texas

Country: UNITED STATES

Chat Transcript

jennifer	Hello, I am your .
Acebuddy	Hello Jennifer, I'r
	Whom Would You
jennifer	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
jennifer	I'd like to report .
Acebuddy	Please select an
jennifer	Other Issue
Acebuddy	Please specify th
jennifer	I am reaching ou
Acebuddy	Please wait while
	Acebuddy (bot) t
	Manish Singh ac
	Manish Singh is t
	Shivam Singh ac
Shivam Singh	Thank you for co
jennifer	Thank you. I am yesterday to res
Shivam Singh	I understand tha
	May I take the re

		Prior providing th
	jennifer	yes
	Shivam Singh	Thanks for your c
		Kindly paste this
		https://assist.ace
	jennifer	It seems to be w
	Shivam Singh	No problem with
	jennifer	Thank you very r
	Shivam Singh	Can we close the
	jennifer	Yes, that's fine.
	Shivam Singh	Okay thanks for '
		Jennifer, Is there
	jennifer	I think that's all f
	Shivam Singh	I would greatly a smileys at the er
		You may end this conversation, alc
		I request you to working. I will ap Thanks!
		Note: You may cl (https://selfcare..
		For self-help, che
		<i>Shivam Singh ha</i>
Visitor Details -----		

#77811 Murray Howell

Email: mhowell.mie@gmail.com 📞 130359

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: 57 Secs

City: ENGLEWOOD

State: Colorado

Country: UNITED STATES

Chat Transcript -----

Murray Howell	Hello, I am your .
Acebuddy	Hello Murray How
	Whom Would You
Murray Howell	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
Murray Howell	I'd like to report .
Acebuddy	Please select an
Murray Howell	QuickBooks Issue
Acebuddy	What type of Qui
Murray Howell	Other QB related
Acebuddy	Please specify th
Murray Howell	Trying to print ch option to change
Acebuddy	Please wait while
	<i>Acebuddy (bot) 1</i>
	<i>Shubham Kataria:</i>
Shubham Kataria	Thank you for co today.
Murray Howell	Thank you
Shubham Kataria	I will be surely as
Murray Howell	The server name

	Shubham Kataria	Thank you for th
		May I take the re
	Murray Howell	Yes
	Shubham Kataria	Prior providing th
	Murray Howell	Nothing importan
	Shubham Kataria	alright
		Kindly accept the
		We are connecte the time, I am pl give your confirm
	Murray Howell	OK
	Shubham Kataria	Thank you for yo
		In order to resolv
		May I take the re
	Murray Howell	This chat is on m
	Shubham Kataria	You require to ini this issue.
	Murray Howell	OK. Do I leave th
	Shubham Kataria	Kindly confirm if
	Murray Howell	Sorry, I meant do
	Shubham Kataria	No, you may clos
	Murray Howell	Will do. Thank yc
	Shubham Kataria	You're welcome
		Is there anything
		Are we still conn
		Are we still conn
		Are we still conn
		As there was no (1-888-415-5240
		<i>Shubham Kataria</i>

Visitor Details

#77735 Eduardo

Email: corporateit@sdf-itc.com ☎ 1512516

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: 38 Secs

City: MEXICO CITY

State: Ciudad De Mexico

Country: MEXICO

Chat Transcript

Eduardo	Hello, I am your
Acebuddy	Hello Eduardo, I'
	Whom Would You
Eduardo	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
Eduardo	I'd like to report
Acebuddy	Please select an
Eduardo	Other Issue
Acebuddy	Please specify th
Eduardo	Cannot add ema
Acebuddy	Please wait while
	<i>Acebuddy (bot) r</i>
	<i>Shubham Kataria</i>
Shubham Kataria	Thank you for co today.

		I will be surely as
	Eduardo	Hello, server sdf support
	Shubham Kataria	Thank you for th
		May I take the re
	Eduardo	May I have coupl
	Shubham Kataria	Sure, take your t
		Are you able to s
		Are we still conn
	Eduardo	1 more minute p
	Shubham Kataria	No problem, take
	Eduardo	All done, please
	Shubham Kataria	Prior providing th (Edited)
		We are connecte the time, I am pl give your confirm
	Eduardo	Do you need me
	Shubham Kataria	Yes please
	Eduardo	Last week I had I delete in that da
	Shubham Kataria	Okay, no probler
	Eduardo	for the email sdf
	Shubham Kataria	Okay, let me che
	Eduardo	Thanks
		Also, when trying
	Shubham Kataria	Alright, let me cl
		Thank you for yo
		As discussed in c affecting Outlook To address this, \ upgrade is comp
		Are we still conn
	Eduardo	Thanks
		I have another re

	Shubham Kataria	Sure, let me know
	Eduardo	I think for this Zc
	Shubham Kataria	Kindly confirm if
	Eduardo	Other user
		Still I'm able to r
	Shubham Kataria	Please confirm w (Edited)
		Alright, please le
	Eduardo	ITC3_SALESADM_
		*ITC3_SALESADM
	Shubham Kataria	I Guess the same
	Eduardo	All of the users, s
	Shubham Kataria	Okay, lets conne
	Eduardo	The issue is whe
	Shubham Kataria	Are you able to p
	Eduardo	I am
	Shubham Kataria	So basically Unal
		right?
	Eduardo	No
		Some pdf files in
	Shubham Kataria	Alright, let me cl
		May I take the re
	Eduardo	Sure
	Shubham Kataria	Prior providing th
		https://assist.ace
		Kindly paste this
		We are connecte the time, I am pl give your confirm
		Thank you for yo
		As per our remot and will provide
	Eduardo	Thanks

Shubham Kataria	You're welcome
	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
	<i>Shubham Kataria</i>

Visitor Details

#78614 Kim

Email: kimberly@southernspc.com ☎ 1352

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 27 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Kim	Hello, I am your friend
Acebuddy	Hello Kimberly Love

		Whom Would You
	Kim	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	Kim	I'd like to report
	Acebuddy	Please select an
	Kim	QuickBooks Issue
	Acebuddy	What type of Qui
	Kim	QuickBooks is Fr
	Acebuddy	Hmm, That does
		Was that helpful
	Kim	No
	Acebuddy	No issues, please
		<i>Acebuddy (bot) t</i>
		<i>Yash Kalra accep</i>
	Yash Kalra	Thank you for co
		I will be surely as
	Kim	Southern site & p
		Kimberly
	Yash Kalra	Kindly allow me t
		Please stay conn
	Kim	ok
	Yash Kalra	Please check if tl
		Are we still conn
	Kim	its workikng ty
	Yash Kalra	Is there anything
		Thank you for ch
		You may end this conversation, alc
		I request you to working. I will ap Thanks!

Note: You may click on the link below for more information on self-care.
(<https://selfcare.mentalhealth.gov/>)

For self-help, check out the following resources:

Yash Kalra has ei

#78694 Cindy Carpenter

Email: ccarpenter@patriotprocesseq.com 1

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: 1 Min 6 Secs

City: LONGVIEW

State: Texas

Country: UNITED STATES

Cindy Carpenter	Hello, I am your
Acebuddy	Hello Cindy Carp
	Whom Would You
Cindy Carpenter	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Cindy Carpenter	I'd like to report
Acebuddy	Please select an

	Cindy Carpenter	Other Issue
	Acebuddy	Please specify th
	Cindy Carpenter	Cannot print fror
	Acebuddy	Please wait while
		<i>Acebuddy (bot) I</i>
		<i>Manish Singh ac</i>
	Manish Singh	Thank you for co
		I will surely help
		Is this the first ti your account onl
	Cindy Carpenter	Just started toda cause
		Just my instance
	Manish Singh	Alright!
		May I take the re
	Cindy Carpenter	y
	Manish Singh	https://assist.ace
		Prior providing th
		We are connecte the time, I am pl give your confirm
	Cindy Carpenter	hold
	Manish Singh	Is there anything
	Cindy Carpenter	no thanks
	Manish Singh	I would greatly a smileys at the er
		Thank you for ch
	Cindy Carpenter	ok
	Manish Singh	You may end this conversation, alc
		I request you to working. I will ap Thanks!
		Note: You may cl (https://selfcare.

For self-help, che

Manish Singh has

Visitor Details

#77783 Daniel

Email: soufloretail@gmail.com 📞 7862736

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 8 Secs

City: HOLLYWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

Daniel	Hello, I am your support agent. How can I help you today?
Acebuddy	Hello Rubens, I'm here to help you with your account.
	Whom Would You Like To Contact?
Daniel	Technical Support
Acebuddy	Welcome to Acebuddy. How can I help you today?
	Please chose an option from the list below.
Daniel	I'd like to report a problem.
Acebuddy	Please select an option from the list below.
Daniel	Other Issue

Operator: Acebuddy
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: SALT LAKE CITY
State: Utah
Country: UNITED STATES

Chat Transcript -----

Reli Mansfield	Hello, I am your .
Acebuddy	Hello Reli Mansfi
	Whom Would You
	As we haven't gc Kindly re-initiate
Ended due to ch	

Visitor Details -----

#78080 Jim Kellames
Email: jim@jkservicesinc.com
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 16 Secs
City: RENO
State: Nevada
Country: UNITED STATES

Chat Transcript -----	
Jim Kellames	Hello, I am your .
Acebuddy	Hello Blueisle-dri
	Whom Would You
Jim Kellames	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Jim Kellames	I'd like to report .
Acebuddy	Please select an
Jim Kellames	Other Issue
Acebuddy	Please specify th
Jim Kellames	need help correc
Acebuddy	Please wait while
	<i>Acebuddy (bot) t</i>
	<i>Gaurav Kumar de</i>
	<i>Yash Ahi accepte</i>
Yash Ahi	Thank you for co
Jim Kellames	we have a new s
Yash Ahi	Alright, I will sur
	May I take the re
Jim Kellames	yes
Yash Ahi	Prior providing th
	Kindly paste this https://assist.ace
	We are connecte the time, I am pu give your confirm
	Alright here you
	Is there anything
Jim Kellames	let me log in to r
Yash Ahi	Sure.
	let me know if yc

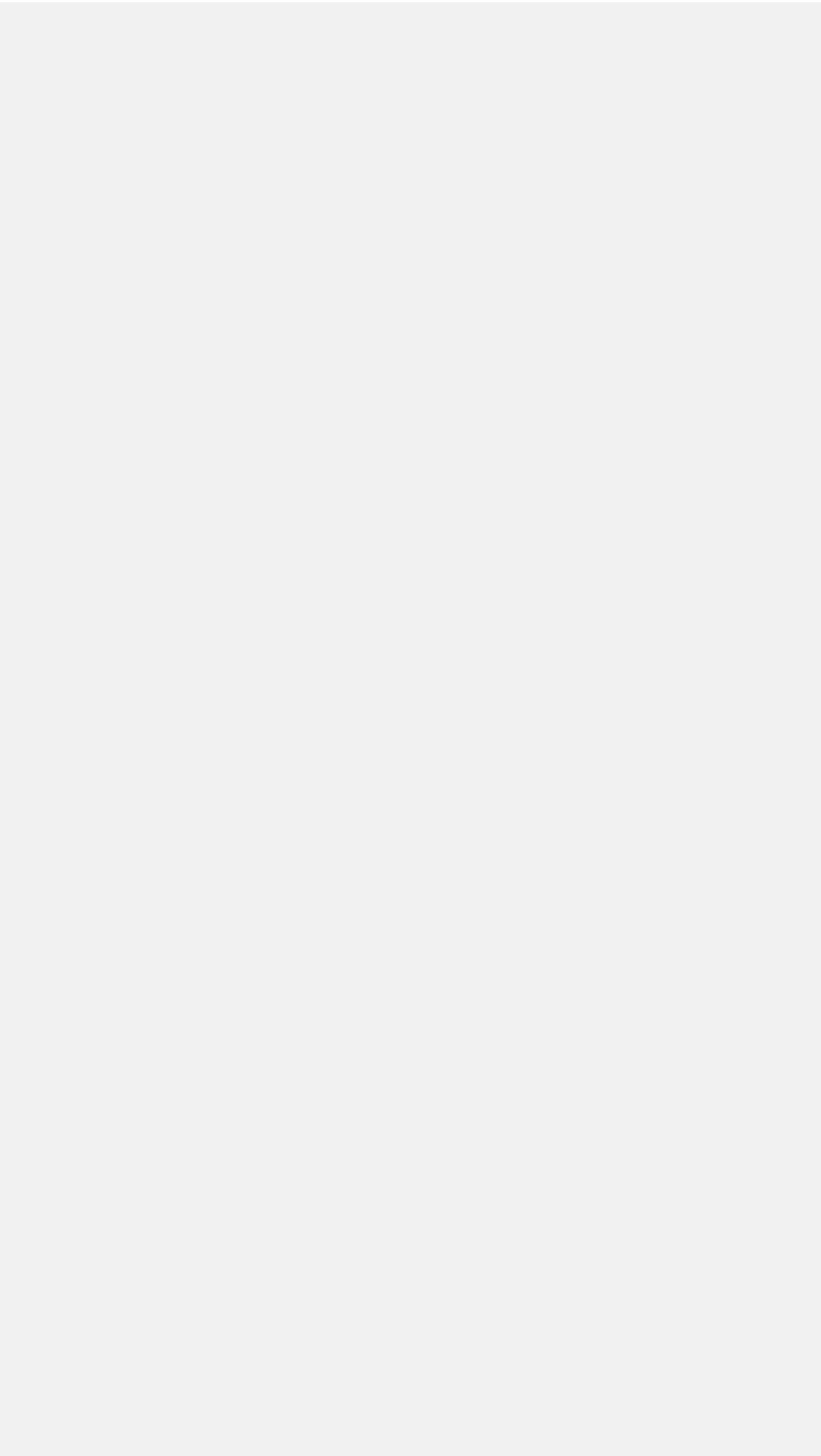
	Jim Kellames	were are all good
	Yash Ahi	Alright.
		I would greatly appreciate a chat.
		After this chat you can
		Thank you for chatting.
		You may end this conversation, also.
		I request you to let me know if I am working. I will appreciate your response. Thanks!
		Note: You may check the status of your order at https://selfcare.acecloudhosting.com
		For self-help, check the FAQ page.
		<i>Yash Ahi has ended the chat.</i>

Visitor Details -----

#78529 Beth Florestal
Email: orders@luckygoatcoffee.com 📞 +1 407-253-1234
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: <https://www.acecloudhosting.com>
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: ORLANDO
State: Florida
Country: UNITED STATES

	Chat Transcript	
	Beth Florestal	Hello, I am your .
	Acebuddy	Hello Beth Flores
		Whom Would You
	Beth Florestal	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	Beth Florestal	I'd like to report .
	Acebuddy	Please select an
	Beth Florestal	QuickBooks Issue
	Acebuddy	What type of Qui
	Beth Florestal	QuickBooks is Fr
	Acebuddy	Hmm, That does
		Was that helpful
	Beth Florestal	No
	Acebuddy	No issues, please
		<i>Acebuddy (bot) t</i>
		<i>Anurag Sharma i</i>
	Anurag Sharma	Thank you for co
		Hello Beth
	Beth Florestal	Hi
	Anurag Sharma	I deeply apologiz
		I will be surely as
	Beth Florestal	beth.f@myreald
		is the user
		What would be th
	Anurag Sharma	Yes, it is. Thank y
		Are you the only
	Beth Florestal	Normally it's thrc the most
	Anurag Sharma	I deeply apologiz

		When was the la
	Beth Florestal	Right now
	Anurag Sharma	Before today
	Beth Florestal	This whole week
		and last week
	Anurag Sharma	Okay
		As I can check th
		I have successfu
		Please login and
	Beth Florestal	Okay
	Anurag Sharma	Also I would recc issue for you on
	Beth Florestal	That's what I alw
		But I am back in,
	Anurag Sharma	Okay if that is th issue.
		We will inform yc
		Is there anything
	Beth Florestal	Thank you!!! Tha
	Anurag Sharma	Thanks for the cc
		I would greatly a chat.
		Thank you for ch
		You may end this conversation, alc
		I request you to working. I will ap Thanks!
		Note: You may cl (https://selfcare..
		For self-help, che
		<i>Anurag Sharma</i> /



Visitor Details -----

#78789 aminimalga
Email: aminimalga@escsinc.com ☎ 203-457-
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: 1 Min 13 Secs
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript -----

aminalga	Hello, I am your .
Acebuddy	Hello Annabelle I
	Whom Would You
aminalga	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
aminalga	I'd like to report .
Acebuddy	Please select an
aminalga	Other Issue
Acebuddy	Please specify th
aminalga	Can not log on to
Acebuddy	Please wait while
	<i>Acebuddy (bot) 1</i>

		Ashutosh Mishra
	Ashutosh Mishra	Thank you for co
		Hello Annabelle,
		Kindly help me w
	aminalga	ESCS
		Annabelle
	Ashutosh Mishra	Thanks for the co
		Is this issue occu
	aminalga	I dont' know I cal
	Ashutosh Mishra	Thanks for the co
		Kindly allow me t
		I see you are log
		May I take the re
	aminalga	yes
	Ashutosh Mishra	Prior providing th
	aminalga	I prefer speaking
	Ashutosh Mishra	I see, we can sur
		You can also con number is 888-4
	aminalga	see if you can fir
		I don't see our in
	Ashutosh Mishra	I will take remote
		Please open Quic
		I understand you perfectly. I woulc handle the reque
	aminalga	REALLY?
		How come ESCS
		and how come it
		this just happene
		Are you still worl
	Ashutosh Mishra	Thank you for yo
		Yes i am here.

#77718 rhernandez
Email: rhernandez@usmicroproducts.com
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 27 Secs
City: SPICEWOOD
State: Texas
Country: UNITED STATES

Chat Transcript -----

rhernandez	Hello, I am your .
Acebuddy	Hello Rhia Herna
	Whom Would You
rhernandez	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
rhernandez	I'd like to report .
Acebuddy	Please select an
rhernandez	QuickBooks Issu
Acebuddy	What type of Qui
rhernandez	Other QB related
Acebuddy	Please specify th
rhernandez	we are unable to
Acebuddy	Please wait while
	<i>Acebuddy (bot) t</i>
	<i>Shubham Kataria</i>
Shubham Kataria	Thank you for co today.
	I will be surely as
rhernandez	I don't know
Shubham Kataria	Could you please

	rhernandez	Please refer to Ti
	Shubham Kataria	Please allow me
	rhernandez	that's the only in
	Shubham Kataria	Alright, Could yo
	rhernandez	Yes
	Shubham Kataria	Kindly share the
		<i>8:17:50 PMrhern</i> <i>warning qb.JPG</i> -
		Please allow me
		Thank you for yo
		May I take the re
		Are we still conn
		Are we still conn
	rhernandez	I don't know wha
		we are cloud hos
		we all have diffe
	Shubham Kataria	I'm talking about
	rhernandez	I don't have that
		the only informa
	Shubham Kataria	I require to take company file in r
	rhernandez	does my supervi
		does the other p
	Shubham Kataria	No, If you allows session (Edited)
	rhernandez	OK
	Shubham Kataria	No
		Thank you
		Prior providing th
		May I send the re
	rhernandez	yes
	Shubham Kataria	Thank you.
		We are connecte

	Operating System: Microsoft Windows	
	Browser: Microsoft Edge	
	Device: Desktop	
	Average Response Time: 1 Min 20 Secs	
	City: MARIETTA	
	State: Wyoming	
	Country: UNITED STATES	
	Chat Transcript -----	
Lamont Wright		Hello, I am your .
Acebuddy		Hello Lamont Wr
		Whom Would You
Lamont Wright		VDI/DaaS Suppor
Acebuddy		Please wait while
		<i>Acebuddy (bot) I</i>
		<i>Abhijeet Arun Th</i>
Lamont Wright		I am working wit am not able to lc because there is
Abhijeet Arun Thakur		Thank you for re My name is Abhi How can I assist
		Could you please
Lamont Wright		the account is Se I am a consultan
Abhijeet Arun Thakur		Please wait while
		<i>Abhijeet Arun Th</i>
		<i>Anjainay Singh a</i>
Anjainay Singh		Thank you for co
Lamont Wright		Thank you. The login ID I wa
Anjainay Singh		Thank you for br you resolve it as
		Please provide n
		May I take the re

	Lamont Wright	I am getting invl
		https://myportal.
	Anjainay Singh	May I take the re
	Lamont Wright	Let me give you
	Anjainay Singh	Sure.
		https://assist.ace
		Prior providing th
		Please copy this
		Go to download t
		Click on accept a
		Are we still conn
		As your issue ha this chat.
		<i>Anjainay Singh h</i>

Visitor Details -----

#78312 ksroufe
Email: cweber@oakhavenrc.com ☎ 14195
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: OTTAWA
State: Ohio
Country: UNITED STATES

Chat Transcript -----

City: MISSION VIEJO

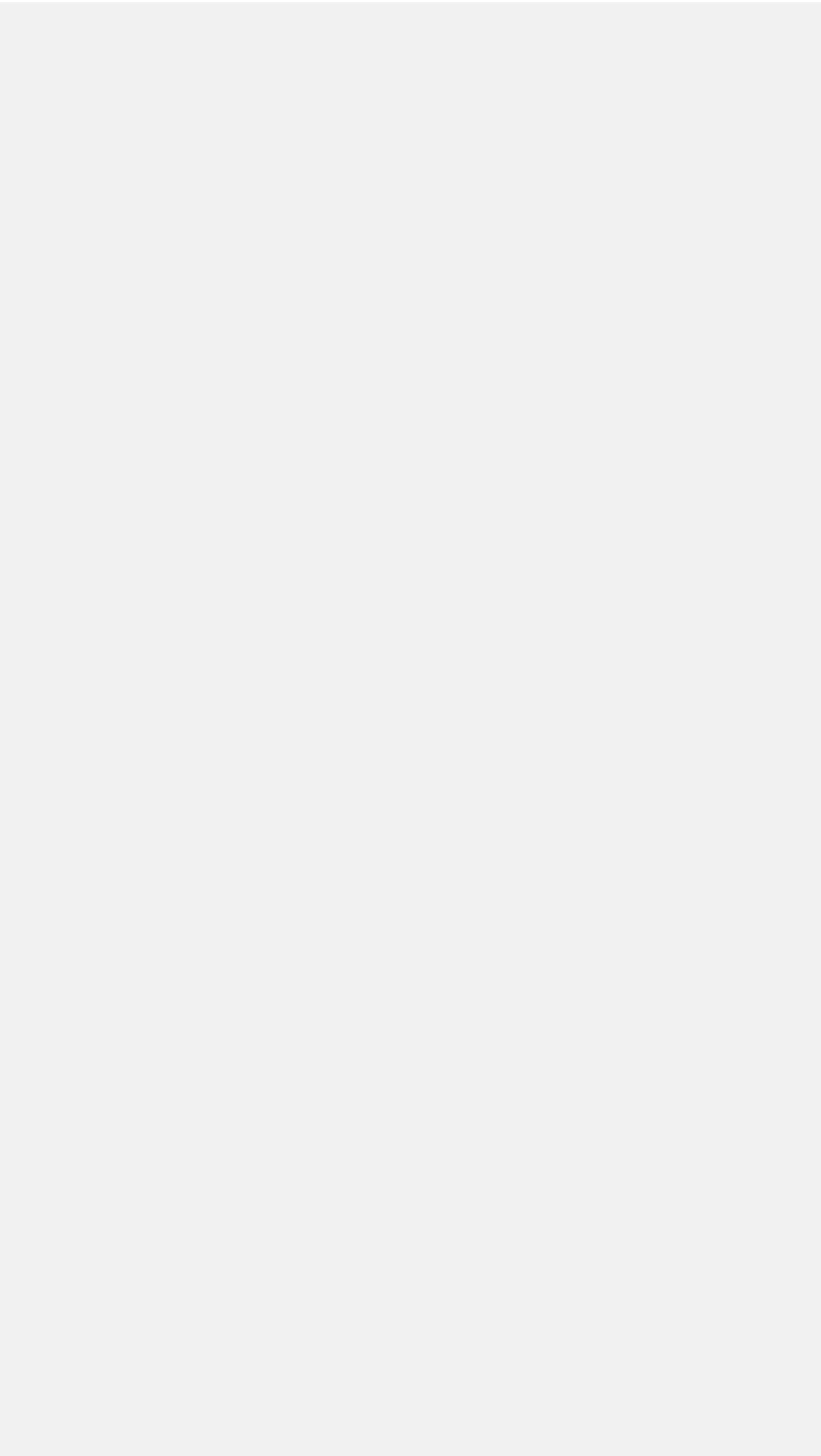
State: California

Country: UNITED STATES

Chat Transcript

jsteeleconsulting	Hello, I am your
Acebuddy	Hello Jsteelecons
	Whom Would You
jsteeleconsulting	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
jsteeleconsulting	I'd like to report
Acebuddy	Please select an
jsteeleconsulting	Other Issue
Acebuddy	Please specify th
jsteeleconsulting	May I chat with a
Acebuddy	Please wait while
	<i>Acebuddy (bot) t</i>
	<i>Yash Ahi accepte</i>
Yash Ahi	Thank you for co
	Hi Jennifer. How
jsteeleconsulting	Hello! Thank you Unfortunately, I l in the future, but downloaded, and
	How do I go abou
Yash Ahi	I deeply apologiz
	I will surely help
	Could you please (Edited)
jsteeleconsulting	Business Name: JenniferSteele.m
Yash Ahi	Thankyou for the

		Kindly allow me to
	jsteeleconsulting	Thank you!
	Yash Ahi	Thank you for yo
		Let me do one th transferring this
	jsteeleconsulting	Thank you.
	Yash Ahi	Could you please
		Is it 9497518805
	jsteeleconsulting	949-751-8805
		Yes
	Yash Ahi	Alright, So, I will
	jsteeleconsulting	Thank you.
	Yash Ahi	No problem at al
		Is there anything
	jsteeleconsulting	No problem, and resolution?
	Yash Ahi	Well you will rece
		They will connec
	jsteeleconsulting	Got it. Thank you
	Yash Ahi	You're welcome.
		Thank you for ch
		You may end this conversation, alc
		I request you to working. I will ap Thanks!
		Note: You may cl (https://selfcare.
		For self-help, che
		<i>Yash Ahi has end</i>



Visitor Details -----

#78236 krisika
Email: krisika@hkidata.com 📞 7383092830
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 1 Min 23 Secs
City: BORSAD
State: Gujarat
Country: INDIA

Chat Transcript -----

krisika	Hello, I am your .
Acebuddy	Hello Krisika, I'm
	Whom Would You
krisika	Technical Support
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) 1</i>
	<i>Ashutosh Mishra</i>
Ashutosh Mishra	Thank you for co

		4:57:46 PMkrisika
		IMG-20250613-V
		While opening
	krisika	All pc
	Ashutosh Mishra	Krisika, I will sure
		Kindly allow me t
	krisika	Yes
		Ok
	Ashutosh Mishra	Thank you for yo
		I have checked o
		capacity it is still
	krisika	Ok
		But every time e
		Do needful
	Ashutosh Mishra	Sure, we will do a
		message.
		Is there anything
	krisika	No thanks
		Ia there any logc
	Ashutosh Mishra	There is no logof
	krisika	Ok
		Thanks
		Can I leave chat?
	Ashutosh Mishra	Sure, you can en
		Thank you for ch
		You may end this
		conversation, alc
		I request you to
		working. I will ap
		Thanks!
		Note: You may cl
		(https://selfcare..
		For self-help, che
		Ashutosh Mishra

Visitor Details -----

#78643 Ravi Shah
Email: ravi@yourtaxadvisor.com 📞 +1 973 222-1234
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: ANNAPOLIS
State: Maryland
Country: UNITED STATES

Chat Transcript -----

	Ravi Shah	Hello, I am your support agent.
	Acebuddy	Hello Ravi, I'm your support agent.
		Whom Would You Like To Speak To?
	Ravi Shah	Technical Support
	Acebuddy	Welcome to AceCloud Hosting.
		Please chose an option from below.
	Ravi Shah	I'd like to raise a concern.
	Acebuddy	Please select your concern.
	Ravi Shah	Other Request
	Acebuddy	Please drop an email and our technicians will contact you.
		If you are facing any other issue, please let me know.
	Ravi Shah	No, That'll be all! Thank you.

Acebuddy

Thank you for co

Acebuddy has er

<

	tanya oubre	cannot connect t
	Acebuddy	Please wait while
		<i>Acebuddy (bot) I</i>
		<i>Anurag Sharma i</i>
	Anurag Sharma	Thank you for co
		Hello Tanya
	tanya oubre	hi,
		i have had this is it back.
	Anurag Sharma	I deeply apologiz
		I will be surely as
	tanya oubre	dieselp, DPD_Tar
	Anurag Sharma	Thanks for the cc
		Are you the only
	tanya oubre	yes
	Anurag Sharma	Okay
		May I take the re
	tanya oubre	yes
	Anurag Sharma	Prior providing th
	tanya oubre	need the smartc
	Anurag Sharma	No problem
		I will surely help
		https://assist.ace
		Kindly paste this
		We are connecte the time, I am pl give your confirm
		The issue is now
		Is there anything
	tanya oubre	that is all, thank
	Anurag Sharma	Thanks for the cc
		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 click on the link below to learn more about the self-care program.
(<https://selfcare.org>)

For self-help, che

Anurag Sharma |

Visitor Details

#77813 Murray Howell

Email: mhowell.mie@gmail.com ☎ 130359

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: ENGLEWOOD

State: Colorado

Country: UNITED STATES

Chat Transcript

Murray Howell	Hello, I am your .
---------------	--------------------

Acebuddy Hello Murray How

Whom Would You

	Murray Howell	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	Murray Howell	I'd like to report
	Acebuddy	Please select an
	Murray Howell	QuickBooks Issue
	Acebuddy	What type of Qui
	Murray Howell	Other QB related
	Acebuddy	Please specify th
	Murray Howell	Continuing my cl
	Acebuddy	Please wait while
		<i>Acebuddy (bot) 1</i>
		<i>Shubham Kataria</i>
	Shubham Kataria	Thank you for co today.
		Hi Murray
		We are connecte
	Murray Howell	Sorry, I misspelle
	Shubham Kataria	No problem
		Lets connect ove
		May I take the re
	Murray Howell	yes please
	Shubham Kataria	Prior providing th
	Murray Howell	We're all ready
	Shubham Kataria	https://assist.ace
		Kindly paste this
		We are connecte the time, I am pl give your confirm
		As we haven't gc Kindly re-initiate
		<i>Ended due to ch</i>

Visitor Details

#77875 chuck

Email: chuck@echotaxaz.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: 51 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

chuck	Hello, I am your .
Acebuddy	Hello Chuck Ehrl
	Whom Would You
chuck	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
chuck	I'd like to report
Acebuddy	Please select an
chuck	Other Issue
Acebuddy	Please specify th
chuck	Why is it taking f
Acebuddy	Please wait while
	<i>Acebuddy (bot) t</i>

	Shubham Kataria	
	Shubham Kataria	
	Abhay Kumar Sa	
	Abhay Kumar Saraswat	Thank you for co today.
		I deeply apologiz
	chuck	I've been trying t
	Abhay Kumar Saraswat	I apologize for th
		I will be surely as
	chuck	Echo Tax & Cons and it took a sim
	Abhay Kumar Saraswat	Kindly allow me t
		May I take the re
	chuck	sure
	Abhay Kumar Saraswat	Prior providing th
		Kindly Click on th https://assist.ace
	chuck	ok
	Abhay Kumar Saraswat	Chuck, we assist Is there anything
	chuck	Would it be poss now where they
	Abhay Kumar Saraswat	Kindly allow me t
		We are checking
		We are connecte the time, I am pt give your confirm
		As we have chec
		4:16:27 AMAbha image.png - (Siz
	chuck	Certainly
	Abhay Kumar Saraswat	I am rebooting y
		Are we still conn
	Abhay Kumar Sa	

Visitor Details

#78560 HECTOR

Email: hramos@sds-rx.com ☎ 1484612299

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

HECTOR	Hello, I am your .
Acebuddy	Hello Hector, I'm
	Whom Would You
HECTOR	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
HECTOR	I'd like to raise a
Acebuddy	Please select you
HECTOR	Other Request
Acebuddy	Please drop an e technicians will c
	If you are facing

As we haven't got the
Kindly re-initiate

Ended due to ch

Visitor Details

#78502 Steve Frisbie

Email: sfrisbie@ifsgroupusa.com 📞 181654

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: 59 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Steve Frisbie	Hello, I am your .
Acebuddy	Hello Steve Frisb
	Whom Would You
Steve Frisbie	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
Steve Frisbie	I'd like to raise a
Acebuddy	Please select you
Steve Frisbie	Server Resource

	Acebuddy	Please select the
	Steve Frisbie	RAM/Memory
	Acebuddy	We understand t
		Based on your Re
		by sending an er
		Do note that adc
		performance issi
		Hence, It is advis
		memory so we c
		Do you need any
	Steve Frisbie	Yes
	Acebuddy	Please wait while
		<i>Acebuddy (bot) I</i>
		<i>Shivam Singh ac</i>
	Shivam Singh	Thank you for co
	Steve Frisbie	How do I sign up
		are you there?
	Shivam Singh	I'll surely assist y
	Steve Frisbie	You host our Quir
		internet portal 2.
	Shivam Singh	Is there a web cc
	Steve Frisbie	yes it's a prograr
		QuickBooks and
	Shivam Singh	Thanks for the in
	Steve Frisbie	ok, shall I wait?
	Shivam Singh	Please wait
		For achieving the
		case the Method
		I will share an en
		the process. Dur
		Is there anything
	Steve Frisbie	How will that wo
	Shivam Singh	No, Auto logon u
		Even when nobo
	Steve Frisbie	OK, thanks. That

	krisika	Technical Support
	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) t</i>
		<i>Shashwat Verma</i>
	Shashwat Verma	Thank you for co
		Hello
	krisika	Quickbook in ma
	Shashwat Verma	I will surely help
	krisika	Yes
	Shashwat Verma	Could you please
	krisika	You said that you
		But didn't get an
	Shashwat Verma	Kindly allow me t
	krisika	Ok
		Quickbook open
		So you said that
		But didn't get an
		How to problem
	Shashwat Verma	I deeply apologiz
		We need to rebo
		Shall we?
	krisika	Quickbook open
	Shashwat Verma	Perfect
	krisika	But how to probl
		Many time abort

		So you said that
	Shashwat Verma	Kriska, its and se
		I apologize for th
		<i>12:20:48 PM</i> <i>krisika</i> <u>1750229412765</u> <i>But didn't get</i>
		We have checked reoccurring issue
		You can expect c
		Is there anything
	krisika	+ 91 958634514
		+1 (229) 457-07
		Connect number
	Shashwat Verma	Sure, we have no
	krisika	Call back urgentl
	Shashwat Verma	Our escalation en
		Is there anything
		Are we still conn
		Are we still conn
	krisika	Yes
	Shashwat Verma	Is there anything
	krisika	2 hours after call
	Shashwat Verma	Noted, will get yo
	krisika	I hope that call b
	Shashwat Verma	Yes, sure.
	krisika	Okay
		Thank you
	Shashwat Verma	Thank you for ch
		You may end this conversation, al
		I request you to working. I will ap Thanks!

Note: You may check for updates to this article at <https://selfcare.psychiatryonline.org>

For self-help, check out the new Self-Care Library at <https://selfcare.psychiatryonline.org>

Shashwat Verma

Visitor Details

#78474 Lindsey Vela

Email: admin@beaconmarineelectronics.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: 42 Secs

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript -----

Lindsey Vela	Hello, I am your
Acebuddy	Hello Admin, I'm
	Whom Would You
Lindsey Vela	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
Lindsey Vela	I'd like to report
Acebuddy	Please select an

	Lindsey Vela	Other Issue
	Acebuddy	Please specify th
	Lindsey Vela	quickbooks remc
	Acebuddy	Please wait while
		<i>Acebuddy (bot) t</i>
		<i>Anurag Sharma c</i>
	Anurag Sharma	Thank you for co
		Hello Admin
	Lindsey Vela	hello
		I have entered a
	Anurag Sharma	Could you please
	Lindsey Vela	I have quickbook
		it is not recogniz
	Anurag Sharma	I deeply apologiz
		I will be surely as
	Lindsey Vela	the server is blue
		my user name is
	Anurag Sharma	Please confirm if
	Lindsey Vela	BlueisleDrake.m
	Anurag Sharma	Could you please
	Lindsey Vela	yes
	Anurag Sharma	Thanks for the co
		Could you please
	Lindsey Vela	I believe last we
	Anurag Sharma	Okay
		May I take the re
	Lindsey Vela	yes sorry for the
	Anurag Sharma	No problem
		Prior providing th
	Lindsey Vela	done
	Anurag Sharma	https://assist.ace
		Kindly paste this

	We are connecte the time, I am pu give your confirm
	Are you there? (f
	Are we still conn
	Are we still conn
	As there was no (1-888-415-5240
	Thank you for ch
	<i>Anurag Sharma /</i>

Visitor Details

#78034 JESSIE WILLIAMS

Email: jessie@jmwiliamscpa.com ☎ 16462

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

JESSIE WILLIAMS	Hello, I am your
Acebuddy	Hello Jessie Willia
	Whom Would You
JESSIE WILLIAMS	Technical Suppor

		Whom Would You
	catherine.cochran	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	catherine.cochran	I'd like to report
	Acebuddy	Please select an
	catherine.cochran	QuickBooks Issu
	Acebuddy	What type of Qui
	catherine.cochran	QuickBooks is Fr
	Acebuddy	Hmm, That does
		Was that helpfu
		As we haven't gc Kindly re-initiate
		<i>Ended due to ch</i>

Visitor Details -----

#78713 KEITH
Email: ks.partsfast@gmail.com 📞 7133203
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript	
KEITH	Hello, I am your .
Acebuddy	Hello Keith Shola
	Whom Would You
KEITH	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
KEITH	I'd like to raise a
Acebuddy	Please select you
KEITH	Change in Users
Acebuddy	Please select you
KEITH	User Addition
Acebuddy	Registered Accot owner, Please re
	Do you need any
KEITH	Yes
Acebuddy	Please wait while
	<i>Acebuddy (bot) t</i>
	<i>Sanyam Madan &</i>
Sanyam Madan	Thank you for co
KEITH	i need to set up i
	<i>Sanyam Madan i</i>
	we currently hav
	can we do this ?
	<i>Anurag Sharma &</i>
Anurag Sharma	Thank you for co
	Hello Keith
KEITH	hello
	WOULD LIKE TO
Anurag Sharma	I will be surely as
KEITH	DOES OUR CURR

Visitor Details -----

#77751 Kory
Email: kory.wei@outlook.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: TEMPLE CITY
State: California
Country: UNITED STATES

Chat Transcript -----

Kory	Hello, I am your .
Acebuddy	Hello Kory Wei, I'
	Whom Would You
Kory	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
	As we haven't gc Kindly re-initiate
Ended due to ch	

Visitor Details -----

#78760 Joan Hail

Email: joanie@kr-cpa.com 📞 9132203414
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: 36 Secs
City: OLATHE
State: Missouri
Country: UNITED STATES

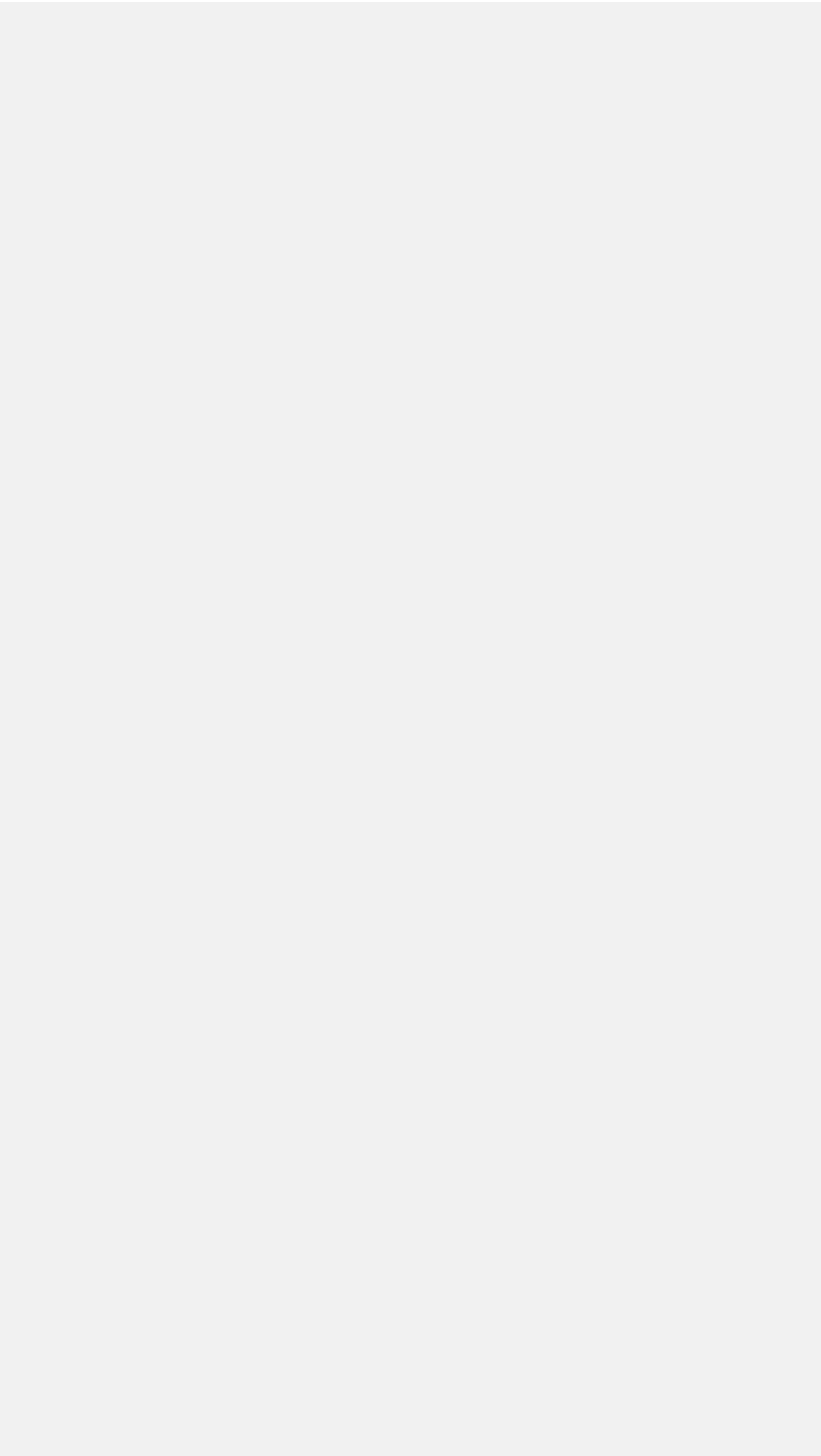
Chat Transcript -----

Joan Hail	Hello, I am your .
Acebuddy	Hello Joan, I'm yc
	Whom Would You
Joan Hail	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Joan Hail	I'd like to report .
Acebuddy	Please select an
Joan Hail	Other Issue
Acebuddy	Please specify th
Joan Hail	Having issues co
Acebuddy	Please wait while
	<i>Acebuddy (bot) t</i>
	<i>Yash Kalra accep</i>
Yash Kalra	Thank you for co
	I will be surely as
Joan Hail	QbnxtPro1.myrei
Yash Kalra	Kindly allow me t
Joan Hail	PTMU.NPro1
Yash Kalra	May I take the re
Joan Hail	yes
Yash Kalra	Prior providing th

	Kindly Click on the link https://assist.acecloudhosting.com
	Joan, we assisted you. Is there anything else I can help you with?
Joan Hail	i think we are good
Yash Kalra	I would greatly appreciate your feedback on this chat by clicking on the star icon
	Thank you for chatting with us
	You may end this conversation, also
	I request you to provide feedback on this chat by clicking on the star icon. I will appreciate your feedback. Thanks!
	Note: You may click on the link https://selfcare.acecloudhosting.com
	For self-help, check out the link https://selfcare.acecloudhosting.com
<i>Yash Kalra has ended the chat</i>	
<hr/>	
Visitor Details -----	
#78094 ksapp	
Email: ksapp@rosefeltlaw.com ☎ 727-241-2222	
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: 36 Secs	
City: ST PETERSBURG	
State: Florida	

		Country: UNITED STATES
Chat Transcript -----		
	ksapp	Hello, I am your .
	Acebuddy	Hello Ksapp, I'm
		Whom Would You
	ksapp	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	ksapp	I'd like to report .
	Acebuddy	Please select an
	ksapp	Other Issue
	Acebuddy	Please specify th
	ksapp	Remote desktop
	Acebuddy	Please wait while
		<i>Acebuddy (bot) t</i>
		<i>Ashutosh Mishra</i>
	Ashutosh Mishra	Thank you for co
	ksapp	Good morning As
	Ashutosh Mishra	ksapp, I will be s
		I wish same to yo
	ksapp	DRALLC
		KSapp
		I was jsut able to
		I think I should b
	Ashutosh Mishra	I see.
		Is this the first ti
	ksapp	First time recentl I restarted and tl
	Ashutosh Mishra	Thanks for the co
	ksapp	Thank you - hope
	Ashutosh Mishra	Yes, it is suggest

	Acebuddy	Hello Aman, I'm ready to help you with your QuickBooks issue.
		Whom Would You Like To Contact?
	aman	Technical Support
	Acebuddy	Welcome to Acebuddy, I will be happy to help you with your QuickBooks issue.
		Please chose an issue from the list below.
	aman	I'd like to report a problem with my QuickBooks.
	Acebuddy	Please select an issue from the list below.
	aman	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue?
	aman	QuickBooks Login
	Acebuddy	I understand that you are having trouble logging into QuickBooks. I will help you with resolving this issue.
		Was that helpful?
	aman	No
	Acebuddy	No issues, please contact our support team.
		<i>Acebuddy (bot) terminated the chat.</i>
		<i>Anurag Sharma started a new chat.</i>
	aman	hello
	Anurag Sharma	Thank you for contacting me.
	aman	how are you
	Anurag Sharma	Hello Aman
	aman	i need your help
	Anurag Sharma	I am good, thank you.
	aman	You seem to be a professional.
	Anurag Sharma	I will be surely assist you.
	aman	do you know quickbooks
	Anurag Sharma	Thank you Aman
	aman	you are quite knowledgeable
	Anurag Sharma	Yes, I know about QuickBooks.
	aman	its ok issue is resolved
		thanks for helping
	Anurag Sharma	Thanks for the contact.



Acebuddy	Please selec
David Kelley	QuickBooks
Acebuddy	Please emai will provide
	<ul style="list-style-type: none">• QuickBook• Variant : P• License Nt• Product Cc
	Generally, a Please do sp
	Do you need
David Kelley	Yes
Acebuddy	Please wait
	<i>Acebuddy (t</i>

	<i>Shashwat Ve</i>
Shashwat Verma	Thank you fr you today.
	Hello david
David Kelley	I need to sp
Shashwat Verma	Sure
	Would you li with issue o
David Kelley	please call
Shashwat Verma	Sure. will ge
	Thank you fr

Shashwat Ve

