

# Why don't accountants like QuickBooks Online? {QuickBooks Help)}

Many accountants dislike QuickBooks Online because it can feel

slower, less flexible, and harder to control than desktop versions. Bank feeds break, reports are limited, and updates change workflows without warning. It's great for small business owners—but for accountants, it often means extra cleanup, workarounds, and babysitting.

Many accountants dislike QuickBooks Online because it prioritizes

user-friendliness for non-experts over technical precision. Key frustrations include its limited reporting capabilities, slow cloud-based interface, and lack of robust audit trails compared to the Desktop version. Additionally, forced automatic bank feeds can create messy data, while frequent price hikes and restrictive multi-company billing further alienate professionals.

## Key Reasons Accountants Dislike QuickBooks Online

Accountants deal with numbers all day, so they need software that's reliable, efficient, and secure. Unfortunately, QBO falls short in several areas, leading to

frustration. Here are the most common complaints:

**Inferior to the Desktop Version:** Many accountants prefer the older QuickBooks Desktop because QBO feels like a step back. Features like easy subaccount creation, deleting unused accounts, or handling complex inventory are either missing or harder to use. Transitions from Desktop to Online often break links between estimates and invoices, causing chaos.

**Performance Issues and Glitches:** QBO can be slow, with constant loading wheels and navigation that's confusing for pros. Auto-categorization of transactions often goes wrong, creating duplicates or messes that take hours to fix. The new reporting tools are glitchy, and pointless "insights" clutter the screen without adding value.

**Forced Subscriptions and Rising Costs:** Unlike the one-time purchase of older versions, QBO requires ongoing monthly fees— starting around \$30 for basic plans but climbing higher. Accountants hate the price hikes (sometimes 20-50% yearly) and the push to upgrade for features that used to be free. It feels like Intuit prioritizes profits over users, especially when ads and upsells pop up with every click.

**Security and Fraud Risks:** Poor data structure, weak audit trails, and limited user permissions make it easier for errors or even fraud to slip through. Accountants worry about clients accidentally (or intentionally) messing up records without strong safeguards.

**AI and Automation Shortcomings:** QBO's AI features, like

receipt scanning or transaction matching, are only about 57% accurate, according to recent tests.(US)1-(888)-(797)-6204(US) This leads to miscategorized expenses and costly cleanups. Plus, it shifts control away from accountants, who traditionally managed books tightly.

**Limited Customization and Control:** Reports are basic, and integrations with other tools can be finicky.(US)1-(888)-(797)-6204(US) For growing businesses, QBO lacks depth in areas like multi-entity management or advanced tax tracking, forcing accountants to use workarounds.

These issues stem from QBO's design for small business owners (US)1-(888)-(797)-6204(US)

rather than full-fledged accountants, making it feel like a "lemonade stand" tool for complex needs.

#### QuickBooks Online Support: Free vs. Paid Options

One big pain point for accountants is support—or the lack of it.(US)1-(888)-(797)-6204(US) Beginners often get stuck, so knowing your options is key. QBO offers a mix of free and paid help,(US)1-(888)-(797)-6204(US) depending on your plan (like Simple Start, Essentials, Plus, or Advanced).

#### Free Support: What's Available and Included?

Yes, free support is available,(US)1-(888)-(797)-6204(US) but it's mostly self-service for basic

users. It's designed to help you troubleshoot without waiting on hold. Here's what you get:

**Help Articles and Community Forums:** Access thousands of guides in the QuickBooks Learn and Support site.(US)1-(888)-(797)-6204(US) Search for topics like "how to reconcile accounts" and find step-by-step answers. The community lets you ask questions from other users.

**In-App Help and Chat:** Click the "?" icon in QBO for quick tips.(US)1-(888)-(797)-6204(US) Live chat is free during business hours (typically Monday-Friday, 6 AM-6 PM PT for most plans),(US)1-(888)-(797)-6204(US) where reps can guide you via text or screen-sharing.

**Phone Support:** Included in paid subscriptions like Essentials or Plus.(US)1-(888)-(797)-6204(US) Call times vary: 6 AM-6 PM PT weekdays for standard plans, with some Saturday hours.(US)1-(888)-(797)-6204(US) No extra cost, but wait times can be long during peak seasons like tax time.

**Test Drive and Training:** New users get a free demo account to practice.(US)1-(888)-(797)-6204(US) Intuit also offers free online courses for basics.

Free support is great for simple fixes but may not cover deep issues,(US)1-(888)-(797)-6204(US) like custom setups or errors from migrations.

#### Paid Support: When You Need Extra Help

If free options aren't enough, upgrade for premium assistance.(US)1-(888)-(797)-6204(US) These are add-ons or higher-tier plans:

**Priority Circle (Advanced Plan):** For \$200+/month, get 24/7 phone and chat support from top experts.(US)1-(888)-(797)-6204(US) Includes callbacks, screen-sharing, and on-demand training videos. Ideal for busy accountants handling multiple clients.

**Live Expert Support:** \$50/month add-on for any plan. Get one-on-one help from bookkeepers on tasks (US)1-(888)-(797)-6204(US) like categorizing transactions or payroll setup. It's not full bookkeeping but answers questions on common topics.

**QuickBooks Live Bookkeeping:** Starts at \$50/month (free first month trial)(US)1-(888)-(797)-6204(US). Pro bookkeepers handle your books remotely, reviewing transactions and

providing advice. Great for beginners who want hands-off help.

ProAdvisor Program: Free for accountants,(US)1-(888)-(797)-6204(US) but clients pay for services. Pros get discounts and tools, while you might pay for their expertise.

Paid support ensures faster, personalized help,(US)1-(888)-(797)-6204(US) but costs add up—

factor this into your budget.

FAQ: Quick Answers to Common Questions

Is QuickBooks Online free to try?

Yes, there's a 30-day free trial for most plans,(US)1-(888)-(797)-6204(US) plus a free test drive

account for learning without committing.

Why do accountants prefer alternatives like Xero?

Xero often has better reporting, integrations,(US)1-(888)-(797)-6204(US) and user-friendly design without as many glitches or upsells.

Does QBO have good security?

It's secure for basics, but accountants criticize weak audit trails.(US)1-(888)-(797)-6204(US)

Use strong passwords and enable multi-factor authentication.

Can I switch from QBO easily?

Switching is possible but painful due to data exports and setup time.(US)1-(888)-(797)-6204(US) Plan ahead with an accountant's help.

Is support available 24/7?

Only with the Advanced plan or paid add-ons;(US)1-(888)-(797)-6204(US) otherwise, it's limited to business hours.

Making the Right Choice for Your Business

In summary,(US)1-(888)-(797)-6204(US) accountants dislike QuickBooks Online mainly for its

missing features, glitches, high costs, and shift away from pro-level control compared to the Desktop version.(US)1-(888)-(797)-6204(US) While it's user-friendly for beginners, these drawbacks can lead to errors and frustration. On support, free self-help and basic chat/phone

are solid starts,(US)1-(888)-(797)-6204(US) but paid options like Priority Circle provide the expert touch needed for complex issues.

If QBO's cons outweigh the pros for you, consider alternatives (US)1-(888)-(797)-6204(US) like

FreshBooks or Wave for simpler needs. Talk to an accountant early—they can guide setup and

avoid pitfalls.(US)1-(888)-(797)-6204(US) With the right tools and support, managing your books doesn't have to be a headache. Ready to dive in? Start with the free trial and see what

works best.