

Help with Sign in Issues.

If you are on the page below (per Screenshot 1), it means that QB and ARCollect have been disconnected.

Please follow the steps below.

If you need further help, please email support@arcollect.net. Or call 1 646 257 4077 We will help you asap.

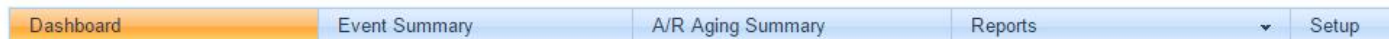
In order to reconnect, your **QB Administrator** will need to sign in to re-establish the connection.

1. QB Admin: Click here: <https://secure.arcollect.net/SecureCollect/Users/Login.aspx>
2. Click on the "Sign in with Intuit" button. **Screenshot 2**
3. Enter your **QB Administrator** details. **Screenshot 3**

Once connected, return to the AR Aging Summary page and your customers will display.

Regular users will now be able to use the Login button as usual with their own email address.

Screenshot 1



Manage Connections to QuickBooks

| QuickBooks Company | Connection Status | Admin Email | QuickBooks System Type | Action |
|--------------------|-------------------|-----------------------|------------------------|------------------|
| Coffee Beanery | Connected | support@arcollect.net | Online | Reset Connection |

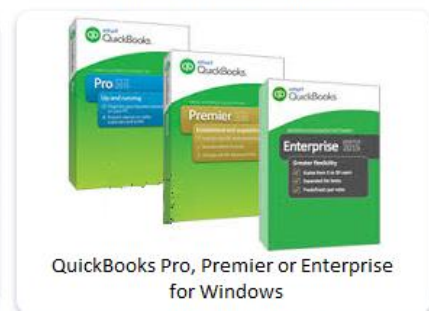
[Please click here to return to your AR Aging Summary](#)

Choose Your Accounting System

QuickBooks Online

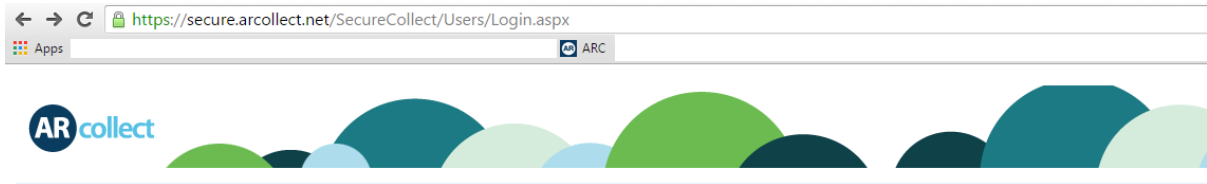


QuickBooks Desktop



Only QuickBooks Admin may sign in here

Screenshot 2



ARCollect Sign In

Please enter your username and password for ARCollect

E-mail:

Password:

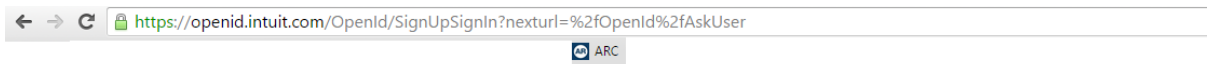
Remember Me:

[Forgot my password](#)

All Users QB Master Admin

QBO Administrator
to sign in here

Screenshot 3



Intuit App Center

intuit.

Sign in to secure.arcollect.net using your Intuit Account

secure.arcollect.net is requesting your Intuit account information in order to grant you access to the app.

Don't have an account? [Sign up now.](#)

Sign in

Email or user ID

Password

Remember me

[I forgot my user ID or password](#)