

# QuickBooks Connected Services

## Intuit Data Protect

### What is Intuit Data Protect?

Enjoy peace of mind knowing that your critical business data is always protected. Intuit Data Protect makes it easy to back up your QuickBooks data, or your entire PC, online. Keep working while automatic backups run in the background every day. Your data is encrypted and protected on online servers, saving 45 days worth of backed up information, and making it easy to recover your most valuable business information in the event that it's lost. With integration in QuickBooks giving you status updates on every backup, you can feel confident that your business is prepared for the unexpected.

### Key Benefits

- Keep working while your backups happen in the background
- Easily check on your backups with automatic status updates
- Store up to 45 days worth of historical data
- Easy restoration if anything happens to your files
- Store anything from just your QuickBooks files or your entire PC (multi PC coming soon)

### Reasons to Believe

- **Easy and automatic**
  - Set up once, and your data is backed up automatically every day
  - It happens quietly in the background so you can keep working without interruption
- **You're in control**
  - Choose what to back up, from your QuickBooks to your entire PC
  - Your QuickBooks homepage will show you the status of your latest backup and notify you if your data isn't fully protected
  - Monitor and change the files you want to back up
- **Maximum protection**
  - 24/7 online protection of your critical company information
  - Your data is encrypted and stored on our servers, ready for easy restoration if you need it
  - Store up to 45 days worth of backups

### What are some good probing questions?

- What is your current process for backing up important business data including your QuickBooks file?
- How confident are you that your business data is backed up as regularly as you would want?
- How would it impact your business if you lost important data like your QuickBooks file?
- How helpful would it be to you if your business data could be backed up automatically in the background?

### System Requirements

- Internet Access
- 2.0 GHz processor, 2.4 GHz recommended
- 1 GB RAM for single user, 2 GB RAM recommended for multiple users
- 2.5 GB available disk space (additional space required for data files)
- 250 MB disk space for Microsoft .NET 2.5 Runtime (provided on the QuickBooks CD)
- Optimized for 1024 X 768 screen resolution. 16-bit or higher color
- 4x CD-ROM

## Frequently Asked Questions

### **How do customers activate the service?**

If the customer is purchasing Data Protect from inside the product, they will automatically be activated and go straight into setup from inside of QuickBooks where they will begin by choosing which files to back up. However, if the customer is buying from an external browser (or from an agent), after they purchase the subscription, they will need to go inside QB to activate and set up Data Protect. They can do this by going to the QuickBooks homepage and clicking on the link that says "Activate Intuit Data Protect" in the Backup Status box in the lower right hand corner. This will open up the in-product landing page. From here, they will click on the "Already purchased?" sign-in link on the right hand side, and sign into IPP. After signing in, the setup process will begin, where they will begin by choosing which files to back up.

### **What if a customer wants to cancel?**

Customers receive a 30 day free trial but can self service cancel at anytime on IPP. The subscription will continue through the end of the current billing period, and there is no refund for the remainder of the period. Customers can also cancel by calling 888-222-7276.

### **How does a customer receive support?**

Customers can receive support by calling 888-222-7276.

### **What if the customer was a previous Online Backup user?**

If the customer is a legacy Online Backup user, they can continue using the legacy product or they can switch to Intuit Data Protect and change their pricing plan. The two applications are unrelated, and there is no migration plan between them. Customers who wish to start over again with Data Protect will need to first cancel their subscription to Online Backup, so that they are not being charged twice.

### **Are there any limitations?**

Intuit Data Protect works only with QB 2011, and the user's computer must be turned on and connected to the internet in order for backups to run. Data Protect is not available to QuickBooks for Mac or QuickBooks Online users.

### **How do I enter the order?**

Order entry in CRIS will be source code driven. Source codes can be found on Atlas, under "Offers" under "Connected Services." The service will show up in CRIS under *Contracts* not *Agreements*.

### **Are there any other steps customers need to follow after the sale?**

See "How do customers activate the service?" Until the user follows these instructions to activate and setup Data Protect, backups will not begin.

### **Where do I find information on the latest features and functionality in Intuit Data Protect?**

Agents can visit <http://teamrooms.reno.intuit.com/servicedelivery/SBG/default.aspx> or Atlas to stay updated on the newest features. Additional communication will be provided via e-mail as needed.

### **Can you explain the 30 day free trial?**

Agents will use a source code in CRIS to set up the free trial. When a customer signs up for the 30 day free trial, they will need to provide a credit card number. The card will not be charged until the end of the 30 day free trial. The customer will need to call if they wish to cancel the service.

## Terms and Conditions

Entire PC is limited to 100 GB total storage, which includes all 45 days of backups you have stored. Data is encrypted using AES 256-bit encryption. In order to back up files on a server, the files must be closed. Requires internet access, active subscription and QuickBooks Pro, Premier, and/or Enterprise 2011 (sold separately). Not available to QuickBooks for Mac or QuickBooks Online users. Intuit Data Protect is not intended as a HIPAA solution and its use will not assist with or ensure HIPAA compliance. You can cancel at any time by calling 888-222-7276. Terms, conditions, features, availability, pricing, fees, service and support options subject to change without notice.