

QuickBooks Workforce App Sync & Troubleshooting Guide

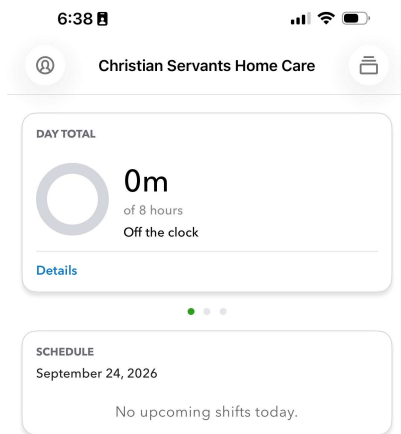
Use this guide if your Workforce app is not syncing or your hours are not reaching payroll.

IMPORTANT: Your Workforce app must sync so your time entries can reach the office. An app that is not syncing can result in missing hours and incorrect pay.

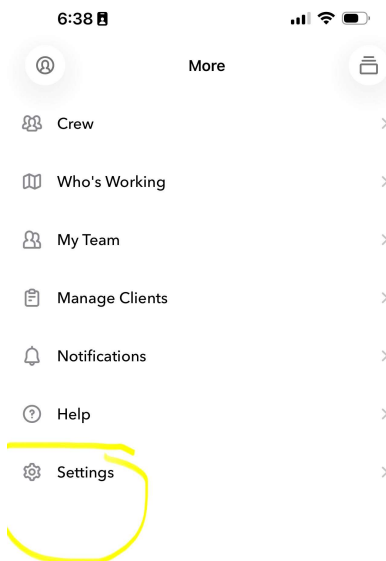
STEP 1 | CHECK YOUR SYNC STATUS FIRST

Before changing any settings, check the app to make sure it is syncing.

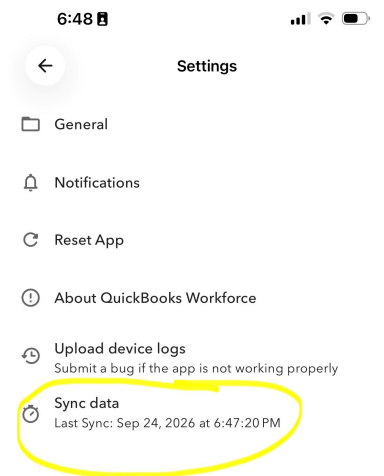
- Open the Workforce app and tap More at the bottom right.
- Tap Settings.
- Look at Sync data near the bottom of the Settings screen.
- A recent “Last Sync” date and time means the app has synced successfully.
- If it says “Syncing,” give it a moment and check again.
- Tap Sync data to try a manual sync. On some phones, this will force the app to sync. If it does not work or the “Last Sync” time does not update, continue to Step 2.



1. Tap More



2. Tap Settings

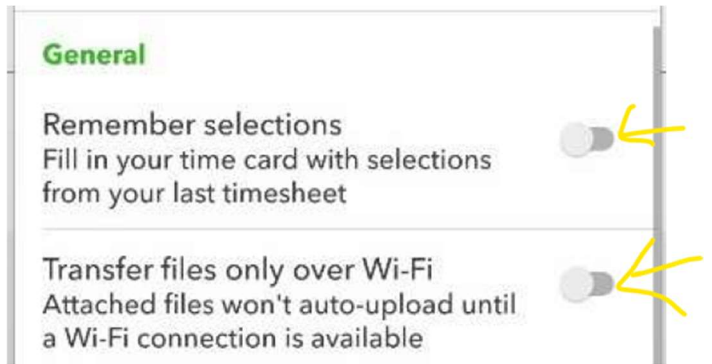
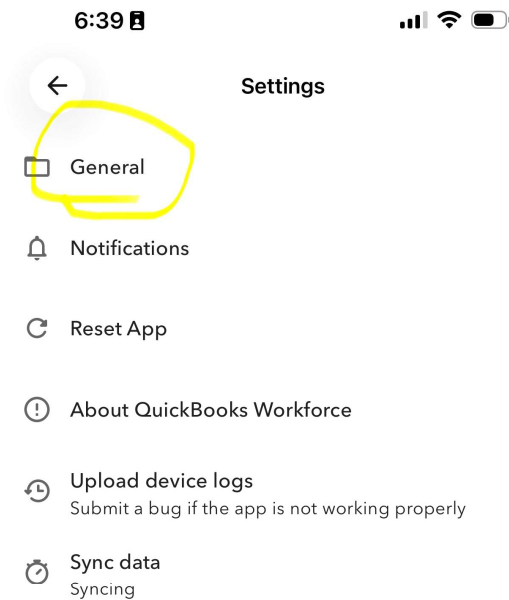


3. Check Sync data

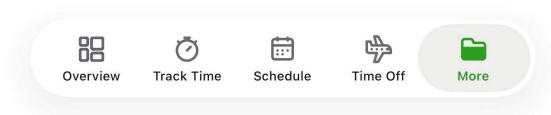
STEP 2 | MAKE SURE “TRANSFER FILES OVER WI-FI” IS OFF

Phone updates can sometimes change app settings. If this setting is turned on, the app may wait for a Wi-Fi connection instead of using cellular data.

- Go to More > Settings > General.
- Find Transfer files over Wi-Fi.
- Make sure the switch is OFF (gray), as shown below.
- Return to Settings and check Sync data again. If your phone allows it, tap “Sync data” to try another manual sync.



Remember selections and Transfer files over Wi-Fi should be OFF



Tap General

STEP 3 | RESET THE APP

If the Wi-Fi setting is already off and the app still will not sync:

- Go to More > Settings.
- Tap Reset App.
- Follow the prompts, then reopen the app and check Sync data again.

These first two troubleshooting steps fix the sync issue for most users.

STEP 4 | IF IT STILL WILL NOT SYNC: UNINSTALL & REINSTALL

Only do this after trying Steps 2 and 3.

- Delete/uninstall the QuickBooks Workforce app from your phone.
- Reinstall QuickBooks Workforce from the Apple App Store or Google Play Store.
- Sign back in and allow the app to finish syncing.
- Go to More > Settings > Sync data and confirm that the “Last Sync” date/time is current.

STEP 5 | STILL HAVING TROUBLE?

Contact your manager before the end of the pay period if the app still does not sync. Do not assume your hours have reached payroll just because they appear on your phone.

BEST PRACTICE: Check your “Last Sync” date/time regularly, especially after a phone update or if you notice anything unusual in the Workforce app.