



MYOB LiveAccounts™

Outlined below are the frequently asked questions we've received for MYOB LiveAccounts™.

Product

What is MYOB LiveAccounts?

MYOB LiveAccounts is an easy-to-use online accounting solution.

What sort of businesses does LiveAccounts™ suit?

LiveAccounts™ has been designed for smaller businesses, sole-traders or businesses just starting out.

How can LiveAccounts™ help a small business?

- ✓ *It's easy to use – designed for people with limited accounting knowledge*
- ✓ *It's online – so it's available anytime from any location you can connect to the internet*
- ✓ *You can link your bank accounts and credit cards to LiveAccounts™ so your transactions are securely transferred into the system. This is great time saver!*
- ✓ *You don't have to worry about software installs, updates or backups - we take care of that*
- ✓ *Being online, your accountant, consultant or bookkeeper can access your LiveAccounts™ data to review or finalise your accounts (with your permission)*

What can LiveAccounts™ do?

LiveAccounts™ can help you create your invoices, track your expenses and manage your GST, online. A key feature of LiveAccounts™ is the ability to link your business bank accounts and credit cards so your transactions are securely transferred for you. This is a great time saver.

What do I need to access LiveAccounts™?

All you need is a computer with internet access and you're using Internet Explorer 7 and above or Firefox 3 and above.

How do I start using LiveAccounts™?

You can learn more and get started by visiting the MYOB LiveAccounts™ at liveaccounts.myob.com.au.

Which banks can I link to LiveAccounts™?

We have an extensive list of banks, financial institutions and others that can provide data to LiveAccounts™. The listing of banks you can link to LiveAccounts™ can be found on the website: liveaccounts.myob.com.au.

Can I link my credit card to MYOB LiveAccounts™?

Yes, credit card data can be provided by certain banks. See the website to learn which banks provide credit card data: liveaccounts.myob.com.au.



Is there a limit to the number of bank accounts I can link to LiveAccounts™?

No, you can link as many bank accounts and/or credit cards as you need.

How does MYOB LiveAccounts help me work with my accountant/consultant/bookkeeper?

Being an online solution, you can invite your accountant/bookkeeper/consultant to have access to your LiveAccounts data. Once they have your permission, they can access your information when required.

Pricing

How much does LiveAccounts cost?

LiveAccounts costs \$25 per month including GST. There are no minimum use contracts. You can cancel at any time by providing us written notification. Please see the terms and conditions on the website for more information.

Can I try the software before I subscribe to it?

Yes, you can try the software for 30 days without obligation and free-of-charge. To get started, simply go to the MYOB LiveAccounts website: liveaccounts.myob.com.au.

What happens if I don't sign up after 30 days?

You will still be able to access your information however it will set to 'read-only' mode. This means you won't be able to add any more transactions but you will still be able to view reports and export your data. Please see the [terms and conditions](#) on the LiveAccounts website for more information.

How do I pay for LiveAccounts?

LiveAccounts is available on a monthly subscription basis, so there are no additional up-front costs. Payment is made by credit card only on a direct debit basis. You will be billed a month in advance.

Do I pay more if I link my bank accounts?

No, the \$25 per month subscription fee includes the delivery of your bank transactions under a fair usage policy. Please see the [terms and conditions](#) on the LiveAccounts website for more information.

Is the pricing per company file?

Yes, with unlimited users per company file.

Do I get a discount if I set up more company files?

No. Each company file is \$25 including GST.

What happens if I cancel my subscription?

If you cancel your subscription, your data will be set to 'read-only' and you'll have 30 days to print any reports and download your data. Please see the [terms and conditions](#) on the LiveAccounts website for more information.



Environment

Does LiveAccounts work on a PC or a Mac?

Yes, you can use MYOB LiveAccounts on a PC or a Mac. PC users can access the software using Internet Explorer (v7 and above) and Mac users using Firefox (v3 and above).

Is my data safe?

The security of your business data is very important. We have adopted best practice standards to ensure it's highly protected and backed up.

Data Conversion and Integration

Can I import data from an existing MYOB desktop product into LiveAccounts?

Yes, we have included an import facility so you can import data from current MYOB desktop products into LiveAccounts.

What information can I import into LiveAccounts?

You can import the chart of accounts, current balances, items and contacts using the import facility in LiveAccounts.

More information

For more information, visit the website liveaccounts.myob.com.au or contact the support team at liveaccounts.myob.com.au/support.