FACTSHEET

my.MYOB

my.MYOB provides you with a number of self-serve resources to help you make better use of your software and time.

What does my.MYOB offer?

As an online tool, my.MYOB is available to you at all times. It provides easy access to:

- our constantly updated Knowledge Base;
- a simple Support Request area;
- update your practices contact details;
- sign up for our regular eBulletin newsletters;
- product downloads;
- your invoices; and
- have your say on our Community Forum.

Accessing my.MYOB

For Australian Clients: https://my.myob.com.au

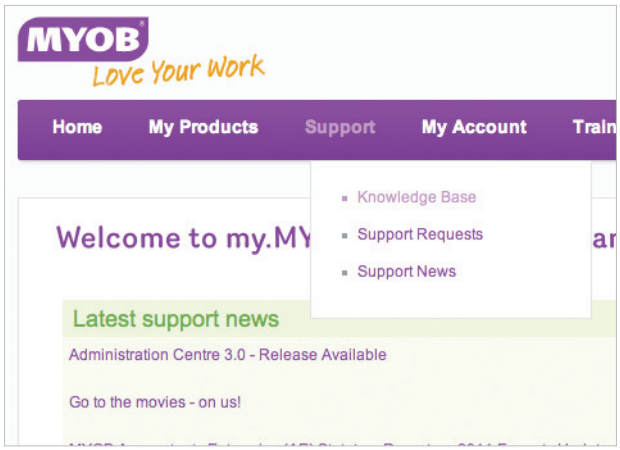
For New Zealand Clients: https://my.myob.co.nz

Enter your email address and password.

- If you have a my.MYOB login and have forgotten your password, please click the link on the Welcome page to "Forgot your password?" You will be sent an email with a link that you can click on to reset your password.
- If you do not have a my.MYOB login, please see the my.MYOB administrator in your practice, they will be able to create one for you. Otherwise, please contact your Client Manager to have them register your practice.

Knowledge Base

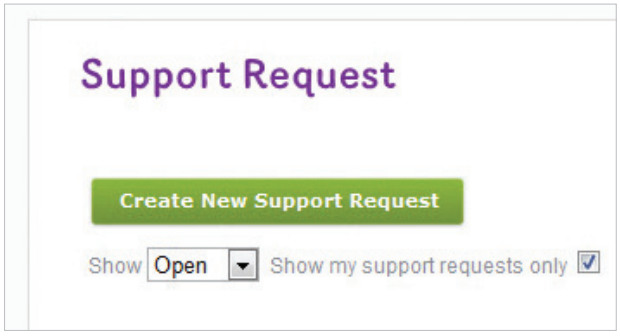
Our Knowledge Base has thousands of articles, with more published all the time. These articles cover everything from installations to application functionality and they're tailored to the products you own. All you need to do is enter in the phrase or software message you want to look up and let the search engine find the best answers. To access, log in to my.MYOB then click on the link on the main page, or hover your mouse over Support in the Purple Bar at the top of the Page and click on Knowledge Base.



Knowledge Base

Support Requests

my.MYOB allows easy logging of your Support Requests. It will save you time and lets you get on with your work while we investigate your query. The more information you give us about your query, the quicker we'll be able to resolve it. Software messages are a great help, as are screenshots that you can attach to each request. If it is outside MYOB business hours you can still log your support request without having to wait for the phone lines to open. On average we respond to requests within 2 business days. This time will vary depending on the number of online requests logged and the complexity of the requests logged.



Create support request

AUSTRALIA 1300 555 666
accountants@myob.com.au
myob.com.au

NEW ZEALAND 0800 94 96 99
accountants@myob.co.nz
myob.co.nz

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How to Log a Support Request or check on the progress of an existing one

1. Log into my.MYOB.
2. Click on the Create Support Requests link near the bottom of the page. Alternatively, hover your mouse over Support in the purple bar at the top of the page and click on Support Requests.
3. You will see a list of your existing support requests; either click on one to check the current status, or ...
4. Click Create New Support Request.
5. Complete the form that comes up on the screen.
6. Attach any documentation that is relevant.
7. Click Submit.

All software support requests are covered by your maintenance. There is no extra charge. Also covered are software updates and enhancements. Maintenance does not include one off work such as server migrations, installations, reinstallations, network management, or third party software (i.e. Microsoft) management.

Updating Practice Details

There are different levels of access for my.MYOB. Administrative users have access to update details of the Practice, download software, view invoices and also add, remove and update the details of other staff members. They can also make other staff members Administrators.

my.MYOB Administrators: It is important you keep your practice details up to date. It ensures you get any relevant information or updates the first time they are sent.

Under My Account > View/Maintain Users, you can edit, add or delete staff members in your practice.

Good tip: To avoid duplication you can change the drop down list to show all contacts before creating new ones on your account.

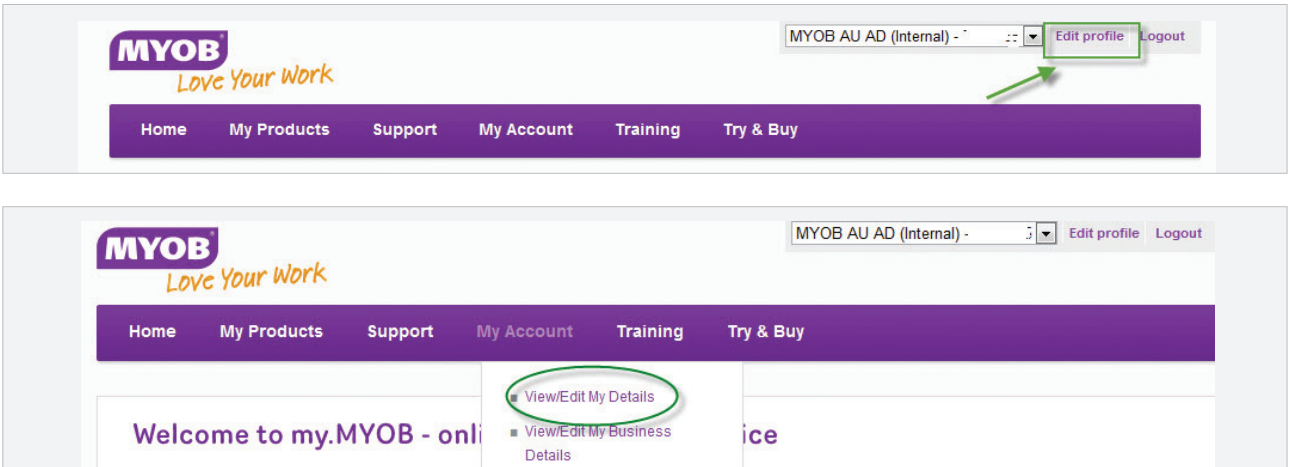
Updating your own details

Anyone with a my.MYOB can update their own details such as name, contact number, role. You can also manage your eBulletin subscription with just a few simple clicks.

To update your details

1. Click on Edit Profile in the top right corner of my.MYOB or hover on My Account and click on View>Edit My Details.
2. Update information about yourself in the top section of the screen.

Please note if you are an Administrator you can do this for all contacts in your Practice by Editing their details in View/Maintain Users.



View / edit account details

AUSTRALIA 1300 555 666
accountants@myob.com.au
myob.com.au

NEW ZEALAND 0800 94 96 99
accountants@myob.co.nz
myob.co.nz

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Getting access to eBulletins

eBulletin is a regular communication from MYOB. It:

- announces the release of products,
- allows for the download of new releases,
- provides training schedules of free online webinars
- provides information on known issues; and
- provides hints and tips on how to use our products.

If you aren't receiving eBulletins today you can simply request them.

1. Hover on My Account and click on View>Edit My Details.
2. Enter a tick in the box under Receive eBulletin from MYOB in My Account.
3. Select the products you wish to receive eBulletin content on.
4. Click Update.

Product downloads

All clients with a valid maintenance agreement and login to my.MYOB have access to download products and releases.

To download your products:

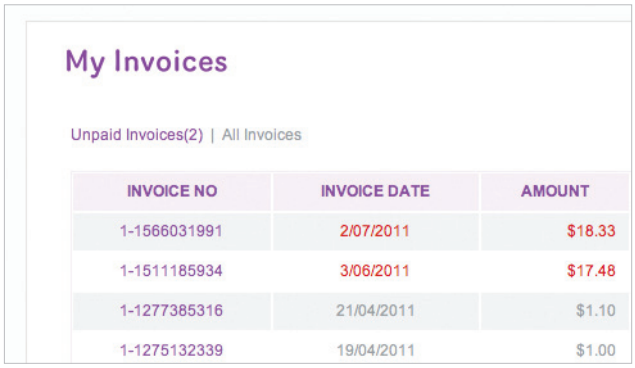
1. Click on the Download your Product Upgrade link near the bottom of the page.

   OR

   Alternatively, hover your mouse over My Products in the purple bar at the top of the page and click on Downloads.
2. Then select the product you are looking for from the drop down.

Managing your account

The easiest way to manage your current account balance is to view it on my.MYOB. You can download your invoices, both current and historical, check outstanding balances and pay current invoices.



INVOICE NO	INVOICE DATE	AMOUNT
1-1566031991	2/07/2011	$18.33
1-1511185934	3/06/2011	$17.48
1-1277385316	21/04/2011	$1.10
1-1275132339	19/04/2011	$1.00

My invoices

Community Forum – have your say

The Forum provides you the opportunity to connect with other accountants. Like other professional forums, you drive the discussion. So far we have seen some of our clients helping each other out with tips and shortcuts, especially useful is you are using a part of the software you don't necessarily spend a lot of time in.

Contact us

If you want to talk to someone in our support team please call:

Australia	1300 555 666
New Zealand	0800 94 96 98

Our standard hours of operation are:

QLD, NSW, VIC and Tas

Monday to Friday: 9am – 5pm

WA, SA and NT

Monday to Friday: 9am – 7pm (AEST)

Monday to Friday: 9am – 7pm (AEDT)

New Zealand

Monday to Friday: 8.30am – 5.30pm