

# Upgrading from Reckon Accounts Hosted 2019 to Reckon Accounts Hosted 2020

This document intends to guide you through upgrading your Reckon Accounts company file from Reckon Accounts Hosted 2019 R1 to Reckon Accounts Hosted 2020 R1.

## **IMPORTANT!**

1. **Details of all the changes and enhancements in the Reckon Hosted 2020 release are available at on the following Website**

<https://help.reckon.com/article/btnrvoe4yz>

2. **You must log in as the Reckon Accounts Administrator to upgrade your company file.**

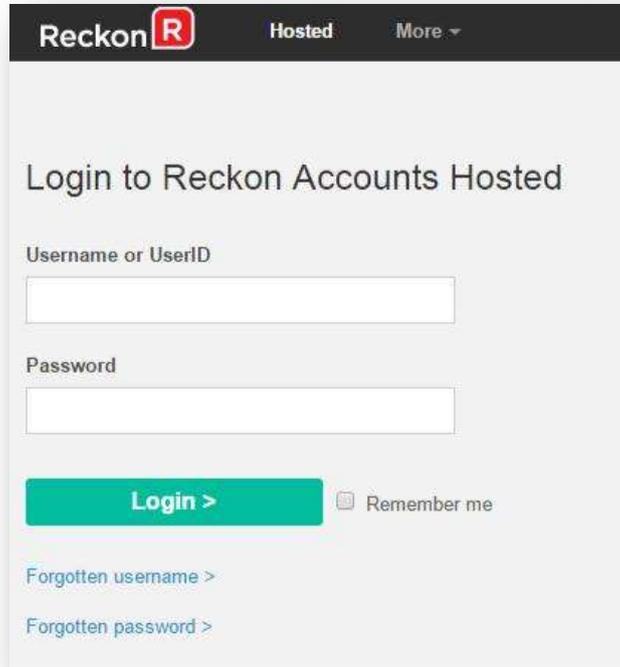
The RA Administrator password is for your company file. It is not your Reckon Accounts Hosted login.

Click [here](#) for more info about Reckon Accounts Administrator password.

3. **If you have already upgraded your company file to Accounts 2020 R1 using the desktop version, please ignore the instructions below and use the Accounts 2020 icon on Hosted.**

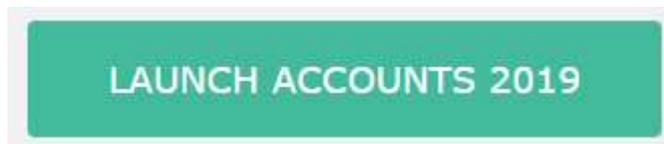
## Steps to take in Reckon Accounts 2019 R1.

1. Go to the Hosted Login page, or [click here](#) to login. Enter your User Name or User ID and Password. Click **Login**.



The screenshot shows the login interface for Reckon Accounts Hosted. At the top, there is a dark header with the Reckon logo (a red 'R' in a white square) on the left, the word 'Hosted' in the center, and a 'More' dropdown menu on the right. Below the header, the main content area is light gray and contains the following elements: the title 'Login to Reckon Accounts Hosted', a label 'Username or UserID' above a white text input field, a label 'Password' above another white text input field, a green button labeled 'Login >', a 'Remember me' checkbox with its label to the right, and two blue links: 'Forgotten username >' and 'Forgotten password >'.

2. Click on **Launch Accounts 2019** button to launch the application.

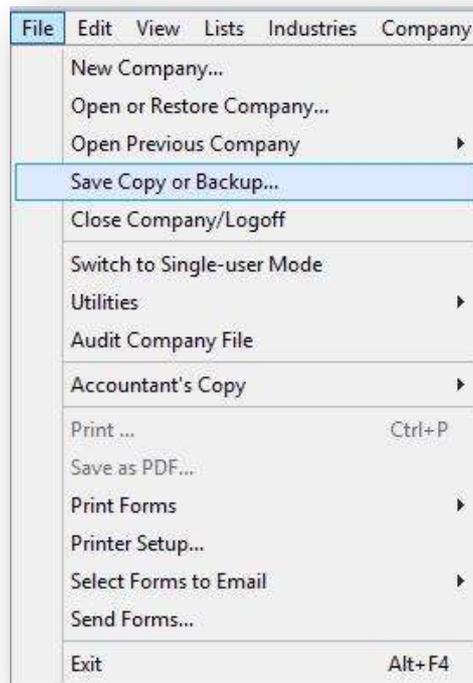


3. Once Reckon Accounts has opened, open your company file.
4. Check and print your financial reports such as your Trial Balance, Profit & Loss and Balance Sheet reports (or these can be exported and saved to excel).

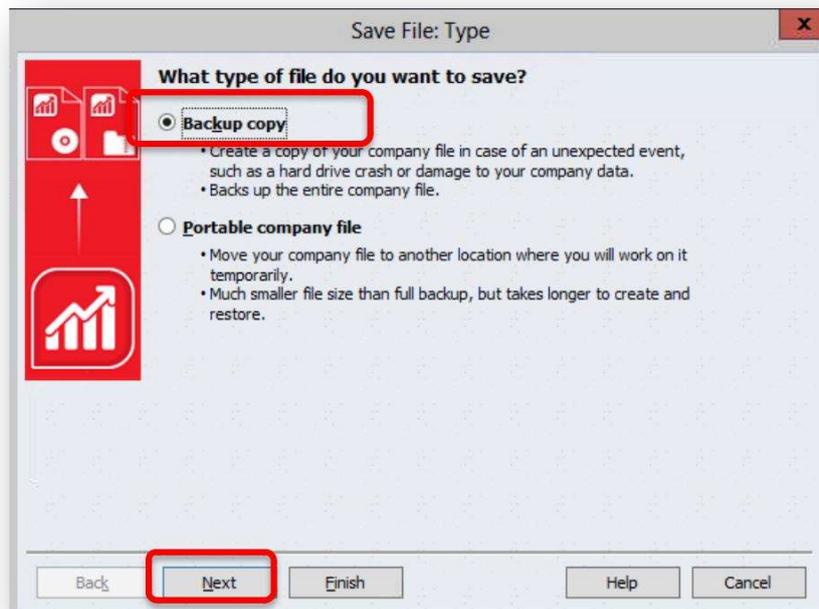
Upgrading from Reckon Accounts Hosted NZ 2019 R1 to Reckon Accounts Hosted NZ 2020 R1

*While we try to provide you with the solution you need, we can't promise that the above set out information is error free or will necessarily resolve or be suitable to meet your specific circumstances.*

5. Create a backup copy of your company file. To do this, go to **File** → **Save Copy or Backup**.



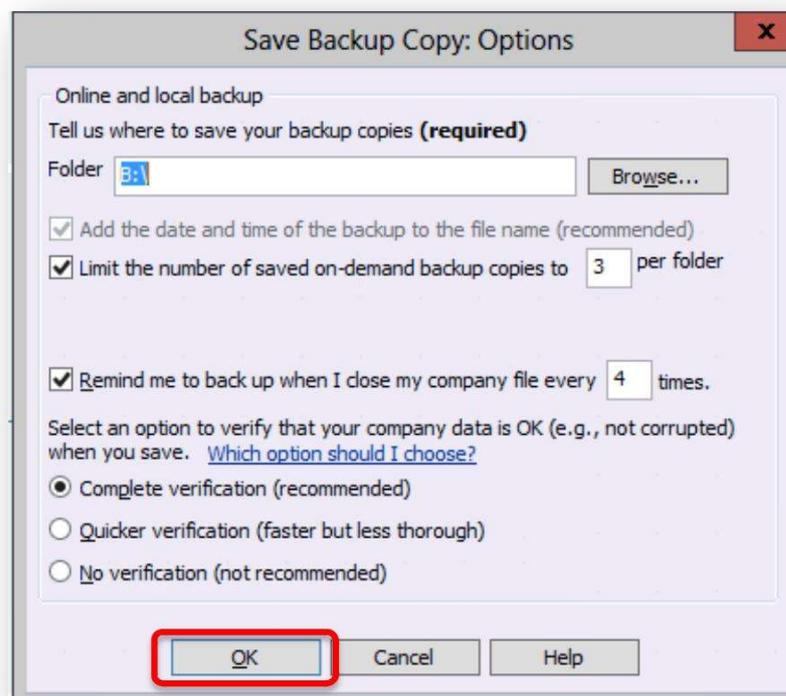
6. Select **Backup Copy** and click **Next**.



7. Select **Local Backup** then select **Finish**. Reckon Accounts Hosted will save the backup to the default **My Backup (B:\)** drive.



Once selected, click **OK**.



*Note: You can select your verify option on **Save Backup Copy: Options** screen, we do recommend completing a verify while backing up. Once you have selected your verify option, click **OK**.*

Upgrading from Reckon Accounts Hosted NZ 2019 R1 to Reckon Accounts Hosted NZ 2020 R1  
While we try to provide you with the solution you need, we can't promise that the above set out information is error free or will necessarily resolve or be suitable to meet your specific circumstances.

- You will be taken back to the backup screen, click **Finish** again. Reckon Accounts will now complete the backup of your company file. Please note, the time taken to backup will depend on the size of your data file. It is important that you do **NOT** exit or cancel out of Reckon Accounts during this time. Once Reckon Accounts has completed the backup you will receive a confirmation message:



- If you have multiple company files, you will need to repeat this process for each file.
- Once you have completed a backup on each company file, you can exit from Reckon Accounts Hosted 2019 R1 by going to **File** → **Exit**. Close the current tab on your Internet browser.

*Note: You can download your backup file to your local PC, please [click here](#) for instructions.*

- Return to your Dashboard on another opened tab, or log in again to Reckon Accounts Hosted on the [login website](#).

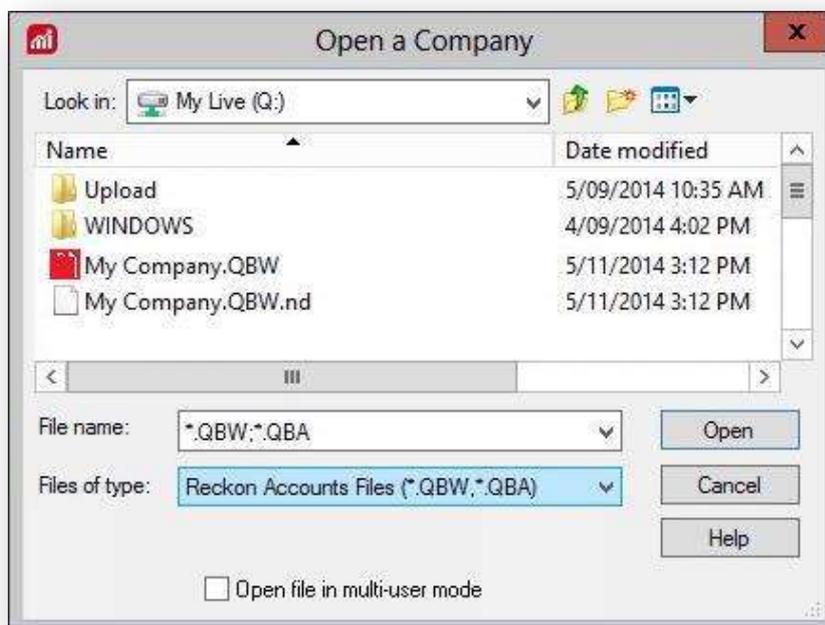
Select **Launch Accounts 2020** button to launch the application. You are now upgrading to the latest release. Please note that once your data file is opened in the new release, you will not be able to reopen it in the original **Reckon Accounts Hosted 2019**.

## Steps to take in Reckon Accounts Hosted 2020 R1:

1. When **Reckon Accounts Hosted 2020** has opened, go to **File** → **Open or Restore Company**.
2. Select **Open a company file (.QBW)** and select **Next**.



3. Navigate to your working company file (\*.QBW) on Q:/ drive. Click the file, and it will open to start the upgrade process.



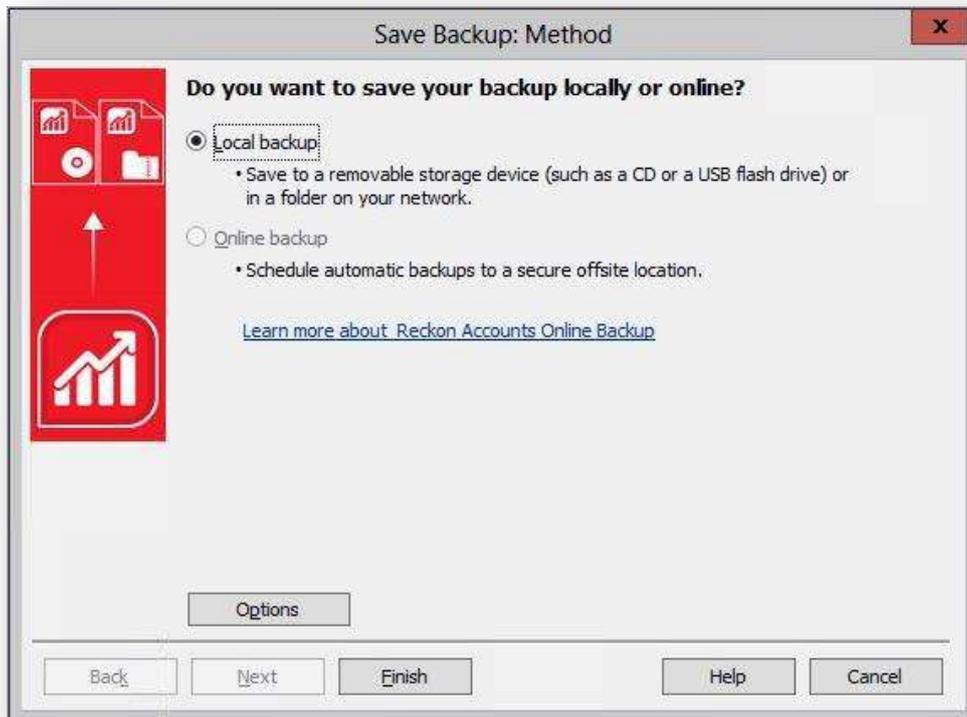
4. At this point, Reckon Accounts will show a warning message.  
Please ensure you read this message carefully before continuing. To continue, type **YES** into the box provided and select **OK**.



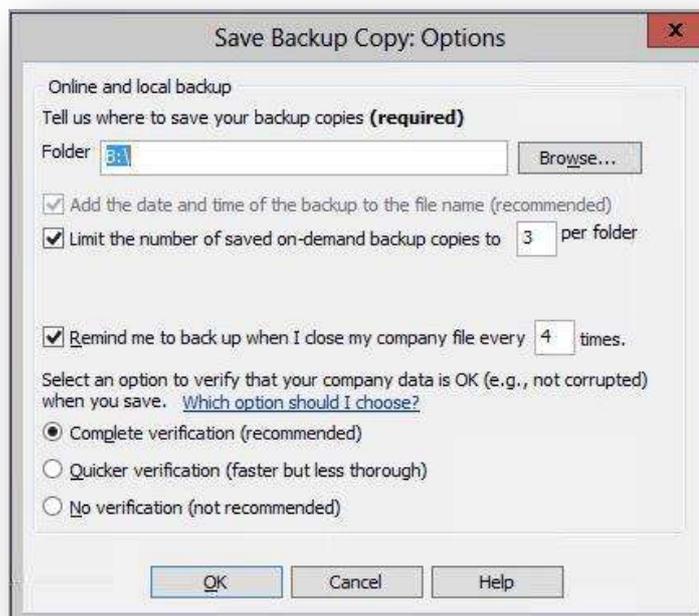
5. Reckon Accounts will then prompt you to take a backup of your company file. Select **OK**.



6. Click **Finish** and Reckon Accounts will automatically backup your file to Reckon Accounts Hosted Backup drive - My Backup (B:) drive.



Click **OK** to save the backup to the B drive.



*If you would like to save your back up your file to an external drive or your local computer, please watch this [video](#) for more detail.*

7. Reckon Accounts will complete your backup and will give you a warning message before the upgrade is completed. Click **Yes** to continue.



If your company file, have login credentials. You will be asked to log into your company file; please note, the Administrator login details are required to proceed with the upgrade.

The upgrade time will depend on the size of your company file. It is important that you do NOT exit or cancel out of Reckon Accounts until the upgrade is complete.

*It is advisable that you verify your reports that you printed in Reckon Accounts Hosted 2019 R1 before the upgrade to Reckon Accounts Hosted 2020 R1 to ensure that balances match post and pre-upgrade.*