
AccountRight Classic (v19)

Frequently Asked Questions for MYOB Partners

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The logo for MYOB, featuring the lowercase letters 'myob' in a bold, sans-serif font. The letters are colored in a gradient from purple to pink.

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FREQUENTLY ASKED QUESTIONS

What's happening?

MYOB is ending support for AccountRight Classic

- + As of 30th September 2019, MYOB will no longer provide features, patches, compliance updates or product support for AccountRight Classic. This includes updates for any future Windows operating systems
- + This is our legacy desktop software and includes Business Basics, AccountRight Standard, AccountRight Plus, AccountRight Premier and AccountRight Enterprise. It's sometimes referred to as v19

What does MYOB mean by 'stopping product support'?

- + We will have an AU compliance (payroll tax table) release in June 2019. After that, there will be no new compliance or feature releases for AccountRight Classic
- + Anyone with a perpetual license will continue to have access and be able to use their files after 30 September 2019
- + Over the next 12 months, we'll be contacting our partners to help them find the best solutions for their AccountRight Classic customers
- + We will continue to support our loyal subscriber base though we will not be able to provide updates and fixes to any issues clients may have with v19 from 30 September 2019, and the level of service may be reduced

When is MYOB stopping support for AccountRight Classic?

- + We will have an AU compliance (payroll tax table) release in June 2019
- + From 30 September 2019, we will no longer provide feature releases or updates (including tax table updates and operating system updates) and product support for our AccountRight Classic (v19) range of products
- + We expect very few remaining clients to be on AccountRight Classic post June 2020, but we will continue to monitor this and will continue to support our loyal subscriber base though the level of service may be reduced

Why is MYOB stopping support for AccountRight Classic?

Why is MYOB stopping support for AccountRight Classic?

- + While AccountRight Classic has been a solid offering over the years, the general needs of our clients and industry have changed – which has changed the way we develop software as well. We are committed to delivering solutions that provide users the with the greatest value, improve business outcomes and enable a better connection between accountants, bookkeepers and businesses
- + 94% of SMEs who purchased software from MYOB in 2017 chose an online solution to help them run their business*. We need to focus our development and resources to support the majority of our customer base and the way they choose to work

Why do we believe online is the better option?

- + Clients working online report increased revenue, reduced IT costs and improved productivity (taken from [MYOB Business Monitor October 2013](#))
- + 9/10 MYOB Online subscribers say working online has improved the simplicity of their accounting and bookkeeping processes. (MYOB Proof Points Study, 2017)
- + 2 in 3 small businesses have employees that regularly work away from the office, so there's a real need to work online
- + More than 2/3 of clients who move to MYOB Online say they'd recommend moving for Automatic matching of bank transactions, remote access (anytime, anywhere), remote secure storage **and** accessibility to advisors
- + Working online provides access to time-saving benefits, such as bank feeds. Clients report spending up to 10 hours less on their accounting using bank feeds. Clients also reported saving 8 hours per month with the use of PaySuper
- + By using invoice payments clients were able to reduce their payment days by an average of 33 days
- + By moving online, users will also receive regular feature updates in addition to existing compliance (payroll tax table and other) updates throughout the year. More benefits, more regularly

What happens to AccountRight Classic users?

Will MYOB stop users from accessing their files?

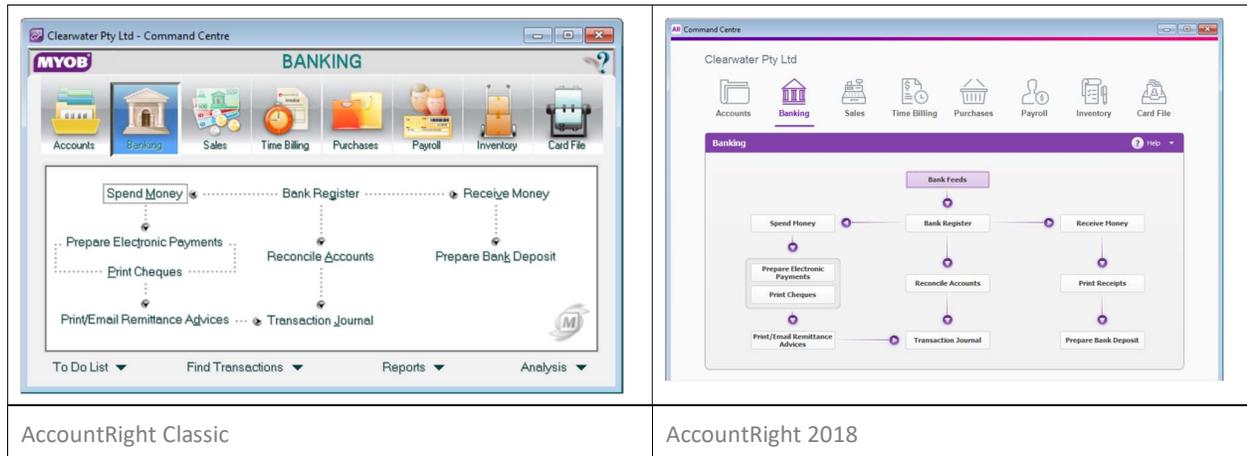
- + No. If a user has purchased a perpetual licence (a box of software from a retailer, an MYOB Partner or MYOB), MYOB will ensure they will still be able to access and confirm their file after September 2019

What are the best options for software?

- + The easiest solution for clients on AccountRight Classic is to move to the newer version of AccountRight. Moving to the new version is as easy as downloading the new software and then letting us help [upgrade the existing file](#) and (if desired) put it online.
- + Mostly, moving to the newer version of AccountRight provides a similar experience to the existing software, but with both online and offline working capabilities. Before upgrading, check out the [What's New for v19 users help guide](#)
- + For users that prefer a completely browser-based experience, or are keen to try a different experience, consider [MYOB Essentials](#). We'd strongly recommend AccountRight Basics or even AccountRight Standard users look at whether this option would suit better. Information on how to migrate from AccountRight can be found [here](#)
- + An AccountRight subscription replaced MYOB Cover some time ago (2012) but the benefits have only continued to improve. One of the benefits of a subscription is that it entitles users to the latest version of AccountRight software – this will not change. For example, if a user is on AccountRight Plus v19, the equivalent product is AccountRight Plus 2018 – there is no additional cost associated. If this product no longer suits a user's business, we will help them find the most suitable solution for their needs on a supported product

How can a user determine if they are on AccountRight Classic (v19)?

- + The most noticeable indication of which AccountRight is in use is the look



- + Users can also check by going to the Help menu and selecting 'About AccountRight.' A version number of 19 or earlier, means they are using AccountRight Classic. A version of 2011 or above means they are using a newer version of AccountRight

What products are covered by AccountRight Classic?

- + Business Basics v1.1 (AU) / v1.5 (NZ) and earlier
- + AccountRight Standard v19.15 (including MYOB Accounting v19.8 and earlier)
- + AccountRight Plus v19.15 (including MYOB Accounting Plus v18 and earlier)
- + AccountRight Premier v19.15 (including MYOB Premier v12.5 and earlier)
- + AccountRight Enterprise v19.15 (including MYOB Premier Enterprise v6.5 and earlier)

What's the difference between AccountRight Classic and the latest version?

- + The latest version of AccountRight provides the ability to use the following functionality:
 - o Working online
 - o Anywhere, anytime access
 - o Access for multiple users
 - o Bank feeds (smart reconciliation)
 - o In Tray (saving bills and supplier invoice into an AccountRight file)
 - o Pay Super (paying super directly from AccountRight)
 - o Online invoicing (no need for Outlook) and invoice payments*
 - o Single Touch Payroll, GST return and BAS online lodgement
 - o Improved searching and sorting

- + Check out our [help page](#) for more information on what's new in the latest AccountRight compared to v19
- + *Some of the live services will incur an additional fee

For those that tried a new version of AccountRight in 2011, have there been any changes?

- + Significant improvements to the initial speed of the online version have been made since we first released it. While it will never be as fast as an old desktop product designed for when computers had significantly slower response times, the benefits of working online and the time saving benefits far outweigh any discernible difference in response times. Additionally, we are continuing to invest and improve on speed
- + We've added numerous time saving, cashflow, compliance and other efficiencies, including:
 - o Automatic bank reconciliation
 - o Saving bills and supplier invoices directly to AccountRight files
 - o OfficeWorks invoices sent directly to AccountRight files and auto-coded
 - o Paying super directly from AccountRight (AU)
 - o Online invoicing
 - o Invoice payments (AU)
 - o Mobile app for quoting and invoicing on the go
 - o Lodge Single Touch Payroll and BAS straight from AccountRight (AU)
 - o Lodge GST returns online straight from AccountRight (NZ)
 - o User access controls
 - o Easier exporting to Excel
- + Check out our [help page](#) for more information on what's new in the latest version of AccountRight
- + For those that choose to work offline, they'll still get the fantastic benefits of Pay Super, bank feeds and STP reporting (Note: an internet connection is required to receive bank feeds and to submit Pay Super payments and STP)

What happens to those that tried upgrading previously, but couldn't? What are you going to do to support them?

- + We are committed to delivering solutions that provide users with the greatest value, improve business outcomes, and enable a better connection between accountants, bookkeepers and businesses, and we want to make sure that all our current customers have a clear path forward
- + We will help all clients who are currently using AccountRight Classic to transition to a suitable solution before we stop supporting AccountRight Classic, including those that have had bad experiences upgrading previously or that weren't able to upgrade
- + We encourage anyone who is in this situation to contact us directly and we'll work through your unique situation and determine what needs to be done to support you

What happens to a user's data once MYOB has stopped supporting AccountRight Classic?

- + Users will still be able to access their file, but there won't be any additional updates to the software after the June 2019 compliance release. This means no new feature updates and no new tax table updates. We will also no longer provide updates to ensure AccountRight works on new Windows operating systems
- + One of the benefits of a subscription is that it entitles users to the latest AccountRight version, which means they'll be able to migrate their historical data across when upgrading to the newer version of AccountRight

For those that pay for a MYOB cover agreement already, what does this mean?

- + An AccountRight subscription replaced MYOB cover some time ago (2012) but the benefits have only continued to improve. One of the benefits of a subscription is that it entitles users to the latest version of AccountRight software – this will not change. For example, if using AccountRight Plus v19, the equivalent product is AccountRight Plus 2018 – there is no additional cost associated. If this product no longer suits a user's needs, we will help them find the most suitable solution on a supported product

For those that currently pay a subscription, will MYOB continue to support them after this date if they continue using v19?

- + We will continue to support our users. There is an equivalent, compliant MYOB product for their needs. We will recommend the most appropriate product for the user's requirements. We will continue to support our loyal subscriber base though we not be able to provide updates and fixes to any issues they have with v19 from 30 September 2019, and the level of service may be reduced

For those that pay a subscription, if they don't upgrade, will MYOB cancel their subscriptions after Sept. 2019?

- + No – users will be compliant until the end of the 19/20 financial year and will be entitled to the future compliance releases on the latest version of AccountRight. Should a user no longer wish to receive updates to the latest version of AccountRight or be supported past this date, they will need to cancel the subscription

For those that use AccountEdge, will MYOB continue to support this?

- + The AccountEdge range is not affected as we end product support for AccountRight Classic and AccountEdge users will continue to be supported

Moving to an online solution**How does a user know which MYOB software would best suit their business?**

- + For most AccountRight Standard, Plus and Premier clients, we recommend moving to the equivalent AccountRight online solution
- + For businesses with less complex needs that would like to consider a fully online solution, we recommend exploring MYOB Essentials

- + For businesses with more complex business needs, especially those relying on extending the ability of their software through multiple add-on solutions, consider MYOB Advanced
- + The best way to find out which solution is most suitable, is to talk to your Partner Manager

/my client use(s) Premier Enterprise, what's the best option?

- + For most Premier Enterprise clients that have complex business needs, especially ones relying on extending the ability of their software through multiple add-on solutions, we suggest users consider AccountRight Premier, a business management system or ERP solution
- + The best way to find out which solution is most suitable, is to talk to your Partner Manager

Is it necessary to move to a different version/product?

- + We are encouraging all clients to move to the newer version of AccountRight, where possible, to get the benefits of working collaboratively and online. For AccountRight Classic clients with employees, it is necessary to move to the online version of AccountRight to ensure Single Touch Payroll compliance. V19 will not be STP compliant
- + If a user is unable to move to a newer version of AccountRight because of a feature gap, please see the next questions

For those who use multi-currency, what are the upgrading options?

- + Dedicated teams are continuing to deliver a multi-currency solution for the newer versions of AccountRight, that will not just match, but improve on the functionality in AccountRight Classic, so that multi-currency users can upgrade as soon as possible
- + Some features of multi-currency are available in 2018.3 and additional components will be incorporated into all AccountRight releases through May 2019
- + Please [register a user's interest](#) for the Multi-currency beta to ensure we can notify you once that user is eligible to upgrade and enjoy all the additional benefits of being online

For those who use Super Portal, what are the upgrading options?

- + Super Portal is not supported in the newer version of AccountRight
- + By moving to the newer version of AccountRight, users will have access to Pay Super which gives them the ability to submit super with the click of a button, directly from AccountRight. Users can control who can authorise payments and track payment processing status. Pay Super is a free service included as a benefit in an AccountRight subscription, however, as this is a live service, users will need an active subscription per each company file
- + Users will need to complete the Pay Super application process to activate this service

For those who use negative inventory, what are the upgrading options?

- + Negative inventory is not currently supported in the latest version of AccountRight. If this feature is needed, it's best to talk to your partner manager to determine which solution is best

For those who use multi-location stock tracking, what are the upgrading options?

- + We're in the process of developing a multi-location solution in the latest version of AccountRight so that users can upgrade as soon as possible. It will be ready in advance of the September 2019 deadline

For those who use MYOB Payroll (NZ Payroll), is there an impact?

- + MYOB Payroll users can continue to use it as they do today, as It can integrate with the newer versions of MYOB AccountRight
- + For those interested in moving fully online with both accounting and payroll software, consider looking at MYOB Essentials (options available for online accounting and payroll in one solution or standalone online payroll)
- + To determine the best solution, contact your partner manager

For those using M-Powered Payments, what are the options?

- + M-Powered Payments is not supported in AccountRight 2018
- + We're in the process of developing a supplier and payroll payments solution for the newer versions of AccountRight to replace M-Powered Payments. It will be ready in advance of the September 2019 deadline
- + In the meantime, users can create an ABA (Australian Banking Association) file in AccountRight 2018, and load it up to internet banking or a business banking portal for payment. Bank feeds can then automatically allocate the payment in AccountRight

Is there an impact to those using RetailManager?

- + Retail Manager v12.5 currently integrates with AccountRight 2018

What is the impact to those using a 3rd party solution (an add-on) with AccountRight v19?

- + Most of our developer partners who have built integrations for v19 have in the past 5 years also developed integrations to AccountRight 2018. We recommend contacting the 3rd party developer and asking about their integration support for AccountRight 2018
- + For those unable to use their existing add-on with AccountRight 2018, we recommend checking out our directory of over 300 add-ons by visiting myob.com/addons
- + 3rd Party solutions that connected to v19 for data use a technology called ODBC (open database connector). We will cease support of this connection method as part of this process. ODBC connections require an activated license to operate. We will cease issuance and activation of these licenses from September 2018
- + For those that choose not to upgrade to AccountRight 2018, existing ODBC integrations to v19 will not be affected, however they will also no longer be supported, and users will use at their own risk

Can those that use ODBC to connect AccountRight v19 to Microsoft Excel, still do this with AccountRight 2018?

- + Due to a change in the security around accessing MYOB data and Microsoft Excel's data interfaces, users won't be able to connect. However, there are two add-on solutions that work with these new tools allowing users to connect

- + We recommend taking a look at [Excel report link](#) or [ODBC link](#) from [Accounting Add-ons](#). This developer team specialise in Microsoft Excel and can help users with this.
- + We also recommend taking a look at the [Advanced Reporting add-ons](#) for AccountRight 2018 as many of these tools have the reports and functionality that was being undertaken in Microsoft Excel. Users can also explore the MYOB and [Microsoft Power BI integration](#) as a fantastic solution to bespoke reports, dashboards and insights

What happen to those that use LEAP (also known as Leap Legal) as an add-on and have been told not to upgrade?

- + LEAP went through a similar process to MYOB in the past 3 years, replacing their desktop solution with a cloud solution. LEAP have worked very closely with MYOB and our joint partner network to ensure smooth transition between these products
- + LEAP desktop is the product that connects to AccountRight v19. To move to AccountRight 2018, users must also upgrade to LEAP cloud
- + Users will need to talk to their LEAP consultant before upgrading either product. LEAP consultants specialise in ensuring a smooth transition. It is important that the LEAP upgrade happens before the AccountRight upgrade, and the LEAP consultant is the best person to do this. For users that don't have a LEAP consultant, please contact LEAP by visiting www.leap.com.au

What happens to users using a warehousing or exporting add-on that doesn't work with the newer versions of AccountRight?

- + We're aware that there are some warehousing and exporting add-ons which historically only worked with AccountRight v19. We recommend contacting 3rd party add-on provider to see if they have completed an integration to AccountRight 2018 as many have now done this
- + For users unable to use their existing add-on with AccountRight 2018, we recommend contacting DataPel or Ostendo, which work with the online AccountRight to see if they are suitable fits
- + There are over 300 add-ons for AccountRight. Learn more by visiting myob.com/addons

For those that are developer partners, what's happening to ODBC?

- + We will be ending support of ODBC from September 2018. This means there will be no more technical integration support for new ODBC developments from September 2018. We recommend developers use [Stack Overflow](#) for future peer support with MYOB ODBC.
- + We will cease issuance of new ODBC licenses and keys from September 2018. This means that no new ODBC Keys will be issued, however any existing ODBC key will continue to work. OEM issued ODBC Keys will still be able to activate ODBC licences for clients. All other activations will cease
- + We will cease activation of any issued ODBC licences and keys from August 2019 in alignment with the end of product support for AccountRight v19

For education and publisher partner, what's this mean?

- + In Feb 2018, Education and publisher partners received an email saying that AccountRight Classic would no longer be supported in the Education and publishing space from that point on. This merely reconfirms that message

What are the options for those that don't have a great internet connection?

- + AccountRight provides the ability to work online and offline, so for those whose internet is slow or flaky, they can choose to work offline, but still get the fantastic benefits of Pay Super, bank feeds and STP reporting. (Note: an internet connection is required to receive bank feeds and to submit Pay Super payments and STP)

Why is it safer to have data stored in the cloud?

- + **Data is protected against crashes and theft.** If you or your clients are keeping paper accounts in a more traditional bookkeeping fashion, the moment there's a flood, fire or burglary, all that data is completely gone. Having desktop-based records are safer than paper but can be prone to accidental loss if the system crashes, a computer gets hacked, or the onsite backup becomes corrupted. An online system provides protection against data destruction and theft while gaining the advantage of portability from any authenticated device
- + **Data can be safely passed between authorised users.** AccountRight has a secure gateway through which only an authorised user can access the data – and you/your client have the decision on who to authorise to work on each account, such as partners or specific employees. This eliminates the need to send data between the business, accountant and bookkeeper through potentially unsafe means such as remote-control software, email, CD or USB stick
- + **Privacy is key.** Online accounting gives users the flexibility to access their accounts from almost anywhere with a network connection. MYOB also has strong privacy principles to ensure data remains private. Plus, MYOB utilises 2-factor authentication, which keeps a businesses' financial and invoicing data (which contain customer details) safe from prying eyes
- + **Data is held on highly secure cloud servers.** MYOB has chosen Microsoft Windows Azure to manage the online component of AccountRight. This means any sized business can easily access top-grade facilities for their cloud computing needs. Windows Azure provides a solid hosting infrastructure which lets MYOB focus on delivering a robust product that leverages off cloud technologies to make business life easier and more flexible
- + **Data syncs automatically.** Online AccountRight files can be auto-synced with a desktop copy. That means if the internet drops out or someone checks out the file while a user is working on it, there's a recent copy on that user's computer. And as always, backups can be made on a computer at any point in time

M-Powered Services

What happens to M-Powered Services users that what upgrade to a newer version of AccountRight. Can these services be used?

- + M-Powered Services are not supported in the latest version of AccountRight. However, the newer version of AccountRight does include online invoices with payment options
- + We're in the process of developing a supplier and payroll payments solution for the newer versions of AccountRight to replace M-Powered Payments. It will be ready in advance of the September 2019 deadline
- + In the meantime, M-Powered Payments users can create and ABA (Australian Banking Association) file in the latest version of AccountRight and load it up to their internet banking or business banking portal for payment. Bank feeds can then automatically allocate the payment in AccountRight

- + As of 1 September 2018, M-Powered Services will no longer accept new applications. AccountRight Classic users who have M-Powered merchant facilities can continue to transaction and use their M-Powered Services as normal. However, they cannot add/change legal entities or ABNs on their accounts

What happens to M-Powered Services users on AE/AO or EXO?

- + AE/AO and EXO clients who have M-Powered merchant facilities can continue to transaction and use their M-Powered Services as normal. However, from 1 Sept 2018, clients cannot add/change legal entities or ABNs on their accounts

What happens to M-Powered Services users who want to migrate to Exo?

- + Unfortunately, M-Powered Services cannot be migrated from AccountRight Classic to Exo at this time. M-Powered Services has stopped accepting new customers and to migrate services from AccountRight Classic to Exo, it would be necessary to sign up to a new M-Powered merchant facility

What happens to users who started an M-Powered application prior to 1 Sept 2018. Can they continue to sign up for M-Powered Services?

- + Yes. Any application that came through our M-Powered Services application portal prior to it being shut off can continue their application and transact as normal. However, all applications are subject to approval

Can M-Powered Services users change their legal entity/ABN?

- + Unfortunately, changing an ABN or legal entity requires users to apply for a new M-Powered merchant facility, which is unavailable from 1 Sept 2018

Can M-Powered Services users change their bank accounts?

- + Yes, if there is no change to the legal entity/ABN, MYOB can update business and banking details