

## Troubleshooting - QuickTax 2002

### 1. Printing: Stand alone computer

If you encounter printing problems in a stand-alone computer, try going into File > Print > Print Form, then choose the appropriate form to print.

### 2. Program Installation

Quicktax 2002 requires Internet access in order to be activated. Once activated, Internet access is not required to use the program. You will also need administrator rights for installation. If you are in a school, talk to your local computer technician or ask the office for help. This version of QuickTax works on PC computers with Windows XP. We will not be able to help nor provide technical support for installations on Mac computers or other operating systems.

Windows XP Instructions:

- Insert the CD in the tray & close it.
- If an error shows up or if the CD doesn't load up automatically:
  - Double click "My computer Icon" on main screen.
  - Double click on drive D: or other drive that has the CD; open the QuickTax folder
  - Double click on "setup.exe".\*
- Click through normal set up using the defaults.
- When prompted enter the installation key code, **182 0724 248 2028**
- When it says "No quick books installed" click OK.
- Quick Tax Registration – click on Cancel.
- You should be ready to go.

\* Please note – If "setup.exe" doesn't appear on your screen it may be hidden on your computer desktop. The following instructions are for a Windows XP. Other operating systems will be similar.

- Go to My Computer
- Go to Tools
- Click on Folder Options
- Go to the View tab
- Below "Hidden files and folders", click on "Show hidden files and folders"
- Then click on OK

### 3. Program Installation with a Network Set Up.

Installing QuickTax on a network server or shared folder is not recommended as the key code may not work. If the computer is connected to a network, talk to your local computer technician for installation on the local drive.

### 4. Entering valid SIN #'s

Numbers given in the course may not work, please try these numbers.

000 000 000

111 111 118

999 999 998

222 222 226

333 333 334