

## FAQ's

1. **Q:** Printing Problems?  
**A:** Printing problems are caused mostly by Pop-up Blockers. Visit [www.pklsoftware.com/disabling\\_popup\\_blockers.htm](http://www.pklsoftware.com/disabling_popup_blockers.htm) for instructions on disabling your Pop-up Blockers.
2. **Q:** Does the user need to install any software on their PC?  
**A:** No. All PCs (including Macintosh) can run the software since the software is browser based. The only requirements are a web browser and access to the Internet.
3. **Q:** Does the software work with MS Internet Explorer, Netscape, Firefox, Safari or Opera browsers?  
**A:** Yes. The software is compatible with both of these web browsers.
4. **Q:** Does the software work on a Macintosh?  
**A:** Yes. Since the software is browser based, it can run on any operating system or hardware platform with an Internet browser.
5. **Q:** Can I use the software with a dial-up Internet connection?  
**A:** Yes. You can use a dial-up connection. There are very few graphics associated with the software so it is easily run with a dial-up connection. Obviously a faster connection such as DSL makes it run faster.
6. **Q:** Can I start over if I make too many errors?  
**A:** There is a 'Restore' feature provided that sets the balances of the journal and ledgers to their beginning balances.
7. **Q:** How do I change my username, password, secret question or answer?  
**A:** When you purchase the software you are given a username and a password. You can change your username, password, secret question as well as the answer as you register. Later if you want to make a change, look for the sub menu item under the Administration menu item called 'Change User Data' in the software program and make any change you would like. Click the 'Submit' button to make the changes.
8. **Q:** How are problems graded?  
**A:** Problems are graded when you click the 'Score' button. Your score appears under your name. You can print an examination and your answers by clicking the 'Print' button on the right side of the web page. You can E-mail the examination to your Instructor/Professor by clicking on the 'E-Mail' button.

9. **Q:** How much time will I spend?  
**A:** The first few problems will take 10 to 15 minutes if you have made your note and journal entries in the margin of the manual before you sit down at the keyboard. The later problems will take 20 to 30 minutes depending upon your preparedness and grasp of the accounting concepts and principles involved.
10. **Q:** Where is the student manual that tells me what to do?  
**A:** The student manual is available on-line for download. Copies are available sections in a PDF format. Choose the Support main menu option and the download sub-menu item. Click on the PDF icon to the left of the particular manual you want to download. Make sure your pop-up blocker is turned off and wait for the download to complete. You can now print the manual on your local printer or save it to your own hard drive.
11. **Q:** How do I remove the software from my computer?  
**A:** Since the software is browser based, there is no software to install or remove.
12. **Q:** How do I report a problem?  
**A:** If you discover a problem and want to request assistance, or have an idea for an enhancement, send your request to the following email address: [authors@pklsoftware.com](mailto:authors@pklsoftware.com)
13. **Q:** What does the Adobe Acrobat Reader software do?  
**A:** The Adobe Acrobat Reader allows you to view and print student manuals on your local printer.
14. **Q:** Where are the data files stored?  
**A:** The data files used by the software are stored on the web page server computer. Each user has their own set of data files so there is no chance your entries will affect another user.
15. **Q:** Did you have a problem making your purchase?  
**A:** Once and a while our customers have a problem buying a product. You can get help by emailing us describing your specific problem. Contact us with the following email address: [authors@pklsoftware.com](mailto:authors@pklsoftware.com)
16. **Q:** Is teamwork encouraged?  
**A:** You are encouraged to work in teams. Compare and discuss the journal entries before entering them. Compare your work with others.
17. **Q:** Are these problems `real world`?  
**A:** There are numerous computerized accounting systems available to businesses large and small.

18. **Q:** How do I correct data entry errors?  
**A:** It's good accounting procedure to record the correcting entry with the date of entry containing the error, reversing the entire entry, and recording the correct entry with same date. Do not correct only the account that contains the error.
19. **Q:** What if I record an incorrect date?  
**A:** It is not necessary to reverse an entry with an incorrect date, but remember that the date used might affect how you answer questions at the end of a module with regard to the due dates for customers or vendors.
20. **Q:** How can I avoid data entry errors?  
**A:** Make sure to write the appropriate journal entries in the margin of the manual before you sit down at the computer. The program is designed to help you avoid many of the types of journal entry errors that beginning accounting students sometimes make.
21. **Q:** What is the purpose of the data entry to record the Cost of Goods Sold?

The recording of a sale will require a second entry in which the Cost of Goods Sold is debited and the Merchandise Inventory account is credited for the retail value of the merchandise sold. This provides management with a day-to-day record of inventory levels and an estimated gross income on sales. The Cost of Goods Sold entry is automatically performed by the software program.

22. **Q:** Why are closing entries automated?

Recording closing entries is time consuming. There are 4 or 5 revenue accounts and dozens of expense accounts to close. The time saved is better used to analyze the results of operations (net income or net loss) and the financial condition of the entity.

23. **Q:** Can I skip any problems or entries?

No. Each entry/problem builds on concepts and principles of each of the previous problems. The 'Check It Out' box is where you can make sure that your entries are correct and are based on sequential entry of all transactions.