

Saving Files to Local Computer

Files can be downloaded from the Server to your local computer.

Saving files to your local computer is especially useful, and recommended for Clients because the Client folder on the Server contains only copies of Client data files. When your bookminder / representative completes a processing of your account (*usually weekly*), he/she deletes or overwrites the existing files in your folder to replace them with the newer copies. As a result, files that you save in that folder could be deleted permanently.

We strongly recommend that you set up a folder named **Bookminders** (or *Licensee Company name*) on your local hard drive (C: drive) and use this folder for saving files from the Server to your local computer. If you create a folder at the top level of your C: drive, it will be much easier for you when saving files from the Server and it will also be easier to locate the files after you save them.

To save an Excel file exported from QuickBooks:



- With the exported report file open, click **File\ Save As**. The window that opens should default to your local C: drive. Do not save the file directly to your local computer. This can work, but it will randomly fail to save the file.
- Instead, navigate to your folder in the **Client Use** folder.
- Create a name for your file (*bottom box on the Save window*) and click **Save**.
- Follow the steps below to copy the file to your local computer.

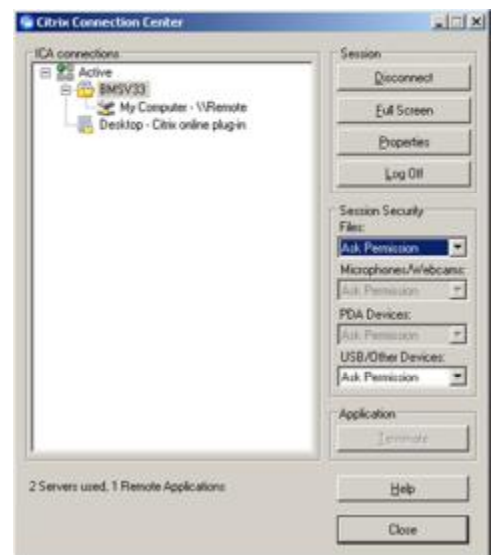
To save existing files from your Client folder to your local computer:

- Locate and open the Server folder containing the file you want to save.
- Right-click the file and select **Copy**.
- Click to your Virtual Desktop by minimizing any open files or folders.
- Double-click the **C\$ on 'Client' (V)** shortcut on your Virtual Desktop.
- Double-click to open the **Bookminders** (or *Licensee Company name*) folder on your C: drive.
- Right-click in the folder window and select **Paste**.


Note: If you see an error message that "V:\ is not accessible" when trying to save files to your local computer, you must change your Client File Security Access settings.

To change your Client File Security Access settings:

- Locate your Citrix icon in the taskbar of your local computer (*near the time/date*):
- If your Citrix icon is blue or red
 - Right-click the Citrix icon  or 
 - Click **Open the Connection Center**.
 - The window (*shown to the right*) will open
 - On the right side of the **Citrix Connection Center** window:



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- Under Session Security / Files - select Full Access.
- Click Close.
- If your Citrix icon is black:
 - Right-click the Citrix icon 
 - Select About
 - Then click Advanced
 - Choose Connection Center from the dropdown list



- The window (shown to the right) will open.
- On the right side of the Citrix Connection Center window:
 - Under Session Security / Files - select Full Access.
 - Click Close.



Return to your files and try saving your files again.

If you have questions or problems using these instructions, please contact your bookminder or account Manager.