

Work on an online company file

When a company file is online, you can access it from any computer that has the [latest version of AccountRight](#) installed.

Once you sign in to AccountRight, you can access all the company files that you have uploaded or created online, or that you've been invited to access.

Because a company file contains highly sensitive business data, there's some security details you'll need to access it.

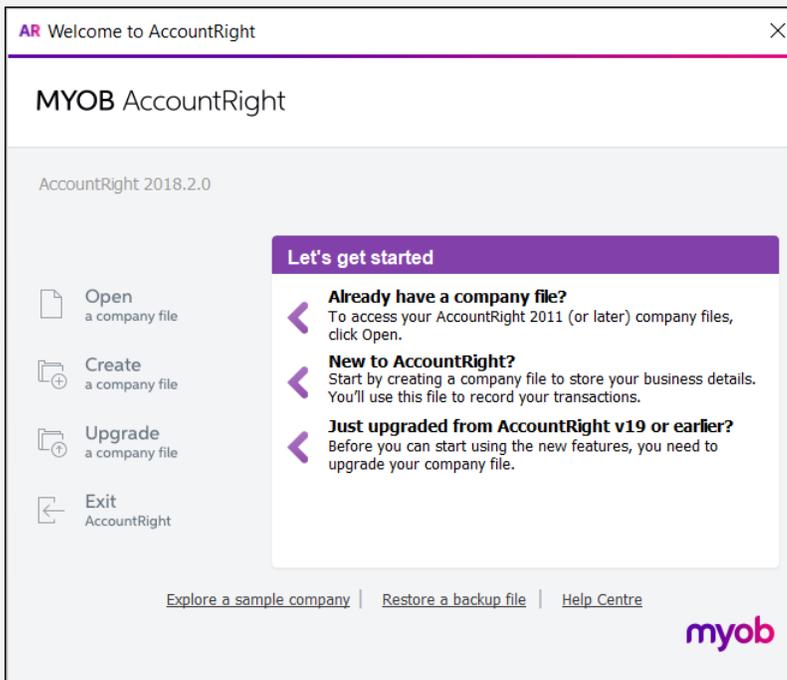
To open an online file, you'll need:

- the latest version of [AccountRight](#) installed on your computer
- to [accept the invitation](#) if you've been invited to access an online file created by someone else
- your [MYOB](#) account details
- (If prompted) a [two-factor authentication code](#)
- (If prompted) a [company file user ID and password](#)

To open an online company file

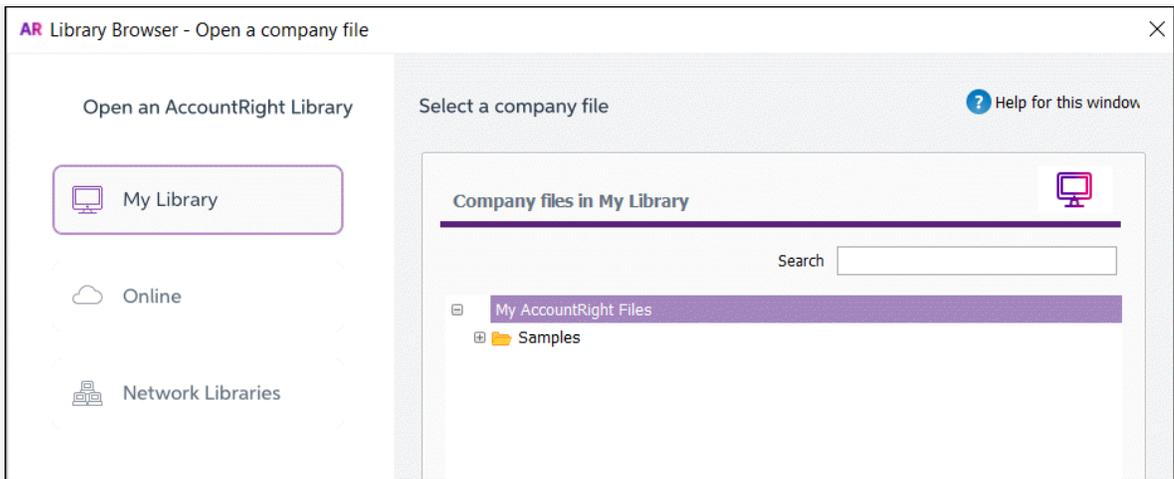
To open an online company file

1. Start AccountRight. The **Welcome to AccountRight** window appears.



If you've previously opened AccountRight, your most recently opened company files appear in the **Welcome to AccountRight** window. If the online file you want to open appears in the list, you can double-click it to open the file. If you haven't already signed in to your MYOB account you'll be prompted to do so.

2. Click **Open a company file**. The **Library Browser** appears.



3. Click **Online**. The **Sign in to MYOB** window appears.

The screenshot shows the "Sign in to MYOB" login window. At the top is the "myob" logo. Below it is the text "Sign in to MYOB". There are two input fields: "Email" and "Password". The "Password" field has a "Show" button to its right. Below the password field is a checkbox labeled "Stay signed in for 12 hours" with an information icon. At the bottom is a large green "Sign in" button. Below the button is a link that says "Forgotten your password?".

4. Sign in using your **MYOB** account details.

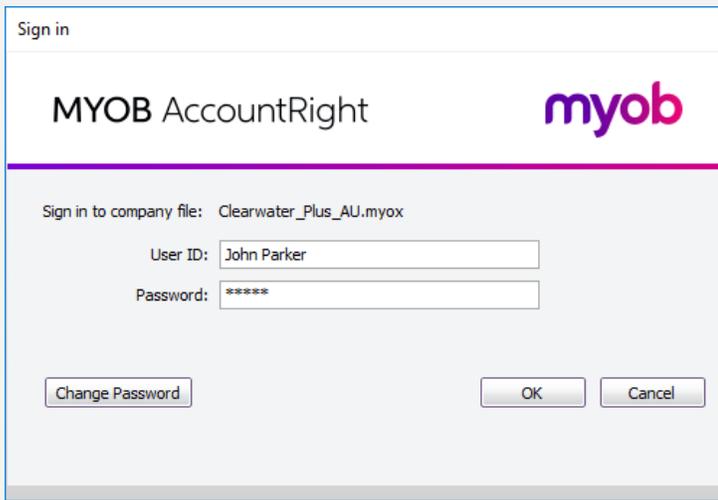
Only select the **Stay signed in for 12 hours** option if no-one else uses the computer.

5. If prompted, enter your two-factor authentication code. Don't know what this? See [Two-factor authentication](#).
6. In the **Company files online** list, double-click the company file you want to open, or select it and click **Open**. Note that you

won't be able to work on an online company file if another user has the file **checked out**.

Can't see the file you want? If you've been invited to access a file that another AccountRight user has created, you'll need to **accept the invitation**.

7. If prompted sign in with your company file user ID and password. **Can't sign in?**



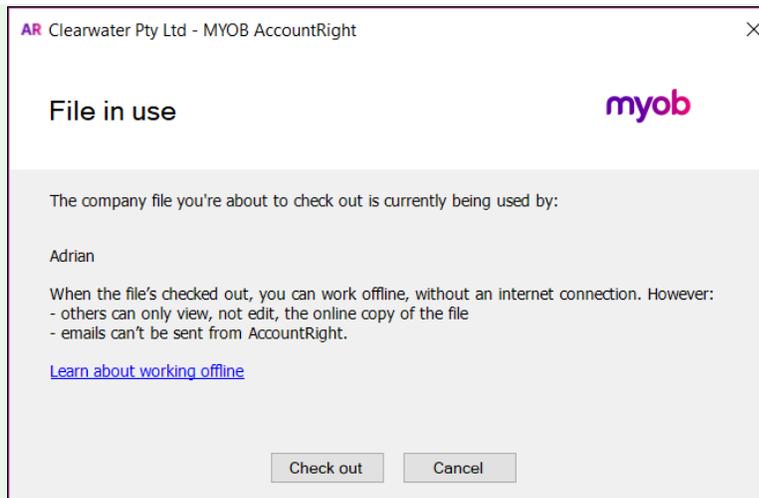
The screenshot shows a 'Sign in' dialog box for MYOB AccountRight. The title bar says 'Sign in'. The main area features the 'MYOB AccountRight' logo on the left and the 'myob' logo on the right. Below the logos, it says 'Sign in to company file: Clearwater_Plus_AU.myox'. There are two input fields: 'User ID:' with the text 'John Parker' and 'Password:' with six asterisks. At the bottom, there are three buttons: 'Change Password', 'OK', and 'Cancel'.

If you've been invited to work on an online company file, but you don't have a User ID for the file, contact the person who invited you. They'll need to set you up as a company file user. For more information, see [Invite a user to an online file](#).

The **Command Centre** appears. You can now work on the online company file.

Check who's signed in to an online file

To see who else is signed into your online company file, go to the **File** menu and choose **Work Offline (Check Out)**. The confirmation window will list any other users currently signed in to the file.



Click **Cancel** (unless you do want to check out the file).

FAQs

Why am I getting the message "The local library could not be opened"?

Why am I getting an error about my computer's system date or time being incorrect?

Why am I getting the message "AccountRight needs updating"?

Related topics

[Accept an invitation to work online](#)

[Set up a file for online access](#)

[Synchronise a company file](#)

[Work offline \(checking out and checking in\)](#)

[Troubleshooting online files](#)

[If you can't sign in](#)

From the community

Unable to access Company file after subscription upgrade to AccountRight Premier

Unable to open offline files after upgrading to 2019.4

Online Company File

unable to open supplier cards

Foreign currency bank account became negative figure after upgrade company file to v.2019.2.1

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