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Megan De Freitas - 2024-12-02 - FAQ

If the documents you create in SalesPad Cloud are not showing up in your QuickBooks Online account, first check your QuickBooks Online Import settings (found in the [System Settings](#) page) to make sure that the Exporting Enabled box is checked.



Wait 10-15 minutes after checking the Exporting Enabled box to give the exports time to run.

If you still don't see your SalesPad Cloud documents in QuickBooks Online, you need to disconnect the two accounts and run the integration again.

To disconnect your QBO account from SalesPad Cloud, first click the QuickBooks Online icon in the upper right-hand corner, then click the **Disconnect** button.



To review how to integration your QuickBooks Online account, click [here](#).