Frequently Asked Questions

What is ProFile Connect?

It is a mobile application for the iPhone and Android devices that allows you to access your clients' tax return and contact information from anywhere as long as you have internet access.

How much does it cost?

The ProFile Connect application is free; however, you must purchase a ProFile TY13 license to be able to access ProFile client data.

Does it work for all ProFile modules?

At this time ProFile Connect only works with the T1 tax return data.

Is there an app for Blackberry?

At this time there is no Blackberry application.

Can I try ProFile Connect for free?

Yes, you can download the application at no cost from the Apple App Store or Google Play Store and try it out with the included sample data.

How secure is my data?

Intuit's professional staff and automated tools monitor service performance for problems 24 hours a day, 7 days a week. Files that you sync are stored on our servers, with 24-hour physical security, a full-time security staff, video surveillance, and alarms to prevent high-tech breaches. We have a secure power supply and backup generators in case of a power outage, as well as complex smoke and flood detection and fire suppression systems.

We rely on advanced, industry-recognized security safeguards to keep all of your data private and protected. ProFile Review has password-protected authentication, firewall-protected servers, and the same encryption technology (128 bit SSL) used by the world's top banks. We have the security elements in place to give you peace of mind.

Where is my data stored?

Your data is stored in two secure Intuit servers in Canada.

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Why can't I find ProFile Connect on Google Play?
You'll need to ensure you're using the Canadian Google Play store, then search for "Intuit ProFile Connect."

Why can't I find ProFile Connect on my iPad?
While ProFile Connect can be used on your iPad, it is designed primarily for your iPhone. Please ensure that you use the "iPhone Only" section of the App Store.