QuickBooks Online Conversion Instructions

As your financial institution completes its system conversion, you will need to modify your QuickBooks Online settings to ensure that your data connectivity transfers smoothly to the new system. This document contains instructions for both connectivity types (Express Web Connect and Web Connect).

These instructions refer to “Action Date.” The Action Date in the instructions will be provided to you by your financial institution.

IMPORTANT: Express Web Connect will not be available until 5 business days after the 2nd Action Date, so please utilize another connectivity type if you need transaction updates during this downtime.

To navigate this document, just click the link below that matches your product connectivity:

Instructions for One-Step Update initiated from within QuickBooks Online

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Instructions for Downloading a Web Connect file from your Online Banking Site

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QuickBooks Online Express Web Connect

On the Action Date:

Disconnect online banking connection for accounts connected to the financial institution that is requesting this change.

1. Select Banking from the left column.
2. Click the account you want to disconnect, then click the Pencil Icon on the corner of that account box.
3. Click Edit Account Info.
4. Check the box next to Disconnect this Account on Save.
5. Select Save and Close.
6. Repeat steps for any additional accounts that apply.

Complete 5 business days after 2nd Deadline Date:

1. Reconnect online banking connection for accounts that apply.
    a. On the Banking page, click **Add Account** in the upper-right side of the screen.
    b. Type your financial institution's name and choose the correct option from the results.
    c. Enter your financial institution credentials and click **Continue**. Express Web Connect uses the same credentials you use for your institution's online banking.
    d. Provide additional information, if requested.
    e. Ensure you associate the accounts for your financial institution to the appropriate account already listed under Which accounts do you want to connect? Choose the matching accounts in the drop-down menu.

    Important: Do NOT select "+Add New" unless you intend to add a new account to QuickBooks Online. If you are presented with accounts you do not want to track in this QuickBooks Online Company, Uncheck the box next to the Account Name.

    f. After all accounts have been matched, click **Connect** and then click **Finish**.
2. Exclude Duplicate Transactions.
    a. Select **Banking** from the left column.
    b. In the For Review section, click the checkboxes for the transactions you want to exclude.
    c. Choose **Batch Actions > Exclude Selected**.

QuickBooks Online Web Connect

On the Action Date:

1. Disconnect online banking connection for accounts connected to financial institution that is requesting this change.
    a. Select **Banking** from the left column.
    b. Click on the account you would like to disconnect, then click the **Pencil** Icon on the corner of that account box.
    c. Click **Edit Account Info**.
    d. Check the box next to **Disconnect this Account on Save**.
    e. Click **Save and Close**.
    f. Repeat steps for any additional accounts that apply.
2. Reconnect online banking connection for accounts that apply.
    a. Download a Web Connect file (.qbo or .qfx) from your financial institution's online banking site.
    b. In QuickBooks Online, choose **Banking** from the left column.
    c. Click **File Upload** in the upper-right side of the screen and use the upload dialog to locate the Web Connect file you downloaded in step a.
    d. Choose the appropriate account from the drop-down menu under **QuickBooks Account** and then click **Next**.
    Important: Do NOT choose "+Add New" in the drop-down menu unless you intend to add a new account to QuickBooks Online.
    e. When the import is finished, click **Let's go!**
    f. Review the For Review tab on the Banking page to view what was downloaded.
    g. Click **Next**, and then click **Done**.
    h. Repeat this step for each account that you have connected to this institution.
    i. When setting the date range for your Web Connect file, please set the start date to one day prior to the most recent transaction in your account register.