QuickBooks Desktop Instructions

This document contains instructions to assist with disconnecting and reconnecting QuickBooks Desktop. Included for both Windows and Mac.

If additional assistance is needed, please contact Intuit directly quickinfo@intuit.com.

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

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

QuickBooks Windows Web Connect - Page 2

QuickBooks Mac Web Connect - Page 3

QuickBooks Windows Bill Pay - Page 4

QuickBooks Windows Web Connect

Disconnect online banking connection for accounts:

1. Choose **Lists** menu > **Chart of Accounts**.
2. Right-click the first account you want to deactivate and choose **Edit Account**.
3. Click the **Bank Feeds Settings** tab in the Edit Account window.
4. Select **Deactivate All Online Services** and click **Save & Close**.
5. Click **OK** for any alerts or messages that may appear with the deactivation.
6. Repeat steps for any additional accounts that you need to deactivate.

Reconnect online banking connection for accounts:

1. Log in to your financial institution's online banking site and download your transactions to a QuickBooks (.qbo) file.
    i. **Note: Take note of your last successful upload.** Duplicate transactions can occur if you have overlapping transaction dates in the new transaction download.
2. In QuickBooks, choose **File > Utilities > Import > Web Connect Files**. Locate your saved Web Connect file and select to import.
3. In the Select Bank Account dialog select **Use an existing QuickBooks account**.
    i. **Important: Do NOT select "Create a new QuickBooks account" unless you intend to add a new account to QuickBooks.**
4. In the drop-down list, choose your QuickBooks account(s) and click **Continue**. Confirm by selecting **OK**.

QuickBooks Mac Web Connect

Disconnect online banking connection for accounts:

1. Choose **Lists > Chart of Accounts**.
2. Select the first account you would like to deactivate and choose **Edit > Edit Account**.
3. Select **Online Settings** in the Edit Account window.
4. In the Online Account Information window, choose **Not Enabled** from the **Download Transactions** list and click **Save**.
5. Click **OK** for any dialog boxes that may appear with the deactivation.
6. Repeat steps for any additional accounts that apply.

Reconnect online banking connection for accounts:

1. Log in to your financial institution's online banking site and download your transactions into to a QuickBooks (.qbo) file.
    i. **Important: Take note of your last successful upload.** Duplicate transactions can occur if you have overlapping transaction dates in the new transaction download.
2. In QuickBooks, choose **File > Import > From Web Connect**. Use the import dialog to import your saved Web Connect file.
3. In the Account Association window, click **Select an Account** to choose the appropriate existing account register.
    i. **Important: Do NOT select "NEW" under the action column unless you intend to add a new account to QuickBooks.**
4. Click **Continue** and **OK** for any dialog boxes that require action.

QuickBooks Windows Bill Pay

Cancel Existing Bill Payments.

1. Open the Register of the account you made the payment from.
2. Choose **Company > Chart of Accounts**.
3. Double-click the proper account.
4. In the register, locate the transaction to be canceled.
5. Click the transaction to be deleted.
6. Choose **Edit > Cancel Payment**.

Re-create Your Bill Payments.

If you need help re-creating payments, choose **Help > QuickBooks Help**. Search for **Pay a Vendor Online** and follow the instructions.