



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 two "Action Dates." The 1st Action Date and 2nd Action Date in the instructions will be provided to you by your financial institution.

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

Direct Connect

*Instructions for **One-Step Update** initiated from within QuickBooks Online*

[Quickbooks Online Express Web Connect](#)

Web Connect

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

[Quickbooks Online Web Connect](#)

QUICKBOOKS ONLINE EXPRESS WEB CONNECT

On the 1st Action Date, 10/27:

1. Complete a final transaction download.
2. Complete last transaction update before the change to get all of your transaction history up to date.
3. Accept all new transactions into the appropriate registers.

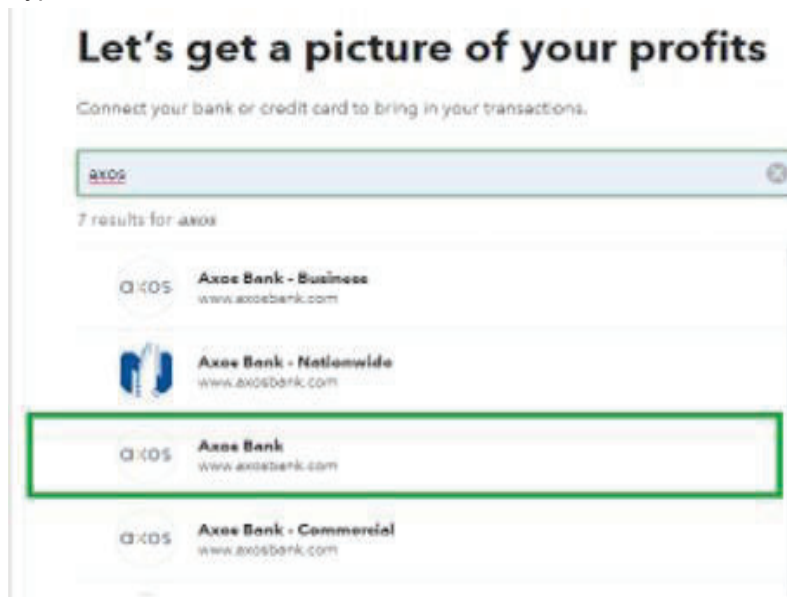
On the 2nd Action Date, 11/1:

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

1. Select **Transactions > Bank transactions**.
2. Choose the account you want to disconnect, then select the **pencil icon** in the corner of the account box.
3. Select **Edit Account Info**.
4. Check the box next to **Disconnect this Account on Save**.
5. Select **Save**, then **Close**.
6. Repeat steps for any additional accounts that apply.

On 2nd Action Date:

1. Reconnect online banking connection for accounts that apply.
 - a. On the **Transactions > Bank Transactions** page, choose **Link Account** on the upper right side of screen.
 - b. Find your financial institution in the search field.
 - Type **Axos**, then select **Axos Bank** in the results menu.



- On the **Sign In** screen, select **here** in the highlighted box to provide your consent to connect your Axos accounts. You will only need to do this activity once.

NOTE: If you attempt to fill in the Username or Password fields to connect your accounts to Quicken **WITHOUT** connecting your Axos account, you will receive an error message.

Sign in to account

Axos Bank
https://www.axosbank.com/personal
858-755-6381

• **Login here** with your Axos Bank assigned credentials and complete the consent and OTP process. Enter your Axos Bank Username and Password for connectivity, once complete.

Username
Enter for Axos Bank
This field is required

Password
Enter for Axos Bank
SHOW

Back Continue

- On the Axos log in screen, enter your Axos **username** and **password**, then select the **Login** button.




Username

password



- Your one-time password should be automatically forwarded to your phone or email account.
- Agree to the account terms and conditions.
- Once you're returned to the **Sign In** screen, enter your Axos bank username and password to connect to your Axos account(s).

Sign in to account

 **Axos Bank**
<https://www.axosbank.com/personal>
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• Login [here](#) with your Axos Bank assigned credentials and complete the consent and OTP process. Enter your Axos Bank Username and Password for connectivity, once complete.

Username

This field is required

Password

SHOW

- c. Enter your Axos credentials and click **Continue**.
 - a. Express Web Connect uses the same credentials you use for your institution's online banking login.
 - b. Direct Connect might require credentials that do not match your online banking credentials.

Important: *If your credentials do not work, contact your financial institution.*

- 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 1st Action Date, 10/27:

1. Complete a final transaction download.
2. Complete last transaction update before the change to get all of your transaction history up to date.
3. Accept all new transactions into the appropriate registers.

On the 2nd Action Date, 11/1:

1. Disconnect online banking connection for accounts connected to financial institution that is requesting this change.
 - a. Select **Banking** from the left column.
 - b. Choose on the account you would like to disconnect, then select the **pencil icon** on the corner of that account box.
 - c. Choose **Edit Account Info**.
 - d. Check the box next to **Disconnect This Account on Save**.
 - e. Select **Save**, then **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.
 - i. a. Within the Axos platform: For mobile app users:
 1. **Login** to the Axos All-in-One Mobile App.
 2. Select the account(s) you'd like to connect.
 3. Scroll down to recent transactions.
 4. Select **View All**.
 5. Select the **ellipsis icon** in the top right corner.
 6. From the **More Actions** screen, select **Download Transaction**.
 7. From the **Download Transactions** screen, select the account you'd like to connect, the transaction period, and the file format.
 8. Select **Download Transactions**.
 9. Use this file to import into your accounting software platform.
 - ii. For online banking users:
 1. Login onlinebanking.axosbank.com
 2. Select the **Accounts** tab.
 3. Select the **Transactions** tab.
 4. Select the **Download Transactions** button at the top right of the screen.
 5. Select the account(s) you'd like to connect, the transaction period, and the file format.
 6. Select **Download Transactions**.

7. Use this file to import into your accounting software platform.
 - b. In QuickBooks Online, choose **Banking** from the left column.
 - c. Choose **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 select **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, select **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.

"Reconfirm your bank feed connection in QuickBooks" links to : [Reconfirm your bank feed connection in QuickBooks](#)

BANK ERROR 103. (Reference <https://quickbooks.intuit.com/learn-support/en-us/login-issues/fix-banking>) - This error code usually indicates that the User ID or password stored in the QuickBooks vault is incorrect.

1. Confirm your sign in info is correct.
 - a. Attempt to login to the Axos Bank site directly (outside of QuickBooks).
 - b. If you can successfully sign in you know that your user Id and password are correct.
2. Update your login credentials in QuickBooks (in cases the password is reset/changed)
 - a. For Existing Customers:
 - i. Go to Bookkeeping, then transactions, then select Bank Transactions.
 - ii. Select the account you need to update.
 - iii. Select Edit.
 - iv. Select Edit sign in info.
 - v. If your browser prefills the user ID or password delete these fields. This ensures that incorrect info isn't prefilled.
 - vi. Manually enter your User ID and Password.
 - vii. Select Update.