



QuickBooks Online Conversion Instructions

As your financial institution completes its system conversion, you will need to update your QuickBooks Online settings to help ensure that transaction connectivity transfers smoothly to the new system. This document contains instructions for Express Web Connect and Web Connect.

Important: These instructions apply only to the QuickBooks Online New Banking Experience. Before proceeding, navigate to All apps > Accounting > Bank transactions and verify that the tabs displayed are Pending, Posted, and Excluded. If your screen displays For review, Categorized, and Excluded, you are using a different QuickBooks Online banking interface and these instructions may not match your screen.

Action Dates

Action Date	Date	Required Action
1st Action Date	October 9, 2026	Complete the final transaction update and review all downloaded transactions.
2nd Action Date	October 13, 2026	Follow the instructions for your connection method. Disconnect affected automatic feeds before reconnecting.

Express Web Connect availability: Express Web Connect will not be available until five business days after the 2nd Action Date. Use Web Connect if transaction updates are needed during this period.

Choose Your Connection Method

QuickBooks Online Express Web Connect

Use these instructions if you update transactions directly within QuickBooks Online.

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QuickBooks Online Web Connect

Use these instructions if you download a transaction file from online banking and manually upload it into QuickBooks Online.

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QuickBooks Online Express Web Connect

On the 1st Action Date: October 9, 2026

1. Complete a final transaction update to ensure your transaction history is current.
2. Review and post or match all transactions on the Pending tab.

Important: Complete these steps before disconnecting your online banking connection. QuickBooks removes transactions remaining on the Pending tab when an account is disconnected, and those transactions may not download again after reconnection.

On the 2nd Action Date: October 13, 2026

Disconnect the online banking connection for accounts connected to the financial institution.

1. Select All apps from the left navigation menu. Under Accounting, select Bank transactions.
2. Select the account you want to disconnect, and then select the Pencil (Edit) icon on the account tile.
3. Select Disconnect account.
4. When prompted, select Disconnect to confirm.
5. Repeat these steps for any additional accounts that apply.

Complete Five Business Days After the 2nd Action Date

Reconnect the online banking connection for applicable accounts.

1. From the Bank transactions page, select Link account in the upper-right corner.
2. Enter your financial institution's name and select the correct option from the results.
3. Enter your online banking credentials and follow the prompts. Express Web Connect uses the same credentials you use for your financial institution's online banking.
4. Provide additional information, if requested.
5. When the available accounts are displayed, match each financial institution account to the corresponding existing QuickBooks account using the drop-down menu.
6. Clear the checkbox for any account you do not want to track in this QuickBooks Online company.
7. After all accounts have been matched, select Connect, and then select Done.

Important: Do not select +Add New unless you intend to create a new account in QuickBooks Online. Matching each financial institution account to an existing QuickBooks account helps prevent duplicate accounts.

Exclude Confirmed Duplicate Transactions

1. Select All apps > Accounting > Bank transactions.
2. Select the account containing the duplicate transactions.
3. On the Pending tab, select the checkbox for each transaction you have confirmed is a duplicate.
4. Select Exclude.
5. Confirm the transactions appear on the Excluded tab.

QuickBooks Online Web Connect

Use this method to download a transaction file from online banking and manually upload it into QuickBooks Online.

On the 1st Action Date: October 9, 2026

1. Complete a final transaction update to ensure your transaction history is current.
2. Review and post or match all transactions on the Pending tab.

Important: If an automatic bank feed is connected, complete these steps before disconnecting. QuickBooks removes transactions remaining on the Pending tab when an account is disconnected, and those transactions may not download again later.

On the 2nd Action Date: October 13, 2026

Disconnect an existing automatic bank feed, if applicable.

1. Select All apps > Accounting > Bank transactions.
2. Select the applicable account, and then select the Pencil (Edit) icon on the account tile.
3. Select Disconnect account, and then select Disconnect to confirm.
4. Repeat these steps for any additional affected automatic feeds. If the account is used only for manual Web Connect uploads, proceed to Download the Web Connect File.

Download the Web Connect File

1. Sign in to your financial institution's online banking and select the account you want to import.
2. Use the transaction-download option to download a QuickBooks Web Connect file (.qbo or .qfx).
3. Save the file to your computer.

Upload the File into QuickBooks Online

1. Select All apps > Accounting > Bank transactions.
2. Open the Link account drop-down menu and select Upload from file.
3. Select the saved Web Connect file, and then select Continue.
4. In the QuickBooks account drop-down menu, select the corresponding existing QuickBooks account, and then select Continue.

Important: Do not select +Add New unless you intend to create a new account in QuickBooks Online.

5. Follow the prompts displayed to complete the upload, and then select Done.

Review the Uploaded Transactions

1. On the Pending tab, match transactions already recorded in QuickBooks and post new transactions to the appropriate accounts.
2. Exclude only transactions you have confirmed are duplicates.
3. Confirm completed transactions appear on the Posted tab and excluded transactions appear on the Excluded tab.
4. Repeat the download, upload, and review steps for each additional account. Always select the corresponding existing QuickBooks account.