

Getting Started with QuickBooks®

Setting Up an Account for Online Banking in Windows®

This procedure allows a QuickBooks® user in Windows® to set up an account for online banking.

1. Open QuickBooks®, open the **Banking** menu, and then select **Bank Feeds > Set Up Bank Feeds for an Account**.

The *Bank Feed Setup* window appears.

2. Enter your financial institution's name into the search bar and select the search button.

If your financial institution uses Direct Connect, then the following logon window appears:

Step 2: Connect Bank to QuickBooks

Fees will apply

Want more options? Use Advanced Setup

Bank ID For your account

Bank Password For your account

QuickBooks

Service provided by

Use your Alliance Bank user ID and password to sign in here

How does QuickBooks protect my financial information?

Back Connect

If your financial institution uses Web Connect, then the following logon window appears:

How to manually import your transactions:

- 1. Go to your bank's website and log in.**
Go to [bank website] and log in using your credentials.
- 2. Find the statement or transaction you want to bring into QuickBooks.**
From your account details, select your statement or a group of transactions.
- 3. Download the transaction to your desktop.**
The transactions will be downloaded as a .qfx file. You can find this file on your desktop or in your downloads folder.
- 4. Open the file and import your transaction into QuickBooks**
Simply double-click the file and QuickBooks will automatically open to import your transactions.

Service provided by

WHAT'S NEXT?

[Add accounts from another bank](#)

[Download your transactions from Bank Feeds](#)

Close

3. Follow the steps provided in the two logon windows, and enter requested information into required fields to complete the procedure.

There are two common errors that prevent setting up an account with online banking:

- *OLSU-1015*: QuickBooks® is already connected with all your accounts.
- *OLSU-1013* or *OLSU-1011*: modify your bank feed mode.

Setting Up an Account for Online Banking in QuickBooks® Mac®

This procedure allows a QuickBooks® Mac® user to set up an account for online banking.

1. Open QuickBooks®, open the **Banking** menu, and then select **Online Banking Setup...**
The *Online Banking Assistant* screen appears.
2. Enter your financial institution in the search bar, select it from the list, and then select **Next**.
The *Online Banking Setup Wizard* screen appears.
3. Follow the instructions of the setup wizard.
After the setup wizard is complete, the *Online Banking Assistant* screen appears.
If you are prompted to select a connectivity type, select **Direct Connect**.
4. Select **Yes, My Account Has Been Activated for QuickBooks Online Services**, and then select **Next**.
5. Enter your credentials into the appropriate fields and select **Sign In**.
6. Select **Select an Account** for each account you want to download into Quickbooks®.
7. Select **Next**, and then select **Done**.

Enabling Log Retention for QuickBooks® Mac®

This procedure allows a QuickBooks® Mac® user to enable log retention.

The QuickBooks® log details user activity, displays errors, and provides additional information.

QuickBooks® for Windows® log retention is not automatically enabled.

1. Open QuickBooks®, open the **Help** menu, and then hold the **Option** key and select **Product Information**.
The *Product Information* screen appears.
2. Select **Enable OFX Logging** at the bottom of the screen.
3. Close the *Product Information* screen and update your online banking data.
4. Navigate back to the *Product Information* screen and select **Show OFX Log** to view the OFX and CONN logs.

Setting Up Bill Pay Functionality

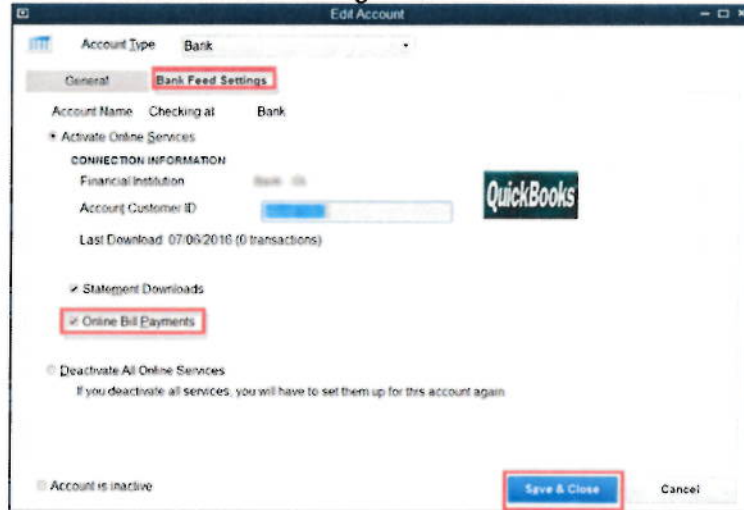
This procedure allows a QuickBooks® user to set up bill pay functionality for an account.

Before completing this procedure, you must be enabled for the bill pay product.

1. Open QuickBooks®, open the **Lists** menu, and then select **Chart of Accounts**.
A chart of accounts appears.
2. Right-click the appropriate account and select **Edit Account**.
The *Edit Account* window appears.
3. Select the **Bank Feed Settings** tab, select the **Online Bill Payments** check box, and then select **Save & Close**.

If you cannot select the **Online Bill Payments** check box, then disable all online services and reenable

the account for online banking in QuickBooks®.



Attempting to use the payee may cause an error if the payee information does not meet the expected bill pay information for that payee.

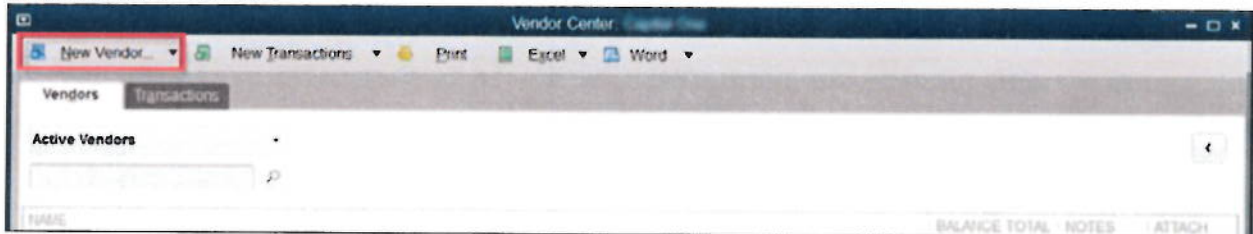
Creating a Vendor

This procedure allows a QuickBooks® user to create a vendor. Before completing this procedure, you must:

- Use the Direct Connect connection type.
- Be enabled for the bill pay product
- Complete the *Setting Up Bill Pay Functionality* procedure for QuickBooks®.

1. Open QuickBooks®, open the **Vendor** menu, and then select **Vendor Center**. The *Vendor Center* window appears.

2. Select **New Vendor**.



The *New Vendor* window appears, opened to the *Address Info* tab.

3. Complete the fields shown in the *Address Info* tab, select **Ok**, and then open the **Payment Settings** tab.
4. Complete the fields shown in the *Payment Settings* tab, select **Ok**, and then open the **Tax Settings** tab.
5. Complete the fields shown in the *Account Settings* tab, select **Ok**, and then open the **Additional Info** tab.
6. Complete the fields shown in the *Additional Info* tab and select **Ok** to complete the procedure.

Creating a Bill Payment Using the Bill Pay Institution Product

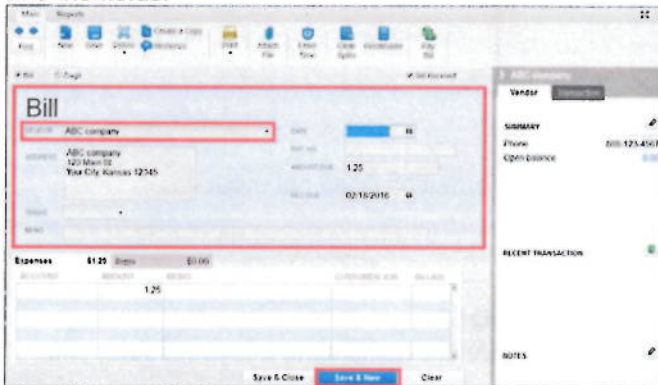
This procedure allows a QuickBooks® user to create a bill payment using the bill pay institution product. Before completing this procedure, you must:

- Use the Direct Connect connection type.
- Be enabled for the bill pay product
- Complete the *Setting Up Bill Pay Functionality* procedure for QuickBooks®.
- Complete the *Creating a Vendor* procedure for QuickBooks®

1. Open QuickBooks®, open the **Vendors** menu, and then select **Enter Bills**.

The *Enter Bills* window opens.

2. Select the appropriate vendor from the **Vendor** drop-down menu and enter requested information into the fields.



3. Select one of the following:

Select **Save & Close** to make one payment.

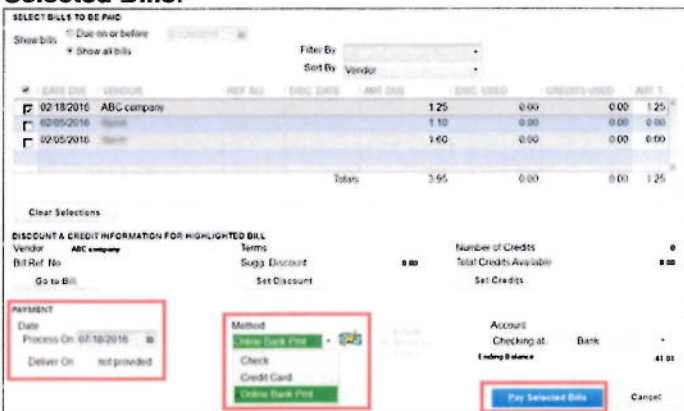
Select **Save & New** to make additional payments.

Selecting **Save & New** clears the information you have already entered.

4. Select **Pay Bills** from the **Vendors** menu.

The *Pay Bills* window appears.

5. Choose a processing date, select **Online Bank PMT** from the **Methods** field, and then select **Pay Selected Bills**.



DATE PAID	VENDOR	REF NO.	BILL DATE	AMT PAID	BILL AMT	CHECKS USED	AMT T.
02/19/2016	ABC company			1.25	0.00	0.00	1.25
02/05/2016	ABC company			1.10	0.00	0.00	0.00
02/05/2016	ABC company			1.60	0.00	0.00	0.00
Totals				3.95	0.00	0.00	1.25

The *Payment Summary* appears.

6. Select **Done**.

7. Open the **Banking** menu, select **Bank Feeds**, and then select **Bank Feeds Center**.

The *Bank Feeds Center* window appears. Your payment shows in the *Send Items to Your Bank* section.

8. Select **Send Items**.

The *Access to [financial institution]* window appears.

9. Enter your NetTeller password or single sign-on (SSO) password into the **Enter your PIN/Password** field, and then select **Ok**.

**Feel free to contact LAKESTONE BANK Operations Department at:
810.538.1935 should you have any questions!**

Please have the following information available:

QuickBooks & Quicken Products Information to Collect when an Error is Reported

Customer support representatives collect the following information from users who contact them regarding an error with any Intuit® product.

Collect the following information from the user:

The Intuit® product they are using _____

The product version _____

A description of the issue _____

The error code/message displaying _____

The NTID/CM user (if applicable) _____

The connection type being used _____

The number of users reporting this issue _____

When the issue began _____

Determine if there have been any recent conversions or mergers _____

Collect the following information from the end user:

Instruct the end user to attempt the action that resulted in an error again immediately before collecting this information.

- The CONNLOG
- The OFXLOG
- Any relevant screenshots
- The steps the end user takes to receive the error code/message

