

# USING QUICKBOOKS® ONLINE AND DIRECT CONNECT

To setup QuickBooks® Online with WestStar's digital banking, please complete the following instructions. The instructions should be performed as described and in the order presented to avoid disrupting online banking connectivity. The setup process should take 15-30 minutes.

## How do I change the connection from QuickBooks® Online to Direct Connect?

To switch to Direct Connect:

◆ **Task 1: Complete a Final Download Prior to Deactivating Accounts** *(You may skip to Task #4 if you have already downloaded your transactional activity or are activating a new QuickBooks Online account.)*

1. Sign into QuickBooks Online.
2. Click "Banking."
3. In the top right area, click "Update."
4. After your download finishes, click the "For Review" tab to see what was downloaded.  
**IMPORTANT:** QuickBooks Online connectivity services may be interrupted up to five business days after transitioning accounts.

### ◆ Task 2: Match Downloaded Transactions

1. If new transactions were received from your connection, accept all new transactions on the Banking page. Simply check off all the New/Matched transactions and click Batch Action to "Accept Selected."
2. If you need assistance matching transactions, choose the "Help" menu > "Search for Matching Transactions" and follow the instructions in the appropriate article.

### ◆ Task 3: Deactivate Accounts in QuickBooks Online

1. Select "Banking" on the left column.
2. Click on the account you would like to disconnect, then click the Pencil Icon.
3. Click on "Edit Account Info."
4. Check the box next to "Disconnect this account on save."
5. Click "Save & Close."
6. Repeat steps 2-6 for each account to be deactivated.

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#### ◆ Task 4: Connect Accounts at WestStar Bank

1. In the upper right area, click "Add Account."
2. Enter WestStar Bank.
3. Click WestStar Bank in the search results below.
4. Type your online banking login credentials. Click "Continue."
5. Select the last import date when prompted for a From date, and provide any additional information requested to proceed.
6. Ensure you associate the account for WestStar Bank to the appropriate account already listed under "Which accounts do you want to connect?" Select the matching accounts in the drop-down menu. If it hasn't been added to QuickBooks Online, select "+Add New."
7. After all accounts have been matched, click "Connect."
8. When the download is finished, you will return to the Banking page.  
**IMPORTANT:** If you are presented with accounts you do not want to track in this data file, uncheck the box next to the Account name.

### I have refreshed my connection but some transactions are missing. How can restore them?

To add older transaction to QuickBooks® Online, please follow these steps on a laptop or desktop (not a mobile device or tablet).

#### ◆ Task 1: Determine the Date Range of the Missing Transactions

1. In QuickBooks, go to the **Accounting** menu and then select **Chart of Accounts**.
2. Find the bank account you want to upload the transactions into.
3. Select **View register**.
4. Find and write down the date of the oldest transaction.

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#### ◆ Task 2: Export the Transactions

1. Sign into WestStar online banking.
2. Double-click the account for which you want the transaction history.
3. Click the download icon and download your transactions. If possible, pick the QuickBooks Online data (**QBO**) format. These are formatted specifically for QuickBooks Online. You can also upload transactions from a **CSV** or Quicken (**QFX**) file.



4. Click the download icon and download your transactions as a CSV file.

### ◆ Task 3: Import the Transactions

1. In QuickBooks Online, go to the **Banking** menu or **Transactions** menu. Then select the **Banking** tab.
2. Select the blue tile for the account you want to upload the transactions into.
3. Select the **Link account** ▼ dropdown and then **"Upload from file."**
4. Select **"Browse"** and then select the file you downloaded from your bank. Then select **"Next."**
5. In the **QuickBooks account** ▼ dropdown, select the account you want to upload the transactions into. Then select **"Next."**
6. Follow the onscreen steps to match the columns on the file with the correct fields in QuickBooks. Then select **"Next."**
7. Select the transactions you would like to import. Then select **"Next."**
8. Select **"Yes,"** then **"Let's go."**
9. Once the import is completed, your older transactions will be in QuickBooks.

### ◆ Task 4: Reconcile the Imported Transaction

If you decide you need your older transactions, you may need to edit the opening balance and the date. This resets the starting point for the account so QuickBooks doesn't count transactions twice.

**IMPORTANT:** It is much easier to add older transactions before you reconcile an account for the first time. If you've already reconciled the account a few times, you can still add older transactions. However, you may need help from your accountant.

1. Go to the **Accounts** menu. Then select **Chart of Accounts**.
2. Find and open the account.
3. Search the account register for the opening balance entry. It should be labeled **Opening Balance Equity** with "Opening Balance" in the Memo column.

DATE ▼	REF NO. TYPE	PAYEE ACCOUNT	MEMO	PAYMENT	DEPOSIT	✓ ☐	BALANCE
05/08/2019	Deposit	Opening Balance Equity	Opening Balance		\$600.00	R	\$600.00

4. Sign into WestStar online banking. Set your account so you can see the balance for the new date you want to use for the opening balance in QuickBooks.
5. Go back to QuickBooks. Select your opening balance entry.
6. Edit the opening balance so the date and amount match your bank records for the day you choose. This sets a new opening balance for the account.