



Important Information for QuickBook Users

In 2016, Microsoft stopped updating Internet Explorer (IE), and industry experts—including Microsoft's security team—recommended discontinuing its use. Many financial institutions, including WestStar, no longer support IE 11 due to this lack of support and various security vulnerabilities.

Unfortunately, Intuit uses IE 11 as the default internal browser for their QuickBooks online services. As a result, users attempting to connect to a bank's online banking platform that does not support IE may find existing bank feed connections no longer work, and new feeds will not activate.

Until Intuit updates the QuickBooks default browser or includes an option to allow users to change the browser setting, they recommend users manually download their bank transactions and import them to QuickBooks.

To learn more about the process, Intuit has provided the following articles:

- [Export, import, and edit IIF files](#)
- [Import web connect \(.qbo\) files](#)
- [Download Bank Feed transactions in QuickBooks Desktop](#)
- [Add and match Bank Feed transactions in QuickBooks Desktop](#)