

QuickBooks® Online (QBO): Updating Your Online Banking Connection

Your bank has updated to a new connection type to provide data to QuickBooks® Online (QBO). Going forward, you'll use a secure, bank-hosted sign-in form to authorize your account connections. The overall process for adding accounts and downloading transactions is the same, but the screen you use to sign in to City Bank may look different.

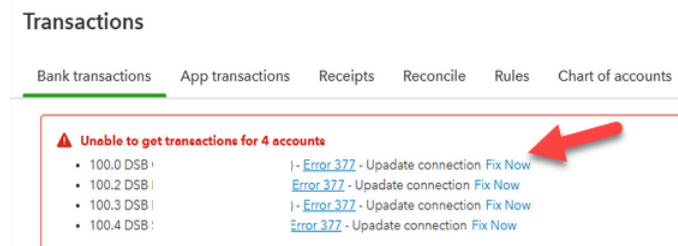
For your security, City Bank may periodically request that you reauthorize your accounts by signing in again. This may occur every 90 days or so.

Overview

This guide will help you refresh or reauthorize your QuickBooks Online banking connection after your bank's change to an API-based connection. Most customers can fix the issue directly in QuickBooks Online without assistance. If the automated process does not resolve the issue, manual reconnection steps are provided below.

Optimal Path

In some cases, customers will see an **Error 377** message in QuickBooks Online. This indicates that your bank connection needs to be reauthorized. Follow these simple steps to resolve it:



1. Log in to QuickBooks Online.
2. Navigate to **Transactions > Bank Transactions**.
3. When prompted, select **Fix Now**.
4. Follow the on-screen instructions to reauthorize your connection to the new API (OAuth) connection.

That's it! After completing these steps, your bank feeds should refresh and download normally.

If this process does not resolve the issue, follow the manual steps below to disconnect and reconnect your bank feed.

Manual Reconnection Steps

Step 1: Access Bank Feeds

1. Log in to QuickBooks Online.
2. Navigate to **Transactions > Bank Transactions**.

Step 2: Disconnect the Existing Bank Feed

1. Locate the bank tile for the problematic account.
2. Click the **Pencil** icon, then select **Edit Account Info**.
3. Check the box labeled **Disconnect this account on save**.
4. Select **Save**.

Step 3: Reconnect the Bank Feed

1. Return to **Transactions > Bank Transactions**.
2. Click **Link Account**.
3. Search for your bank by name or URL.
4. Enter your [BANK NAME] login credentials when prompted.
5. Follow the on-screen instructions to complete authentication.
6. Select the accounts you want to connect and confirm your choices.

Step 4: Verify and Download Transactions

Once reconnection is complete, QuickBooks Online will begin downloading recent transactions. Review your **Bank Transactions** tab to ensure data is syncing correctly.

Troubleshooting Tips

- If you still see **Error 377**, try clearing your browser cache and cookies, then repeat the Fix Now steps.
- Ensure you are using an up-to-date browser (Chrome, Edge, or Safari).
- Confirm that you have access to your bank's online account with the correct credentials.
- If your bank requires multi-factor authentication (MFA), make sure to approve all security prompts.
- If the issue persists, contact QuickBooks Online support for additional help.

You're All Set!

Your QuickBooks Online connection has been successfully updated to the new API connection. This modern, secure method ensures more reliable and faster transaction downloads, keeping your business finances up to date.