



## OFX Post-Conversion Troubleshooting Guide

### Top 3 Post-Conversion Troubleshooting Issues

This resource document is designed to help you troubleshoot the three most common post-conversion issues.

Issue 1: Duplicate Transactions After Reconnecting	
<b>Symptoms You Can Use to Identify the Issue</b>	If your register is out of balance or if you are being asked to add an adjustment during reconciliation.
<b>Fix the Issue</b>	<ol style="list-style-type: none"><li>1. If the duplicate transactions have not been added to the register they can be deleted individually prior to accepting.</li><li>2. If the transactions have already been added to the register, they can be deleted from the register individually or in groups.</li></ol>

Issue 2: Duplicate Accounts After Reconnecting	
<b>Symptoms You Can Use to Identify the Issue</b>	If you are unable to link to an existing account, you are prompted to create a new account, or you are only given the choice to add a new account.
<b>Fix the Issue</b>	<ol style="list-style-type: none"><li>1. First, confirm that all accounts have been deactivated, including inactive accounts.</li><li>2. Then, delete any downloaded transactions that do not match the register in the Online Banking Center.</li><li>3. Finally, repeat the connection steps.</li></ol>

Issue 3: Connected/Reconnected Incorrect Account	
<b>Symptoms You Can Use to Identify the Issue</b>	Your transactions are downloading into the wrong account.
<b>Fix the Issue</b>	<ol style="list-style-type: none"><li>1. First, open the account register for the incorrectly linked account.</li><li>2. If the transactions have not yet been accepted into the register in QuickBooks, delete them in the Online Banking Center. Then, deactivate the account.</li><li>3. If the transactions have already been added to the register restore a backup.</li><li>4. Finally, repeat the reconnection steps. Be sure to link to the correct account when reconnecting.</li></ol>

More information regarding any Quickbooks related issues can be found at: <https://quickbooks.intuit.com/learn-support/>.