

Discover Bank and Discover Credit Card Connectivity Change

Instructions for QuickBooks Windows

Step 1: Prepare to Switch to the Latest Express Web Connect

1. [Back up the QuickBooks company file.](#)
2. Update your copy of QuickBooks.
3. Ensure you are in Single User Mode (**File > Switch to Single-user Mode**)
4. Make sure you are signed in to your QuickBooks My Company.
 - a) From the Company menu, click **My Company**.
 - b) In the My Company window, click **Sign in**.
 - c) Enter your Intuit User Name and password.

NOTE: If you do not have an Intuit account yet or don't remember setting one up, refer to [Manage your Intuit Account online](#) for guidance.

5. If you've used online banking services such as bill payment, delete pending online payments or checks.
6. Add and match previously downloaded transactions. For detailed steps, refer to [Add and match Bank Feed transactions](#).

Step 2: Deactivate Bank Feeds for the account

1. From the Lists menu, choose **Chart of Accounts**.
2. Right-click the account that needs to be deactivated then click **Edit Account**.
3. Go to the **Bank Feed Settings** tab.
4. Click **Deactivate All Online Services**.
5. Click **OK** when you get a confirmation that you have just disabled one or more online services for the account but it does not cancel the services with the bank.
6. Click **Save & Close**.

Step 3: Set Up Account for Bank Feeds

1. From the QuickBooks **Banking** menu, choose **Bank Feeds > Set Up Bank Feed for an Account**.
2. In the **Enter your Bank's name** field, type "Discover Bank" if you're a Discover Bank user, or "Discover Card" if you're a Discover Card user. Note that as you type, QuickBooks displays names that match what you've typed so far.

NOTE: If QuickBooks displays a message asking you to log in, please return to step 1 and log in to your account.

3. Enter your Online Banking ID and Password then click **Connect**. QuickBooks will connect to the bank's server.
4. Select the account(s) you want to connect to QuickBooks and click **Connect**.
5. Click **Close** after the 'Success!' screen opens.

Your account has been successfully added to QuickBooks.

Step 4: Download transactions via Express Web Connect

1. From the QuickBooks **Banking** menu, click **Bank Feeds > Bank Feeds Center**.
2. From the **Bank Accounts** list, choose the account you need to download for.
3. Click **Download Transactions** if you are ready to receive transactions.
4. After the transactions have completed downloading, click **Transaction List** to process the transactions as normal.

Error Messages and Fixes

While you set up and use Express Web Connect for Discover Bank/Card, QuickBooks may display error messages. This section will explain how to correct the most likely errors.

authentication.user.credentials

This error indicates an issue with the saved login credentials for your Intuit User ID.

1. **Choose** Help > Reset Intuit ID settings.
2. QuickBooks will display a warning that you will be signed out of any apps if you proceed. Type **YES** in the text field and click **OK**.
3. Choose **Company > My Company**.
4. Click **Sign in** at the top right of this window.
5. Sign in using your Intuit website credentials (not your company file credentials). If you don't have an Intuit login yet, you can click **Create an account** to make one.
6. After you sign in, try connecting to Discover Bank/Card again.

88888 No FI accounts found for given credentials. Please try with a different credential.

This error indicates that there is no financial institution associated with the account. Deactivate all online services and reset Intuit ID settings. If that doesn't work, you may try to [Resolve Data Damage on your company file](#) or [Fix your damaged company file or network](#).