

# QuickBooks 2016 Online Banking Cheat Sheet

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## QuickBooks 2016 Online Banking Changes from previous versions

- **None!** (only cosmetic)

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## QuickBooks 2016 Connection Methods

- Direct Connect
  - Web Connect
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## Setup Online Banking in QB

Banking menu > Bank Feeds > Set Up Bank Feeds for an Account... follow on-screen instructions

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## Key Information to Collect for Troubleshooting

- Log Files
    - ~qbofx32
    - Connlog
    - .qbo file for Web Connect issues
  - Error codes and messages
  - The steps the customer is following
  - The point when the problem occurs
  - Screenshots of what the customer says is wrong
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## Top Support Articles

[Online Banking 101](#)

[General Troubleshooting For Online Banking Setup In QuickBooks](#)

[About QuickBooks Working With Internet Explorer 9, 10 And 11](#)

[Outdated Or Unsupported Browser Message When Trying To Download A File From A Bank Website](#)

[Getting Started Guides](#)

[Log File Locations](#)