

TROUBLESHOOTING

Things to check when having problems downloading transactions automatically from Online Banking to Quicken® using Express Web Connect (EWC):

1. Web browser cannot establish a secure connection
2. Member password may not be up to date
3. Computer has been infected with a computer virus
4. Computer has security and privacy programs, such as firewalls and pop-up blockers, that are not configured correctly

1. *Verifying a secure Internet connection*

Quicken requires a secure Internet connection for all online account services. This means that your Web browser must be using the correct encryption, and that your Web browser must be working properly.

Verifying that your Web browser includes the proper encryption

In Internet Explorer, visit <https://web.intuit.com/support/browserstest> and click Test my browser.

Note: Internet Explorer is the only supported Web browser for online account services in Quicken. Use Internet Explorer for all troubleshooting.

- If the browser test verifies that your Web browser includes the proper encryption, be sure that your Web browser can establish a secure connection. Start Internet Explorer and log in to your financial institution's Web site.
- If you can successfully log in, you can establish a secure connection.
- If you cannot successfully log in, first check your system date and time. To do this, you need to:
 1. Click the Microsoft® Windows® Start button and select Control Panel.
 2. Double-click Date and Time.
 3. Make any necessary changes, and click OK.
- If you still cannot establish a secure connection, contact your Internet service provider (ISP) for assistance.

2. *Password may not be up to date*

Quicken requires that you provide your account number and password to automatically log in to Online Banking. If you recently changed your password for any reason, this would prevent Quicken from accessing your records and downloading your data.

3. *Checking for Computer Viruses*

Many viruses can interfere with your online account services. If you have difficulty downloading transactions from Quicken, try updating your anti-virus program and completing a full system scan. For more information, refer to your computer manufacturer's instructions for your anti-virus software.

If you do not have an anti-virus program installed on your computer, Intuit strongly recommends that you install one as soon as possible, and then complete a full system scan to locate any viruses that the anti-virus software needs to remove from your system.

4. *Configuring security and privacy programs*

Adware and spyware can interfere with online account services

Adware

Adware programs track your Internet usage and provide pop-up ads based on the things you look at on the Internet. Adware is only installed on your system with your consent.

Spyware

Spyware programs also track your Internet usage, but they do so without your consent. Spyware might attempt to capture your personal information and send it to a third party without your knowledge. If you want to remove Spyware and Adware programs from your system, there are many third-party programs that can help you identify and remove them.

Internet Explorer privacy and security settings

Many financial institutions use cookies during Online Banking sessions. Changing your privacy settings to handle cookies differently, or changing your security settings to block cookies, may cause you to have trouble with online account services. If so, try opening Internet Explorer and restoring the default settings recommended by Microsoft.

How to restore Internet Explorer default privacy settings:

1. Start Internet Explorer.
2. Select the Tools menu and select Internet Options.
3. On the Security tab, click the Internet icon at the top.
4. Click Default Level. The default setting is Medium. If Medium is already selected, the Default Level button is unavailable.
5. Click OK to apply the changes and close the window.

Privacy or cookie management programs can override Internet Explorer settings. If you use such a program and you need assistance with it, refer to the manufacturer's instructions for the program you are using.

Pop-up blocker

Pop-up blockers can interfere with online account services in Quicken. Several error messages are possible, but two of the most common ones are "User Canceled Session" or "Action Canceled." If a pop-up blocker is installed on your system, try turning it off, and then try downloading transactions again. If you can download transactions, Intuit recommends that you configure your pop-up blocker to allow pop-up windows on your financial institution's Web site. For more information, refer to the manufacturer's instructions for the pop-up blocker software.

Firewalls

Firewalls enable you to control which of the programs on your computer can access the Internet and what content you can view online. Firewalls are essential security tools, but if they are not configured correctly, can prevent Quicken from accessing the Internet. For more information on Firewalls, see [Configuring firewalls](#).

For additional troubleshooting information, Quicken has an online resource for answering most questions. You can access this site at www.quickencommunity.com.