

## Bank Feeds/Merchant Services are Not Working

QuickBooks is tightly integrated with Internet Explorer (IE), so when bank feeds and Merchant Services are not working correctly it is *usually* due to the loss of the TLS Settings in (IE)

You can fix this yourself. There are two options to launch IE from QuickBooks, each are pretty simple.

### Option 1:

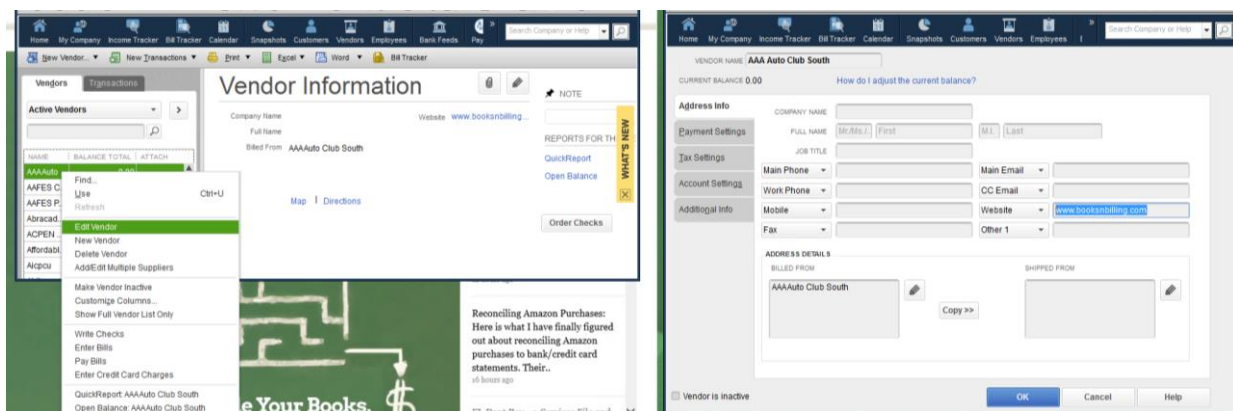
For those who have installed the Books N Billing Application

- **Go to your Books N Billing Programs folder and open Books N Billing - Internet Explorer.**
    - Then go to the Internet Options and set the following tabs: (Visual Assistance on Page 3)
      - Advanced: Scroll down to the SSL and TLS settings and tick all of the SSL and TLS settings
      - Click OK, close Books N Billing – Internet Explorer
      - Go back to QuickBooks and all should be working again.
- 🔧 MAC Users, simply open Internet Explorer from the Remote Applications.

### Option 2:

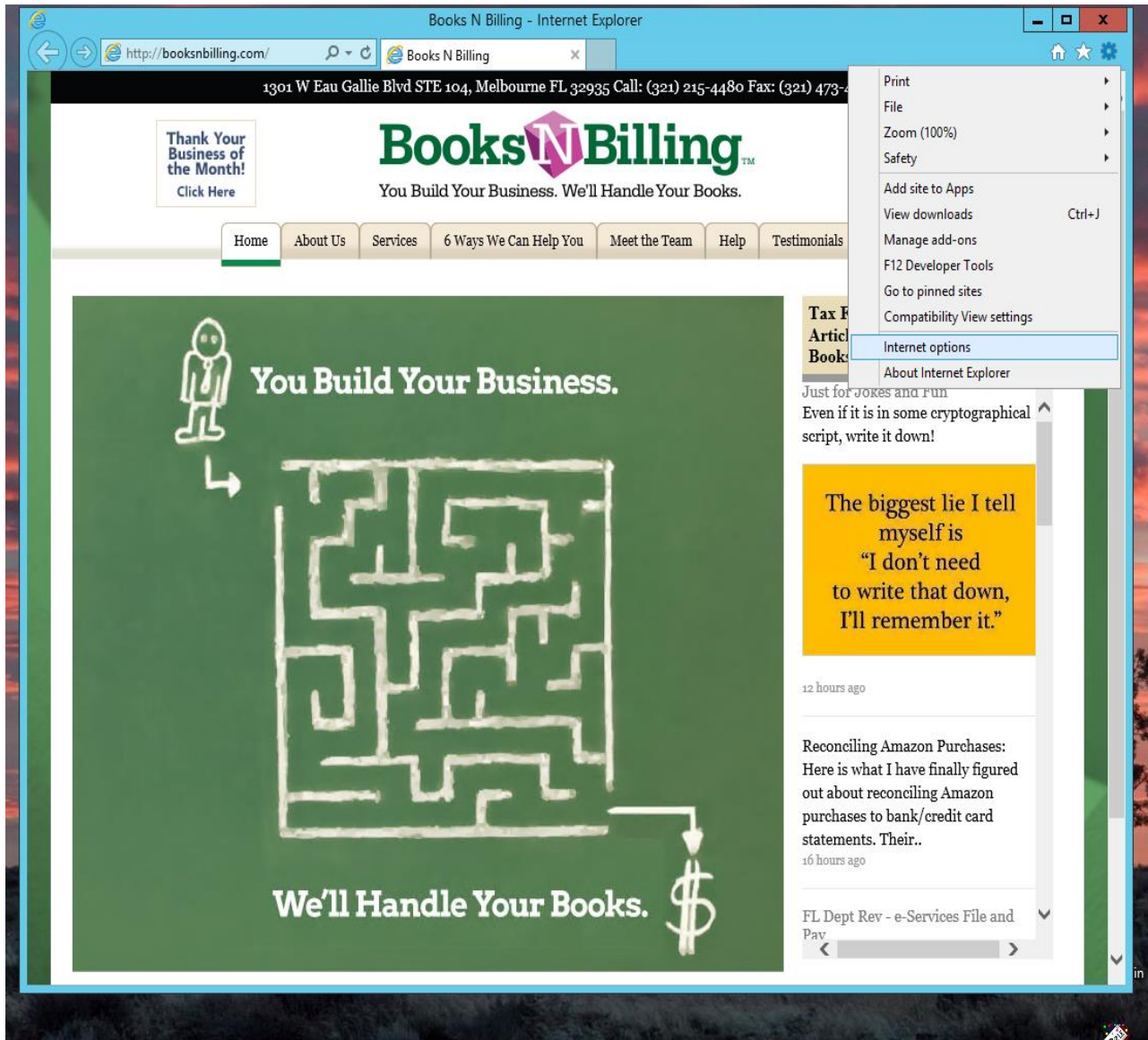
Open IE from within QuickBooks for the session you are working.

- **Go to Vendors, and click on the website of any Vendor.**
  - If you don't have a website in a Vendor record, just add one. I just go to the first vendor in my list, edit the vendor and add a website. Any website will do. Then, I click on the Website address and it launches Books N Billing - Internet Explorer.
    - Then go to the Internet Options and set the following tabs: (Visual Assistance on Page 3)
    - Advanced: Scroll down to the SSL and TLS settings and tick all of the SSL and TLS settings
    - Click OK, close Books N Billing – Internet Explorer
    - Go back to QuickBooks and all should be working again.



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- Internet Options is located on the far right hand corner and looks like a gear.



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