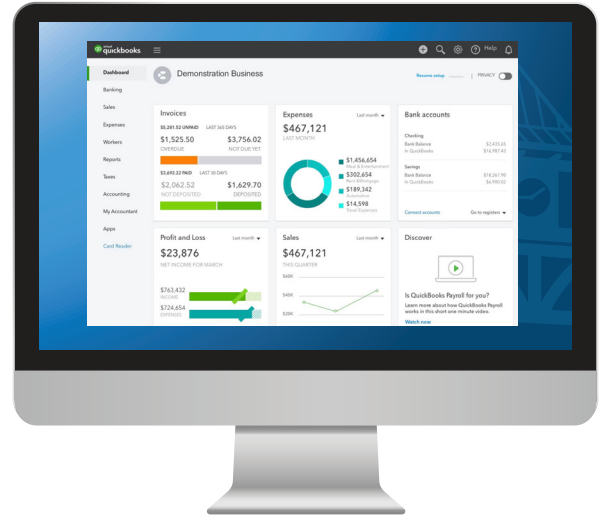




**Hometown
Community Banks**
Divisions of **Morton Community Bank**

INTUIT
quickbooks
online



How do I re-link my bank accounts in QuickBooks Online?

Following the Digital Banking upgrade on September 16, 2024, all customers that use QuickBooks and link their bank accounts using Hometown Community Banks online banking will need to re-link their accounts to continue to be able to download their transactions.

It could take up to 5 full business days after upgrade (until September 23, 2024) for Intuit Quickbooks to update the linkage.

We appreciate your patience during this time.

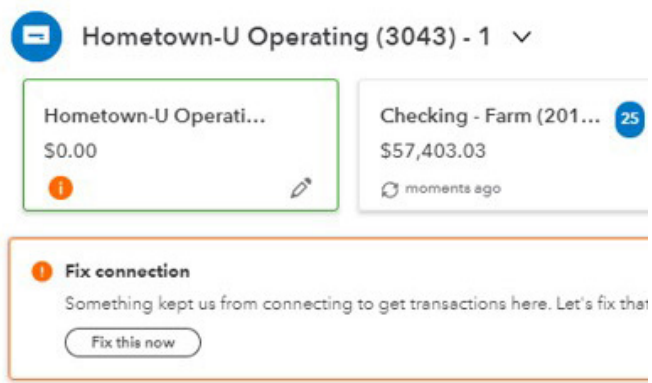
The instructions below provide the most common method for re-linking your bank account within QuickBooks Online. However, each Quickbooks user is unique, and this method may not work for all users. If the instructions below do not work for you, please use the QuickBooks Online “Help” or “Contact Experts” features for additional assistance as the bank is not able to provide direct support related to your QuickBooks account.

Please note, before attempting to re-link your bank accounts, you should first go through the initial login process for our new digital banking platform directly at our website, hometownbanks.com. Failing to do so may result in errors.

Before you start the process below, please note the last date that you downloaded your bank transactions prior to September 16, 2024 as you will need this information to complete the steps below.

What will happen on or after September 16, 2024, to your QuickBooks linked bank accounts?

After our digital banking upgrade on September 16, 2024, you may receive an email notifying you that there is a connection problem with your bank accounts in QuickBooks. You may also see an error message similar to the one below indicating that you need to fix one or more of your accounts.



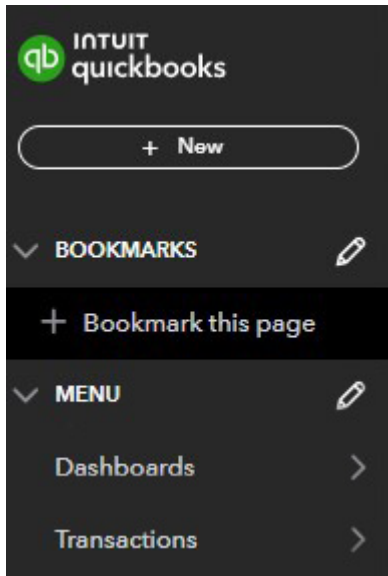
Why won't the "Fix Connection" feature re-link my bank account to QuickBooks Online?

Because of the major upgrade to our digital banking system that occurred on September 16, 2024, the connection between QuickBooks and our online banking system has changed for all customers. You will not be able to use the "Fix Connection" feature or simply re-sign into your online banking account to correct the issue. You will need to follow the detailed instructions below to establish a new connection to your account(s).

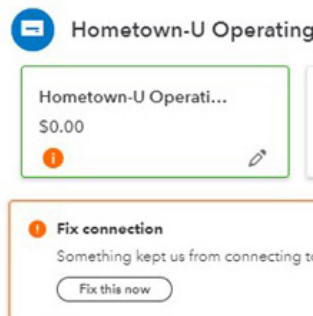
How do I re-link QuickBooks to my Hometown Community Bank accounts so that I can download transactions and perform other functions?

Please follow the detailed instructions below to re-link your accounts.

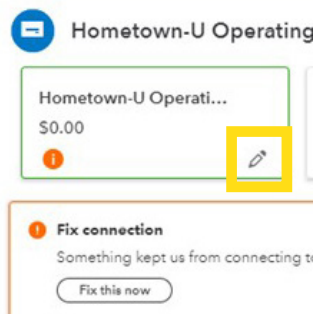
1. On the Menu on the left-hand side of the screen, select [**Transactions**]



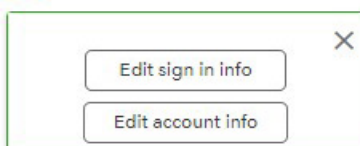
2. Under the Transactions menu, choose [**Bank transactions**]
3. Locate your Hometown Community Bank account that is showing a connection error.



4. Click on the small pencil icon in the bottom right-hand corner of the account box.



5. The box below should appear. Click on [**Edit Account Info**]

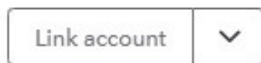


- The box below should appear. Click on **[Disconnect this account on save]**
By doing this, your account will be disconnected from Hometown Community Bank's old digital banking system that existed prior to September 16, 2024. It is necessary to disconnect from the old digital banking system before you can establish a connection to our new digital banking system.

- After you click on the **[Disconnect this account on save]**, select **[Save and Close]**.



- When you go back to the Bank Transactions screen, the Hometown Community Bank account that you were working on should now have disappeared from the Bank Transactions screen. Don't worry! This is expected.
- To re-link the account to the new Hometown Community Bank digital banking platform, click **[Link Account]** in the upper right-hand side of the Bank Transactions screen. (You do not need to use the drop-down arrow. Just click directly on "Link account".)



- When the "Connect your bank" screen appears, search for and click on Hometown Community Banks. (Please note, the graphic and text for our new Digital Banking platform will be slightly different from the image shown below.)

Let's get a picture of your profits

Connect your bank or credit card to bring in your transactions.

- Use your digital banking username and password to sign into your Hometown Community Banks digital banking account. Please note, before attempting to connect your bank accounts, you should first go through the initial login process for our new digital banking platform directly at our website, hometownbanks.com or mobile app. Failing to do so may result in errors. Please also note that the image and graphic for our new digital banking platform will be slightly different than the images shown below.

Sign in to account



Username

Enter for Morton Community Bank - Business Banki

This field is required

Password

Enter for Morton Community Bank - Business Ba...

SHOW

This field is required

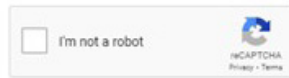
Back

Continue

Sign in to account



We just want to make sure you're human.



Back

Continue



12. From the list of accounts shown, select the bank account that you would like to re-link in QuickBooks.

Which accounts do you want to connect?

Hometown-U Operating *3043 Balance: \$368,454.20	Enter account type	i
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Connect

13. Select the existing account within your financial statements that you would like the Hometown Community Bank account to be related to. Generally, this will be the account with the same name unless you have re-named or nicknamed your accounts within QuickBooks.

Which accounts do you want to connect?

Hometown-U Operating *3043 Balance: \$368,454.20	Hometown-U Operating (i) ✓
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We will pull transactions from the selected accounts from 01/01/2024. Or you can select a different date to pull transactions from. Some bank limitations may apply.

Custom...

01/01/2024

Connect

- Choose [**Custom**] and select one day after the last date you downloaded banking transactions from the old Hometown Community Bank digital banking system prior to the September 16th upgrade date. If you enter a date that is too early, QuickBooks will pull in transactions that you may have already entered into your financial records. If you enter a date that is too late, you may miss downloading certain transactions that may appear on your account. **Select your date carefully.** (When in doubt, you may want to select an earlier date and manually delete any transactions that are already recorded in your financial statements from the Bank Transactions screen.)

The screenshot shows a 'Which accounts do you want to connect?' screen. A card for 'Hometown-U Operating *3043' with a balance of \$368,454.20 is selected. Below, a date picker is open for '08/18/2024'. A 'Connect' button is visible.

- Your account will then link and your transactions will begin downloading.



Bringing in your transactions

This will only take a moment.

Money in transactions



Money out transactions



- Review the transactions shown on the Bank Transactions screen to ensure that they downloaded correctly and that you are not missing any transactions. Delete any transactions from the Bank Transactions screen that you have previously recorded in your financial statements during prior transaction downloads.

<input type="checkbox"/>	DATE ▼	DESCRIPTION	FROM/TO	AMOUNT	ASSIGN TO
<input type="checkbox"/>	09/06/2024	Ameren		-\$1,067.46	Electricity
<input type="checkbox"/>	09/06/2024	Check 2522		-\$126.00	Salaries & wages
<input type="checkbox"/>	08/30/2024	Check 2524		-\$126.00	Salaries & wages
<input type="checkbox"/>	08/21/2024	American Water E		-\$327.07	Utilities
<input type="checkbox"/>	08/14/2024	Check 2523		-\$730.00	Salaries & wages

- If you have more than one Hometown Community Bank account linked to QuickBooks, you will need to complete the procedures above for each of your accounts.

If the instructions above do not work for you after September 23, 2024, please use the QuickBooks Online “Help” or “Contact Experts” features for additional assistance as the bank is not able to provide direct support related to QuickBooks.