# Updating your Connector for QuickBooks® Desktop

In order to continue syncing successfully, you need to update your connector and re-accept the QuickBooks Desktop certificate.

Follow the steps below to update your connector and reauthorize the certificate.

1. Close QuickBooks Desktop and the Book2Bank<sup>SM</sup> connector for QuickBooks.
2. Reopen the connector. You'll automatically be prompted to upgrade to the latest version.
3. Click **Yes** when prompted.
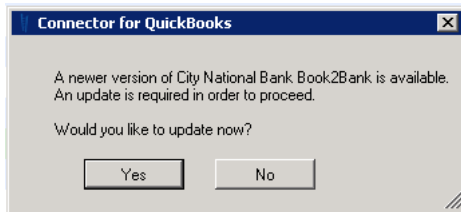


4. Your new connector will download and update automatically.
5. Once the new connector is installed, open QuickBooks Desktop in **single user mode** as an **administrator** user.
6. Your administrator will need to reauthorize the QuickBooks Desktop certificate. This screen will open automatically when you open QuickBooks. When prompted select **YES, WHENEVER THIS QUICKBOOKS COMPANY FILE IS OPEN** and click the checkbox to **ALLOW THIS APPLICATION TO ACCESS PERSONAL DATA SUCH AS SOCIAL SECURITY NUMBERS AND CUSTOMER CREDIT CARD INFORMATION.**
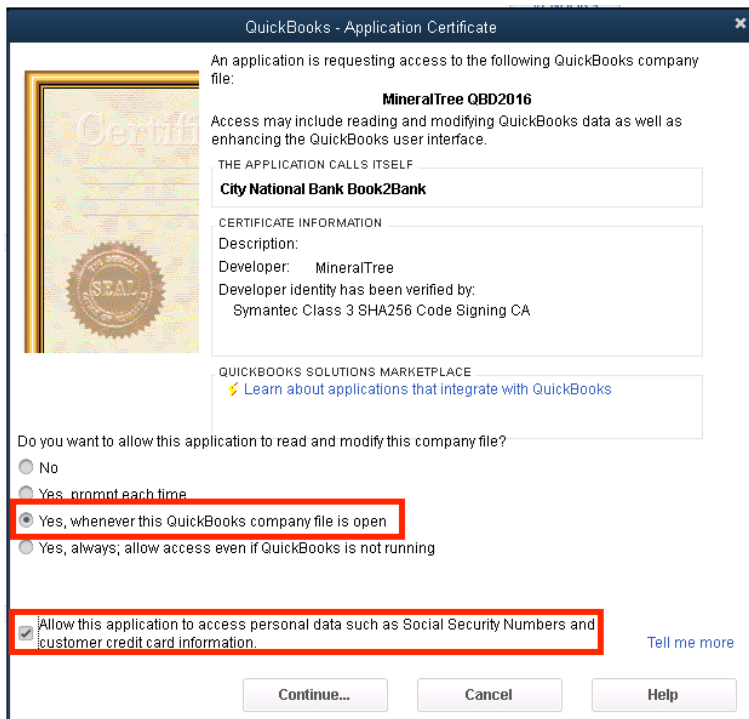
7. After you have reauthorized the QuickBooks Desktop Certificate, you can log in to Book2Bank to verify your connection status. In the top right of the Book2Bank screen, you should see **CONNECTED.**

# Questions?

Please reach out to Client Services with any questions.

**Phone**: 800-599-0020 5:30AM PT TO 7:00PM PT

**Website**: https://www.cnb.com/client-support/book2bank/help

QuickBooks is a registered trademark of Intuit, Inc.