# GBC Secure Connect – Tips for Commercial Clients Using QuickBooks – Action Required

With GBC Secure Connect, some business clients may receive a notification from QuickBooks indicating that their current GBC connection is expiring and needs to be reestablished.

The **"Reconnect now"** option currently displayed in QuickBooks may result in an error. If you receive an error, you will need to **disconnect your existing GBC connection and establish a new connection**.

**How to Reconnect**

1. **Disconnect** your existing GBC connection in QuickBooks.
2. Select the option to connect to a bank or financial institution.
3. Search for **GBC QuickBooks Direct Connect**.
4. Select **GBC QuickBooks Direct Connect** from the search results.
5. When prompted, **manually enter** your:
   - **GBC Company ID**
   - **User ID**
   - **Password**
6. **Do not copy and paste your login credentials**, as doing so may cause an error.
7. Follow the remaining prompts in QuickBooks to complete the connection.

**Important Reminder:** When reconnecting, please make sure you select **GBC QuickBooks Direct Connect** and **manually enter your login credentials (Do Not copy / paste the credentials**.)

***Enable GBC Secure Connect for Additional Online Banking Users***

The primary user must enable GBC Secure Connect for each user who needs to establish a connection to QuickBooks. To enable access:

1. **Log in to Business Direct Online Banking.**
2. **Go to Administration > Company Administration.**
3. **Click the applicable User ID.**
4. **Click the Edit icon next to Services & Accounts.**
5. **Scroll down to "Open Access" and click the "+" to the right.**
6. **Scroll down and click Save Changes.**

**Need Assistance?**

If you are still unable to connect in Business Direct after completing the steps above, **please contact us at 866.711.4530 option #3 or treasurysolutions@georgiabanking.com . We'll be happy to troubleshoot the issue with you and help get you reconnected.**