

2/21/2018 7:43:04 AM Intuit: Thank you for contacting QuickBooks Self-Employed support.

7:43:06 AM Intuit: You are now chatting with Irene L.

7:43:14 AM Irene L: Hi Jeffrey!

7:43:22 AM Irene L: Good morning!

7:43:38 AM Jeffrey A Barclay: one bank has lost connection a few weeks ago error 103

7:43:58 AM Jeffrey A Barclay: I have connected with online access to the bank no problem

7:44:28 AM Jeffrey A Barclay: i have tried to make new bank act in app / online QB and still fails connection

7:45:09 AM Jeffrey A Barclay: have tried both online and mobile app access, no connection an pending transactions for this bank

7:45:27 AM Jeffrey A Barclay: bank is SECU Maryland and is on your list of banks

7:45:55 AM Jeffrey A Barclay: their online access is: <https://www.secumd.org>

7:46:05 AM Irene L: Thank you for the information Jeffrey. No worry I can check this one for you.

7:47:48 AM Jeffrey A Barclay: login info works with bank web site

7:48:08 AM Irene L: Thanks.

7:48:26 AM Jeffrey A Barclay: ?

7:48:56 AM Irene L: Aside from logging in of your account in the web and in the mobile app, are there any other trouble shooting steps you have done?

7:49:36 AM Jeffrey A Barclay: everything listed...

7:50:32 AM Jeffrey A Barclay: what do you see in the access logs on your side

7:51:56 AM Irene L: Can you try to log out and and log back in of your account now Jeff and go to the bank accounts page and then click on the Refresh All button.

7:52:24 AM Irene L: After that, please physically type in your username and password, no auto fill in please.

7:53:08 AM Jeffrey A Barclay: same message: That sign-in info didn't work. Sign in to the State Employees CU of Maryland site. Then return here and try connecting again. (103)

7:54:12 AM Jeffrey A Barclay: and: Hmm. That still didn't work. Check our support site for help resolving this issue. You can also contact a customer care agent there. (103)

7:54:32 AM Irene L: Thanks for that.

7:54:58 AM Irene L: I am actually refreshing your account in here.

7:59:24 AM Jeffrey A Barclay: is there a custer service phone number I can call like in the past?

8:00:24 AM Irene L: As of the moment Jeff, QBSE only have email and chat support.

8:00:56 AM Jeffrey A Barclay: ok, so whats the hang up with this account?

8:01:56 AM Irene L: I am still looking further into the tools I have here for this error.

8:06:56 AM Jeffrey A Barclay: ?

8:08:25 AM Jeffrey A Barclay: I have just tried to change password on bank site and do refresh on QB and try - still no change

8:09:35 AM Irene L: Oh, can you try to update the bank credentials on your QBSE account using the mobile app.

8:09:37 AM Irene L: ?

8:10:53 AM Irene L: As I have refreshed your account in here, it seems that there is no error on your bank bank connections with State Employees CU of Maryland

8:12:03 AM Jeffrey A Barclay: same error...

8:13:13 AM Irene L: Thank you for trying that.

8:13:33 AM Jeffrey A Barclay: can you have someone call be about this... I have paid for service all year and now at Tax time when I need it to produce results... its not working. If i need to manually get all my account info , thats makes the app and my subscription useless and a refund is in order

8:14:55 AM Irene L: I understand that Jeff. I understand the urgency of this concern.

8:15:43 AM Irene L: And I'd like you also to know that we would like to further investigate this to see what causes the error you are getting right now.

8:16:25 AM Jeffrey A Barclay: so what now????

8:17:37 AM Irene L: And checking in here it seems that the account being updated is not SECU of Maryland but BP Credit Card (Synchrony Bank

8:17:59 AM Irene L: Just to confirm, what browser are you using right now?

8:18:41 AM Jeffrey A Barclay: SECU is the one not connection? I have 10 other bank accounts connected as well

8:19:26 AM Irene L: So might be the account that you have updated earlier is not the SECU account.

8:19:44 AM Irene L: Can you login to QBSE using a private browser?

8:19:48 AM Jeffrey A Barclay: what do you mean?

8:20:06 AM Jeffrey A Barclay: I'm on a browser

8:20:34 AM Jeffrey A Barclay: all the accounts update at the same time, most show updated 6 min ago

8:21:06 AM Irene L: As I have check in here Jeff, one reason I can see why the update is not successful is because the account is not correct.

8:21:54 AM Irene L: Okay, can you open this link using a private browser : https://selfemployed.intuit.com/login

8:22:16 AM Irene L: And then from there, try to re connect your bank again.

8:23:08 AM Irene L: On the bank search field< type in: State Employees CU of

Maryland

8:24:36 AM Jeffrey A Barclay: this is what is listed in the QB login section for my bank:
State Employees CU of Maryland https://www.secumd.org/ 1-800-879-SECU

8:24:56 AM Jeffrey A Barclay: same one I have used for years

8:25:22 AM Jeffrey A Barclay: I have a BP card that is updating fine

8:25:48 AM Jeffrey A Barclay: it shows it was updated 19 min ago

8:26:06 AM Irene L: Have you tried connecting the bank again?

8:26:24 AM Jeffrey A Barclay: yes I'm logged in now as well

8:26:42 AM Jeffrey A Barclay: access is fine with new created password

8:27:06 AM Jeffrey A Barclay: no special login/splash screens on their site

8:30:42 AM Irene L: As I can see in here, it seems that your State Employees Credit Union bank is not being added again.

8:31:56 AM Jeffrey A Barclay: i have never removed it - won't that delete history or pending transactions?

8:33:00 AM Irene L: You need not to delete it.

8:33:12 AM Irene L: You just have to re-add the bank.

8:33:44 AM Irene L: So you can physically type in and enter your bank login information.

8:36:09 AM Jeffrey A Barclay: I have just tried to re-add the bank and have always entered full username and password manually every time...

8:38:41 AM Jeffrey A Barclay: just tried to add a new account again - same 103 error

8:39:43 AM Irene L: Thank you for trying all the steps.

8:40:25 AM Irene L: I may to create a report about this Jeff for us to further investigate as to what seems to be the root cause of all the errors

8:41:11 AM Jeffrey A Barclay: can you have someone call me since this seems to be an extreme case...

8:41:51 AM Irene L: We will let you know for the progress of this concern after 24 hours.

8:42:03 AM Irene L: And I will let my team know about the request.

8:42:47 AM Jeffrey A Barclay: so am I waiting on an Email?

8:43:47 AM Irene L: Yes.

8:44:00 AM Jeffrey A Barclay: ok ye

8:44:06 AM Jeffrey A Barclay: bye

8:44:12 AM Irene L: I will send you an email tomorrow.

8:44:16 AM Irene L: Take care Jeff!

8:44:18 AM Intuit: Irene L has left the conversation

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