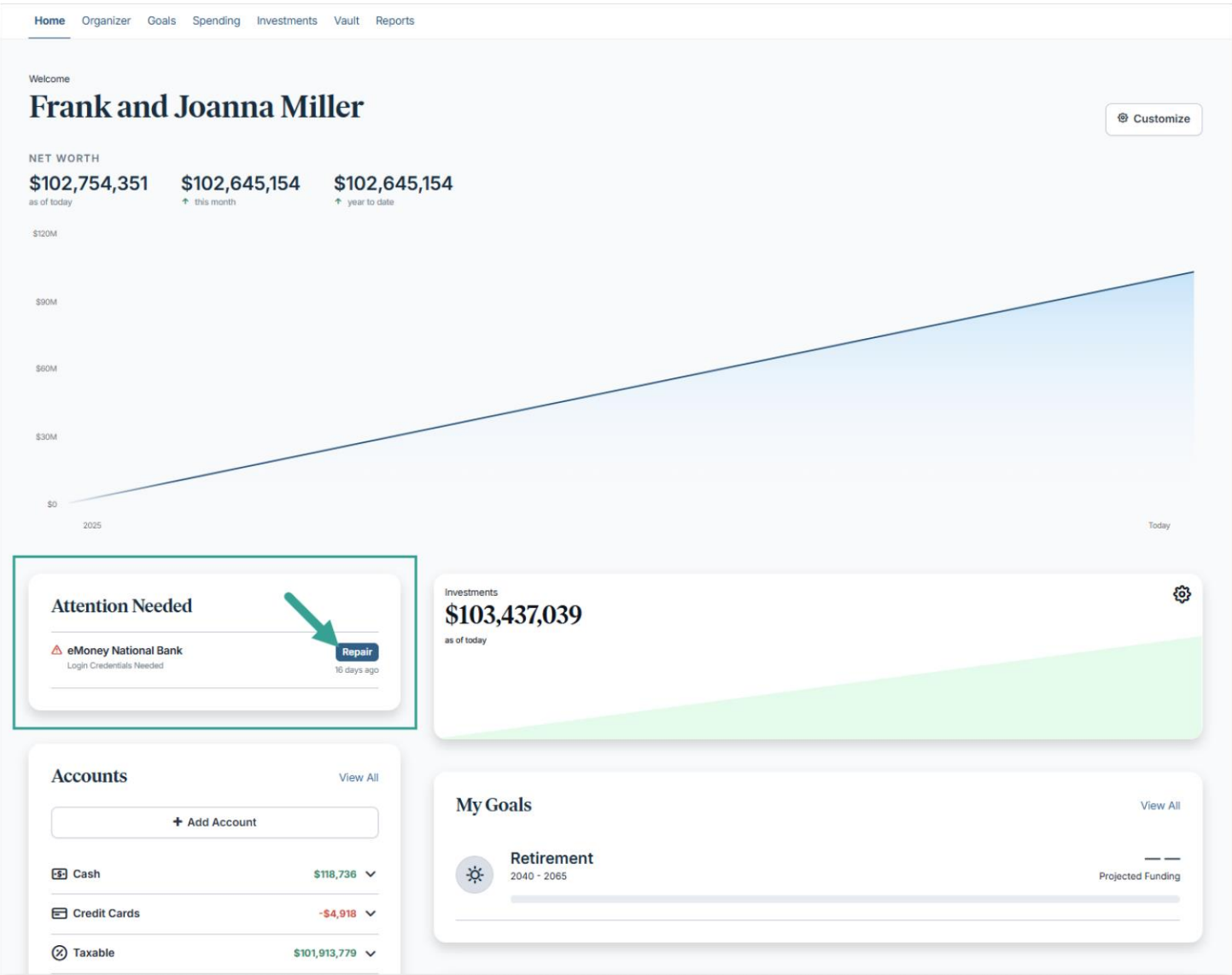


This User Guide details how to repair any of your connected accounts with errors.

Unless noted by the institution, values should update nightly, but errors can occur from time to time for different reasons. To keep your website up to date, we recommend logging in regularly to maintain all connections.

Troubleshooting and Help - Repair

When a connection is in error, you will see an Attention Needed card on the Home page with the applicable Connection(s) and the error present. Click Repair to attempt to resolve the error.

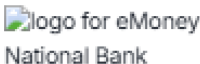


Help Me Troubleshoot This Error

When you click the Repair button on a connection, a pop-up window appears with steps to resolve the issue.

Click Help Me Troubleshoot This Error at the bottom of the window to launch the Connecting Accounts Help guide and see the section specific to the error you are experiencing.

Repair Account Connection ✕


 logo for eMoney
National Bank


The institution rejected your credentials. Please verify that you can log into [eMoney National Bank](#), then enter your credentials in the form below.

User Name

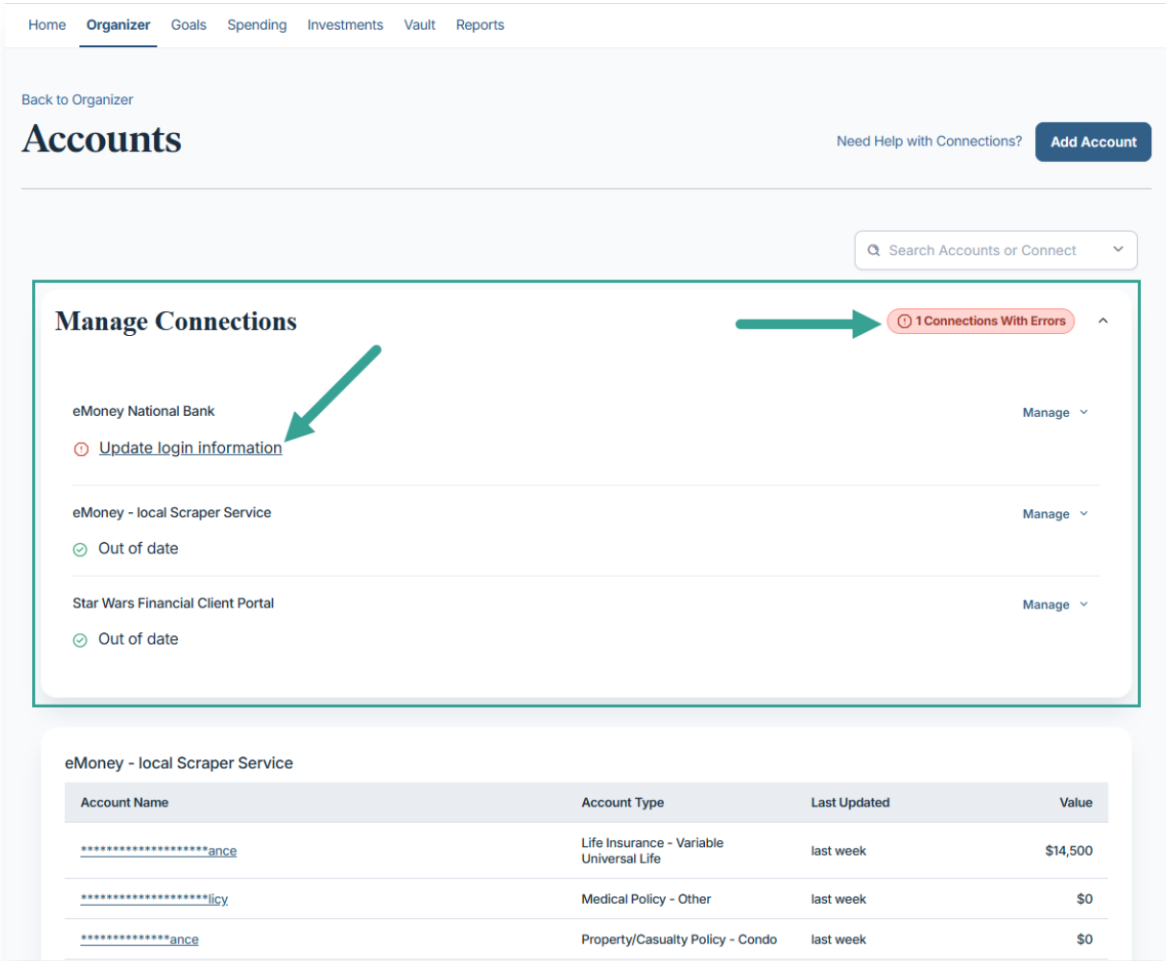
Password

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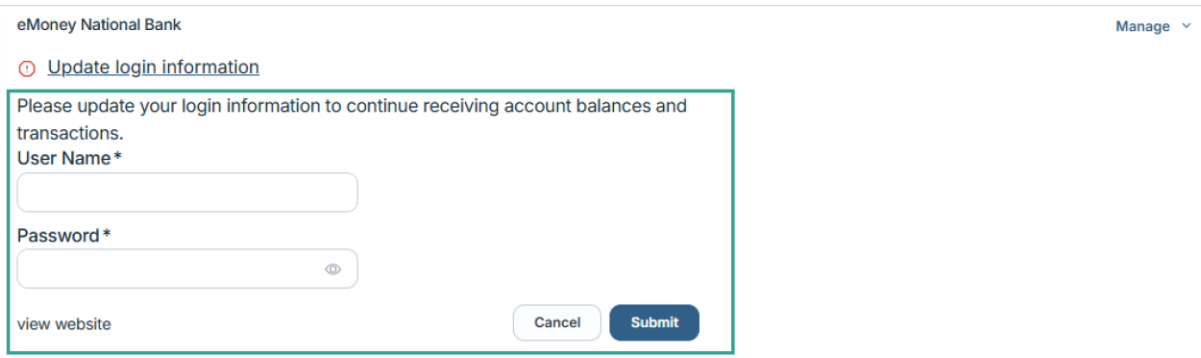
[Help Me Troubleshoot This Error](#) 



You can also troubleshoot a connection error from your Accounts page. You will see a notification in the Manage Connections section of the Accounts page. Click the link within the specific Connection with a red exclamation point icon that provides options to resolve the error.



In our example, the connection credentials have become outdated, and we see the option to Update login information.



Need Help With Connections?

Click the Need Help With Connections? button at the top to open the Connecting Accounts Help Interactive User Guide. This Help guide provides additional information and troubleshooting steps. The lessons in that guide cover connecting and managing your accounts, FAQ, and troubleshooting the different error types.

