

# QuickBooks Payments: No Access Token Error

Last Modified on 08/25/2025 3:29 pm EDT

When QB Payments shows the **No Access Token Error** when you try to do a payment, follow these instructions to reset your gateway:

- Login to the Master Admin
- Go to the Admin section
  - Go to Profile Lists
  - Go to Payment Gateways
  - Click on the Payment Gateway for QB Payments
    - Take a screenshot of your current selections
    - Click on Revoke access
    - Make sure it goes back to saying Grant Access
    - Uncheck "is active"
    - Click on Save
- Log out of the Master Admin account and log back into it
- Go to the Admin section
  - Go to Profile Lists
  - Go to Payment Gateways
  - Add a New Payment Gateway
    - Use your selections that you saved in the screenshot after selecting the QuickBooks Payments gateway
    - Name this gateway something completely new like "QB Pay" or "QB Payments"
    - Click on Save
  - Click Grant Access and run through the prompts on the Intuit side until you are hooked again
  - It should now say "Revoke Access" instead of "Grant Access"
  - Click on Save once again
- Go to your Admin section
  - Click on Company Preferences
  - Click on Payments
    - Click on the Other Gateways tab
    - Check the box that says Use QuickBooks Payments direct
    - Click on Save
  - Click on the General Preferences section
    - Click on Save without checking or unchecking any boxes (this does a preference refresh)
- On your next payment, right after you click save, double-check QuickBooks Merchant Services to make sure that the payment is Pending.
  - If you run into any issues or the payment doesn't show up in merchant services, contact Order Time Support immediately