# Quicken Conversion Instructions

As your financial institution completes its system conversion, you will need to modify your Quicken settings to ensure that your data connectivity transfers smoothly to the new system. This document contains instructions for both Windows and Mac, and all three connectivity types (Direct Connect, Express Web Connect or Web Connect).

These instructions refer to two “Action Dates.” The 1st Action Date and 2nd Action Date in the instructions will be provided to you by your financial institution.

IMPORTANT: Express Web Connect will not be available until 5 business days after the 2nd Action Date, so please utilize another connectivity type if you need transaction updates during this downtime. There is no delay for Web Connect or Direct Connect (if supported)

To navigate this document, just click the link or links below that match your product and connectivity:

Instructions for One-Step Update initiated from within Quicken

**Quicken Windows Direct Connect and Express Web Connect** - Page 2

**Quicken Mac Direct Connect and Quicken Connect** - Page 3

Instructions for Downloading a Web Connect file from your Online Banking Site

**Quicken Windows Web Connect** - Page 4

**Quicken Mac Web Connect** - Page 5

IMPORTANT: If you currently use Direct Connect in Quicken to initiate Bill Payments, please complete the additional tasks at the link below. If you do not use Direct Connect Bill Pay or you only initiate Bill Payments from within your online banking site, these additional tasks are not required.

**Quicken Windows Bill Pay** - Page 6

**Quicken Mac Bill Pay** - Page 7

## Quicken Windows Direct Connect and Express Web Connect

### On the 1st Action Date:

1. Back up your Quicken Windows Data File. Go to **File > Backup and Restore > Backup Quicken File**.
2. Download the latest Quicken Update. Go to **Help > Check for Updates**.
3. Complete a final transaction download. Accept all new transactions into the appropriate registers.

### On the 2nd Action Date:

1. Deactivate online banking connection for accounts connected to the financial institution that is requesting this change.
    a. Choose **Tools > Account List**.
    b. Click **Edit** on the account to deactivate.
    c. In Account Details, click **Online Services**.
    d. Click **Deactivate**. Follow prompts to confirm deactivation.
    e. Click the **General** tab.
    f. Delete Financial Institution and Account Number information. Click **OK** to close window.
    g. Repeat steps for any additional accounts that apply.
2. Reconnect the online banking connection for your accounts.
    a. Choose **Tools > Account List**.
    b. Click **Edit** on the account you want to activate.
    c. In Account Details, click **Online Services** and then choose **Set up Now**.
    d. Type your institution's name in the search field and click Next.
    e. Enter your financial institution credentials.
        - Express Web Connect uses the same credentials you use for your institution's online banking login.
        - Direct Connect might require credentials that do not match your online banking credentials.

        **Important: If your credentials do not work, contact your financial institution.**
    f. Ensure you associate the accounts to the appropriate accounts already listed in Quicken. Select **Link to an existing account** and select the matching accounts in the drop-down menu.

        **Important: Do NOT choose "Create a new account" unless you intend to add a new account to Quicken.** If you are presented with accounts you do not want to track in this data file, choose **Ignore – Don't Download into Quicken** or click **Cancel**.
    g. After all accounts have been matched, click **Next** and then **Done**.

## Quicken Mac Direct Connect and Quicken Connect

### On the 1st Action Date:

1. Backup Quicken Mac Data File and Update the application.
    a. Choose **File > Save a Backup**.
    b. Download the latest Quicken Update. Choose **Quicken > Check for Updates**.
2. Complete a final transaction download.
    a. Complete last transaction update before the change to get all of your transaction history up to date.
    b. Accept all new transactions into the appropriate registers.

### On the 2nd Action Date:

**Activate the online banking connection for accounts connected to the financial institution that is requesting this change.**

1. Click your account in the Accounts list on the left side.
2. Choose **Accounts > Settings**.
3. Select **Set up transaction download**.
4. Enter your financial institution name in the search field, select the correct option and click **Continue**.
5. Enter your financial institution credentials.
    - Express Web Connect uses the same credentials you use for your institution's online banking login.
    - Direct Connect might require credentials that do not match your online banking credentials.

    **Important: If your credentials do not work, contact your financial institution.**
6. In the "Accounts Found" screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under **Action**, choose **Link** to pick your existing account.

    **Important: Do NOT select "ADD" in the Action column unless you intend to add a new account to Quicken.**
7. Click **Finish**.

## Quicken Windows Web Connect

### On the 1st Action Date:

1. Backup Quicken Windows Data File and Update.
    a. Choose **File > Backup and Restore > Backup Quicken File**.
    b. Download the latest Quicken Update. Choose **Help > Check for Updates**.
2. Complete a final transaction download.
    a. Complete last transaction update before the change to get all of your transaction history up to date.
    b. Repeat this step for each account you need to update.
    c. Accept all new transactions into the appropriate registers.

### On the 2nd Action Date:

1. Deactivate online banking connection for accounts connected to financial institution that is requesting this change.
    a. Choose **Tools > Account List**.
    b. Click **Edit** on the account to deactivate.
    c. In Account Details, click **Online Services**.
    d. Click **Deactivate**. Follow prompts to confirm deactivation.
    e. Click the **General** tab.
    f. Delete Financial Institution and Account Number information.
    g. Click **OK** to close window.
    h. Repeat steps for any additional accounts.
2. Reconnect online banking connection for accounts that apply.
    a. Download a Quicken Web Connect file from your financial institution's online banking site.
    b. In Quicken, choose **File > File Import > Web Connect (.QFX) File**.
    c. Use the import dialog to select the Web Connect file you downloaded. An "Import Downloaded Transactions" window opens.
    d. Choose **Link to an existing account**. Select the matching account in the drop-down menu. Associate the imported transactions to the correct account listed in Quicken.
    e. Repeat this step for each account you have connected to this institution.

## Quicken Mac Web Connect

### On the 1st Action Date:

1. Backup your Quicken Mac data file and update the application.
    a. Choose **File > Save a Backup**.
    b. Download the latest Quicken Update. Choose **Quicken > Check for Updates**.
2. Complete a final transaction download.
    a. Complete last transaction update before the change to get all of your transaction history up to date.
    b. Repeat this step for each account you need to update.
    c. Accept all new transactions into the appropriate registers.

### On the 2nd Action Date:

**Activate online banking connection for accounts connected to financial institution that is requesting this change.**

1. Select your account under the Accounts list on the left side.
2. Choose **Accounts > Settings**.
3. Select **Set up transaction download**.
4. Enter your financial institution name in the search field, select the correct option and click **Continue**.
5. Log into your financial institutions online banking site and download your transactions to your computer.

    **Important: Take note of the date you last had a successful connection.** If you have overlapping dates in the web-connect process, you may end up with duplicate transactions.
6. Drag and drop the downloaded file into the box titled **Drop download file**. Choose **Web Connect** for the “Connection Type” if prompted
7. In the “Accounts Found” screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under the Action column, click **Link** to pick your existing account.

    **Important: Do NOT select “ADD” in the Action column unless you intend to add a new account to Quicken.**
8. Click **Finish**.

## Quicken Windows Bill Pay

Only complete these tasks if you currently initiate Bill Payments from within Quicken Windows.

**Important: These tasks must be completed to avoid possible duplicate payments.** If you do not cancel payments scheduled to be paid on or after the 1st Action Date, these payments may still be processed.

### On or Before the 1st Action Date

**Cancel Existing Bill Payments.**

1. Choose **Tools > Online Center.**
2. Choose your institution from the Financial Institution drop-down list.
3. On the Payments tab, choose an account from which a payment is scheduled in the future.
4. In the payments status list, you will cancel payments for each payee with a status that is scheduled for delivery on a date. after the 1st Action Date. To do this, select the first payee and click **Cancel Payment**.
5. Repeat steps 3 & 4 for all payments that are scheduled for delivery after the 1st Action Date.
6. On the toolbar, click **Repeating**.
7. Choose a payment instruction and click **Delete**. Click **Delete** again in the confirmation window.
8. Repeat step 7 for each repeating payment you have with your financial institution.

### On or Before the 2nd Action Date

**Note:** This section only applies if your institution will support Bill Payments initiated from within Quicken Windows after the system change.

**Re-create Your Bill Payments.**

If you need help re-creating payments, choose **Help > Quicken Help**. Search for **Create an online Payment** and follow the instructions to create and transmit an online payment.

# Quicken Mac Bill Pay

Only complete these tasks if you currently initiate Direct Connect Bill Payments from within Quicken Mac.

**Important: These tasks must be completed to avoid possible duplicate payments.** If you do not cancel payments scheduled to be paid on or after the 1st Action Date, these payments may still be processed.

## On or Before the 1st Action Date

**Cancel Existing Bill Payments.**

1. Highlight a Bill Payment transaction on the account register.
2. While on the account register, choose **File > Print** to save your list of pending payments. You can use this when you re-create the bill payments and send these payments again.
3. Click **Edit** at the bottom of the account register window.
4. Click **Edit Details** below the highlighted transaction.
5. Click the Online Payment tab and choose **Cancel Payment**.
6. Repeat these steps for each outstanding Bill Payment you have scheduled with your financial institution.

## On or Before the 2nd Action Date

**Note:** This section only applies if your institution will support Bill Payments initiated from within Quicken Mac after the system change.

**Re-create Your Bill Payments.**

For assistance with re-creating payments, choose **Help** and search for **Adding online Bill Pay transactions**. Follow the instructions to create and transmit an online payment.