

QuickBooks Desktop Conversion Instructions

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

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

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

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IMPORTANT: If you currently use Direct Connect in QuickBooks 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.

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QuickBooks Windows Direct Connect

Before the 1st Action Date:

1. Backup QuickBooks Windows Data File & Update.
 - a. Choose **File > Back Up Company > Create Local Backup**.
 - b. Download the latest QuickBooks Update. Go to Help > Update QuickBooks Desktop.
2. Complete a final transaction download and match downloaded transactions.
 - a. Complete one 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. (required)

On or After the 2nd Action Date:

1. Deactivate online banking connection for accounts connected to financial institution that is requesting this change.
 - a. Choose **Lists** menu > **Chart of Accounts**.
 - b. Right-click on the first account you would like to deactivate and choose **Edit Account**.
 - c. Click the **Bank Feeds Settings** tab in the Edit Account window.
 - d. Select **Deactivate All Online Services** and click **Save & Close**.
 - e. Click **OK** for any alerts or messages that may appear with the deactivation.
 - f. Repeat steps for any additional accounts that apply.
2. Reconnect online banking connection for accounts that apply.
 - a. Choose **Lists** menu > **Chart of Accounts**.
 - b. Right-click on an account you would like to activate and choose **Edit Account**.
 - c. Select **Set Up Bank Feeds** on the bottom of the popup screen and select Yes in the dialog box that will appear.
 - d. Enter your institution's name in the search field and select Continue.
 - e. Enter your Direct Connect credentials. Direct Connect might require credentials that do not match your online banking credentials. Contact your financial institution if your login information does not work.
 - f. Ensure you associate the accounts to the appropriate accounts already listed in QuickBooks. Link to your existing accounts in the drop-down options labeled Select Existing or Create New.

Important: Do NOT select "Create New Account" unless you intend to add a new account to QuickBooks. If you are presented with accounts you do not want to track in this data file, choose **Do Not Add to QuickBooks**.
 - g. After all accounts have been matched, click **Next** and then click **Done**.

QuickBooks Mac Direct Connect

Before the 1st Action Date:

1. Backup QuickBooks Mac Data File & Update the Application.
 - a. Choose **File > Backup**.
 - b. Download the latest QuickBooks Update. Choose **QuickBooks > Check for QuickBooks 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. (required)

On or After the 2nd Action Date:

1. Deactivate online banking connection for accounts connected to financial institution that is requesting this change.
 - a. Choose **Lists > Chart of Accounts**.
 - b. Click the first account you would like to deactivate and choose **Edit > Edit Account**.
 - c. Choose **Online Settings** in the Edit Account window.
 - d. In the Online Account Information window, choose **Not Enabled** from the **Download Transactions** list and click **Save**.
 - e. Click **OK** for any alerts or messages that may appear with the deactivation.
 - f. Repeat steps for any additional accounts that apply.
2. Reconnect online banking connection for accounts that apply.
 - a. Choose **Banking > Online Banking Setup**.
 - b. Type your institution's name in the search field, then click **Next** and follow the instructions in the setup screen
 - c. Select **Yes, my account has been activated for QuickBooks Online Services** in the Online Banking Assistant window. Click **Next**.
 - d. Enter your Direct Connect credentials. Direct Connect might require credentials that do not match your online banking credentials. Contact your financial institution if your login information does not work.
 - e. For each account you wish to download into QuickBooks, click **Select** and **Account** to connect to your existing account's registers.
 - f. Click **Next**, and then click **Done**.
 - g. Repeat this step for each account that you have connected to this institution.

QuickBooks Windows Web Connect

Before the 1st Action Date:

1. Backup QuickBooks Windows Data File & Update.
 - a. Choose **File > Back Up Company > Create Local Backup**.
 - b. Download the latest QuickBooks Update. Choose **Help > Update QuickBooks Desktop**.
2. Complete a final transaction download and match downloaded transactions.
 - a. Complete one 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. (required)

On or After the 2nd Action Date:

1. Deactivate online banking connection for accounts connected to financial institution that is requesting this change.
 - a. Choose **Lists** menu > **Chart of Accounts**.
 - b. Right-click the first account you want to deactivate and choose **Edit Account**.
 - c. Click the **Bank Feeds Settings** tab in the Edit Account window.
 - d. Select **Deactivate All Online Services** and click **Save & Close**.
 - e. Click **OK** for any alerts or messages that may appear with the deactivation.
 - f. Repeat steps for any additional accounts that you need to deactivate.
2. Reconnect online banking connection for accounts that you deactivated.
 - a. Log in to your financial institution's online banking site and download your transactions to a QuickBooks (.qbo) file.

Note: Take note of your last successful upload. Duplicate transactions can occur if you have overlapping transaction dates in the new transaction download.
 - b. In QuickBooks, choose **File > Utilities > Import > Web Connect Files**. Locate your saved Web Connect file and select to import.
 - c. In the Select Bank Account dialog select **Use an existing QuickBooks account**.

Important: Do NOT select "Create a new QuickBooks account" unless you intend to add a new account to QuickBooks.
 - d. In the drop-down list, choose your QuickBooks account(s) and click **Continue**. Confirm by selecting **OK**.

QuickBooks Mac Web Connect

Before the 1st Action Date:

1. Backup your QuickBooks Mac data file & update the application.
 - a. Choose **File > Backup**.
 - b. Download the latest QuickBooks Update. Choose **QuickBooks > Check for QuickBooks 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. (required)

On or After the 2nd Action Date:

1. Deactivate online banking connection for accounts connected to the financial institution that is requesting this change.
 - a. Choose **Lists > Chart of Accounts**.
 - b. Select the first account you would like to deactivate and choose **Edit > Edit Account**.
 - c. Select **Online Settings** in the Edit Account window.
 - d. In the Online Account Information window, choose **Not Enabled** from the **Download Transactions** list and click **Save**.
 - e. Click **OK** for any dialog boxes that may appear with the deactivation.
 - f. Repeat steps for any additional accounts that apply.
2. Reconnect online banking connection for accounts that apply.
 - a. Log in to your financial institution's online banking site and download your transactions into to a QuickBooks (.qbo) file.

Important: Take note of your last successful upload. Duplicate transactions can occur if you have overlapping transaction dates in the new transaction download.
 - b. In QuickBooks, choose **File > Import > From Web Connect**. Use the import dialog to import your saved Web Connect file.
 - c. In the Account Association window, click **Select an Account** to choose the appropriate existing account register.

Important: Do NOT select "NEW" under the action column unless you intend to add a new account to QuickBooks.
 - d. Click **Continue** and **OK** for any dialog boxes that require action.

QuickBooks Windows Bill Pay

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

Before the 1st Action Date

Cancel Existing Bill Payments.

1. Open the Register of the account you made the payment from.
2. Choose **Company > Chart of Accounts**.
3. Double-click the proper account.
4. In the register, locate the transaction to be canceled.
5. Click the transaction to be deleted.
6. Choose **Edit > Cancel Payment**.

On or After the 2nd Action Date

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

Re-create Your Bill Payments.

If you need help re-creating payments, choose **Help > QuickBooks Help**. Search for **Pay a Vendor Online** and follow the instructions.

QuickBooks Online Conversion Instructions

As your financial institution completes its system conversion, you will need to modify your QuickBooks Online settings to ensure that your data connectivity transfers smoothly to the new system. This document contains instructions for both connectivity types (Express Web Connect and 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.

To navigate this document, just click the link below that matches your product connectivity:

Instructions for One-Step Update initiated from within QuickBooks Online

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

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QuickBooks Online Express Web Connect

On the 1st Action Date:

1. Complete a final transaction download.
2. Complete last transaction update before the change to get all of your transaction history up to date.
3. Accept all new transactions into the appropriate registers.

On the 2nd Action Date:

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

1. Select Banking from the left column.
2. Click the account you want to disconnect, then click the Pencil Icon on the corner of that account box.
3. Click Edit Account Info.
4. Check the box next to Disconnect this Account on Save.
5. Select Save and Close.
6. Repeat steps for any additional accounts that apply.

Complete 5 business days after 2nd Deadline Date:

1. Reconnect online banking connection for accounts that apply.
 - a. On the Banking page, click **Add Account** in the upper-right side of the screen.
 - b. Type your financial institution's name and choose the correct option from the results.
 - c. Enter your financial institution credentials and click **Continue**. Express Web Connect uses the same credentials you use for your institution's online banking.
 - d. Provide additional information, if requested.
 - e. Ensure you associate the accounts for your financial institution to the appropriate account already listed under Which accounts do you want to connect? Choose the matching accounts in the drop-down menu.

Important: Do NOT select "+Add New" unless you intend to add a new account to QuickBooks Online. If you are presented with accounts you do not want to track in this QuickBooks Online Company, Uncheck the box next to the Account Name.
 - f. After all accounts have been matched, click **Connect** and then click **Finish**.
2. Exclude Duplicate Transactions.
 - a. Select **Banking** from the left column.
 - b. In the For Review section, click the checkboxes for the transactions you want to exclude.
 - c. Choose **Batch Actions > Exclude Selected**.

QuickBooks Online Web Connect

On the 1st Action Date:

1. Complete a final transaction download.
2. Complete last transaction update before the change to get all of your transaction history up to date.
3. Accept all new transactions into the appropriate registers.

On the 2nd Action Date:

1. Disconnect online banking connection for accounts connected to financial institution that is requesting this change.
 - a. Select **Banking** from the left column.
 - b. Click on the account you would like to disconnect, then click the **Pencil** icon on the corner of that account box.
 - c. Click **Edit Account Info**.
 - d. Check the box next to **Disconnect this Account on Save**.
 - e. Click **Save and Close**.
 - f. Repeat steps for any additional accounts that apply.
2. Reconnect online banking connection for accounts that apply.
 - a. Download a Web Connect file (.qbo or .qfx) from your financial institution's online banking site.
 - b. In QuickBooks Online, choose **Banking** from the left column.
 - c. Click **File Upload** in the upper-right side of the screen and use the upload dialog to locate the Web Connect file you downloaded in step a.
 - d. Choose the appropriate account from the drop-down menu under **QuickBooks Account** and then click **Next**.

Important: Do NOT choose "+Add New" in the drop-down menu unless you intend to add a new account to QuickBooks Online.
 - e. When the import is finished, click **Let's go!**
 - f. Review the For Review tab on the Banking page to view what was downloaded.
 - g. Click **Next**, and then click **Done**.
 - h. Repeat this step for each account that you have connected to this institution.