

# QuickBooks Desktop Conversion Instructions

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Your QuickBooks settings will need to be modified to ensure that your data connectivity transfers smoothly to the upgraded online banking system. You can make these modifications when it's convenient for you **anytime May 21, 2024 or later**.

This document contains instructions for both Windows and Mac, and both connectivity types (Direct Connect and Web Connect).

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

Instructions for One-Step Update initiated from within QuickBooks

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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

### Back Up

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)

### Modify Connection

#### In Online Banking

1. Log into Online Banking.
2. Select **My Profile** on the bottom left of the screen and click **Settings**.
3. Under the General section, click **Security**.
4. Click **Manage** next to Direct Connect.
5. Allow the QuickBooks/Quicken connection within this page.

#### In QuickBooks

6. 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.
7. 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. If you receive an error, please log in to Online Banking and following the below steps.

## In Online Banking

8. Log into Online Banking.
9. Select **My Profile** on the bottom left of the screen and click **Settings**.
10. Under the General section, click **Security**.
11. Click **Manage** next to Direct Connect.
12. Allow the QuickBooks/Quicken connection within this page.
13. Navigate Back to QuickBooks

## In QuickBooks

14. Repeat step '7e' from above. You should not receive an error this time.
15. 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**.
16. Follow your regular process for importing new transactions.

## QuickBooks Mac Direct Connect

### Back Up

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)

### Modify Connection

#### In Online Banking

1. Log into Online Banking.
2. Select **My Profile** on the bottom left of the screen and click **Settings**.
3. Under the General section, click **Security**.
4. Click **Manage** next to Direct Connect.
5. Allow the QuickBooks/Quicken connection within this page.

## In QuickBooks

6. 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.
7. 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. If you receive an error, please log in to Online banking and following the below steps.

## In Online Banking

8. Log into Online Banking.
9. Select **My Profile** on the bottom left of the screen and click **Settings**.
10. Under the General section, click **Security**.
11. Click **Manage** next to Direct Connect.
12. Allow the QuickBooks/Quickken connection within this page.
13. Navigate Back to QuickBooks

## In QuickBooks

14. Repeat step '7d'. You should not receive an error this time.
15. For each account you wish to download into QuickBooks, click **Select** and **Account** to connect to your existing account's registers.
16. Click **Next**, and then click **Done**.
17. Repeat this step for each account that you have connected to this institution.
18. Follow your regular process for importing new transactions.

## QuickBooks Windows Web Connect

### Back Up

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)

### Modify Connection

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**.
3. Follow your regular process for importing new transactions.

## QuickBooks Mac Web Connect

### Back Up

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)

### Modify Connection

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.
3. Follow your regular process for importing new transactions.

## 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.

### In Online Banking

1. Log into Online Banking.
2. Select **My Profile** on the bottom left of the screen and click **Settings**.
3. Under the General section, click **Security**.
4. Click **Manage** next to Direct Connect.
5. Allow the QuickBooks/Quicken connection within this page.

### 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**.

### Re-create Your Bill Payments.

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

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