

# Quicken® Personal Finance Software for Windows® [Financial Institution A] Account Conversion Instructions

As [Financial Institution A] completes its system conversion to [Financial Institution B], you will need to modify your Quicken settings to ensure the smooth transition of your data. You will need your customer ID and password for [Financial Institution A] and [Financial Institution B] and to be able to log in to the [Financial Institution B] Web site. **This update is time sensitive and must be completed between [Beginning Date] and [End Date].**

It is important that you perform the following instructions exactly as described and in the order presented. If you do not, your online service may stop functioning properly. This conversion should take 15–30 minutes.

To see how your downloading experience will change after your account conversion, click [here](#).

**Note:** In the following screen shots, red icon numbers match step number instructions. All financial institution and register information is fictitious and for illustration only.



This detour symbol indicates section instructions that are for bill pay customers only. If you do *not* use Quicken to make online bill payments, then you can skip these sections or steps.



Throughout this guide, this symbol displays to indicate that there are optional FAQs.

## A.

### BACK UP YOUR CURRENT DATA (ALL customers)

1. Choose **File** menu → **Backup**.
2. In the Quicken Backup dialog, specify which file to back up and where you want the backup saved, and then click **OK**.

## B.

### UPDATE THE FINANCIAL INSTITUTION LIST (ALL customers)

Quicken 2010

1. Click the Update icon on the Quicken toolbar.
2. Uncheck all boxes → Update Now in the One Step Update Settings dialog.
3. If an update is available, Quicken will provide a description of the update and brief instructions for



receiving the update.

4. When the update is completed, close Quicken. Reopen Quicken.

Quicken 2008-2009

1. Open Quicken > Go to Online > One Step Update.
2. Uncheck all boxes → Update Now in the One Step Update Settings dialog.
3. If an update is available, Quicken will provide a description of the update and brief instructions for

receiving the update.

4. When the update is completed, close Quicken. Reopen Quicken.

## C.

### DELETE REPEATING ONLINE PAYMENTS (BILL PAY customers only)

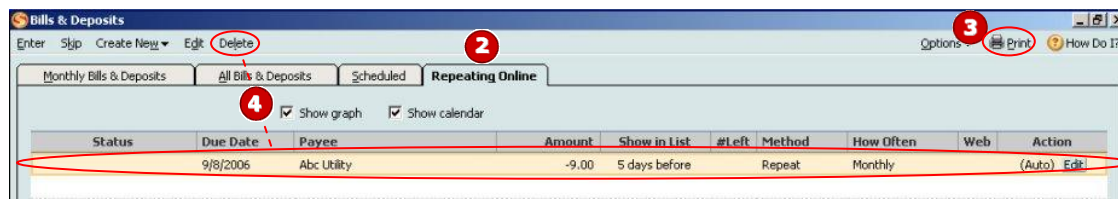
A repeating online payment is one that is made automatically by Quicken after you have sent one initial online payment instruction that specifies the payment amount, frequency, and delivery dates. After creation, your financial institution continues to send payments until you cancel the transaction or until it expires.



**BILL PAY ONLY:** If you do not use online bill payment, then skip to [section E](#).

**IMPORTANT:** Online bill payment no longer will be available after this conversion. Contact [\[Financial Institution B\]](#) to sign up for Web-based bill payment.

1. Choose **Cash Flow** menu → **Scheduled Transaction List**.



2. Click the **Repeating Online** tab. If the list is empty, then skip to [section D](#).
3. Click **Print** to save your list of repeating payments. (You'll use this information to make these payments later using another method.)
4. Click to highlight the first payment in the Name/Payee column, and click **Delete**. Click **Delete** again to confirm. The transaction Method changes from Repeat to Rept-Cancel.

Repeat step 4 for each additional repeating online payment.

5. Close the Bills & Deposits dialog when complete.

# D.

## DELETE PENDING ONLINE PAYMENTS (BILL PAY customers only)

A pending online payment is a single payment that is entered and sent; however, this payment has not been processed yet by your financial institution.



**BILL PAY ONLY:** If you do not use online bill payment, then skip to [section E](#).

**IMPORTANT:** Online bill payment no longer will be available after this conversion. Contact [\[Financial Institution B\]](#) to sign up for Web-based bill payment.

### 1. Choose **Online** menu → **Online Center**.

Payee	Amount	Next	Status	Processing	Delivery
ABC Utility	125.00		Scheduled for delivery on 8/15/2006		8/15/2006
Anytown Plumbing	12.00		Scheduled for delivery on 8/19/2006		8/19/2006
[new payment >]					

2. Select [\[Financial Institution A\]](#) from the **Financial Institution** drop-down list.

3. Click the **Payments** tab.

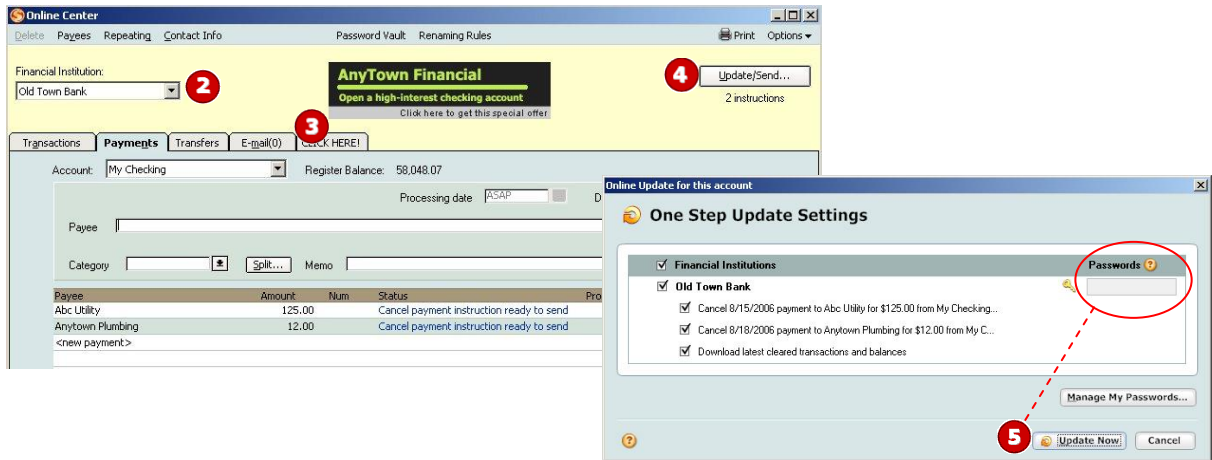
4. Click **Print** to save your list of pending payments. (You'll use this information to make these payments later using another method.)

5. You need to cancel payment for each Payee with a Status that is Scheduled for delivery on... a date after [\[Conversion Date\]](#). Select the first payee, and click **Cancel Payment**, and then click **Yes** to confirm. The Status column reflects this change by noting Cancel payment instruction ready to send.

Repeat step 5 for each payee with a pending payment after [\[Conversion Date\]](#).

## GET YOUR LATEST TRANSACTIONS FROM [FINANCIAL INSTITUTION A] (ALL customers)

### 1. Choose **Online** menu → **Online Center**.



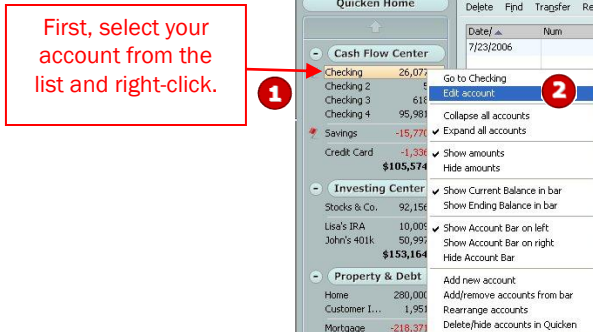
2. Select [\[Financial Institution A\]](#) from the **Financial Institution** drop-down list.
3. Click the **E-mail** tab and view any e-mails, if necessary.
4. Click **Update/Send....**
5. In the One Step Update Settings dialog, make sure that all items are checked. Enter your [\[Financial Institution A\]](#) password, and then click **Update Now**.
6. If new transactions display in the Online Update Summary window, then go to your Quicken account register and accept the transactions.

⚠ For help accepting transactions, choose **Help** menu → **Quicken Help**. In the Type in the word(s) to search for: prompt, enter **Accept downloaded transactions**.

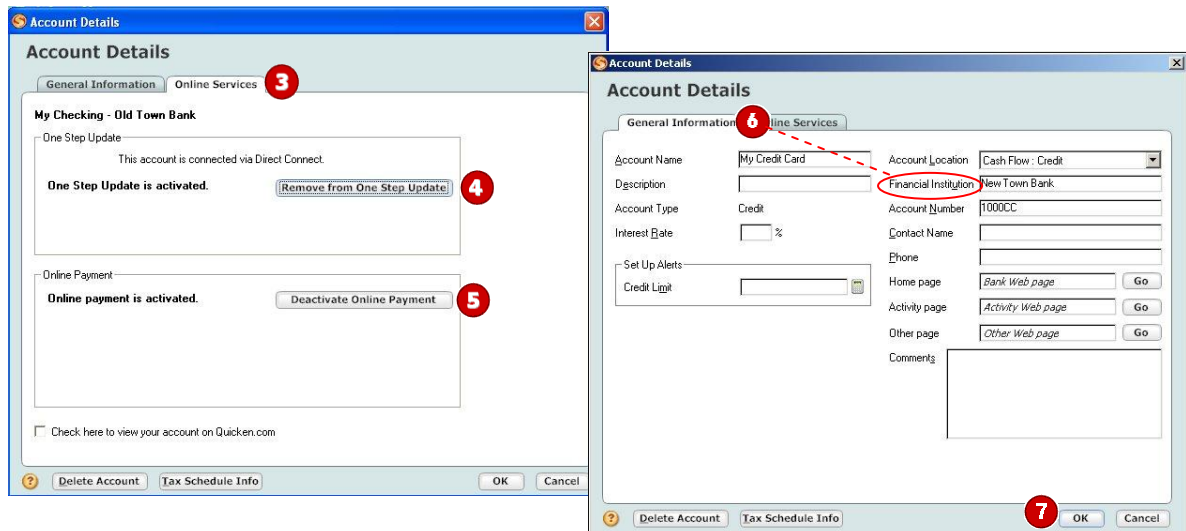
For assistance reconciling your account register, choose **Help** menu → **Quicken Help**. In the Type in the word(s) to search for: prompt, enter **Reconciling an account**.

## DEACTIVATE YOUR ACCOUNTS WITH [FINANCIAL INSTITUTION A] (ALL customers)

1. Right-click your [Financial Institution A] account from the list of accounts under Cash Flow Center.



2. Select **Edit account** from the drop-down list.



3. Click the **Online Services** tab.
4. Click **Remove from One Step Update** in the One Step Update area. Confirm the remaining prompts.
5. Click **Deactivate Online Payment** in the Online Payment area, if applicable. Confirm the remaining prompts.
6. Click the **General Information** tab. In the Financial Institution field, type [Financial Institution B].
7. Click **OK** to close the Account Details dialog.

Repeat steps **1** through **7** for each [Financial Institution A] account (such as checking, savings, credit cards, and brokerage). Verify that each account is deactivated by choosing **Tools** menu → **Account List**. As each online account is deactivated, the word **Activated** disappears for each account in the **Online Services** column.

## G.

### ACTIVATE YOUR ACCOUNTS WITH [FINANCIAL INSTITUTION B] (ALL customers)

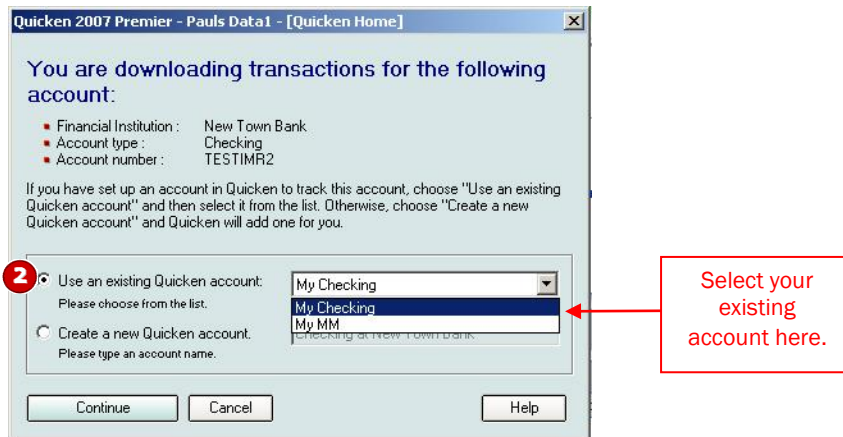
**IMPORTANT:** Complete section **G** on or after [Conversion Date].



1. Anytime on or after [Conversion Date], open a Web browser and log in to [Financial Institution B]'s Web site: [Financial\_Institution\_B online service Web address]. Download your transactions into Quicken.

**Important:** To avoid the possibility of creating duplicate records when downloading into Quicken, select a “from” date that does not include records previously downloaded from [Financial Institution A].

2. Click the **Use an existing Quicken account** radio button. In the corresponding drop-down list, select the Quicken account that you used for [Financial Institution A].



Repeat steps **1** and **2** for each account that you will use for online banking or investing with [Financial Institution B].

## H.

### AUTOMATING YOUR WEB CONNECT DOWNLOADS [OPTIONAL]

Express Web Connect provides the option of activating the One Step Update feature, which automates the downloading of Web Connect data. To activate the One Step Update feature, take either of these actions:

- If you see the **Activate One Step Update** prompt during the Web Connect download process, click **Yes**, and then click **Activate**.
- From Quicken, choose **Online** menu → **One Step Update**. In the dialog that displays, choose **Activate One Step Update** link next to [Financial Institution Name].

Once activated, you can choose **Online** menu → **One Step Update** to perform downloads.

**THANK YOU FOR MAKING THESE IMPORTANT CHANGES!**