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:

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

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.