

# Quicken Conversion Instructions

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As Community Bank 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 Community Bank.

**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

## 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 **Community Bank Bus** in the search field. You will see **DC**(direct connect) and **WC** ( web connect) select the appropriate one and click **Next**.
  - e. Enter your Community Bank customer ID and user ID together with no spaces (max of 22 characters. Exclude characters from your user ID to stay within characters. Ex. Customer Code = CommunityBK and User Code = BankingHappy becomes CommunityBKBankingHap for Web Connect and Direct Connect) then your password.  
**Important: If your credentials do not work, contact Community Bank at 866-764-8638 option 3 then option 3.**
  - 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 Community Bank.**

1. Click your account in the Accounts list on the left side.
2. Choose **Accounts > Settings**.
3. Select **Set up transaction download**.
4. Enter **Community Bank BUS** in the search field. You will see **DC** ( direct connect) select it and click **Continue**.
5. Enter your Community Bank customer ID and user ID together with no spaces (max of 22 characters. Exclude characters from your user ID to stay within characters. Ex. Customer Code = CommunityBK and User Code = BankingHappy becomes CommunityBKBankingHap for Web Connect and Direct Connect) then your password.
  - Express Web Connect uses the same credentials you use for your Community Bank online banking login.
  - Direct Connect might require credentials that do not match your online banking credentials.
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 **Community Bank**
  - 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 Community Bank

1. Select your account under the Accounts list on the left side.
2. Choose **Accounts > Settings**.
3. Select **Set up transaction download**.
4. Enter **Community Bank BUS** in the search field. You will see WC ( web connect) select it and click **Continue**.
5. Log into your **Community Bank** 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**.