QuickBooks for Windows Conversion Instructions

Direct Connect

Introduction

As ***Customers Bank*** completes its system conversion, you will need to modify your QuickBooks settings to ensure the smooth transition of your data. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your login credentials for Direct Connect.

> **NOTE:** Direct Connect may require registration. Please contact your financial institution to verify your Direct Connect login information.

You should perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This conversion should take 15–30 minutes.

Thank you for making these important changes!

Documentation and Procedures

Task 1: Conversion Preparation

1. Backup your data file. Go to **File**, then select **Back Up Company** > **Create Local Backup** and choose a location to save your QuickBooks file.

2. Download the latest QuickBooks Update. Go to **Help** > **Update QuickBooks Desktop**

> **IMPORTANT:** If multiple computers do not use the same QuickBooks data file, skip step 3. QuickBooks activities such as Online Banking cannot be performed in multi-user mode because of the way the activities interact with a company data file.

3. Switch to Single-user mode if you are currently in Multi-user mode. Go to **File** > **Switch to Single-user mode**

> **IMPORTANT:** If you are not using Classic Mode (Register Mode), enable it for the conversion. You can change it back after the conversion is complete.

4. Enable Classic Mode (Register Mode) if you are currently in Express Mode. Go to **Edit** > **Preferences** > Checking > **Company Preferences** > select **Classic Mode**

Task 2: *Optional task* - Complete a final download **no later than** *3/22/2020*

1. Choose **Banking** menu > **Bank Feeds** > **Bank Feeds Center**.
2. Choose *Customers Bank BB - New* from the Financial Institution dropdown.
3. Click **Send/Receive**.
4. Enter credentials (if required) and click OK.
5. Repeat steps for each account.

Task 3: Match Downloaded Transactions

If new transactions were received from your connection, accept all new transactions into the appropriate registers.

If you need assistance matching transactions, choose **Help menu > QuickBooks Help**. Search for **Matching Transactions** and follow the instructions.

Task 4: Disconnect Accounts in QuickBooks on or after *3/23/2020*

> **NOTE:** All transactions must be matched or added to the register prior to deactivating your account(s).

1. Choose **Lists** menu > **Chart of Accounts**.
2. Select the account you want to deactivate.
3. Choose **Edit** menu > **Edit Account**.
4. Click on the **Bank Feed Settings** tab in the **Edit Account** window.
5. Select **Deactivate All Online Services** and click **Save & Close**.

6. Click OK for any dialog boxes that may appear with the deactivation.

7. Repeat steps for each account to be disconnected.

Task 5: Reconnect Accounts to *Customers Bank Business* on or after *3/23/2020*

1. Choose **Banking** menu > **Bank Feeds** > **Set Up Bank Feed for an Account**.

2. Enter, then select *Customers Bank Business*. Click Next.

3. If prompted for connectivity type, select **Direct Connect**.

4. Link your bank accounts with the existing QuickBooks accounts and click **Connect**.

Task 6: Re-enable Express Mode (if necessary)

> **NOTE:** If you prefer Classic Mode (Register Mode), you are finished with your conversion. If you use Express Mode for online banking, you may now re-enable the mode.

To re-enable Express Mode register mode (Optional) Go to **Edit** > **Preferences** > Checking > **Company Preferences** > select **Express Mode**