

## Post-Conversion Issue Help Guide

### Issue 1:

#### **Duplicate transactions after completing reactivation**

*Specific steps/recommendations based on products are below:*

##### **Quicken**

**Note:** There is a preference that is available in Quicken for Windows, “Automatically add downloaded transactions to register”. If this preference is enabled, then customers will have to delete the transactions in the register.

- If the transactions have not been accepted to the register, they can be deleted one by one prior to accepting.
- If the transactions have already been accepted to the register, they can be deleted one by one, or **multiple transactions** can be deleted at one time. If there are too many transactions to delete, or the steps to delete multiple transactions is difficult for the customer; restore a backup file. (Important: If the backup was not made right before following the conversion instructions, do not restore one and manually delete the transactions.)

##### **Instructions:**

1. How To Edit and Delete Downloaded Investment Transactions
  - a. [Click Here for Detailed Instructions](#)
2. How do I void or delete a transaction in my account register?
  - a. [Click Here for Detailed Instructions](#)
3. I have duplicate transactions in my account register
  - a. [Click Here for Detailed Instructions](#)

## **QuickBooks**

- If the transactions have not been accepted to the register, they can be deleted one by one prior to accepting
- If the transactions have already been accepted to the register, restore a backup file and repeat the reactivation steps

### **Instructions:**

1. Remove/delete downloaded transactions that do not match the register in the Online Banking Center
  - a. [Click Here for Detailed Instructions](#)

## Issue 2:

### **Duplicate accounts after completing reactivation**

*Specific steps/recommendations based on products are below:*

#### **Quicken**

- First, confirm all accounts have been deactivated including hidden (Quicken)
- If they are, delete the duplicate account from the account list, and then repeat the reactivation steps

#### **Instructions:**

1. Prompted to Create New Account Instead of Using Existing Account for Online Services  
**Note:** if you have not added the account, follow this article
  - a. [Click Here for Detailed Instructions](#)
2. How To Hide an Account  
**Note:** Follow steps to unhide
  - a. [Click Here for Detailed Instructions](#)
3. Follow the deactivation steps to deactivate the mistakenly added account and any active account held with this financial institution (Instructions provided by your Financial Institution)
4. How To Delete an Account  
**Note:** If you have added the account, follow this article
  - a. [Click Here for Detailed Instructions](#)
5. Follow through the reactivation steps provided by the financial institution

#### **QuickBooks:**

- First, confirm all accounts have been deactivated including inactive (QuickBooks) accounts
- If they are remove/delete downloaded transactions that do not match the register in the Online Banking Center from the incorrect account
- Repeat the reactivation steps

**Instructions:**

1. Show hidden (inactive) entries in a list
  - a. [Click Here for Detailed Instructions](#)
2. Remove/delete downloaded transactions that do not match the register in the Online Banking Center

**Note:**

- This should be done for the account that was mistakenly added
  - This step must be followed to attempt to delete the account or ensure that these transactions are not included in any reporting
- a. [Click Here for Detailed Instructions](#)
3. Follow the deactivation steps to deactivate the mistakenly added account and any active account held with this financial institution (Instructions provided by your Financial Institution)
  4. Hide an account (or subaccount)

**Note:** this should be done for the account that was mistakenly added.

    - a. [Click Here for Detailed Instructions](#)
  5. Follow through the reactivation steps provided by the financial institution

## Issue 3

### **Activated the incorrect account during reactivation process**

*Specific steps/recommendations based on products are below:*

#### **Quicken**

- Open the account register for the account that was linked incorrectly.
  - If the transactions have not been accepted to the register, they can be deleted one by one prior to accepting. After deleting the downloaded transactions, deactivate the account then repeat the reactivation steps.
  - If the transactions have already been accepted to the register, restore a backup file. Ensure the customer selects the correct account to link to, when reactivating the account within the restored backup.

#### **Instructions:**

1. Transactions Go Into the Wrong Account after Downloading Them
  - a. [Click Here for Detailed Instructions](#)

#### **QuickBooks**

- Open the account register for the account that was linked incorrectly.
  - If the transactions have not been accepted to the register, they can be deleted one by one prior to accepting. After deleting the downloaded transactions, deactivate the account then repeat the reactivation steps.
  - If the transactions have already been accepted to the register, restore a backup file. Ensure the customer selects the correct account to link to, when reactivating the account within the restored backup.

#### **Instructions:**

1. Remove/delete downloaded transactions that do not match the register in the Online Banking Center
  - a. [Click Here for Detailed Instructions](#)
2. Follow through the deactivation/reactivate instructions provided by your financial institution.



# QuickBooks for Mac Conversion Instructions

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## Web Connect

### Introduction

As **[Financial Institution A]** completes its system conversion to **[Financial Institution B]**, 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 User ID and Password for each Financial Institution.

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

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#### Task 1: Conversion Preparation

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1. Backup your data file. For instructions to back up your data file, choose the **Help** menu and use the Search bar available at the top. Search for **Back Up** and follow the instructions on screen. The first time you do a backup, QuickBooks will guide you through setting backup preferences.
2. Download the latest QuickBooks Update. For instructions to download an update, choose **Help** menu and use the Search bar available at the top. Search for **Update QuickBooks**, select **Check for QuickBooks Updates** and follow the instructions.
3. Link your bank account with the existing QuickBooks account and click **Continue**.
4. Repeat steps for each account.

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#### Task 2: Match Downloaded Transactions

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

If you need assistance matching transactions, choose the **Help** menu and use the Search bar available at the top. Search for **Updating Your Register**, select the article with that name and follow the instructions.

**NOTE:** All transactions must be matched or added to the register prior disconnecting your accounts.

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**Task 3:** Disconnect Accounts at *[Financial Institution A]* on or after *[Enter Date]*

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1. Choose **Lists** menu > **Chart of Accounts**.
2. Select the account you want to deactivate.
3. Choose **Edit** menu > **Edit Account**.
4. In the **Edit Account** window, click the **Online Settings** button.
5. In the **Online Account Information** window, choose **Not Enabled** from the **Download Transaction** list and click **Save**.
6. Click **OK** for any dialog boxes that may appear with the deactivation.
7. Repeat steps for each account to be disconnected.

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**Task 4:** Reconnect Accounts to *[Financial Institution B]* on or after *[Enter Date]*

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1. Log in to *[Financial Institution B URL]* and download your QuickBooks Web Connect File.

**NOTE:** 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.

2. Click File > Import > From Web Connect.
3. If prompted for connectivity type, select Web Connect.
4. The **Account Association** window displays during setup. For each account you wish to download into QuickBooks, click **Select an Account** to choose the appropriate existing account register.

**IMPORTANT:** Do NOT select "New" under the action column.

5. Click **Continue**.
6. Click **OK** to any informational prompts.
7. Add or match all downloaded transactions in the **Downloaded Transactions** window.

8. Repeat steps for each account to be reconnected.



# QuickBooks for Windows Conversion Instructions

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## Web Connect

### Introduction

As **[Financial Institution A]** completes its system conversion to **[Financial Institution B]**, 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 User ID and Password for each Financial Institution.

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

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#### Task 1: Conversion Preparation

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1. Backup your data file. For instructions to back up your data file, choose **Help** menu > **QuickBooks Help**. Search for **Back Up** and follow the instructions.
2. Download the latest QuickBooks Update. For instructions to download an update, choose **Help** menu > **QuickBooks Help**. Search for **Update QuickBooks**, then select **Update QuickBooks** and follow the instructions.

**NOTE:** 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. For instructions to switch to single user mode, choose **Help** menu > **QuickBooks Help**. Search for **Switch to Single User Mode** and follow the instructions.

**NOTE:** 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).
5. For instructions to enable Classic Mode (Register Mode), choose **Help menu > QuickBooks Help**. Search for **Banking Feed Modes**, select **Bank Feeds Modes overview**, scroll down, and follow the instructions.

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**Task 2: Match Downloaded Transactions**

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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.

**NOTE:** All transactions must be matched or added to the register prior to disconnecting your accounts.

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**Task 3: Disconnect Accounts at *[Financial Institution A]* on or after *[Enter Date]***

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1. Choose the **Lists** menu > **Chart of Accounts**.
2. Select the account you want to deactivate.
3. Click **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.

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**Task 4:** Reconnect Accounts to *[Financial Institution B]* on or after *[Enter Date]*

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1. Log in to *[Financial Institution B URL]* and download your QuickBooks Web Connect file.
2. Click **File > Utilities > Import > Web Connect Files**.

**NOTE:** 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.

3. If prompted for connectivity type, select **Web Connect**.
4. Click the **Import new transactions now** radio button, then click **OK**.

**NOTE:** If you previously removed the check from the "Always give me the option of saving to a file..." option, then this dialog will not display.

5. In the **Select Bank Account** dialog, click **Use an existing QuickBooks** account.
6. In the corresponding drop-down list, select your QuickBooks account, and click **Continue**.
7. Confirm the prompt by clicking **OK**.
8. Repeat steps for each account to be reconnected.

**IMPORTANT:** Verify that all transactions downloaded successfully into your account registers.

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**Task 5:** Re-enable Express Mode (if necessary)

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**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.

For instructions to enable Express Mode, choose **Help > QuickBooks Help**. Search for **Banking Feed Modes**, then select **Bank Feed Modes overview**, and follow the instructions.



# Quicken for Mac 2015-2017 Conversion Instructions

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## *Express Web Connect*

### Introduction

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. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your User ID and Password for each Financial Institution.

**NOTE:** Quicken Express Web Connect uses the same User ID and Password as your financial institution's website.

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

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#### **Task 1:** Conversion Preparation

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1. Backup your data file. For instructions to back up your data file, choose **Help** menu > **Search**. Search for **Backing Up**, select **Backing up data files**, and follow the instructions.

2. Download the latest Quicken Update. For instructions to download an update, choose **Help** menu > **Search**. Search for **Updates**, select “Check for Updates,” and follow the instructions.

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**Task 2:** Disconnect Accounts at **[Financial Institution A]** on or after **[Enter Date]**

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1. Select your account under the **Accounts** list on the left side.
2. Choose **Accounts** menu > **Settings**.
3. Select **Troubleshooting** > **Deactivate Downloads**.
4. Repeat steps for each account to be disconnected.

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**Task 3:** Reconnect Accounts to **[Financial Institution B]** on or after **[Enter Date]**

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1. Select your account under the **Accounts** list on the left side.
2. Choose **Accounts** menu > **Settings**.
3. Select **Set up transaction download**.
4. Enter **[Financial Institution B]** in the **Search** field, select the name in the **Results** list and click **Continue**.
5. Enter your **User Id** and **Password** and click **Continue**.
6. If the bank requires extra information, enter it to continue.

**NOTE:** Select “Express Web Connect” or “Quicken 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, select “**Link**” to pick your existing account.

**IMPORTANT:** Do **NOT** select “**ADD**” under the action column.

8. Select **Finish**.



# Quicken for Mac 2015-2017 Conversion Instructions

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*Express Web Connect to Web Connect*

## Introduction

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. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your User ID and Password for each Financial Institution.

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

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### Task 1: Conversion Preparation

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1. Backup your data file. For instructions to back up your data file, choose **Help** menu > **Search**. Search for **Backing Up**, select **Backing up data files**, and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose **Help** menu > **Search**. Search for **Updates**, select "Check for Updates," and follow the instructions.

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**Task 2:** Disconnect Accounts at *[Financial Institution A]* on or after *[Enter Date]*

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1. Select your account under the **Accounts** list on the left side.
2. Choose **Accounts** menu > **Settings**.
3. Select **Troubleshooting** > **Deactivate Downloads**.
4. Repeat steps for each account to be disconnected.

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**Task 3:** Reconnect Accounts to *[Financial Institution B]* on or after *[Enter Date]*

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1. Select your account under the **Accounts** list on the left side.
2. Choose **Accounts** menu > **Settings**.
3. Select Set up transaction download.
4. Enter *[Financial Institution B]* in the **Search** field, select the name in the **Results** list and click **Continue**.
5. Log in to *[Financial Institution B URL]*. **Download** a file of your transactions to your computer.

**NOTE:** 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 **Drop download file**.

**NOTE:** Select "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, select "**Link**" to pick your existing account.

**IMPORTANT:** Do **NOT** select "**ADD**" under the action column unless you intend to add a new account to Quicken.

8. Click **Finish**.
9. Repeat steps for each account to be reconnected.



# Quicken for Mac 2015-2017 Conversion Instructions

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## *Web Connect*

### Introduction

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. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your User ID and Password for each Financial Institution.

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

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#### **Task 1:** Conversion Preparation

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1. Backup your data file. For instructions to back up your data file, choose **Help** menu > **Search**. Search for **Backing Up**, select **Backing up data files**, and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose **Help** menu > **Search**. Search for **Updates**, select "Check for Updates," and follow the instructions.

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**Task 2:** Connect Accounts at *[Financial Institution B]* on or after *[Enter Date]*

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1. Select your account under the **Accounts** list on the left side.
2. Choose **Accounts** menu > **Settings**.
3. Select Set up transaction download.
4. Enter *[Financial Institution B]* in the **Search** field, select the name in the **Results** list and click **Continue**.
5. Log in to *[Financial Institution B URL]*. **Download** a file of your transactions to your computer.

**NOTE:** 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 **Drop download file**.

**NOTE:** Select "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, select "**Link**" to pick your existing account.

**IMPORTANT:** Do **NOT** select "**ADD**" under the action column unless you intend to add a new account to Quicken.

8. Click **Finish**.
9. Repeat steps for each account to be connected.



# Quicken for Windows Conversion Instructions

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## *Express Web Connect*

### Introduction

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. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your User ID and Password for each Financial Institution.

**NOTE:** **Express Web Connect** uses the same User ID and Password as your financial institution's website.

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

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#### **Task 1:** Conversion Preparation

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1. Backup your data file. For instructions to back up your data file, choose **Help** menu > **Quicken Help**. Search for **Backup Data File** and follow the instructions.

2. Download the latest Quicken Update. For instructions to download an update, choose **Help** menu > **Quicken Help**. Search for *Update Software* and follow the instructions.

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**Task 2:** Disconnect Accounts at *[Financial Institution A]* on or after *[Enter Date]*

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1. Choose **Tools** menu > **Account List**.
2. Click the **Edit** button of the account you want to deactivate.
3. In the **Account Details** dialog, click on the **Online Services** tab.
4. Click **Deactivate**. Follow the prompts to confirm the deactivation.
5. Click on the **General** tab.
6. Remove the financial institution name and account number. Click **OK** to close the window.
7. Repeat steps for each account to be disconnected.

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**Task 3:** Reconnect Accounts to *[Financial Institution B]* on or after *[Enter Date]*

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1. Choose **Tools** menu > **Account List**.
2. Click the **Edit** button of the account you want to activate.
3. In the **Account Details** dialog, click the **Online Services** tab.
4. Click **Set up Now**.
5. Use **Advanced Setup** to activate your account.
6. Enter *[Financial Institution B]* in the search field, select the name in the list and click **Next**.
7. If presented with the Select Connection Method screen, select **Express Web Connect**.
8. Enter your **User ID** and **Password**. Click **Connect**.

**NOTE:** You may be presented with a security question from your Financial Institutions prior to receiving your accounts.

9. Ensure you associate the account to the appropriate account already listed in Quicken. You will want to select **Link to an existing account** and select the matching accounts in the drop-down menu.

**IMPORTANT:** Do **NOT** select **Add to Quicken** 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, select **Ignore – Don't Download into Quicken**.

10. After all accounts have been matched, click **Next**. You will receive confirmation that your accounts have been added.

11. Click **Done** or **Finish**.



# Quicken for Windows Conversion Instructions

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*Express Web Connect to Web Connect*

## Introduction

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. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your User ID and Password for each Financial Institution.

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

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### Task 1: Conversion Preparation

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1. Back up your data file. For instructions to back up your data file, choose **Help** menu > **Quicken Help**. Search for **Backup Data File** and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose **Help** menu > **Quicken Help**. Search for **Update Software** and follow the instructions.

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**Task 2:** Disconnect Accounts at *[Financial Institution A]* on or after *[Enter Date]*

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1. Choose **Tools** menu > **Account List**.
2. Click the **Edit** button of the account you want to deactivate.
3. In the **Account Details** dialog, click on the **Online Services** tab.
4. Click **Deactivate** Follow the prompts to confirm the deactivation.
5. Click on the **General** tab.
6. Remove the financial institution name and account number. Click **OK** to close the window.
7. Repeat steps for each account to be disconnected.

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**Task 3:** Reconnect Accounts to *[Financial Institution B]* on or after *[Enter Date]*

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1. Download your Quicken Web Connect file from *[Financial Institution B URL]*.

**NOTE:** Take note of the date you last had a successful connection in your Quicken account. If you have overlapping dates in the Web Connect download, you may end up with duplicate transactions.

2. Click **File > File Import > Web Connect File**. Locate and select the Web Connect file to import.
3. **Import Downloaded Transactions** window opens: Select **Link to an existing account** and choose the matching account in the drop-down menu. Associate the imported transactions to the correct account listed in Quicken.

**IMPORTANT:** Do **NOT** select **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, select **Ignore – Don't Download into Quicken** or click the **Cancel** button.

4. Repeat steps for each account to be reconnected.



# Quicken for Windows Conversion Instructions

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## *Web Connect*

### Introduction

As **River Bank Stoddard** completes its system conversion, you will need to modify your Quicken 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 User ID and Password for each Financial Institution.

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

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#### **Task 1:** Conversion Preparation

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1. Backup your data file. For instructions to back up your data file, choose **Help** menu > **Search**. Search for ***Backing Up Your Data*** and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose **Help** menu > **Search**. Search for ***Update Software*** and follow the instructions.

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**Task 2:** Disconnect Accounts at *River Bank Stoddard* on or after **8/21/2017**

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1. Choose **Tools** menu > **Account List**.
2. Click the **Edit** button of the account you want to deactivate.
3. In the **Account Details** dialog, click on the **Online Services** tab.
4. Click **Deactivate**. Follow the prompts to confirm the deactivation.
5. Click on the **General** tab.
6. Remove the financial institution name and account number. Click **OK** to close the window.
7. Repeat steps for each account to be disconnected.

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**Task 3:** Reconnect Accounts to *River Bank Stoddard* on or after **8/21/2017**

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1. Download your Quicken Web Connect file from <https://www.riverbank.biz>

**NOTE:** Take note of the date you last had a successful connection in your Quicken account. If you have overlapping dates in the Web Connect download, you may end up with duplicate transactions.

2. Click **File > File Import > Web Connect File**. Locate and select the Web Connect file to import.
3. **Import Downloaded Transactions** window opens: Select **Link to an existing account** and choose the matching account in the drop-down menu. Associate the imported transactions to the correct account listed in Quicken.

**IMPORTANT:**

Do **NOT** select **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, select **Ignore – Don't Download into Quicken** or click the **Cancel** button.

4. Repeat steps for each account to be reconnected.