Cash Management
Quicken for Mac
Conversion Instructions

Web Connect to Direct Connect
Express Web Connect to Direct Connect
Direct Connect to Direct Connect

Introduction

As **Happy State Bank** completes its system conversion to join the **Centennial Bank** family**,** 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 Happy State Bank, Centennial Bank Cash Management at https://online.my100bank.com/CM/bankonline.

NOTE:	Direct Connect may require registration. Please contact Cash Management at **844-213-5198** or **CEN-CMOperations@my100bank.com** for Direct Connect login information. Registration must be complete before Task 5 below.

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. 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.

Task 2: Disconnect Accounts at *Happy State Bank* on or after *June 13th, 2022*

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*.*

Task 3: Activate Direct Connect and Sub-Users *on or after June 13th, 2022*

> **IMPORTANT:** If you have not already contacted Cash Management to register your company, please contact them at **844-213-5198** or **CEN-CMOperations@my100bank.com***.* This must be done before continuing.

If you do not have any Sub-Users to activate, skip these steps and go to Task 6.

1. The CM Super User must log into Cash Management at https://online.my100bank.com/CM/bankonline

1. Choose **Maintenance** menu > **User Maint**.

2. Select the appropriate user and choose **Get User**.

3. Check the box associated with *Enable user for Direct Connect*

Task 4: Reconnect Accounts to *Happy State Bank*, *Centennial Bank Cash Management* on or after *June 13, 2022*

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 *Centennial Bank-my100bank.com* in the **Search** field, select the institution name in the **Results** list and click **Continue**.

5. Enter your Direct Connect **User Id** and **Password** and click **Continue**.

6. If the bank requires extra information, enter it to continue.

> **NOTE:**   Select "Direct Connect" for the "Connection Type" if prompted.

7. In the "**Accounts Found**" screen, 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. Select **Finish**.

> **NOTE:**   Upon your first download, you may experience duplication of transactions. Please see the Post-Conversion Issue Help Guide below to learn the best way to resolve this as well as other potential issues.

Post-Conversion Issue Help Guide

Issue 1: Duplicate transactions after completing reactivation

What you may be experiencing:

-   Duplicate transactions,
-   Register is out of balance, and/or
-   Quicken wants you to add an adjustment during reconciliation.

How to resolve this:

•   If the transactions have not been accepted to the register, they can be deleted one be 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; restore a backup file.
   Important: If the backup was not created right before following the conversion instructions, do not restore one and manually delete the transactions.

Links to Detailed 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

Issue 2: Duplicate accounts after completing reactivation

What you may be experiencing:

- You're unable to link to an existing account, and
- You're only given the choice to add a new account.

How to resolve this:

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

Links to Detailed 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

Issue 3: Activated the incorrect account during reactivation process

***What you* may be experiencing:**

- Transactions are downloading into the incorrect account

How to resolve this:

- Open the account register for the account that was linked incorrectly.
  - o 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.
  - o 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.

Link to Detailed Instructions:

1. Transactions Go Into the Wrong Account after Downloading Them
   a. Click Here for Detailed Instructions