

# Online Banking QuickBooks for Mac Conversion Instructions

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*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 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 **new** User ID and Password for HappyBank.com.

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 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.

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

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**NOTE:** All transactions must be matched or added to the register prior to the deactivating of 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. In the Edit Account window, click **Online Settings**.
5. In the Online Account Information window, choose **Not Enabled** from the **Download Transactions** 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 3:** Activate Direct Connect *on or after June 13, 2022*

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1. Log into Online Banking at <https://online.my100bank.com/IB/bankonline>
1. Choose **Profile** menu > **Edit Profile**.
2. Check the box associated with **Allow access from Direct Connect services**

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**Task 4:** Reconnect Accounts to **Happy State Bank, a division of Centennial Bank** on or after **June 13, 2022**

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1. Choose **Banking** menu > **Online Banking Setup**.
2. Enter, then select **Centennial Bank-my100bank.com** from the **Financial Institution** list. Click **Next**.
3. Follow the instructions in the wizard. If prompted for connectivity type, select **Direct Connect**.
4. The Online Banking Assistant window displays during setup. Select **Yes, my account has been activated for QuickBooks online services**, then click **Next**.
5. Enter credentials and click **Sign In**.
6. For each account you wish to download into QuickBooks, click Select an Account to connect to the appropriate existing account register.

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

7. Click **Next**, then **Done**.
8. Add or match all downloaded transactions in the Downloaded Transactions window.

**NOTE:** Upon your first download from Centennial Bank, 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

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### Issue 1: Duplicate transactions after completing reactivation

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

- Duplicate transactions,
- Register is out of balance, and/or
- QuickBooks 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 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; 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.

### 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

### **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.
  - 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.