

Online Banking QuickBooks for Windows 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 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!



This detour symbol indicates instructions in a Task specifically for **Bill Pay within QuickBooks**. If you do **not** use QuickBooks to make online bill payments, skip that Task.

Documentation and Procedures

Task 1: Conversion Preparation

1. Back up 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.

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

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

Task 2: Cancel Outstanding Payments



If you are **not** a Bill Pay user within QuickBooks, skip this Task.

IMPORTANT: This Task must be completed to avoid possible duplicate payment. If you do not cancel payments scheduled to be paid on or after **June 13th, 2022**, these payments may still be processed.

1. Open the Register of the account you made the payment from.
2. Click **Company** > Chart of Accounts.
3. Double-click the account to use.
4. In the register, locate the transaction you want to cancel.
5. Click the transaction to select it.
6. Go to **Edit** menu and then click **Cancel Payment**.

The cancellation appears in the Items to Send list of the Online Banking Center (Bank Feeds Center). When you send and receive transactions, it is sent to the financial institution.

NOTE: If all outstanding payments are not cancelled before June 13th, 2022 and you need assistance deleting them, please visit: <https://community.intuit.com/questions/1052865-how-do-i-void-delete-a-payment-client-made-in-quickbooks>

Task 3: Disconnect Accounts at **Happy State Bank – Business** on or after **June 13, 2022**

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 4: Activate Direct Connect *on or after June 13, 2022*

1. Log into Online Banking at HappyBank.com
1. Choose **Profile** menu > **Edit Profile**.
2. Check the box associated with **Allow access from Direct Connect services**

Task 5: Reconnect Accounts to **Happy State Bank, a division of Centennial Bank** on or after **June 13, 2022**

1. Choose **Banking** menu > **Bank Feeds** > **Set Up Bank Feed for an Account**.
2. Enter, then select **Centennial Bank-my100bank.com**. Click Next.
3. If prompted for connectivity type, select **Direct Connect**.
4. Link your bank accounts with the existing QuickBooks accounts and click **Connect**.

NOTE: Upon your first download from Centennial Bank, you will 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.

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.

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.

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.