

Online Banking 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 **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 Quicken**. If you do **not** use Quicken to make bill payments, skip that Task.

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.
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Task 2: Cancel Outstanding Payments *before Task 3*



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

IMPORTANT: This Task must be completed to avoid possible duplicate payment. If you do not cancel payments scheduled to be paid *before Task 3*, these payments may be processed twice.

1. Highlight a Bill Payment transaction on the account register.

NOTE: While on the account register, go to **File** > **Print** to save your list of pending payments. You can use this when you recreate and send these payments later.

2. Click on the **Edit** button located on the action bar at the bottom of the account register window.
3. Click on the **Edit Details** tab located below the highlighted transaction.
4. Click on the **Online Payment** tab.
5. Click on **Cancel Payment**.
6. Repeat steps for each outstanding payment transaction you have with your financial institution.

NOTE: If all outstanding payments are not cancelled before Task 3 and you need assistance deleting them, please visit <https://www.quicken.com/support/cannot-delete-online-payment-or-payee>.

Task 3: 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 4: Activate Direct Connect *on or after June 13th, 2022*

1. Log into Online Banking at <https://online.my100bank.com/IB/bankonline>
2. Choose **Profile** menu > **Edit Profile**.
3. 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 13th, 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 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.

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 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.*

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.
 - 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.

Link to Detailed Instructions:

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