

# Online Banking Quicken for Windows 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 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 online bill payments, skip that Task.

## 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: Cancel Outstanding Payments *before Task 3*

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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. Choose **Tools** menu > **Online Center**.
2. Select **Happy State Bank** from the **Financial Institution** drop-down list.
3. On the **Payments** tab, select an account from which a payment is scheduled in the future.

**NOTE:** Click **Print** to save your list of pending payments. You can use this when you recreate and send these payments later.

4. In the payment status list, you will cancel payments for each payee with a status that is scheduled for delivery **on or after June 13<sup>th</sup>, 2022**. To do this, select the first payee and click **Cancel Payment**.
5. Perform steps 3 & 4 for all payments scheduled for delivery **on or after June 13<sup>th</sup>, 2022**.
6. Select a payment instruction and click **Delete**. You will need to click **Delete** again in a confirmation window.
7. Repeat step 7 for each repeating payment instruction you have with your financial institution.

**NOTE:** If all outstanding payments are not cancelled 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 13<sup>th</sup>, 2022**

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1. Choose **Tools** menu > **Account List**.
2. Click the **Edit** button of the account you intend to deactivate.

3. In the **Account Details** dialog, click on the **Online Services** tab.
4. Click on **Deactivate** or **Deactivate Online Payment** (only available if you use bill pay services). 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 you are disconnecting.

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**Task 4: Activate Direct Connect *on or after June 13<sup>th</sup>, 2022***

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

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

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1. From Quicken, 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 **Centennial Bank-my100bank.com** in the search field, select the name in the list and click **Next**.
7. If presented with the Select Connection Method screen, select **Direct Connect**.
8. Type your Direct Connect **User ID** and **Password** and click **Connect**.
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.
10. Do NOT choose **Add to Quicken** unless you want to add a new account to Quicken. If you are presented with accounts you do not want to track in this data file, choose **Ignore – Don't Download into Quicken**.
11. After all accounts have been matched, click **Next**. You will receive confirmation that your accounts have been added.
12. Click **Done** or **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

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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
- 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](#)