



Quicken Conversion Steps

New Fremont Federal Online Banking System

As **Fremont Federal Credit Union** completes its internet banking upgrade, you will need to modify your Quicken settings to ensure the smooth transition of your data. To complete these instructions, you will need your login credentials for the **Fremont Federal Credit Union** website.

It is important that you perform the following instructions exactly as described and in the order presented. If you do not, your service may stop functioning properly. This conversion should take 15–30 minutes.

This update is time sensitive and can be completed on or after **10/15/2014**.

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Quicken for Windows Conversion Instructions

Quicken for Windows 2012–2014

Web Connect

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 Your Data* and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose **Help** menu > **Search**. Search for *Checking for Updates to Quicken* and follow the instructions.

Task 2: Deactivate Your Account(s) At Fremont Federal Credit Union

1. Choose **Tools** menu > **Account List**.
2. Click the **Edit** or **Edit Details** button of the account you want to deactivate.
3. In the **Account Details** dialog, click on the **Online Services** tab.
4. Click **Deactivate** or **Remove from One Step Update**. Follow the prompts to confirm the deactivation.

NOTE: The name of the buttons referenced above may vary depending on the services and the version of Quicken you are using.

5. Click on the **General** or **General Information** tab. Remove the **Account Number**.
6. Remove the name of the **Financial Institution**. Click **OK** to close the window.
7. Repeat steps 2–6 for each account at *Fremont Federal Credit Union*.

Task 3: Re-activate Your Account(s) at Fremont Federal Credit Union

1. Log in to *Fremont Federal Credit Union* web site at <https://www.fremontfcu.com>.

2. Download and import your transactions to Quicken.
3. Ensure you associate the account to the appropriate account already listed in Quicken. You will want to select **Link** to an existing account or **Use an Existing** Quicken account and select the matching account in the drop-down menu.

IMPORTANT: Do **NOT** select **Create a new account** or **Create a new Quicken account**. If you are presented with accounts you do not want to track in this data file, select **Ignore – Don't Download into Quicken** or click the **Cancel** button.

4. Repeat steps 2 – 3 for all of your accounts

IMPORTANT: Optional Steps for --- One Step Update or Express Web Connect can be activated on or after **10/15/2014**

Task 4: Re-activate Your Account(s) at Fremont Federal Credit Union

1. Open the account register that you want to enable for online account access.
2. Choose **Account Actions** menu > **Set Up Online**.
3. Enter **Fremont Federal Credit Union** and click **Next**.
4. Type your **User ID** and **Password**. Click **Connect**.

NOTE: You may be presented with a security question from your Financial Institutions prior to receiving your accounts.

5. Ensure you associate the account to the appropriate account already listed in Quicken. You will want to select **Link** or **Exists in Quicken** and select the matching accounts in the drop-down menu.

IMPORTANT: Do **NOT** select **New** or **Add In Quicken**. If you are presented with accounts you do not want to track in this data file, select **Ignore – Don't Download into Quicken**.

6. After all accounts have been matched, click **Next**.
You will receive confirmation that your account(s) have been added.
7. Click **Done** or **Finish**.

Quicken Essentials for Mac Conversion Instructions

Quicken Essentials for Mac 2010

Web Connect

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: Connect to Fremont Federal Credit Union

1. Select your account under the "**Accounts**" list on the left side.
2. Choose **Accounts** menu > **Update Selected Online Account**.
3. Repeat this step for each account (such as checking, savings, credit cards, and brokerage) that you use for online banking or investing.

Task 3: Deactivate Your Account(s) At Fremont Federal Credit Union

1. Select your account under the "**Accounts**" list on the left side.
2. Choose **Accounts** menu > **Settings**.
3. Remove the checkmark from "**I want to download transactions**".
4. Click **Save**.
5. Click **Continue** when asked to confirm this deactivation.
6. Repeat steps 2 – 5 for each account at *Fremont Federal Credit Union*.

Task 4: Re-activate Your Account(s) at Fremont Federal Credit Union

1. Select your account under the **Accounts** list on the left side.
2. Choose **Accounts** menu > **Update Selected Online Account**.
3. Click **List** menu > Select *Fremont Federal Credit Union*.

4. Click **Continue**.

NOTE: Select "Quicken Connect" for the "Connection Type" if prompted.

5. Enter your Login Credentials for ***Fremont Federal Credit Union***.

6. Click **Continue**.

7. In the "Choose your Accounts" screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under the **Action** column, select your existing account, and each additional account you wish to download into Quicken Essentials.

IMPORTANT: Do **NOT** select "**ADD**" under the action column.

8. Click **Continue**.

Thank you for making these important changes!

Post-Conversion FAQ

Duplicate transactions after completing reactivation

This is usually caused by (1) the customer overlapping the date range when importing the Web Connect file, or (2) Direct Connect downloads a set number of days when linking to a new or existing account. Depending on the number of duplicate transactions imported, the best solution may be to restore the backup file created earlier in the conversion process. If there are not many transactions, they can be deleted prior to, or after accepting them to the register.

What you will hear from the customer:

The most common remark will be that there are duplicate transactions. Some customers may say their register is out of balance or that they are being asked to add an adjustment during reconciliation.

Specific steps/recommendations based on products are below:

Quicken for Windows

Note: This can also be caused by a preference that is available in Quicken for Windows, "Automatically add downloaded transactions to register". This step has been included in the conversion document, but may have been overlooked by the customer.

- 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 for the customer; restore a backup file. And following the steps to deactivate and reactivate.

Express Web Connect only: Duplicate transactions may occur due to the 90 day look back when downloading transactions. These transactions need to be manually deleted from the register. They can be deleted one by one, or **multiple transactions** can be deleted at one time.

Quicken for Mac

- 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 from the register. If there are too many transactions to delete, restore a backup file. Ensure the customer selects the correct date range when importing the Web Connect file to the restored backup.

Quicken Connect only: Duplicate transactions may occur due to the 5 day look back when downloading transactions. These transactions need to be manually deleted from the register. They can only be deleted one by one

QuickBooks for Windows or Mac

- 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, restore a backup file. Ensure the customer selects the correct date range when importing the Web Connect file to the restored backup.

Duplicate accounts after completing reactivation

There are two main reasons for this issue. The customer has selected “Create a new account” when importing the Web Connect file, or they were unable to find their account in the drop down menu and created a new account anyway. *If the account is not deactivated, it will not appear in the drop down menu.*

- First, confirm all accounts have been deactivated including hidden (Quicken), or inactive (QuickBooks) accounts.
- If they are, delete the duplicate account from the account list, then import the Web Connect file ensuring the customer selects “Use existing account” and selects the correct account.
- If the customer is not able find their account in the drop down list, refer to Intuit connectivity support to assist further.

Activated the incorrect account during Reactivation

- 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 import the Web Connect file ensuring the customer selects “Use existing account” and selects the correct account.
 - 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 importing the Web Connect file to the restored backup.

