Intuit Products Update Instructions

Quicken – QuickBooks - Mint

Contents

Attention QuickBooks, Quicken, and Mint Users

Fremont Bank migrated to a new online and mobile banking system on October 27th, 2020 and Quicken went live on November 4th, 2020. This upgrade will require that you make changes to your QuickBooks or Quicken software, so **please take action on or after November 11th** to ensure a smooth transition. Conversion instruction are available below.

Intuit aggregation services may be interrupted for up to 5 business days after November 4th, 2020. The following services may not work during the outage:

·   Quicken Win/Mac Express Web Connect

·   QuickBooks Online (QBO) Express Web Connect

·   Mint

Please carefully review your downloaded transactions after completing the migration instructions to ensure no transactions were duplicated or missed on the register.

If you have any questions, please contact us at **(866) 222-6304**.

You will de-activate or re-activate your online banking connection to ensure that you get your current Quicken or QuickBooks accounts set up with the new connection. November 11th is the earliest date for completing the remaining steps on the conversion instructions.

Conversion instructions

·   Mint – click HERE

·   QuickBooks Desktop – click HERE

·   QuickBooks Online – click HERE

·   Quicken – click HERE

Mint Conversion Information

As Fremont Bank has completed its system conversion, Mint aggregation services may be interrupted for up to 5 business days after Nov 4th. Mint.com data is stored on Intuit cloud servers. Data is updated with every change and cannot restore data to a previous point in time.

For a successful account update, do not log into your Mint.com until Nov 11th.

During this time, the Mint.com server will automatically make the system conversion for your activated accounts. If you login into Mint.com during this time, you may see duplicate accounts or an error displayed. Please do not attempt to change the status or make any changes in Mint.com during this time. After 5 business days (Nov 11th), the accounts should reconcile showing your transaction history available.

In the event that your accounts do not display current transactions after 5 business days (Nov 11th), you may log back into Mint.com and click refresh to update the account. After the download completes, click the Transactions tab to view up to 90 days of transaction history.

QuickBooks Desktop Conversion Instructions

As Fremont Bank has completed its system conversion, you will need to modify your QuickBooks settings to ensure that your data connectivity transfers smoothly to the new system. This document contains instructions for both Windows and Mac, and both connectivity types (Direct Connect and Web Connect).

To navigate this document, just click the link below that matches your product and connectivity:

Instructions for One-Step Update initiated from within QuickBooks

Instructions for Downloading a Web Connect file from your Online Banking Site

IMPORTANT: If you currently use Direct Connect in QuickBooks to initiate Bill Payments, please complete the additional tasks at the link below. If you do not use Direct Connect Bill Pay or you only initiate Bill Payments from within your online banking site, these additional tasks are not required.

QuickBooks Windows Direct Connect

On or After Nov 11^{**th**}**:**

1. Deactivate online banking connection for accounts connected to Fremont bank that is requesting this change.
   a) Choose **Lists** menu > **Chart of Accounts**.
   b) Right-click on the first account you would like to deactivate and choose **Edit Account**.
   c) Click the **Bank Feeds Settings** tab in the Edit Account window.
   d) Select **Deactivate All Online Services** and click **Save & Close**.
   e) Click **OK** for any alerts or messages that may appear with the deactivation.
   f) Repeat steps for any additional accounts that apply.

2. Reconnect online banking connection for accounts that apply.
   a) Choose **Lists** menu > **Chart of Accounts**.
   b) Right-click on an account you would like to activate and choose **Edit Account**.
   c) Select **Set Up Bank Feeds** on the bottom of the popup screen and select Yes in the dialog box that will appear.
   d) Enter your institution's name in the search field and select Continue.
   e) Enter your Direct Connect credentials. Direct Connect might require credentials that do not match your online banking credentials. Contact your financial institution if your login information does not work.
   f) Ensure you associate the accounts to the appropriate accounts already listed in QuickBooks. Link to your existing accounts in the drop-down options labeled Select Existing or Create New.
   Important: Do NOT select "Create New Account" unless you intend to add a new account to QuickBooks. If you are presented with accounts you do not want to track in this data file, choose **Do Not Add to QuickBooks**.
   g) After all accounts have been matched, click **Next** and then click **Done**.

QuickBooks Mac Direct Connect

On or After Nov 11^{**th**}**:**

1. Deactivate online banking connection for accounts connected to financial institution that is requesting this change.
   a) Choose Lists > Chart of Accounts.
   b) Click the first account you would like to deactivate and choose Edit > Edit Account.
   c) Choose Online Settings in the Edit Account window.
   d) In the Online Account Information window, choose Not Enabled from the Download Transactions list, click Save.
   e) Click OK for any alerts or messages that may appear with the deactivation.
   f) Repeat steps for any additional accounts that apply.

2. Reconnect online banking connection for accounts that apply.
   a) Choose Banking > Online Banking Setup.
   b) Type your institution's name in the search field, then click Next and follow the instructions in the setup screen
   c) Select Yes, my account has been activated for QuickBooks Online Services in the Online Banking Assistant window, click Next.
   d) Enter your Direct Connect credentials. Direct Connect might require credentials that do not match your online banking credentials. Contact your financial institution if your login information does not work.
   e) For each account you wish to download into QuickBooks, click Select and Account to connect to your existing account's registers.
   f) Click Next, and then click Done.
   g) Repeat this step for each account that you have connected to this institution.

QuickBooks Windows Web Connect

On or After Nov 11th:

1. Deactivate online banking connection for accounts connected to Fremont bank that is requesting this change.
   a) Choose Lists menu > Chart of Accounts.
   b) Right-click the first account you want to deactivate and choose Edit Account.
   c) Click the Bank Feeds Settings tab in the Edit Account window.
   d) Select Deactivate All Online Services and click Save & Close.
   e) Click OK for any alerts or messages that may appear with the deactivation.
   f) Repeat steps for any additional accounts that you need to deactivate.

2. Reconnect online banking connection for accounts that you deactivated.
   a) Log in to your financial institution's online banking site and download your transactions to a QuickBooks (.qbo) file.
   Note: Take note of your last successful upload. Duplicate transactions can occur if you have overlapping transaction dates in the new transaction download.
   b) In QuickBooks, choose **File > Utilities > Import > Web Connect Files**. Locate your saved Web Connect file and select to import.
   c) In the Select Bank Account dialog select **Use an existing QuickBooks account**.
   Important: Do NOT select "Create a new QuickBooks account" unless you intend to add a new account to QuickBooks.
   d) In the drop-down list, choose your QuickBooks account(s) and click **Continue**. Confirm by selecting **OK**.

QuickBooks Mac Web Connect

On or After Nov 11th:

1. Deactivate online banking connection for accounts connected to the Fremont bank that is requesting this change.
   a) Choose Lists > Chart of Accounts.
   b) Select the first account you would like to deactivate and choose Edit > Edit Account.
   c) Select Online Settings in the Edit Account window.
   d) In the Online Account Information window, choose Not Enabled from the Download Transactions list and click Save.
   e) Click OK for any dialog boxes that may appear with the deactivation.
   f) Repeat steps for any additional accounts that apply.

2. Reconnect online banking connection for accounts that apply.
   a) Log in to your financial institution's online banking site and download your transactions into to a QuickBooks (.qbo) file.
   Important: Take note of your last successful upload. Duplicate transactions can occur if you have overlapping transaction dates in the new transaction download.
   b) In QuickBooks, choose File > Import > From Web Connect. Use the import dialog to import your saved Web Connect file.
   c) In the Account Association window, click Select an Account to choose the appropriate existing account register.
   Important: Do NOT select "NEW" under the action column unless you intend to add a new account to QuickBooks.
   d) Click Continue and OK for any dialog boxes that require action.

QuickBooks Windows Bill Pay

Only complete these tasks if you currently initiate Bill Payments from within QuickBooks Windows.

On or After Nov 11th:

Note: This section only applies if Fremont Bank will support Bill Payments initiated from within QuickBooks Windows after the system change.

- Re-create Your Bill Payments.

- If you need help re-creating payments, choose Help > QuickBooks Help. Search for Pay a Vendor Online and follow the instructions.

QuickBooks Online Conversion Instructions

As Fremont Bank completes its system conversion, you will need to modify your QuickBooks Online settings to ensure that your data connectivity transfers smoothly to the new system. This document contains instructions for both connectivity types (Express Web Connect and Web Connect).

IMPORTANT: Express Web Connect will not be available until 5 business days after Nov 4th, so please utilize another connectivity type if you need transaction updates during this downtime.

To navigate this document, just click the link below that matches your product connectivity:

Instructions for One-Step Update initiated from within QuickBooks Online

Instructions for Downloading a Web Connect file from your Online Banking Site

QuickBooks Online Express Web Connect

On Nov 11th

Disconnect online banking connection for accounts connected to the Fremont Bank that is requesting this change.
1. Select Banking from the left column.
2. Click the account you want to disconnect, then click the Pencil Icon on the corner of that account box.
3. Click Edit Account Info.
4. Check the box next to Disconnect this Account on Save.
5. Select Save and Close.
6. Repeat steps for any additional accounts that apply.

Complete after Nov 11th:
1. Reconnect online banking connection for accounts that apply.
   a) On the Banking page, click **Add Account** in the upper-right side of the screen.
   b) Type your financial institution's name and choose the correct option from the results.
   c) Enter your financial institution credentials and click **Continue**. Express Web Connect uses the same credentials you use for your institution's online banking.
   d) Provide additional information, if requested.
   e) Ensure you associate the accounts for your financial institution to the appropriate account already listed under which accounts do you want to connect? Choose the matching accounts in the drop-down menu.
   Important: Do NOT select "+Add New" unless you intend to add a new account to QuickBooks Online. If you are presented with accounts you do not want to track in this QuickBooks Online Company, Uncheck the box next to the Account Name.
   f) After all accounts have been matched, click **Connect** and then click **Finish**.

2. Exclude Duplicate Transactions.
   a) Select **Banking** from the left column.
   b) In the For Review section, click the checkboxes for the transactions you want to exclude.
   c) Choose Batch Actions > Exclude Selected**.**

QuickBooks Online Web Connect

On Nov 11th:
1. Disconnect online banking connection for accounts connected to Fremont Bank that is requesting this change.
   a) Select Banking from the left column.
   b) Click on the account you would like to disconnect, then click the Pencil Icon on the corner of that account box.
   c) Click Edit Account Info.
   d) Check the box next to Disconnect this Account on Save.
   e) Click Save and Close.
   f) Repeat steps for any additional accounts that apply.

2. Reconnect online banking connection for accounts that apply.
   a) Download a Web Connect file (.qbo or .qfx) from your financial institution's online banking site.
   b) In QuickBooks Online, choose Banking from the left column.
   c) Click File Upload in the upper-right side of the screen and use the upload dialog to locate the Web Connect file you downloaded in step a.
   d) Choose the appropriate account from the drop-down menu under QuickBooks Account and then click Next.
   Important: Do NOT choose "+Add New" in the drop-down menu unless you intend to add a new account to

QuickBooks Online.

e) When the import is finished, click Let's go!
f) Review the For Review tab on the Banking page to view what was downloaded.
g) Click Next, and then click Done.
h) Repeat this step for each account that you have connected to this institution.

Quicken Conversion Instructions

As Fremont Bank completes its system conversion, you will need to modify your Quicken settings to ensure that your data connectivity transfers smoothly to the new system. This document contains instructions for both Windows and Mac, and all three connectivity types (Direct Connect, Express Web Connect or Web Connect).

IMPORTANT: Express Web Connect will not be available until Nov 11th, so please utilize another connectivity type if you need transaction updates during this downtime. There is no delay for Web Connect or Direct Connect (if supported)

To navigate this document, just click the link or links below that match your product and connectivity:

Instructions for One-Step Update initiated from within Quicken

Instructions for Downloading a Web Connect file from your Online Banking Site

IMPORTANT: If you currently use Direct Connect in Quicken to initiate Bill Payments, please complete the additional tasks at the link below. If you do not use Direct Connect Bill Pay or you only initiate Bill Payments from within your online banking site, these additional tasks are not required.

Quicken Windows Direct Connect and Express Web Connect

<u>**On Nov 11th:**</u>

1. Deactivate online banking connection for accounts connected to the Fremont Bank that is requesting this change.
   a) Choose Tools > Account List.
   b) Click Edit on the account to deactivate.
   c) In Account Details, click Online Services.
   d) Click Deactivate. Follow prompts to confirm deactivation.
   e) Click the General tab.
   f) Delete Financial Institution and Account Number information. Click OK to close window.
   g) Repeat steps for any additional accounts that apply.

2. Reconnect the online banking connection for your accounts.
   a) Choose Tools > Account List.
   b) Click Edit on the account you want to activate.
   c) In Account Details, click Online Services and then choose Set up Now.
   d) Type your institution's name in the search field and click Next.
   e) Enter your financial institution credentials.
   · Express Web Connect uses the same credentials you use for your institution's online banking login.
   · Direct Connect might require credentials that do not match your online banking credentials.
      Important: If your credentials do not work, contact your financial institution.
   f) Ensure you associate the accounts to the appropriate accounts already listed in Quicken. Select Link to an existing account and select the matching accounts in the drop-down menu.
      Important: Do NOT choose "Create a new account" unless you intend 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 or click Cancel.
   g) After all accounts have been matched, click Next and then Done.

Quicken Mac Direct Connect and Quicken Connect

<u>**On Nov 11th:**</u>

Activate the online banking connection for accounts connected to the Fremont Bank that is requesting this change.
1. Click your account in the Accounts list on the left side.
2. Choose **Accounts > Settings**.
3. Select **Set up transaction download**.
4. Enter your financial institution name in the search field, select the correct option and click Continue.
5. Enter your financial institution credentials.
· Express Web Connect uses the same credentials you use for your institution's online banking login.
· Direct Connect might require credentials that do not match your online banking credentials.
   Important: If your credentials do not work, contact your financial institution.
6. In the "Accounts Found" screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under Action, choose Link to pick your existing account.
   Important: Do NOT select "ADD" in the Action column unless you intend to add a new account to Quicken.
7. Click Finish.

Quicken Windows Web Connect

<u>**On Nov 11th:**</u>

1. Deactivate online banking connection for accounts connected to Fremont Bank that is requesting this change.
   a) Choose Tools > Account List.
   b) Click Edit on the account to deactivate.
   c) In Account Details, click Online Services.
   d) Click Deactivate. Follow prompts to confirm deactivation.
   e) Click the General tab.
   f) Delete Financial Institution and Account Number information.
   g) Click OK to close window.
   h) Repeat steps for any additional accounts.

2. Reconnect online banking connection for accounts that apply.
   a) Download a Quicken Web Connect file from your financial institution's online banking site.
   b) In Quicken, choose File > File Import > Web Connect (.QFX) File.
   c) Use the import dialog to select the Web Connect file you downloaded. An "Import Downloaded Transactions" window opens.
   d) Choose Link to an existing account. Select the matching account in the drop-down menu. Associate the imported transactions to the correct account listed in Quicken.
      · Repeat this step for each account you have connected to this institution.

Quicken Mac Web Connect

<u>**On Nov 11th:**</u>

Activate online banking connection for accounts connected to Fremont Bank that is requesting this change.

1. Select your account under the Accounts list on the left side.
2. Choose **Accounts > Settings**.
3. Select **Set up transaction download**.
4. Enter your financial institution name in the search field, select the correct option and click
5. Continue**.**
6. Log into your financial institutions online banking site and download your transactions to your computer.
7. **Important: Take note of the date you last had a successful connection.** If you have overlapping dates in the web-connect process, you may end up with duplicate transactions.
8. Drag and drop the downloaded file into the box titled **Drop download file**. Choose **Web Connect**
9. for the "Connection Type" if prompted
10. In the "Accounts Found" screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under the Action column, click **Link** to pick your existing account.
11. Important: Do NOT select "ADD" in the Action column unless you intend to add a new account to Quicken.
12. Click **Finish**.

Quicken Windows Bill Pay

Only complete these tasks if you currently initiate Bill Payments from within Quicken Windows.

On or Before Nov 11th:

Note: This section only applies if Fremont Bank will support Bill Payments initiated from within Quicken Windows after the system change.

- Re-create Your Bill Payments.

- If you need help re-creating payments, choose **Help > Quicken Help**. Search for **Create an online Payment** and follow the instructions to create and transmit an online payment.

Quicken Mac Bill Pay

Only complete these tasks if you currently initiate Direct Connect Bill Payments from within Quicken Mac.

On or Before Action Date Nov 11th

Note: This section only applies if Fremont Bank will support Bill Payments initiated from within Quicken Mac after the system change.

- Re-create Your Bill Payments.

- For assistance with re-creating payments, choose **Help** and search for **Adding online Bill Pay transactions**. Follow the instructions to create and transmit an online payment.

OFX Post-Conversion Troubleshooting Guide

Top 3 Post-Conversion Troubleshooting Issues

This resource document is designed to help Financial Institutions troubleshoot the three most common post-conversion issues. These materials include instructions for both QuickBooks and Quicken. All links are clickable in the PDF.

Issue 1: Duplicate Transactions After Reconnecting	
Symptoms You Can Use to Identify the Issue	1. The most common report from customers is about duplicate transactions. 2. Some customers may say their register is out of balance or that they are being asked to add an adjustment during reconciliation.
Fix the Issue	1. If the duplicate transactions have not been added to the register, they can be deleted individually prior to accepting. 2. If the transactions have already been added to the register, they can be deleted from the register individually or in groups.

QuickBooks Knowledge Base Article

Delete transactions from Online Banking Center:
http://intuit.me/2DIAsRp

Quicken Details

If there are too many transactions to delete individually, or the customer finds it difficult to follow the instructions to delete multiple transactions, restore a backup file and download the transactions again.

Important: If the backup was not made right before following the conversion instructions, the customer must manually delete the transactions.

Quicken Knowledge Base Articles

Edit and Delete Downloaded Investment Transactions: http://bit.ly/2kramvM

Delete Transactions: http://bit.ly/2krgMvc

Problem Description: http://bit.ly/2wCJIEF

Issue 2: Duplicate Accounts After Reconnecting

Symptoms You Can Use to Identify the Issue	Customers report that they are unable to link to an existing account, that they are prompted to create a new account, or that they are only given the choice to add a new account.
Fix the Issue	1. First, confirm that all accounts have been deactivated, including inactive (QuickBooks) or hidden (Quicken) accounts. 2. Then, if you're working in QuickBooks, delete any downloaded transactions that do not match the register in the Online Banking Center. If you're working in Quicken, delete the duplicate accounts. 3. Finally, repeat the reconnection steps.

QuickBooks Knowledge Base Articles

Add and match Bank Feed transactions: http://intuit.me/2B9Uhy0

Hide mistakenly-added accounts: http://intuit.me/2FMgCFr

Quicken Knowledge Base Articles

If the customer was prompted to create a new account: http://bit.ly/2lRtHTV

If the customer needs to delete an account: http://bit.ly/2xMcZvq

If the customer needs to hide an account: http://bit.ly/2lQGuWU

Issue 3: Connected/Reconnected the Incorrect Account

Symptoms You Can Use to Identify the Issue	Customers report that their transactions are downloading into the wrong account.
Fix the Issue	1. First, open the account register for the incorrectly linked account. 2. If the transactions have not yet been accepted into the register in QuickBooks, delete them in the Online Banking Center. Then, deactivate the account. If the transactions have not yet been accepted into the register in Quicken, delete the transactions. 3. If the transactions have already been added to the register in Quicken or QuickBooks, restore a backup. 4. Finally, repeat the reconnection steps. Be sure the customer links to the correct account when reconnecting.

QuickBooks Knowledge Base Article

Delete Non-matching Transactions: http://intuit.me/2wCoXZO

Quicken Knowledge Base Article

Handling Transactions in the Wrong Account: http://bit.ly/2lMnoV1