Quicken
Conversion Instructions

Treasury Management

CALIFORNIA BANK OF COMMERCE

As California Bank of Commerce 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).

These instructions refer to two "Action Dates." The 1st Action Date is no later than ***Friday, September 20, 2024*** and 2nd Action Date is ***Monday, September 23, 2024***.

IMPORTANT: Express Web Connect will not be available until 5 business days (September 30, 2024) after the 2nd Action Date, so please utilize Web Connect or Direct Connect if you need transaction updates during this downtime.

IMPORTANT: The formatting of transaction ID's, which are used to avoid duplicate transaction downloads, will be changing upon the system conversion. To avoid this issue, we recommend using Web Connect or Web Connect Express for the first few weeks and not overlap transaction dates.

Instructions for One-Step Update initiated from within Quicken

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

Quicken Windows Direct Connect and Express Web Connect

On the 1st Action Date *Friday, September 20, 2024*:

1. Back up your Quicken Windows Data File. Go to **File > Backup and Restore > Backup Quicken File**.
2. Download the latest Quicken Update. Go to **Help > Check for Updates**.
3. Complete a final transaction download. Accept all new transactions into the appropriate registers.

On the 2nd Action Date *Monday, September 23, 2024*:

1. Deactivate online banking connection for accounts connected to the financial institution 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 the 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 **CA Bank of Commerce** 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 with 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

On the 1st Action Date *Friday, September 20, 2024*:

1. Backup Quicken Mac Data File and Update the application.
    a. Choose **File > Save a Backup**.
    b. Download the latest Quicken Update. Choose **Quicken > Check for Updates**.
2. Complete a final transaction download.
    a. Complete the last transaction update before the change to get all your transaction history up to date.
    b. Accept all new transactions into the appropriate registers.

On the 2nd Action Date *Monday, September 23, 2024*:

Activate the online banking connection for accounts connected to the financial institution 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 **CA Bank of Commerce** 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

On the 1st Action Date *Friday, September 20, 2024*:

1. Backup Quicken Windows Data File and Update.
   a. Choose File > Backup and Restore > Backup Quicken File.
   b. Download the latest Quicken Update. Choose **Help > Check for Updates**.
2. Complete a final transaction download.
   a. Complete the last transaction update before the change to get all of your transaction history up to date.
   b. Repeat this step for each account you need to update.
   c. Accept all new transactions into the appropriate registers.

On the 2nd Action Date *Monday, September 23, 2024*:

1. Deactivate online banking connection for accounts connected to financial institution 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 the 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 with the correct account listed in Quicken.
   e. Repeat this step for each account you have connected to this institution.

Quicken Mac Web Connect

On the 1st Action Date *Friday, September 20, 2024*:

1. Backup your Quicken Mac data file and update the application.
    a. Choose **File > Save a Backup**.
    b. Download the latest Quicken Update. Choose **Quicken > Check for Updates**.
2. Complete a final transaction download.
    a. Complete the last transaction update before the change to get all of your transaction history up to date.
    b. Repeat this step for each account you need to update.
    c. Accept all new transactions into the appropriate registers.

On the 2nd Action Date *Monday, September 23, 2024*:

Activate online banking connection for accounts connected to financial institution 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 **CA Bank of Commerce** in the search field, select the correct option and click Continue.
5. Log into your financial institution's online banking site and download your transactions to your computer.

    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.
6. Drag and drop the downloaded file into the box titled **Drop download file**. Choose **Web Connect** for the "Connection Type" if prompted
7. 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.

    Important: Do NOT select "ADD" in the Action column unless you intend to add a new account to Quicken.
8. Click **Finish**.

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