



Quicken for Mac 2007 Conversion Instructions

Direct Connect

Introduction

As The Provident Bank completes its system conversion, 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 User ID and Password for each Financial Institution.

NOTE: Direct Connect may require registration. Please contact your financial institution to verify your Direct Connect login information.

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

Task 1: Conversion Preparation

1. Back up 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: Cancel Outstanding Payments before **August 7, 2017**



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 on or after **August 7, 2017**, these payments may still be processed.

1. In your account register, check the **Number** column to see if there are any online payments scheduled for delivery after **August 7, 2017**.
2. Choose **File** menu > **Print Register** to save a copy of your list of pending payments. Specify the transaction date range to print and click **OK**. You may select to save this as a PDF or send to your printer.

IMPORTANT: You will use this list later to recreate your payments.

3. Click to select the first pending transaction in your account register. Choose **Online** menu > **Payments** > **Cancel Payment**. Quicken determines if there is enough time to cancel the payment:
4. If there is not enough time to cancel, then it should process correctly in your current account. Repeat this step with a different pending transaction.
5. If there is enough time to cancel, then click **Put In Outbox** in the Cancel Payment dialog.
6. Repeat step 3 for each additional pending transaction.
7. Choose **Online** menu > **Payments** > **Send Payment**. Ensure all payment cancellations have a checkmark in the **Send** column.
8. Click **Send Now**.
9. In the **Online Transmission Summary**, verify that your payments were successfully cancelled.
10. Click **OK** to close the **Online Transmission Summary**.
11. Repeat steps for each account to be deactivated that is enabled for bill payment services.

Task 3: Disconnect Accounts at *The Provident Bank MA-NH* on or after **August 7, 2017**

1. Choose **Lists** menu > **Accounts**.
2. Select the account that you want to disable and click **Edit**.
3. Write down your account information (account number, routing number, and customer ID).

NOTE: You will need this information to re-enable your account.

4. If you use online payment services, then select **Not Enabled** in the **Pay Bills Online** drop-down list. Follow the prompts to confirm the deactivation.
5. In the **Download Transactions** drop-down list, select **Not Enabled**. Follow the prompts to confirm the deactivation.
6. Remove the information within the **Account Number** and **Routing Number** fields.
7. Click **OK** to save your edits.
8. Repeat steps for each account to be disconnected.
9. Verify your account list does not display a blue online circle icon for any accounts at *[Financial Institution A]*.

Task 4: Reconnect Accounts to *The Provident Bank MA_NH* on or after **August 7, 2017**

1. Choose **Lists** menu > **Accounts**.
2. Select your first disabled account and click **Edit**.
3. Click the **Financial Institution** drop-down list and select **Change Financial Institution**.
4. Click on **Update List**.
5. In the **Financial Institutions** dialog, enter, then select *The Provident Bank MA_NH* from the list and click **Use**.
6. Enter your Direct Connect **User ID** and **Password**. Click **OK**.
7. In the **Add Online Services** dialog, match your first account to the appropriate account number. Click **OK**.

NOTE: Each account will be displayed below **"Use an existing account."**

8. Click **OK**.
9. Click OK to close the **Edit Register** page.

10. Choose **Lists** menu > **Accounts**. Verify that each account you are reactivating has a blue online circle for online services.

Task 5: Recreate Online Payments at *The Provident Bank MA_NH*



If you are **not** a Bill Pay user in Quicken, your conversion is complete. Skip this Task.

1. Recreate your payments.
2. If you need help creating your payments, choose **Help** menu > **Search**.
3. Search for “Entering an Online Payment” and click that item.
4. Follow the instructions to enter or transmit an online payment.