

QuickBooks for Mac

Conversion Instructions for Direct Connect to Web Connect



As Commonwealth Bank & Trust Company completes its system conversion, you will need to modify your QuickBooks settings to ensure the smooth transition of your data. To complete these instructions, you will need your login credentials for the new Digital Banking platform.

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.

TASK 1: CONVERSION PREPARATION

1. Back up your data file. For instructions to back up your data file, choose **Help** menu and use the search bar available at the top. Search for **Back Up** and follow the instructions on screen. The first time you do a backup, QuickBooks will guide you through setting backup preferences.
2. Download the latest QuickBooks update. For instructions to download an update, choose **Help** menu and use the search bar available at the top. Search for **Update QuickBooks**, then select **Check for QuickBooks Updates**, and follow the instructions.

TASK 2: DISCONNECT ACCOUNTS

NOTE: All transactions must be matched or added to the register prior to deactivating your account(s).

1. Choose **Lists** menu > **Chart of Accounts**.
2. Select the account you want to deactivate.
3. Choose **Edit** menu > **Edit Account**.
4. In the **Edit Account** window, click **Online Settings**.
5. In the Online Account Information window, choose **Not Enabled** from the **Download Transactions** list and click **Save**.
6. Click OK for any dialog boxes that may appear with the deactivation.
7. Repeat steps for each account to be disconnected.

TASK 3: RECONNECT ACCOUNTS

1. Log in to Commonwealth Bank & Trust Company, and download your Quickbooks Web Connect File.

NOTE: 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.

2. In Quickbooks, click **File > Import > From Web Connect**.
3. If prompted for connectivity type, select **Web Connect**.
4. The **Account Association** window displays during setup. For each account you wish to download into Quickbooks, click **Select an Account** to choose the appropriate existing account register.

IMPORTANT: Do NOT select "New" under the action column.

5. Click **Continue**.
6. Click **OK** to any informational prompts.
7. Add or match all downloaded transactions in the **Downloaded Transactions** window.
8. Repeat these steps for each account to be reconnected.

*Thank you for making these important changes!
If you need assistance, please contact Electronic Banking at 502.259.2375.
To reach Quickbooks Desktop Support, please contact 877.223.4710 or
visit their website: <https://community.intuit.com/quickbooks-desktop>*