

QuickBooks for Windows

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.



This detour symbol indicates section instructions that are using bill pay within QuickBooks only. If you do not use QuickBooks to make online bill payments, you can skip these sections or steps.

TASK 1: CONVERSION PREPARATION

1. Back-up your data file. For instructions to back up your data file, choose **Help** menu > **QuickBooks Help**. Search for **Back Up**, and follow the instructions.
2. Download the latest QuickBooks update. For instructions to download an update, choose **Help** menu > **QuickBooks Help**. Search for **Update QuickBooks**, then select **Update QuickBooks**, and follow the instructions.

NOTE: If multiple computers do not use the same QuickBooks data file, skip step 3. QuickBooks activities such as **Online Banking** cannot be performed in multi-user mode because of the way the activities interact with a company data file.

3. Switch to single user mode. For instructions to switch to single user mode, choose **Help** menu > **QuickBooks Help**. Search for **Switch to Single User Mode**, and follow the instructions.

NOTE: If you are not using **Classic Mode** (Register Mode), enable it for the conversion. You can change it back after the conversion is complete.

4. Enable **Classic Mode** (Register Mode).
5. For instructions to enable Classic Mode (Register Mode), choose **Help** menu > **QuickBooks Help**. Search for **Banking Feed Modes**, select **Bank Feed Modes Overview**, and follow the instructions.

TASK 2: CANCEL OUTSTANDING PAYMENTS



If you are **not** a bill pay user within QuickBooks, please skip this section.

IMPORTANT: This step must be completed to avoid possible duplicate payment. If you do not cancel payments scheduled to be paid after this conversion, then it is possible that these payments will still be processed.

1. Open the **Register** of the account you made the payment from.
 - Click **Company** > **Chart of Accounts**.
 - **Double-click** the account to use.
2. In the register, locate the transaction you want to cancel.
3. Click the transaction to select it.
4. Go to **Edit** menu and then click **Cancel Payment**.
5. The cancellation appears in the **Items to Send** list of the **Online Banking Center (Bank Feeds Center)**. When you send and receive transactions, it is sent to the financial institution.

TASK 3: DEACTIVATE YOUR ACCOUNTS

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

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TASK 3: DEACTIVATE YOUR ACCOUNTS (CONT.)

1. Choose **Lists** menu > **Chart of Accounts**.
2. Select the account you want to deactivate.
3. Choose **Edit** menu > **Edit Account**.
4. Click on the **Bank Feed Settings** tab in the **Edit Account** window.
5. Select **Deactivate All Online Services** and click **Save & Close**.
6. Click **OK** for any dialog boxes that may appear with the deactivation.
7. Repeat steps 2 – 6 for each account at Commonwealth Bank & Trust Company.
8. Backup your data file.

TASK 4: RE-ACTIVATE YOUR ACCOUNTS

1. Go to **https://cbandt.com**, log into Business Banking as normal, and download your QuickBooks Web Connect file.
2. In Quickbooks, click **File > Utilities > Import > Web Connect Files**.

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.

3. If prompted for connectivity type, select **Web Connect**.
4. Link your bank account with the existing QuickBooks account and click **Continue**.

TASK 5: DEACTIVATE YOUR ACCOUNTS

NOTE: If you prefer Classic Mode (Register Mode), you are finished with your conversion. If you use Express Mode for online banking, you may now re-enable the mode.

For instructions to enable Express Mode, choose **Help > QuickBooks Help**. Search for **Banking Feed Modes**, then select **Bank Feed Modes Overview**, and follow the instructions.

*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>*