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## **INTRODUCTION**

The following instructions are meant to assist members who have previously setup OFX download accounts in either Quicken, QuickBooks or MS Money, and whose financial institutions have either converted from an Internet banking product to *MemberDirect*® or have converted to a new banking system.

Members should follow these steps to unlink and re-link their accounts in one of the aforementioned software applications in order to continue downloading their Account Activity from *MemberDirect* to their existing accounts.

Members using any of the aforementioned software applications that do not follow these steps will be prompted to create a new account within the software application itself as they attempt to download Account Activity transactions from *MemberDirect*.

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## QUICKEN 2002 HOME

If you are using Quicken 2002 for PC and are prompted to create a new Quicken account when downloading your Account Activity transactions from Online Banking, you can use the following work-around. By performing a backup of your Quicken files and then disabling the online services, you will be able to download your Account Activity transactions from Online Banking into your already existing Quicken account:

- 1) Backup the database by performing the following steps:
  - From the Main Menu, select “File”;
  - Select “Backup”;
  - Select “Backup” again;
  - Select a location to save the database to, and do-so;
  - Press “OK”;
- 2) Disable the online interfaces by performing the following steps:
  - On the “Account Overview” screen, right click on the applicable account (e.g. Chequing Account);
  - Select “Edit this Account”;
  - Under “Account Attributes”, click “Online Account Access” and disable the access;
- 3) Repeat step “2)” for all accounts that are affected;
- 4) Exit Quicken and then restart the program;
- 5) It would be a good idea to backup the database again (see step “1)”);
- 6) Login to Online Banking and download the Account Activity transactions for a particular account (e.g. Chequing Account);
- 7) The file that is being downloaded will now be recognized by Quicken and the following prompt will appear, “For which account do you want this for?” You should select the applicable account (“Chequing Account”), but should **NOT** create a new account;

\*Steps “6)” and “7)” should be repeated for all affected accounts.

## QUICKEN XG 2004

If you are using Quicken XG 2004 for PC and are prompted to create a new Quicken account when downloading your Account Activity transactions from Online Banking, you can use the following work-around. By performing a backup of your Quicken files and then disabling the online services, you will be able to download your Account Activity transactions from Online Banking into your already existing Quicken account:

- 1) Backup the database by performing the following steps:
  - From the Main Menu, select “File”;
  - Select “Backup”;
  - Specify the file and the location of where you want to save the file;
  - Press “OK”.
- 2) Disable the online interfaces by performing the following steps:
  - On the “Account Overview” screen, select the “Edit Account Details” button;
  - Select the “Online Services” tab;
  - Click the “Disable” button;
  - Press “Yes” when asked “Would you like to disable this service?”;
  - Press “OK”.
- 3) Repeat step “2)” for all accounts that are affected;
- 4) Exit Quicken and then restart the program;
- 5) It would be a good idea to backup the database again (see step “1)”);
- 6) Login to Online Banking and download the Account Activity transactions for a particular account (e.g. Chequing Account);
- 7) The file that is being downloaded will now be recognized by Quicken and the following prompt will appear, “For which account do you want this for?” You should select the applicable account (“Chequing Account”), but should **NOT** create a new account.

\*Steps “6)” and “7)” should be repeated for all affected accounts.

## QUICKBOOKS 2003 PROFESSIONAL

If you are using Quick Books 2003 Professional for PC and are prompted to create a new QuickBooks account when downloading your Account Activity transactions from Online Banking, you can use the following work-around. By performing a backup of your QuickBooks files and then disabling the online services, you will be able to download your Account Activity transactions from Online Banking into your already existing QuickBooks account:

- 1) Backup the database by performing the following steps:
  - From the Main Menu, select “File”;
  - Select “Backup”;
  - Specify the file and the location of where you want to save the file;
  - Press “OK”, and follow all other prompts.
  
- 2) Disable the online interfaces by performing the following steps:
  - Select “Banking” from the Navigator on the left side of the screen.
  - Select “Chart of Accounts”.
  - Highlight the applicable account, and either right-click with the mouse, or select “Edit” from the main menu.
  - Select the “Edit Account Details” button;
  - Remove the checkmark that is beside the statement “Enable this account for...online account access.” Press “OK”.
  
- 3) Repeat step “2)” for all accounts that are affected;
  
- 4) Exit QuickBooks and then restart the program;
  
- 5) Login to Online Banking and download the Account Activity transactions for a particular account (e.g. Chequing Account);
  
- 6) The file that is being downloaded will now be recognized by QuickBooks and the following prompt will appear, “For which account do you want this for?” You should select the applicable account (“Chequing Account”), but should **NOT** create a new account.

\*Steps “5)” and “6)” should be repeated for all affected accounts.

### **MS MONEY 2003 DELUXE**

If you are using MS Money 2003 Deluxe for PC and are prompted to “Choose a Money Account” when downloading Account Activity transactions from Online Banking, you can select the account which you want to download into by accessing that account from the “Money account name:” drop list. Once you have selected the account and have pressed the “Next” button, an “Import Completed” dialogue box will appear on the screen; select the “OK” button.

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