Quicken Conversion Instructions

As your financial institution 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 either connectivity type (Direct Connect or Web Connect).

These instructions refer to two "Action Dates." The 1st Action Date and 2nd Action Date in the instructions will be provided to you by your financial institution.

To navigate this document, just scroll to find the section that matches your product and connectivity:

Direct Connect
*Instructions for **One-Step Update** initiated from within Quicken.*

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

Bill Pay
Important: *If you currently use Direct Connect in Quicken to initiate Bill Payments, please note that Bill Pay from Axos in Quicken is not available. Please note the additional steps to close bill pay with previous connection.*
Bill Pay will still be available through your Axos Business Checking account in Axos online banking or the Axos All-One-One mobile app.

QUICKEN WINDOWS DIRECT CONNECT

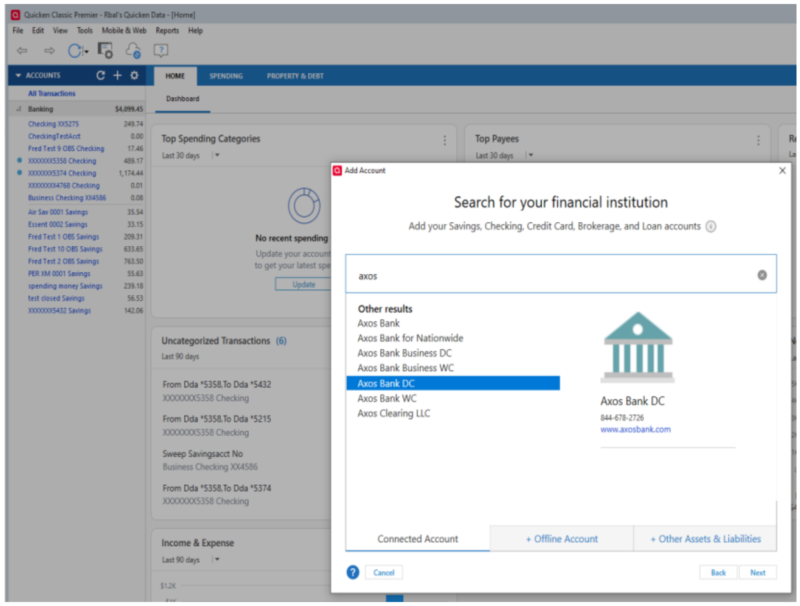
On the 1st Action Date, 10/27:

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, 11/1:

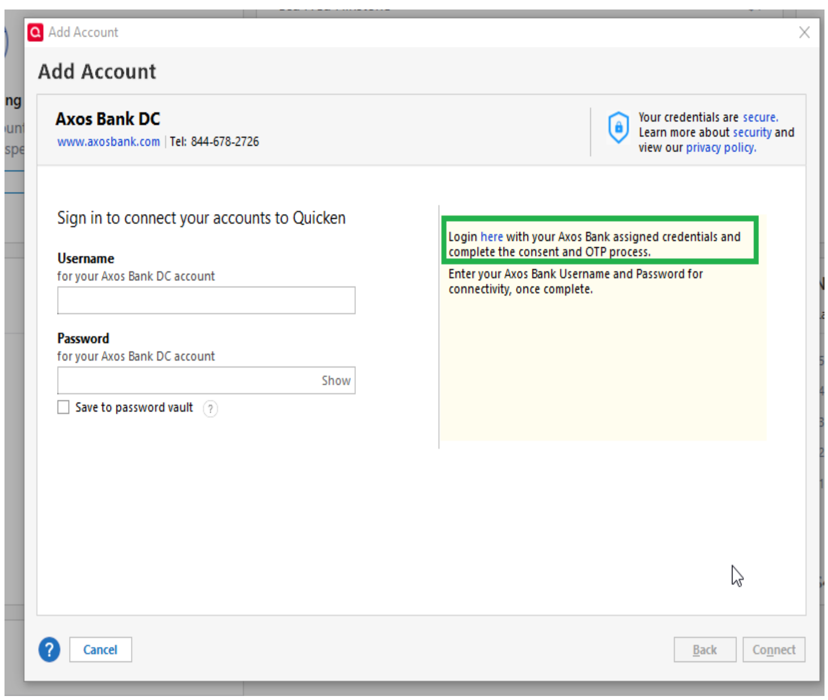
1. Deactivate online banking connection for accounts connected to the financial institution that is requesting this change.
    a. Choose **Tools > Account List**.
    b. Select **Edit** on the account to deactivate.
    c. In Account Details, choose **Online Services**.
    d. Select **Deactivate**. Follow prompts to confirm deactivation.
    e. Choose the **General** tab.
    f. Delete Financial Institution and Account Number information. Select **OK** to close window.
    g. Repeat these steps for any additional accounts that apply.

2. Reconnect the online banking connection for your accounts.
    a. Choose **Tools > Account List**.
    b. Choose **Edit** on the account you want to activate.
    c. In Account Details, choose **Online Service**, then select **Set Up Now**.
    d. On the **Add Account** screen, find your financial institution in the search field.
        - Type **Axos** in the search field, then select **Axos Bank DC** from the drop-down menu and choose the **Next** button.
        - On the following screen, select **Continue**.

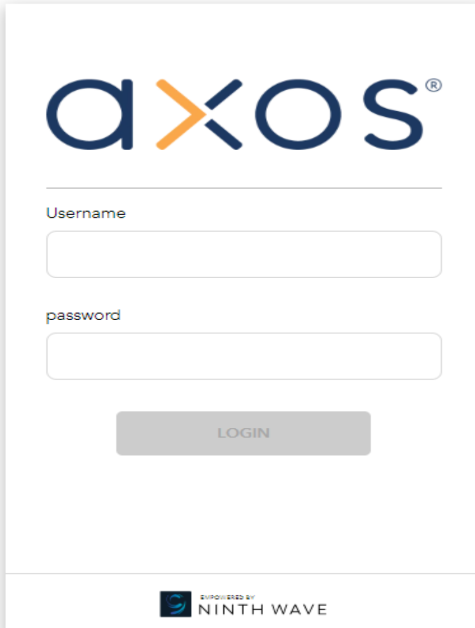


- On the Add Account screen, select **here** in the highlighted box to provide your consent to connect your Axos accounts. You will only need to do this activity once.

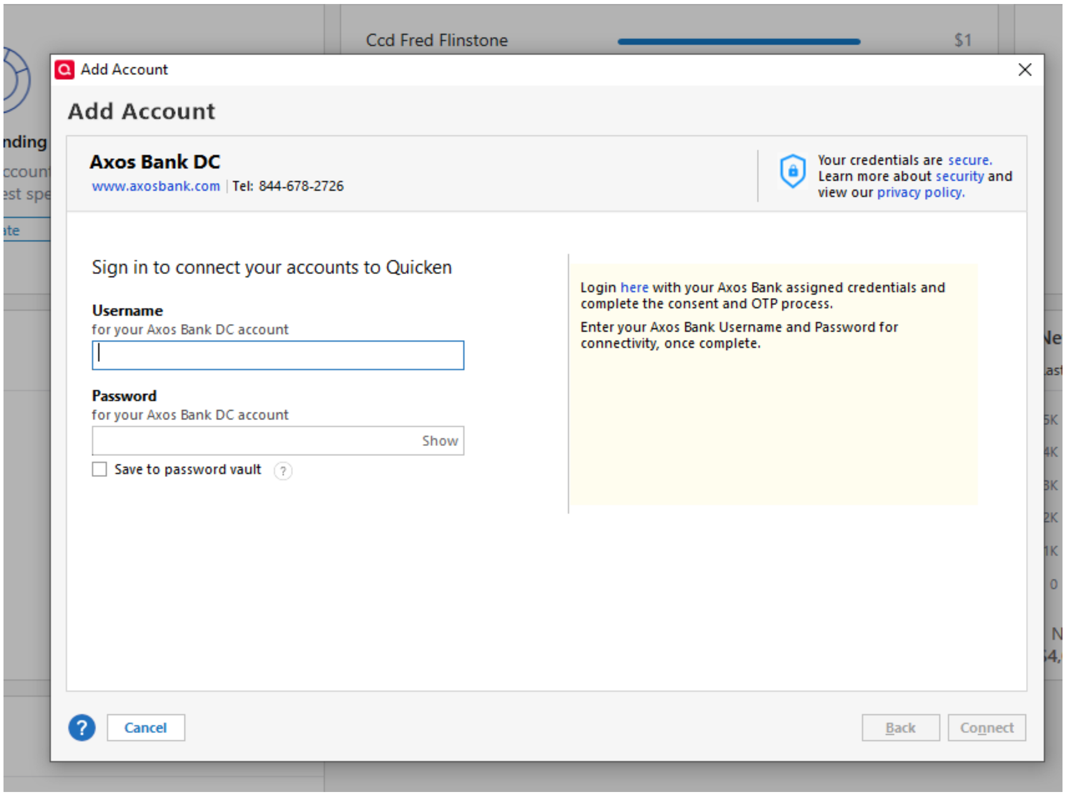
  NOTE: If you attempt to fill in the Username or Password fields to connect your accounts to Quicken WITHOUT connecting your Axos account, you will receive an error message.



- On the Axos log in screen, enter your Axos **username** and **password**, then select the **Login** button.



- Your one-time password should be automatically forwarded to your phone or email account.
- Agree to the account terms and conditions.
- Once you’re returned to the Add Account screen, enter your Axos bank username and password to connect to your Axos account(s).



Important: *If your credentials do not work, contact your financial institution.*

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, select **Next** and then **Done**.

QUICKEN MAC DIRECT CONNECT AND QUICKEN CONNECT

On the 1st Action Date, 10/27:

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 last transaction update before the change to get all of your transaction history up to date.
   b. Accept all new transactions into the appropriate registers.

On the 2nd Action Date, 11/1:

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 your financial institution name 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, 10/27:

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 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, 11/1:

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 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.
        a. Within the Axos platform:
            i. For mobile app users:
                1. Login to the Axos All-in-One Mobile App.
                2. Select the account(s) you'd like to connect.
                3. Scroll down to recent transactions.
                4. Select View All.
                5. Select the three ellipsis icon in the top right corner.
                6. From the More Actions screen, select Download Transaction.
                7. From the Download Transactions screen, select the account you'd like to connect, the Transaction Period, and the File Format.
                8. Select Download Transactions.
                9. Use this file to import into your accounting software platform.

ii. For online banking users:
   1. Login onlinebanking.axosbank.com
   2. Select the Accounts tab.
   3. Select the Transactions tab.
   4. Select Download Transactions button at the top right of the screen.
   5. Select the account(s) you'd like to connect, the Transaction Period, and the File Format.
   6. Select Download Transactions.
   7. Use this file to import into your accounting software platform.

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 to 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, 10/27:

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 last transaction update before the change to get all 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, 11/1:

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 your financial institution name in the search field, select the correct option and click **Continue**.
5. Log into your financial institutions 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.