# Associated Connect®

Reference Guide: Intuit Conversion Instructions Overview

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# Disclaimer

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# Intuit Conversion Instructions Overview

As you complete your conversion to the new Associated Connect platform, you'll need to modify your QuickBooks®, QuickBooks Online®, Quicken® settings to ensure your data connectivity transfers smoothly. This document contains instructions for both Windows and Mac.

These instructions will refer to important action dates. The following are your action dates to follow:

- First Action Date: Last day before conversion to the new Associated Connect platform
- Second Action Date: First day with the new Associated Connection platform
- Third Action Date: Five days post Second Action Date

**IMPORTANT**: Express Web Connect may take up to five (5) business days to connect after the 2nd action date, so please utilize another connectivity type if you need transaction updates during this downtime. There is no delay for Web Connect.

Be sure to disconnect from all current financial institution feeds prior to connecting to Associated Bank.

# QuickBooks Online

## QuickBooks Online Express Web Connect

### On the First Action Date

1. Complete a final transaction download.
2. Complete last transaction update before the change to get all your transaction history up to date.
3. Accept all new transactions into the appropriate registers.

### On the Second Action Date

1. Disconnect ALL online banking connections for accounts connected to your old financial institution.
    a. Select **Banking** from the left column.
    b. Select the account you want to disconnect, then select the pencil icon on the corner of that account box.
    c. Select **Edit Account Info**.
    d. Select the box next to **Disconnect this Account on Save**.
    e. Select **Save** and **Close**.
2. Repeat steps a.-e. for any additional accounts that apply.
3. Reconnect online banking connections for all accounts, as appropriate.
    a. On the **Banking** page, select **Add Account** in the upper-right side of the page.
    b. Begin typing **Associated Bank** and select **Associated Bank Commercial** from the results.
    c. Enter your **Associated Connect** credentials and select **Continue**.
    d. Provide additional information, if required.
    e. From the **"Which accounts do you want to connect?"** drop-down, select only the accounts you want to connect. Uncheck any accounts you do not want to track in this QuickBooks Online Company.
    ***Note:*** *Do not select **+Add New** unless you intend to add a net new account to QuickBooks Online.*
    f. Once all accounts have been matched, select **Connect**, then **Finish**.
4. Exclude duplicate transactions.
    a. Select **Banking** from the left column.
    b. In the **For Review** section, select the checkboxes for the transactions you want to exclude.
    c. Choose **Batch Actions** and then **Exclude Selected**.

# QuickBooks Online Web Connect

## On the First Action Date

1. Complete a final transaction download.
2. Complete last transaction update before the change to get all your transaction history up to date.
3. Accept all new transactions into the appropriate registers.

## On the Second Action Date

1. Disconnect ALL online banking connections for accounts connected to your old financial institution.
    a. Select **Banking** from the left column.
    b. Select the account you want to disconnect, then select the pencil icon on the corner of that account box.
    c. Select **Edit Account Info**.
    d. Select the box next to **Disconnect this Account on Save**.
    e. Select **Save** and **Close**.
2. Repeat steps a.-e. for any additional accounts that apply.
3. Download a Web Connect file (.qbo or .qfx) from Associated Connect.
4. Reconnect online banking connections for all accounts, as appropriate.
    a. In **QuickBooks Online**, select **Banking** from the left column.
    b. Select File Upload in the upper-right side of the screen and use the upload dialog to locate the Web Connect file you downloaded in Step 1.
    c. Select the appropriate account from the drop-down menu under QuickBooks Account and then select **Next**.
    Note: *Do not select **+Add New** in the drop-down menu unless you intend to add a new account to QuickBooks Online.*
    d. When prompted, select **Associated Bank Commercial** feed.
    e. When the import is finished, select **Let's go!**
    f. Review the **For Review** tab on the **Banking** page to view the download.
    g. Select Next, then Done.

5. Repeat these steps for each account you want to connect to Associated Connect.

# QuickBooks Mac Web Connect

## On the First Action Date

1. Backup QuickBooks Windows data file and update.
    a. Select **File** and then **Backup.**
    b. Download the latest QuickBooks update. Select **QuickBooks** and then **Check for QuickBooks Updates**.
2. Complete a final transaction download.
    a. Complete one 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 Second Action Date

1. Deactivate ALL online banking connections for accounts connected to your old financial institution.
    a. Select **Lists** and then **Chart of Accounts**.
    b. Select the first account you want to deactivate. Select **Edit** and then **Edit Account**
    c. Select the **Online Settings** tab in the **Edit Account** window.
    d. In the **Online Account Information** window, select **Not Enabled** from the **Download Transactions** list and select **Save.**
    e. Select **OK** for any dialog boxes that may appear with the deactivation.
2. Repeat steps b.-e. for any additional accounts you need to deactivate.
3. Reconnect online banking connections for all accounts, as appropriate.
    a. Sign in to Associated Bank Commercial and download your transactions to a QuickBooks (.qbo) file.
    *Note: Take note of your last successful upload. Duplicate transactions can occur if you have overlapping transaction dates in the new transaction download.*
    b. In QuickBooks, go to **File**, select **Import** and then **From Web Connect**. Use the **Import** dialog to import your saved Web Connect file.
    c. In the **Account Association** window, select **Select Bank Account** to choose the appropriate existing account register.
    *Note: Do not select **New** under the action column unless you intend to add a new account to QuickBooks.*
    d. Select **Continue** and **OK** for any dialog boxes that require action.

# Quicken

## Quicken Windows Express Web Connect

### On the First Action Date

1. Back up your Quicken Windows data file. Go to **File**. Select **Backup** and **Restore** and then **Backup Quicken File.**
2. Download the latest Quicken update. Go to **Help** and then **Check for Updates**.
3. Complete a final transaction download. Accept all new transactions into the appropriate registers.

### On the Second Action Date

1. Disconnect ALL online banking connections for accounts connected to your old financial institution.
    a. Select **Tools** and then **Account List.**
    b. Select **Edit** on the account to deactivate.
    c. In **Account Details**, select **Online Services.**
    d. Select **Deactivate** and follow prompts to confirm deactivation.
    e. Select the **General** tab.
    f. Delete financial institution and account number information and select **OK** to close window.
2. Repeat steps b.-f. for any additional accounts that may apply.
3. Reconnect online banking connections for all accounts, as appropriate.
    a. Select **Tools** and **then Account List**.
    b. Select **Edit** on the account you want to activate.
    c. In **Account Details**, select **Online Services**, then select **Set up Now**.
    d. Type **Associated Bank** in the search field, select **Associated Bank Commercial** and select **Next**.
    e. Enter your **Associated Connect** credentials.
    *Note: Express Web Connect uses the same credentials you use for Associated Connect. If your credentials do not work, contact Associated Connect Support.*
    f. Ensure you associate the accounts to the appropriate accounts already listed in Quicken by selecting **Link to an existing account** and then selecting the matching accounts in the drop-down menu.
    *Note: Do not select **Create a new account** unless you intend to add a new account to Quicken. If you are presented with an account, you do not want to track in this data file, select **Ignore – Don't Download into Quicken** or select **Cancel**.*
    g. After all accounts have been matched, select **Next** and then **Done**.

# Quicken Windows Web Connect

## On the First Action Date

1. Backup your Quicken Windows data file.
    a. Go to **File**. Select **Backup** and **Restore** and then **Backup Quicken File.**
    b. Download the latest Quicken update. Go to **Help** and then **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 Second Action Date

1. Deactivate ALL online banking connections for accounts connected to your old financial institution.
    a. Select **Tools** and then **Account List**.
    b. Select **Edit** on the account to deactivate.
    c. In **Account Details**, select **Online Services**.
    d. Select **Deactivate** and follow prompts to confirm deactivation.
    e. Select the **General** tab.
    f. Delete financial instruction and account number information.
    g. Select **OK** to close the window.
2. Repeat steps b.-g. for any additional accounts that may apply.
3. Reconnect online banking connections for all accounts, as appropriate.
    a. Download a Quicken Web Connect file from Associated Connect.
    b. In Quicken, go to **File**. Select **File Import** and then **Web Connect (.qfx) File**.
    c. Use the **Import** dialog to select the Web Connect file you downloaded. An **Import Downloaded Transactions** window will open.
    d. Select Link to an existing account.
    e. Select the matching account in the drop-down menu.
    f. Associate the imported transactions to the correct account listed in Quicken.
4. Repeat steps a.-f. for additional accounts that may apply.

# Quicken Mac Web Connect

## On the First Action Date

1. Backup your Quicken Mac data file and update the application.
    a. Go to **File** and then **Save a Backup**.
    b. Download the latest Quicken update by selecting **Quicken** and then **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 Second Action Date

1. Activate online banking connection for accounts connected to Associated Bank.
    a. Select your account under the **Accounts** list on the left side.
    b. Select **Accounts** and then **Settings**.
    c. Select **Set up transaction download**.
    d. Enter **Associated Bank** in the search field, select **Associated Bank Commercial** and click **Continue**.
    e. Sign in to Associated Connect and download your transactions to your computer.
    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.*
    f. Drag and drop the downloaded file into the box titled Drop download file. Select **Web Connect** for the **Connection Type** if prompted.
    g. In the **Accounts Found** window, ensure you associate each new account to the appropriate account already listed in Quicken. Under the **Action** column, select **Link** to pick your existing account.
    *Note: Do not select **Add** in the **Action** column unless you intend to add a new account to Quicken.*
    h. Select **Finish**.

# Frequently Asked Questions (FAQs)

***Q*:** If I am having issues with the accounting software, how do I know if I should contact Associated Bank or my accounting software provider for assistance?
***A*:** If you are having issues with the steps referenced in this guide to connect your Associated Bank accounts to your accounting software, you may contact Associated Bank's Customer Care team at 800-270-2707 and choose option 2. If you have successfully connected your Associated Bank account(s) and you can retrieve your account activity, but are having further issues within the accounting system, contact the accounting software provider.

***Q:*** Will I see my check images in the accounting system?
***A:*** No. This connectivity solution currently does not retrieve check images. You can sign in directly to Associated Connect to retrieve check images.

***Q:*** What happens when my password is reset, either by the myself, the "Bank" or by the Company Administrator?
***A:*** When a password is reset, it is recommended that you sign in to Associated Connect via your desktop to create a new password before logging back into the accounting software.

***Q*:** If I am locked out of Associated Connect, what happens to the connection between the Associated Connect and the accounting software?
***A:*** If you are locked out of Associated Connect and you are prompted to enter in your Associated Connect sign in credentials when attempting to access account activity within the accounting software, you will get an error message. Please contact your Company Administrator or Customer Care at 800-270-2707 and choose option 2 to get unlocked.

***Q:*** Once I have linked my accounts via "Associated Bank Commercial" to the accounting software, can I still upload account transaction information into my accounting software that I have exported from Associated Connect?
***A:*** No, you will receive an error message. This is to prevent uploading duplicate transactions.



Associated Bank