



Quicken for Mac 2015-2017 Upgrade Instructions

Express Web Connect

Introduction

As **Bank of Oak Ridge** completes its upgrade, you will need to modify your Quicken settings to ensure the smooth transition of your data. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your User ID and Password for Bank of Oak Ridge.

NOTE: **Quicken Express Web Connect** uses the same User ID and Password as your Bank of Oak Ridge's website.

You should perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This upgrade should take 15–30 minutes.

Thank you for making these important changes!

Documentation and Procedures

Task 1: Upgrade Preparation

1. Backup your data file. For instructions to back up your data file, choose **Help** menu > **Search**. Search for **Backing Up**, select **Backing up data files**, and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose **Help** menu > **Search**. Search for **Updates**, select “Check for Updates,” and follow the instructions.

Task 2: Connect to **Bank of Oak Ridge** for a final download before **March 8, 2019**.

1. Select your account under the **Accounts** list on the left side.
2. Choose **Accounts** menu > **Update Selected Online Account**.
3. Repeat this step for each account (such as checking, savings, and credit cards) you use for online banking.

Task 3: Disconnect Accounts at **Bank of Oak Ridge** on or after **March 8, 2019**.

1. Select your account under the **Accounts** list on the left side.
2. Choose **Accounts** menu > **Settings**.
3. Select **Troubleshooting** > **Deactivate Downloads**.
4. Repeat steps for each account to be disconnected.

Task 4: Reconnect Accounts to **Bank of Oak Ridge** on or after **March 11, 2019**.

1. Select your account under the **Accounts** list on the left side.
2. Choose **Accounts** menu > **Settings**.
3. Select **Set up transaction download**.
4. Enter **Bank of Oak Ridge** in the **Search** field, select the name in the **Results** list and click **Continue**.
5. Enter your **User Id** and **Password** and click **Continue**.
6. If additional information is requested, enter it to continue.

NOTE: Select “Express Web Connect” or “Quicken 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, select “**Link**” to pick your existing account.

IMPORTANT: Do **NOT** select “**ADD**” under the action column.

8. Select **Finish**.