

# Quicken for Mac Conversion Instructions

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*Quicken for Mac 2015-2016*

*Express Web Connect*

## Introduction

As **Citizens Bank & Trust** completes its system conversion to our new Online Banking service, 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 the **Citizens Bank & Trust** website.

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.

## Documentation and Procedures

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### Task 1: Conversion Preparation

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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.

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### Task 2: Deactivate Your Account(s) at **Citizens Bank & Trust** on or after **5/19/2016 at 5:00PM**

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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 at **Citizens Bank & Trust**.

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### Task 3: Reactivate Your Account(s) at **Citizens Bank – Plaquemine, LA** on or after **5/31/2016 at 10:00AM**

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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 **Citizens Bank – Plaquemine, LA** 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 the bank requires extra information, 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**.

*Thank you for making these important changes!*