

Digital Banking
User Guide

Intuit Conversion Instructions

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Learn more about Intuit Conversion Instructions in Digital Banking.

Contents

Intuit Conversion Instructions Overview	3
Post-Conversion Support Resources	3
QuickBooks Online	4
QuickBooks Online Express Web Connect.....	4
QuickBooks Online Web Connect.....	5
QuickBooks Desktop	6
QuickBooks Windows Web Connect	6
QuickBooks Mac Web Connect	7
Quicken	8
Quicken Windows Express Web Connect	8
Quicken Windows Web Connect	9
Quicken Mac Web Connect	10
Mint	11

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Intuit Conversion Instructions Overview

As your financial institution completes its conversion to First Citizens Bank, you'll need to modify your QuickBooks, Quicken, and/or Mint settings to ensure your data connectivity transfers smoothly. This document contains instructions for both Windows and Mac.

Be sure to disconnect from all current financial institution feeds prior to connecting to First Citizens Bank. Should you require further assistance, Intuit Support is available to help. Visit www.intuit.com/support and select the product you are needing assistance with.

Post-Conversion Support Resources

Should you require further assistance, End User Support is available to help.

During post-conversion period, contact:

QuickBooks Frontline Support Link: https://help.quickbooks.intuit.com/en_US/contact

Quicken Frontline Support Link: <https://www.quicken.com/support>

QuickBooks Online

QuickBooks Online Express Web Connect

Task 1: Conversion Preparation

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

Task 2: Deactivate Your Account(s)

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.

Task 3: Re-activate Your Account(s)

1. Reconnect online banking connection for all accounts (as appropriate).
 - a. On the Banking page, select **Add Account** in the upper-right side of the page.
 - b. Begin typing **First Citizens** and select **First Citizens Bank & Trust Co. (NC)** from the results.
 - c. Enter your First Citizens Digital Banking 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**.
2. 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

Task 1: Conversion Preparation

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

Task 2: Deactivate Your Account(s)

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.

Task 3: Re-activate Your Account(s)

1. Download a Web Connect file (.qbo or .qfx) from Digital Banking.
2. Reconnect online banking connection 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 **First Citizens Bank & Trust Co. (NC)** 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**.
3. Repeat these steps for each account you want to connect to First Citizens Bank.

QuickBooks Desktop

QuickBooks Windows Web Connect

Task 1: Conversion Preparation

1. Backup QuickBooks Windows data file & update.
 - a. Select **File** and then **Back Up Company**. Click on **Create Local Backup**.
 - b. Download the latest QuickBooks update by selecting **Help** and then **Update QuickBooks Desktop**.
2. Complete a final transaction download and match downloaded transactions.
 - a. Complete one 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.

Task 2: Deactivate Your Account(s)

1. Deactivate ALL online banking connections for accounts connected to your old financial institution.
 - a. Select **Lists** menu and then **Chart of Accounts**.
 - b. Right-click the first account you want to deactivate and select **Edit Account**.
 - c. Select the **Bank Feeds Settings** tab in the **Edit Account** window.
 - d. Select **Deactivate All Online Services** and select **Save & Close**.
 - e. Select **OK** for any alerts or messages that may appear with the deactivation.
2. Repeat steps B-E for any additional accounts you need to deactivate.

Task 3: Re-activate Your Account(s)

1. Reconnect online banking connection for all accounts (as appropriate).
 - a. Log in to First Citizens Digital Banking 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 **Utilities**, click **Import**, and then **Web Connect Files**.
 - c. Locate your saved Web Connect file and select **Import**.
 - d. In the **Select Bank Account** dialog, select **Use an existing QuickBooks account**.

Note: Do not select **Create a new QuickBooks account** unless you intend to add a new account to QuickBooks.
 - e. In the drop-down list, select your QuickBooks account(s) and select **Continue**. Confirm by selecting **OK**.

QuickBooks Mac Web Connect

Task 1: Conversion Preparation

1. Backup your QuickBooks Mac data file & update the application.
 - 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 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.

Task 2: Deactivate Your Account(s)

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 would like to deactivate. Select **Edit** and then **Edit Account**.
 - c. Select **Online Settings** 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.

Task 3: Re-activate Your Account(s)

1. Reconnect online banking connection for all accounts (as appropriate).
 - a. Log in to First Citizens Digital Banking and download your transaction into 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 an 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

Task 1: Conversion Preparation

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 transaction into the appropriate registers.

Task 2: Deactivate Your Account(s)

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 institution and account number information and select **OK** to close window.
2. Repeat steps B-F for any additional accounts that may apply.

Task 3: Re-activate Your Account(s)

1. Reconnect online banking connection 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 **First Citizens Bank** in the search field, select **First Citizens Bank & Trust Co. (NC)** and select **Next**.
 - e. Enter your First Citizens Bank credentials.

Note: Express Web Connect uses the same credentials you use for First Citizens. If your credentials do not work, contact First Citizens Business 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

Task 1: Conversion Preparation

1. Back up Quicken Windows data file and update.
 - a. Go to **File**. Select **Backup and Restore** and then **Backup Quicken File**.
 - b. Download the latest Quicken update. Select **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 transaction into the appropriate registers.

Task 2: Deactivate Your Account(s)

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 institution and account number information.
 - g. Select **OK** to close the window.
2. Repeat steps B-G to any additional accounts.

Task 3: Re-activate Your Account(s)

1. Reconnect online banking connection for all accounts (as appropriate).
 - a. Download a Quicken Web Connect file from First Citizens Bank.
 - 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.
2. Repeat steps A-F for additional accounts that may apply.

Quicken Mac Web Connect

Task 1: Conversion Preparation

1. Backup Quicken Mac data file and update the application.
 - a. Select **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 of your transaction history up to date.
 - b. Repeat this step for each account you need to update.
 - c. Accept all new transaction into the appropriate registers.

Task 2: Account Connection

1. Activate online banking connection for accounts connected to First Citizens 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 **First Citizens Bank** in the search field, select **First Citizens Bank & Trust Co. (NC)** and click **Continue**.
 - e. Log in to First Citizens Digital Banking 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**.

Mint

As your financial institution completes its conversion to First Citizens Bank, Mint aggregation services may be interrupted for up to five business days. Mint.com data is stored on Intuit cloud servers. Data is updated with every change and cannot restore data to a previous point in time.

Task 1

1. Do not log into your Mint.com account until at least 5 business days after conversion. During the time, the Mint.com server will automatically make the system conversion for your activated accounts.

Task 2

1. Log in to your Mint.com account. Accounts should reconcile and show your transaction history available.
2. In the event your accounts do not display current transactions after waiting at least 5 business days after conversion, you may need to select **Refresh** to update the account.
3. Once download is complete, select the **Transactions** tab to view up to 90 days of transaction history.