

Digital Banking
User Guide

Intuit Conversion Instructions

Published 2/2024

Learn more about Intuit Conversion Instructions in Digital Banking.

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Intuit Conversion Instructions Overview

We hope you will enjoy the convenience of accessing your First Citizens accounts online using Quicken/QuickBooks®.

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

If you use **Direct Connect** to download data directly to Quicken/QuickBooks, and/or transmit Bill Payments, on Tuesday, Feb 20th, we will proactively enroll all Intuit Direct Connect users from SVB Private to the FCB Direct Connect services based on your previous subscriptions. This will include subscribing you to Direct Connect bill pay, if you used that service.

You will receive an email by Feb 21 welcoming you to FCB Direct Connect services with your login instructions to QuickBooks.or Quicken. You will continue to enjoy these services at no charge.

If you were not a Direct Connect user and would like to enroll, please contact your advisor.

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 Direct Connect

Before conversion weekend:

1. Backup QuickBooks Windows Data File & Update.
 - a. Choose **File > Back Up Company > Create Local Backup**.
 - b. Download the latest QuickBooks Update. Go to Help > 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. (required)
3. Deactivate online banking connection for accounts connected to SVB Private Bank.
 - a. Choose **Lists** menu > **Chart of Accounts**.
 - b. Right-click on the first account you would like to deactivate and choose **Edit Account**. Click the **Bank Feeds Settings** tab in the Edit Account window.
 - c. Select **Deactivate All Online Services** and click **Save & Close**.
 - d. Click **OK** for any alerts or messages that may appear with the deactivation.
 - e. Repeat steps for any additional accounts that apply.

On or After the First Day Following Conversion Weekend

1. Obtain Direct Connect-specific credentials from First Citizens Bank
 - a. On Tuesday, Feb 20th, we will proactively enroll all Intuit Direct Connect users from SVB Private to the FCB Direct Connect services based on your previous subscriptions. This will include subscribing you to Direct Connect bill pay, if you used that service.
 - b. You will receive an email by Feb 21 welcoming you to FCB Direct Connect services with your login instructions to QuickBooks.or Quicken.
 - c. If you were not a Direct Connect user and would like to enroll, please contact your advisor.
2. Reconnect online banking connection for accounts that apply.
 - a. Choose **Lists** menu > **Chart of Accounts**.
 - b. Right-click on an account you would like to activate and choose **Edit Account**.
 - c. Select **Set Up Bank Feeds** on the bottom of the popup screen and select Yes in the dialog box that will appear.
 - d. Enter First Citizens Bank in the search and select Continue.
 - e. Enter your Direct Connect credentials, which are different from your Digital Banking credentials and will be provided to you via email once you are enrolled.

- f. Ensure you associate the accounts to the appropriate accounts already listed in QuickBooks. Link to your existing accounts in the drop-down options labeled Select Existing or Create New.

Important: Do **NOT** select “Create New Account” unless you intend to add a new account to QuickBooks. If you are presented with accounts you do not want to track in this data file, choose **Do Not Add to QuickBooks**.

- g. After all accounts have been matched, click **Next** and then click **Done**.

QuickBooks Windows Bill Pay

Only complete these tasks if you currently initiate Bill Payments from within QuickBooks Windows.

Important: These tasks must be completed to avoid possible duplicate payments. If you do not cancel payments scheduled to be paid on or after 2/20/24, these payments may still be processed.

Before 2/16/24 @ 3pm ET / 12pm PT

Cancel Existing Bill Payments.

1. Open the Register of the account you made the payment from.
2. Choose **Company > Chart of Accounts**.
3. Double-click the proper account.
4. In the register, locate the transaction to be canceled.
5. Click the transaction to be deleted.
6. Choose **Edit > Cancel Payment**.

On or After 2/20/24

Re-create Your Bill Payments.

If you need help re-creating payments, choose **Help > QuickBooks Help**. Search for **Pay a Vendor Online** and follow the instructions.

QuickBooks Mac Direct Connect

Before conversion weekend:

1. Backup QuickBooks Mac Data File & Update the Application.
 - a. Choose **File > Backup**.
 - b. Download the latest QuickBooks Update. Choose **QuickBooks > 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. Accept all new transactions into the appropriate registers. (required)
3. Deactivate online banking connection for accounts connected to SVB Private Bank.
 - a. Choose **Lists > Chart of Accounts**.
 - b. Click the first account you would like to deactivate and choose **Edit > Edit Account**.
 - c. Choose **Online Settings** in the Edit Account window.
 - d. In the Online Account Information window, choose **Not Enabled** from the **Download Transactions** list and click **Save**.
 - e. Click **OK** for any alerts or messages that may appear with the deactivation.
 - f. Repeat steps for any additional accounts that apply.

On or After the First Day Following Conversion Weekend

1. Obtain Direct Connect-specific credentials from First Citizens Bank
 - a. On Tuesday, Feb 20th, we will proactively enroll all Intuit Direct Connect users from SVB Private to the FCB Direct Connect services based on your previous subscriptions. This will include subscribing you to Direct Connect bill pay, if you used that service.
 - b. You will receive an email by Feb 21 welcoming you to FCB Direct Connect services with your login instructions to QuickBooks or Quicken.
 - c. If you were not a Direct Connect user and would like to enroll, please contact your advisor.
2. Reconnect online banking connection for accounts that apply.
 - a. Choose **Banking > Online Banking Setup**.
 - b. Type First Citizens Bank in the search field and click **Next** and follow the instructions in the setup screen
 - c. Select **Yes, my account has been activated for QuickBooks Online Services** in the Online Banking Assistant window. Click **Next**.
 - d. Enter your Direct Connect credentials, which are different from your Digital Banking credentials and will be provided to you via email once you are enrolled.

- e. For each account you wish to download into QuickBooks, click **Select** and **Account** to connect to your existing account's registers.
- f. Click **Next**, and then click **Done**.
- g. Repeat this step for each account that you have connected to this institution.

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 Direct Connect and Express Web Connect

Before conversion weekend:

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.
4. Deactivate online banking connection for accounts connected to the 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. Click **OK** to close window.
 - g. Repeat steps for any additional accounts that apply.

After conversion Weekend:

1. Obtain Direct Connect-specific credentials from First Citizens Bank
 - a. On Tuesday, Feb 20th, we will proactively enroll all Intuit Direct Connect users from SVB Private to the FCB Direct Connect services based on your previous subscriptions. This will include subscribing you to Direct Connect bill pay, if you used that service.
 - b. You will receive an email by Feb 21 welcoming you to FCB Direct Connect services with your login instructions to QuickBooks or Quicken.
 - c. If you were not a Direct Connect user and would like to enroll, please contact your advisor.
2. Reconnect the online banking connection for your accounts.
 - a. Choose **Tools > Account List**.
 - b. Click **Edit** on the account you want to activate.
 - c. In Account Details, click **Online Services** and then choose **Set up Now**.
 - d. Type First Citizens Bank in the search field and click **Next**.
 - e. Enter your financial institution credentials.
 - i. Express Web Connect uses the same credentials you use for your institution's online banking login.
 - ii. Direct Connect requires separate credentials that you will receive via email after enrolling in the Direct Connect service.

- f. Ensure you associate the accounts to 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, click **Next** and then **Done**

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**.

Quicken Mac Direct Connect and Quicken Connect

Before conversion weekend:

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.

After conversion Weekend:

1. Obtain Direct Connect-specific credentials from First Citizens Bank
 - a. On Tuesday, Feb 20th, we will proactively enroll all Intuit Direct Connect users from SVB Private to the FCB Direct Connect services based on your previous subscriptions. This will include subscribing you to Direct Connect bill pay, if you used that service.
 - b. You will receive an email by Feb 21 welcoming you to FCB Direct Connect services with your login instructions to QuickBooks.or Quicken.
 - c. If you were not a Direct Connect user and would like to enroll, please contact your advisor.
2. Activate the online banking connection for accounts connected to the financial institution that is requesting this change.
 - a. Click your account in the Accounts list on the left side.
 - b. Choose **Accounts > Settings**.
 - c. Select **Set up transaction download**.
 - d. Enter First Citizens Bank in the search field and select **Continue..**
 - e. Enter your financial institution credentials.
 - i. Express Web Connect uses the same credentials you use for your institution's online banking login.
 - ii. Direct Connect requires separate credentials that you will receive via email after enrolling in the Direct Connect service.
 - f. 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.

- g. Click **Finish**