



Quicken Conversion Instructions

As Redwood Capital Bank completes its system conversion, you will need to modify your Quicken settings to ensure that your data connectivity transfers smoothly to the new system. This document contains instructions for both Windows and Mac, and two connectivity types (Direct Connect and Web Connect).

Instructions for One-Step Update initiated from within Quicken

Quicken Windows Direct Connect - Page 2

Quicken Mac Direct Connect and Quicken Connect - Page 3

Instructions for Downloading a Web Connect file from your Online Banking Site

Quicken Windows Web Connect - Page 4

Quicken Mac Web Connect - Page 5

Quicken Windows Direct Connect

Before 5:00 p.m. Thursday October 17, 2024:

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.

On or After Monday October 21, 2024:

1. Enroll in Redwood Capital Bank's new online banking system and create your new password.
2. In Quicken, deactivate online banking connection for accounts connected to Redwood Capital Bank.
 - 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.
3. 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 Redwood Capital Bank in the search field and click Next.
 - e. Enter your financial institution credentials.
 - **If your credentials do not work, contact your financial institution.**
 - 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 Mac Direct Connect and Quicken Connect

Before 5:00 p.m. Thursday October 17, 2024:

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.

On or After Monday October 21, 2024:

Activate the online banking connection for accounts connected to Redwood Capital Bank.

1. Enroll in Redwood Capital Bank's new online banking system and create your new password.
2. In Quicken, click your account in the Accounts list on the left side.
3. Choose **Accounts > Settings**.
4. Select **Set up transaction download**.
5. Enter Redwood Capital Bank in the search field, select the correct option and click **Continue**.
6. Enter your Redwood Capital Bank online banking credentials.
 - **If your credentials do not work, contact your financial institution.**
7. 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.**
8. Click **Finish**.

Quicken Windows Web Connect

Before 5:00 p.m. Thursday October 17, 2024:

1. Backup Quicken Windows Data File and Update.
 - a. Choose **File > Backup and Restore > Backup Quicken File**.
 - b. Download the latest Quicken Update. Choose **Help > 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 or After Monday October 21, 2024:

1. Enroll in Redwood Capital Bank's new online banking system and create your new password.
2. In Quicken, deactivate online banking connection for accounts connected to Redwood Capital Bank.
 - 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.
 - g. Click **OK** to close window.
 - h. Repeat steps for any additional accounts.
3. Reconnect online banking connection for accounts that apply.
 - a. Download a Quicken Web Connect file from Redwood Capital Bank's online banking site.
 - b. In Quicken, choose **File > File Import > Web Connect (.QFX) File**.
 - c. Use the import dialog to select the Web Connect file you downloaded. An "Import Downloaded Transactions" window opens.
 - d. Choose **Link to an existing account**. Select the matching account in the drop-down menu. Associate the imported transactions to the correct account listed in Quicken.
 - e. Repeat this step for each account you have connected to this institution.

Quicken Mac Web Connect

Before 5:00 p.m. Thursday October 17, 2024:

1. Backup your 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. Repeat this step for each account you need to update.
 - c. Accept all new transactions into the appropriate registers.

On or After Monday October 21, 2024:

Activate online banking connection for accounts connected to Redwood Capital Bank.

1. Enroll in Redwood Capital Bank's new online banking system and create your new password.
2. In Quicken, select your account under the Accounts list on the left side.
3. Choose **Accounts > Settings**.
4. Select **Set up transaction download**.
5. Enter Redwood Capital Bank in the search field, select the correct option and click **Continue**.
6. Log into Redwood Capital Bank's online banking site and download your transactions to your computer.

Important: 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.
7. Drag and drop the downloaded file into the box titled **Drop download file**. Choose **Web Connect** for the "Connection Type" if prompted
8. In the "Accounts Found" screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under the Action column, click **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.
9. Click **Finish**.