



Quicken® and QuickBooks® Users Guide: Deactivation and Reactivation Instructions

IMPORTANT NOTE TO OUR CUSTOMERS: PLEASE BE SURE TO DO A FULL BACKUP OF YOUR QUICKEN OR QUICKBOOKS INFORMATION PRIOR TO AUGUST 2nd AND USE THIS GUIDE TO DEACTIVATE, AND THEN REACTIVE, YOUR QUICKEN AND/OR QUICKBOOKS SERVICES.

As we complete our Online Banking and Bill Pay systems upgrades at Bank of the Cascades, you will need to modify your Quicken® and/or QuickBooks® settings **prior to August 2nd, 2013** to help ensure the smooth transition of your data. To complete the set of instructions that apply to you provided in this booklet, you will need your login ID and password for the Bank of the Cascades website.

It is important that you perform the deactivation/reactivation of Quicken and/or QuickBooks exactly as described and in the order presented per these instructions. Otherwise, your service may stop functioning properly. Depending on your service and the steps that need to be taken, the process should take approximately 15–30 minutes.

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from here.*



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Quicken for Windows Conversion Instructions

*Quicken for Windows 2011–2013
Direct Connect to Web Connect*

As Bank of the Cascades completes its conversion to a new online banking system, you will need to modify your Quicken settings to ensure the smooth transition of your data. To complete these instructions, you will need your login ID and password for the Bank of the Cascades website at www.botc.com.

It is important that you perform the following instructions exactly as described and in the order presented. Otherwise, your service may stop functioning properly. This conversion should take approximately 15–30 minutes.

NOTE: This update is time sensitive and should be completed before August 2nd 2013.



This detour symbol indicates section instructions that are using bill pay in Quicken only. If you do not use Quicken to make online bill payments, you can skip these sections or steps.

Documentation and Procedures

Task 1: Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose **Help** menu > **Quicken Help**. Search for **Backup Data File** and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose **Help** menu > **Quicken Help**. Search for **Update Software** and follow the instructions.

Task 2: Cancel Outstanding Payments



If you are not a bill pay user in Quicken, you can skip this section.

IMPORTANT: This step must be completed by August 2nd to avoid possible duplicate payment. If you do not cancel payments scheduled to be paid after August 2nd, then it is possible that these payments will still be processed.

1. Choose **Tools** menu > **Online Center**.
2. Select Bank of the Cascades from the **Financial Institution** drop-down list.
3. On the **Payments** tab, select an account from which a payment is scheduled in the future.

NOTE: Click **Print** to save your list of pending payments. You can use this when you recreate and send these payments later.

4. In the payment status list, you will cancel payments for each payee with a status that is schedule for delivery on a date after August 2nd. To do this, select the first payee and click **Cancel Payment**.
5. Perform steps 3 & 4 for all payments scheduled for delivery on a date after August 2nd.
6. On the toolbar, choose **Repeating**.
7. Select a payment instruction and click **Delete**. You will need to click **Delete** again in a confirmation window.
8. Repeat step 7 for each repeating payment instruction you have with your financial institution.

Task 3: Connect to Bank of the Cascades

1. Choose **Tools** menu > **One Step Update**.
2. Depending on how you manage financial institution passwords, you may be prompted to enter your Vault password at this time or to enter individual passwords in the One Step Update dialog.
3. In the **One Step Update Settings** dialog, make sure all items are checked and click **Update Now**.
4. If new transactions display in the **Online Update Summary**, accept them in your Quicken account register.

Task 4: Deactivate Your Account(s) Bank of the Cascades

1. Choose **Tools** menu > **Account List**.
2. Click the **Edit** or **Edit Details** button of the account you want to deactivate.
3. In the **Account Details** dialog, click on the **Online Services** tab.
4. Click on **Deactivate** or **Deactivate Online Payment** (only available if you use bill pay services). Follow the prompts to confirm the deactivation.
5. Click **Deactivate** or **Remove from One Step Update**. Follow the prompts to confirm the deactivation.

NOTE: The names of the buttons referenced above vary depending on the services you currently use and the version of Quicken you are using.

6. Click on the **General** or **General Information** tab. Remove the **Account Number**.
7. Remove the name of the **Financial Institution**. Click **OK** to close the window.
8. Repeat steps 2 – 7 for each account at Bank of the Cascades.

NOTE: On or after August 5th, 2013, take the following steps.

Task 5: Re-activate Your Account(s) at Bank of the Cascades

1. Log in to Bank of the Cascades web site at botc.com
2. Download your transactions to Quicken.
3. Ensure you associate the account to the appropriate account already listed in Quicken. You will want to select **Link to an existing account** or **Use an existing Quicken account** and select the matching account in the drop-down menu.

IMPORTANT: DO NOT select **Create a new account** or **Create a new Quicken account**. If you are presented with accounts you do not want to track in this data file, select **Ignore – Don't Download into Quicken** or click the **Cancel** button.

4. Repeat steps 2 – 3 for all of your accounts.

Thank you for making these important changes!

Quicken for Windows Conversion Instructions

*Quicken for Windows 2011–2013
Web Connect*

As Bank of the Cascades completes its conversion to a new online banking system, you will need to modify your Quicken settings to ensure the smooth transition of your data. To complete these instructions, you will need your login ID and password for the Bank of the Cascades website at www.botc.com.

It is important that you perform the following instructions exactly as described and in the order presented. Otherwise, your service may stop functioning properly. This conversion should take approximately 15–30 minutes.

NOTE: This update is time sensitive and should be completed before August 2nd 2013.

Documentation and Procedures

Task 1: Conversion Preparation

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

Task 2: Connect to Bank of the Cascades

1. Log in to Bank of the Cascades web site at botc.com and download your transactions into Quicken.
2. Once the transactions are downloaded, accept all transactions into your Quicken account register.
3. Repeat this step for each account (such as checking, savings, credit cards, and brokerage) that you use for online banking or investing.

Task 3: Deactivate Your Account(s) At Bank of the Cascades

1. Choose **Tools** menu > **Account List**.
2. Click the **Edit** or **Edit Details** button of the account you want to deactivate.
3. In the **Account Details** dialog, click on the **Online Services** tab.
4. Click **Deactivate** or **Remove from One Step Update**. Follow the prompts to confirm the deactivation.

NOTE: The names of the buttons referenced above vary depending on the services and the version of Quicken you are using.

5. Click on the **General** or **General Information** tab. Remove the **Account Number**.
6. Remove the name of the **Financial Institution**. Click **OK** to close the window.
7. Repeat steps 2–6 for each account at Bank of the Cascades.

NOTE: On or after August 5th, 2013, take the following steps.

Task 4: Re-activate Your Account(s) at Bank of the Cascades

1. Log in to Bank of the Cascades web site at botc.com
2. Download your transactions to Quicken.
3. Ensure you associate the account to the appropriate account already listed in Quicken. You will want to select Link to an existing account or Use an existing Quicken account and select the matching account in the drop-down menu.

IMPORTANT: Do **NOT** select **Create a new account** or **Create a new Quicken account**. If you are presented with accounts you do not want to track in this data file, select **Ignore – Don't Download into Quicken** or click the **Cancel** button.

4. Repeat steps 2 – 3 for all of your accounts

Thank you for making these important changes!

Quicken for Windows Conversion Instructions

Quicken for Windows 2011-2013 Express Web Connect

As Bank of the Cascades completes its conversion to a new online banking system, you will need to modify your Quicken settings to ensure the smooth transition of your data. To complete these instructions, you will need your login ID and password for the Bank of the Cascades website at www.botc.com.

It is important that you perform the following instructions exactly as described and in the order presented. Otherwise, your service may stop functioning properly. This conversion should take approximately 15–30 minutes.

NOTE: This update is time sensitive and should be completed prior to August 2nd 2013.

Documentation and Procedures

Task 1: Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose **Help** menu > **Quicken Help**. Search for **Backup Data File** and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose **Help** menu > **Quicken Help**. Search for **Update Software** and follow the instructions.

Task 2: Connect to Bank of the Cascades

1. In Quicken choose **Tools** menu > **One Step Update**.
2. Depending on how you manage financial institution passwords, you may be prompted to enter your Vault password at this time or to enter individual passwords in the One Step Update dialog.
3. In the **One Step Update Settings** dialog, make sure all items are checked and click **Update Now**.
4. If new transactions display in the **Online Update Summary**, accept them in your Quicken account register.

Task 3: Deactivate Your Account(s) At Bank of the Cascades

1. In Quicken Choose **Tools** menu > **Account List**.
2. Click the **Edit** or **Edit Details** button of the account you want to deactivate.
3. In the **Account Details** dialog, click on the **Online Services** tab.
4. Click **Deactivate** or **Remove from One Step Update**. Follow the prompts to confirm the deactivation.

NOTE: The names of the buttons referenced above vary, depending on the services you currently use and the version of Quicken you are using.

5. Click on the **General** or **General Information** tab. Remove the **Account Number**.
6. Remove the name of the **Financial Institution**. Click **OK** to close the window.
7. Repeat steps 2—6 for each account at Bank of the Cascades.

NOTE: On or after August 5th, 2013, take the following steps.

Task 4: Re-activate Your Account(s) at Bank of the Cascades

1. Open the account register that you want to enable for online account access.
2. Choose **Account Actions** menu > **Set Up Online**.
3. Enter Bank of the Cascades and click **Next**.
4. Type your **User ID** and **Password**. Click **Connect**.

NOTE: You may be presented with a security question from your Financial Institutions prior to receiving your accounts.

5. Ensure you associate the account to the appropriate account already listed in Quicken. You will want to select **Link** or **Exists in Quicken** and select the matching accounts in the drop-down menu.

IMPORTANT: Do **NOT** select **New** or **Add in Quicken**. If you are presented with accounts you do not want to track in this data file, select **Ignore – Don't Download into Quicken**.

6. After all accounts have been matched, click **Next**. You will receive confirmation that your account(s) have been added.
7. Click **Done** or **Finish**.

Thank you for making these important changes!

Quicken for Mac Conversion Instructions

Quicken for Mac 2005-2007 Web Connect

As Bank of the Cascades completes its conversion to a new online banking system, you will need to modify your Quicken settings to ensure the smooth transition of your data. To complete these instructions, you will need your login ID and password for the Bank of the Cascades website at www.botc.com.

It is important that you perform the following instructions exactly as described and in the order presented. Otherwise, your service may stop functioning properly. This conversion should take approximately 15–30 minutes.

NOTE: This update is time sensitive and should be completed before August 2nd 2013.

Documentation and Procedures

Task 1: Conversion 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 Your Data**," and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose **Help** menu > **Search**. Search for *Updates*, select "**Checking for Updates to Quicken**," and follow the instructions.

Task 2: Connect to Bank of the Cascades

1. Choose **Online** menu > **Download Transactions**.
2. Select your account from the drop-down list.
3. Click **Download** to access Bank of the Cascades website at botc.com.
4. Enter your **Customer ID** and **PIN** to login to the Bank of the Cascades web site. Download your transactions through August 2nd into Quicken.
5. Repeat the download process for each account you have at Bank of the Cascades (such as checking, savings, credit cards and brokerage).
6. Once all accounts have been downloaded, accept all transactions into your Quicken account registers.

Task 3: Deactivate Your Account(s) At Bank of the Cascades

1. Choose **Lists** menu > **Accounts**.
2. Select the account that you want to disable and click **Edit**.
3. In the **Download Transactions** drop-down list, select **Not Enabled**. Follow the prompts to confirm the deactivation.
4. Remove the information within the **Account Number** and **Routing Number** fields.
5. Click **OK** to save your edits.
6. Repeat steps 2 – 5 for each account at Bank of the Cascades.
7. Verify that your account list does not display a blue online circle icon for any accounts At Bank of the Cascades.

NOTE: On or after August 5th, 2013, take the following steps.

Task 4: Re-activate Your Account(s) at Bank of the Cascades

1. Log into the Bank of the Cascades website at botc.com.
2. Download your transactions to Quicken.
3. Click the **Use an existing account** radio button.
4. Select the corresponding existing Quicken account in the drop-down list and click **OK**.
5. Repeat steps 3-4 for all accounts at Bank of the Cascades
6. Choose **Lists** menu > Accounts. Verify that each account at Bank of the Cascades has a blue online circle indicating that it has been reactivated for online services.

Thank you for making these important changes!

QuickBooks for Windows Conversion Instructions

*QuickBooks for Windows 2011-2013
Direct Connect to Web Connect*

As Bank of the Cascades completes its conversion to a new online banking system, you will need to modify your QuickBooks settings to ensure the smooth transition of your data. To complete these instructions, you will need your login ID and password for the Bank of the Cascades website at www.botc.com.

It is important that you perform the following instructions exactly as described and in the order presented. Otherwise, your service may stop functioning properly. This conversion should take approximately 15–30 minutes.



This update is time sensitive and should be completed before August 2nd 2013.



This detour symbol indicates section instructions that are using bill pay within QuickBooks only. If you do not use Quicken to make online bill payments, you can skip these sections or steps.

Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose **Help** menu → **QuickBooks Help**. Search for Back Up and follow the instructions.
2. Download the latest QuickBooks update. For instructions to download an update, choose **Help** menu → **QuickBooks Help**. Search for Update QuickBooks, selecting Updating QuickBooks or Downloading Updates from the Internet and follow the instructions.



If multiple computers do not use the same QuickBooks data file, skip step 3 of this section.

3. Switch to single user mode. For instructions to switch to single user mode, choose **Help** menu → **QuickBooks Help**. Search for Switch to Single User Mode and follow the instructions.



Important: All below instructions will be written for Register Mode configuration.

4. Enable register mode. For instructions to enable register mode, choose **Help** menu → **QuickBooks Help**. Search for Online Banking Modes, select Online Banking Modes, scroll down and follow the instructions.

Match Downloaded Transactions

1. If new transactions were received from your connection, accept all new transactions into the appropriate registers.



If you need assistance matching transactions, choose **Help** menu → **QuickBooks Help**. Search for Matching Transactions and follow the instructions.

Deactivate Your Account(s)



Important: All transactions must be matched or added to the register prior to the deactivating of your account(s).

1. Choose **Lists** menu → **Chart of Accounts**.
2. Select the account you want to deactivate.
3. Click **Edit** on the menu → **Edit Account**.
4. In the **Edit Account** window, click the **Online Services** tab.
5. Select **Deactivate All Online Services** → click **Save & Close**.
6. Click **OK** for any dialogue boxes that may appear with the deactivation.
7. Repeat steps 2 – 6 for each account at Bank of the Cascades.

NOTE: On or after August 5th, 2013, take the following steps.

Re-activate Your Account(s) at Bank of the Cascades

Important: You will require your Customer ID and Password for Bank of the Cascades to complete the following steps.

1. Log in to Bank of the Cascades web site at botc.com. Download your transactions into QuickBooks



Important: To avoid the possibility of creating duplicate records when downloading into QuickBooks, select a “from” date that does not include records previously downloaded.

2. In QuickBooks, click the Import new transactions now radio button → Click OK.



If you previously removed the check from the “Always give me the option of saving to a file...” option, then this dialog will not display.

3. In the **Select Bank Account** dialog → click **Use an existing QuickBooks account** radio button.
4. In the corresponding drop-down list, select your QuickBooks account → click **Continue**.
5. Confirm the prompt by clicking **OK**.

Re-enable Side by Side Mode



Note: If you use register mode, you can skip to the next section. If you use the Side by Side mode for online banking, you may now re-enable the mode. For instructions to enable Side by Side mode, choose **Help** → **QuickBooks Help**. Search of Online Banking Modes and follow the instructions.

Thank you for making these important changes!

QuickBooks for Windows Conversion Instructions

QuickBooks Windows 2010-2013 Web Connect

As Bank of the Cascades completes its conversion to a new online banking system, you will need to modify your QuickBooks settings to ensure the smooth transition of your data. To complete these instructions, you will need your login ID and password for the Bank of the Cascades website at www.botc.com.

It is important that you perform the following instructions exactly as described and in the order presented. Otherwise, your service may stop functioning properly. This conversion should take approximately 15–30 minutes.

NOTE: This update is time sensitive and should be completed before August 2nd 2013.

Documentation and Procedures

Task 1: Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose **Help** menu > **QuickBooks Help**. Search for **Back Up** and follow the instructions.
2. Download the latest QuickBooks Update. For instructions to download an update, choose **Help** menu > **QuickBooks Help**. Search for **Update QuickBooks**, then select **Updating QuickBooks** or **Update QuickBooks** and follow the instructions.
3. Switch to single user mode. For instructions to switch to single user mode, choose **Help** menu > **QuickBooks Help**. Search for **Switch to Single User Mode** and follow the instructions.

IMPORTANT: All instructions will be written for Register Mode configuration.

4. Enable Register Mode. For instructions to enable Register Mode, choose **Help** menu > **QuickBooks Help**. Search for **Online Banking Modes**, select **Online Banking Modes overview**, scroll down, and follow the instructions.

Task 2: Connect to Bank of the Cascades

1. Log in to Bank of the Cascades web site at botc.com and download your transactions into QuickBooks.
2. Repeat this step for each account (such as checking, savings, and credit cards) that you use for online banking.

Task 3: Match Downloaded Transactions

1. Choose the **Banking** menu →click **Online Banking** → click **Online Banking Center**.
2. Click the **Financial Institution** drop-down arrow and choose Bank of the Cascades.
3. Go to the **Items Received** list and click the electronic statement you want to see to select it.
4. Click the **View** button.
5. Click the transaction in the electronic statement (at the bottom of the window) that you want to match to a transaction in the register.
6. Click the transaction in the register (at the top of the window) to match to.
7. Click the **Match** button.

Repeat steps 5 – 7 for each transaction.

If you need assistance matching transactions, choose **Help menu >> QuickBooks Help**. Search for **Matching Transactions** and follow the instructions.

Task 4: Deactivate Your Account(s)

IMPORTANT: All transactions must be matched or added to the register prior to deactivating your account(s).

1. Choose the **Lists** menu → **Chart of Accounts**.
2. Left click the account you want to deactivate.
3. Click **Edit** on the menu →click **Edit Account**.
4. In the Edit Account window, click on the **Online Services** tab.
5. Select **Deactivate All Online Services** → click **Save & Close**.
6. Click **OK** for any messages
7. Repeat steps 2 – 6 for each account at Bank of the Cascades.

NOTE: On or after August 5th, 2013, take the following steps.

Task 5: Re-activate Your Account(s) at Bank of the Cascades

IMPORTANT: You will need your Customer ID and Password for Bank of the Cascades to complete the following steps.

1. Log in to Bank of the Cascades web site at botc.com and download your transactions into QuickBooks.

IMPORTANT: To avoid the possibility of creating duplicate records when downloading into QuickBooks, select a "from" date that does not include records previously downloaded.

2. In QuickBooks, click the **Import new transactions now** radio button, then click **OK**.

NOTE: If you previously removed the check from the "Always give me the option of saving to a file..." option, then this dialog will not display.

3. In the **Select Bank Account** dialog, click **Use an existing QuickBooks** account radio button.
 4. In the corresponding drop-down list, select your QuickBooks account, and click **Continue**.
 5. Confirm the prompt by clicking **OK**.
- Repeat steps 1 through 5 for each account that you previously disabled.

NOTE: Verify that all transactions downloaded successfully into your account registers.

Task 6: Re-enable Side by Side mode (if necessary)

If you use the Side by Side mode for online banking, follow these steps to enable it. If you prefer register mode, you are finished with your conversion.

1. Enable Side by Side mode. For instructions to enable Side by Side mode, choose **Help** menu → **QuickBooks Help**.
2. Search for **Online Banking Modes**, select **Online Banking Modes overview** and follow the instructions.

Thank you for making these important changes!

QuickBooks for Mac Conversion Instructions

QuickBooks for Mac 2010–2013 Web Connect

As Bank of the Cascades completes its conversion to a new online banking system, you will need to modify your QuickBooks settings to ensure the smooth transition of your data. To complete these instructions, you will need your login ID and password for the Bank of the Cascades website at www.botc.com.

It is important that you perform the following instructions exactly as described and in the order presented. Otherwise, your service may stop functioning properly. This conversion should take approximately 15–30 minutes.

NOTE: This update is time sensitive and should be completed before August 2nd 2013.

Documentation and Procedures

Task 1: Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose the **Help** menu **and use the Search bar available at the top**. Search for **Back Up** and follow the instructions on screen. The first time you do a backup, QuickBooks will guide you through setting backup preferences.
2. Download the latest QuickBooks Update. For instructions to download an update, choose **Help** menu and use the Search bar available at the top. Search for **Update QuickBooks**, select **Check for QuickBooks Updates** and follow the instructions.

Task 2: Connect to Bank of the Cascades

1. Log in to Bank of the Cascades web site at botc.com Download your transactions into QuickBooks.
2. Repeat this step for each account (such as checking, savings, and credit cards) that you use for online banking.

Task 3: Match Downloaded Transactions

If new transactions were received from your connection, accept all new transactions into the appropriate registers.

If you need assistance matching transactions, choose the **Help** menu and use the Search bar available at the top. Search for ***Updating Your Register, select the article with that name*** and follow the instructions.

Task 4: Deactivate Your Account(s)

IMPORTANT: All transactions must be matched or added to the register prior to the deactivating of your account(s).

1. Choose **Lists** menu > **Chart of Accounts**.
2. Select the account you want to deactivate.
3. Choose **Edit** menu > **Edit Account**.
4. In the **Edit Account** window, click the **Online Settings** button.
5. In the **Online Account Information** window, choose **Not Enabled** from the **Download Transaction** list and click **Save**.
6. Click **OK** for any dialog boxes that may appear with the deactivation.
7. Repeat steps 2 – 6 for each account at Bank of the Cascades.

NOTE: On or after August 5th, 2013, take the following steps.

Task 5: Re-activate Your Account(s) at Bank of the Cascades

1. Log in to Bank of the Cascades web site at botc.com
2. Download your transactions into QuickBooks.

IMPORTANT: To avoid the possibility of creating duplicate records when downloading into QuickBooks, only download transactions that have not been previously downloaded.

3. The **Account Association** window displays during setup. For each account you wish to download into QuickBooks, click **Select an Account** to choose the appropriate existing account register.
4. Click **Continue**.
5. Click **OK** to any informational prompts.
6. Add or match all downloaded transactions in the **Downloaded Transactions** window.
7. Repeat steps 1 – 6 for each account at Bank of the Cascades

Thank you for making these important changes!