

QuickBooks Online Edition Conversion Instructions



QuickBooks Online Edition (QBO V78)

Introduction

As **Citizens Bank & Trust** completes its system conversion to our new Online Banking service, you will need to modify your QuickBooks Online Edition 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

Conversion – Information only

QuickBooks Online data is stored on Intuit servers in the cloud. Since we update your records with every change, we cannot restore your file to a previous point in time.

QuickBooks Online automatically updates your selected version so you are always on the latest release.

IMPORTANT: QuickBooks Online edition connectivity services may be interrupted up to 3-5 business days after the conversion is complete.

Task 1: Deactivate Your Account(s) At **Citizens Bank & Trust** on or after **5/19/2016 at 5:00PM**

1. Choose **Transactions > Banking**.
2. Click on the account you'd like to disconnect, then click the **Pencil Icon**.
3. Click on **Edit Account Info**.
4. Check the box next to **Disconnect this account on save**.
5. Click **Save**.
6. Repeat steps 2—6 for each account at **Citizens Bank & Trust**.

Task 2: Re-activate Your Account(s) a **Citizens Bank and Trust (LA)** on or after **5/31/2016 at 10:00AM**

1. Choose **Transactions > Banking**.
2. In the upper right corner, click **Add Account**
3. Enter **Citizens Bank and Trust (LA)** and click **Find**.
4. Click the link for **Citizens Bank and Trust (LA)**.
5. Type your **User ID** and **Password**. Click **Log In**.
6. Ensure you associate the account for **Citizens Bank and Trust (LA)** to the appropriate account already listed under **QuickBooks Accounts**. You will want to select the matching accounts in the drop-down menu.

IMPORTANT: Do **NOT** select **+Add new**. If you are presented with accounts you do not want to track in this data file, **Uncheck** the box next to the **Account name**.

7. After all accounts have been matched, click **Connect**.
8. When the download is finished click **I'm done. Let's go!**

Task 3: Excluding Duplicate Transactions

1. Choose **Transactions > Banking**.
2. In the **New Transactions** section, click the checkboxes for the transactions you want to exclude.
3. Click **Batch Actions > Exclude Selected**.

NOTE: If you accidentally exclude a transaction, you can include it again.

Task 4: Undo Excluded Transactions

1. Choose **Transactions > Banking**.
2. Click the **Excluded** tab.
3. Click the checkboxes for the transactions you want to include.
4. Click **Batch Actions > Undo**.
5. Transactions will appear again in the **New Transactions** tab for you to work with.

Additional Instructions: Manually Import Transactions

1. Log in to **Citizens Bank & Trust** website at **citizensbankandtrust.com**.
2. Download one of the following Web Connect files.
 - a. .qbo (QuickBooks)
 - b. .qfx (Quicken)
3. In **QuickBooks Online**, choose **Transactions > Banking**.
4. In the upper right corner, click **File Upload**.
5. Click Browse and select **Citizens Bank & Trust** Web Connect file from your computer.
6. Click **Next**.
7. In the drop-down menu, select the account where you'd like to upload the transactions.
8. When the download is finished click **I'm done. Let's go!**
9. After your download finishes, click the **New Transactions** tab to see what was downloaded.

Thank you for making these important changes!