

QuickBooks Online Conversion Instructions



Simple Start / Essentials / Plus / Advanced

Introduction

As *Citywide Banks* completes its system conversion, QuickBooks Online settings will need to be updated to ensure transition of your data. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, use your login credentials for online banking.

It is important that you perform the following instructions exactly as described and in the order presented. This conversion should take 15–30 minutes.

Documentation and Procedures

Conversion – Information only

1. 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.
2. QuickBooks Online automatically updates your selected version so you are always on the latest release.

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

Task 1 — *Citywide Banks* — Complete a final download *before October 18, 2019*.

NOTE: Please skip to Page 3 if you Manually Import Transactions.

1. Sign in to QuickBooks Online.
2. Click Banking.
3. In the top-right area, click Update.
4. After your download finishes, click the For Review tab to confirm items downloaded.

Task 2 — Match Downloaded Transactions

1. Accept all new transactions on the Banking page. Simply check off all the New/Matched transactions and click Batch Action to "Accept Selected".
2. Assistance on matching transactions is available in the Help menu > Search for Matching Transactions and follow the instructions in the appropriate article.

Task 3 — Disconnect Accounts in QuickBooks Online *on or after October 21, 2019.*

1. Select Banking on the left column.
2. Click on the account you would 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 and Close.
6. Repeat steps 2-6 to deactivate additional accounts.

Task 4 — Excluding Duplicate Transactions

1. Choose Banking.
2. In the For Review 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 5 — Undo Excluded Transactions

1. Choose 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 — Need to Manually Import Transactions?

1. Log in to <https://www.citywidebanks.com>
2. Download one of the following Web Connect file types.
 - a. .qbo (QuickBooks)
 - b. .qfx (Quicken)
3. In QuickBooks Online, choose Banking.
4. In the upper-right corner, click File Upload.
5. Click Browse and select the Web Connect file from your computer. Click Next.

6. Select the appropriate account from the drop-down menu. Click Next.
7. When the import is completed, click **Let's go!**
8. After your download finishes, click the For Review tab to see what was downloaded.

Thank you for making these important changes!