HERITAGE
BANK OF COMMERCE®

QuickBooks for Windows

Web Connect Conversion Instructions

As ***Heritage Bank of Commerce*** completes its system conversion, 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 credentials for the ***Heritage Bank of Commerce*** online banking.

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.

This update is time sensitive and can be completed on or after ***April 7, 2014***

Conversion Preparation

- 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.
- 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.
- 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.

- 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.

Deactivate Your Account(s) At Heritage Bank of Commerce

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. Click on the **Online Services** tab in the Edit Account window. The tab is named **Bank Feed Settings** in QuickBooks **2014**.
5. Select **Deactivate All Online Services** → click **Save & Close**.
6. Click **OK** for any messages.
7. Repeat steps 2 – 6 for each account at ***Heritage Bank of Commerce.***
8. **Re-activate Your Account(s) at Heritage Bank of Commerce.**
9. Log in to ***Heritage Bank of Commerce*** web site at ***www.heritagebankofcommerce.com***
10. Download and import 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.

11. If prompted, 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

12. In the **Select Bank Account** dialog, click **Use an existing QuickBooks** account radio button.
13. In the corresponding drop-down list, select your QuickBooks account, and click **Continue.**
14. Confirm the prompt by clicking **OK**.
15. Repeat steps 10 through 16 for each account that you previously disabled.
16. Re-enable Side by Side mode (if necessary).

NOTE: If you prefer register mode, you are finished with your conversion. If you use the Side by Side mode for online banking, you may now re-enable the mode. Now known as Express Mode under Bank Feeds Center in QuickBooks 2014.

- For instructions to enable Side by Side mode, choose **Help** menu >> **QuickBooks Help**. Search for **Online Banking Modes**, then select **Online Banking Modes overview**, scroll down, and follow the instructions.
- For QuickBooks 2014, locate **Bank Feeds** within Checking **Company Preferences** found in the **Edit** menu > **Preferences**.

Thank you for making these important changes!