



Carolina Trust Bank

Quicken for Mac 2015-2017

Conversion Instructions

Express Web Connect to Direct Connect

Introduction

As **Clover Community Bank** completes its system conversion to **Carolina Trust Bank**, you will need to modify your Quicken 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 each Financial Institution.

NOTE

Express Web Connect uses the same User ID and Password as the **Clover Community Bank** website. **Direct Connect** for **Carolina Trust Bank** may

require registration. Please contact your financial institution to verify your Direct Connect login information.

You should perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This conversion should take 15–30 minutes.

Thank you for making these important changes!

Documentation and Procedures

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 data files**, and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose **Help** menu > **Search**. Search for **Updates**, select “Check for Updates,” and follow the instructions.

2. Connect to **Clover Community Bank** for a final download before **5:00pm Eastern, Friday, February 15, 2019**

1. Select your account under the **Accounts** list on the left side.
2. Choose **Accounts** menu > **Update Selected Online Account**.
3. Repeat this step for each account (such as checking, savings, credit cards, and brokerage) that you use for online banking or investing.

3. Disconnect Accounts At **Clover Community Bank** on or after **5:00pm Eastern, Friday, February 15, 2019**

1. Select your account under the **Accounts** list on the left side.
2. Choose **Accounts** menu > **Settings**.
3. Select **Troubleshooting** > **Deactivate Downloads**.
4. Repeat steps for each account to be disconnected.

4. Reconnect Accounts to **Carolina Trust Bank** on or after **9:30am Eastern, Tuesday, February 19, 2019**

1. Select your account under the **Accounts** list on the left side.
2. Choose **Accounts** menu > **Settings**.
3. Select **Set up transaction download**.
4. Enter **Carolina Trust Bank** in the **Search** field, select the institution name in the **Results** list and click **Continue**.
5. Enter your Direct Connect **User Id** and **Password** and click **Continue**.
6. If the bank requires extra information, enter it to continue.

NOTESelect “Direct Connect” for the “Connection Type” if prompted.

7. In the “**Accounts Found**” screen, associate each new account to the appropriate account already listed in Quicken. Under the **Action** column, select “**Link**” to pick your existing account.

IMPO Do **NOT** select “**ADD**” under the action column unless you intend to add a new account to Quicken.

8. Select **Finish**.