Getting Started with Quicken®

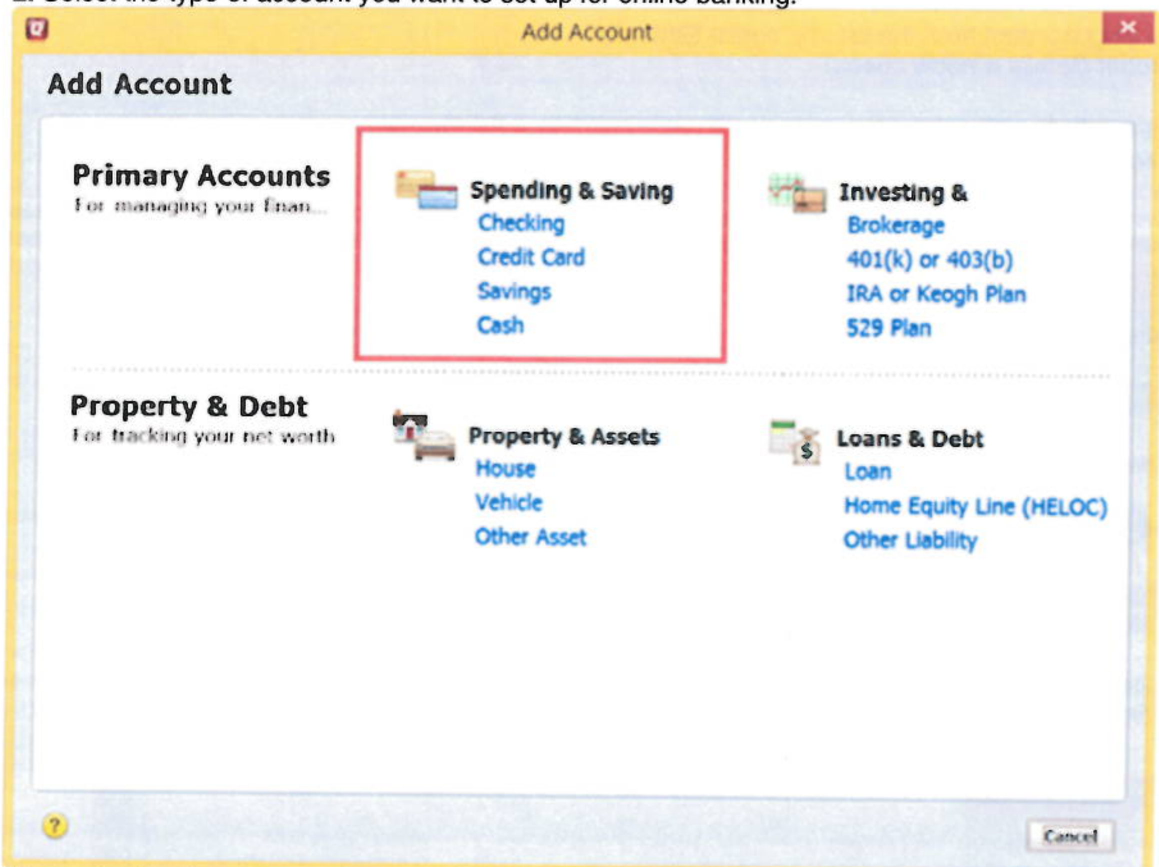
Getting Started with Quicken® in Windows®

Setting Up an Account for Online Banking

This procedure allows a Quicken® user in Windows® to set up an account for online banking.

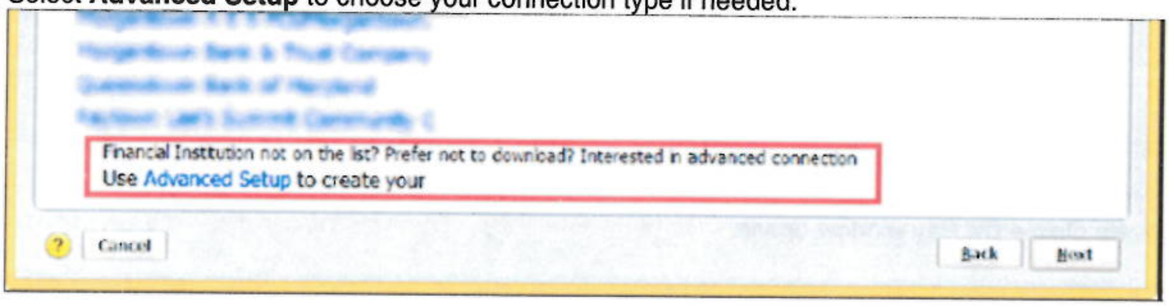
1. Open Quicken®, open the **Tools** menu, and then select **Add Accounts**.
The *Add Account* window opens.

2. Select the type of account you want to set up for online banking.



After selecting the account type, the *Add [account type selected] Account* window opens.

3. Enter the name of your financial institution into the field at the top of the window and select it from the list that appears.
Select **Advanced Setup** to choose your connection type if needed.



4. Select **Next** to complete the procedure.

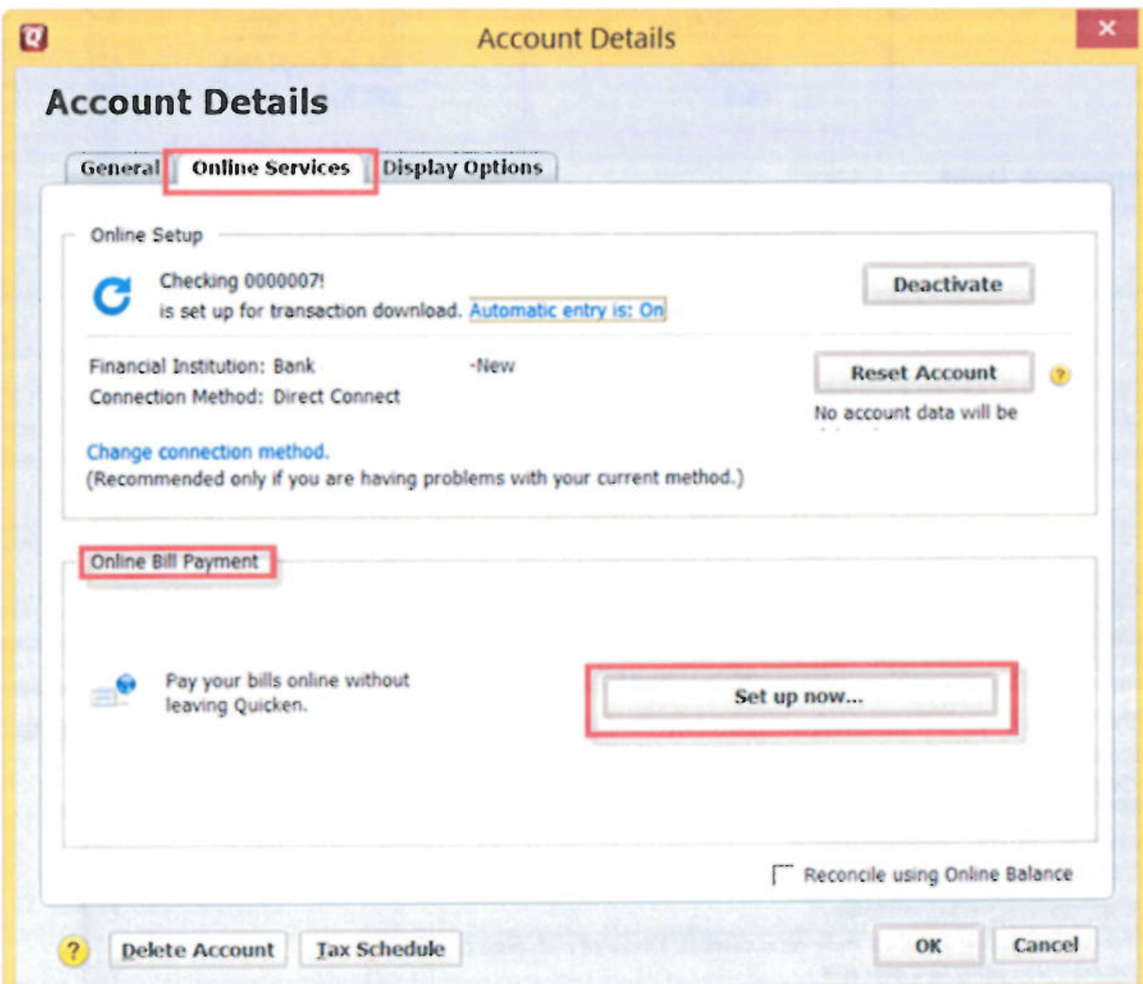
Setting Up Bill Pay Functionality

This procedure allows a Quicken® user in Windows® to set up bill pay functionality for an account. Before completing this procedure, you must be enabled for the bill pay product.

1. Open Quicken®, open the **Tools** menu, and then select **Account List**.
The account list opens.

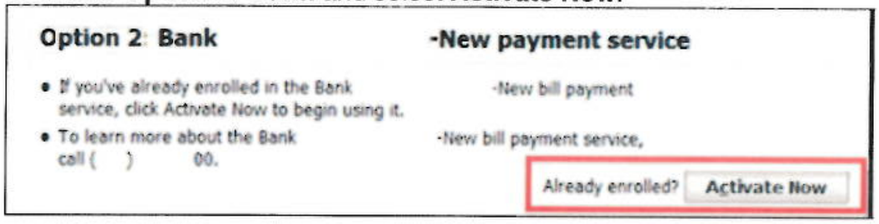
2. Select your account from the list and select **Edit**.
The *Account Details* window opens.

3. Select the **Online Services** tab, locate and open the *Online Bill Payment* section, and select **Set Up Now**.



The *Activate Online Bill Pay* window opens.

4. Locate **Option 2: Bank** and select **Activate Now.**



If the account is not already enabled for bill pay, an error message appears. Additionally, an error appears if you attempt to use any bill pay functionality during Direct Connect synchronization.

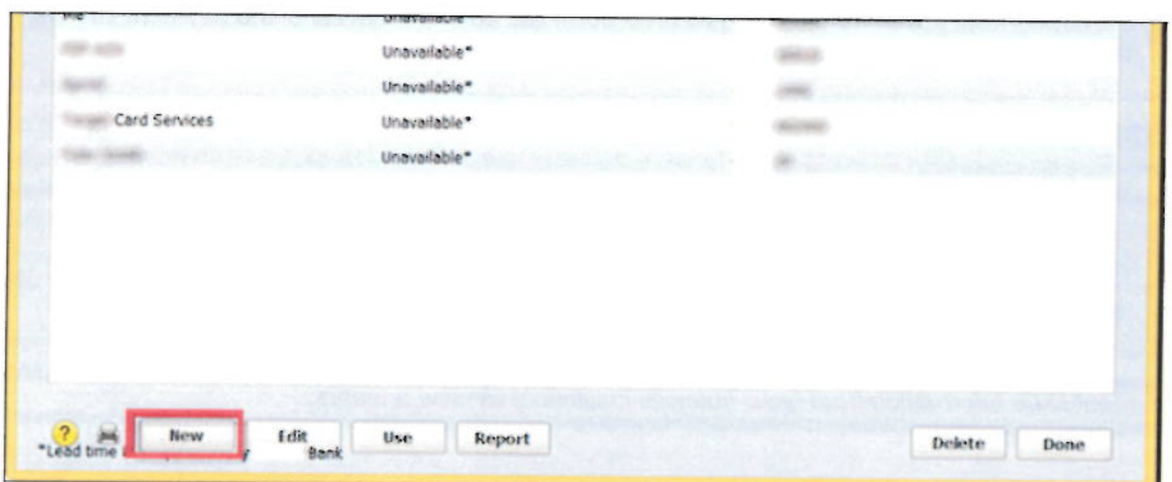
Creating a Payee

This procedure allows a Quicken® user in Windows® to create a payee for an account. Before completing this procedure, you must:

- Use the Direct Connect connection type.
- Be enabled for the bill pay product.
- Complete the *Setting Up Bill Pay Functionality* procedure for Quicken® in Windows®.

1. Open Quicken®, open the **Tools** menu, and then select **Online Payee List**.
The *Online Payee List* window opens.

2. Select **New** from the bottom of the window.



3. Complete the required fields for the new payee, select **Ok**, and then select **Accept**.

Creating a Bill Payment Using the Bill Pay Institution Product

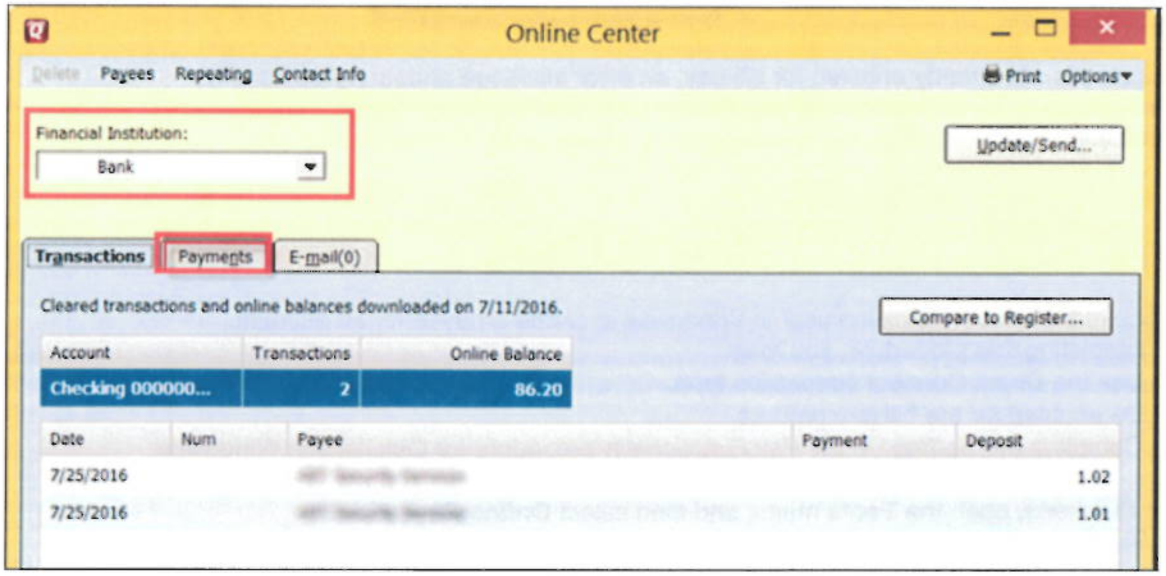
This procedure allows a Quicken® user in Windows® to create a bill payment using the bill pay institution product.

- Before completing this procedure, you must:
- Use the Direct Connect connection type.
- Be enabled for the bill pay product.

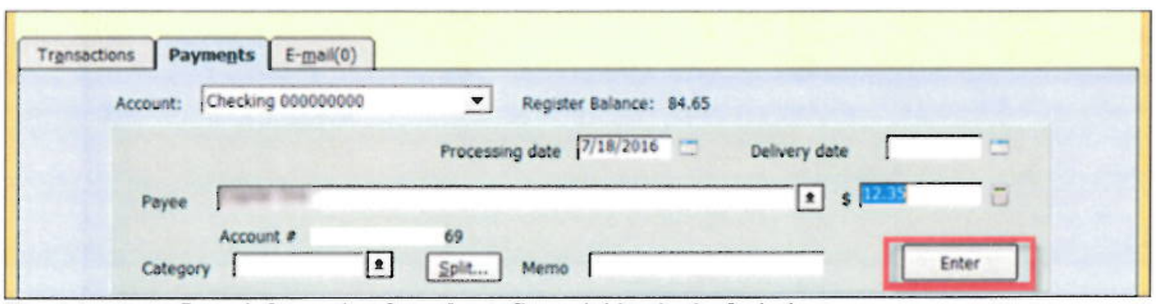
- Complete the *Setting Up Bill Pay Functionality* procedure for Quicken® in Windows®.

1. Open Quicken®, open the **Tools** menu, and then select **Online Center**.
The *Online Center* window appears.

2. Select your financial institution from the **Financial Institution** drop-down list and select the **Payments** tab.

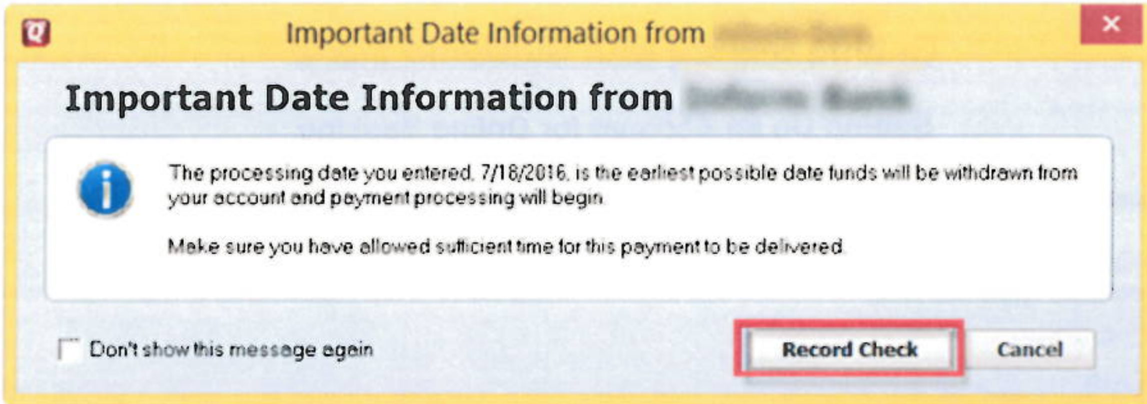


3. Select the established payee from the **Payee** drop-down list, enter the details of the payment into the appropriate fields, and then select **Enter**.



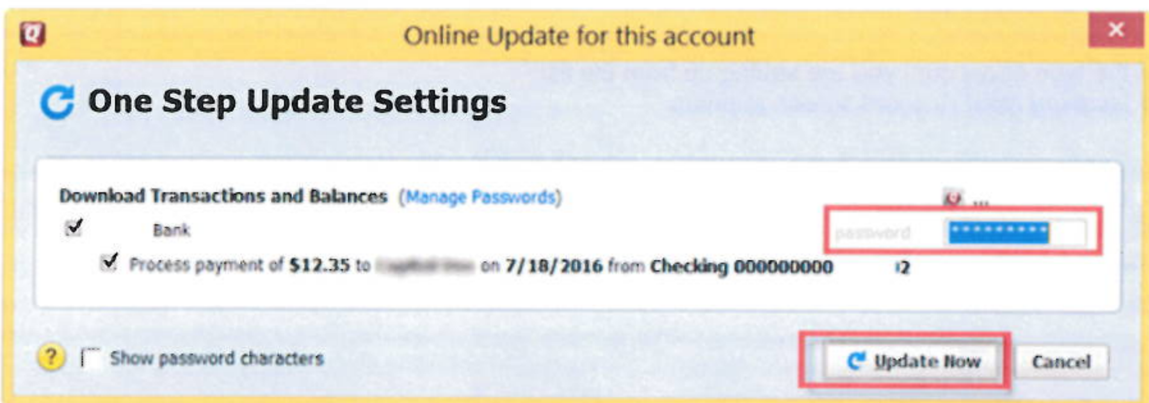
The *Important Date Information from [your financial institution]* window appears.

4. Select **Record Check**.



5. Select **Update/Send** from the top of the *Online Center* window.
The *Online Update for this Account* window appears.

6. Enter your NetTeller ID password into the **Password** field and select **Update Now**.



When the update is complete a confirmation message appears. If the update cannot be completed, details of errors appear. The following causes prevent payments from being made successfully:

- You are not set up for bill pay services.
- The payee has been disabled or their account status has been changed.
- The payee added to Quicken® may not match the bill pay product's expected information for the
- payee.
- The payment's details are incorrect.
- The selected payment processing date has already passed.
- You are not using the Direct Connect connection

Getting Started with Quicken® Mac®

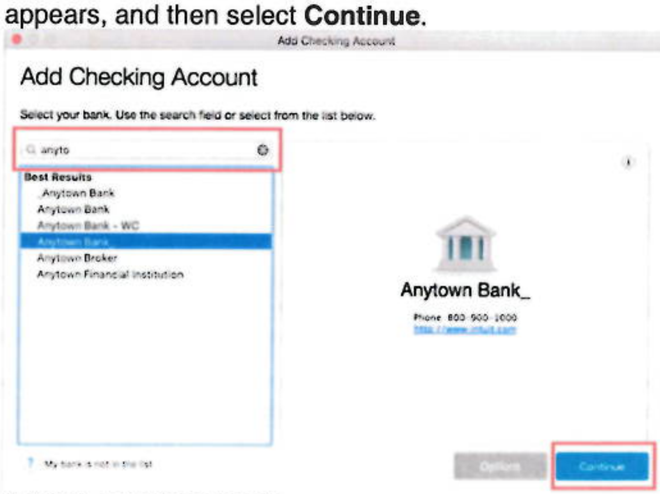
Setting Up an Account for Online Banking

This procedure allows a Quicken® Mac® user to set up an account for online banking.

1. Open Quicken® and select **Add Account** in the sidebar.
A list of account types appears.

2. Select the type of account you are setting up from the list.
The *Add [account type] Account* screen appears.

3. Enter your financial institution in the search bar, select it from the list of financial institutions that appears, and then select **Continue.**



A logon screen appears.

4. Enter your credentials into the **Customer ID:** and **Password/PIN:** fields, and then select **Continue.**

5. Follow any additional prompts given by Quicken®.

Setting Up Bill Pay Functionality

This procedure allows a Quicken® Mac® user to set up bill pay functionality for an account. Before completing this procedure, you must be enabled for the bill pay product.

1. Open Quicken® and select the checking account that is linked to bill pay at your financial institution from the sidebar.

2. Select **Settings** in the bottom right of the Quicken® screen.
The *Connection Settings* screen appears.

3. Ensure that the **Connection Type** is set to **Direct Connect** and that **Bill Pay** is turned on.
If the connection type is not Direct Connect, then select **Change Connection Type** and then **Direct Connect**. If bill pay is turned off, then you must enable it before continuing.

4. Select **Save.**

Creating an Online Payment

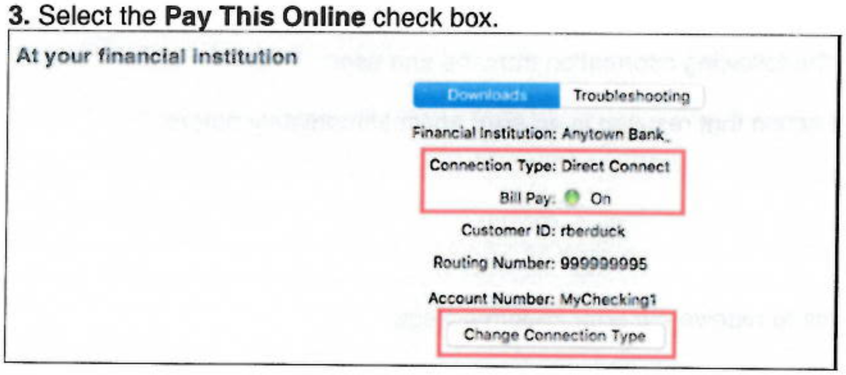
This procedure allows a Quicken® Mac® user to create an online payment. Before completing this procedure, you must:

- Be enabled for the bill pay product.
- Complete the *Setting Up Bill Pay Functionality* procedure for Quicken® Mac®.

1. Open the account register for your bill pay-enabled account.

2. Select **Online Payment**.

3. Select the **Pay This Online** check box.



4. Enter the payee's name into the appropriate field.

5. Select the date that you want the payment to be received.This date is normally five days before the pay date, but it can vary according to payees' preferences.

6. Enter the payment amount into the appropriate field.

7. Select one of the following:

- If you want to send the payment immediately, then select **Send Now**.
- If you want to send the payment the next time you update the account, then select **Save**.

Feel free to contact LAKESTONE BANK Operations Department at:

810.538.1935 should you have any questions!

Please have the following information available:

QuickBooks & Quicken Products
Information to Collect when an Error is Reported

Customer support representatives collect the following information from users who contact them regarding an error with any Intuit® product.

Collect the following information from the user:

The Intuit® product they are using_______________________________

The product version_______________________________

A description of the issue_______________________________

The error code/message displaying_______________________________

The NTID/CM user (if applicable)_______________________________

The connection type being used_______________________________

The number of users reporting this issue_______________________________

When the issue began_______________________________

Determine if there have been any recent conversions or mergers_______________________________

Collect the following information from the end user:

Instruct the end user to attempt the action that resulted in an error again immediately before collecting this information.

- The CONNLOG
- The OFXLOG
- Any relevant screenshots
- The steps the end user takes to receive the error code/message