



QuickBooks & Quicken Conversion Instructions

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QuickBooks for Windows Conversion Instructions

Web Connect

Introduction

As *The Berkshire Bank* completes its system conversion, you will need to modify your QuickBooks 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 Financial Institution.

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

Task 1: Conversion Preparation

1. 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.
2. Download the latest QuickBooks Update. For instructions to download an update, choose **Help** menu > **QuickBooks Help**. Search for **Update QuickBooks**, then select **Update QuickBooks** and follow the instructions.

NOTE: If multiple computers do not use the same QuickBooks data file, skip step 3. QuickBooks activities such as **Online Banking** cannot be performed in multi-user mode because of the way the activities interact with a company data file.

3. 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.

NOTE: If you are not using Classic Mode (Register Mode), enable it for the conversion. You can change it back after the conversion is complete.

4. Enable Classic Mode (Register Mode).
5. For instructions to enable Classic Mode (Register Mode), choose **Help menu > QuickBooks Help**. Search for **Banking Feed Modes**, select **Bank Feeds Modes overview**, scroll down, and follow the instructions.

Task 2: Connect to **The Berkshire Bank** for a final download before **5:00pm Eastern, Tuesday, April 17, 2018**

1. Log in to **The Berkshire Bank** and download your QuickBooks Web Connect file.
2. Click **File > Utilities > Import > Web Connect Files**.
3. Link your bank account with the existing QuickBooks account and click **Continue**.
4. Repeat steps for each account.

Task 3: Match Downloaded Transactions

If new transactions were received from your connection, accept all new transactions into the appropriate registers.

If you need assistance matching transactions, choose **Help menu > QuickBooks Help**. Search for **Matching Transactions** and follow the instructions.

NOTE: All transactions must be matched or added to the register prior to disconnecting your accounts.

Task 4: Disconnect Accounts at **The Berkshire Bank** on or after **5:00pm Eastern, Tuesday, April 17, 2018**

1. Choose the **Lists** menu > **Chart of Accounts**.
2. Select the account you want to deactivate.
3. Click **Edit** menu > **Edit Account**.
4. Click on the **Bank Feed Settings** tab in the **Edit Account** window.
5. Select **Deactivate All Online Services** and click **Save & Close**.
6. Click **OK** for any dialog boxes that may appear with the deactivation.
7. Repeat steps for each account to be disconnected.

Task 5: Reconnect Accounts to *The Berkshire Bank* on or after **9:30am Eastern, Wednesday, April 18, 2018**

1. Log in to *The Berkshire Bank* and download your QuickBooks Web Connect file.
2. Click **File > Utilities > Import > Web Connect Files**.

NOTE: Take note of the date you last had a successful connection. If you have overlapping dates in the web-connect process, you may end up with duplicate transactions.

3. If prompted for connectivity type, select **Web Connect**.
4. 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.

5. In the **Select Bank Account** dialog, click **Use an existing QuickBooks** account.
6. In the corresponding drop-down list, select your QuickBooks account, and click **Continue**.
7. Confirm the prompt by clicking **OK**.
8. Repeat steps for each account to be reconnected.

IMPORTANT: Verify that all transactions downloaded successfully into your account registers.

Task 6: Re-enable Express Mode (if necessary)

NOTE: If you prefer Classic Mode (Register Mode), you are finished with your conversion. If you use Express Mode for online banking, you may now re-enable the mode.

For instructions to enable Express Mode, choose **Help > QuickBooks Help**. Search for **Banking Feed Modes**, then select **Bank Feed Modes overview**, and follow the instructions.



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Quicken for Mac 2015-2017 Conversion Instructions

Direct Connect

Introduction

As **The Berkshire Bank** completes its system conversion, 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 the Financial Institution.

NOTE: Direct Connect 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!



This detour symbol indicates instructions in a Task specifically for **Bill Pay within Quicken**. (**Bill Pay is not available in Quicken for Mac 2015.**) If you do **not** use Quicken to make bill payments, skip that Task.

Documentation and Procedures

Task 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.

Task 2: Connect to *The Berkshire Bank* for a final download before **5:00pm Eastern, Tuesday, April 17, 2018**

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

Task 3: Cancel Outstanding Payments before **5:00pm Eastern, Tuesday, April 17, 2018 (Not available in Mac 2015)**



If you are **not** a Bill Pay user within Quicken, skip this Task.

IMPORTANT: This Task must be completed to avoid possible duplicate payment. If you do not cancel payments scheduled to be paid on or after **5:00pm Eastern, Tuesday, April 17, 2018**, these payments may still be processed.

6. Highlight a Bill Payment transaction on the account register.

NOTE: While on the account register, go to **File > Print** to save your list of pending payments. You can use this when you recreate and send these payments later.

7. Click on the **Edit** button located on the action bar at the bottom of the account register window.
8. Click on the **Edit Details** tab located below the highlighted transaction.
9. Click on the **Online Payment** tab.
10. Click on **Cancel Payment**.
11. Repeat steps for each outstanding payment transaction you have with your financial institution.

Task 4: Disconnect Accounts at *The Berkshire Bank* on or after **5:00pm Eastern, Tuesday, April 17, 2018**

12. Select your account under the **Accounts** list on the left side.
13. Choose **Accounts** menu > **Settings**.
14. Select **Troubleshooting > Deactivate Downloads**.
15. Repeat steps for each account to be disconnected.

Task 5: Reconnect Accounts to *The Berkshire Bank* on or after **9:30am Eastern, Wednesday, April 18, 2018**

16. Select your account under the Accounts list on the left side.
17. Choose **Accounts** menu > **Settings**.
18. Select **Set up transaction download**.
19. Enter **The Berkshire Bank-NEW** in the **Search** field, select the institution name in the **Results** list and click **Continue**.
20. Enter your Direct Connect **User Id** and **Password** and click **Continue**.
21. If the bank requires extra information, enter it to continue.

NOTE: Select "Direct Connect" for the "Connection Type" if prompted.

22. 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.

IMPORTANT: Do **NOT** select "**ADD**" under the action column unless you intend to add a new account to Quicken.

23. Select **Finish**.

Task 6: Recreate Online Payments at **The Berkshire Bank (Not available in Mac 2015)**



If you are **not** a Bill Pay user within Quicken, your conversion is complete. Skip this Task.

24. Recreate your payments.
25. If you need help creating your payments, click on **Help** in the top menu.
26. Search for "**Adding online Bill Pay transactions**" and click that item.
27. Follow the instructions to enter or transmit an online payment.



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Quicken for Mac 2015-2017 Conversion Instructions

Express Web Connect

Introduction

As **The Berkshire Bank** completes its system conversion, 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 the Financial Institution.

NOTE: **Quicken Express Web Connect** uses the same User ID and Password as your financial institution's website.

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

Task 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.

Task 2: Connect to *The Berkshire Bank* for a final download before **5:00pm Eastern, Tuesday, April 17, 2018**

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

Task 3: Disconnect Accounts at *The Berkshire Bank* on or after **5:00pm Eastern, Tuesday, April 17, 2018**

6. Select your account under the **Accounts** list on the left side.
7. Choose **Accounts** menu > **Settings**.
8. Select **Troubleshooting** > **Deactivate Downloads**.
9. Repeat steps for each account to be disconnected.

Task 4: Reconnect Accounts to *The Berkshire Bank* on or after **Wednesday, June 18, 2018**

10. Select your account under the **Accounts** list on the left side.
11. Choose **Accounts** menu > **Settings**.
12. Select **Set up transaction download**.
13. Enter *The Berkshire Bank-NEW* in the **Search** field, select the name in the **Results** list and click **Continue**.
14. Enter your **User Id** and **Password** and click **Continue**.
15. If the bank requires extra information, enter it to continue.

NOTE: Select "Express Web Connect" or "Quicken Connect" for the "Connection Type" if prompted.

16. In the "**Accounts Found**" screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under the **Action** column, select "**Link**" to pick your existing account.

IMPORTANT: Do **NOT** select "**ADD**" under the action column.

17. Select **Finish**.



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Quicken for Mac 2015-2017 Conversion Instructions

Web Connect

Introduction

As *The Berkshire Bank* completes its system conversion, 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 the Financial Institution.

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

Task 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.

Task 2: Connect to *The Berkshire Bank* for a final download before **5:00pm Eastern, Tuesday, April 17, 2018**

3. Select your account under the **Accounts** list on the left side.
4. Choose **Accounts** menu > **Update Selected Online Account**.
5. Sign in to online banking and download transactions for an account.
6. Import the transactions.
7. Repeat steps for each account (such as checking, savings, credit cards, and brokerage) that you use for online banking or investing.

Task 3: Connect Accounts at *The Berkshire Bank* on or after **9:30am Eastern, Wednesday, April 18, 2018**

8. Select your account under the **Accounts** list on the left side.
9. Choose **Accounts** menu > **Settings**.
10. Select Set up transaction download.
11. Enter *The Berkshire Bank-NEW* in the **Search** field, select the name in the **Results** list and click **Continue**.
12. Log in to *The Berkshire Bank*. **Download** a file of your transactions to your computer.

NOTE: Take note of the date you last had a successful connection. If you have overlapping dates in the web-connect process, you may end up with duplicate transactions.

13. Drag and drop the downloaded file into the box **Drop download file**.

NOTE: Select "Web Connect" for the "Connection Type" if prompted.

14. In the "**Accounts Found**" screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under the **Action** column, select "**Link**" to pick your existing account.

IMPORTANT: Do **NOT** select "**ADD**" under the action column unless you intend to add a new account to Quicken.

15. Click **Finish**.
16. Repeat steps for each account to be connected.



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Quicken for Windows Conversion Instructions

Direct Connect

Introduction

As **The Berkshire Bank** completes its system conversion, 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 the Financial Institution.

NOTE: Direct Connect 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!



This detour symbol indicates instructions in a Task specifically for **Bill Pay within Quicken**. If you do **not** use Quicken to make online bill payments, skip that Task.

Documentation and Procedures

Task 1: Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose **Help** menu > **Quicken Help**. Search for **Backup Data File** and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose **Help** menu > **Quicken Help**. Search for **Update Software** and follow the instructions.

Task 2: Connect to **The Berkshire Bank** for a final download before **5:00pm Eastern, Tuesday, April 17, 2018**

3. Choose **Tools** menu > **One Step Update**.
4. Depending on how you manage financial institution passwords, you may be prompted to enter your Vault password at this time or to enter individual passwords in the One Step Update dialog.
5. In the **One Step Update Settings** dialog, make sure all items are checked and click **Update Now**.
6. If new transactions were received from your connection, accept all new transactions into the appropriate registers.

NOTE: If you need assistance matching transactions, choose **Help menu > Quicken Help**. Search for **Matching Transactions** and follow the instructions.

Task 3: Cancel Outstanding Payments before **5:00pm Eastern, Tuesday, April 17, 2018**



If you are **not** a Bill Pay user within Quicken, skip this Task.

IMPORTANT: This Task must be completed to avoid possible duplicate payment. If you do not cancel payments scheduled to be paid on or after **5:00pm Eastern, Tuesday, April 17, 2018**, these payments may still be processed.

7. Choose **Tools** menu > **Online Center**.
8. Select **The Berkshire Bank** from the **Financial Institution** drop-down list.
9. On the **Payments** tab, select an account from which a payment is scheduled in the future.

NOTE: Click **Print** to save your list of pending payments. You can use this when you recreate and send these payments later.

10. In the payment status list, you will cancel payments for each payee with a status that is schedule for delivery on a date after **5:00pm Eastern, Tuesday, April 17, 2018**. To do this, select the first payee and click **Cancel Payment**.
11. Perform steps 3 & 4 for all payments scheduled for delivery on a date after **5:00pm Eastern, Tuesday, April 17, 2018**.
12. On the toolbar, choose **Repeating**.
13. Select a payment instruction and click **Delete**. You will need to click **Delete** again in a confirmation window.
14. Repeat step 7 for each repeating payment instruction you have with your financial institution.

Task 4: Disconnect Accounts at **The Berkshire Bank** on or after **5:00pm Eastern, Tuesday, April 17, 2018**

15. Choose **Tools** menu > **Account List**.
16. Click the **Edit** button of the account you intend to deactivate.
17. In the **Account Details** dialog, click on the **Online Services** tab.
18. Click on **Deactivate** or **Deactivate Online Payment** (only available if you use bill pay services). Follow the prompts to confirm the deactivation.
19. Click on the **General** tab.
20. Remove the financial institution name and account number. Click **OK** to close the window.
21. Repeat steps for each account you are disconnecting.

Task 5: Reconnect Accounts to *The Berkshire Bank* on or after **9:30am Eastern, Wednesday, April 18, 2018**

22. Choose **Tools** menu > **Account List**.
23. Click the **Edit** button of the account you want to activate.
24. In the **Account Details** dialog, click the **Online Services** tab.
25. Click **Set up Now**.
26. Use **Advanced Setup** to activate your account.
27. Enter *The Berkshire Bank-NEW* in the search field, select the name in the list and click **Next**.
28. If presented with the Select Connection Method screen, select **Direct Connect**.
29. Type your Direct Connect **User ID** and **Password** and click **Connect**.
30. Ensure you associate the account to the appropriate account already listed in Quicken. You will want to select **Link** to an existing account and select the matching accounts in the drop-down menu.
31. Do NOT choose **Add to Quicken** unless you want to add a new account to Quicken. If you are presented with accounts you do not want to track in this data file, choose **Ignore – Don't Download into Quicken**.
32. After all accounts have been matched, click **Next**. You will receive confirmation that your accounts have been added.
33. Click **Done** or **Finish**.

Task 6: Recreate Online Payments at *The Berkshire Bank*



If you are **not** a Bill Pay user within Quicken, your conversion is complete. Skip this Task.

34. Recreate your payments.
35. If you need help creating your payments, choose **Help menu > Quicken Help**.
36. Search for **“Create an online payment”** and click that item.
37. Follow the instructions to enter or transmit an online payment.



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Quicken for Windows Conversion Instructions

Express Web Connect

Introduction

As **The Berkshire Bank** completes its system conversion, 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 the Financial Institution.

NOTE: **Express Web Connect** uses the same User ID and Password as your financial institution's website.

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

Task 1: Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose **Help** menu > **Quicken Help**. Search for **Backup Data File** and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose **Help** menu > **Quicken Help**. Search for **Update Software** and follow the instructions.

Task 2: Connect to **The Berkshire Bank** for a final download before **5:00pm Eastern, Tuesday, April 17, 2018**

3. Choose **Tools** menu > **One Step Update**.

4. Depending on how you manage financial institution passwords, you may be prompted to enter your Vault password at this time or to enter individual passwords in the One Step Update dialog.
5. In the **One Step Update Settings** dialog, make sure all items are checked and click **Update Now**.
6. If new transactions were received from your connection, accept all new transactions into the appropriate registers.

NOTE: If you need assistance matching transactions, choose **Help menu > Quicken Help**. Search for **Matching Transactions** and follow the instructions.

Task 3: Disconnect Accounts at *The Berkshire Bank* on or after **5:00pm Eastern, Tuesday, April 17, 2018**

7. Choose **Tools** menu > **Account List**.
8. Click the **Edit** button of the account you want to deactivate.
9. In the **Account Details** dialog, click on the **Online Services** tab.
10. Click **Deactivate**. Follow the prompts to confirm the deactivation.
11. Click on the **General** tab.
12. Remove the financial institution name and account number. Click **OK** to close the window.
13. Repeat steps for each account to be disconnected.

Task 4: Reconnect Accounts to *The Berkshire Bank* on or after **Monday, June 18, 2018**

14. Choose **Tools** menu > **Account List**.
15. Click the **Edit** button of the account you want to activate.
16. In the **Account Details** dialog, click the **Online Services** tab.
17. Click **Set up Now**.
18. Use **Advanced Setup** to activate your account.
19. Enter **The Berkshire Bank-NEW** in the search field, select the name in the list and click **Next**.
20. If presented with the Select Connection Method screen, select **Express Web Connect**.
21. Enter your **User ID** and **Password**. Click **Connect**.

NOTE: You may be presented with a security question from your Financial Institutions prior to receiving your accounts.

22. Ensure you associate the account to the appropriate account already listed in Quicken. You will want to select **Link to an existing account** and select the matching accounts in the drop-down menu.

IMPORTANT: Do **NOT** select **Add to Quicken** unless you intend to add a new account to Quicken. If you are presented with accounts you do not want to track in this data file, select **Ignore – Don't Download into Quicken**.

23. After all accounts have been matched, click **Next**. You will receive confirmation that your accounts have been added.
24. Click **Done** or **Finish**.



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Quicken for Windows Conversion Instructions

Web Connect

Introduction

As **The Berkshire Bank** completes its system migration, 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 the Financial Institution.

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

Task 1: Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose **Help** menu > **Search**. Search for **Backing Up Your Data** and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose **Help** menu > **Search**. Search for **Update Software** and follow the instructions.

Task 2: Connect to **The Berkshire Bank** for a final download before **5:00pm Eastern, Tuesday, April 17, 2018**

3. Download your Quicken Web Connect file from **The Berkshire Bank**.
4. Click **File** > **File Import** > **Web Connect File**. Locate and select the Web Connect file to import.
5. Repeat this step for each account (such as checking, savings, credit cards, and brokerage) that you use for online banking or investing.

6. If new transactions were received from your connection, accept all new transactions into the appropriate registers.

NOTE: If you need assistance matching transactions, choose **Help menu > Quicken Help**. Search for **Matching Transactions** and follow the instructions.

Task 3: Disconnect Accounts at *The Berkshire Bank* on or after **5:00pm Eastern, Tuesday, April 17, 2018**

7. Choose **Tools** menu > **Account List**.
8. Click the **Edit** button of the account you want to deactivate.
9. In the **Account Details** dialog, click on the **Online Services** tab.
10. Click **Deactivate**. Follow the prompts to confirm the deactivation.
11. Click on the **General** tab.
12. Remove the financial institution name and account number. Click **OK** to close the window.
13. Repeat steps for each account to be disconnected.

Task 4: Reconnect Accounts to *The Berkshire Bank* on or after **9:30am Eastern, Wednesday, April 18, 2018**

14. Download your Quicken Web Connect file from *The Berkshire Bank*.

NOTE: Take note of the date you last had a successful connection in your Quicken account. If you have overlapping dates in the Web Connect download, you may end up with duplicate transactions.

15. Click **File > File Import > Web Connect File**. Locate and select the Web Connect file to import.
16. **Import Downloaded Transactions** window opens: Select **Link to an existing account** and choose the matching account in the drop-down menu. Associate the imported transactions to the correct account listed in Quicken.

IMPORTANT: Do **NOT** select **Create a new account** unless you intend to add a new account to Quicken. If you are presented with accounts you do not want to track in this data file, select **Ignore – Don't Download into Quicken** or click the **Cancel** button.

17. Repeat steps for each account to be reconnected.



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Mint Conversion Information

Mint.com (V40)

Introduction

As **The Berkshire Bank** completes its system conversion, Mint aggregation services may be interrupted for up to 5 business days.

NOTE: You will be able to access online banking information by directly logging into your financial institution website during the interrupted time.

Mint Conversion Information

Mint.com data is stored on Intuit cloud servers. Data is updated with every change and cannot restore data to a previous point in time.

For a successful account update, do not login into Mint.com for **The Berkshire Bank** until 5 business days after **Wednesday, April 18, 2018**.

During this time, the Mint.com server will automatically make the system conversion for your activated accounts. If you login into Mint.com during this time, you may see duplicate accounts or an error displayed. Please do not attempt to change the status or make any changes in Mint.com during this time. After 5 business days, the accounts should reconcile showing your transaction history available.

In the event that your accounts do not display current transactions after 5 business days, you may log back into Mint.com and click refresh  to update the account. After the download completes, click the Transactions tab to view up to 90 days of transaction history.

Thank you for your patience during these changes!



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QuickBooks for Mac Conversion Instructions

Web Connect

Introduction

As *The Berkshire Bank* completes its system conversion, you will need to modify your QuickBooks 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 Financial Institution.

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

Task 1: Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose the **Help** menu and use the Search bar available at the top. Search for **Back Up** and follow the instructions on screen. The first time you do a backup, QuickBooks will guide you through setting backup preferences.
 2. Download the latest QuickBooks Update. For instructions to download an update, choose **Help** menu and use the Search bar available at the top. Search for **Update QuickBooks**, select **Check for QuickBooks Updates** and follow the instructions.
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Task 2: Connect to *The Berkshire Bank* for a final download before **5:00pm Eastern, Tuesday, April 17, 2018**

3. Log in to *The Berkshire Bank* and download your QuickBooks Web Connect File.
4. Click **File > Import > From Web Connect**.
5. Link your bank account with the existing QuickBooks account and click **Continue**.

6. Repeat steps for each account.

Task 3: Match Downloaded Transactions

If new transactions were received from your connection, accept all new transactions into the appropriate registers.

If you need assistance matching transactions, choose the **Help** menu and use the Search bar available at the top. Search for **Updating Your Register**, select the article with that name and follow the instructions.

NOTE: All transactions must be matched or added to the register prior disconnecting your accounts.

Task 4: Disconnect Accounts at *The Berkshire Bank* on or after **5:00pm Eastern, Tuesday, April 17, 2018**

7. Choose **Lists** menu > **Chart of Accounts**.
8. Select the account you want to deactivate.
9. Choose **Edit** menu > **Edit Account**.
10. In the **Edit Account** window, click the **Online Settings** button.
11. In the **Online Account Information** window, choose **Not Enabled** from the **Download Transaction** list and click **Save**.
12. Click **OK** for any dialog boxes that may appear with the deactivation.
13. Repeat steps for each account to be disconnected.

Task 5: Reconnect Accounts to *The Berkshire Bank* on or after **9:30am Eastern, Wednesday, April 18, 2018**

14. Log in to *The Berkshire Bank* and download your QuickBooks Web Connect File.

NOTE: Take note of the date you last had a successful connection. If you have overlapping dates in the web-connect process, you may end up with duplicate transactions.

15. Click File > Import > From Web Connect.
16. If prompted for connectivity type, select Web Connect.
17. The **Account Association** window displays during setup. For each account you wish to download into QuickBooks, click **Select an Account** to choose the appropriate existing account register.

IMPORTANT: Do NOT select “New” under the action column.

18. Click **Continue**.
19. Click **OK** to any informational prompts.
20. Add or match all downloaded transactions in the **Downloaded Transactions** window.
21. Repeat steps for each account to be reconnected.