

Quicken Conversion Instructions

As Bangor Savings Bank completes the migration to the new Bangor Online platform, your Quicken settings will need to be modified to ensure that your data connectivity transfers smoothly to the new system. This document contains instructions for both Windows and Mac, and all three connectivity types (Direct Connect, Express Web Connect or Web Connect).

IMPORTANT: Express Web Connect will not be available until Monday, September 21, 2026, so please utilize another connectivity type if you need transaction updates during this downtime. There is no delay for Web Connect or Direct Connect (if supported).

To navigate this document, just click the link or links below that match your product and connectivity:

Instructions for One-Step Update initiated from within Quicken

[Quicken Windows Direct Connect and Express Web Connect - Page 2](#)

[Quicken Mac Direct Connect and Quicken Connect - Page 4](#)

Instructions for Downloading a Web Connect file from your Online Banking Site

[Quicken Windows Web Connect - Page 5](#)

[Quicken Mac Web Connect - Page 7](#)

IMPORTANT: If you currently use Direct Connect in Quicken to initiate Bill Payments, please complete the additional tasks at the link below. If you do not use Direct Connect Bill Pay or you only initiate Bill Payments from within your online banking site, these additional tasks are not required.

[Quicken Windows Bill Pay - Page 9](#)

[Quicken Mac Bill Pay - Page 10](#)

Quicken Windows Direct Connect and Express Web Connect

BY 6:00 PM ON FRIDAY, SEPTEMBER 11, 2026:

1. Back up your Quicken Windows Data File. Go to File > Backup and Restore > Backup Quicken File
2. Download the latest Quicken Update. Go to Help > Check for Updates
3. Complete a final transaction download. Accept all new transactions into the appropriate registers

BEGINNING 8:00 AM MONDAY, SEPTEMBER 14, 2026:

1. Deactivate online banking connection for accounts connected to Bangor Savings Bank.

- a. Choose Tools > Account List
- b. Click Edit on the account to deactivate
- c. In Account Details, click Online Services
- d. Click Deactivate. Follow prompts to confirm deactivation.
- e. Click the General tab
- f. Delete Financial Institution and Account Number information. Click OK to close window.
- g. Repeat steps for any additional accounts that apply

2. Reconnect the online banking connection for your accounts

- a. Choose Tools > Account List
- b. Click Edit on the account you want to activate
- c. In Account Details, click Online Services and then choose Set up Now
- d. Type Bangor Savings Bank in the search field and click Next
- e. Enter your Bangor Savings Bank credentials
 - **Express Web Connect uses the same credentials you use for your Bangor Savings Bank login**
 - **Direct Connect might require credentials that do not match your online banking credentials**

IMPORTANT: If your credentials do not work, contact Bangor Support at 1.877.226.4671.

f. Ensure you associate the accounts to the appropriate accounts already listed in Quicken.
Select Link to an existing account and select the matching accounts in the drop-down menu.

IMPORTANT: Do NOT choose “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, choose Ignore – Don’t Download into Quicken or click Cancel.

g. After all accounts have been matched, click Next and then Done

Quicken Mac Direct Connect and Quicken Connect

BY 6:00 PM ON FRIDAY, SEPTEMBER 11, 2026:

1. Backup Quicken Mac Data File and Update the application

- a. Choose File > Save a Backup
- b. Download the latest Quicken Update. Choose Quicken > Check for Updates

2. Complete a final transaction download

- a. Complete last transaction update before the change to get all of your transaction history up to date
- b. Accept all new transactions into the appropriate registers

BEGINNING 8:00 AM MONDAY, SEPTEMBER 14, 2026:

Activate the online banking connection for accounts connected to Bangor Savings Bank

1. Click your account in the Accounts list on the left side
2. Choose Accounts > Settings
3. Select Set up transaction download
4. Enter Bangor Savings Bank in the search field, select the correct option and click Continue
5. Enter your financial institution credentials
 - Express Web Connect uses the same credentials you use for your Bangor Savings Bank login
 - Direct Connect might require credentials that do not match your online banking credentials

IMPORTANT: If your credentials do not work, contact your financial institution.

6. In the “Accounts Found” screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under Action, choose Link to pick your existing account

IMPORTANT: Do NOT select “ADD” in the Action column unless you intend to add a new account to Quicken

7. Click Finish

Quicken Windows Web Connect

BY 6:00 PM ON FRIDAY, SEPTEMBER 11, 2026:

1. Backup Quicken Windows Data File and Update

- a. Choose File > Backup and Restore > Backup Quicken File
- b. Download the latest Quicken Update. Choose Help > Check for Updates

2. Complete a final transaction download

- a. Complete last transaction update before the change to get all of your transaction history up to date
- b. Repeat this step for each account you need to update
- c. Accept all new transactions into the appropriate registers

BEGINNING 8:00 AM MONDAY, SEPTEMBER 14, 2026:

1. Deactivate online banking connection for accounts connected to Bangor Savings Bank

- a. Choose Tools > Account List
- b. Click Edit on the account to deactivate
- c. In Account Details, click Online Services
- d. Click Deactivate. Follow prompts to confirm deactivation.
- e. Click the General tab
- f. Delete Financial Institution and Account Number information
- g. Click OK to close window
- h. Repeat steps for any additional accounts

2. Reconnect online banking connection for accounts that apply

- a. Download a Quicken Web Connect file from Bangor Savings Bank's online banking site
- b. In Quicken, choose File > File Import > Web Connect (.QFX) File
- c. Use the import dialog to select the Web Connect file you downloaded. An "Import Downloaded Transactions" window opens.

- d. Choose Link to an existing account. Select the matching account in the drop-down menu. Associate the imported transactions to the correct account listed in Quicken.
- e. Repeat this step for each account you have connected to Bangor Savings Bank

Quicken Mac Web Connect

BY 6:00 PM ON FRIDAY, SEPTEMBER 11, 2026:

1. Backup your Quicken Mac data file and update the application

- a. Choose File > Save a Backup
- b. Download the latest Quicken Update. Choose Quicken > Check for Updates

2. Complete a final transaction download

- a. Complete last transaction update before the change to get all of your transaction history up to date
- b. Repeat this step for each account you need to update
- c. Accept all new transactions into the appropriate registers

BEGINNING 8:00 AM MONDAY, SEPTEMBER 14, 2026:

Activate online banking connection for accounts connected to Bangor Savings Bank

1. Select your account under the Accounts list on the left side
2. Choose Accounts > Settings
3. Select Set up transaction download
4. Enter Bangor Savings Bank in the search field, select the correct option and click Continue
5. Log into Bangor Savings Bank's online banking site and download your transactions to your computer

IMPORTANT: 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.

6. Drag and drop the downloaded file into the box titled Drop download file. Choose Web Connect for the "Connection Type" if prompted
7. In the "Accounts Found" screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under the Action column, click Link to pick your existing account.

IMPORTANT: Do NOT select “ADD” in the Action column unless you intend to add a new account to Quicken

8. Click Finish

Quicken Windows Bill Pay

Only complete these tasks if you currently initiate Bill Payments from within Quicken Windows.

IMPORTANT: These tasks must be completed to avoid possible duplicate payments. If you do not cancel payments scheduled to be paid on or after 6:00 PM on Friday, September 11, 2026, these payments may still be processed.

BY 6:00 PM ON FRIDAY, SEPTEMBER 11, 2026:

Cancel Existing Bill Payments

1. Choose Tools > Online Center
2. Choose Bangor Savings Bank from the Financial Institution drop-down list
3. On the Payments tab, choose an account from which a payment is scheduled in the future
4. In the payments status list, you will cancel payments for each payee with a status that is scheduled for delivery on a date after 6:00 PM on Friday, September 11, 2026. To do this, select the first payee and click Cancel Payment
5. Repeat steps 3 & 4 for all payments that are scheduled for delivery after 6:00 PM on Friday, September 11, 2026
6. On the toolbar, click Repeating
7. Choose a payment instruction and click Delete. Click Delete again in the confirmation window
8. Repeat step 7 for each repeating payment you have with Bangor Savings Bank

BEGINNING 8:00 AM MONDAY, SEPTEMBER 14, 2026:

NOTE: This section only applies if your institution will support Bill Payments initiated from within Quicken Windows after the system change.

Re-create Your Bill Payments

If you need help re-creating payments, choose Help > Quicken Help. Search for Create an online Payment and follow the instructions to create and transmit an online payment.

Quicken Mac Bill Pay

Only complete these tasks if you currently initiate Direct Connect Bill Payments from within Quicken Mac.

IMPORTANT: These tasks must be completed to avoid possible duplicate payments. If you do not cancel payments scheduled to be paid on or after 6:00 PM on Friday, September 11, 2026 these payments may still be processed.

BY 6:00 PM ON FRIDAY, SEPTEMBER 11, 2026:

Cancel Existing Bill Payments

1. Highlight a Bill Payment transaction on the account register
2. While on the account register, choose File > Print to save your list of pending payments. You can use this when you re-create the bill payments and send these payments again.
3. Click Edit at the bottom of the account register window
4. Click Edit Details below the highlighted transaction
5. Click the Online Payment tab and choose Cancel Payment
6. Repeat these steps for each outstanding Bill Payment you have scheduled with Bangor Savings Bank

BEGINNING 8:00 AM MONDAY, SEPTEMBER 14, 2026:

NOTE: This section only applies if your institution will support Bill Payments initiated from within Quicken Windows after the system change.

Re-create Your Bill Payments

For assistance with re-creating payments, choose Help and search for Adding online Bill Pay transactions. Follow the instructions to create and transmit an online payment.