

QuickBooks Desktop Conversion Instructions

As Bangor Savings Bank completes the migration to the new Bangor Online for Businesses platform, your QuickBooks 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 both connectivity types (Direct Connect and Web Connect).

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

Instructions for One-Step Update Initiated from Within QuickBooks

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

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IMPORTANT: If you currently use Direct Connect in QuickBooks 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.

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QuickBooks Windows Direct Connect

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

1. Backup QuickBooks Windows Data File & Update

- a. Choose File > Back Up Company > Create Local Backup
- b. Download the latest QuickBooks Update. Go to Help > Update QuickBooks Desktop

2. Complete a final transaction download and match downloaded transactions.

- a. Complete one 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. (required)

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

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

- a. Choose Lists menu > Chart of Accounts
- b. Right-click on the first account you would like to deactivate and choose Edit Account
- c. Click the Bank Feeds Settings tab in the Edit Account window
- d. Select Deactivate All Online Services and click Save & Close
- e. Click OK for any alerts or messages that may appear with the deactivation
- f. Repeat steps for any additional accounts that apply

2. Reconnect online banking connection for accounts that apply.

- a. Choose Lists menu > Chart of Accounts
- b. Right-click on an account you would like to activate and choose Edit Account
- c. Select Set Up Bank Feeds on the bottom of the popup screen and select Yes in the dialog box that will appear
- d. Enter Bangor Savings Bank in the search field and select Continue
- e. Enter your Direct Connect credentials. Direct Connect might require credentials that do not match your online banking credentials. Contact Bangor Support at 1.877.226.4671 if your login information does not work

f. Ensure you associate the accounts to the appropriate accounts already listed in QuickBooks. Link to your existing accounts in the drop-down options labeled Select Existing or Create New.

IMPORTANT: Do NOT select “Create New Account” unless you intend to add a new account to QuickBooks. If you are presented with accounts you do not want to track in this data file, choose Do Not Add to QuickBooks.

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

QuickBooks Mac Direct Connect

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

1. Backup QuickBooks Mac Data File & Update the Application.

- a. Choose File > Backup.
- b. Download the latest QuickBooks Update. Choose QuickBooks > Check for QuickBooks 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. (required)

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

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

- a. Choose Lists > Chart of Accounts.
- b. Click the first account you would like to deactivate and choose Edit > Edit Account.
- c. Choose Online Settings in the Edit Account window.
- d. In the Online Account Information window, choose Not Enabled from the Download Transactions list and click Save.
- e. Click OK for any alerts or messages that may appear with the deactivation.
- f. Repeat steps for any additional accounts that apply.

2. Reconnect online banking connection for accounts that apply.

- a. Choose Banking > Online Banking Setup.
- b. Type your institution's name in the search field, then click Next and follow the instructions in the setup screen
- c. Select Yes, my account has been activated for QuickBooks Online Services in the Online Banking Assistant window. Click Next.

- d. Enter your Direct Connect credentials. Direct Connect might require credentials that do not match your online banking credentials. Contact Bangor Support at 1.877.226.4671 if your login information does not work.
- e. For each account you wish to download into QuickBooks, click Select and Account to connect to your existing account's registers.
- f. Click Next, and then click Done.
- g. Repeat this step for each account that you have connected to this institution.

QuickBooks Windows Web Connect

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

1. Backup QuickBooks Windows Data File & Update.

- a. Choose File > Back Up Company > Create Local Backup
- b. Download the latest QuickBooks Update. Choose Help > Update QuickBooks Desktop

2. Complete a final transaction download and match downloaded transactions.

- a. Complete one 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 (required)

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

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

- a. Choose Lists menu > Chart of Accounts
- b. Right-click the first account you want to deactivate and choose Edit Account
- c. Click the Bank Feeds Settings tab in the Edit Account window
- d. Select Deactivate All Online Services and click Save & Close
- e. Click OK for any alerts or messages that may appear with the deactivation
- f. Repeat steps for any additional accounts that you need to deactivate

2. Reconnect online banking connection for accounts that you deactivated.

- a. Log in to Bangor Savings Bank's online banking site and download your transactions to a QuickBooks (.qbo) file

NOTE: Take note of your last successful upload. Duplicate transactions can occur if you have overlapping transaction dates in the new transaction download.

- b. In QuickBooks, choose File > Utilities > Import > Web Connect Files. Locate your saved Web Connect file and select to import
- c. In the Select Bank Account dialog select Use an existing QuickBooks account

IMPORTANT: Do NOT select “Create a new QuickBooks account” unless you intend to add a new account to QuickBooks

d. In the drop-down list, choose your QuickBooks account(s) and click Continue. Confirm by selecting OK

QuickBooks Mac Web Connect

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

1. Backup your QuickBooks Mac data file & update the application.

- a. Choose File > Backup
- b. Download the latest QuickBooks Update. Choose QuickBooks > Check for QuickBooks 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 (required)

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

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

- a. Choose Lists > Chart of Accounts
- b. Select the first account you would like to deactivate and choose Edit > Edit Account
- c. Select Online Settings in the Edit Account window
- d. In the Online Account Information window, choose Not Enabled from the Download Transactions list and click Save
- e. Click OK for any dialog boxes that may appear with the deactivation
- f. Repeat steps for any additional accounts that apply

2. Reconnect online banking connection for accounts that apply.

- a. Log in to Bangor Savings Bank's online banking site and download your transactions into to a QuickBooks (.qbo) file

IMPORTANT: Take note of your last successful upload. Duplicate transactions can occur if you have overlapping transaction dates in the new transaction download.

b. In QuickBooks, choose File > Import > From Web Connect. Use the import dialog to import your saved Web Connect file

c. In the Account Association window, click Select an Account to choose the appropriate existing account register

IMPORTANT: Do NOT select “NEW” under the action column unless you intend to add a new account to QuickBooks.

d. Click Continue and OK for any dialog boxes that require action

QuickBooks Window Bill Pay

Only complete these tasks if you currently initiate Bill Payments from within QuickBooks 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 the 1st Action Date, these payments may still be processed.

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

Cancel Existing Bill Payments

1. Open the Register of the account you made the payment from
2. Choose Company > Chart of Accounts
3. Double-click the proper account
4. In the register, locate the transaction to be canceled.
5. Click the transaction to be deleted
6. Choose Edit > Cancel Payment

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

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

Re-create Your Bill Payments

If you need help re-creating payments, choose Help > QuickBooks Help. Search for Pay a Vendor Online and follow the instructions.