

DIRECT CONNECT TO DIRECT CONNECT

Introduction

As **Guaranty Bank** completes its system conversion to **Independent 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.

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 bill payments, skip that Task. Independent Bank does not support Bill Pay within Quicken. You will need to cancel any payments scheduled after May 31, 2019, (steps under Task #3) and reschedule them within Online Banking Bill Pay on or after June 3, 2019.

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 Guaranty Bank for a final download by 5/30/2019 (Optional)

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) you use for online banking or investing.

Task 3: Cancel Outstanding Payments before 5/30/2019

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 **5/30/2019**, these payments will not process.

1. 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 payments. Independent Bank does not support Bill Pay within Quicken.

2. Click on the **Edit** button located on the action bar at the bottom of the account register window.
3. Click on the **Edit Details** tab located below the highlighted transaction.
4. Click on the **Online Payment** tab.
5. Click on **Cancel Payment**.
6. Repeat steps for each outstanding payment transaction you have with your financial institution.

Task 4: Disconnect Accounts at Guaranty Bank on or after 6/03/2019

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.

Task 5: Reconnect Accounts to Independent Bank Group on or after 6/03/2019

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 **Independent Bank Group** 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.

NOTE: Select “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.

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

8. Select **Finish**.