PACIFIC WESTERN BANK

BUSINESS BANKING

QUICKBOOKS DIRECT CONNECT ACTIVATION

Introduction

Before beginning this process, please update all accounts using the current connection. NOTE: Some transactions may be duplicated as a result of this process. Updating the accounts prior to the change will enable a smoother clean up should this occur.

IMPORTANT: Before you begin to connect your bank accounts and/or credit card accounts to Pacific Western Bank, **you will need a Direct Connect User ID and Password**.

- **These credentials are not the same as your online banking/credit card login credentials.**
- **If you do not have these login credentials, please contact us at 1.800.350.3557 Monday-Friday, 8AM-5PM PST.**

Procedure

NOTE: If you are doing a NEW SETUP, skip to step 10.

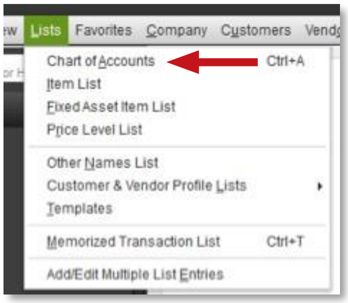
1. If an account has been "linked" or "directed" to a bank application, the account link to the previous bank or application will need to be deactivated and reactivated to the new bank application.

- **Deactivation will need to be done one account at a time*.** Activation for multiple accounts to same bank need to be done together during a session.

  ***If multiple accounts are to be redirected/reactivated to the same bank application, they should all be deactivated first and then reactivated during the same session.**

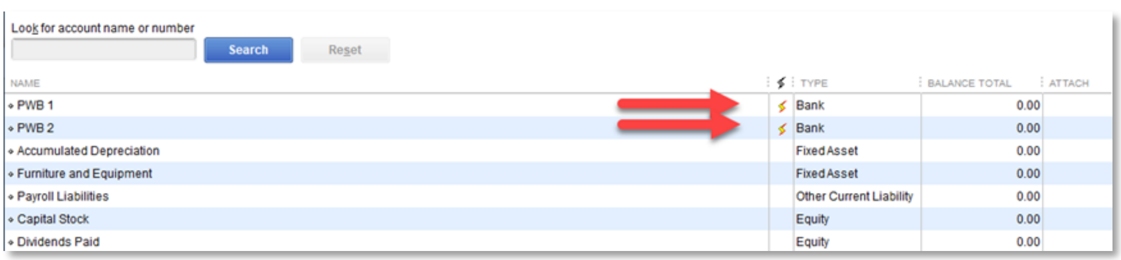
2. To determine if an account is “linked” or directed to a bank connection:

   A. Go to Lists > Chart of Accounts OR (step B).

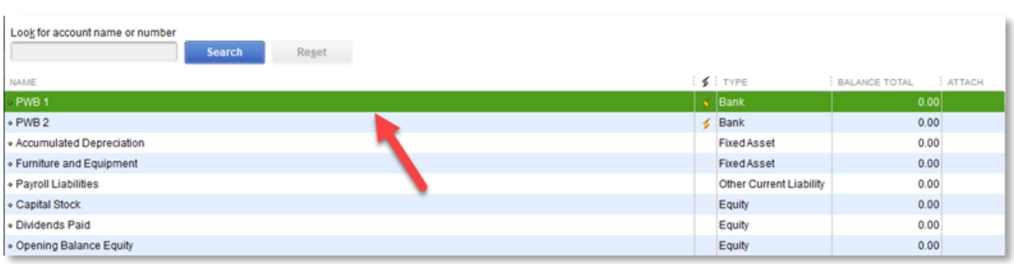


   B. On the right hand side Locate **Chart of Accounts.**

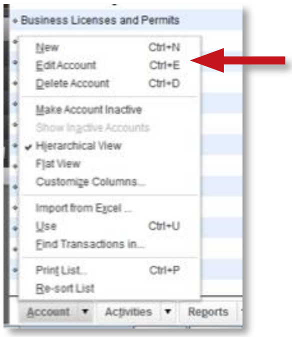
3. If the account in the Chart of Accounts has a lightning bolt ( ) symbol next to the account type, then that account is linked to a banking application and needs to be deactivated and reactivated to the Pacific Western Bank connection for QuickBooks Desktop.



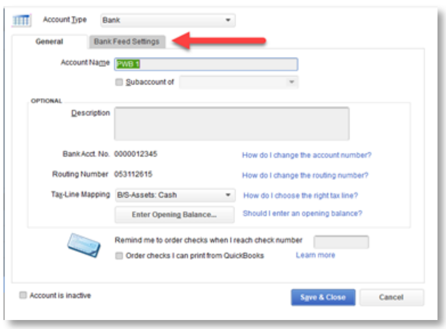
4. **Deactivate Account(s).** Select the account to deactivate. **NOTE: If you have multiple accounts to deactivate, you have to repeat this process for each account one at a time.**



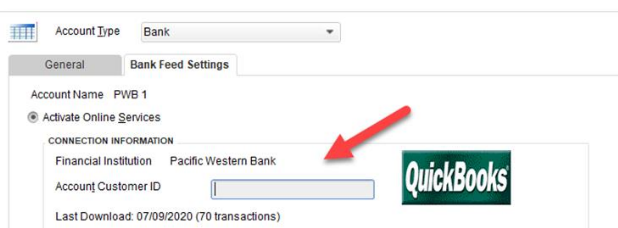
5. At the bottom left-hand side, go to **Account > Edit Account.**



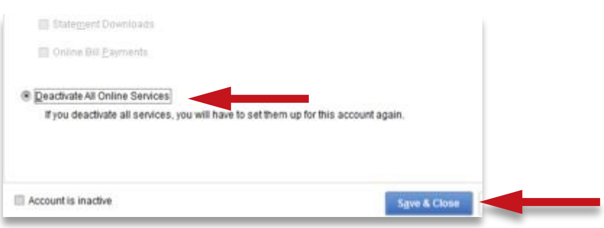
6. The Account Edit screen will open. There will be two tabs: General and Bank Feed Settings.



7. Click on the tab labeled "**Bank Feed Settings**". Delete anything that is listed as "Account Customer ID".



8. Next, **click on the radio button for Deactivate Online Services**. Then **click Save & Close**. You will see an alert window confirming that you want to complete this task. **Click OK**.

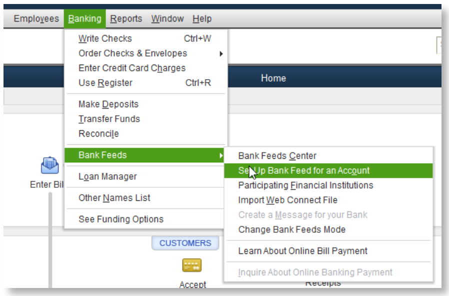


9. Once the account has been deactivated, the lightning bolt ( ) symbol will no longer appear next to the account on the Chart of Accounts.

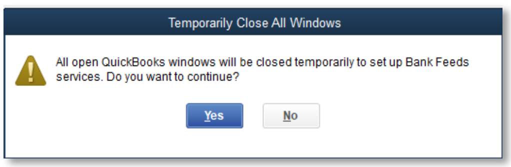
If you have multiple accounts to reactivate to a new bank connection, repeat steps 5-9 for each account.

IMPORTANT: All accounts that need to be redirected to a new bank connection **must be deactivated PRIOR to any steps to reactivate.**

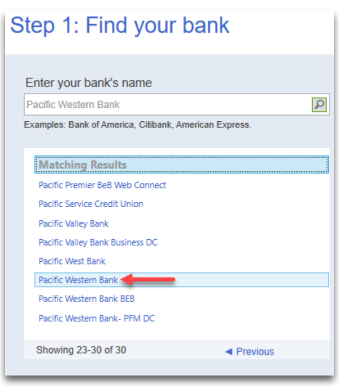
10. To set up a new account or reactivate the account(s) to the new bank location go to **Banking > Bank Feeds > Set Up Bank Feed for an Account.**



11. A pop up message will appear – click "**Yes**".

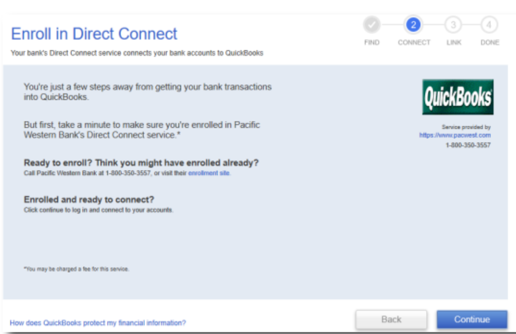


12. Next, enter **Pacific Western Bank** in the Enter your bank's name field**.**

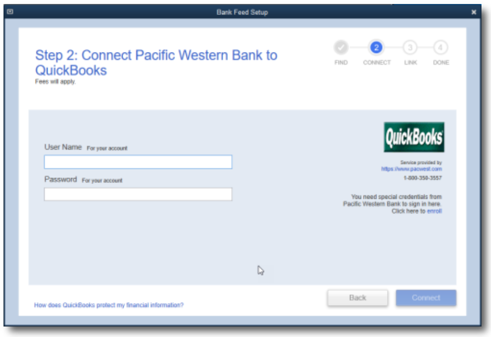


13. If you have received your special QuickBooks access credentials, then you may click **Continue**.

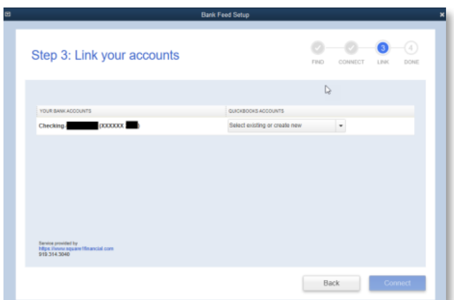
NOTE: If you have not signed up for, or received, your QuickBooks login credentials for your banking account(s), please contact **Pacific Western Bank at 1.800.350.3557.**



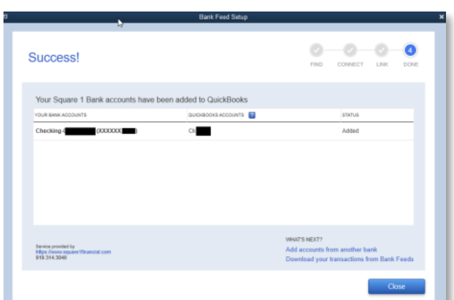
14. Enter your **User Name** and **Password** and click **Connect**.



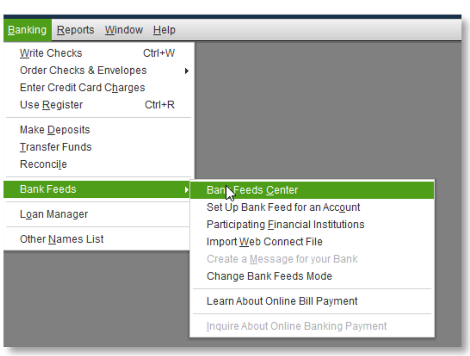
15. Select the account you wish to link to and click **Connect**.



16. The message **"Success!"** will appear when completed. Click **Close.**



17. After clicking Close, you will be able to download transactions. Go to **Banking > Bank Feeds > Bank Feeds Center.**



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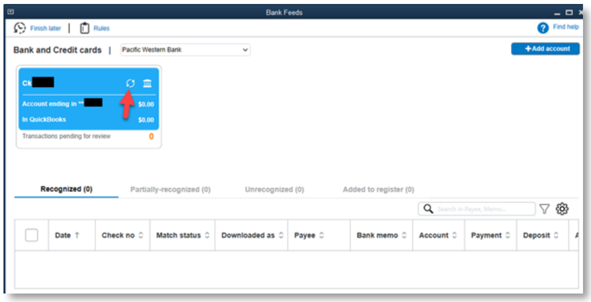
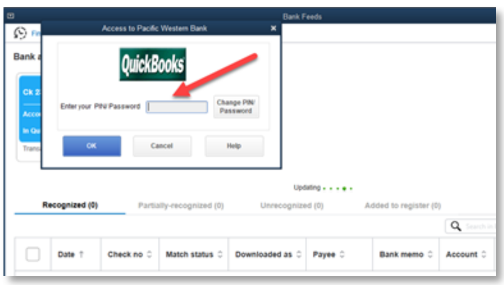
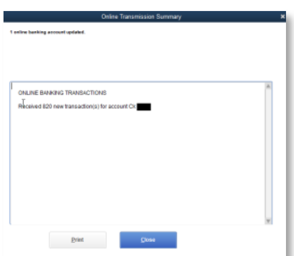
18. Click the Refresh Icon to Download Transactions.



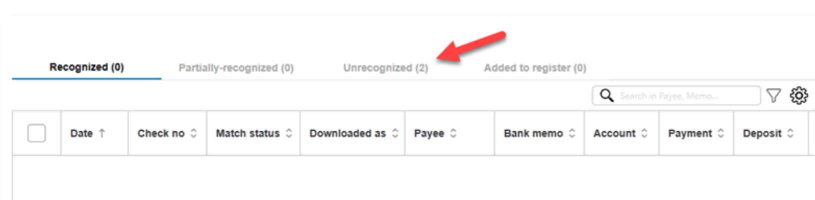
19. Enter your PIN. Click "OK".



20. You will get a message if download was successful. Click **Close.**



21. Click on Tab where QuickBooks is storing downloaded transactions.



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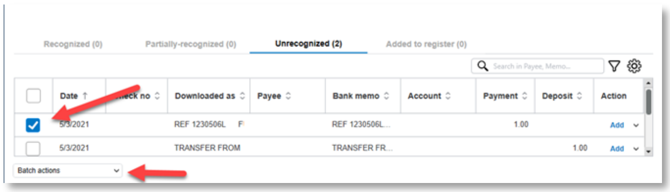
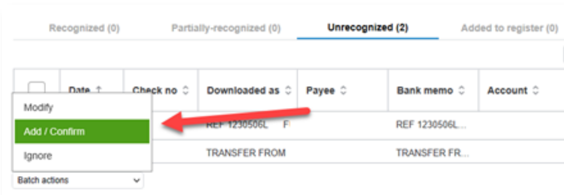
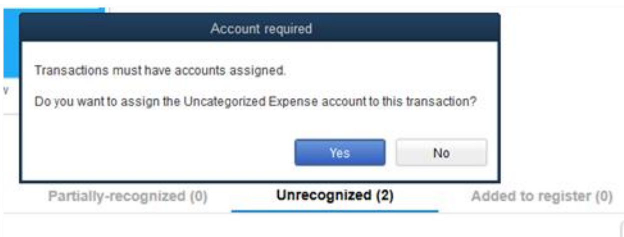
22. Select the first transaction you would like to pull into QuickBooks by putting a check mark next to transaction and select “**Batch Actions**” > “**Add/Confirm**”.





23. Select “**Yes**” if you would like to assign the transaction to the Uncategorized Expense or Income. Otherwise, select “**No**” and select the appropriate account for transaction.



24. Continue until complete.

If you have trouble or need a password reset, please contact us at 1.800.350.3557 Monday-Friday, 8AM-5PM PST.