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SANTA CRUZ COMMUNITY CREDIT UNION

# OFX Post-Conversion Troubleshooting Guide

## Top 3 Post-Conversion Troubleshooting Issues

This resource document is designed to help troubleshoot the three most common post-conversion issues. These materials include instructions for both QuickBooks and Quicken. All links are clickable in the PDF.

### ISSUE 1: DUPLICATE TRANSACTIONS AFTER RECONNECTING

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| **Symptoms You Can Use to Identify the Issue:** | Your register is out of balance or you're being asked to add an adjustment during reconciliation. |
| **Fix the Issue:** | 1. If the duplicate transactions have not been added to the register, they can be deleted individually prior to accepting.<br>2. If the transactions have already been added to the register, they can be deleted from the register individually or in groups. |
| ***Quickbooks Knowledge Base Article*** | Delete transactions from Online Banking Center: http://intuit.me/2DIAsRp |
| ***Quicken Details*** | If there are too many transactions to delete individually, or you find it difficult to follow the instructions to delete multiple transactions, restore a backup file and download the transactions again.<br>**Important**: If the backup was not made right before following the conversion instructions, you must manually delete the transactions. |
| ***Quickbooks Knowledge Base Article*** | Edit and Delete Downloaded Investment Transactions: http://bit.ly/2kramvM<br>Delete Transactions: http://bit.ly/2krgMvc<br>Problem Description: http://bit.ly/2wCJIEF |

## ISSUE 2: DUPLICATE ACCOUNTS AFTER RECONNECTING

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| **Symptoms You Can Use to Identify the Issue:** | You are unable to link to an existing account, you're prompted to create a new account, or you're only given the choice to add a new account. |
| **Fix the Issue:** | 1. First, confirm that all accounts have been deactivated, including inactive (QuickBooks) or hidden (Quicken) accounts.<br>2. Then, if you're working in QuickBooks, delete any downloaded transactions that do not match the register in the Online Banking Center. If you're working in Quicken, delete the duplicate accounts.<br>3. Finally, repeat the reconnection steps. |
| ***Quickbooks Knowledge Base Article*** | Add and match Bank Feed transactions: http://intuit.me/2B9Uhy0<br>Hide mistakenly-added accounts: http://intuit.me/2FMgCFr |
| ***Quickbooks Knowledge Base Article*** | If you need to delete an account: http://bit.ly/2xMcZvq<br>If you need to hide an account: http://bit.ly/2lQGuWU |

## ISSUE 3: CONNECTED/RECONNECTED THE INCORRECT ACCOUNT

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| **Symptoms You Can Use to Identify the Issue:** | Your transactions are downloading into the wrong account |
| **Fix the Issue:** | 1. First, open the account register for the incorrectly linked account.<br>2. If the transactions have not yet been accepted into the register in QuickBooks, delete them in the Online Banking Center. Then, deactivate the account. If the transactions have not yet been accepted into the register in Quicken, delete the transactions.<br>3. If the transactions have already been added to the register in Quicken or QuickBooks, restore a backup.<br>4. Finally, repeat the reconnection steps. Be sure you link to the correct account when reconnecting. |
| ***Quickbooks Knowledge Base Article*** | Delete Non-matching Transactions:<br>http://intuit.me/2wCoXZO |
| ***Quickbooks Knowledge Base Article*** | Handling Transactions in the Wrong Account:<br>http://bit.ly/2lMnoV1 |