QuickBooks® Desktop and Online Deactivate/Reactivate Instructions

This document contains instructions for both Windows and Mac, and various connectivity types (Direct Connect, Express Web Connect and Web Connect).

During the reactivation process, please select the applicable Bank ID Name from the following:

Bank ID Name	Description
Cadence Bank DC	QuickBooks and Quicken - Direct Connect
Cadence Bank WC	QuickBooks and Quicken - Web Connect
Cadence Bank Credit Card	Quicken- Web Connect - Credit Card

QUICKBOOKS DESKTOP *(see page 3 for [QuickBooks Online](#))*

	Step 1: Deactivate	Step 2: Reactivate
	INSTRUCTIONS FOR ONE-STEP UPDATE INITIATED FROM WITHIN QUICKBOOKS	
QuickBooks Windows Direct Connect	To deactivate your online banking connection, complete the following steps within QuickBooks: 1. Choose **Lists > Chart of Accounts**. 2. Right-click on the first account you would like to deactivate and choose **Edit Account**. 3. Click the **Bank Feeds Settings** tab in the **Edit Account** window. 4. Select **Deactivate All Online Services** and click **Save & Close**. 5. Click **OK** for any alerts or messages that may appear with the deactivation. 6. Repeat steps for any additional accounts that apply.	To reconnect the online banking connection for your accounts, complete the following steps within QuickBooks: 1. Choose **Lists > Chart of Accounts**. 2. Right-click on an account you would like to activate and choose **Edit Account**. 3. Select **Set Up Bank Feeds** on the bottom of the popup screen and select **Yes** in the dialog box that will appear. 4. Type **Cadence Bank** in the search field, select the appropriate Bank ID Name, and click **Continue**. 5. Enter your Direct Connect credentials. Direct Connect might require credentials that do not match your online banking credentials. 6. 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. 7. After all accounts have been matched, click **Next** and then click **Done**.
QuickBooks Mac Direct Connect	To deactivate your online banking connection, complete the following steps within QuickBooks: 1. Choose **Lists > Chart of Accounts**. 2. Click the first account you would like to deactivate and choose **Edit > Edit Account**. 3. Choose **Online Settings** in the Edit Account window. 4. In the Online Account Information window, choose **Not Enabled** from the Download Transactions list and click Save. 5. Click **OK** for any alerts or messages that may appear with the deactivation. 6. Repeat steps for any additional accounts that	To reconnect the online banking connection for your accounts, complete the following steps within QuickBooks: 1. Choose **Banking > Online Banking Setup**. 2. Type **Cadence Bank** in the search field, select the appropriate Bank ID Name, then click **Next** and follow the instructions in the setup screen 3. Select **Yes**, my account has been activated for QuickBooks Online Services in the Online Banking Assistant window. Click **Next**. 4. Enter your Direct Connect credentials. Direct Connect might require credentials that do not match your online banking credentials. 5. For each account you wish to download into QuickBooks, click **Select** and **Account** to connect to your existing account's registers. 6. Click **Next**, and then click **Done**.

	apply	7. Repeat this step for each account that you have connected.

INSTRUCTIONS FOR DOWNLOADING A WEB CONNECT FILE FROM YOUR ONLINE BANKING SITE		
	Step 1: Deactivate	**Step 2: Reactivate**
QuickBooks Windows Web Connect	To deactivate your online banking connection, complete the following steps within QuickBooks: 1. Choose **Lists > Chart of Accounts**. 2. Right-click the first account you want to deactivate and choose **Edit Account**. 3. Click the **Bank Feeds Settings** tab in the **Edit Account** window. 4. Select **Deactivate All Online Services** and click **Save & Close**. 5. Click **OK** for any alerts or messages that may appear with the deactivation. 6. Repeat steps for any additional accounts that you need to deactivate.	To reconnect the online banking connection for your accounts, complete the following steps within QuickBooks: 1. Log in to Cadence Online Banking 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. 2. In QuickBooks, choose **File > Utilities > Import > Web Connect Files**. Locate your saved Web Connect file and select to import. 3. 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.** 4. In the drop-down list, choose your QuickBooks account(s) and click Continue. Confirm by selecting **OK**.
QuickBooks Mac Web Connect	To deactivate your online banking connection, complete the following steps within QuickBooks: 1. Choose **Lists > Chart of Accounts**. 2. Select the first account you would like to deactivate and choose **Edit > Edit Account**. 3. Select **Online Settings** in the Edit Account window. 4. In the Online Account Information window, choose **Not Enabled** from the Download Transactions list and click **Save**. 5. Click **OK** for any dialog boxes that may appear with the deactivation. 6. Repeat steps for any additional accounts that apply.	To reconnect the online banking connection for your accounts, complete the following steps within QuickBooks: 1. Download a QuickenBooks (.qbo) file from Online.CadenceBank.com. **Important: Take note of your last successful upload. Duplicate transactions can occur if you have overlapping transaction dates in the new transaction download.** 2. In QuickBooks, choose **File > Import > From Web Connect**. Use the import dialog to import your saved Web Connect file. 3. 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.** 4. Click **Continue** and **OK** for any dialog boxes that require action.

QUICKBOOKS BILL PAY USERS **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.**	
QuickBooks Windows Bill Pay	*Only complete these tasks if you currently initiate Bill Payments from within QuickBooks Windows.* **These tasks must be completed to avoid possible duplicate payments.** **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**. **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.

QUICKBOOKS ONLINE

During the reactivation process, please select the applicable Bank ID Name from the following:

Bank ID Name	Description
Cadence Bank DC	QuickBooks and Quicken - DirectConnect
Cadence Bank WC	QuickBooks and Quicken - WebConnect
Cadence Bank Credit Card	Quicken- WebConnect - CreditCard

INSTRUCTIONS FOR ONE-STEP UPDATE INITIATED FROM WITHIN QUICKBOOKS ONLINE		
	Step 1: Deactivate	**Step 2: Reactivate**
QuickBooks Online Express Web Connect	To deactivate your online banking connection, complete the following steps within QuickBooks. 1. Select **Banking** from the left column. 2. Click the account you want to disconnect, then click the **Pencil Icon** on the corner of that account box. 3. Click **Edit Account Info**. 4. Check the box next to **Disconnect this Account on Save**. 5. Select **Save and Close**. 6. Repeat steps for any additional accounts that apply.	To reconnect the online banking connection for your accounts, complete the following steps within QuickBooks: 1. On the Banking page, click **Add Account** in the upper-right side of the screen. 2. Type **Cadence Ban**k in the search field and select the appropriate Bank ID Name. 3. Enter your login credentials and click **Continue**. Express Web Connect uses the same credentials you use for your online banking. Provide additional information, if requested. 4. Ensure you associate the accounts to the appropriate account already listed under **Which accounts do you want to connect?** Choose the matching accounts in the drop-down menu. **Important: Do NOT select "+Add New" unless you intend to add a new account to QuickBooks Online. If you are presented with accounts you do not want to track in this QuickBooks Online Company, Uncheck the box next to the Account Name.** 5. After all accounts have been matched, click **Connect** and then click **Finish**.

	6. Exclude Duplicate Transactions.
	a. Select **Banking** from the left column.
	b. In the For Review section, click the **checkboxes** for the transactions you want to exclude.
	c. Choose **Batch Actions > Exclude Selected**.

INSTRUCTIONS FOR DOWNLOADING A WEB CONNECT FILE FROM YOUR ONLINE BANKING SITE		
	Step 1: Deactivate	**Step 2: Reactivate**
QuickBooks Online Web Connect	To deactivate your online banking connection, complete the following steps within QuickBooks. 1. Select **Banking** from the left column. 2. Click on the account you would like to disconnect, then click the **Pencil Icon** on the corner of that account box. 3. Click **Edit Account Info**. 4. Check the box next to **Disconnect this Account on Save**. 5. Click **Save and Close**. 6. Repeat steps for any additional accounts that apply.	To reconnect the online banking connection for your accounts, complete the following steps within QuickBooks: 1. Download a Quicken Web Connect file from Online.CadenceBank.com. 2. In QuickBooks Online, choose **Banking** from the left column. 3. Click **File Upload** in the upper-right side of the screen and use the upload dialog to locate the Web Connect file you downloaded in step 1. 4. Choose the appropriate account from the drop-down menu under QuickBooks Account and then click **Next**. **Important: Do NOT choose "+Add New" in the drop-down menu unless you intend to add a new account to QuickBooks Online.** 5. When the import is finished, click **Let's go!** 6. Review the For Review tab on the Banking page to view what was downloaded. 7. Click **Next**, and then click **Done**. 8. Repeat this step for each account that you have connected to this institution.