



# QuickBooks® Desktop Upgrade Instructions

Solvay Bank is updating our digital banking platform. To help make this transition as smooth as possible, there are a few simple steps you'll need to take on two specific dates:

- First action date: *prior to upgrade* - [before Monday, December 8, 2025](#)
- Second action date: *post-upgrade* - [on or after Wednesday, December 10, 2025](#)

This guide includes:

- Instructions for both Windows and Mac users
- Steps for Direct Connect connection method

QuickBooks® (Desktop) for **Windows Direct Connect** – p2

QuickBooks® (Desktop) for **Mac Direct Connect** – p3

Please review the section that applies to you and note the action dates provided.

## QuickBooks® **Windows Direct Connect (Desktop)**

### Prior to Monday, December 8, 2025

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 a final transaction update before the upgrade for complete, up-to-date transaction history.
  - b. Accept all new transactions into the appropriate registers (required).

### On or after Wednesday, December 10, 2025

1. **Deactivate** your online banking connection for your **Solvay Bank** accounts.
  - 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** your online banking connection for your **Solvay Bank** accounts.
  - 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 **Solvay Bank** in the search field and select **Continue**.
  - e. Enter your Direct Connect credentials. Direct Connect might require credentials that are different from your online banking credentials. Contact us if your login information does not work.
  - f. Ensure you associate the accounts with 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 (Desktop)**

### Prior to Monday, December 8, 2025

1. **Backup** QuickBooks Mac data file & update.
  - a. Choose **File > Back Up**.
  - b. Download the latest QuickBooks update. Choose **QuickBooks > Check for QuickBooks Updates**.
2. Complete a **final transaction download**.
  - a. Complete a final transaction update before the upgrade for complete, up-to-date transaction history.
  - b. Accept all new transactions into the appropriate registers (required).

### On or after Wednesday, December 10, 2025

1. **Deactivate** your online banking connection for your Solvay Bank accounts.
  - a. Choose **Lists** menu > **Chart of Accounts**.
  - b. Click on the first account you would like to deactivate and choose **Edit > Edit Account**.
  - c. Choose **Online Settings** tab 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** your online banking connection for your Solvay Bank accounts.
  - a. Choose **Banking > Online Banking Setup**
  - b. Type **Solvay Bank** in the search field, then click Next and follow the instructions on 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 are different from your online banking credentials. Contact us 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 registers.
  - f. Click **Next** then **Done**.
  - g. Repeat this step for each of your **Solvay Bank** accounts.