

QuickBooks® Conversion Instructions

Step by step instructions to help you transition your QuickBooks account.

In preparation for your transition to Provident Bank digital services, **we require that you backup your QuickBooks data prior to August 30, 2024**, utilizing the instructions below.

Please reference the dates next to each task as this information is time sensitive.

The following instructions should be followed exactly as described, and in the order presented. If these instructions are not followed, your online banking QuickBooks connectivity may stop functioning properly. This data backup and conversion should take 15-30 minutes.

Provident offers two connection options – Direct Connect and Web Connect, as described below. Please select the instructions for the option that best suits your needs. **Once you complete the connection on or after September 3, 2024, carefully review your downloaded transactions to ensure no transactions were duplicated or missed on the register.**

Direct Connect

Direct Connect is one of two automatic update options that communicates through a direct link with ProvidentConnect for Business Online Banking. You do not need to log in directly to ProvidentConnect for Business Online Banking to use this connectivity type. Once connected, updates will occur when you initiate a new download request from within QuickBooks.

Web Connect

Web Connect is the connectivity type that begins in ProvidentConnect for Business Online Banking. You will download a .qbo (QuickBooks) file and import that file into QuickBooks. This process does not require credentials to be entered in QuickBooks since the file download occurs within ProvidentConnect for Business Online Banking.

INSTRUCTIONS:

QuickBooks Desktop

[Windows Direct Connect](#)

[Mac Direct Connect](#)

[Windows Web Connect](#)

[Mac Web Connect](#)

QuickBooks Online

[Express Web Connect](#)

[Web Connect](#)

QuickBooks Windows Direct Connect

Before August 30, 2024:

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 one last transaction update before the change to get all your transaction history up to date.
 - b. Repeat this step for each account you need to update.
 - c. Accept all new transactions into the appropriate registers. (required)

On or After September 3, 2024:

1. Login to ProvidentConnect Online Banking and enroll in Direct Connect. Please refer to the information mailed to you in late July regarding your first-time login instructions.
 - a. Go to **provident.bank** and login to ProvidentConnect for Business Online Banking. You will need to setup your new password or your Soft-Token.
2. In QuickBooks, deactivate online banking connection for accounts connected to Lakeland Bank.
 - 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.
3. Reconnect online banking connection for your accounts.
 - a. Choose **Lists** menu > **Chart of Accounts**.
 - b. Right-click on an account you would like to activate and choose **Edit Account**.
 - d. Select **Set Up Bank Feeds** on the bottom of the popup screen and select Yes in the dialog box that will appear.
 - e. Enter **Provident Bank NJ-Business DC** in the search field and select **Continue**.
 - f. Enter your **ProvidentConnect User ID** and your **Direct Connect Password** created during step 1.
 - g. 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**.

- h. After all accounts have been matched, click **Next** and then click **Done**.

QuickBooks Mac Direct Connect

Before August 30, 2024:

1. Backup QuickBooks Mac Data File & Update the Application.
 - a. Choose **File > Backup**.
 - b. Download the latest QuickBooks Update. Choose **QuickBooks > Check for QuickBooks Updates**.
2. Complete a final transaction download.
 - a. Complete last transaction update before the change to get all your transaction history up to date.
 - b. Repeat this step for each account you need to update.
 - c. Accept all new transactions into the appropriate registers. (required)

On or After September 3, 2024:

1. Login to ProvidentConnect Online Banking and enroll in Direct Connect. Please refer to the information mailed to you in late July regarding your first-time login instructions.
 - a. Go to **provident.bank** and login to ProvidentConnect for Business Online Banking. You will need to setup your new password or your Soft-Token.
2. In QuickBooks, deactivate online banking connection for accounts connected to Lakeland Bank.
 - a. Choose **Lists > Chart of Accounts**.
 - b. Click the first account you would like to deactivate and choose **Edit > Edit Account**.
 - c. Choose **Online Settings** 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.
3. Reconnect online banking connection for your accounts.
 - a. Choose **Banking > Online Banking Setup**.
 - b. Type **Provident Bank NJ-Business DC** in the search field, then click **Next** and follow the instructions in 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 **ProvidentConnect User ID** and your **Direct Connect Password** created during step 1.
 - e. For each account you wish to download into QuickBooks, click **Select** and **Account** to connect to your existing account's registers.
 - f. Click **Next**, and then click **Done**.
 - g. Repeat this step for each account that you have connected to this institution.

QuickBooks Windows Web Connect

Before August 30, 2024:

1. Backup QuickBooks Windows Data File & Update.
 - a. Choose **File > Back Up Company > Create Local Backup**.
 - b. Download the latest QuickBooks Update. Choose **Help > Update QuickBooks Desktop**.
2. Complete a final transaction download and match downloaded transactions.
 - a. Complete one last transaction update before the change to get all your transaction history up to date.
 - b. Repeat this step for each account you need to update.
 - c. Accept all new transactions into the appropriate registers. (required)

On or After September 3, 2024:

1. Deactivate online banking connection for accounts connected to Lakeland Bank.
 - a. Choose **Lists** menu > **Chart of Accounts**.
 - b. Right-click the first account you want 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 you need to deactivate.
2. Reconnect online banking connection for accounts that you deactivated.
 - a. Go to **provident.bank** and login to ProvidentConnect Online Banking. Please refer to the information mailed to you in late July regarding your first-time login instructions.
 - b. 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.
 - c. In QuickBooks, choose **File > Utilities > Import > Web Connect Files**. Locate your saved Web Connect file and select to import.
 - d. 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.
 - e. In the drop-down list, choose your QuickBooks account(s) and click **Continue**. Confirm by selecting **OK**.

QuickBooks Mac Web Connect

Before August 30, 2024:

1. Backup your QuickBooks Mac data file & update the application.
 - a. Choose **File > Backup**.
 - b. Download the latest QuickBooks Update. Choose **QuickBooks > Check for QuickBooks Updates**.
2. Complete a final transaction download.
 - a. Complete last transaction update before the change to get all your transaction history up to date.
 - b. Repeat this step for each account you need to update.
 - c. Accept all new transactions into the appropriate registers. (required)

On or After September 3, 2024:

1. Deactivate online banking connection for accounts connected to Lakeland Bank.
 - a. Choose **Lists > Chart of Accounts**.
 - b. Select the first account you would like to deactivate and choose **Edit > Edit Account**.
 - c. Select **Online Settings** 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 dialog boxes that may appear with the deactivation.
 - d. Repeat steps for any additional accounts.
2. Reconnect online banking connection for your accounts.
 - a. Go to **provident.bank** and login to ProvidentConnect Online Banking. Please refer to the information mailed to you in late July regarding your first-time login instructions.
 - b. Download your transactions to a QuickBooks (.qbo) file.

Important: Take note of your last successful upload. Duplicate transactions can occur if you have overlapping transaction dates in the new transaction download.

- c. In QuickBooks, choose **File > Import > From Web Connect**. Use the import dialog to import your saved Web Connect file.
- d. 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.

- e. Click **Continue** and **OK** for any dialog boxes that require action.

QuickBooks Online Express Web Connect

Before August 30, 2024:

1. Complete a final transaction download.
2. Complete last transaction update before the change to get all of your transaction history up to date.
3. Accept all new transactions into the appropriate registers.

On or After September 3, 2024:

1. Login to ProvidentConnect Online Banking. Please refer to the information mailed to you in late July regarding your first-time login instructions.
 - a. Before proceeding with the following steps, be sure you have logged into ProvidentConnect Online Banking directly through **provident.bank**.
2. In QuickBooks Online, disconnect online banking connection for accounts connected to Lakeland Bank.
 - a. Select **Banking** from the left column.
 - b. Click on the account you would like to disconnect, then click the **Pencil** icon on the corner of that account box.
 - c. Click **Edit Account Info**.
 - d. Check the box next to **Disconnect this Account on Save**.
 - e. Click **Save and Close**.
 - f. Repeat steps for any additional accounts.
3. Reconnect online banking connection for your accounts.
 - a. On the Banking page, click **Add Account** in the upper-right side of the screen.
 - b. Type Provident Bank and choose **The Provident Bank (NJ) – Business Banking**
 - c. Enter your ProvidentConnect credentials and click **Continue**. Express Web Connect uses the same credentials you use for ProvidentConnect Online Banking.
 - d. Provide additional information, if requested.
 - e. Ensure you associate the accounts for Provident Bank 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.
 - f. After all accounts have been matched, click **Connect** and then click **Finish**.
4. Exclude Duplicate Transactions.
 - a. Select **Banking** from the left column.
 - a. In the For Review section, click the checkboxes for the transactions you want to exclude.
 - b. Choose **Batch Actions > Exclude Selected**.

QuickBooks Online Web Connect

Before August 30, 2024:

1. Complete a final transaction download.
2. Complete last transaction update before the change to get all of your transaction history up to date.
3. Accept all new transactions into the appropriate registers.

On or After September 3, 2024:

1. Disconnect online banking connection for accounts connected to Lakeland Bank.
 - a. Select **Banking** from the left column.
 - b. Click on the account you would like to disconnect, then click the **Pencil** icon on the corner of that account box.
 - c. Click **Edit Account Info**.
 - d. Check the box next to **Disconnect this Account on Save**.
 - e. Click **Save and Close**.
 - f. Repeat steps for any additional accounts that apply.
2. Reconnect online banking connection for your accounts.
 - a. Go to **provident.bank** and login to ProvidentConnect Online Banking. Please refer to the information mailed to you in late July regarding your first-time login instructions.
 - b. Download your transactions to a QuickBooks (.qbo) file.
 - c. In QuickBooks Online, choose **Banking** from the left column.
 - d. 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 a.
 - e. 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.

- f. When the import is finished, click **Let's go!**
- g. Review the For Review tab on the Banking page to view what was downloaded.
- h. Click **Next**, and then click **Done**.
- i. Repeat this step for each account that you have connected to Provident Bank.