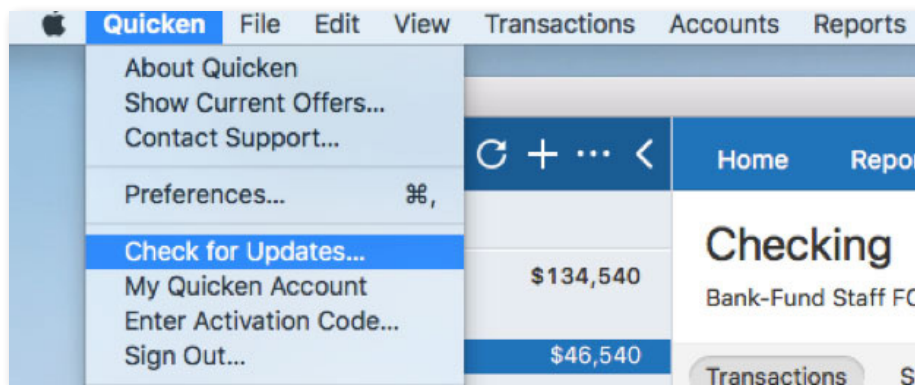


# QUICKEN® FOR MAC TROUBLESHOOTING GUIDE

If you are experiencing problems with Quicken for Mac, the steps below may help resolve the issue.

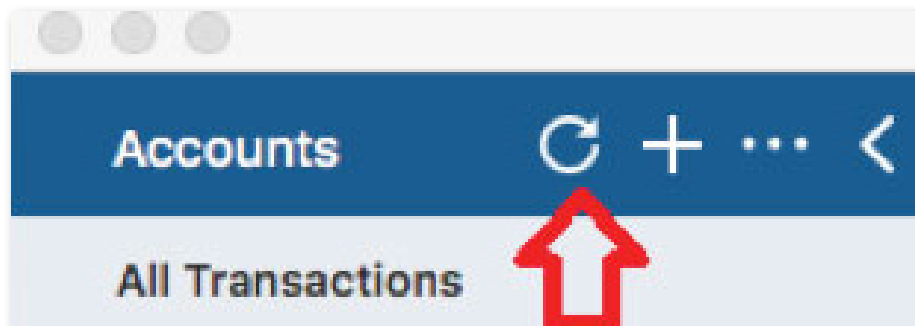
## STEP 1: Update Quicken to the latest version.

Launch the Quicken application > Click Help > Check for Updates.

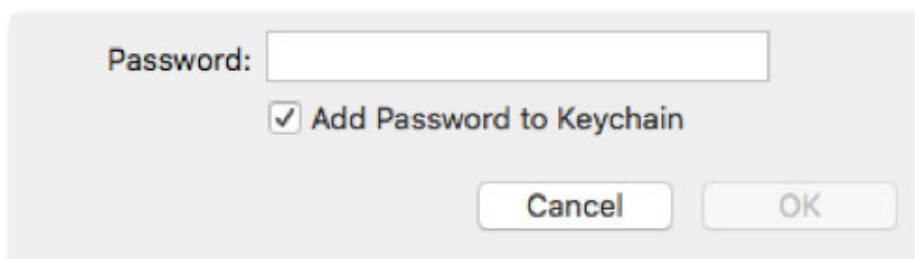


If an update is available, please install it and re-open Quicken. If you receive a message that you already have the latest version, continue to Step 2.

## STEP 2: Attempt a One Step Update.

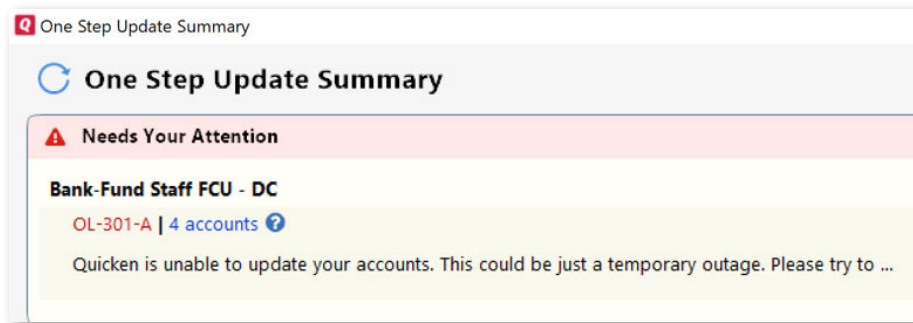


Enter your Digital Banking password.





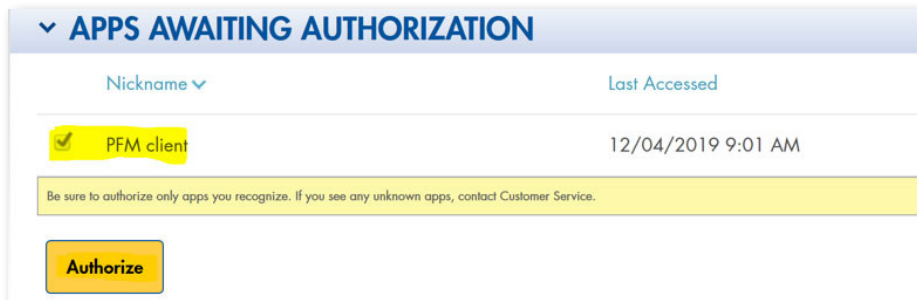
If you receive the error message pictured below, check to make sure you have authorized the Quicken connection in digital banking.



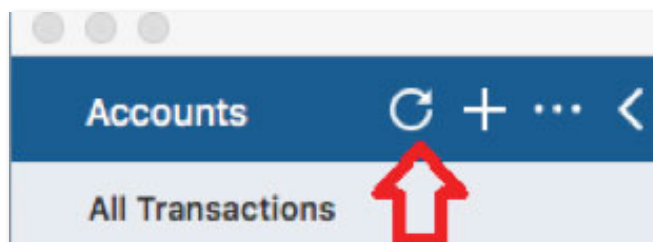
To confirm authorization, login to Digital Banking, click the “Budgeting” tab and select “Authorized Apps.”



Under “Apps Awaiting Authorization” you should see a pending “PFM client.” Click the checkbox and click “Authorize.”



### STEP 3: Return to Quicken and retry the One Step Update.



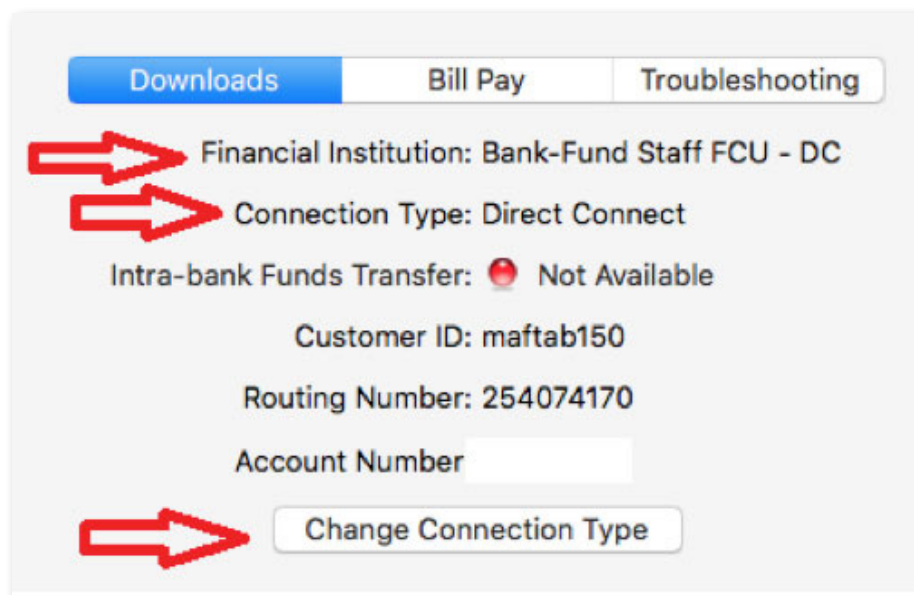
This should resolve the issue, if not please proceed to the next step.

## STEP 4: Confirm the institution being connected to is Bank-Fund Staff FCU – DC

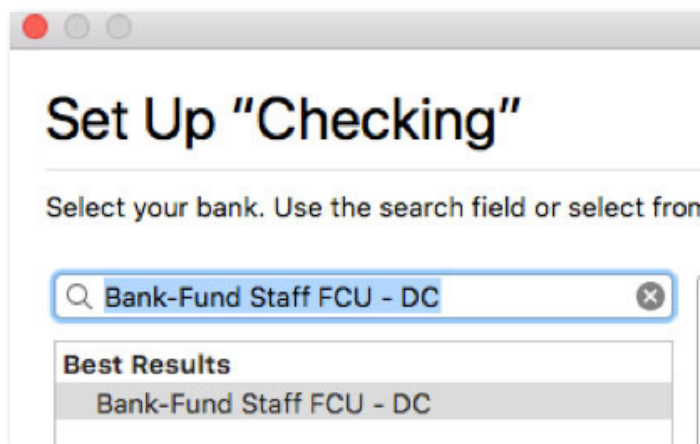
To check what institution is being connected to, from the main page of Quicken, make sure the first account in your list of accounts is selected then click the Settings icon.



On the Settings screen, if the Financial Institution is not Bank-Fund Staff FCU – DC or if the Connection Method is not “Direct Connect” then you will have to select “Change Connection Type.”



To change connection type, click the “Change Connection Type” button. Search for and find Bank-Fund Staff FCU – DC. Then click “Next.”





Enter your Digital Banking credentials.

### Bank-Fund Staff FCU - DC

This will allow you to connect directly to your bank and download transactions.

**Customer ID:**

**Password/PIN:**

Add Password to Keychain



You should then see all of your accounts listed.

### Bank-Fund Staff FCU - DC


We found the following

			Nickname
Visa Signature XX9622	Line of Credit	Ignore	Visa Signature XX9622
Checking XX1206	Checking	Link	Checking XX1206
Savings XX0501	Savings	Ignore	Savings XX0501
1st Mortgage - 7/7 ARM XX0120	Line of Credit	Ignore	1st Mortgage - 7/7 ARM XX0120



Click "Next" to finish the activation.

### Adding your accounts at Bank-Fund Staff FCU - DC



[?](#) [Next](#)