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.

You should then see all of your accounts listed.

Click “Next” to finish the activation.