Quicken Conversion Instructions

As **The First** completes its system conversion to **Renasant**, you will need to modify your Quicken settings to ensure that your data connectivity transfers smoothly to the new system. This document contains instructions for both Windows and Mac, and all three connectivity types, Direct Connect, Express Web Connect or Web Connect.

These instructions include two important dates to complete these: **Friday, August 1, 2025**, and **Monday, August 4, 2025**.

> **Important**: Express Web Connect will not be available until 5 business days after Monday, August 4, 2025, so please use another connectivity type if you need transaction updates during this downtime. There is no delay for Web Connect or Direct Connect (if supported).

To navigate this document, refer to the table contents below:

> **Important**: If you currently use Direct Connect in Quicken 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, these additional tasks are not required.

Quicken Windows Express Web Connect

On Friday, August 1, 2025:

1. Back up your Quicken Windows Data File. Go to **File** > **Backup and Restore** > **Backup Quicken File**.
2. Download the latest Quicken Update. Go to **Help** > **Check for Updates**.
3. Complete a final transaction download. Accept all new transactions into the appropriate registers.

On Monday, August 4, 2025:

1. Deactivate online banking connection for accounts connected to The First.
   1. Choose **Tools** > **Account List**.
   2. Click **Edit** on the account to deactivate.
   3. In Account Details, click **Online Services**.
   4. Click **Deactivate**. Follow prompts to confirm deactivation.
   5. Click the **General** tab.
   6. In the Financial Institution field, delete The First and in the Account Number field, delete your Account Number. Click **OK** to close window.
   7. Repeat steps for any additional accounts that apply.

2. Reconnect the Renasant Online Banking connection for your accounts.
   1. Choose **Tools** > **Account List**.
   2. Click **Edit** on the account you want to activate.
   3. In Account Details, click **Online Services** and then choose **Set up Now**.
   4. Type Renasant Bank in the search field and click Next.
   5. Enter your Renasant credentials.
      - Express Web Connect uses the same credentials as your online banking login.

      Important: If your credentials do not work, contact Renasant.

   6. Ensure you associate the accounts to the appropriate accounts already listed in Quicken. Select **Link to an existing account** and select the matching accounts in the drop-down menu.

      Important: Do NOT choose "Create a new account" unless you intend to add a new account to Quicken. If you are presented with accounts you do not want to track in this data file, choose Ignore -Don't Download into Quicken or click Cancel.

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

Quicken Windows Direct Connect

On Friday, August 1, 2025:

1. Back up your Quicken Windows Data File. Go to **File** > **Backup and Restore** > **Backup Quicken File**.
2. Download the latest Quicken Update. Go to **Help** > **Check for Updates**.
3. Complete a final transaction download. Accept all new transactions into the appropriate registers.

Between Monday, August 4, 2025 and Thursday, August 14, 2025:

1. You will receive an email from Renasant requesting a time to set up your new Direct Connect credentials.
2. Once Renasant thas set up you new Direct Connect credentials, deactivate online banking connection for accounts connected to The First.
   1. **Choose Tools** > **Account List**.
   2. Click **Edit** on the account to deactivate.
   3. In Account Details, click **Online Services**.
   4. Click **Deactivate**. Follow prompts to confirm deactivation.
   5. Click the **General** tab.
   6. In the Financial Institution field, delete The First and in the Account Number field, delete your Account Number. Click **OK** to close window.
   7. Repeat steps for any additional accounts that apply.
3. Reconnect the Renasant Online Banking connection for your accounts.
   1. Choose **Tools** > **Account List**.
   2. Click **Edit** on the account you want to activate.
   3. In Account Details, click **Online Services** and then choose **Set up Now**.
   4. Type Renasant Bank in the search field and click Next.
   5. Enter your Renasant credentials.
      - Direct Connect might require credentials that do not match your online banking login.

      Important: If your credentials do not work, contact Renasant.

   6. Ensure you associate the accounts to the appropriate accounts already listed in Quicken. Select **Link to an existing account** and select the matching accounts in the drop-down menu.

      Important: Do NOT choose "Create a new account" unless you intend to add a new account to Quicken. If you are presented with accounts you do not want to track in this data file, choose Ignore -Don't Download into Quicken or click Cancel.

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

Quicken Mac Quicken Connect

On Friday, August 1, 2025:

1. Backup Quicken Mac Data File and update the application.
   1. Choose **File** > **Save a Backup**.
   2. Download the latest Quicken Update. Choose **Quicken** > **Check for Updates**.
2. Complete a final transaction download.
   1. Complete last transaction update before the conversion to get your transaction history up to date.
   2. Accept all new transactions into the appropriate registers.

On Monday, August 4, 2025:

Activate the online banking connection for accounts connected to Renasant.

1. Click your account in the Accounts list on the left side.
2. Choose **Accounts** > **Settings**.
3. Select **Set up transaction download**.
4. Enter Renasant Bank in the search field, select the correct option and click **Continue**.
5. Enter your Renasant credentials.
   - Express Web Connect uses the same credentials as your online banking login.

   Important: If your credentials do not work, contact Renasant.
6. In the Accounts Found screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under **Action**, choose **Link** to pick your existing account.

   Important: Do NOT select "ADD" in the Action column unless you intend to add a new account to Quicken.
7. Click **Finish**.

Quicken Mac Direct Connect

On Friday, August 1, 2025:

1. Backup Quicken Mac Data File and update the application.
    1. Choose **File** > **Save a Backup**.
    2. Download the latest Quicken Update. Choose **Quicken** > **Check for Updates**.

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

Between Monday, August 4, 2025 and Thursday, August 14, 2025:

After Renasant contacts you to set up your new credentials, activate the online banking connection for accounts connected to Renasant.

1. You will receive an email from Renasant requesting a time to set up your new Direct Connect credentials.
2. Once Renasant has set up your new Direct Connect credentials, reconnect the Renasant Online Banking connection for your accounts.
    1. Click your account in the Accounts list on the left side.
    2. Choose **Accounts** > **Settings**.
    3. Select **Set up transaction download**.
    4. Enter Renasant Bank in the search field, select the correct option and click **Continue**.
    5. Enter your Renasant credentials.
        *   Direct Connect might require credentials that do not match your online banking login.

        Important: If your credentials do not work, contact Renasant.
    6. In the Accounts Found screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under **Action**, choose **Link** to pick your existing account.

        Important: Do NOT select "ADD" in the Action column unless you intend to add a new account to Quicken.
    7. Click **Finish**.

Quicken Windows Web Connect (Manually Download/Upload File)

On Friday, August 1, 2025:

1. Backup Quicken Windows Data File and Update.
   1. Choose **File** > **Backup and Restore** > **Backup Quicken File**.
   2. Download the latest Quicken Update. Choose **Help** > **Check for Updates**.

2. Complete a final transaction download.
   1. Complete last transaction update before the conversion to get your transaction history up to date.
   2. Repeat this step for each account you need to update.
   3. Accept all new transactions into the appropriate registers.

On Monday, August 4, 2025:

1. Deactivate online banking connection for accounts connected to The First.
   1. Choose **Tools** > **Account List**.
   2. Click **Edit** on the account to deactivate.
   3. In Account Details, click **Online Services**.
   4. Click **Deactivate**. Follow prompts to confirm deactivation.
   5. Click the **General** tab.
   6. Delete **The First** and Account Number information.
   7. Click **OK** to close window.
   8. Repeat steps for any additional accounts.

2. Reconnect the Renasant Online Banking connection for accounts that apply.
   1. Download a Quicken Web Connect file from Renasant Online Banking.
   2. In Quicken, choose **File** > **File Import** > **Web Connect (.QFX) File**.
   3. Use the import dialog to select the Web Connect file you downloaded. An "Import Downloaded Transactions" window opens.
   4. Choose **Link to an existing account**. Select the matching account in the drop-down menu. Associate the imported transactions to the correct account listed in Quicken.
   5. Repeat this step for each account you have connected to this institution.

Quicken Mac Web Connect (Manually Download/Upload File)

On Friday, August 1, 2025:

1. Backup your Quicken Mac data file and update the application.
   1. Choose **File** > **Save a Backup**.
   2. Download the latest Quicken Update. Choose **Quicken** > **Check for Updates**.

2. Complete a final transaction download.
   1. Complete last transaction update before the change to get all of your transaction history up to date.
   2. Repeat this step for each account you need to update.
   3. Accept all new transactions into the appropriate registers.

On Monday, August 4, 2025:

Activate online banking connection for accounts connected to Renasant.

1. Select your account under the Accounts list on the left side.
2. Choose **Accounts > Settings**.
3. Select **Set up transaction download**.
4. Enter your Renasant Bank in the search field, select the correct option and click **Continue**.
5. Log into Renasant Online Banking and download your transactions to your computer.

   Important: Take note of the date you last had a successful connection. If you have overlapping dates in the web-connect process, you may end up with duplicate transactions.

6. Drag and drop the downloaded file into the box titled **Drop download file**. Choose **Web Connect** for the "Connection Type" if prompted

7. In the Accounts Found screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under the Action column, click **Link** to pick your existing account.

   Important: Do NOT select "ADD" in the Action column unless you intend to add a new account to Quicken.

8. Click **Finish**.

Quicken Windows Bill Pay

Important: These tasks must be completed to avoid possible duplicate payments. If you do not cancel payments scheduled to be paid on or after the Friday, August 1, 2025, these payments may still be processed.

On or Before Friday, August 1, 2025:

Cancel Existing Bill Payments.

1. Choose **Tools** > **Online Center**.
2. Choose Renasant Bank from the Financial Institution drop-down list.
3. On the **Payments** tab, choose an account from which a payment is scheduled in the future.
4. In the payments status list, you will cancel payments for each payee with a status that is scheduled for delivery on a date after Friday, August 1, 2025. To do this, select the first payee and click **Cancel Payment**.
5. Repeat steps 3 & 4 for all payments that are scheduled for delivery after Friday, August 1, 2025.
6. On the toolbar, click **Repeating**.
7. Choose a payment instruction and click **Delete**. Click **Delete** again in the confirmation window.
8. Repeat step 7 for each repeating payment you have with The First.

On or Before Monday, August 4, 2025:

This section only applies if your institution will support Bill Payments initiated from within Quicken Windows after the conversion.

1. Re-create Your Bill Payments.
2. If you need help re-creating payments, choose **Help > Quicken Help**. Search for **Create an Online Payment** and follow the instructions to create and transmit an online payment.

Quicken Mac Bill Pay

Only complete these tasks if you currently initiate Direct Connect Bill Payments from within Quicken Mac.

Important: These tasks must be completed to avoid possible duplicate payments. If you do not cancel payments scheduled to be paid on or after Friday, August 1, 2025, these payments may still be processed.

On or Before Friday, August 1, 2025:

Cancel Existing Bill Payments.

1. Highlight a Bill Payment transaction on the account register.
2. While on the account register, choose **File** > **Print** to save your list of pending payments. You can use this when you re-create the bill payments and send these payments again.
3. Click **Edit** at the bottom of the account register window.
4. Click **Edit Details** below the highlighted transaction.
5. Click the **Online Payment** tab and choose **Cancel Payment**.
6. Repeat these steps for each outstanding Bill Payment you have scheduled with The First.

On or Before Monday, August 4, 2025:

This section only applies if your institution will support Bill Payments initiated from within Quicken Mac after the conversion.

1. Re-create Your Bill Payments.
2. If you need help re-creating payments, choose **Help.** Search for **Adding Online Bill Pay Transactions** and follow the instructions to create and transmit an online payment.