

FINANCIAL SOFTWARE CONVERSION INSTRUCTIONS



TABLE OF CONTENTS

FINANCIAL SOFTWARE CONVERSION INSTRUCTIONS

QuickBooks for Mac - Web Connect	3
QuickBooks for Windows - Web Connect	4
QuickBooks Online Edition	6
Quicken for Mac 2007 - Web Connect	8
Quicken for Mac 2015-2017 - Express Web Connect	9
Quicken for Mac 2015-2017 - Web Connect	10
Quicken for Windows - Express Web Connect	11
Quicken for Windows - Web Connect	12

QUICKBOOKS FOR MAC

WEB CONNECT CONVERSION INSTRUCTIONS

INTRODUCTION

As Four Oaks Bank completes its system conversion to United Community Bank, you will need to modify your QuickBooks settings to ensure the smooth transition of your data. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your User ID and Password for the Four Oaks Bank and United Community Bank websites

It is important that you perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This conversion should take 15–30 minutes.

Thank you for making these important changes.

DOCUMENTATION AND PROCEDURES

Task 1: Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose the Help menu and use the Search bar available at the top. Search for Back Up and follow the instructions on screen. The first time you do a backup, QuickBooks will guide you through setting backup preferences.
2. Download the latest QuickBooks Update. For instructions to download an update, choose Help menu and use the Search bar available at the top. Search for Update QuickBooks, select Check for QuickBooks Updates and follow the instructions.

Task 2: Disconnect Accounts at Four Oaks Bank on or after April 16, 2018

1. Choose Lists menu > Chart of Accounts.
2. Select the account you want to deactivate.
3. Choose Edit menu > Edit Account.
4. In the Edit Account window, click the Online Settings button.
5. In the Online Account Information window, choose Not Enabled from the Download Transaction list and click Save.
6. Click OK for any dialog boxes that may appear with the deactivation.
7. Repeat steps for each account to be disconnected.

Task 3: Reconnect Accounts to UCBI - United Community Bank on or after April 16, 2018

1. Log in to www.ucbi.com and download your QuickBooks Web Connect File.

NOTE: 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.

2. Click File > Import > From Web Connect.
3. If prompted for connectivity type, select Web Connect.
4. The Account Association window displays during setup. For each account you wish to download into QuickBooks, click Select an Account to choose the appropriate existing account register.

IMPORTANT: Do NOT select "New" under the action column.

5. Click Continue.
6. Click OK to any informational prompts.
7. Add or match all downloaded transactions in the Downloaded Transactions window.
8. Repeat steps for each account to be reconnected.

QUICKBOOKS FOR WINDOWS

WEB CONNECT CONVERSION INSTRUCTIONS

INTRODUCTION

As Four Oaks Bank completes its system conversion to United Community Bank, you will need to modify your QuickBooks settings to ensure the smooth transition of your data. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your User ID and Password for the Four Oaks Bank and United Community Bank websites.

It is important that you perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This conversion should take 15–30 minutes.

Thank you for making these important changes.

DOCUMENTATION AND PROCEDURES

Task 1: Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose Help menu > QuickBooks Help. Search for Back Up and follow the instructions.
2. Download the latest QuickBooks Update. For instructions to download an update, choose Help menu > QuickBooks Help. Search for Update QuickBooks, then select Update QuickBooks and follow the instructions.

NOTE: If multiple computers do not use the same QuickBooks data file, skip step 3. QuickBooks activities such as Online Banking cannot be performed in multi-user mode because of the way the activities interact with a company data file.

3. Switch to single user mode. For instructions to switch to single user mode, choose Help menu > QuickBooks Help. Search for Switch to Single User Mode and follow the instructions.

NOTE: If you are not using Classic Mode (Register Mode), enable it for the conversion. You can change it back after the conversion is complete.

4. Enable Classic Mode (Register Mode).
5. For instructions to enable Classic Mode (Register Mode), choose Help menu > QuickBooks Help. Search for Banking Feed Modes, select Bank Feeds Modes overview, scroll down, and follow the instructions.

Task 2: Disconnect Accounts at Four Oaks Bank on or after April 16, 2018

1. Choose the Lists menu > Chart of Accounts.
2. Select the account you want to deactivate.
3. Click Edit menu > Edit Account.
4. Click on the Bank Feed Settings tab in the Edit Account window.
5. Select Deactivate All Online Services and click Save & Close.
6. Click OK for any dialog boxes that may appear with the deactivation.
7. Repeat steps for each account to be disconnected.

Task 3: Reconnect Accounts to UCBI - United Community Bank on or after April 16, 2018

1. Log in to www.ucbi.com and download your QuickBooks Web Connect file.
2. Click File > Utilities > Import > Web Connect Files.

NOTE: 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.

Continues to next page

QUICKBOOKS FOR WINDOWS

WEB CONNECT CONVERSION INSTRUCTIONS

3. If prompted for connectivity type, select Web Connect.
4. Click the Import new transactions now radio button, then click OK.

NOTE: If you previously removed the check from the “Always give me the option of saving to a file...” option, then this dialog will not display.

5. In the Select Bank Account dialog, click Use an existing QuickBooks account.
6. In the corresponding drop-down list, select your QuickBooks account, and click Continue.
7. Confirm the prompt by clicking OK.
8. Repeat steps for each account to be reconnected.

IMPORTANT: Verify that all transactions downloaded successfully into your account registers.

Task 4: Re-enable Express Mode (if necessary)

NOTE: If you prefer Classic Mode (Register Mode), you are finished with your conversion. If you use Express Mode for online banking, you may now re-enable the mode.

For instructions to enable Express Mode, choose Help > QuickBooks Help. Search for Banking Feed Modes, then select Bank Feed Modes overview, and follow the instructions.

QUICKBOOKS ONLINE EDITION

ONLINE EDITION CONVERSION INSTRUCTIONS

INTRODUCTION

As Four Oaks Bank completes its system conversion to United Community Bank, you will need to modify your QuickBooks Online Edition settings to ensure the smooth transition of your data. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your User ID and Password for the Four Oaks Bank and United Community Bank websites.

It is important that you perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This conversion should take 15–30 minutes.

Thank you for making these important changes.

DOCUMENTATION AND PROCEDURES

Conversion – Information only

QuickBooks Online data is stored on Intuit servers in the cloud. Since we update your records with every change, we cannot restore your file to a previous point in time.

QuickBooks Online automatically updates your selected version so you are always on the latest release.

Task 1: Deactivate Your Account(s) At Four Oaks Bank on or after April 16, 2018

1. Choose Transactions > Banking.
2. Click on the account you'd like to disconnect, then click the Pencil Icon.
3. Click on Edit Account Info.
4. Check the box next to Disconnect this account on save.
5. Click Save.
6. Repeat Steps 2–6 for each account at Four Oaks Bank

Task 2: Re-activate Your Account(s) at UCBI - United Community Bank on or after April 16, 2018

1. Choose Transactions > Banking.
2. In the upper right corner, click Add Account
3. Enter United Community Bank, and click Find.
4. Click the link for UCBI - United Community Bank.
5. Type your User ID and Password. Click Log In.
6. Ensure you associate the account for United Community Bank to the appropriate account already listed under QuickBooks Accounts. You will want to select the matching accounts in the drop-down menu.

IMPORTANT: Do NOT select +Add new. If you are presented with accounts you do not want to track in this data file, Uncheck the box next to the Account name.

7. After all accounts have been matched, click Connect.
8. When the download is finished click I'm done. Let's go!

Task 3: Excluding Duplicate Transactions

1. Choose Transactions > Banking.
2. In the New Transactions section, click the checkboxes for the transactions you want to exclude.
3. Click Batch Actions > Exclude Selected.

NOTE: If you accidentally exclude a transaction, you can include it again.

Continues to next page

QUICKBOOKS ONLINE EDITION

ONLINE EDITION CONVERSION INSTRUCTIONS

Task 4: Undo Excluded Transactions

1. Choose Transactions > Banking.
2. Click the Excluded tab.
3. Click the checkboxes for the transactions you want to include.
4. Click Batch Actions > Undo.
5. Transactions will appear again in the New Transactions tab for you to work with.

QUICKEN FOR MAC 2007

WEB CONNECT CONVERSION INSTRUCTIONS

INTRODUCTION

As Four Oaks Bank completes its system conversion to United Community Bank, you will need to modify your Quicken settings to ensure the smooth transition of your data. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your User ID and Password for the Four Oaks Bank and United Community Bank websites.

It is important that you perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This conversion should take 15–30 minutes.

Thank you for making these important changes.

DOCUMENTATION AND PROCEDURES

Task 1: Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose Help menu > Search. Search for Backing Up, select "Backing Up Your Data," and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose Help menu > Search. Search for Updates, select "Checking for Updates to Quicken," and follow the instructions.

Task 2: Disconnect Accounts at Four Oaks Bank on or after April 16, 2018

1. Choose Lists menu > Accounts.
2. Select the account to deactivate and click Edit.
3. In the Download Transactions drop-down list, select Not Enabled. Follow the prompts to confirm the deactivation.
4. Remove the information within the Account Number and Routing Number fields.
5. Click OK to save your edits.
6. Repeat steps 2 – 5 for each account to be disconnected.
7. Verify your account list does not display a blue online circle icon for the accounts you are disconnecting.

Task 3: Connect Accounts at UCBI - United Community Bank on or after April 16, 2018

1. Download your Quicken Web Connect file from www.ucbi.com.

NOTE: Take note of the date you last had a successful connection. If you have overlapping dates in the Web Connect import, you may end up with duplicate transactions.

2. Import your transactions to Quicken.
3. Associate the account to the appropriate account already listed in Quicken. Select Use an existing account.
4. Match the transactions you are importing to the corresponding existing Quicken account in the drop-down list and click OK.
5. Repeat steps for each account to be reconnected.
6. Choose Lists menu > Accounts. Verify each account at United Community Bank has a blue online circle indicating it has been reactivated for online services.

QUICKEN FOR MAC 2015-2017

EXPRESS WEB CONNECT CONVERSION INSTRUCTIONS

INTRODUCTION

As Four Oaks Bank completes its system conversion to United Community Bank, you will need to modify your Quicken settings to ensure the smooth transition of your data. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your User ID and Password for the Four Oaks Bank and United Community Bank websites.

NOTE: Quicken Express Web Connect uses the same User ID and Password as your financial institution's website.

It is important that you perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This conversion should take 15–30 minutes.

Thank you for making these important changes.

DOCUMENTATION AND PROCEDURES

Task 1: Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose Help menu > Search. Search for Backing Up, select Backing up data files, and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose Help menu > Search. Search for Updates, select "Check for Updates," and follow the instructions.

Task 2: Disconnect Accounts at Four Oaks Bank on or after April 16, 2018

1. Select your account under the Accounts list on the left side.
2. Choose Accounts menu > Settings.
3. Select Troubleshooting > Deactivate Downloads.
4. Repeat steps for each account to be disconnected.

Task 3: Reconnect Accounts to UCBI - United Community Bank on or after April 16, 2018

1. Select your account under the Accounts list on the left side.
2. Choose Accounts menu > Settings.
3. Select Set up transaction download.
4. Enter UCBI - United Community Bank in the Search field, select the name in the Results list and click Continue.
5. Enter your User Id and Password and click Continue.
6. If the bank requires extra information, enter it to continue.

NOTE: Select "Express Web Connect" or "Quicken 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, select "Link" to pick your existing account.

IMPORTANT: Do NOT select "ADD" under the action column.

8. Select Finish.

QUICKEN FOR MAC 2015-2017

WEB CONNECT CONVERSION INSTRUCTIONS

INTRODUCTION

As Four Oaks Bank completes its system conversion to United Community Bank, you will need to modify your Quicken settings to ensure the smooth transition of your data. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your User ID and Password for the Four Oaks Bank and United Community Bank websites.

It is important that you perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This conversion should take 15–30 minutes.

Thank you for making these important changes.

DOCUMENTATION AND PROCEDURES

Task 1: Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose Help menu > Search. Search for Backing Up, select Backing up data files, and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose Help menu > Search. Search for Updates, select "Check for Updates," and follow the instructions.

Task 2: Connect Accounts at UCBI - United Community Bank on or after April 16, 2018

1. Select your account under the Accounts list on the left side.
2. Choose Accounts menu > Settings.
3. Select Set up transaction download.
4. Enter UCBI - United Community Bank in the Search field, select the name in the Results list and click Continue.
5. Log in to www.ucbi.com. Download a file of your transactions to your computer.

NOTE: 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 Drop download file.

NOTE: Select "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, select "Link" to pick your existing account.

IMPORTANT: Do NOT select "ADD" under the action column unless you intend to add a new account to Quicken.

8. Click Finish.
9. Repeat steps for each account to be connected.

QUICKEN FOR WINDOWS

EXPRESS WEB CONNECT CONVERSION INSTRUCTIONS

INTRODUCTION

As Four Oaks Bank completes its system conversion to United Community Bank, you will need to modify your Quicken settings to ensure the smooth transition of your data. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your User ID and Password for the Four Oaks Bank and United Community Bank websites.

NOTE: Express Web Connect uses the same User ID and Password as your financial institution's website.

It is important that you perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This conversion should take 15–30 minutes.

Thank you for making these important changes.

DOCUMENTATION AND PROCEDURES

Task 1: Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose Help menu > Quicken Help. Search for Backup Data File and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose Help menu > Quicken Help. Search for Update Software and follow the instructions.

Task 2: Disconnect Accounts at Four Oaks Bank on or after April 16, 2018

1. Choose Tools menu > Account List.
2. Click the Edit button of the account you want to deactivate.
3. In the Account Details dialog, click on the Online Services tab.
4. Click Deactivate. Follow the prompts to confirm the deactivation.
5. Click on the General tab.
6. Remove the financial institution name and account number. Click OK to close the window.
7. Repeat steps for each account to be disconnected.

Task 3: Reconnect Accounts to UCBI - United Community Bank on or after April 16, 2018

1. Choose Tools menu > Account List.
2. Click the Edit button of the account you want to activate.
3. In the Account Details dialog, click the Online Services tab.
4. Click Set up Now.
5. Use Advanced Setup to activate your account.
6. Enter UCBI - United Community Bank in the search field, select the name in the list and click Next.
7. If presented with the Select Connection Method screen, select Express Web Connect.
8. Enter your User ID and Password. Click Connect.
9. Ensure you associate the account to the appropriate account already listed in Quicken. You will want to select Link to an existing account and select the matching accounts in the drop-down menu.

IMPORTANT: Do NOT select Add to Quicken 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, select Ignore – Don't Download into Quicken.

10. After all accounts have been matched, click Next. You will receive confirmation that your accounts have been added.
11. Click Done or Finish.

QUICKEN FOR WINDOWS

WEB CONNECT CONVERSION INSTRUCTIONS

INTRODUCTION

As Four Oaks Bank completes its system conversion to United Community Bank, you will need to modify your Quicken settings to ensure the smooth transition of your data. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your User ID and Password for the Four Oaks Bank and United Community Bank websites.

It is important that you perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This conversion should take 15–30 minutes.

Thank you for making these important changes.

DOCUMENTATION AND PROCEDURES

Task 1: Conversion Preparation

1. Backup your data file. For instructions to back up your data file, choose Help menu > Search. Search for Backing Up Your Data and follow the instructions.
2. Download the latest Quicken Update. For instructions to download an update, choose Help menu > Search. Search for Update Software and follow the instructions.

Task 2: Disconnect Accounts at Four Oaks Bank on or after April 16, 2018

1. Choose Tools menu > Account List.
2. Click the Edit button of the account you want to deactivate.
3. In the Account Details dialog, click on the Online Services tab.
4. Click Deactivate. Follow the prompts to confirm the deactivation.
5. Click on the General tab.
6. Remove the financial institution name and account number. Click OK to close the window.
7. Repeat steps for each account to be disconnected.

Task 3: Reconnect Accounts to UCBI - United Community Bank on or after April 16, 2018

1. Download your Quicken Web Connect file from www.ucbi.com.

NOTE: Take note of the date you last had a successful connection in your Quicken account. If you have overlapping dates in the Web Connect download, you may end up with duplicate transactions.

2. Click File > File Import > Web Connect File. Locate and select the Web Connect file to import.
3. Import Downloaded Transactions window opens: Select Link to an existing account and choose the matching account in the drop-down menu. Associate the imported transactions to the correct account listed in Quicken.

IMPORTANT: Do NOT select 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, select Ignore – Don't Download into Quicken or click the Cancel button.

4. Repeat steps for each account to be reconnected.