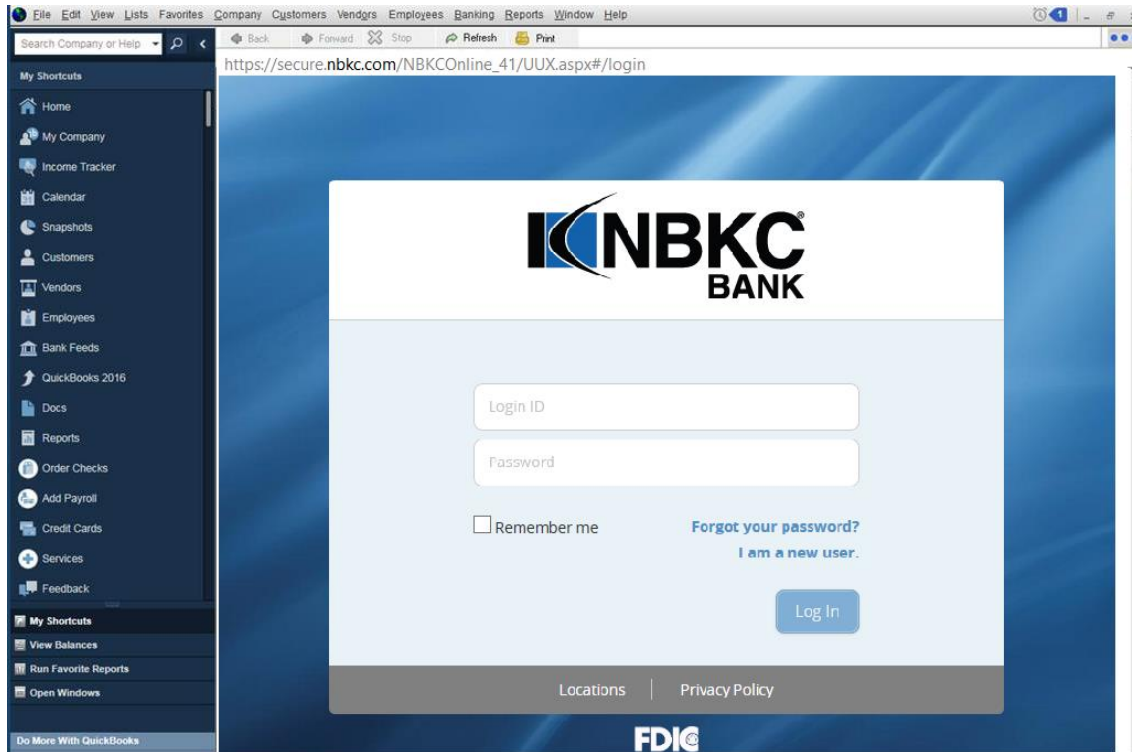


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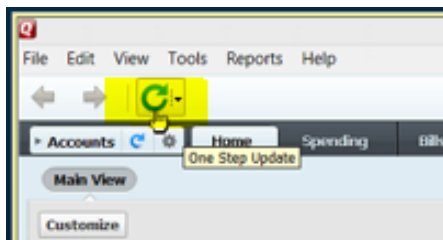
Quicken/OLB Overview

Within Quicken an end-user typically launches their short cut or link to online banking and the OLB login page will open inside of Quicken. When an OLB upgrade occurs the URLs associated with OLB change, so after the upgrade is completed the Quicken OLB short cut or links will no longer work and the end-user will need to perform a one-step update to sync up to the new OLB URL.

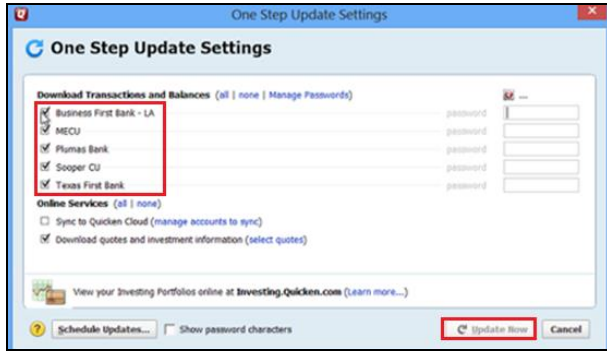


Intuit One-Step Quicken Update Instructions

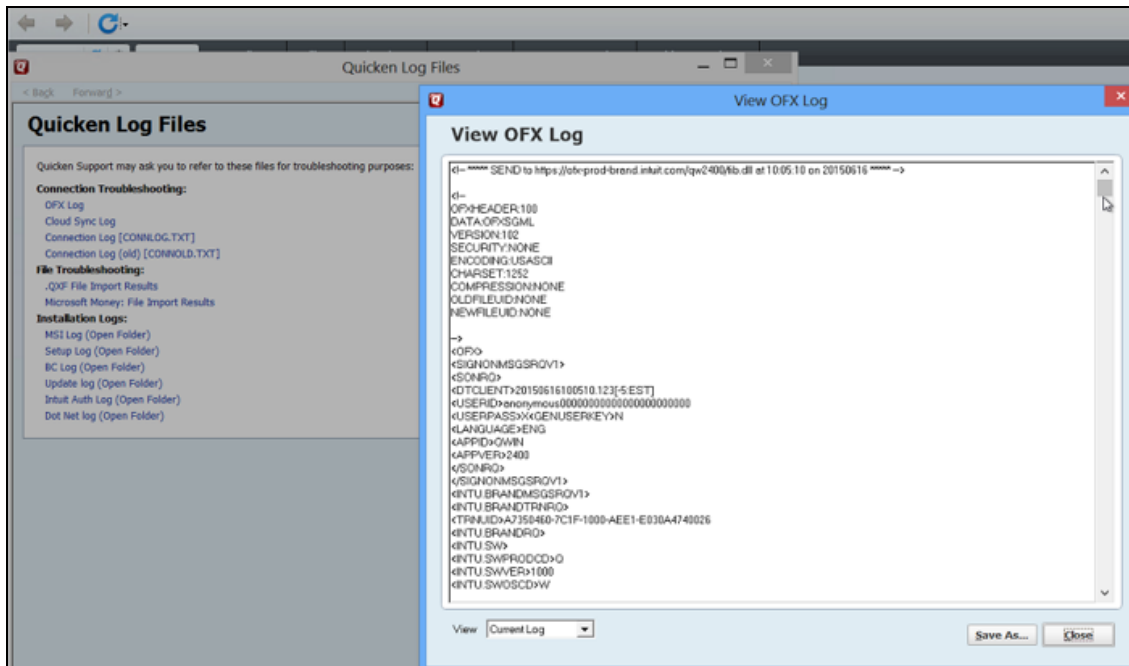
1. Click the One Step Update icon or go to Tools > One Step Update if not on tool bar



2. Depending on how you manage financial institution passwords, you may be prompted to enter your Vault password at this time or to enter individual passwords in the One Step Update dialog.
3. In the One Step Update Settings dialog, make sure all items are checked and click Update Now.



4. If new transactions were received from your connection, accept all new transactions into the appropriate registers.
5. If problems or error message occurs, have the end-user pull a log file from Quicken and send it to them so they may attach it to the project issue.



6. Then Q2 will research and submit a case to Intuit for additional research if needed.