



## QuickBooks/Quicken FAQs

Q. Why isn't my Quicken/QuickBooks updating?

A. With the transition to the new Busey eBank, you will need to update your Quicken/QuickBooks. Please follow the helpful guides available on **[busey.com/pavingthefuture](https://busey.com/pavingthefuture)**.

Q. Do I need to log in first to Busey eBank?

A. Yes, you need to log in to Busey eBank first and establish a new password. Then, you'll be able to put in these credentials into Quicken/QuickBooks.

Q. What version of QuickBooks can I use?

A. You can use QuickBooks 2020, 2019, 2018. QuickBooks 2017 will be supported through April 2020.

Q. What versions of Quicken can I use?

A. Quicken 2020, 2019, 2018. Quicken 2017 will be supported through April 2020 but after that you'll need to upgrade to the yearly subscription.

Q. I use Web Connect; how do I export out of Busey?

A. Log in to online banking, click on your account from the dashboard there's a download icon (to the left of the print icon) and choose your desired file type.

Q. Where can I go for additional Quicken assistance?

A. <https://www.quicken.com/support/how-do-i-import-data-quicken-windows>

Q. Where can I go for additional QuickBooks assistance?

A. <https://quickbooks.intuit.com/learn-support/>



