



**Hometown
Community Banks**
Divisions of **Morton Community Bank**



Quicken®

How do I re-link my bank accounts in Quicken?

Following the Digital Banking upgrade on September 16, 2024, all customers that use Quicken and link their bank accounts using Hometown Community Banks online banking will need to re-link their accounts to continue to be able to download their transactions.

It could take up to 5 full business days after upgrade (until September 23, 2024) for Intuit Quicken to update the linkage.

We appreciate your patience during this time.

The instructions below provide the most common method for re-linking your bank account within Quicken. However, each Quicken user is unique, and this method may not work for all users. If the instructions below do not work for you, please use the Quicken “Help” feature or visit the Quicken website for more information.

Please note, before attempting either method below, you should first go through the initial login process for our new digital banking platform directly at our website, hometownbanks.com or through our mobile app. Failing to do so may result in errors.

Before you start the process below, please note the last date that you downloaded your bank transactions prior to September 16, 2024 as you will need this information to complete the steps below.

What will happen on or after September 16, 2024, to your Quicken linked bank accounts?

After our digital banking upgrade on September 16, 2024, you may receive an email notifying you that there is a connection problem with your bank accounts in Quicken. You may also see an error message indicating that you need to fix one or more of your accounts.

Why won't the “Update Now” or “Fix Connection” feature re-link my bank account to Quicken?

Because of the major upgrade to our digital banking system that occurred on September 16, 2024, the connection between Quicken and our digital banking system has changed for all customers. You will not be able to use the “Update Now” or “Fix Connection” features or simply re-sign into your online banking account to correct the issue. You will need to follow the detailed instructions below to establish a new connection to your account(s).

How do I re-link Quicken to my Hometown Community Bank accounts so I can download transactions and perform other functions?

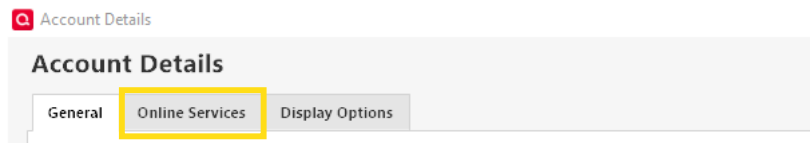
Please follow the detailed instructions below to re-link your accounts.

1. Go to **[Tools]** on the top of the screen and select **[Account List]**.

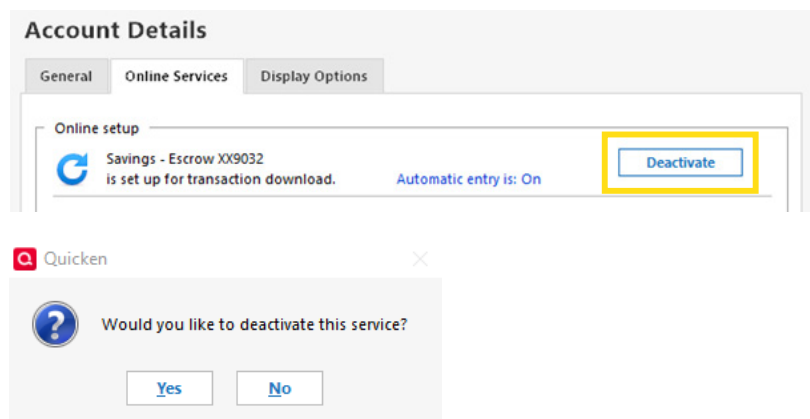
2. Click **[Edit]** next to the account that you wish to update.



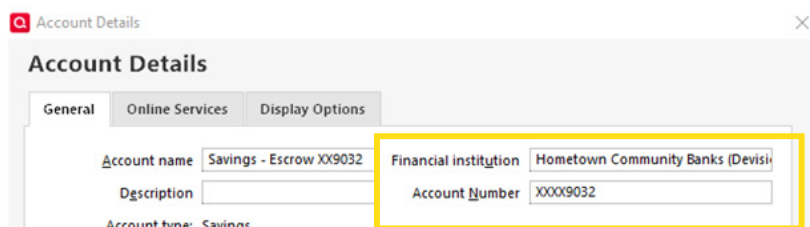
3. On the “Account Details” screen, choose **[Online Services]**. Select **[Yes]** that you would like to deactivate the account.



4. Select **[Deactivate]** under “Online Setup.”



5. Click the **[General Tab]** in the “Account Details” screen.



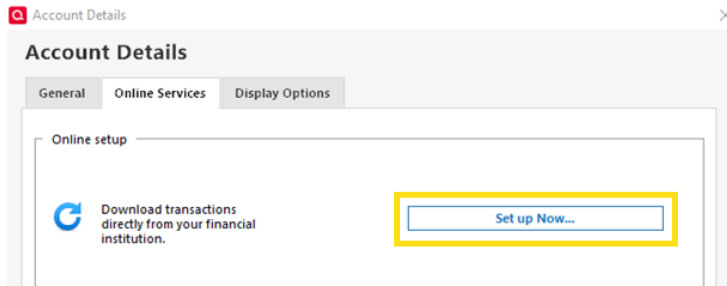
6. Delete the Financial Institution listed (Hometown Community Banks). Then delete the Account number listed. Click **[OK]**.

7. Repeat Steps 2 thru 6 above with any other Hometown Community Bank accounts before continuing.

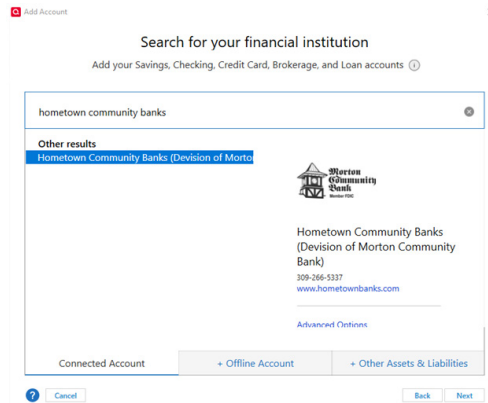
8. To re-establish your link to the Bank’s digital banking platform, select the account you would like to link from the account list screen. Click **[Edit]**.



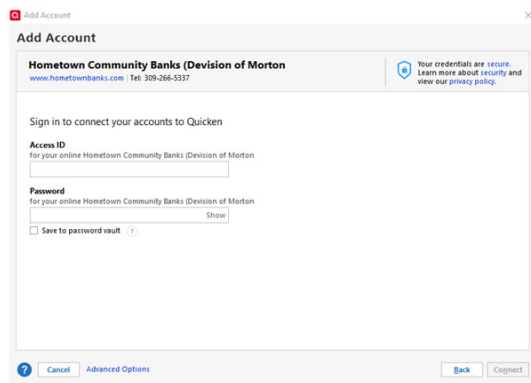
- On the “Account Details” screen. Select Online Services and Click **[Set up Now]**.



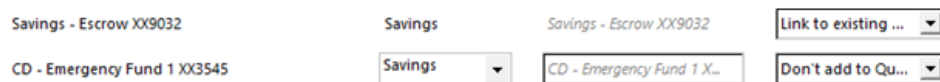
- Search for Hometown Community Banks. Please note that the logo below may be slightly different after the digital banking platform upgrade. Select the bank and Click **[Next]**. Then Click **[Continue]**.



- Enter your Hometown Community Banks Access ID and Password that you use to access our digital banking platform. Click **[Connect]**.



- For each account that you would like to connect to, choose **[Link to Existing]** under the Action column. For any account that you do not want to have added to Quicken, select **[Don't add to Quicken]**. Then Click **[Next]**.



- Your accounts should now be updated in Quicken. You should view the account balances and detailed transactions for each account to ensure that they information imported correctly.

If the instructions above do not work for you after September 23, 2024, please use the Quicken Online “Help” or “Contact Experts” features for additional assistance as the bank is not able to provide direct support related to Quicken.