QUICKBOOKS[®] USER GUIDE

Direct Connect (Desktop Software)





DIRECT CONNECT

Direct Connect is a service that allows QuickBooks users to update their First Horizon account(s) in QuickBooks. A one-time modification is required to your QuickBooks settings to ensure your access to your account(s) through QuickBooks to Direct Connect. Depending on your version of Quicken or QuickBooks, the specific procedures may vary slightly.

Note: You will need your First Horizon User ID and Password to complete this process.

GETTING STARTED

You can set up your account for online banking or Bank Feeds processes in both single-user and multi-user mode. To know more about using Bank Feeds in multi-user mode, go to QuickBooks Help (press F1 on your keyboard) and in the search box, type "exclusive use."

SET UP YOUR ACCOUNT FOR BANK FEEDS

- From the QuickBooks Banking menu,
- Choose Bank Feeds
- Set Up Bank Feeds for an Account

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		 Payroll Liabilities 		Bank Feeds 🔸		Set Up Bank Feed for an Account			0.00							
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Snapshots					See Funding Options		Learn About Online Bill Payment									
Lustomers		 Advertising and Promotion 						Expense								
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Quick books will tell you it has to close all windows (in Quick Books).

• Click yes and the branding files will update.



STEP 1: FIND YOUR BANK

A bank feed setup window displays.

- In the Enter your Bank's name field
- Begin to type First Horizon
- First Horizon should display in the drop down
- Choose First Horizon
- Select Next

	FIND CONNECT LINK DO
Enter your bank's name	
First Horizon Bank	Or choose from
Examples: Bank of America, Citibank, American Express.	these popular banks
Capital Bank Texas First Horizon Bank Capital Bank US QB-Basic WC Capital Bank US QB-Commercial WC Capital Bank US QN QB DC Capital Bank-Rockville MD-BO Capital City Bank - Business Capital City-new Capital Community Bank	Fidelity Bank U.S. Bank - PFM Direct Connect JPMorgan Chase Bank Wells Fargo Bank Capital One Card Services Citi Cards Discover Card American Express
Canital Credit Union Showing 11 21 of 55	

STEP 2: CONNECT FIRST HORIZON TO QUICKBOOKS

An enrollment screen is displayed for Direct Connect.

• Click continue to proceed.

The next screen asks for your Customer ID which is your First Horizon User ID, and PIN which is your Password.

• Enter your user ID and password and select Connect.

There are password requirements when connecting with QuickBooks.

- The password must be 8-12 characters and can contain numbers and letters only.
- Special Characters are not permitted.

- Must contain at least one upper case letter.
- Must contain at least one lower case letter.
- Must contain at least one number.
- If your password needs to be updated, please do so by
 - Log into your First Horizon digital banking profile
 - Go to Settings > Security > Change Password

Bank Feed Setup	×
Step 2: Connect First Horizon Bank to QuickBooks Fees will apply.	FIND CONNECT LINK DONE
Customer ID For your account I PIN For your account	
How does QuickBooks protect my financial information?	Back Connect

STEP 3 : LINK YOUR ACCOUNTS

The successful submission will return a list of accounts.

- On the Link your Accounts screen, choose which bank account/s to add to QuickBooks.
- If the account is not yet in QuickBooks, choose the Select existing or create new drop-down,
 - Select <u>Create New Account</u> to create the account and set it up for Bank Feeds.
- If your account already exists in QuickBooks, you can Select it from the list.
- If you do not want an account linked for direct connect services, then select Do not add to QuickBooks

Note: Available credit card accounts are displayed as Other Current Liabilities

 Click the <u>Connect</u> button when you have finished connecting your accounts and a Success screen is displayed.



FIND CONNECT LINK DONE
IICKBOOKS ACCOUNTS
elect existing or create new
Select existing or create new = Create New Account > > Do not add to QuickBooks 1004 - Bank 1833 - Bank 1300 - Bank 1036 - Other Current Liability 14000 - Payroll Liabilities - Other Current Liability
Back Connect
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• Close the page or click on the download your transactions link. Clicking on the link will take you to the Bank Feeds Center.

	Bank Feed Setup			×
Success!		FIND (CONNECT LINK	-4 DONE
Your First Horizon Bank accounts have been ac	lded to QuickBooks			
YOUR BANK ACCOUNTS	QUICKBOOKS ACCOUNTS		STATUS	
TEST 1-0000000000100394833 (XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	4833		Added	
QuickBooks Service provided by http://www.firsttennessee.com 1-800-639-5111		WHAT'S NEXT? Add accounts from Download your tran	another bank nsactions from Bank F	eeds
			Clos	se



DOWNLOADING TRANSACTIONS

You download transactions and send online payments and transfers from the Bank Feeds Center.

• Navigate to the center by click on Banking, Bank Feeds, Bank Feeds Center.



- Select an account and click the Download Transactions button to download you most recent transactions.
- You will be prompted for your PIN whick is your First Horizon digital banking password.
- The initial connection will download up to 16 months of transactions.



- The Bank Feeds screen will tell you if there and new transactions.
- View the new transactions by click on the Transaction List button.

Eile Edit View Lists Favorites Company Customers Vendors Employees Banking Reports Window Help								
Search Company or Help 👻 🔎 <			Bank Feeds		- 🗆 ×			
My Shortcuts	💠 Add Account 🔠 Rules							
Home	BANK ACCOUNTS		Account Information					
Ny Company	First Horizon Bank Account ending in ***4004 In QuickBooks	\$1.47 Today \$0.00	First Horizon Bank					
🚉 Bill Tracker 🛗 Calendar	4004 First Horizon Bank Account ending in ***6300		\$1.47	\$0.00				
 Snapshots Customers 	In QuickBooks 6300 \$0.00	6 transactions are waiting to be added to QuickBooks.						
Vendors	First Horizon Bank Account ending in ***4833 In QuickBooks	\$12.01 Today						
My Shortcuts	4833 OTHER LIABILITIES	\$0.00	Read messages from your bank	Send items to your bank	Mossages (0 of 0)			
 View Balances Run Favorite Reports 	First Horizon Bank Account ending in ***9036	\$0.00	Alerts (0)		messages (0 01 0)			
Open Windows Do More With QuickBooks	In QuickBooks 9036		Manage your account Contact your bank	Send Items Crea	te New 👻			
Turn on Payroll Cards Order Checks & Supplies Cards Cards Cards Checks & Supplies Cards C			Get more from your bank. Activate b Bank fees may apply.	ill pay services with First Horizon E	Bank. Activate			
See Funding Options								

- To start adding and matching transactions
 - o Go the QuickBooks Banking menu
 - Select Bank Feeds
 - Click Bank Feeds Center.



There are two Bank Feeds modes available in the US versions of QuickBooks. How transactions are displayed (and handled) in the Bank Feeds depends on the selected mode.

To learn more, visit the <u>Quickbooks support page.</u>

FAQS

- Why am I getting an error when I try to log in to Quickbooks?
 - Make sure you are typing in the correct User ID/Password
 - Make sure there are not any special characters in your User ID.
 - Make sure you are using the most recent version of Quickbooks. <u>Click here</u> to find the most recent version.
- Why am I seeing a security question I do not recognize?
 - Make sure you are typing in the correct User ID for Quickbooks.
- Why am I getting an error trying to connect to First Horizon?
 - Make sure there are not any closed or inactive accounts associated to your Quickbooks profile.
- Why am I missing transactions?
 - Make sure your accounts are activated and updated.