

STEPS TO REACTIVATE YOUR ACCOUNTS

The QuickBooks Online Services through Woodforest has been reactivated.

Use the following steps to reactivate your account. Please note, you must first ensure the account is deactivated before attempting to reactivate.

Tip: If you are using Firefox or Safari to download transactions, these browsers may add ".txt" to the end of the file name. If you encounter this issue, simply remove the ".txt" from the end of the file name.

For further assistance please contact Customer Care at 1-877-968-7962.

Deactivate your Account(s) at Woodforest National Bank

Important: All transactions must be matched or added to the register prior to deactivating your account(s).

1. Choose the **Lists** menu -> **Chart of Accounts**.
2. Left click the account you want to deactivate.
3. Click **Edit** on the menu -> click **Edit Account**.
4. In the **Edit Account** window, click on the **Online Services** tab.
5. Select **Deactivate All Online Services** -> click **Save & Close**.
6. Click **OK** for any messages.
7. Repeat steps 2 – 6 for each account at Woodforest National Bank.

Reactivate your Account(s) at Woodforest National Bank

Important: Your Username and Password for Woodforest National Bank is required to complete the following steps.

1. Log in to the Woodforest National Bank web site at www.woodforest.com.
2. Download your transactions into QuickBooks.
Note: To avoid the possibility of creating duplicate records when downloading into QuickBooks, select a "from" date that does not include records previously downloaded.
3. In QuickBooks, click the **Import new transactions now** radio button -> 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.
4. In the **Select Bank Account** dialog -> click **Use an existing QuickBooks account** radio button.
5. In the corresponding drop-down list, select your QuickBooks account -> click **Continue**.
6. Confirm the prompt by clicking **OK**.
7. Repeat steps 2 through 6 for each account that you previously disabled.
Note: Verify that all transactions downloaded successfully into your account registers.

Re-enable Side by Side Mode for Online Banking

Note: If you use the Side by Side mode for online banking, follow the instructions below to enable it. If you use register mode, you are finished with reactivating your accounts.

1. Enable Side by Side mode. For instructions to enable Side by Side mode, choose **Help** menu -> **QuickBooks Help**. Search for Online Banking Modes and follow the instructions.