

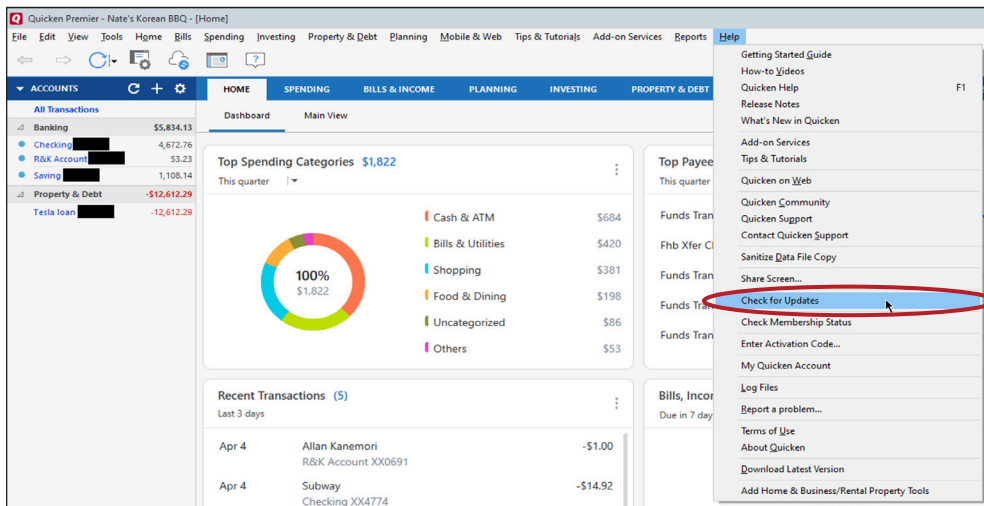
# QUICKEN DIRECT CONNECT FOR WINDOWS - PART 1 DEACTIVATION INSTRUCTIONS

## MUST COMPLETE STEPS 1-5 BEFORE MAY 29, 2022.

These steps are required to ensure that you can successfully reactivate your accounts after May 31, 2022.

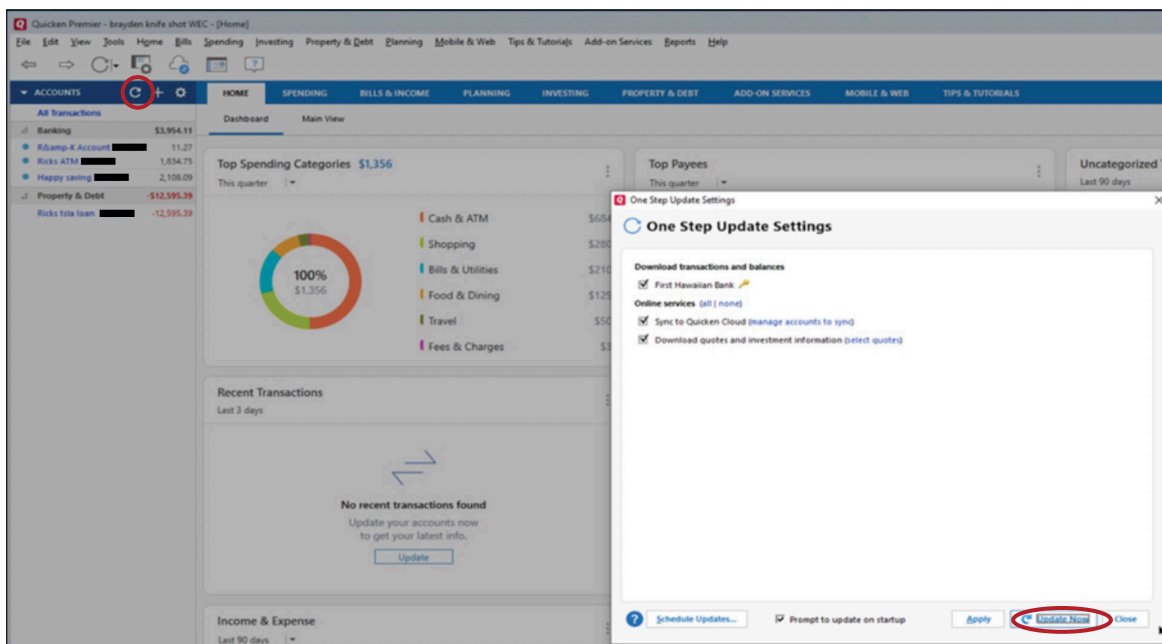
### 1. Open Quicken and download the latest Quicken Update.

Click "Help" on the top menu, then click "Check for Updates" and update Quicken to the latest version.



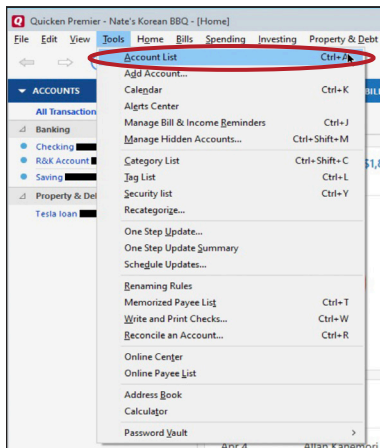
### 2. Complete a final transaction download and accept all new transactions.

You will not be able to complete this process unless there are no pending transactions or payment instructions. Click the refresh icon, then "Update Now".

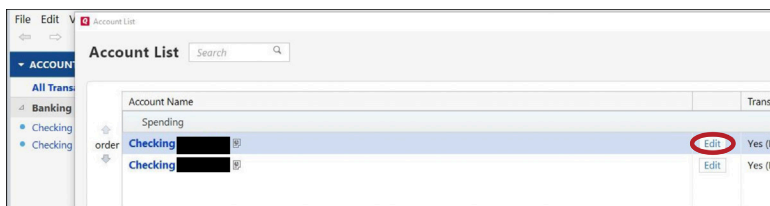


### 3. Deactivate all First Hawaiian Bank accounts.

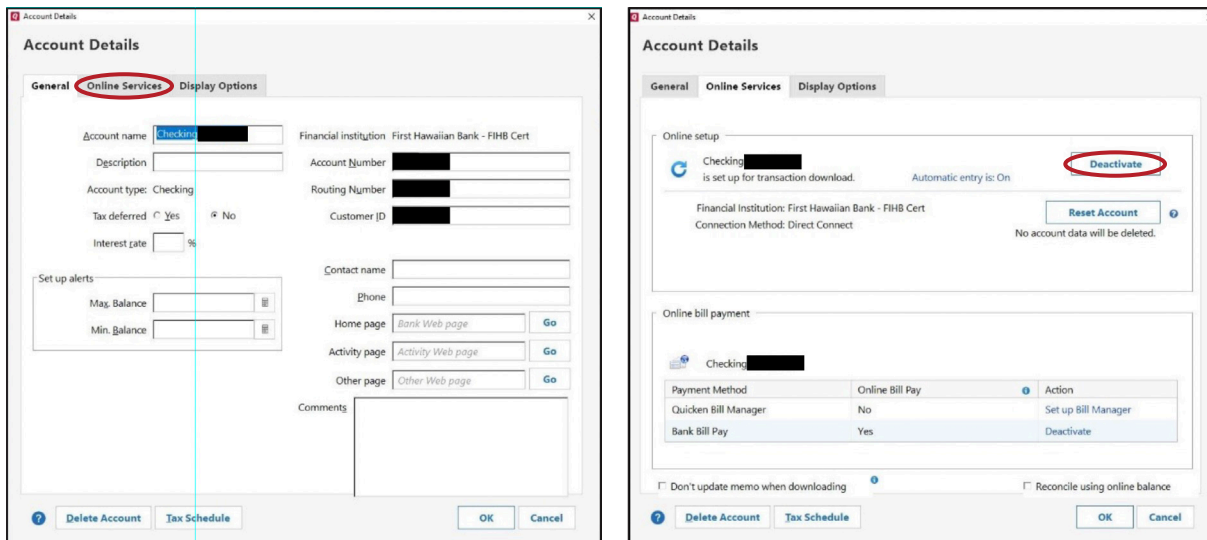
Click "Tools" from the top menu, then select "Account List".



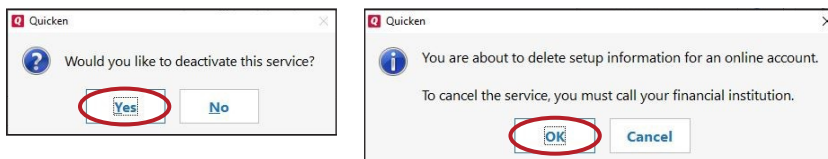
Click "Edit" on an FHB account to deactivate.



Click on the "Online Services" tab and "Deactivate".



Click "Yes" and "Ok" on the proceeding dialog boxes.



Click the "General" tab and delete the text in the "Financial Institution" and "Account Number" fields, then click "OK".

Account Details

General Online Services Display Options

Account name: Checking [redacted] Financial Institution: First Hawaiian Bank - FHB Cert

Description: [redacted] Account Number: [redacted]

Account type: Checking

Tax deferred: Yes No

Interest rate: %

Set up alerts:

Max. Balance: [redacted]

Min. Balance: [redacted]

Contact name: [redacted]

Phone: [redacted]

Home page: Bank Web page Go

Activity page: Activity Web page Go

Other page: Other Web page Go

Comments: [redacted]

Delete Account Tax Schedule OK Cancel

Account Details

General Online Services Display Options

Account name: Checking [redacted] Financial Institution: [redacted]

Description: [redacted] Account Number: [redacted]

Account type: Checking

Tax deferred: Yes No

Interest rate: %

Set up alerts:

Max. Balance: [redacted]

Min. Balance: [redacted]

Contact name: [redacted]

Phone: [redacted]

Home page: Bank Web page Go

Activity page: Activity Web page Go

Other page: Other Web page Go

Comments: [redacted]

Delete Account Tax Schedule OK Cancel

#### 4. Repeat step 3 for all your FHB Accounts.

#### 5. Create a backup of your Quicken Data File.

Once you have deactivated all your FHB Accounts, click "File" and select "Copy or Backup File". It is helpful to have a backup file to refer to if needed when reactivating your accounts.

File Edit View Tools Mobile & Web Reports Help

- New Quicken File...
- Open Quicken File... Ctrl+O
- Copy or Backup File...
- Restore a Backup File...
- Validate and Repair File...
- Show this file on my computer
- Find Quicken Files...
- Set Password for this data file...
- Set Password to modify transactions...
- File Import >
- File Export >
- Printer Setup >
- Print Checks...
- Print Dashboard... Ctrl+P

Select "Create a complete backup" and click "Next".

Backup or Copy File

Backup or Copy File

Complete backup

Create a complete backup  
An exact copy of your file. It can be restored if anything goes wrong with your primary data file.

Advanced Options

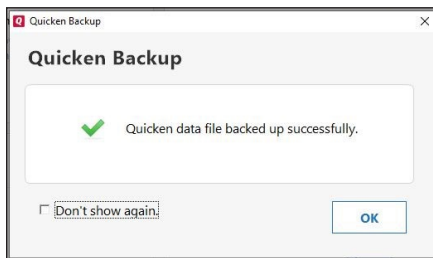
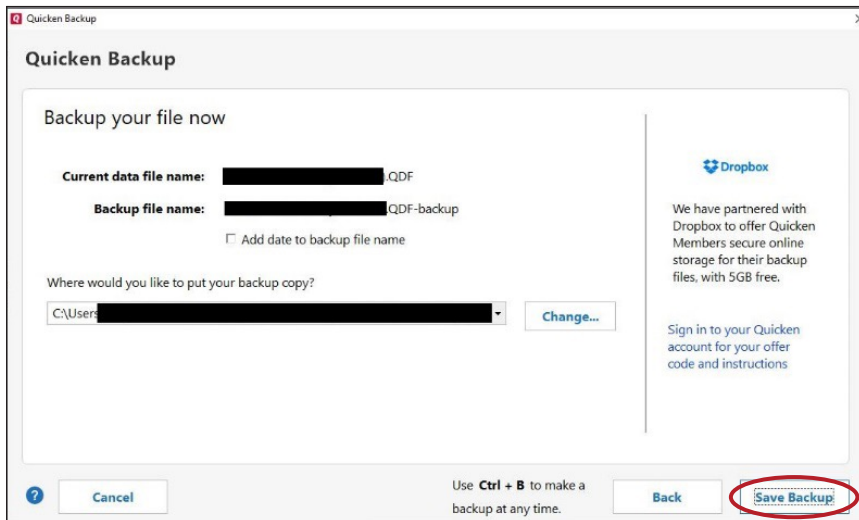
Create a copy or template  
Copy your account and transaction data for a specific date range. This can be used to archive data or to create a template. You can also decide what optional information to include in your copy.

Create a year-end archive  
Archive your previous year's transactions. You can also trim your current file so that it only contains the current year's transactions.

What to choose?  
If in doubt use the Complete Backup option.  
This is the best choice for creating a restorable backup of your existing Quicken file.

Cancel Next

Be sure to include today's date when naming the backup file. Click "Save Backup".



**You have successfully completed deactivating your FHB Accounts from Quicken.**  
**Complete Part 2 after May 31, 2022 at 3pm HST.**

# QUICKEN DIRECT CONNECT FOR WINDOWS - PART 2

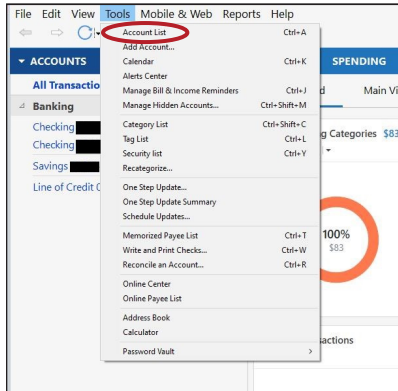
## REACTIVATION INSTRUCTIONS

**COMPLETE THESE STEPS AFTER MAY 31, 2022 AT 3PM HST TO REACTIVATE YOUR FHB ACCOUNTS.**

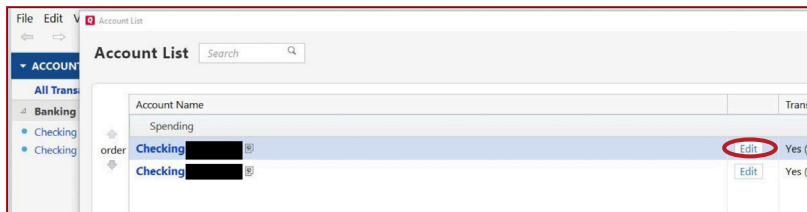
### 1. Open Quicken.

### 2. Reactivate your FHB accounts.

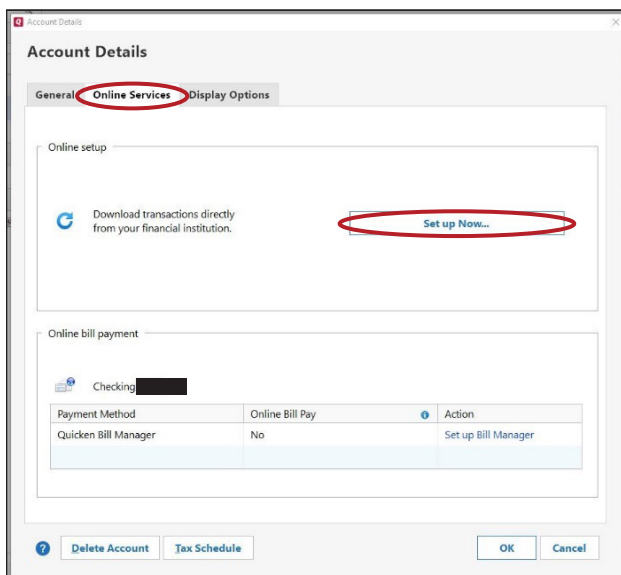
Click "Tools" and then select "Account List".



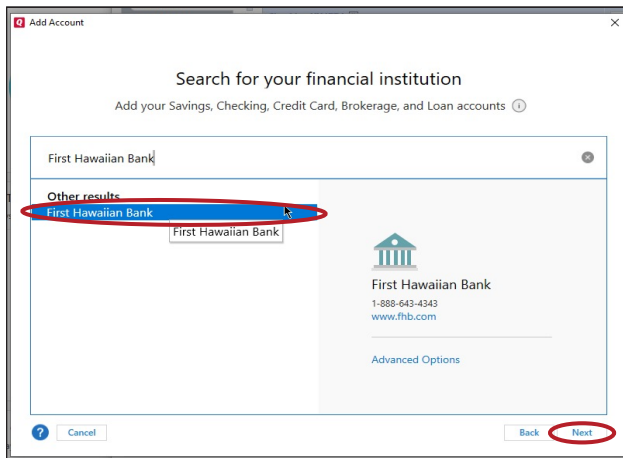
Click "Edit" on an FHB account that you want to reactivate.



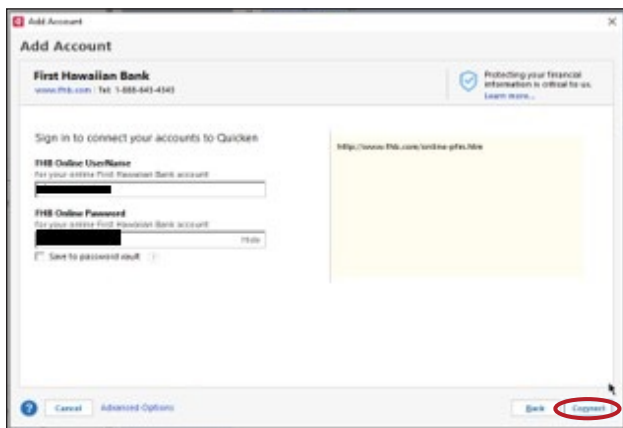
Click on the "Online Services" tab then click "Set up Now..."



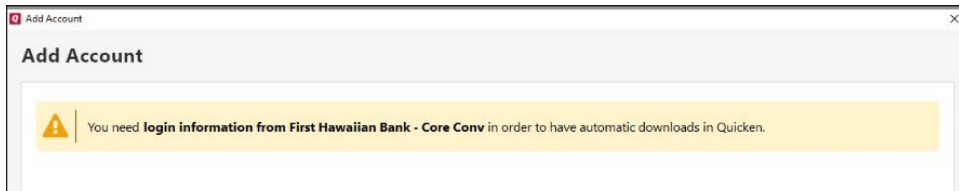
Type in "First Hawaiian Bank", select "First Hawaiian Bank" then click "Next".



Type in your FHB Online Username and Password. Click "Connect".

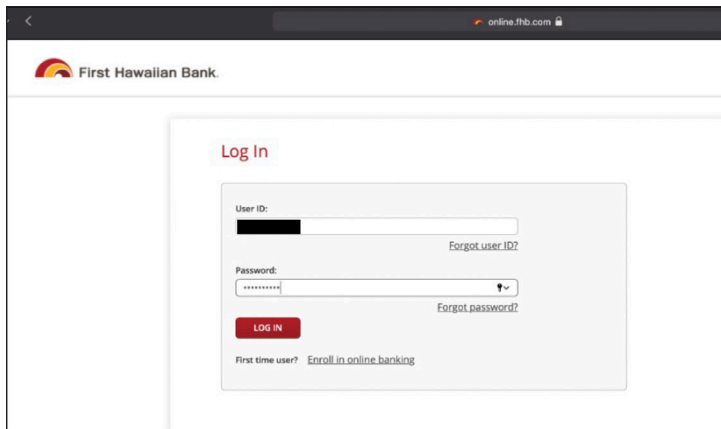


You will see an alert message that "You need login information from the First Hawaiian Bank in order automatic downloads in Quicken". You will now need to authorize your connection in FHB Online Banking.

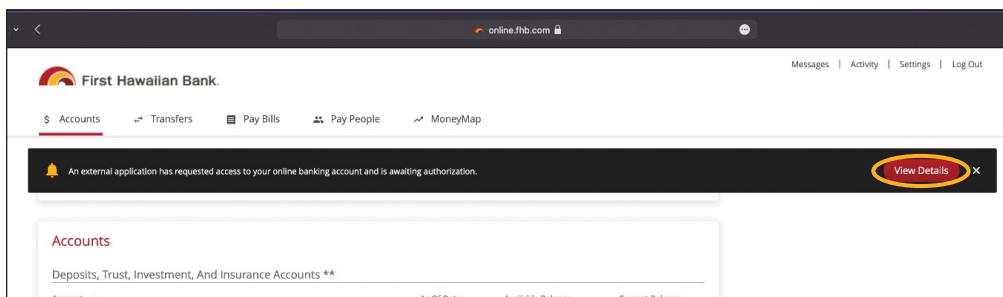


### 3. Authorize your connection in FHB Online Banking.

Open a web browser and login to FHB Online Banking at fhb.com.



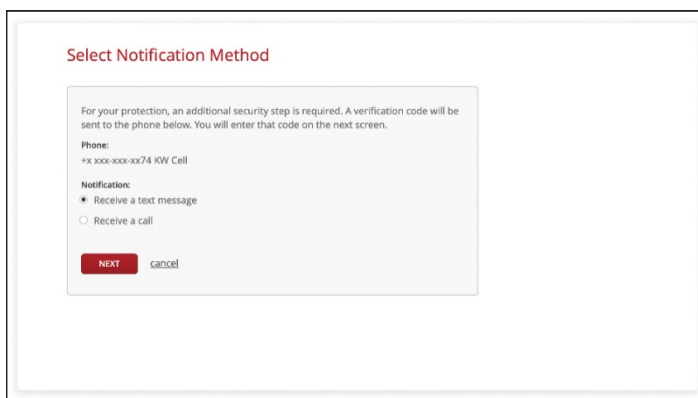
Once logged in, click "View Details" on the alert banner.



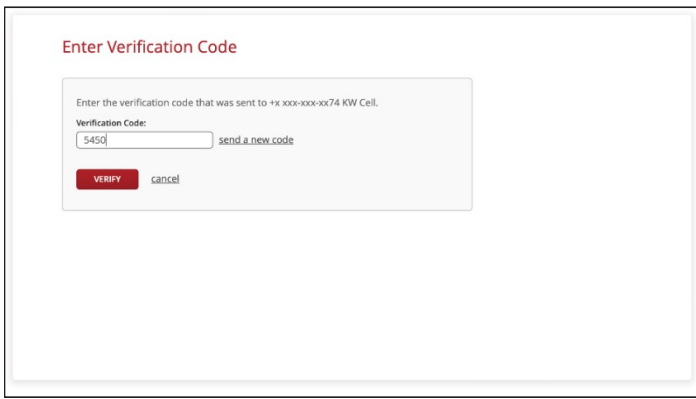
Click the "Authorize" button on the "Connected Apps" page.



Select the notification method to receive your verification code.





Enter the code in the field and click "Verify".



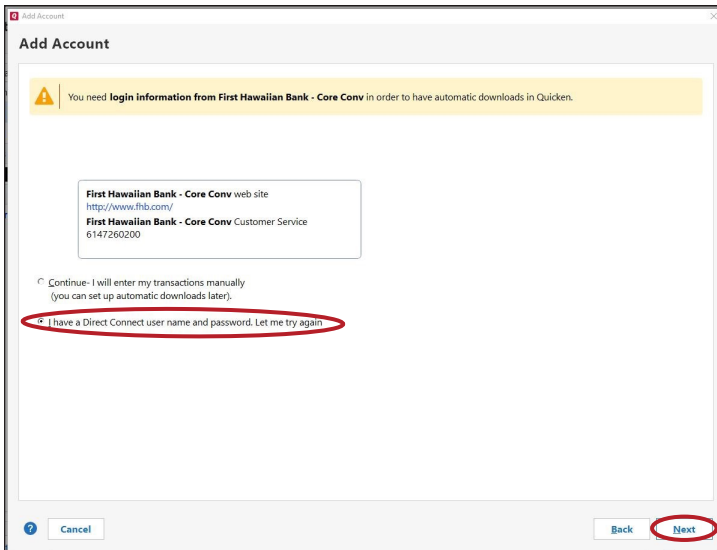
Quicken has now been authorized in FHB Online Banking.



Name	Authorized On	Last Accessed	Action
Quicken Windows	Apr 01, 2022 @ 08:56 PM ET		 
Quicken Windows	Apr 01, 2022 @ 07:59 PM ET	Apr 01, 2022 @ 08:03 PM ET	 
Quicken Windows	Apr 01, 2022 @ 02:33 PM ET	Apr 01, 2022 @ 04:09 PM ET	 
Quicken Windows	Mar 11, 2022 @ 06:33 PM ET	Mar 14, 2022 @ 08:38 PM ET	 

#### 4. Complete the connection in Quicken.

Go back to Quicken and select "I have a Direct Connect user name and password. Let me try again".





Enter your FHB Online Username and Password then click "Connect".

**Add Account**

**First Hawaiian Bank - Core Conv**  
www.fhb.com | Tel: 6147260200

Protecting your financial information is critical to us.  
Learn more...

Sign in to connect your accounts to Quicken

**First Hawaiian Bank - Core Conv User ID / User Name**  
for your First Hawaiian Bank - Core Conv account

**First Hawaiian Bank - Core Conv password**  
for your First Hawaiian Bank - Core Conv account

Save to password vault

## 5. Link all of your deactivated FHB accounts.

Select "Link to existing account" under the "Action" column for each of your accounts. It is important to match the appropriate accounts when re-activating.

**Add Account**

**First Hawaiian Bank - Core Conv**  
www.fhb.com | Tel: 6147260200

Protecting your financial information is critical to us.  
Learn more...

We found the following accounts

Account	Type	Nickname in Quicken	Action
INSTALLMENT LOAN	Line of Credit	INSTALLMENT LOAN	Add to Quicken
PURE CHECKING	Checking	PURE CHECKING	<input checked="" type="checkbox"/> Link to existing account
COMPLETE CHECKING	Checking	COMPLETE CHECKING	Don't add to Quicken
REGULAR SAVINGS	Savings	REGULAR SAVINGS	Add to Quicken

Confirm the accounts are linked correctly and then click "Finish".

**Account Added**

**First Hawaiian Bank - Core Conv**  
www.fhb.com | Tel: 6147260200

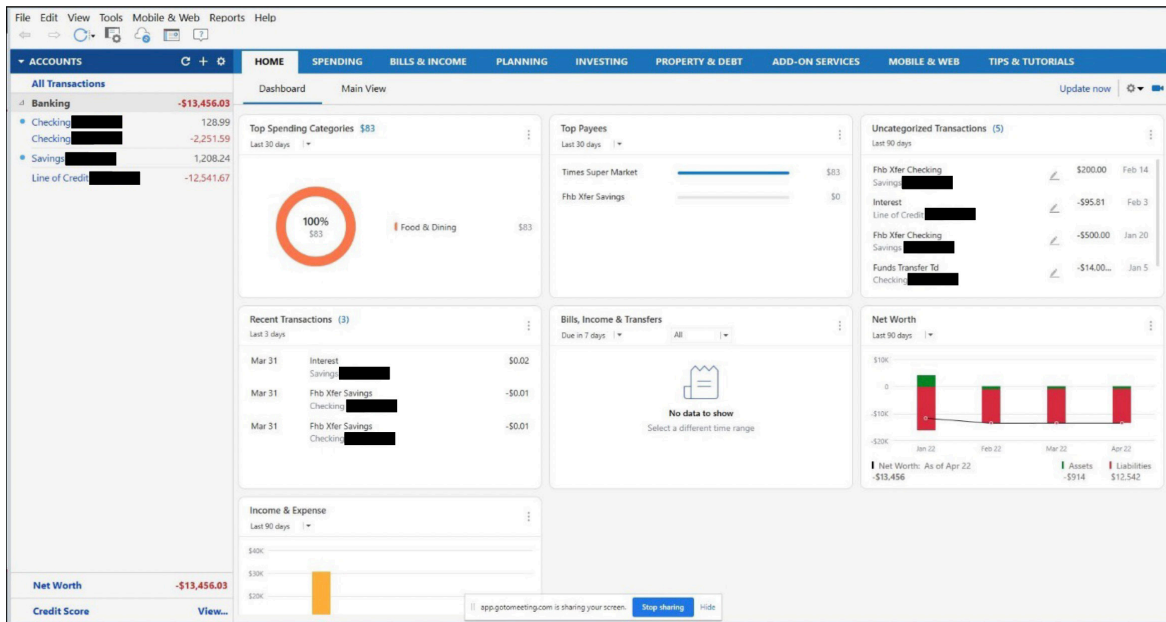
Protecting your financial information is critical to us.  
Learn more...

Accounts

- Line of Credit: Downloaded and categorized transactions from the last 87 days.
- Checking: Downloaded and categorized transactions from the last 28 days.
- Checking: Downloaded and categorized transactions from the last 1 days.
- Savings: Downloaded and categorized transactions from the last 70 days.

Most financial institutions provide the most recent 90 days of your transactions, but this number can vary based on financial institution policy.

## 6. Verify that all your transactions are up to date.



You are now done with reconnecting your accounts.

**NOTE: Quicken often discontinues support for older versions of their software. For more information on unsupported versions, please view the Quicken Sunset Policy.**

### Need Assistance?

If you need additional assistance, please contact us at (888) 643-4343, Monday – Friday 8am – 7pm HST.