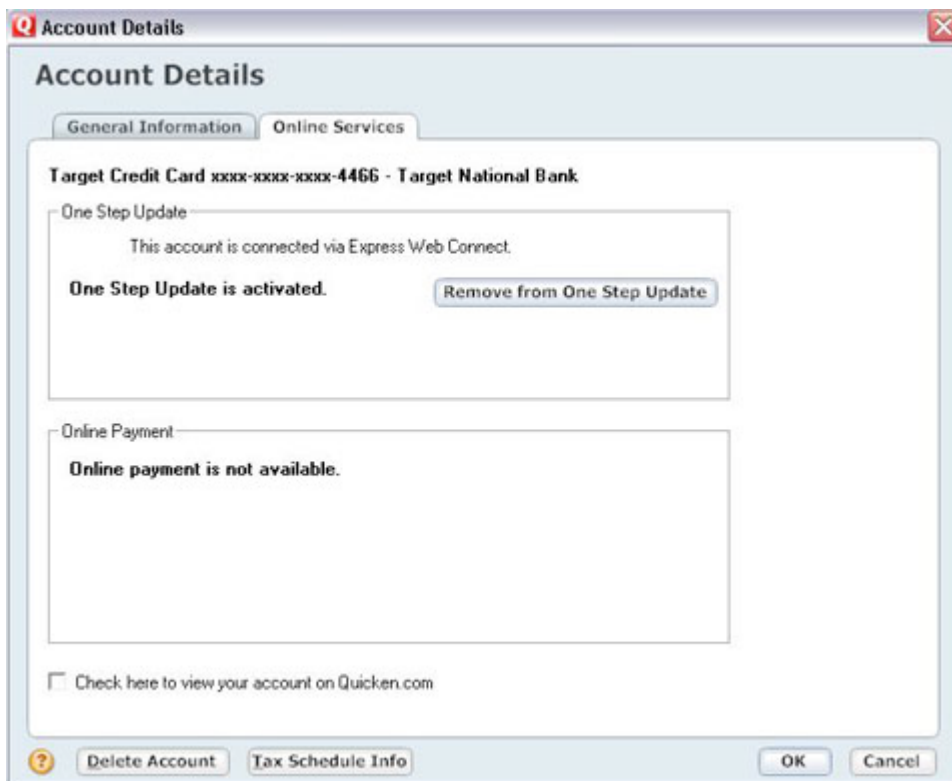


## EWC isn't working for our end users, how do they Deactivate EWC?

- Right click the account in the Quicken Account List
- Select Edit Account from pop-up.



- Click the Online Services tab. In the One Step Update section, it will state the connection method the end user is using. Have the end user disable the account by clicking on the "Remove From One Step Update" button.



## To Reactivate with Web Connect downloads:

- Have your customer login on your FI website from an external browser to initiate a download of his Web Connect file into Quicken. When presented with the below screen, have end user choose the "Use an existing Quicken account" radio button.

**You are downloading transactions for the following account:**

- Financial Institution : Target National Bank
- Account type : Credit Card
- Account number :

If you have set up an account in Quicken to track this account, choose "Use an existing Quicken account" and then select it from the list. Otherwise, choose "Create a new Quicken account" and Quicken will add one for you.

Use an existing Quicken account: Target Credit Card xxxx-xxxx-xxxx-4466  
Please choose from the list.

Create a new Quicken account. Credit Card at Target National Bank  
Please type an account name.

Continue Cancel Help

Now your account will be connected via Web Connect. Quicken may prompt the user to activate One Step Update after a successful Web Connect download.

Instructions on Reactivating accounts are on the next page.

## Reactivating EWC:

**NOTE:** If the financial Institution supports Direct Connect downloads, activating One Step Update will default to Direct Connect since it is the preferred method of connectivity.

- If the end user is using Web Connect, in the Account Details screen, click the "Activate One Step Update" button and follow the onscreen prompts to complete the One Step Update activation process. Now the account will be connected using Express Web Connect.

