

Quicken® Troubleshooting Guide

Duplicate Transactions after Completing Reactivation

This is usually caused by overlapping the date range when importing the Web Connect file. Depending on the number of duplicate transactions imported, the best solution may be to restore the backup file created earlier in the conversion process. If there are not many transactions, they can be deleted prior to, or after accepting them to the register.

Specific steps/recommendations based on products are below:

Quicken for Windows

Note: This can also be caused by a preference that is available in Quicken for Windows, "Automatically add downloaded transactions to register".

- If the transactions have not been accepted to the register, they can be deleted one by one prior to accepting.
- If the transactions have already been accepted to the register, they can be deleted one by one, or **multiple transactions** can be deleted at one time. If there are too many transactions to delete, or the steps to delete multiple transactions is difficult; restore a backup file. Ensure you select the correct date range when importing the Web Connect file to the restored backup.

Express Web Connect Only: Duplicate transactions may occur due to the 90 day look back when downloading transactions. These transactions need to be manually deleted from the register. They can be deleted one by one, or multiple transactions can be deleted at one time.

Quicken for Mac

- If the transactions have not been accepted to the register, they can be deleted one by one prior to accepting.
- If the transactions have already been accepted to the register, they can be deleted one by one from the register. If there are too many transactions to delete, restore a backup file. Be sure to select the correct date range when importing the Web Connect file to the restored backup.

Quicken Connect Only: Duplicate transactions may occur due to the 5 day look back when downloading transactions. These transactions need to be manually deleted from the register. They can only be deleted one by one.

Duplicate Accounts after Completing Reactivation

If you selected "Create a new account" when importing the Web Connect file, or if you were unable to find your account in the drop down menu and created a new account you may have duplicate accounts. *If the account is not deactivated, it will not appear in the drop down menu. Follow these steps to correct:*

- First, confirm all accounts have been deactivated including hidden (Quicken) accounts.
- If they are, delete the duplicate account from the account list, then import the Web Connect file ensuring you select "Use existing account" and select the correct account.

Activated the Incorrect Account during Import of the Web Connect File

Open the account register for the account that was linked incorrectly.

- If the transactions have not been accepted to the register, they can be deleted one by one prior to accepting. After deleting the downloaded transactions, deactivate the account then import the Web Connect file ensuring you select "Use existing account" and the correct account.
- If the transactions have already been accepted to the register, restore a backup file. Be sure to select the correct account to link to when importing the Web Connect file to the restored backup.