



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.

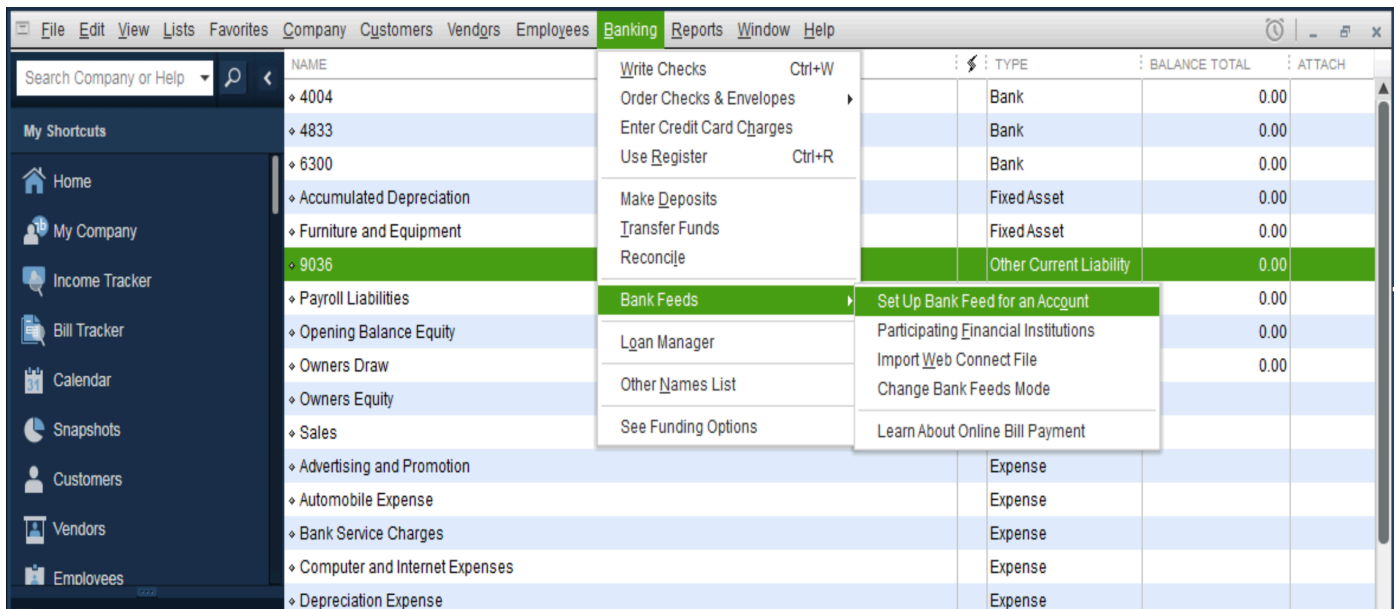
Note: You will need your First Horizon User ID and Password to complete this process.

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



Quick books will tell you it has to close all windows (in Quick Books).

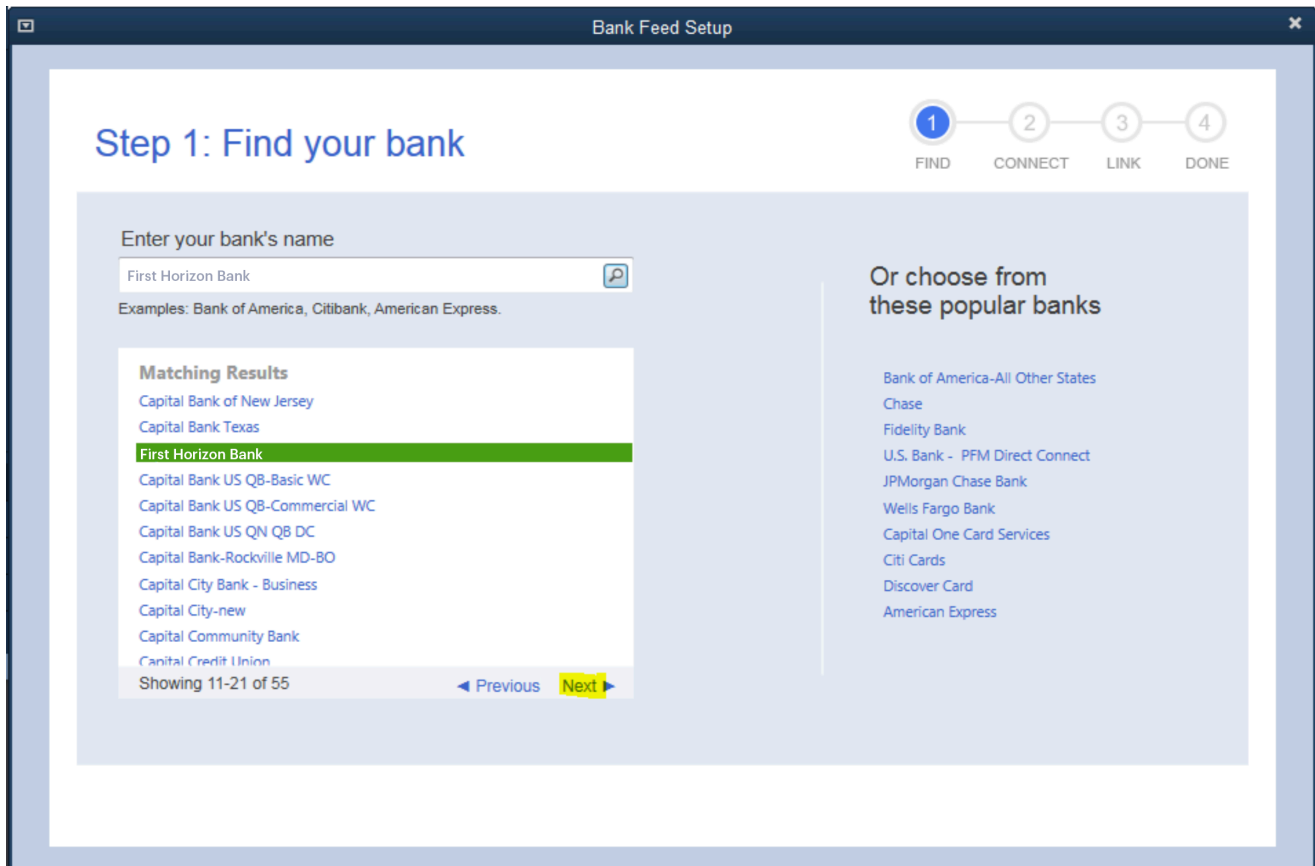
- Click yes and the branding files will update.



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



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.

Customer ID For your account

PIN For your account

QuickBooks

Service provided by
<http://www.firsttennessee.com>
1-800-639-5111

You need special credentials from Capital Bank US to sign in here. Click [here](#) to enroll

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 Create New Account 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 Connect button when you have finished connecting your accounts and a Success screen is displayed.



Bank Feed Setup

Step 3: Link your accounts

FIND CONNECT LINK DONE

YOUR BANK ACCOUNTS	QUICKBOOKS ACCOUNTS
TEST 1-0000000000100394833 (XXXXXXXXXXXXXXXXX 4833)	Select existing or create new
TEST CCD-00004798495900009036 (XXXXXXXXXXXXXXXXX 9036)	Select existing or create new
CHECKING0-0000000000171734004 (XXXXXXXXXXXXXXXXX 4004)	Select existing or create new
TEST FOR-0000000000179156300 (XXXXXXXXXXXXXXXXX 6300)	Select existing or create new

QuickBooks Service provided by <http://www.firsttennessee.com> 1-800-639-5111

Back Connect

Select existing or create new
< Create New Account >
Do not add to QuickBooks
4004 - Bank
4833 - Bank
6300 - Bank
9036 - Other Current Liability
24000 - Payroll Liabilities - Other Current Liability

- 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 DONE

Your First Horizon Bank accounts have been added to QuickBooks

YOUR BANK ACCOUNTS	QUICKBOOKS ACCOUNTS	STATUS
TEST 1-0000000000100394833 (XXXXXXXXXXXXXXXXX 4833)	4833	Added

QuickBooks Service provided by <http://www.firsttennessee.com> 1-800-639-5111

WHAT'S NEXT?
Add accounts from another bank
Download your transactions from Bank Feeds

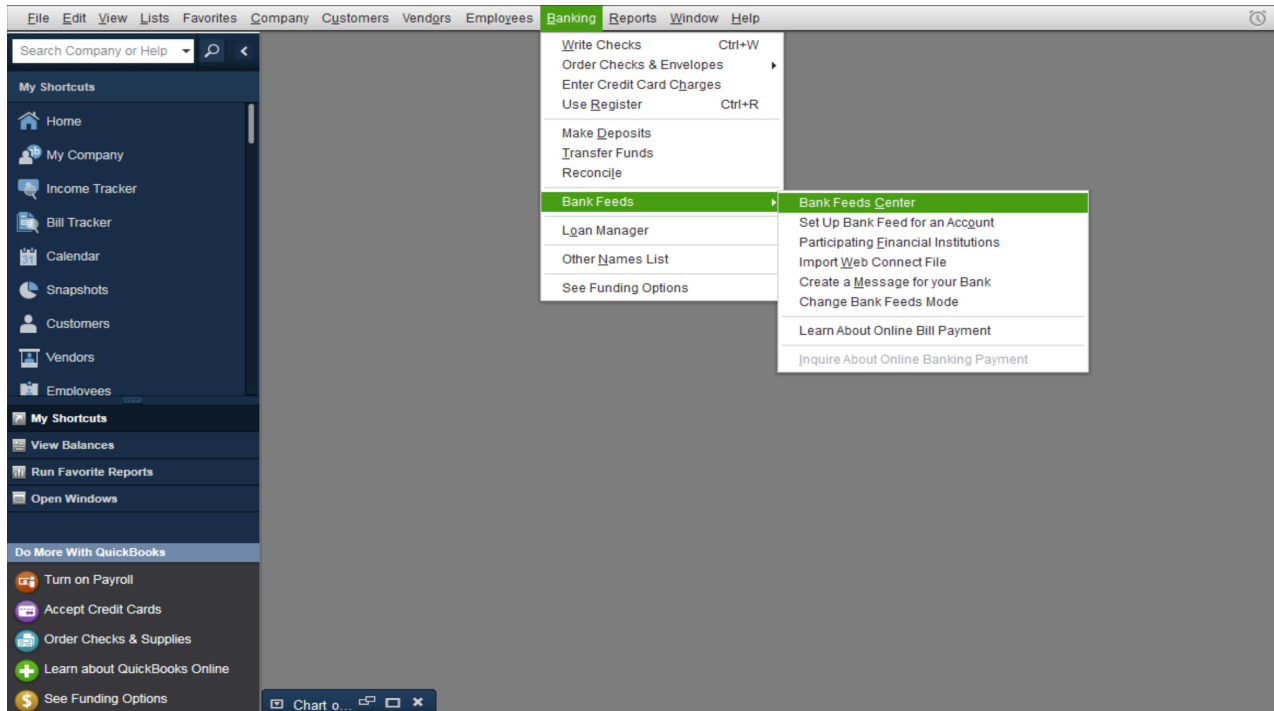
Close



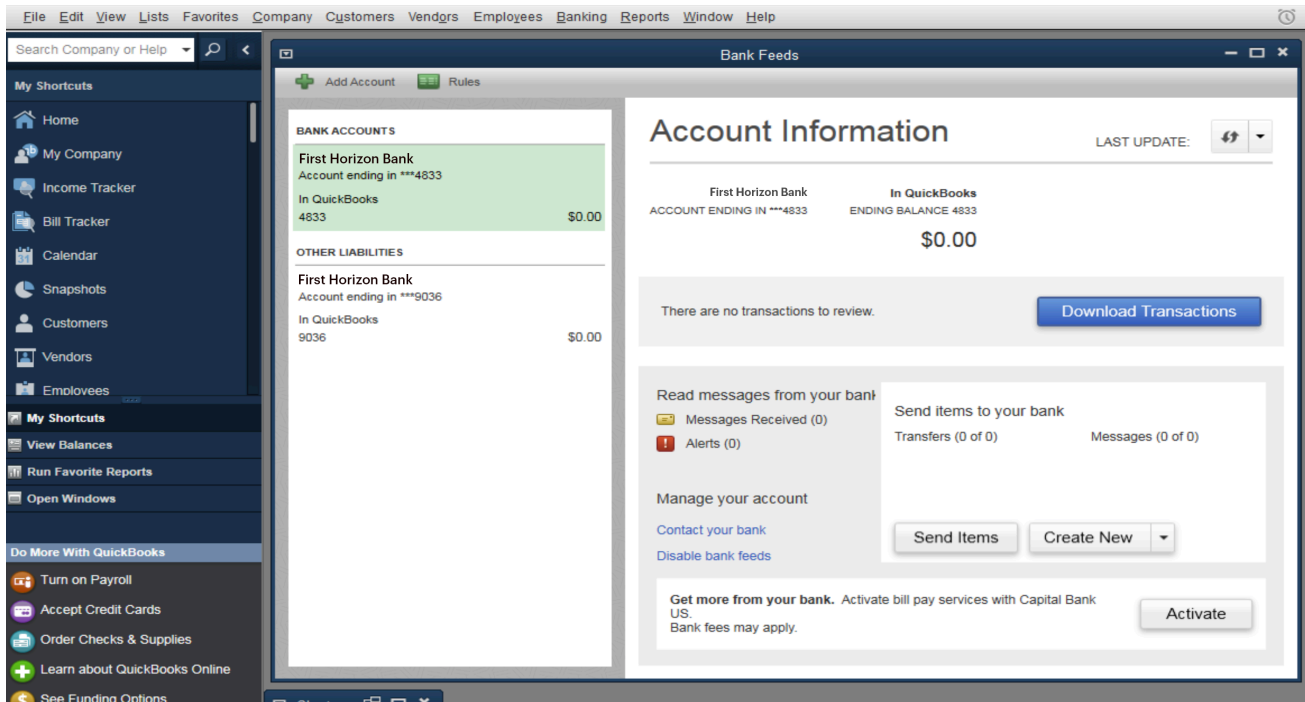
DOWNLOADING TRANSACTIONS

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

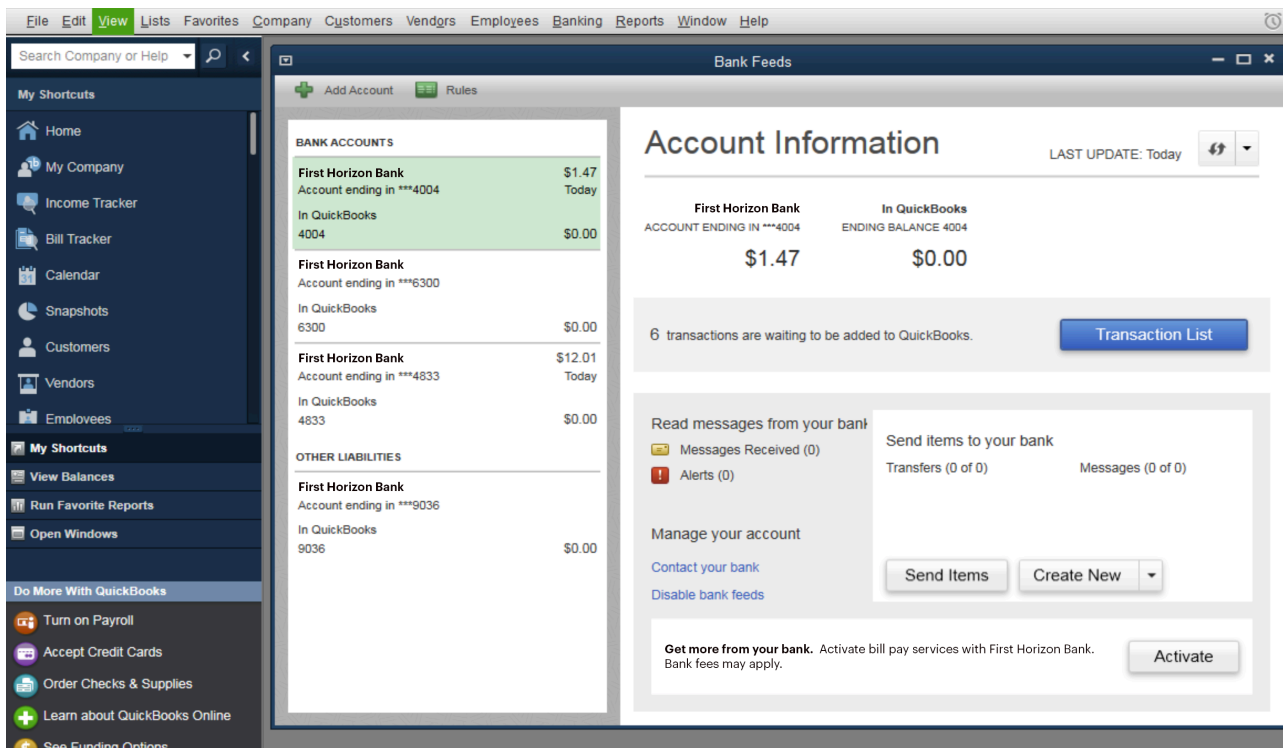
- Navigate to the center by click on Banking, Bank Feeds, Bank Feeds Center.



- Select an account and click the Download Transactions button to download you most recent transactions.
- You will be prompted for your PIN which 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 are new transactions.
- View the new transactions by clicking on the Transaction List button.



- To start adding and matching transactions
 - Go to 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 [Quickbooks support page](#).

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. [Click here](#) 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.