## Solving the Quicken Connectivity Issue (for Direct Connect Users)

If customers are receiving the error message shown below:

Activ	rate One Step Update
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Fi	rst National Bank Pasco
w	w.fnbpasco.com   Tel: 352-521-0141
	A Sorry. We encountered an error. (It's not your fault.)
q	uicken is having trouble connecting to First National Bank Pasco.
C	Iry again now
	Give it another shot and see if it works.
0	I'll enter my transactions manually
	Add transactions to this account by hand (nothing will be downloaded). You can try to set up automatic download at some other time.

Please have them do the following:

- 1. Login to their online banking through our website.
- 2. Once they are on their Dashboard, they will need to click their profile icon in the top right corner (generally represented by their initials).
- 3. Click on the "Security" option.
- 4. Scroll until they see "Direct Connect," and click on it.
- 5. Click on "Manage."
- 6. Scroll to the last one on the list (this will be their most recent attempt), and click on it to approve it.
- 7. They should now be able to sync their accounts in Quicken by following the prompts on the screen within that program.