

In order to use Quicken, you will need KFCU Online access. To apply for KFCU Online Banking, please call our Telephone Service Center at 505.254.4369 or 800.880.5328 or [visit one of our four convenient branch locations](#).

Our vendor is unable to get mortgage history to download.

If you are not sure what download method you are using in Quicken, you can find the Connection type by clicking on the account name in the bar down the side of Quicken Mac and then clicking on the Settings gear icon in the bottom right corner.

If you are having issues downloading your history, you may need to deactivate and reactivate your connection with KFCU. Make sure that you have a good backup before you deactivate your accounts.

It is important that you perform the following instructions exactly as described and in the order presented.

Preparation

1. Backup your data file. For instructions to back up your data file, choose **Help** menu → **Search**. Search for and select “Backing Up Data Files” and follow the instructions.
2. Download the latest Quicken update. For instructions to download an update, choose **Help** menu → **Search**. Search for and select “Check for Updates” and follow the instructions.

Deactivate Your Account(s) at Kirtland Federal Credit Union

1. Click on the **account name** in the bar down the side of Quicken Mac.
2. Click the **Settings** gear icon in the bottom right corner.
3. Click the **Troubleshooting** button.
4. Click the **Deactivate Downloads** button.
5. Repeat steps 1 – 4 for each account at Kirtland Federal Credit Union.

Re-Activate Your Account(s) at Kirtland Federal Credit Union

1. Click the **account name** in the list displayed down the side of Quicken, to open the register.
2. Click the **Settings** gear in the lower right corner of the register view.
3. Click the **Set up transaction download** button.
4. Type in the **financial institution name** and walk through the wizard.
5. On the **Accounts Found** screen, choose **LINK** and carefully link the accounts found to your existing Quicken account(s). Click **Continue** and **Finish**.
6. Repeat steps 1 – 5 for all accounts at Kirtland Federal Credit Union.
7. Verify that each account at Kirtland Federal Credit Union has been reactivated for online services.

Please carefully review your downloaded transactions afterwards to ensure no transactions were duplicated or missed on the register. Check Quicken Help for assistance on deleting/voiding duplicate transactions. If you have any questions, please contact our Telephone Service Center at 505.254.4369 or 800.880.5328.