Quicken technical support has made us aware of an issue that is occuring with the Express Web Connect. When a member tries to update using the One Step Update in Quicken, the program acts as though it is updating, but then no transactions pull in.

Quicken is working to resolve the problem, but said that the following steps should force the connection and pull in the transactions:

1. Open Quicken and select one of your accounts in the Account list on the left hand side.

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* Accounts C	0- Home	Spending	Bills	Planning	Property & Debt	Tips & Totorials
All Transactions	Check	Checking				
* Banking \$1,8	57					
Checking	All Dates	 Any Ty 	pe 💌 A	8 Transactions	• Reset	Prind Account Actions +

- 2. Click the button or drop down menu on the right side that is labeled Account Actions.
- 3. Locate the "Update Now" option and select it

	₽ Find	Account Actions 🔻
	Transactions	
4	Update Now	Ctrl+Alt+U
a	Edit Account Details	Ctrl+Shift+E
2	Write Checks	Ctrl+W
\odot	Reconcile	Ctrl+R
	Transfer Money	Ctrl+Shift+T
	Reporting	
Ø	Account Attachments	Ctrl+Shift+A
G.	Account Overview	Ctrl+Shift+O
Ē	More reports	+
8	Print Transactions	Ctrl+P
R	Export to Excel compatible file	
	Register Views and Prefere	nces
	Two-line Display	Ctrl+2
B	Sorting options	•
*	Register Columns	
*	Register preferences	

- 4. A box may appear asking for your Cyprus Federal Credit Union password. Input the password and click Update Now.
- 5. By performing these steps on one account, it will pull in the data for ALL your Cyprus Accounts.