



If you are receiving an “OL-304-A” error and/or are having issues downloading new transaction information in Quicken...

The following are the steps to resolve this and involve De-Activating and then Re-Activating your accounts in the Quicken application.

De-Activating your Accounts

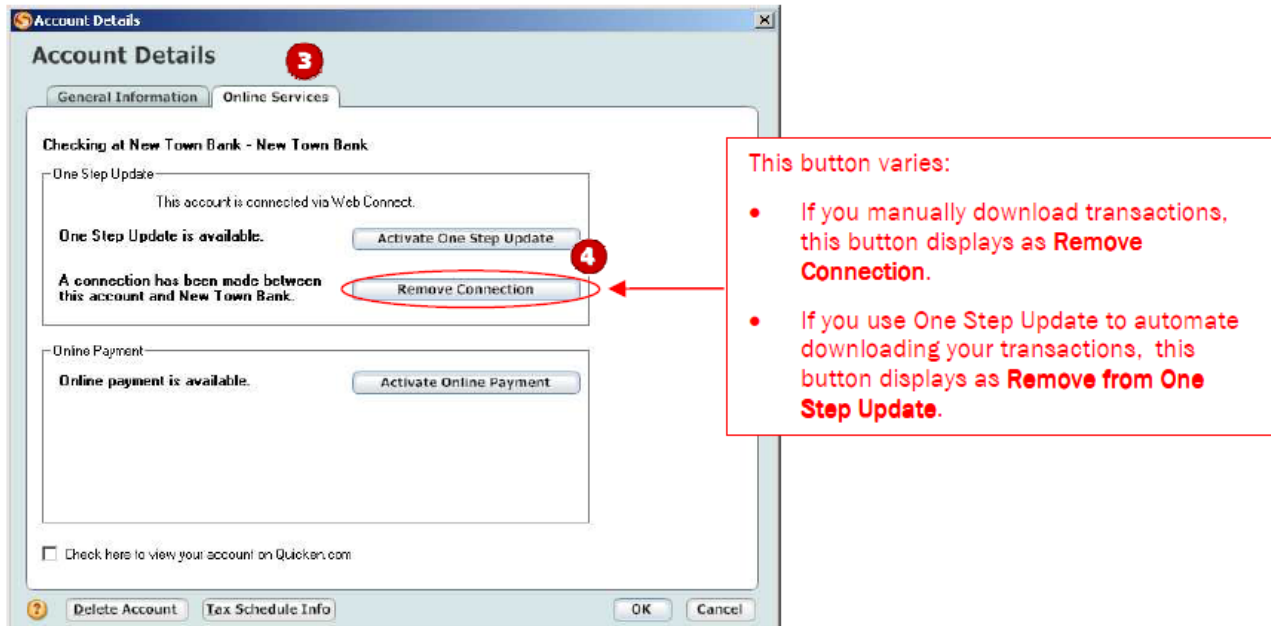
1. Right-click your first applicable account..
2. Select **Edit account** from the pop-up menu. **EDIT Account Number, RTN, etc. as needed.**

First, select your account from the list and right-click.

1



3. Click the Online Services tab.

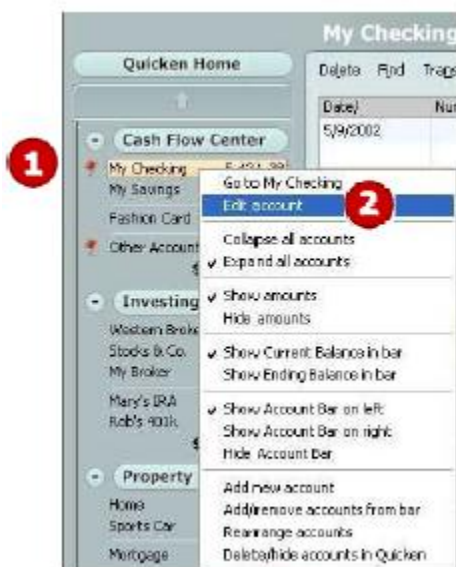


4. Click **Remove Connection** or **Remove from One Step Update** in the One Step Update area. Confirm the remaining prompts.

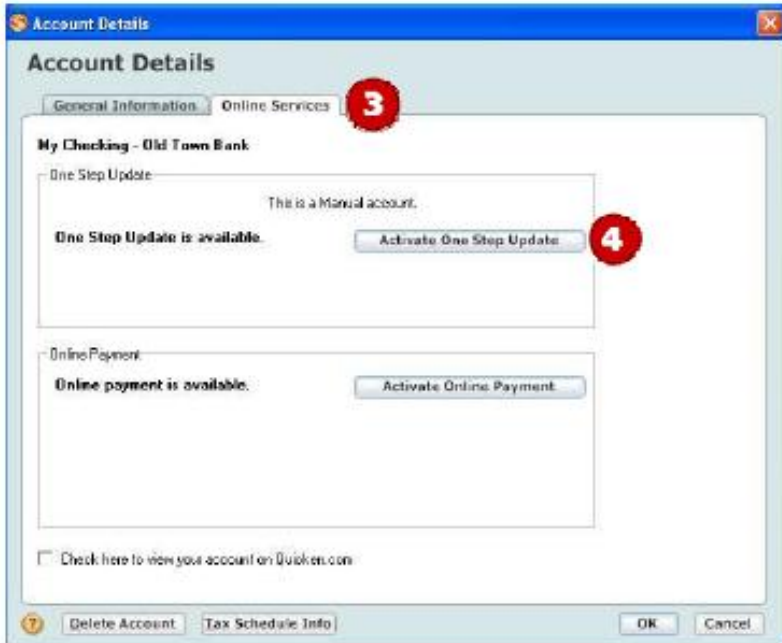
Repeat steps 1 through 4 for each account (such as checking, savings, credit cards, and brokerage).

Re-Activating your Accounts

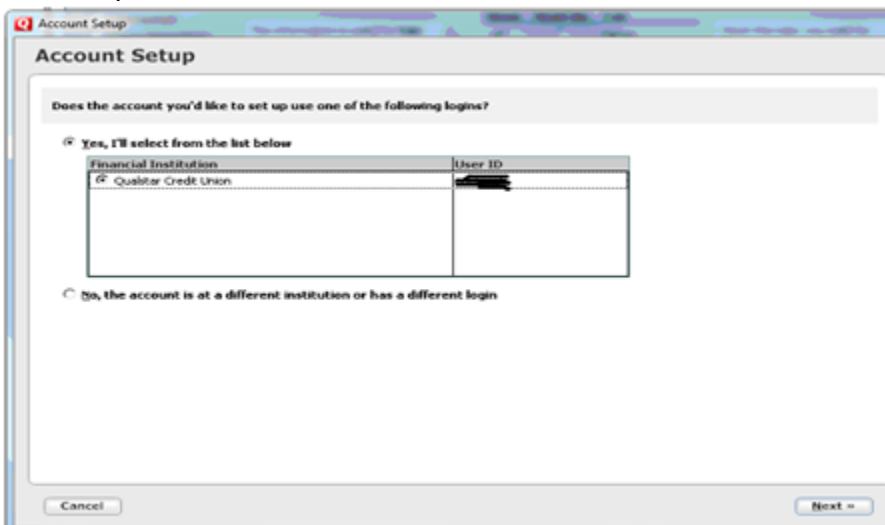
1. Right-click your first account.
2. Select Edit account from the pop-up menu. Double click the financial institution box and select the correct FI Name.



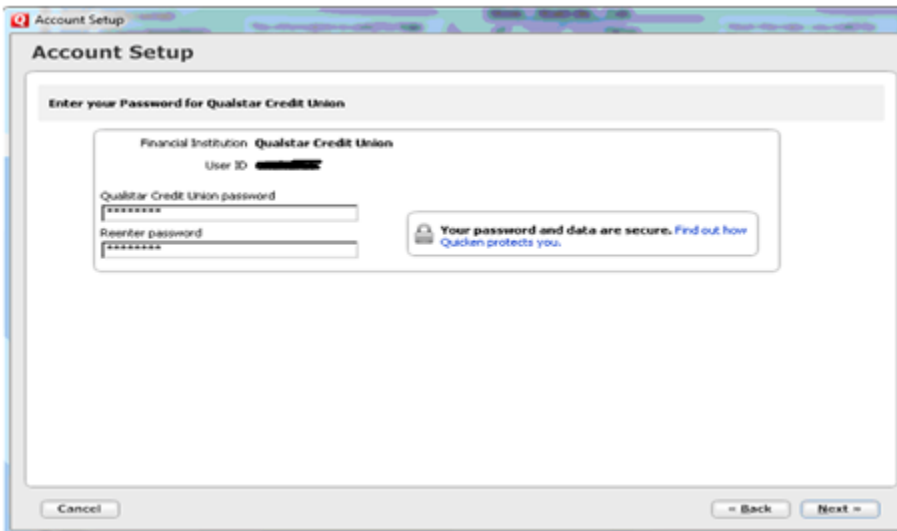
4. Click **Activate One Step Update** in the One Step Update area.



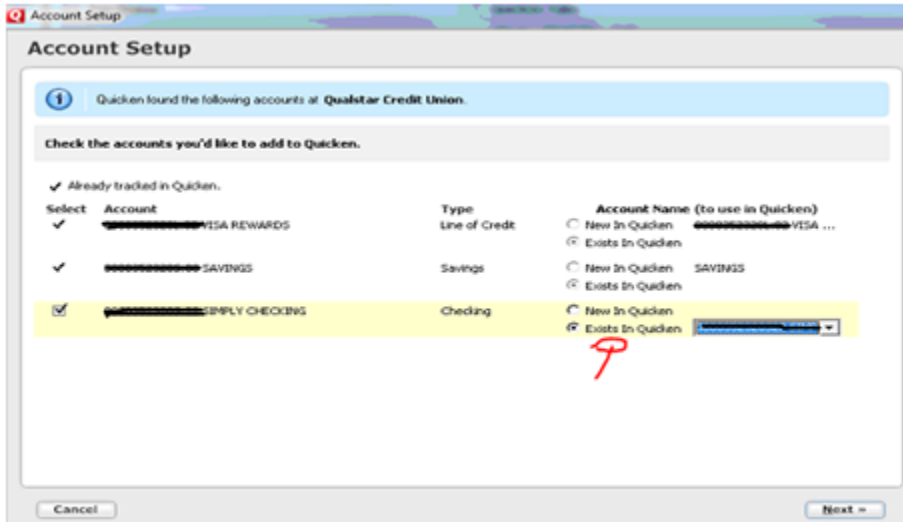
5. Select your Qualstar Credit Union account from the list and click Next



6. Enter in your Qualstar Credit Union password and click Next.



7. Select **Exists in Quicken**, choose the existing account from the dropdown and then click Next and then Done on the last Summary screen.



Repeat steps 1 through 7 for each account (such as checking, savings, credit cards, and brokerage).