

# Conversion Timeline & Impacts

The following sections provide additional detail and reference material to assist you in understanding what to expect as you transition to the new platform.

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- The conversion will take place October 19–20, 2021.
- Bill Pay will be unavailable beginning Monday, October 18, at 8:00 PM CST.
  - While you won't be able to schedule any new payments during this time, any that were previously scheduled to occur during this timeframe will be processed.
  - All other features of online banking will still be available at this time.
- Any ACH and Wire Transactions submitted and approved before 4:30 PM CST on October 19 will be processed.
- External Account Transfers will be unavailable beginning Tuesday, October 19, at 8:00 AM CST.
- Mobile check deposit will be unavailable beginning Tuesday, October 19, at 1:00 PM CST.
- Mobile banking will be unavailable beginning Tuesday, October 19, at 3:00 PM CST.
- Online banking will be disabled beginning Tuesday, October 19, at 5:00 PM CST.
- Digital Access is expected to be restored beginning at 8:00 AM CST on Wednesday, October 20. Please visit [www.fourthcapital.com/digital-banking-upgrade/](http://www.fourthcapital.com/digital-banking-upgrade/) to learn more about the transition. Our branch team, in addition to our Treasury Management team, will be available during normal business hours to assist you with any questions you may have.

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## Internal and External Transfers

- All external transfers will need to be re-established once the new platform is available. Internal transfers will need to be reviewed to ensure accuracy.

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## Bill Pay

- All existing payees and history will carry over to the enhanced online banking platform.
- All scheduled payments will carry over to the new online banking platform and will continue to process without any intervention.

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## Mobile Banking

- An update to the existing Fourth Capital iOS (Apple) and Android app will be available in the Apple App Store and Google Play Store.
- After the conversion is completed, you will need to update the app on your device in order to sign in.
- You may complete the First-Time Login process on any device.

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## Mobile Banking (cont.)

- The username and password for the mobile app will be the same as online.
- Every key feature that is available online is also available on the mobile app.

How to update your Fourth Capital mobile app after the new platform launch:

### APPLE USERS:

Your Fourth Capital banking app will automatically update unless your device is set to manually update. We encourage you to turn on automatic updates so your app is always up to date.

If your device is set to manual updates, you can update your Fourth Capital banking app by:

Open the App Store > Tap your profile icon > Scroll to the Fourth Capital banking App > Tap Update.

### ANDROID USERS:

Android users will need to update their app manually.

Open the Google Play Store > Tap Menu > Manage apps & devices > Scroll to the Fourth Capital banking App > Tap Update.

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## Quicken/QuickBooks/Mint Updates

Current users will need to deactivate & reactivate their Quickbooks/Quicken online banking connection to align with the platform change on October 20, 2021. We're providing conversion instructions, help documents and videos, and recommendations to help make this transition easy for our customers.

Steps to ensure a smooth transition:

1. After the new platform launches on October 20th, you will **disconnect any existing Quicken services**. Then, **complete the reconnect process** to ensure that you get your current Quicken or QuickBooks accounts set up with the new connection.

The videos below demonstrate the deactivate/disconnect process for each product.

[Quicken Windows - Deactivate](#)

[Quicken Mac - Deactivate](#)

[QuickBooks Windows - Deactivate](#)

[QuickBooks Mac - Deactivate](#)

[QuickBooks Online - Disconnect](#)

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The following sections provide additional detail and reference material to assist you in understanding what to expect as you transition to the new platform.

## Quicken/QuickBooks/Mint Updates (cont.)

Additional support for the deactivation/reactivation process for each product:

- [Quicken](#)
- [QuickBooks Desktop](#)
- [QuickBooks Online](#)
- [Mint](#)

2. Following the upgrade, transaction history can be exported to .csv, Quicken (QFX) or QuickBooks Online Accountant (QBO) for manual input to these or other applications.

From within the new Online Banking, select the account for which you wish to download history, filter the time period, and click the 'Export' icon to Quicken/QuickBooks or Spreadsheet download link.



*\*Important: If you are an existing Quicken or QuickBooks user that makes use of Express Web Connect, QuickBooks Online (QBO), or Mint, please anticipate that connectivity may take up to a full calendar week before being fully restored.*

## Questions?

We're Here to Help.  
Contact us at 615-780-6006  
or [digitalbanking@fourthcapital.com](mailto:digitalbanking@fourthcapital.com)