

When trying to add more than one account number in Quicken, you might receive the following error:



To get around this error, please follow the steps below as described:

You will need to change the 4 digit account ID of the first username/account number that is working and connected to the Mountain America CU – Direct connection before downloading the second username/account. Then change it back after you completed the download.

1. Download all the accounts for the first account number/"username" (i.e. 12345678)
 - a. Once all shares/loans are downloaded for that account number and in Quicken, continue.
2. Change duplicate/same account IDs for your first "username":
 - a. To do this, right-click on your first account (i.e. account number 0050) that appears under your Cash Flow Center and choose Edit Account.
 - b. In the General Information tab edit Account Number field (please remember your account number), you need to change the account number to something other than 0050 or 0001 etc... (i.e. if your account number shows 0050, change it to CK0050).
3. Press OK to save the change.
4. Repeat steps 2 – 2b for any other accounts/shares that have the same ID's as the account you wish to download.
5. Next, proceed to download all the accounts for the second account number/"username" (i.e. 87654321), you were trying to do a little earlier.
6. Once the final account is downloaded, change back the account numbers that you "modified/changed" in steps 2 – 2b to the original account number (i.e. 0050, 0001, etc...).
7. To verify everything is working properly, click One Step Update and confirm there are no errors.