

# Quicken Critical Messaging

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## *Windows Only*

### Introduction

Intuit offers a service that will allow a Financial Institution the ability to notify their customers of important information from within Quicken for Windows. This type of messaging is offered at no additional cost to all Financial Institutions that support OFX for Quicken for Windows. It is a pop-up dialog box that is displayed after the user initiates an online session to import or download transactions into Quicken for Windows.

### Message Features

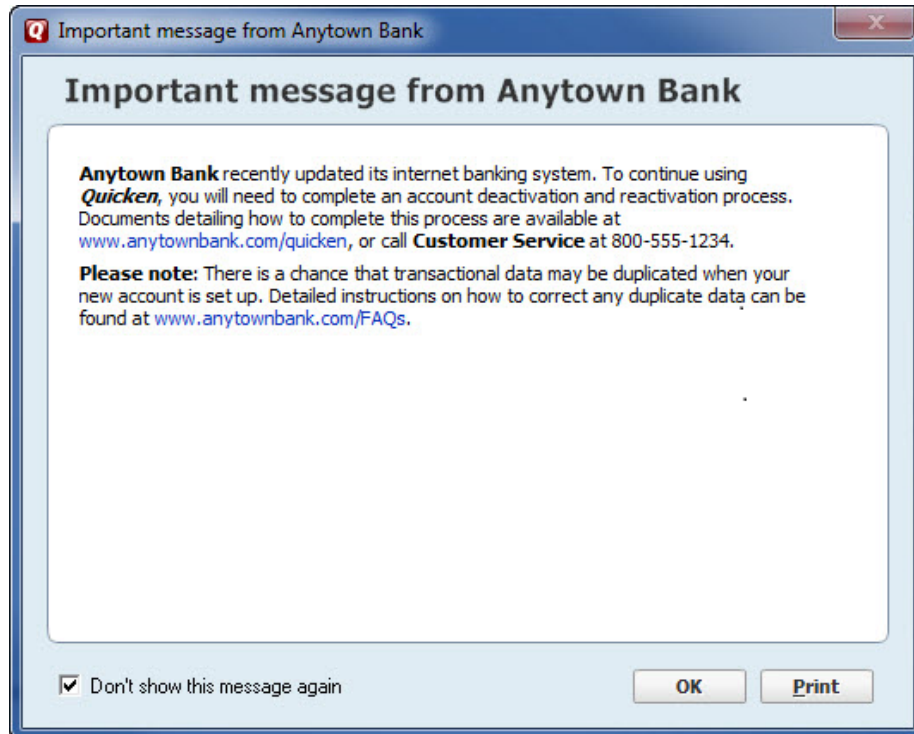
- Supports plain text and customized HTML font attributes (bold, italics, etc).
- Supports the HTML "href" tag.
  - Example: `<a href="www.intuit.com">Intuit</a>`
- Supports up to 10,000 characters (including spaces).
- Supports paragraph breaks.

### Message Controls

The message can be set to display in 3 ways, commonly set to User Control which allows end users to "Opt Out" once the message is no longer needed.

- One time – The message will display only one time.
- Always – The message will display every time the user initiates an online session.
- User Control – The user has an option to select "Don't show this message again" for the next online session. **(Intuit recommends)**

## Sample of Critical Messaging content in Quicken for Windows



## Submitting a Critical Message

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**Step 1: Complete the Critical Message deployment request form below**

**Step 2: Send the request form to [branding@intuit.com](mailto:branding@intuit.com)**

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**IMPORTANT:** Allow **5 business days** to deploy message.

**Bank Name:**

**Branding ID (BID):**

**FDIC or NCUA Number:**

**Message:** (Please see below for samples)

**Start date:** MM/DD/YYYY [**“ASAP” or at least 1-2 weeks prior to Go-Live**]

**Turn Off date:** MM/DD/YYYY

**Critical Message Control:** [**Choose 1 option; delete the other 2**]

- One time
- Always
- **User Control** (opt out checkbox, recommended)

## Message Samples

<p><strong>Anytown Bank </strong> recently updated its internet banking system. To continue using <i><strong>Quicken</strong></i>, you will need to complete an account deactivation and reactivation process. Documents detailing how to complete this process are available at [www.anytownbank.com/quicken](http://www.anytownbank.com/quicken) , or call <strong>Customer Service</strong> at 800-555-1234.<br><br><strong>Please note</strong>: There is a chance that transactional data may be duplicated when your new account is set up. Detailed instructions on how to correct any duplicate data can be found at [www.anytownbank.com/FAQs](http://www.anytownbank.com/FAQs).

CRITICAL MESSAGE: Anytown Credit Union is migrating to the NEW Internet Banking system WEDNESDAY APRIL 11. Please take ACTION to ensure a smooth transition. INSTRUCTIONS can be found by going to <https://secure.Anytowncu.com/internetbanking/> Please download a copy for your records. Make changes to your Intuit software configuration on or after April 11, 2012. Please carefully review the downloaded transactions after completing the migration instructions to ensure no transactions were duplicated or missed on the register.

CRITICAL MESSAGE: Anytown Bank has invested in new state-of- the-art technology to provide you with better service and enhanced features. As part of this upgrade, you will need to perform a small update in your Quicken application on or after March 19, 2012. Please visit [www.anytown.com/online/quicken](http://www.anytown.com/online/quicken) for a step-by-step guide for your particular version of Quicken. If you have any questions, please contact Anytown's Banking Department at 305-555-1212.