

Direct Connect

Frequently asked questions

Got questions? We have answers. Read our list of questions and answers to guide you along.

Q: What is Direct Connect?

A: Also referred to as 2-way OFX, Direct Connect allows you to not only pull transactional data, but also send instructions for internal transfers without requiring you to log in to online banking separately.

Q: How is Direct Connect different from Web Connect?

A: Also referred to as 1-way OFX, Web Connect is a method of bringing bank transactional information into financial management software where the end user's software imports data from online banking (typically by downloading a file). As the communication is only one way, the financial software cannot communicate directly with online banking and can only pull static information.

Q: What is the cost?

A: Currently, there is no cost for using Direct Connect with Quicken/QuickBooks for Northwest Online Banking customers. You must own or purchase Quicken/QuickBooks software to use Direct Connect.

Q: How do I get started?

A: To get started, open Quicken or QuickBooks and search for "Northwest" under the Online Set-up. Enter your login ID and password for online banking and connect your account.

Q: What can I do with Direct Connect?

A: Direct Connect allows you to perform many functions that are available in online banking directly from Quicken/QuickBooks, such as:

- View account balances
- Import transactions
- Perform a one-time transfer

Q: How are transactions updated?

A: Transactions are updated using the one step update within Quicken/QuickBooks. Your password for online banking is required to do this.

Q: How are transfers submitted?

A: Once you set up a transfer within Quicken/QuickBooks, you must perform a one step update to send those transactions to online banking. You'll receive a confirmation from Quicken/QuickBooks once the transactions have been completed.

Q: Can I submit transfers to other financial institutions via Direct Connect?

A: Not at this time. Transfers can only be completed between your Northwest accounts that are currently in your Northwest Online Banking profile.

Q: What versions of Quicken/QuickBooks can I use with Direct Connect?

A: Typically, the current version of Quicken/QuickBooks plus the prior two versions are supported. Please refer to Quicken/QuickBooks support to find out more about the discontinuation policy of older versions. Please note that Direct Connect is not compatible with QuickBooks Online.

- Quicken Support: <http://quicken.intuit.com>
- QuickBooks Support: <http://quickbooks.intuit.com>

Q: Can I access Direct Connect on more than one computer?

A: Yes, you can access direct connect from multiple computers.

Q: Where can I get information about my current version of Quicken/QuickBooks?

A: Information specific to the functionality of Quicken/QuickBooks can be found at <http://quicken.intuit.com> and <http://quickbooks.intuit.com>.

Q: Who do I contact for help with Quicken/QuickBooks?

- Quicken Support: <https://quicken.custhelp.com/app/contact/plv11/94>
- QuickBooks Support: <http://support.quickbooks.intuit.com/support/ContactUs.aspx>

For questions related to Northwest Online Banking, please contact Customer Service at 1-877-672-5678, opt 2. Representatives are available Monday-Friday from 7 a.m.-8 p.m. and Saturday 8 a.m.-4 p.m. You must own or purchase Quicken or QuickBooks software to use Direct Connect.

