

Quicken Mac Error Recovery

What is Error Recovery?

When an online banking or bill payment session is interrupted, either during the transmission of requests or during the receipt of a response, the download session fails. When this occurs, Quicken uses a mechanism called Error Recovery to ensure that the online registers in Quicken match the information at the Financial Institution.

Why should the Financial Institution take Error Recovery calls?

The financial institution must be on the phone with the customer to get them out of this error recovery state. It is not possible for Intuit to know if the financial institution received the request before the session was interrupted. Therefore, this lack of access to the customer's data limits Intuits ability to offer assistance in this situation.

How does Customer Support get Quicken out of Error Recovery?

1. Customers will receive an error message: "You're last online connection was not completed. Quicken will now try and complete the previous connection. After it is done, you can send your new request."
2. Select the **OPTION** key and click **OK** to avoid sending an Error Recovery session.
3. They will receive the message "Would you like to skip the re-sending of the old request? This should only be done on the advice of Technical Support for online banking." Click **OK**.