

FREQUENTLY ASKED QUESTIONS

If you can't find all your answers -

Contact us

What is MoneyDesktop?

MoneyDesktop is a PFM, Personal Financial Management tool, that helps you budget and manage your finances. It allows you to import all of your accounts, across multiple institutions, so you can see your balances and transactions all in one place. It is available for free through online banking.

How do I get started with MoneyDesktop?

1. Log in to your online banking and find the link for "MoneyDesktop." Accounts from your primary institution will automatically begin syncing to MoneyDesktop. Follow the instructions in the setup wizard to add your accounts with other financial institutions. Enter your profile information to complete the setup.
2. When the initial setup is complete, open the Accounts View and verify that you have added all of your financial accounts. Add any missing accounts and manual accounts for property, like homes or vehicles. You can also create manual accounts for accounts that are not supported or are broken. See "How do I fix an account that is 'broken'?"
3. After all of your accounts have been added, open the Transactions View and review your transactions for accuracy. Transactions are automatically categorized for you, but they are not always accurate and may need to be re-categorized. Your changes will be applied to future transactions. You may want to enter additional details about your transactions; see "How do I manage my transactions?"
4. With your transactions correctly categorized, you can easily create budgets based on your actual spending history. Open Budgets and follow the instructions to generate a budget. You can also create a budget manually. See "How do I create a budget?"

How do I get MoneyDesktop on my iPhone or iPad?

1. Set up your account in online banking
 2. Generate an access code:
 - Click on the gear icon in the navigation bar to open Settings
 - Click on the Mobile Devices tab
 - Generate an access code
 3. Download MoneyMobile from the App Store
 4. Enter the access code to sync your accounts
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How do I add an account?

Open the Accounts View and click on [+Add an Account] in the sub navigation bar. Type the name of your institution to search our database, then select the correct option from the list and enter your login credentials.

If your institution is not supported, you can add and manage your accounts manually. This will require that you periodically edit your account to update the balance. See “How do I edit an account?” Entering manual transactions will also update your balance accordingly. See “How do I add a transaction?”

I added my Checking and Savings accounts from another financial institution. Why didn't my loans and other accounts import as well?

It depends on the institution, but you will usually need to add each account separately. This means that if you have 3 accounts with an institution, such as checking, a loan, and a credit card, you will need to enter your login credentials for that institution for each account.

How do I edit an account?

Open the Accounts View and click on the account you wish to edit. This opens the account detail view where you can change an account name, type, and interest rate. You can also edit the account balance of manual accounts.

I can see my loan details, like original balance and interest rate, for my primary institution accounts. Why don't I see them on my other accounts?

Not all institutions are able to send us that information. You should always check your loan details to make sure they are correct in MoneyDesktop.

How do I delete an account?

Open the Accounts View and click on the account you wish to delete. Click on the trashcan icon and confirm your decision to delete the account. You cannot delete an account from your primary institution, so the trashcan icon will not be present. You can, however, exclude a primary account by clicking on [Exclude from App] in the transaction detail view. This will exclude the account and its transactions from being calculated into your budgets, spending etc.

Note that deleting an account also deletes all historical balance and transaction data associated with that account. Do not delete an account unless you are sure you are okay with losing all associated data.

Can I recover transactions or other data from an account I have deleted?

No, so only delete an account if you're okay with losing all history for that account. Otherwise, try adjusting the Show/Hide account settings for the account instead. Also, know that if you delete an institution, all accounts under that institution will also be deleted.

How do I fix an account that is "broken"?

From the Accounts View, broken accounts will be displayed with an exclamation point in red over the top right corner of the account card. Click on the "broken" account to open the account detail view, then click on the red warning message in the Link Status section. You may be required to re-enter your login credentials. A notification will also appear on the "Manage Institutions" icon in the navigation bar.

If the account continues to fail:

1. Login to your financial institution's online banking to verify your login credentials are correct and that there are no holds on the account preventing you from signing in.
 2. Add the account again, and pay special attention to the URL to make sure you are attempting to add the correct financial institution. Many institutions have similar names and websites.
 3. Contact MoneyDesktop for support. See "How do I get help?"
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One or more of my external accounts would not import to MoneyDesktop. Why?

There are many types of online banking accounts, and not all are compatible with common aggregation methods. MoneyDesktop utilizes multiple aggregation sources and uses an aggregation engine to provide the best possible coverage, but when an unsupported institution is encountered, a manual account can be created in the Accounts View.

Can I add an account in MoneyDesktop that isn't supported for automatic download?

Yes! Open the Accounts View and click on [+Add an Account] in the sub navigation bar. Choose the account type and enter your account details, then click [Save It].

You will need to update this account manually by updating the balance and entering transactions periodically.

How do I add an asset, like my home or vehicles, to balance my loans in net worth?

Open the Accounts View and click on [+Add an Account] in the sub navigation bar. Choose "Property" as the Account Type and select the appropriate Property Type. Enter in the account details and click [Save It].

How do I add a transaction?

Manual transactions can only be added to manual accounts. Transactions

associated with linked accounts will be imported automatically when you sign on. To add a manual transaction, open the Transactions View and click on [+ Add Transactions] in the sub navigation bar. Select a manual account from the dropdown menu, enter the transaction details, and click on [SAVE IT].

How do I edit a transaction?

Click on a transaction to open the transaction detail view. To categorize a transaction, click on the category field of the transaction line and select from the dropdown menu. You can also edit other transaction details like payee description, tags, flags, and memos, as well as split a transaction from this view.

How does MoneyDesktop categorize transactions?

When transactions are imported, they are auto-categorized based on how you and other users have categorized similar transactions. When you change a transaction category, MoneyDesktop will remember your preference for next time.

How do I manage my transactions?

The Transactions View provides an easy way to review or find transactions from any account, over any time period. You can use the date range selector to determine what time frame the transactions represent, or you can use the search field to filter by payee, account, tags, amount, category, or date.

To view more or edit detail on a transaction, just click on it. You can customize your transactions using the following features:

1. Category – Categorize transactions so your spending will be accurately reflected in Spending and Budgets. Click on the category field and select the correct category from the dropdown list.
2. Flags - Flag a transaction “B” for business-related, “P” for personal (default), or mark it with a flag to make it stand out in the transaction list.
3. Tags – Create custom tags to label transactions for searching. For example, you may wish to tag tax-related expenses, or expenses related to a vacation or family goal.
4. Memo – Add a memo when you need to remember special details about a transaction.

5. Split – Split a transaction between multiple categories to account for specific amounts in Spending and Budgets.
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How far back will MoneyDesktop import my data from my primary institution and other institutions?

MoneyDesktop will import 90 days of transaction history from your primary institution. The amount of data that will be imported from other institutions depends on the institution.

After the initial account setup, MoneyDesktop will pull new transactions from the last 30 days, so you must sign in at least once every 30 days to avoid creating a gap in your data.

How far back does MoneyDesktop save my transaction and budget history?

MoneyDesktop will save your history for as long as you keep your account with your primary institution.

How do I create my own category?

Click on the transaction you wish to change to open the transaction detail view, then click on the category field to see a list of existing categories. You are able to create a custom subcategory beneath any of the main categories, but you cannot create a new main category. Hover over the main category your custom subcategory will belong to, then click on [Enter A New Sub-Category] in the side menu. Name your subcategory and click [+] to confirm.

How do I categorize loan payments and transfers?

There is a special category called “Transfer” for loan payments and transfers that will exclude those transactions from Spending and Budgets.

A word on loan payments – All loan payments have two transactions: the negative transaction of money leaving your bank account, and the positive transaction of money paid towards the debt, decreasing what you owe. (Note: This is not the case with credit cards. Keep reading to see more on credit

cards.) The negative transaction should be categorized as the expense, so your budget will reflect your spending on that category. The positive transaction should be categorized as a transfer, so it does not void the expense of the loan payment.

For example: The negative transaction of a mortgage payment would be categorized as Home: Mortgage & Rent, and the positive transaction would be categorized as Transfer: Mortgage Payment. You can create custom subcategories for all of your loan payments if you wish.

A loan payment essentially is a transfer. The money leaves your bank account, but you then own that much more of the asset associated with the debt, like a home or car. Credit cards are different, because there is no asset associated with the debt. A credit card payment is repayment for money borrowed, on transactions already accounted for in your budget. If you actively use your credit card, payments on that card should be categorized as Transfer: Credit Card Payment. If you are paying off your credit card, and would like to track your progress in Spending and Budgets, see “How do I budget for paying off debt?”

How do I budget for paying off debt?

If you are working on paying off a credit card, congratulations! We recommend that you create a custom subcategory to track your progress, such as Bills & Utilities: Credit Card Payoff. This will allow you to see in Spending and Budgets Views how much you have spent towards paying down that debt.

It is recommended that you do not use your card for purchases while you are paying it off. Not only will it be easier to stick to your goal if you just don't use the card, but it is more difficult to account for your credit card payoff if you are actively accruing debt on the card.

If you must use your credit card while you are paying it off, you can split the transaction between Transfers: Credit Card Payment for the portion that pays back what you spent, and Bills & Utilities: Credit Card Payoff for the amount that will be applied to the previous balance.

If you also want to track separately how much of your credit card payment is applied to interest vs. what you owe, see “How do I account for interest paid on a loan?”

How do I account for interest paid on a loan?

Some institutions send a separate transaction for principle paid and interest paid on a loan, but some institutions only send a single transaction for the total amount paid. If your institution sends a single transaction for principle + interest paid, you can split the transaction.

Click on the transaction to open the detail view, and click on [Split Transaction]. Use the Fees and Charges category to track your interest paid. You can add a custom subcategory for all your loan payments if you wish. You will need to obtain the amount spent on interest vs. principle from your financial institution.

Note: The debt account balance will always be accurate, as the institution sends us the remaining balance regardless of the transaction is displayed.

How do I use the spending wheel?

The Spending View displays your spending across all categories for the time period selected. Use the date range selector to specify what date range you would like to see.

You can click on a category from the list, or in the wheel, to see your subcategory spending. Then click the center of the wheel or from the list to see the specific transactions in the selected subcategory.

Note: Your transactions must be categorized for the Spending Wheel to show actual spending. If your spending in a given category looks wrong, review your transactions for inaccuracies.

How do I create budgets?

The Budgets View can help you track and control your spending in select budget categories. You can use budgets to track all of your regular household expenses, or just specific categories that you want to monitor more closely. Budgets are useful for setting and working towards financial goals, or simply being more aware of your spending habits.

I'm missing a category from my Spending or Budgets Views. I know I have transactions in this category, but it's not appearing. How do I fix this?

Review your transactions to make sure they are categorized correctly. A “missing category” is caused by a large income transaction that has been categorized inappropriately.

How do I set alerts?

Click on the gear icon in the navigation bar to open Settings, and then click on the Alerts tab. Click the envelope icon next to each alert you want to receive.

How do I update my profile information

Click on the gear icon in the navigation bar to open Settings, and then click on the Profile tab.

How do I change my password?

Click on the gear icon in the navigation bar to open Settings, and then click on the Mobile Devices tab. Enter your old password, choose and confirm your new password, and click “Change Password” to save.

Is my financial data safe in MoneyDesktop?

Absolutely. Industry leading encryption technology is used to protect your data. MoneyDesktop places your privacy and security as its highest priority. The MoneyDesktop applications are as secure as your regular home banking.

How do I get help?

Click on the “?” icon in the navigation bar to open the help options. You can watch a tutorial on the widget you’re using, search our knowledge base for answers, or submit a support request.

To get help from an iPhone or iPad, open Settings and tap on “Feedback”.

How do I email or print reports?

Email and print functionality is currently available exclusively on the iPad MoneyMobile app.

What browser is recommended to use MoneyDesktop?

Browser support will vary based on the browser version. More than 74% of all Internet users now use a modern browser like Google's Chrome where less than 14% still use limited browsers like Internet Explorer 7 and 8 because of their inability to take advantage of the newest features. If your browser is incompatible, the software will alert you and ask you to upgrade.

For more info - [View our Browser Support Guide](#)