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Quicken Download: User's FAQ



Retirement plan investors can now download their balances, fund totals, and account histories into Quicken personal finance software (version 2002 or later). You will now be able to track your retirement plan account along with your other investment, bank, and credit card accounts using Quicken, giving you a complete financial picture. These instructions and FAQs will help you get up and running in no time.



>> Account setup

What version of Quicken do I need to download my T. Rowe Price retirement plan account information?

You must use Quicken 2002 (or later) for Windows. If using Quicken 2002, you must be using Release R2. To see what version you are using, click “About Quicken” from the “Help” menu. To update to Release R2, select “One-Step Update” from the “Finance” menu, remove any checkmarks, and click “Update Now.”

How do I set up my retirement plan in Quicken so I can download my account information?

To set up your account for the first time:

1. SPECIFY AND NAME YOUR ACCOUNT

- Select “Accounts” in the “My Finances” section of the left-hand navigation.
- Select “New” (or you may select “New” from the “File” menu and select “New Quicken Account”).
- Select the “401(k)/403(b)” option under the Investments heading and click “Next.” (Note: While your plan may not be a 401(k) or 403(b) plan, you should still select this option when setting up your employer-sponsored plan.)
- Review the information on the “Welcome to 401(k) Setup” screen and click “Next.”
- On the “About This Account” screen, give your account a name (for example, My Retirement Plan, XYZ Co. 401k, etc.), a description, and select “T. Rowe Price Retirement Plans” from the “Financial Institutions” drop-down list; click “Next.”

2. PROVIDE ACCOUNT DETAILS

- When asked “Do you have any loans against this account?”, select “No.” Even if you have one or more loans against your retirement plan, select “No”; your loan information will automatically be included as part of your download from T. Rowe Price.
- Select “Yes, I’ll use online services with this account — please help me enroll” and click “Next.”
- If you do not have a user name and password to access *myRetirementPlan*, please visit rps.troweprice.com, click “Register,” and follow the instructions.

3. SET UP ACCOUNT ACCESS

- If you have a user name and password already established, click “Step 2: Enable Your Account.”
- On the “Collect Online Account Information” screen, you will be prompted for a Customer ID. This is your *myRetirementPlan* user name. (Some users use their Social Security numbers.)
- You will then be prompted for a personal identification number (PIN). This is your *myRetirementPlan* password.

4. FINISH UP!

- Quicken will connect with T. Rowe Price and provide you with a list of “Available Online Accounts.” Select the account you would like to setup and click “Next.”
- Click “Done” on the “Edit 401(k) screen.”
- You are now ready to download your data! If you have multiple accounts, you will be prompted to set these up as well.
- You can choose to download your retirement plan information as frequently as you would like — see “How do I download my account information into Quicken?”

>> Downloading your retirement plan information

Where do I go to download my retirement plan information?

Quicken (versions 2002 and later) uses Open Financial Exchange, a protocol for securely transmitting financial data, to download your information from right within your Quicken software. You do not need to visit *myRetirementPlan* in order to download your account information. But once your account is set up in Quicken, you will use your *myRetirementPlan* user name and password to download your account information.

How do I download my account information into Quicken?

1. Set up your retirement plan account in Quicken — see “How do I set up my retirement plan in Quicken so I can download my account information?” above.
2. Select “Online Center” from Quicken’s “Finance” menu to begin to download your retirement plan information.
3. From the “Online Center”, click the “Update/Send...” button and enter your PIN (i.e., your *myRetirementPlan* password).
4. Quicken will connect with T. Rowe Price and download your most recent transaction history—up to one year’s worth — into your Register.

How can I view my downloaded balance?

From the “Online Center,” click on the “Balances” tab to view your retirement plan balances. You can view your total account balance, vested balance, outstanding loan balance (if applicable), and available loan amount (if applicable).

How can I view my investment holdings and share (unit) totals?

From the “Online Center,” click on the “Holdings” tab to view your retirement plan investments. You can view your investments at the investment level as well as by type of contribution (for example, pretax, company match, etc.).

Will my TradeLink® account information be downloaded?

Yes, your TradeLink balances and transaction history will be downloaded. However, at this time, the underlying securities that make up your TradeLink investments will not be displayed.

Questions for Quicken users who have downloaded their retirement plan balances prior to November 1, 2002

I have downloaded my balances before but now I have account history in my register. What’s changed?

In addition to being able to download your balances and your investment share (unit) totals, you will now be able to download your account history (for example, contribution dates and amounts) for up to the prior year.

I have been entering my retirement plan account information manually. How will downloaded account information work with what I have already entered?

When Quicken connects to T. Rowe Price, it will retrieve the previous year’s history. Quicken will attempt to intuitively match identical account history records. However, if unable to do so, you will be prompted for a manual adjustment. You may also delete the previous year’s activity from your register before downloading. You can back up your Quicken file prior to doing this, so you can revert back if necessary. See “backing up your data” in Quicken Help for additional information.

>> Troubleshooting

I am not seeing any account history/transactions. Why?

If your retirement plan account does not have the Account History function turned on in *myRetirementPlan*, you will not be able to download transactions into Quicken. However, you will still be able to download balances and fund share (unit) totals. This will require an adjustment in the Quicken register.

What does the error “This feature is temporarily unavailable” mean?

The Quicken download function is temporarily unavailable. This message is not a result of any user name, password, or retirement plan account issues, so please try again later.

What if I get the message “The specified account number does not correspond to one of your plans”?

Every T. Rowe Price retirement plan has a plan number. Quicken uses this plan number as the account number. If you have changed the account number from what was originally downloaded when you set up your account, you will receive this error message. On the “Overview” tab simply change the account number back to its original number to rectify the problem; T. Rowe Price technical support can help with this issue.

What does the error message “Login failure: This account is either not authorized for Internet access or you incorrectly entered your T. Rowe Price user name or password” mean?

The customer ID and PIN requested by Quicken equates to the user name and password, respectively, that you use to log in to *myRetirementPlan*. If you have not registered for access to the *myRetirementPlan* Web site, you will need to do so before being able to download your account information into Quicken. If you experience any difficulty creating a user name and password, please contact technical support.

What if the program tells me “Transaction history for this account is unavailable at this time”?

This means that the download function is temporarily unavailable and it will be restored as soon as possible, so please try again later.

FOR FURTHER ASSISTANCE with your Quicken-related inquiries, please contact T. Rowe Price at 800-364-6818 or retirement@troweprice.com.