

# How do I work with the Password Vault and stored passwords?

## Are you having password issues?

If you are having password issues please see this [support article](#). You can also [contact support](#).

Financial institutions universally require you to enter passwords to access their online services. If you do business with multiple financial institutions, this can add up to a lot of passwords.

You can enter your passwords individually when you update your accounts, or you can use the Password Vault in Quicken to keep track of all your passwords, and automatically send them to your financial institutions with a single click when you update your accounts.



If you connect to your accounts with **Express Web Connect (EWC)** and **Express Web Connect Plus (EWC+)** you no longer need to use the **Password Vault**. These connection methods use encryption that does not require entering a password every time,

## Tell me more about the Password Vault

Quicken's **Password Vault** is a secure and convenient way to store multiple financial institution passwords that you can then access with a single master password.

- You can open the **Password Vault** to add, remove, or change stored passwords at any time.
- When the **Password Vault** was developed, it went through a rigorous security review.
- The **Password Vault** uses industry-standard encryption to save your passwords, and it is careful to remove them from memory when they are no longer being used.

## Get started with the Password Vault

### To add your passwords to the Password Vault

1. Choose **Tools** menu **Password Vault** **Add or Edit Passwords**.
2. Select the financial institution for which you want to store a password.



If the **Password Stored** column says **Not Required**, no password is needed. Quicken communicates with the financial institution in a way that does not require a password

3. If you have more than one customer ID at this financial institution, select the customer ID corresponding to the password you want to store.
4. Enter the password(s) to use to connect to your financial institution(s). If you're in the **Edit Password Vault** dialog, click **Add Password**.

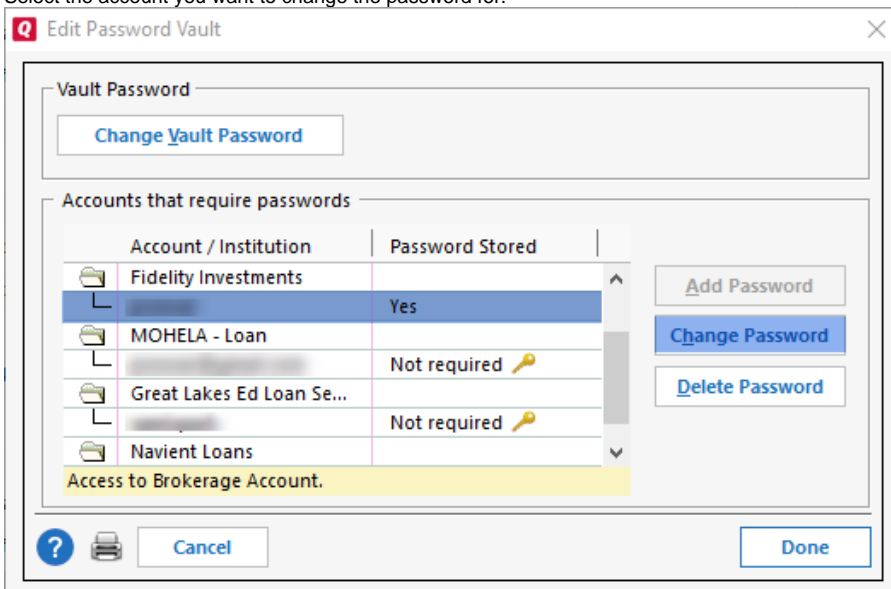
### Notes


- When you use [One Step Update](#) from now on, Quicken prompts you to enter only your **Password Vault** password (Plus any passwords that aren't stored in the **Password Vault**). The stored passwords are filled in automatically.
- For security purposes, the password you choose to lock your vault must be at least six characters in length. We suggest that you choose a password that contains:
  - At least one digit (0 to 9)
  - At least one letter (a to z)
- You can [change](#) the Vault password or stored (financial institution) passwords at any time. To completely [reset your Password Vault](#), first print it to obtain a record of the stored passwords. Then, simply delete the Vault and start over again.
- Passwords for financial institutions you connect to using [Web connect](#) don't appear in the **Password Vault**.
- The password to your vault and all the passwords stored within it are encrypted and cannot be recovered, even by Quicken. If you forget the password to your vault, then you will need to delete and recreate the vault and enter all the passwords for each of your financial institutions again.
- Tell me about [connected services and security](#).

## To change a password stored in the Password Vault

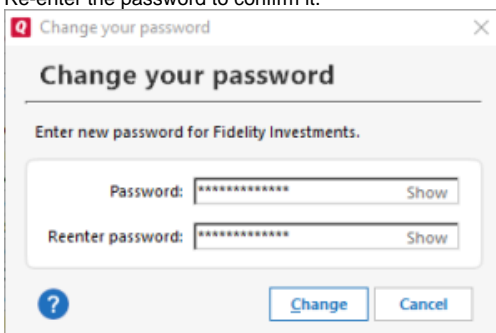
1. Choose **Tools** menu **Password Vault** **Add or Edit Passwords**.

2. Select the account you want to change the password for.



 If the **Password Stored** column says **Not Required**, no password is needed. Quicken communicates with the financial institution in a way that does not require a password.

3. Click **Change Password**.
4. Enter a new password.
5. Re-enter the password to confirm it.



6. Click **Change**.

## To create/change your Vault Password

It's good security practice to change your Password Vault password from time to time. See the section on [connected services and security](#).

You have the option to either use the Quicken ID Password for your vault, or to use a different custom password. If you have chosen the Quicken ID password for your vault, to change the Vault Password, you need to change the Quicken ID password. Refer to [Change your Quicken ID password](#).

If you are using a custom password or if you wish to switch between using the Quicken ID password and custom password, follow the steps given below:

1. Choose **Tools** menu > **Password Vault** > **Add or Edit Passwords**.
2. Click **Manage Vault Password**.
3. In the **Manage Vault Password** window, choose the option to use the Quicken ID password or any custom password, based on your preference.
4. Enter your current vault password to confirm the change.

### Notes

- For security purposes, the password you choose must be at least six characters in length. We suggest you choose a password that contains:
  - At least one digit (0 to 9)
  - At least one letter (a to z)
- The **Password Vault** is designed for high security, but factors such as a well-chosen password, physical security for your computer, and proper safeguards when you use a network or the Internet are all important. Since most of these factors are beyond Quicken's control, Quicken is not liable for safeguarding your password data.

## To reset the Password Vault

To completely reset your Password Vault, reset it or use the Quicken ID password.

1. Choose **Tools** menu > **Password Vault** > **Reset Password Vault**.
2. You can choose to use **Quicken ID** password or a custom password as per your preference.
3. Follow the on-screen instructions to reset the **Password Vault**.

## Notes

Resetting the Password Vault removes all of your stored passwords and erases the Vault password. After resetting, you'll have to enter passwords manually. If you'd like to use the Vault again, you'll need to create a new one. **Resetting the Password Vault** does not change any passwords at your financial institutions.

To retain a record of your stored passwords, print the Vault prior to resetting it (the passwords appear on-screen as asterisks, but will print with their actual values). We do not recommend that you print this list unless you can assure the complete security of the printout.