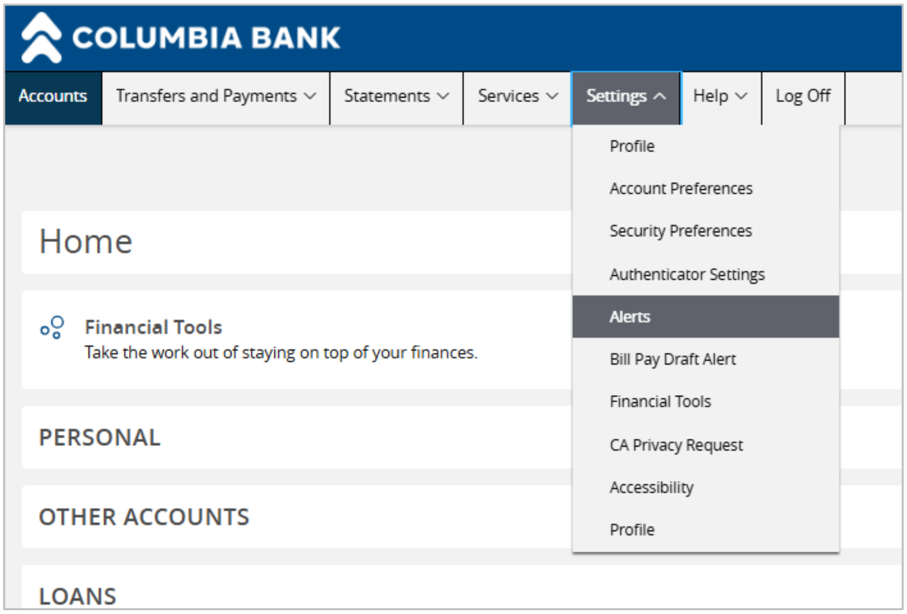
Personal Alerts Set-up Instructions – Personal Online Banking

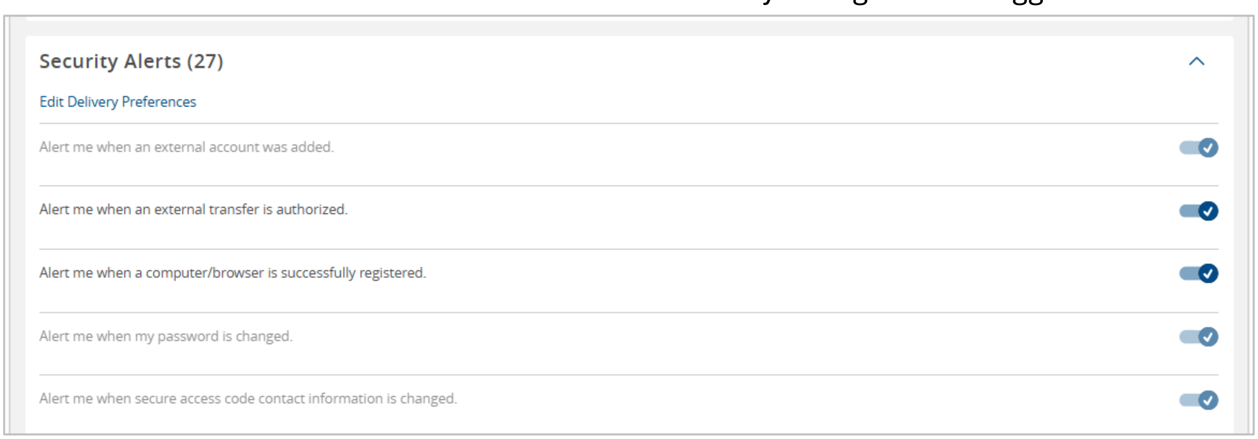
Alert options include both standard security alerts and then customized alerts. Please review below for instructions to edit both the standard alerts or create a new one.

Standard Security Alerts

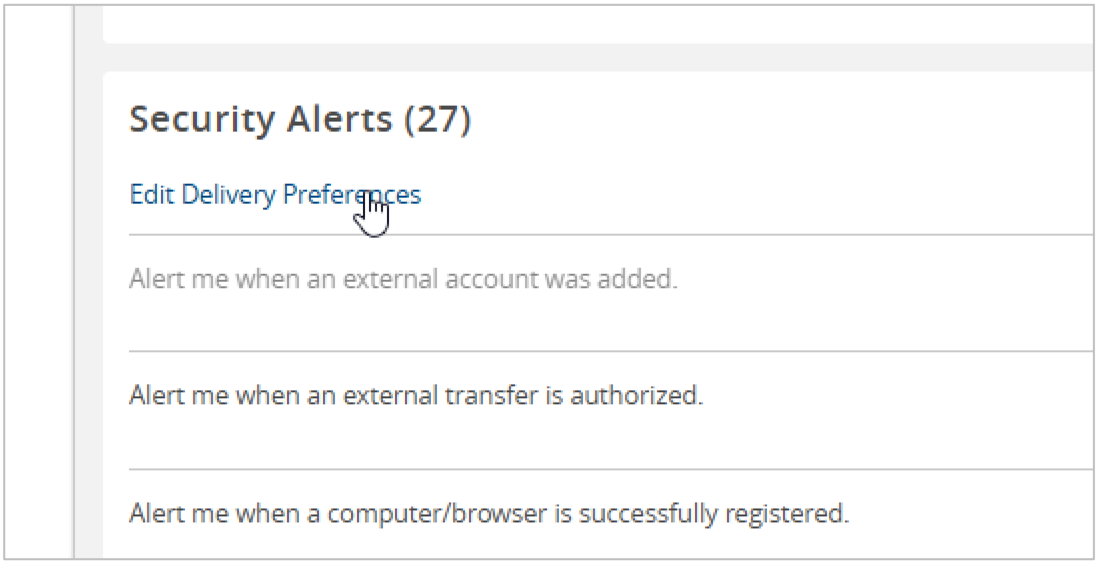
- From the Top Navigation menu, select ‘Settings’ and then ‘Alerts’



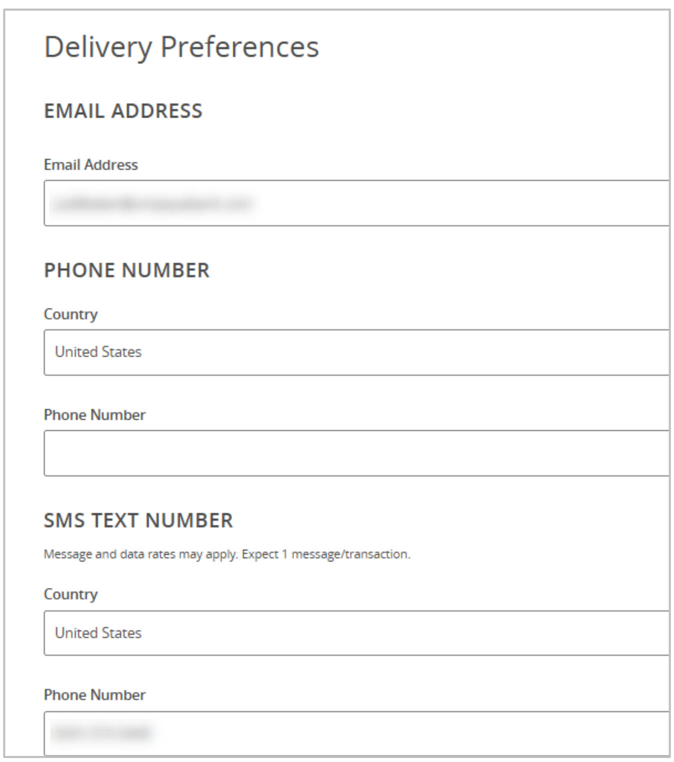
- Default Security Alerts will display. Greyed out Security Alerts are ‘always on’ and cannot be modified. All others can be turned on or off by the right-hand toggle:



- Security Alert delivery preferences can be updated by clicking on ‘Edit Delivery Preferences’ at the top of the list:



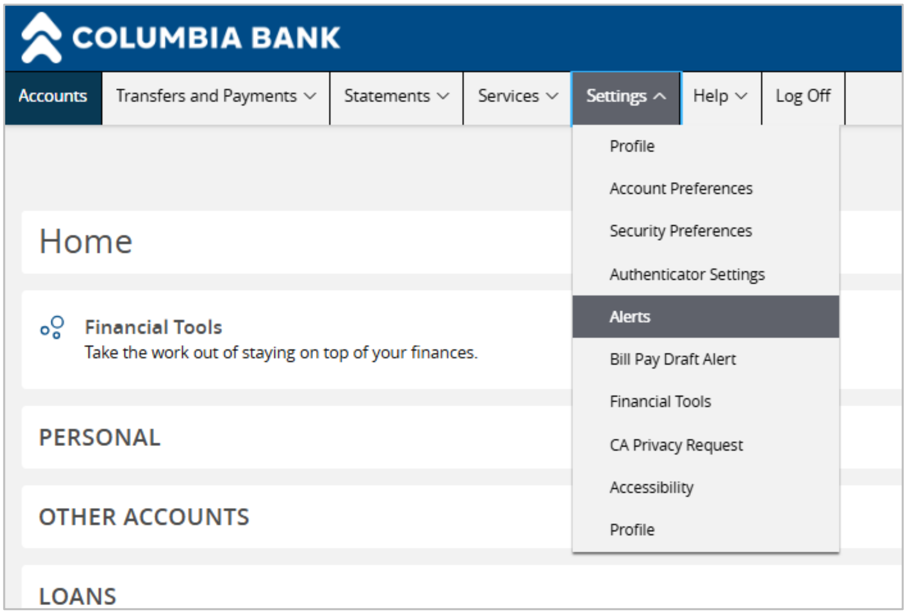
- Security Alerts always deliver as Secure Messages within online banking. They can also be delivered via Email, Phone (Voice) and SMS Text Messages:



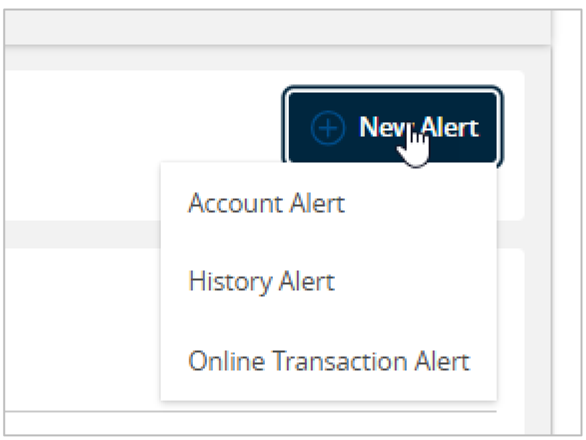
- After any changes are made, click on ‘Save’ at the bottom

Creating New Alerts

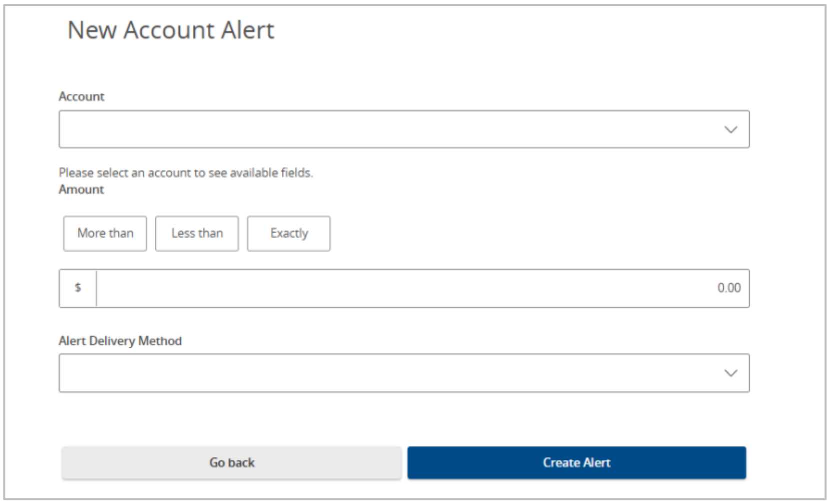
- From the Top Navigation menu, select 'Settings and then 'Alerts'



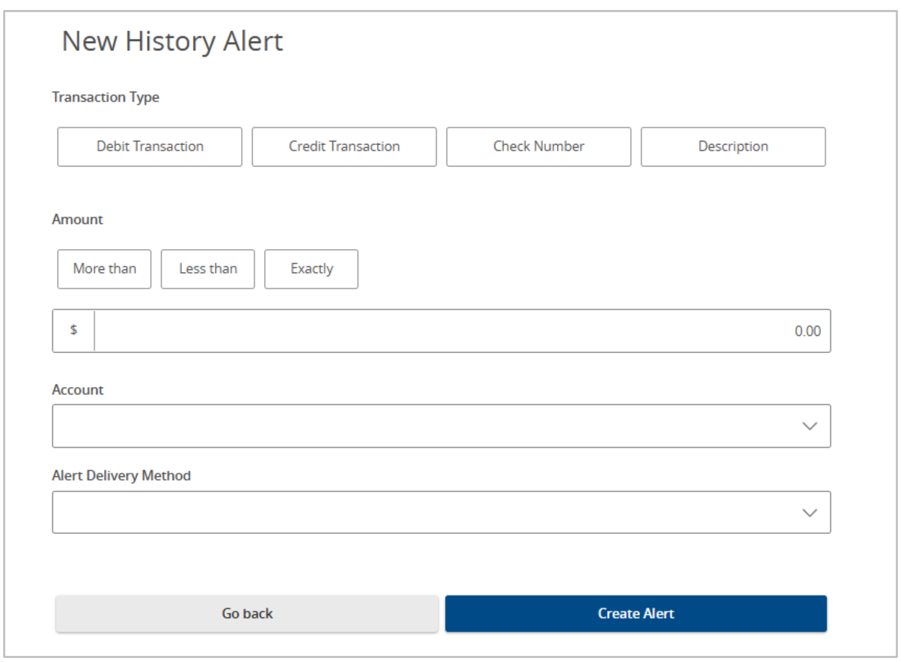
- Select 'New Alert' from the upper right corner:



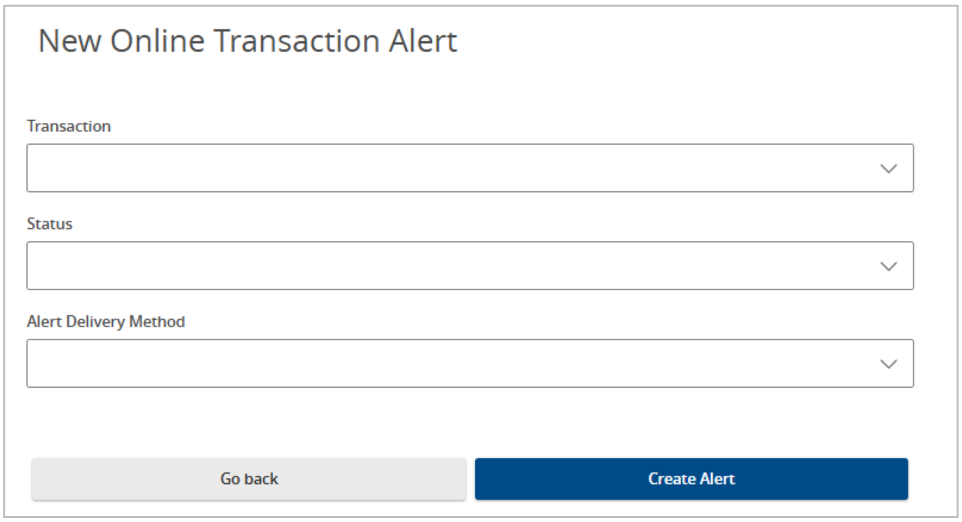
- Choose either **Account Alert, History Alert or Online Transaction Alert**
    - Account Alerts will send once-daily alerts regarding the balance for a specific account:



    - **History Alerts** will send once-daily alerts regarding specific transactions on the account chosen.
        - Transactions can be identified by the amount of the transaction (credit or debit) or by check number or keywords in the transaction description



- **Online Transaction Alerts** send real-time alerts regarding activities performed within the Online Banking system directly
    - Eligible transaction types include regular (internal) funds transfers, external account funds transfers, check re-orders and stop payments
    - Alerts can be configured based on the status of the transaction, including when then the transaction is Drafted (created), Authorized, Processed, Cancelled or Failed



- **Account Alerts** will always deliver as Secure Messages within online banking, and can also be delivered via Email, Phone (Voice), SMS Text Messages or Push Notifications
- **Account Alerts** can be sent to separate delivery contact points than other alerts, and can be set individually per alert