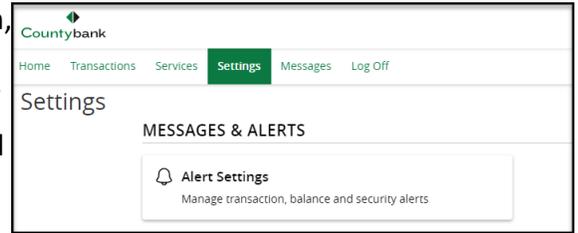# Online Banking Alerts

Overview

This guide shows users how to navigate the digital banking platform,

including how to set up alerts and what type of alerts are available.

Once logged onto the platform, select Settings in the menu bar and

click on the 'Alert Settings' tile.

Security Alerts

The greyed-out alerts (not shown) are automatic alerts that cannot be turned on or off. These greyed-out alerts are automatically sent to the Messages tab in the menu bar. To change the delivery of these alerts, select the hyperlink Edit Delivery Preferences, and a new page will load with delivery options.

The remining alerts (listed below) can be toggled on or off depending on your needs.

SECURITY ALERTS (19)

Edit Delivery Preferences
Alert me when an external transfer is authorized.

Alert me when a computer/browser is successfully registered.

Alert me when the process to add an external account is started.

Alert me when an invalid password for my login ID is submitted.

Alert me when the forgot password process is attempted unsuccessfully.

Alert me when an invalid password for my login ID is submitted.

Alert me when the forgot password process is attempted unsuccessfully.

Alert me when an invalid secure access code is submitted.

Alert me when my login ID is disabled.

Alert me when my login ID is locked out.

Alert me when a transfer fails during processing.

Alert me when a valid password for my login ID is submitted.

Alert me when the forgot password process is successfully completed.

Alert me when a valid secure access code is submitted.

Edit Delivery Preferences

Complete the section with the chosen destination for the security alerts.

Please make sure to read the Terms and Conditions prior to agreeing to the terms.

Once agreed, click the Agree to Terms box and Save.

Online Banking Alerts

New Alerts

Adding new alerts to your digital banking account is simple. Once you have navigated to the

Alert Settings tile, click the 'New Alert' button on the right-hand side of the screen.

A drop-down will display four alert types to choose from.

The following sections describe what each alert is and how they are transmitted.
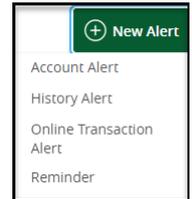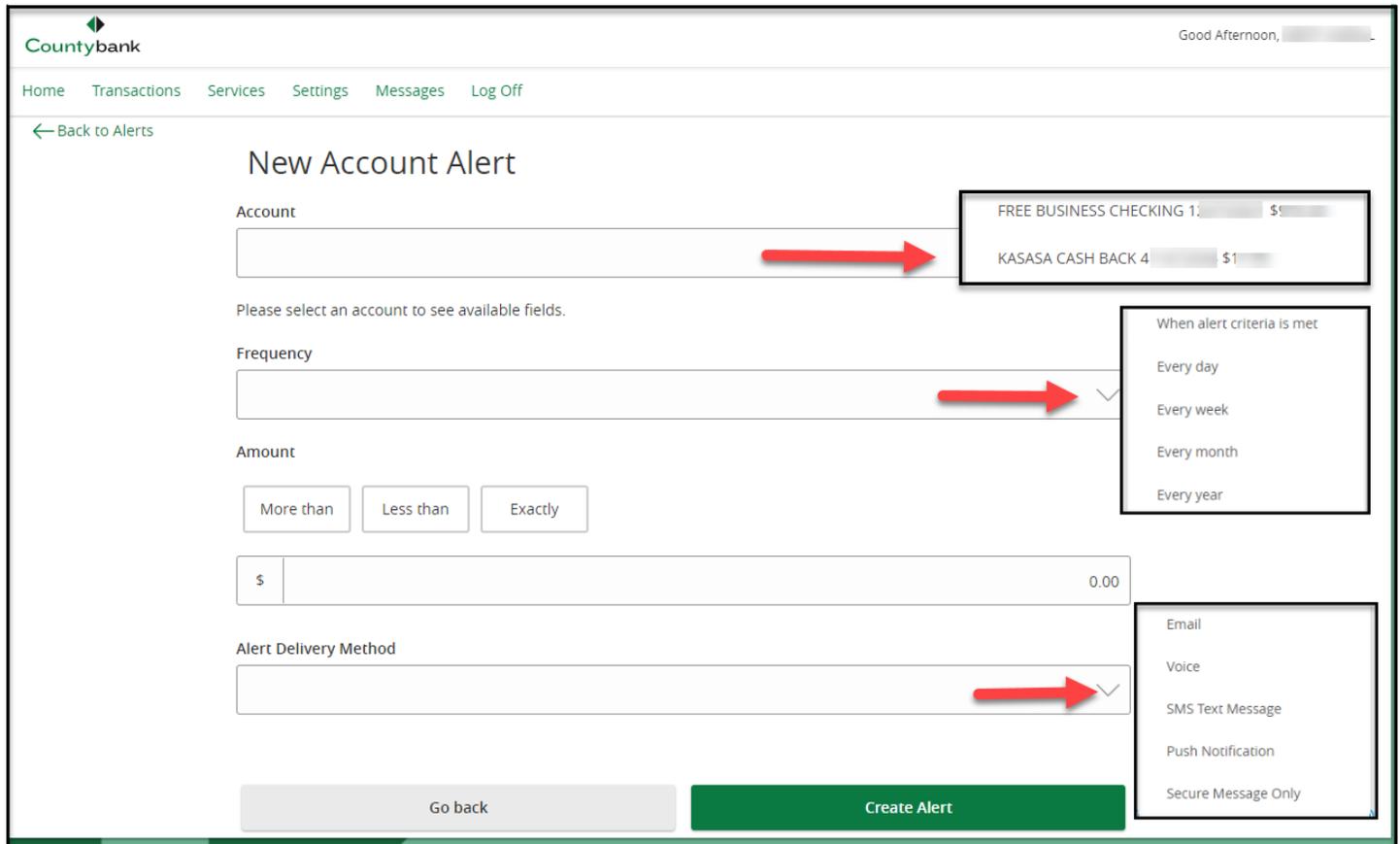

Account Alert

This alert is for monetary changes where you can, choose the account, frequency, and delivery destination. When setting an alert for withdrawals, choose the amount and select "more, less or exactly."

This alert will be delivered after the transaction posts; daily at 9 am.

If the alert criteria is not met, no alert will be sent.

Online Banking Alerts

History Alert

There are two screens for the four transaction types to receive a history alert.

1	The debit and credit alerts will deliver any transaction within the parameters chosen. Input the dollar amount and choose for the alert to initiate for any amount higher or lower or equal to that amount. Then choose the account and delivery method.
2	The check number and description alerts will deliver information from the account requested. Input the check number or description and choose the account and delivery method. When using the description, the broader the description the more alerts you will receive. For example, if you use Apple as your description, all transactions with Apple in the transaction description will turn into an alert. Include a more detailed description to narrow down the results. For example, if you use Apple Pie as your description, any time the words Apple Pie are in a transaction you will be alerted.

Online Banking Alerts

Online Transaction Alert

The transaction alerts help keep you aware of internal and external transfers, check reorders, and stop payments. Alerting is available for each transaction as authorized, cancelled, drafted, failed, or processed. Once your alert parameters are set, choose your delivery method.

Online Banking Alerts

Reminder Alert

Reminder alerts are a good way to personalize your banking. This reminder comes from the bank making the immediate action of a transfer easy.

Event options include birthdays, anniversaries, meetings, calls, wakeups, appointments, vacations, travel, and general. Once you have chosen an option, select a date and choose to have this date revolve annually.

The optional message section is great for putting a general message and/or name related to the event. Set the delivery method, and you have a personalized reminder system.

Questions? Contact Countybank customer service at (864) 942-1500 or visit a Countybank financial center.

www.ecountybank.com