



# **Digital Banking eAlerts and User Alerts Guide**

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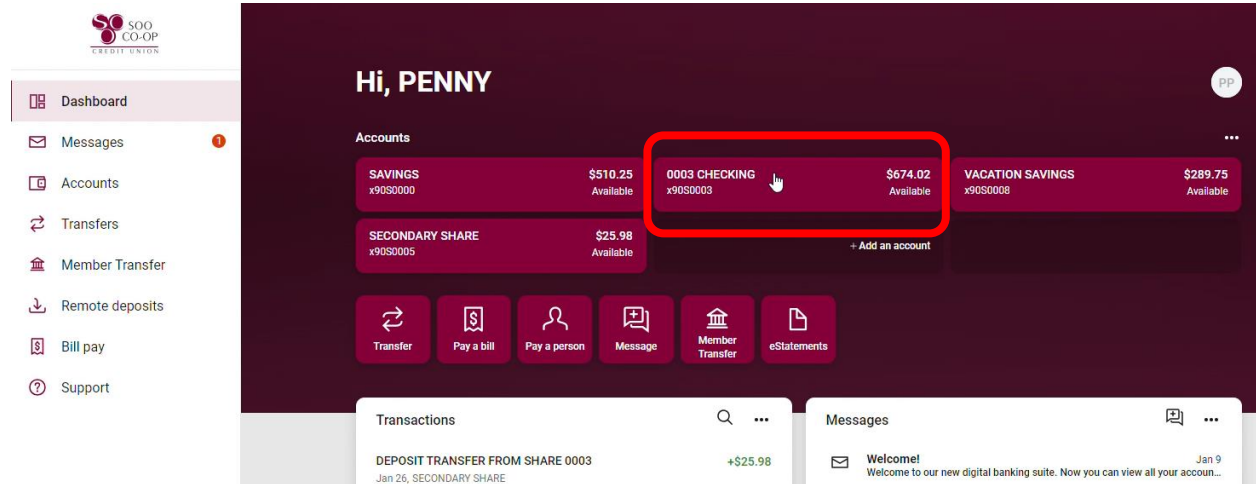
**Pages 14 – 15: User Alerts (Mobile Banking)**

**Pages 16 – 17: Updating Contact Information (Mobile Banking)**

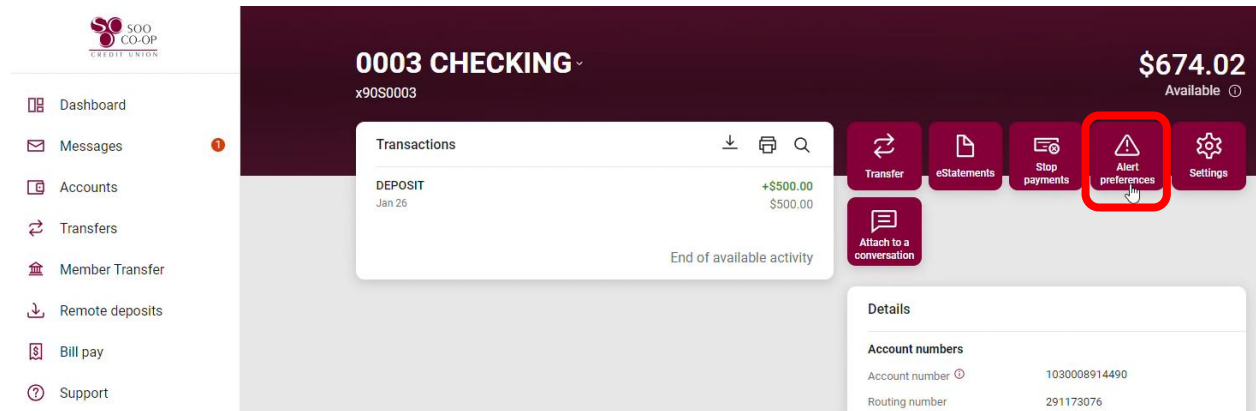
# Creating, Editing, and Removing Online Banking eAlerts

eAlerts are created individually for each share.

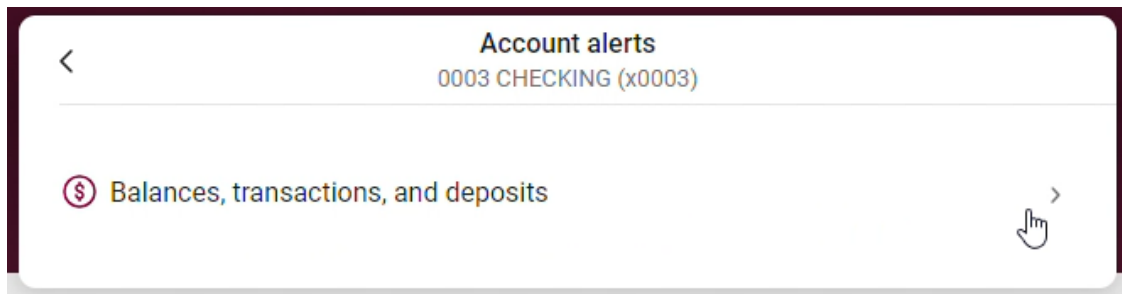
To begin, click the share you wish to add an alert to. *You will need to repeat this process for each share you wish to have alerts.*



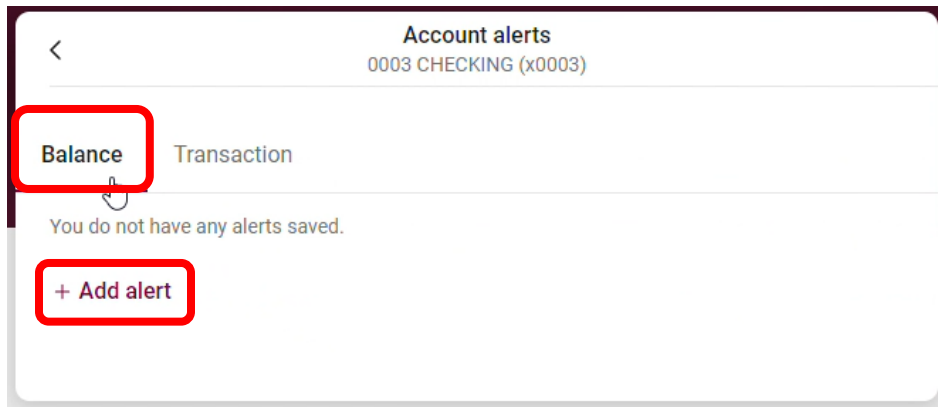
Select the **Alert Preferences** button.



Click on the Balances, transactions, and deposits option.



To create a **Balance Alert**, click balance and + Add Alert.



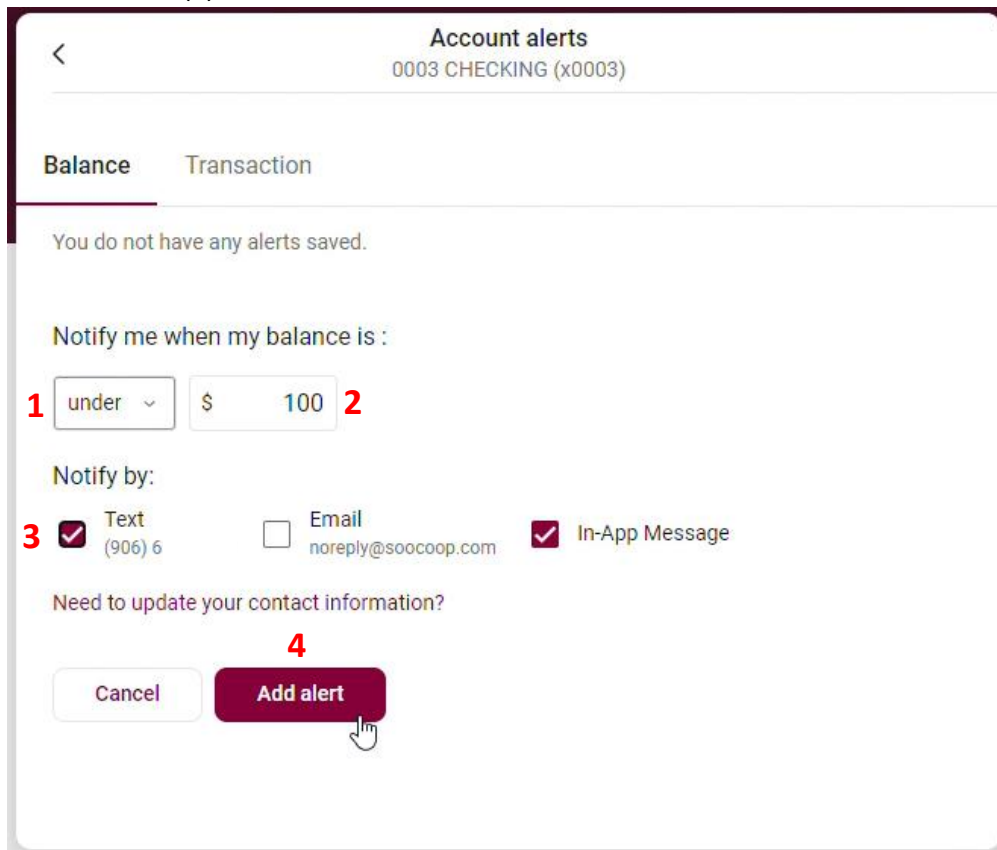
Select if you want to be notified when your balance is under or over a specific amount. (1)

Select the dollar amount you want to trigger the notification. (2)

Select how you wish to be notified. (3)

*If your information is outdated or your phone number or email does not appear, select "Need to update your contact information." To receive text alerts, you must have a number listed under Mobile.*

And Add Alert. (4)



Click over to the **Transactions** tab to create alerts for specific transaction amounts.

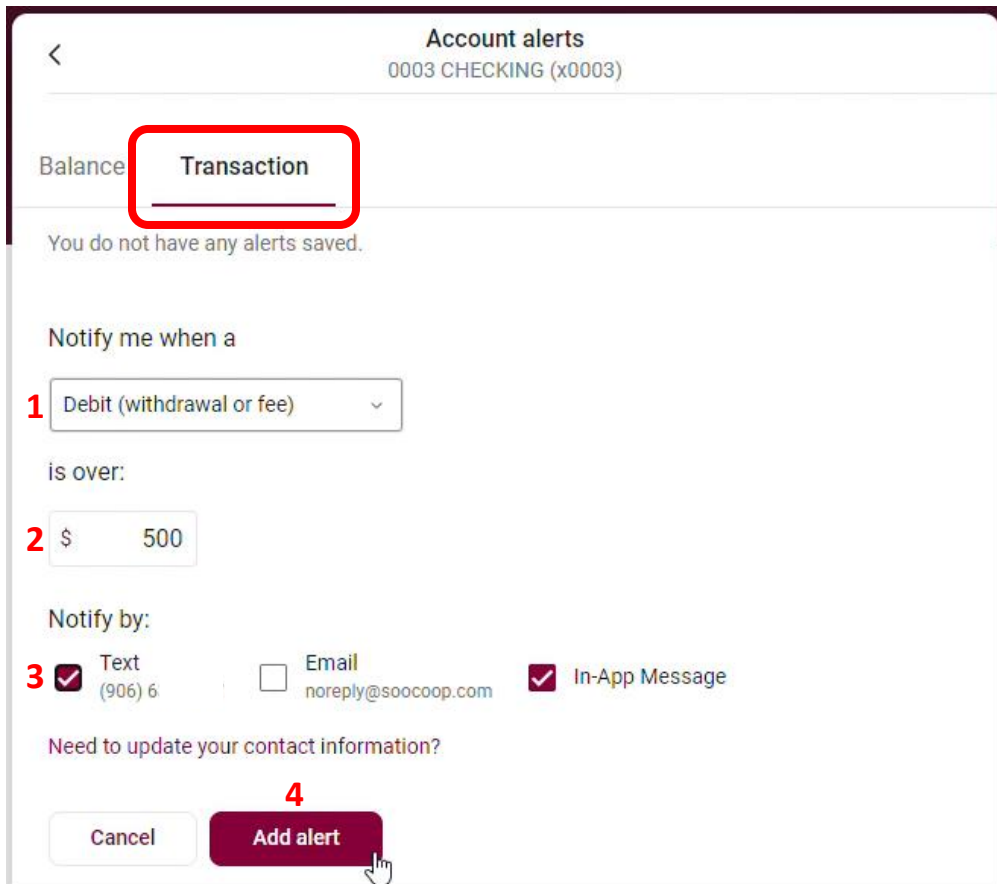
Select if you would like to be notified for Debits(withdrawals) or Credits(deposits). (1)

Select the amount you would like to receive notification for. (2)

Select how you wish to be notified. (3)

*If your information is outdated or your phone number or email does not appear, select “Need to update your contact information.” To receive text alerts, you must have a number listed under Mobile.*

And Add Alert (4)



Account alerts  
0003 CHECKING (x0003)

Balance **Transaction**

You do not have any alerts saved.

Notify me when a

1 Debit (withdrawal or fee) ▾

is over:

2 \$ 500

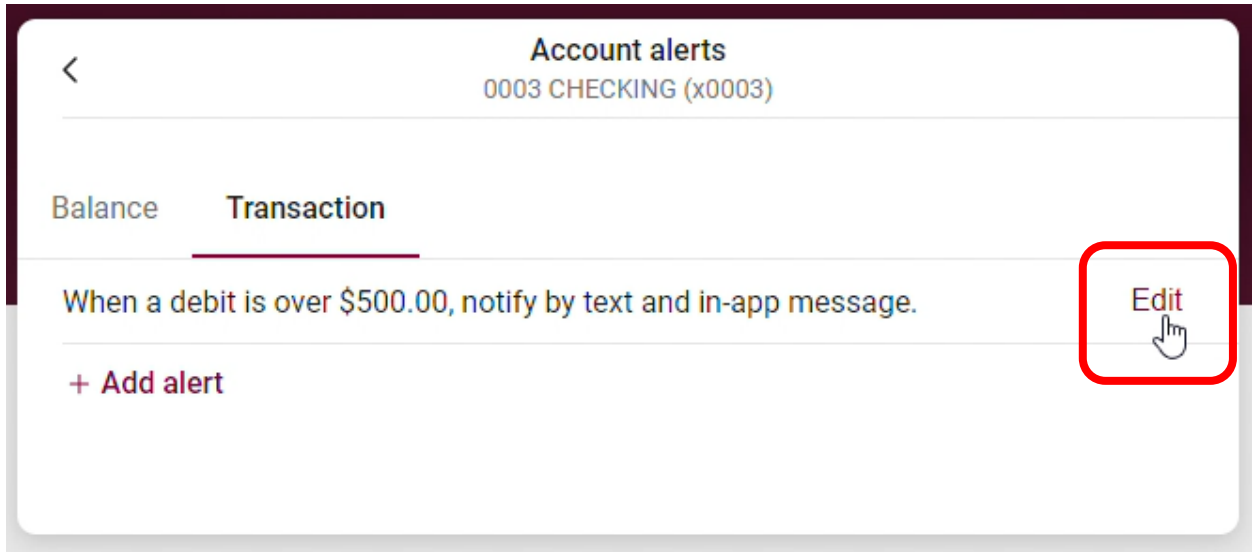
Notify by:

3  Text (906) 6     Email noreply@soocoop.com     In-App Message

Need to update your contact information?

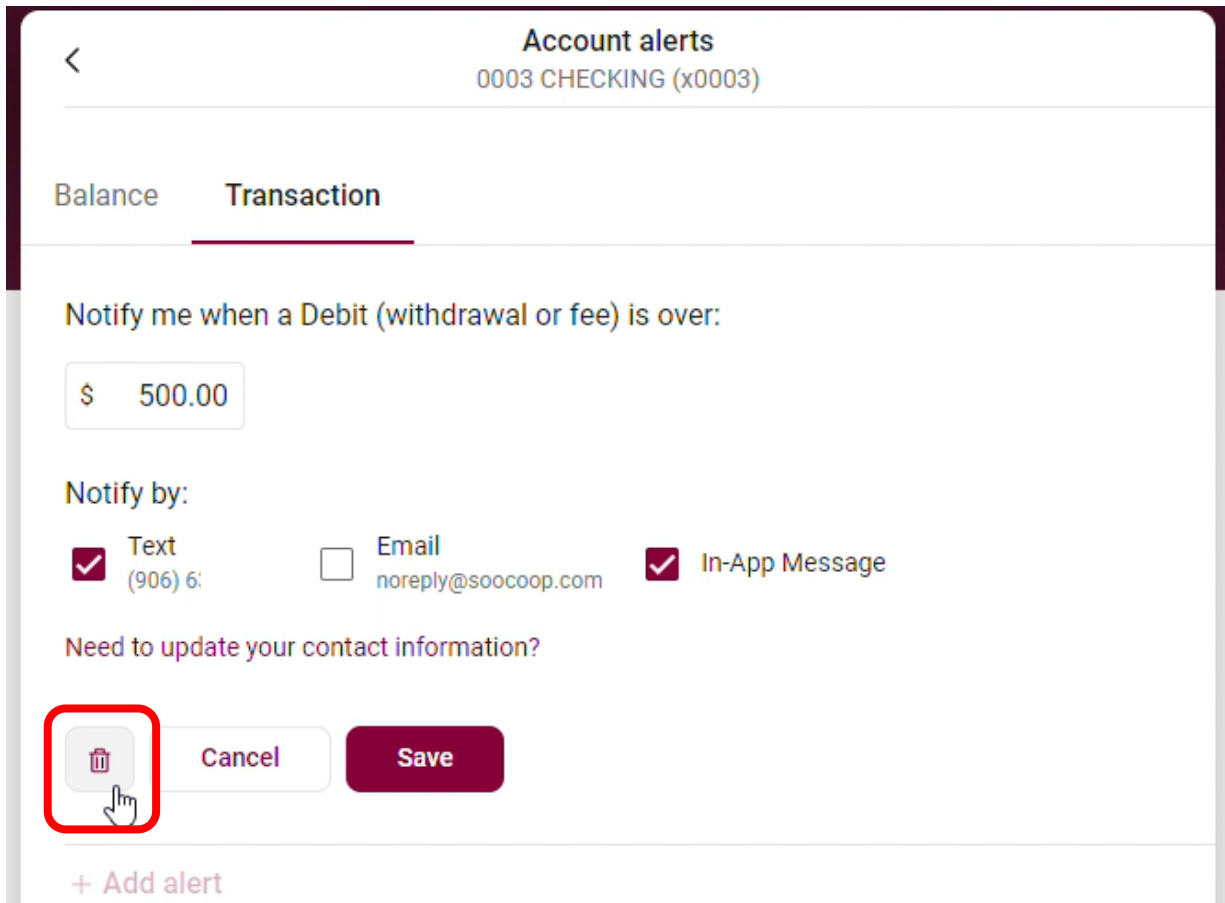
4 **Add alert**

You can **make changes** or **delete** your alerts by clicking **Edit**.



Make changes to your fields and **click save** if you wish to edit.

**Click the trash can icon to delete the alert.**

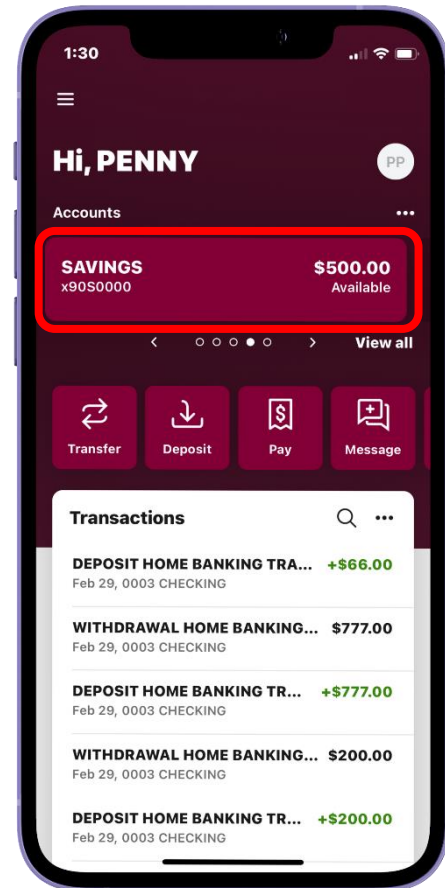


## Creating, Editing, and Removing Mobile Banking eAlerts

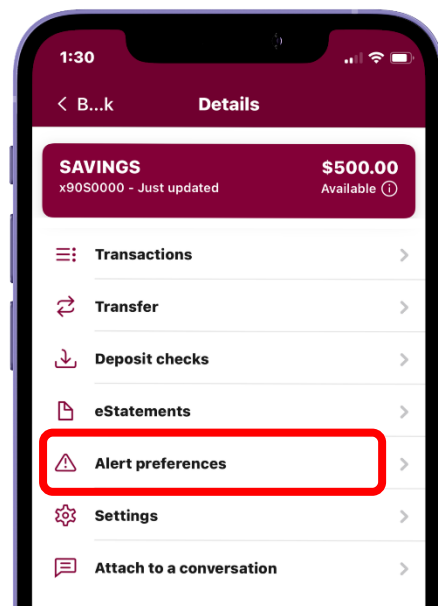
eAlerts are created individually for each share.

To begin, **click the share** you wish to add an alert to.

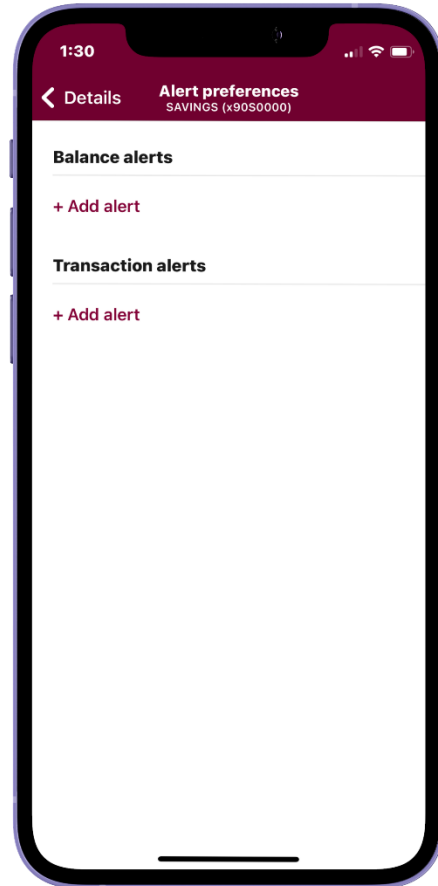
*You will need to repeat this process for each share you wish to have alerts.*



Select the **Alert Preferences** button.

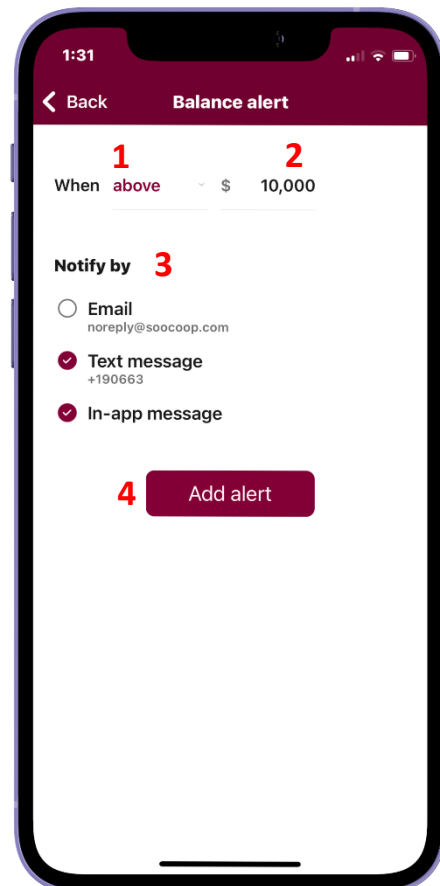


Choose to + Add an alert triggered by share **balance** or **transaction** amount.



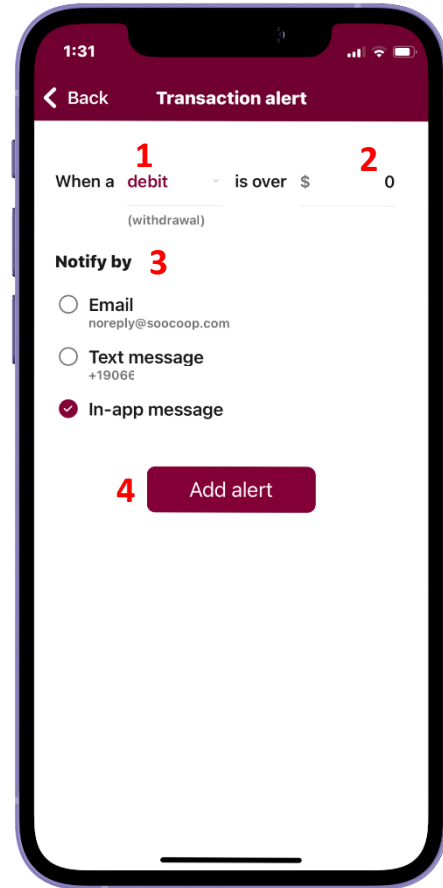
**For a Balance alert:**

- Select to be notified when your balance is above or below a specific amount. (1)
- Select which balance amount you wish to trigger the alert. (2)
- Select how you wish to be notified. (3)
- If your information is outdated or your phone number or email does not appear, you will need to update your contact information in your settings. *See pages 16 and 17 for instructions.*
- **To receive text alerts, you must have a number listed under Mobile.**
- And Add Alert. (4)

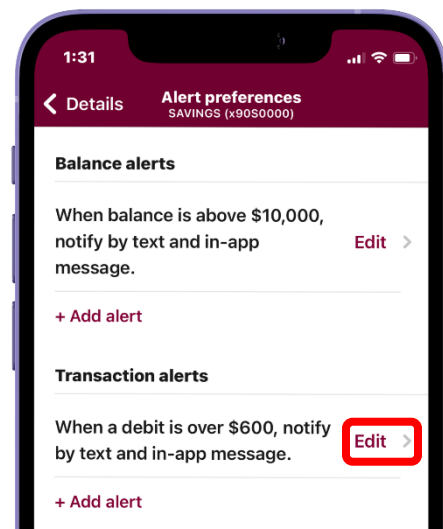


**For a Transaction alert:**

- Select to be notified for Debits(withdrawals) or Credits(deposits). (1)
- Select the transaction amount you wish to trigger the alert. (2)
- Select how you wish to be notified. (3)
- If your information is outdated or your phone number or email does not appear, you will need to update your contact information in your settings. *See pages 16 and 17 for instructions*
- **To receive text alerts, you must have a number listed under Mobile.**
- And Add Alert. (4)



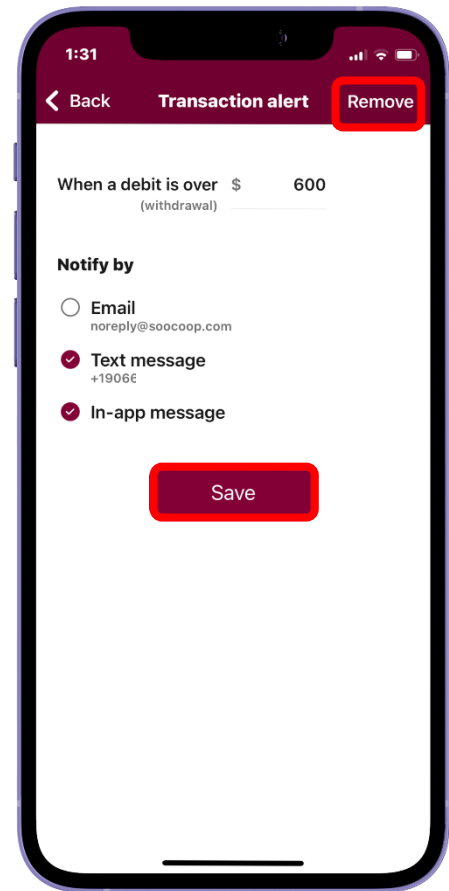
You can **make changes** or **delete** your alerts by clicking **Edit**.





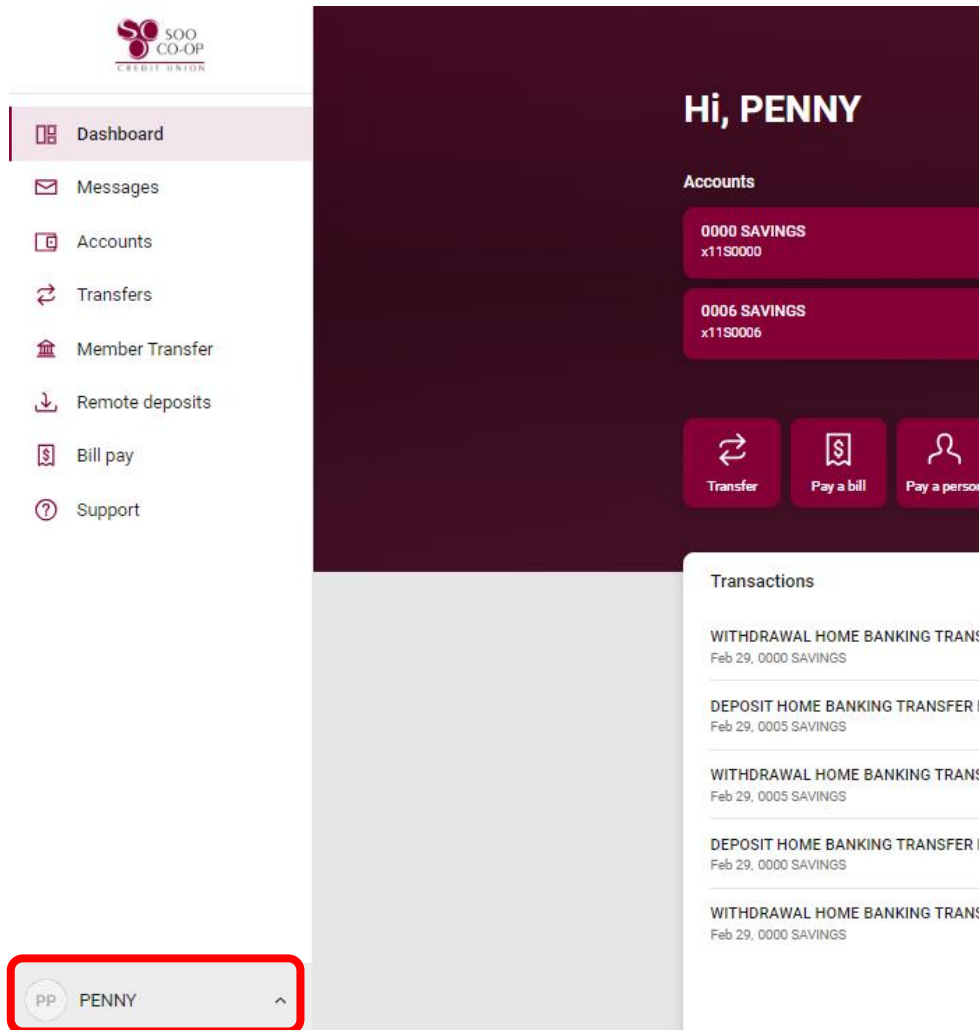
Make changes to your fields and **click save** if you wish to edit.

**Click Remove** if you wish to delete the alert.

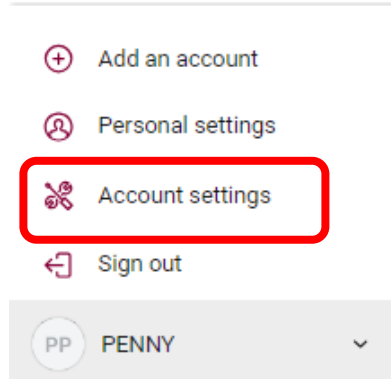


# Online Banking User Alerts

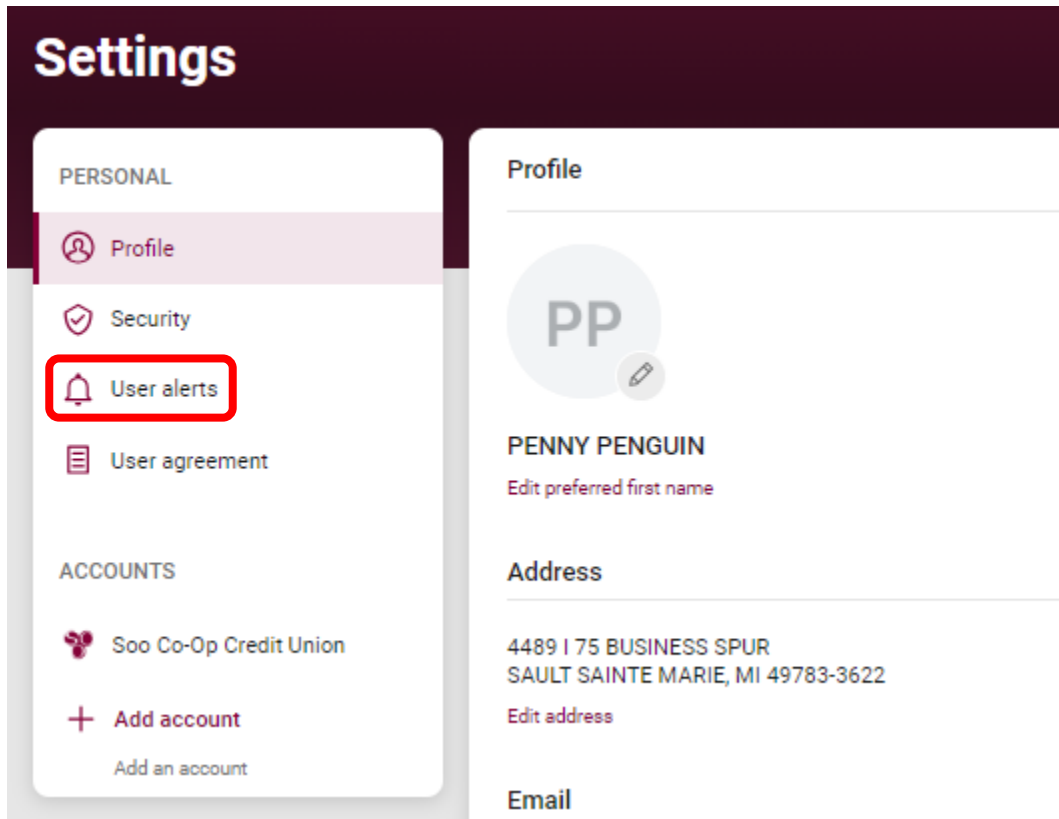
To edit your user alerts, click your **profile** in the bottom left corner.



Then click **Account settings**.

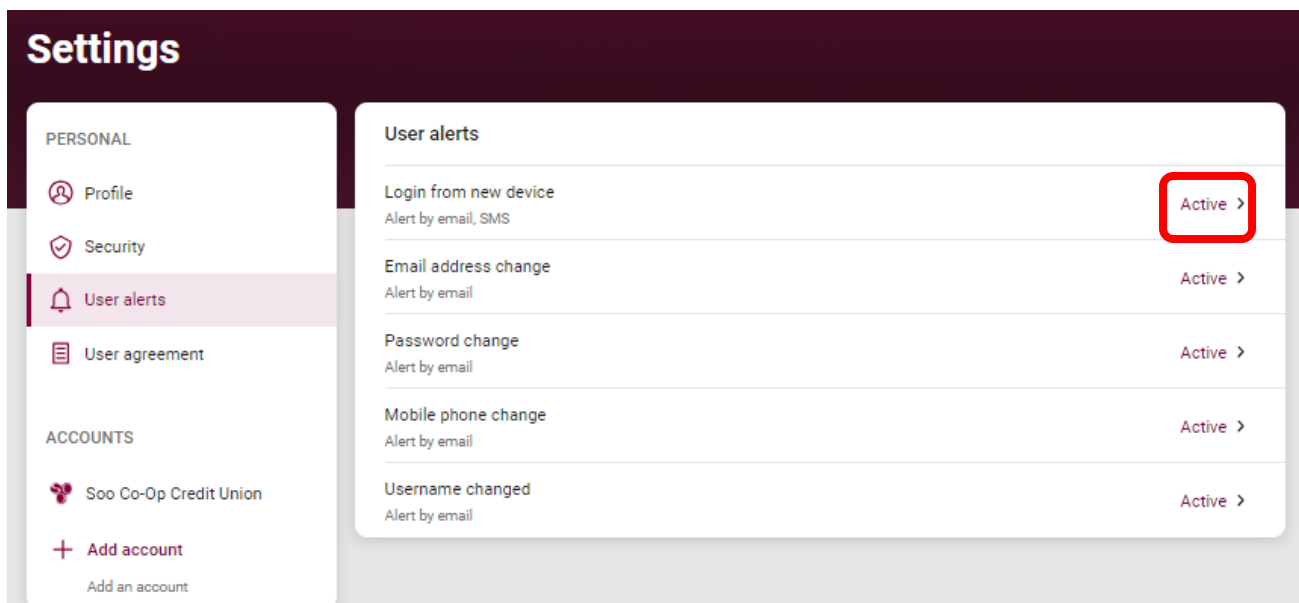


Next, click on the “User alerts” tab.



It is required that all accounts receive these alerts by email. However, you can set the alerts to notify you via SMS(text) and in-app message in addition to an email.

To edit an alert, click on the “Active” button beside the alert.

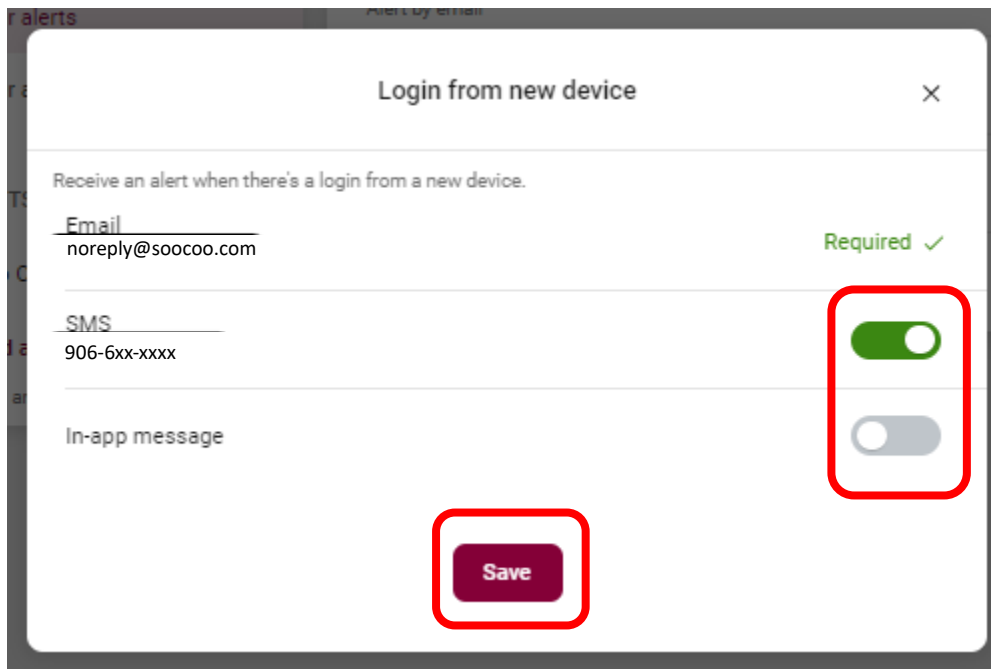


You can then turn SMS and in-app messages on or off.

*If your email or phone number does not appear or is incorrect, update your information under your profile settings. See following page for instructions.*

**To receive text alerts, you must have a number listed under Mobile.**

Finally, click “**Save.**”



Alerts

Alert by email

Login from new device

Receive an alert when there's a login from a new device.

Email  
noreply@soocoo.com Required ✓

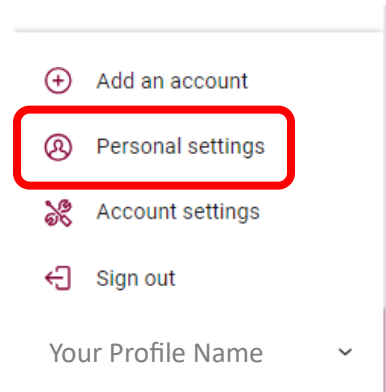
SMS  
906-6xx-xxxx

In-app message

Save

# Online Banking Profile Settings

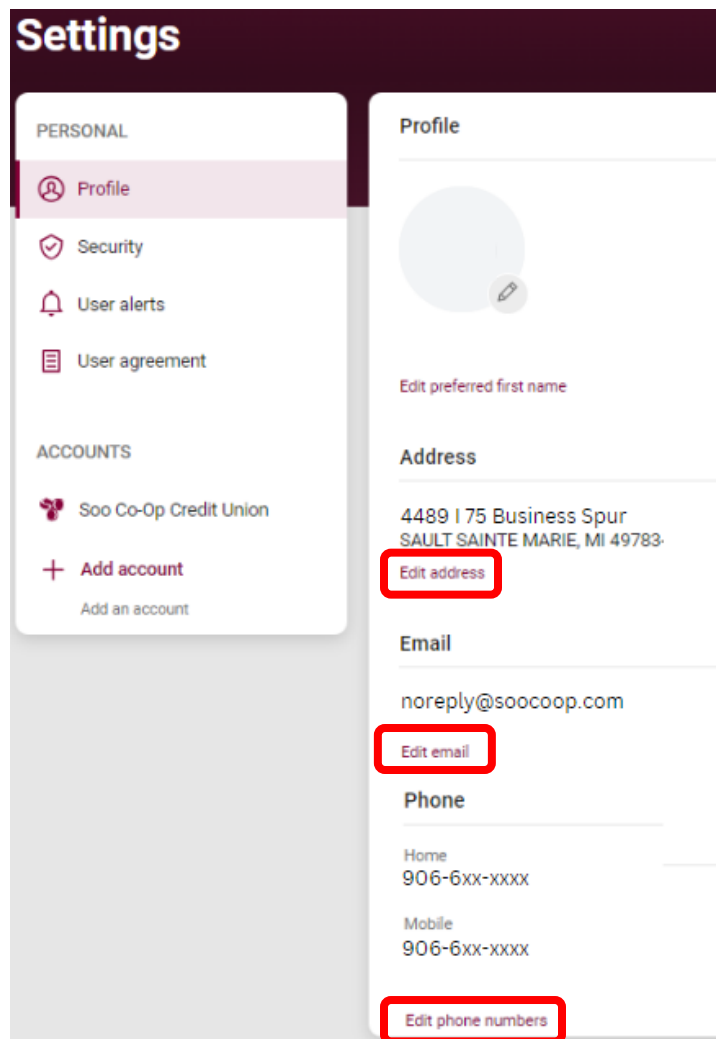
In the bottom left corner of the menu, select your profile name and then **Personal Settings**.



Here you will have the option to edit your personal contact information.

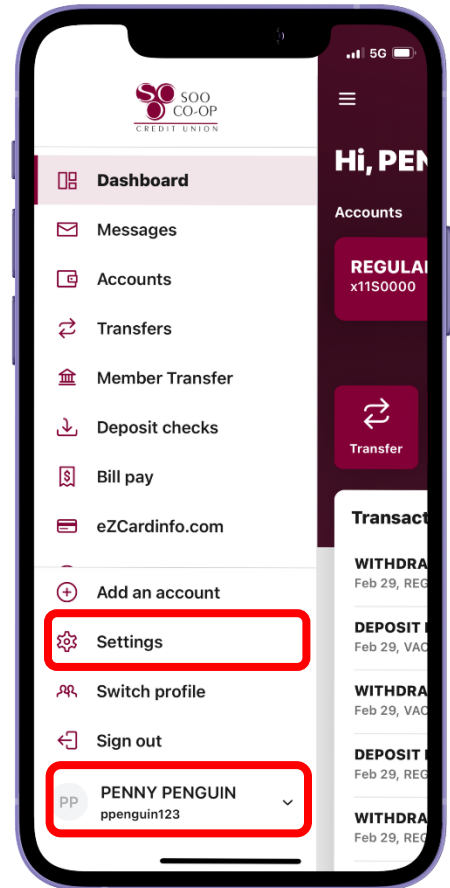
To receive text alerts, you must have a number listed under Mobile.

To see this update in your user alerts, you may have to log out and back in to refresh your information.

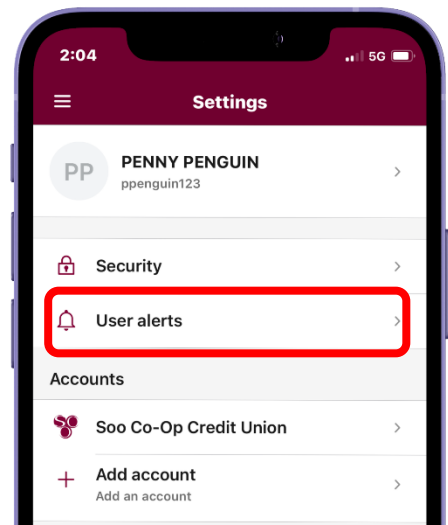


## Mobile Banking User Alerts

To edit your user alerts, click your **profile** in the bottom of your menu and click your **Settings**.



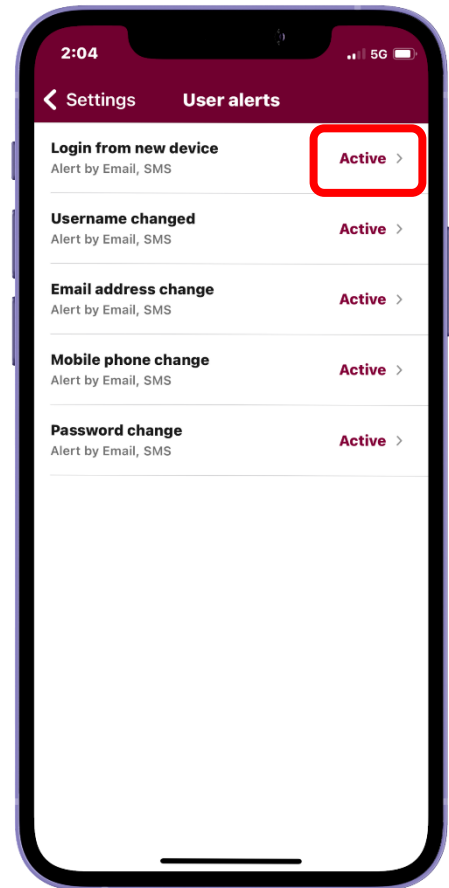
Click on the “User alerts” tab.



It is required that all accounts receive these alerts by email.

However, you can set the alerts to notify you via SMS(text) and in-app message in addition to an email.

To edit an alert, click on the “Active” button beside the alert.



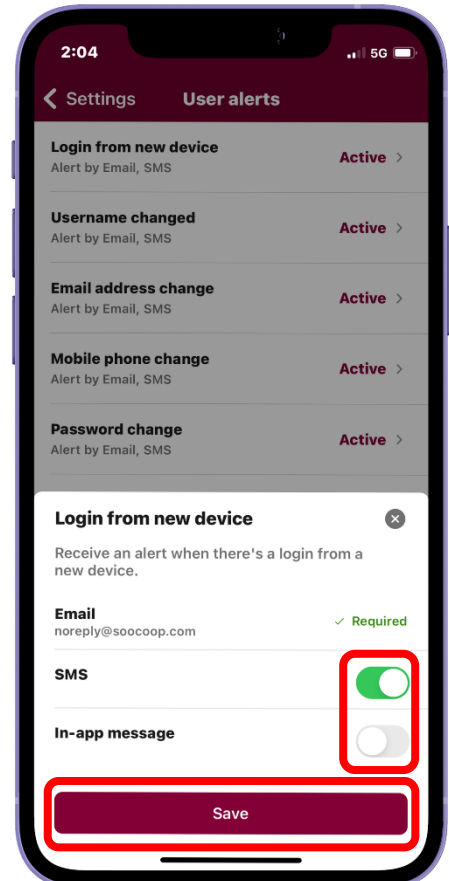
You can then turn SMS and in-app messages on or off.

*If your email or phone number does not appear or is incorrect, update your information under your profile settings.*

**See following page for instructions.**

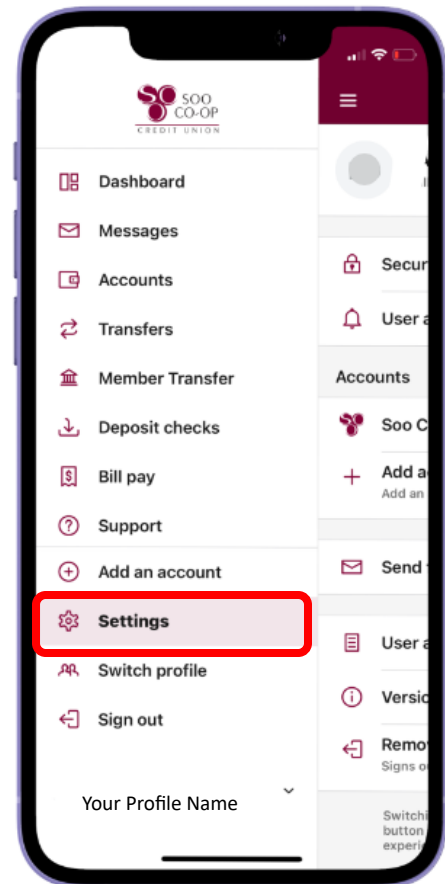
**To receive text alerts, you must have a number listed under Mobile.**

Finally, click “Save.”

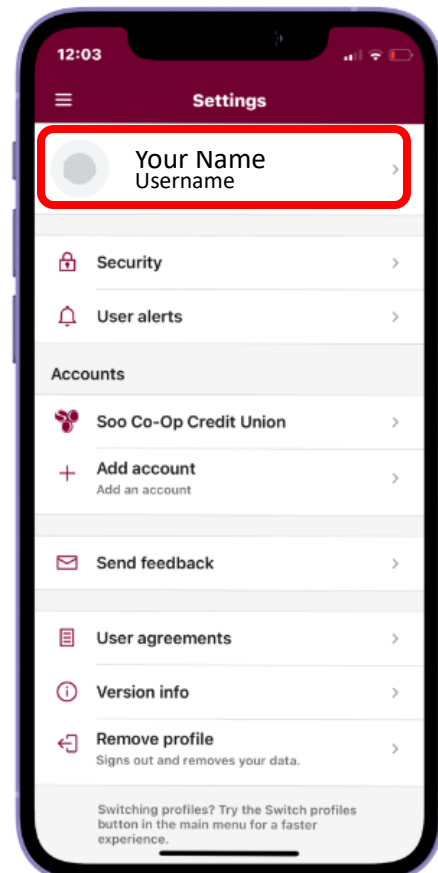


## Mobile Banking Profile Settings

In the bottom left corner of the menu, select your profile name and then **Settings**



Next click on the top tab including your name and username.





Here you will have the option to edit your personal contact information.

To receive text alerts, you must have a number listed under Mobile.

To see this update in your user alerts, you may have to log out and back in to refresh your information.

