



Digital Banking eAlerts and User Alerts Guide

Pages 2 – 5: Creating, Editing, and Removing eAlerts (Online Banking)

Pages 6 – 9: Creating, Editing, and Removing eAlerts (Mobile Banking)

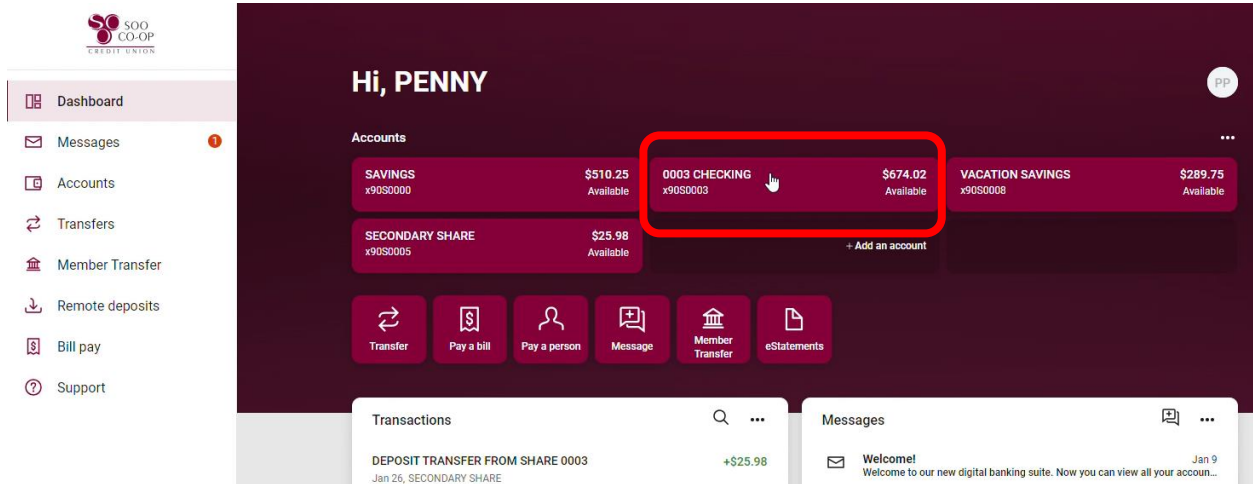
Pages 10 – 12: User Alerts (Online Banking)

Pages 13 – 14: User Alerts (Mobile Banking)

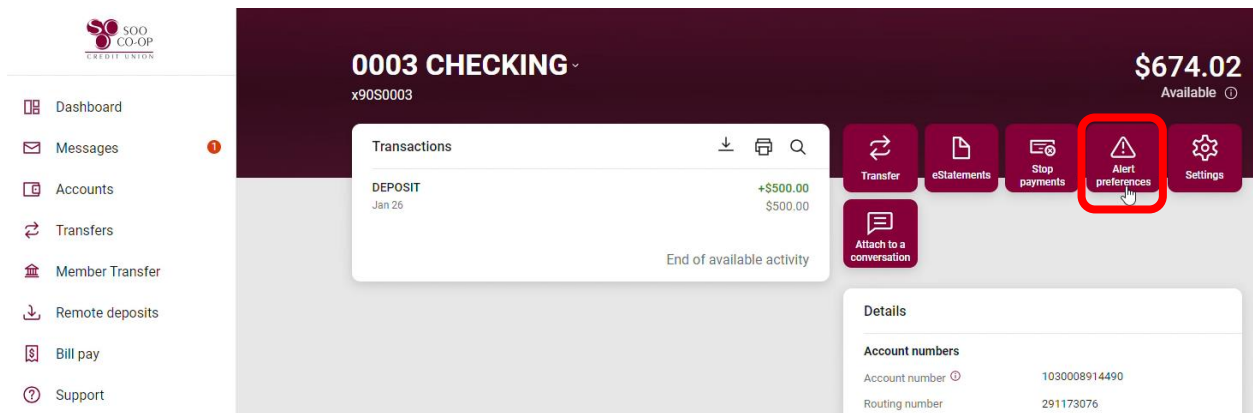
Creating, Editing, and Removing Online Banking eAlerts

eAlerts are created individually for each share.

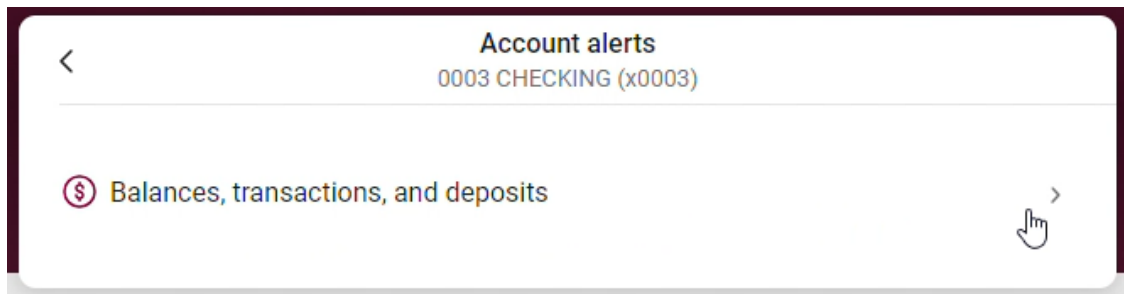
To begin, click the share you wish to add an alert to. *You will need to repeat this process for each share you wish to have alerts.*



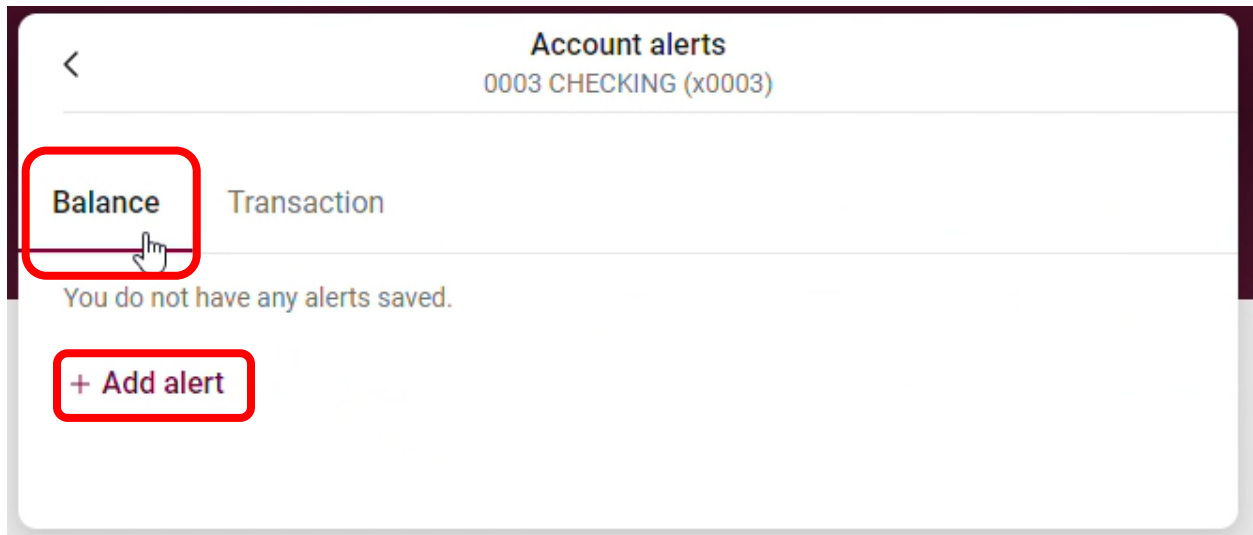
Select the **Alert Preferences** button.



Click on the Balances, transactions, and deposits option.

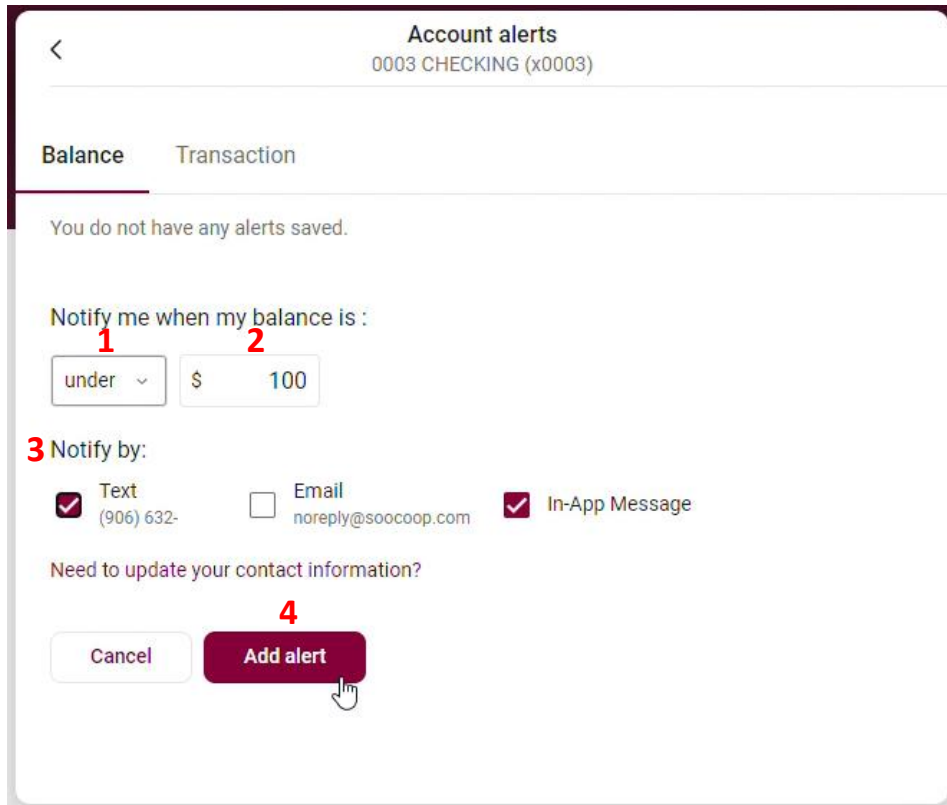


To create a **Balance Alert**, click balance and + Add Alert.



Under “Notify me when my balance is”:

- 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)
- And Add Alert. (4)



Account alerts
0003 CHECKING (x0003)

Balance Transaction

You do not have any alerts saved.

Notify me when my balance is :

1 under 2 \$ 100

3 Notify by:

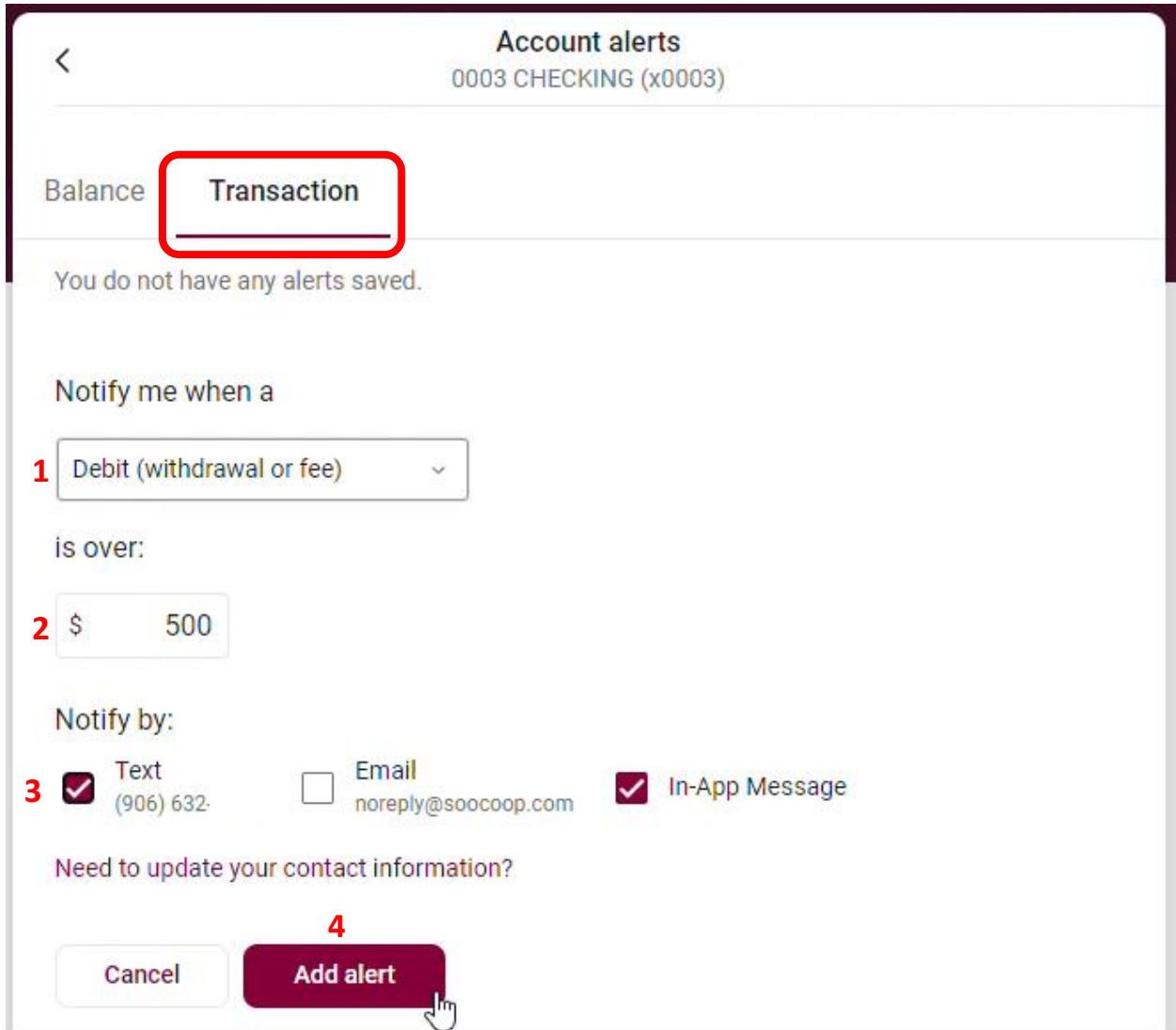
☒ Text (906) 632- ☐ Email noreply@soocoop.com ☒ In-App Message

Need to update your contact information?

4 Cancel Add alert

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)
- 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

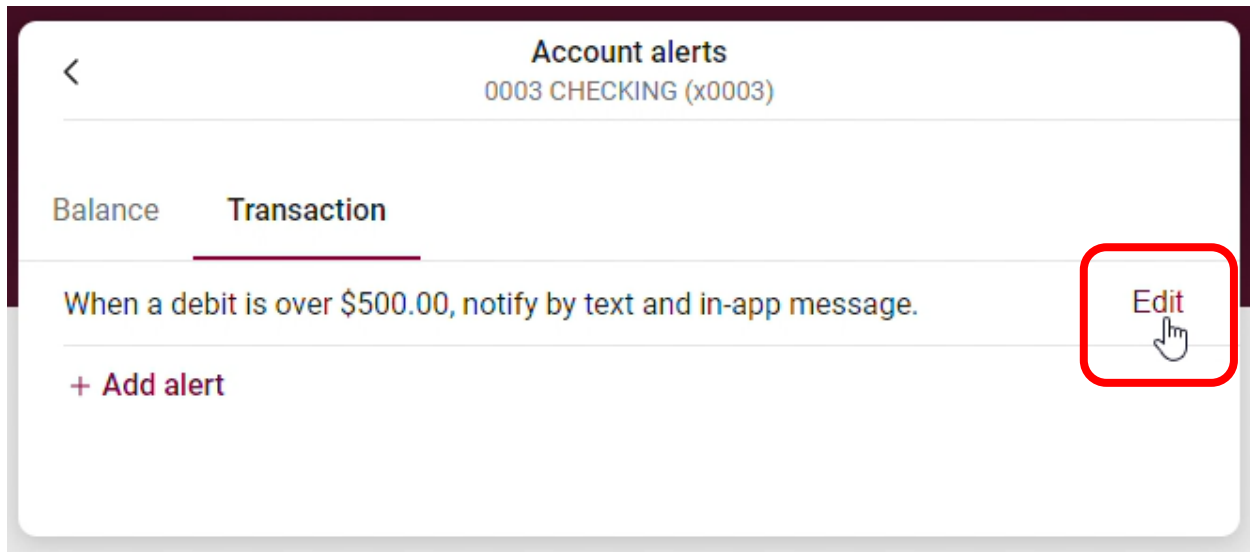
Notify by:

3 ☒ Text (906) 632- ☐ Email noreply@soocoop.com ☒ In-App Message

Need to update your contact information?

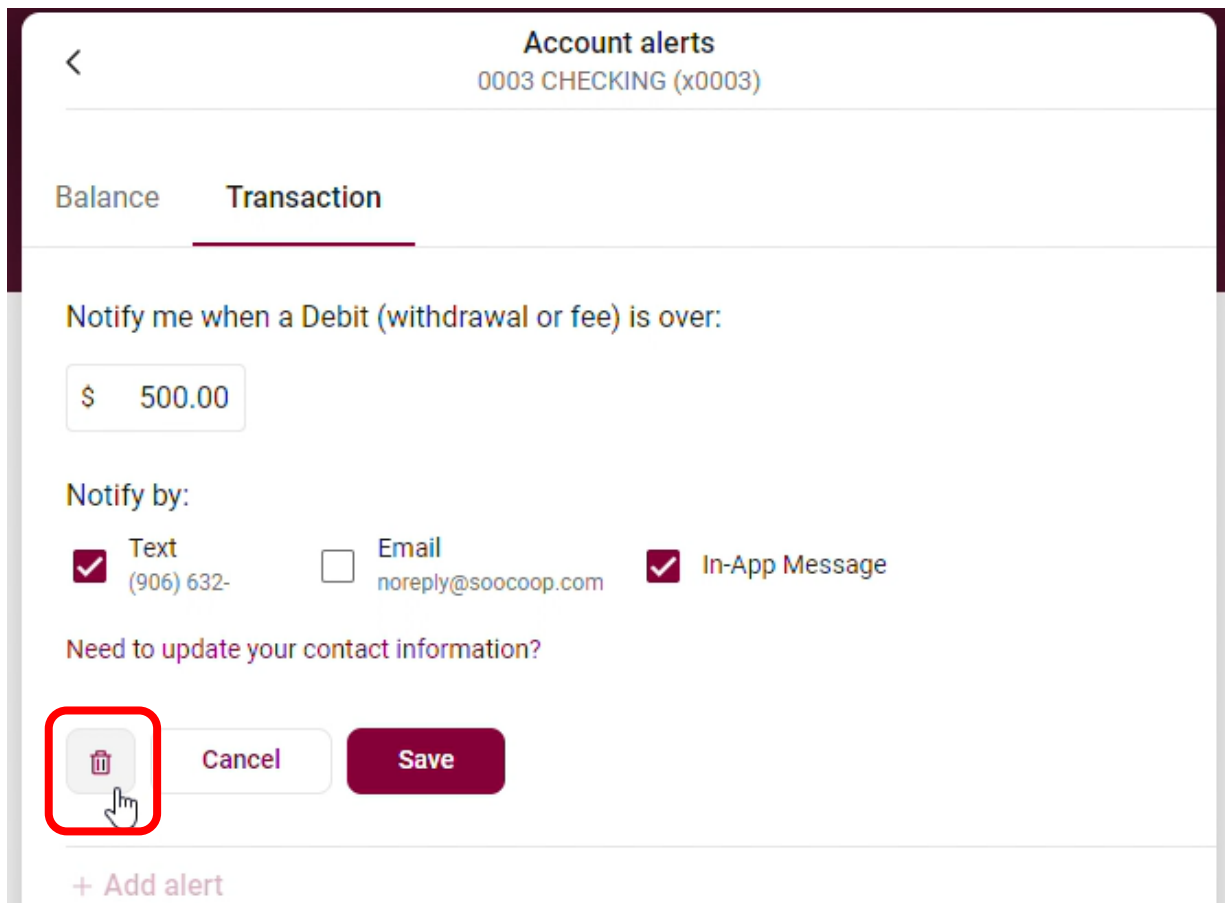
Cancel **Add alert**

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.

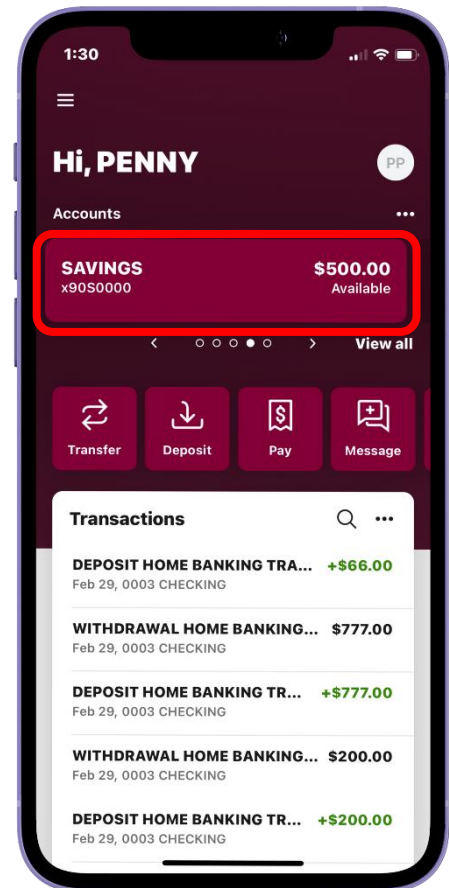


Creating, Editing, and Removing Mobile Banking eAlerts

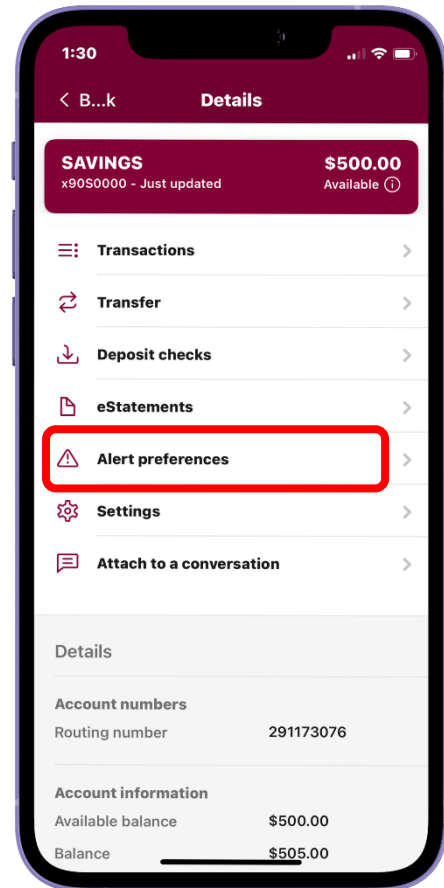
eAlerts are created individually for each share.

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

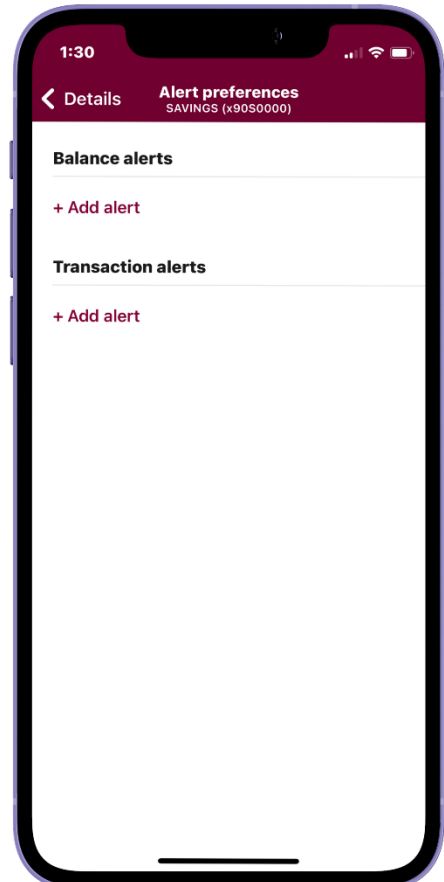
You will need to repeat this process for each share you wish to have alerts.



Select the **Alert Preferences** button.

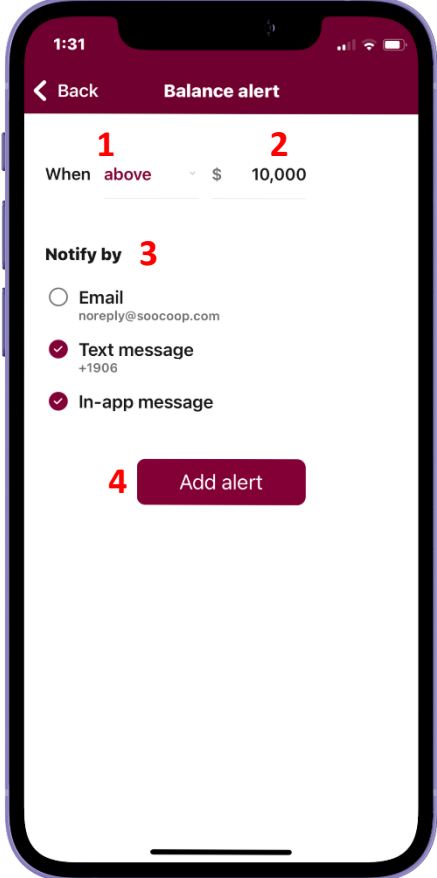


Choose to create an alert triggered by share **balance** or **transaction** amount.



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)
- And Add Alert. (4)



1:31

< Back Balance alert

1 When **above** 2 \$ 10,000

Notify by 3

☐ Email
noreply@soocoop.com

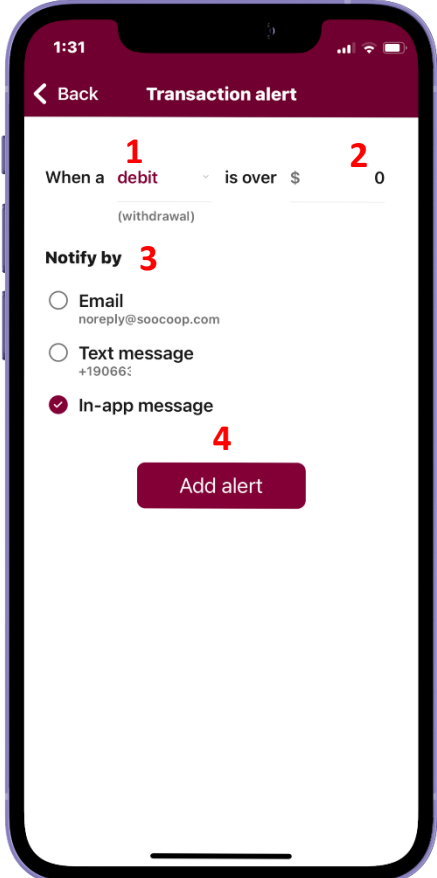
☒ Text message
+1906

☒ In-app message

4 Add alert

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)
- And Add Alert. (4)



1:31

< Back Transaction alert

1 When a **debit** 2 is over \$ 0

(withdrawal)

Notify by 3

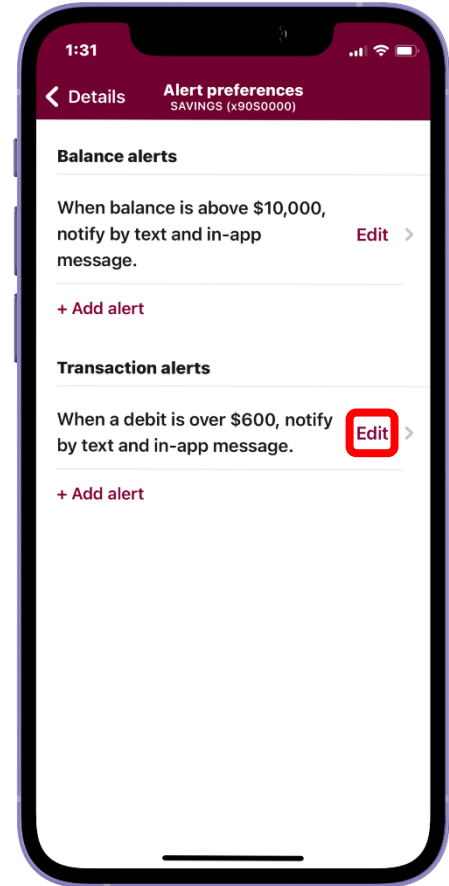
☐ Email
noreply@soocoop.com

☐ Text message
+190666

☒ In-app message

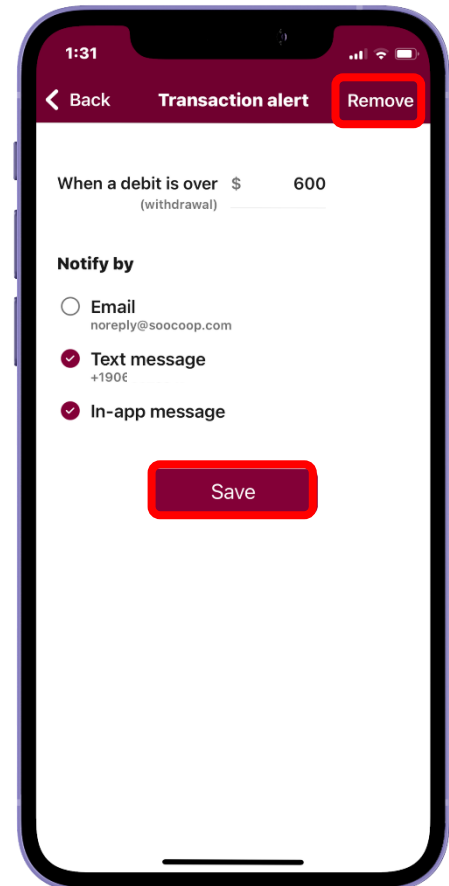
4 Add alert

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



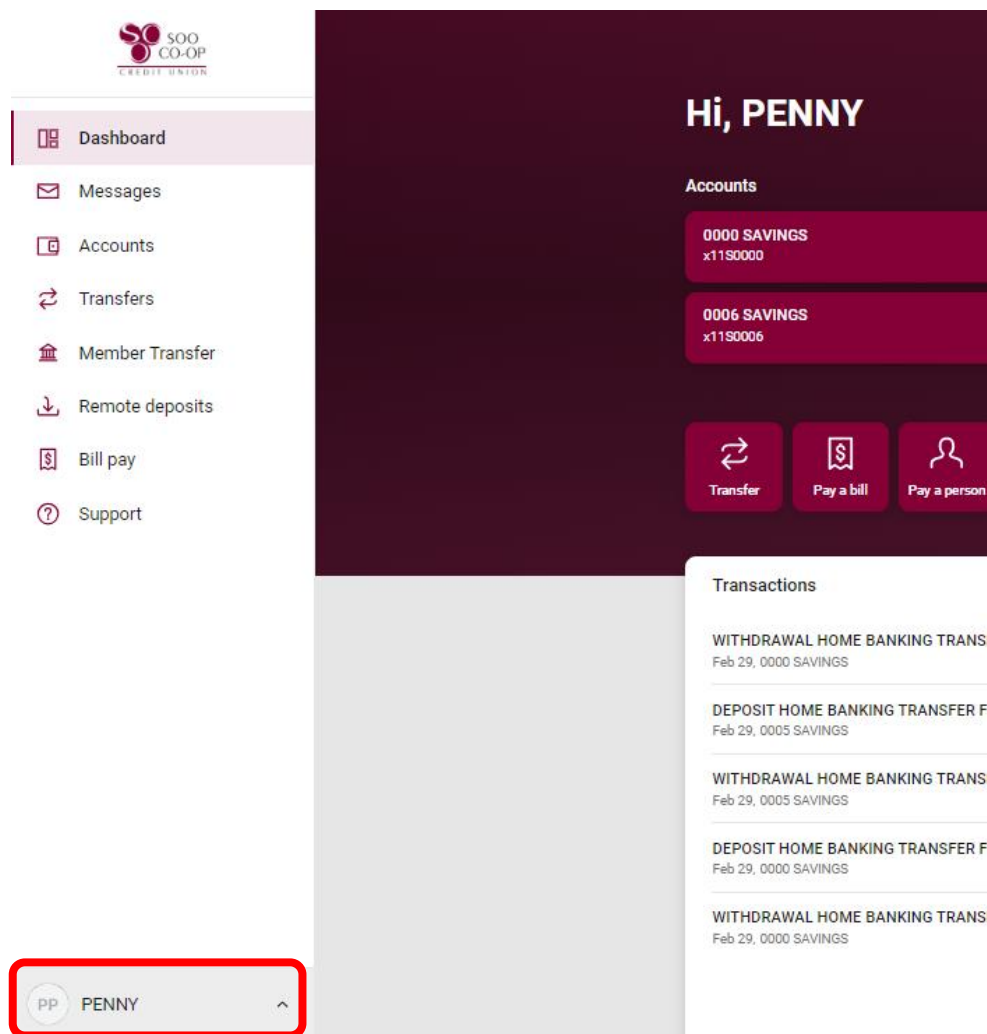
Make changes to your fields and **click save** if you wish to edit.

Click Remove if you wish to delete the alert.

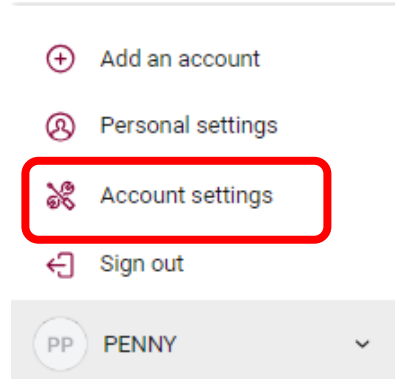


Online Banking User Alerts

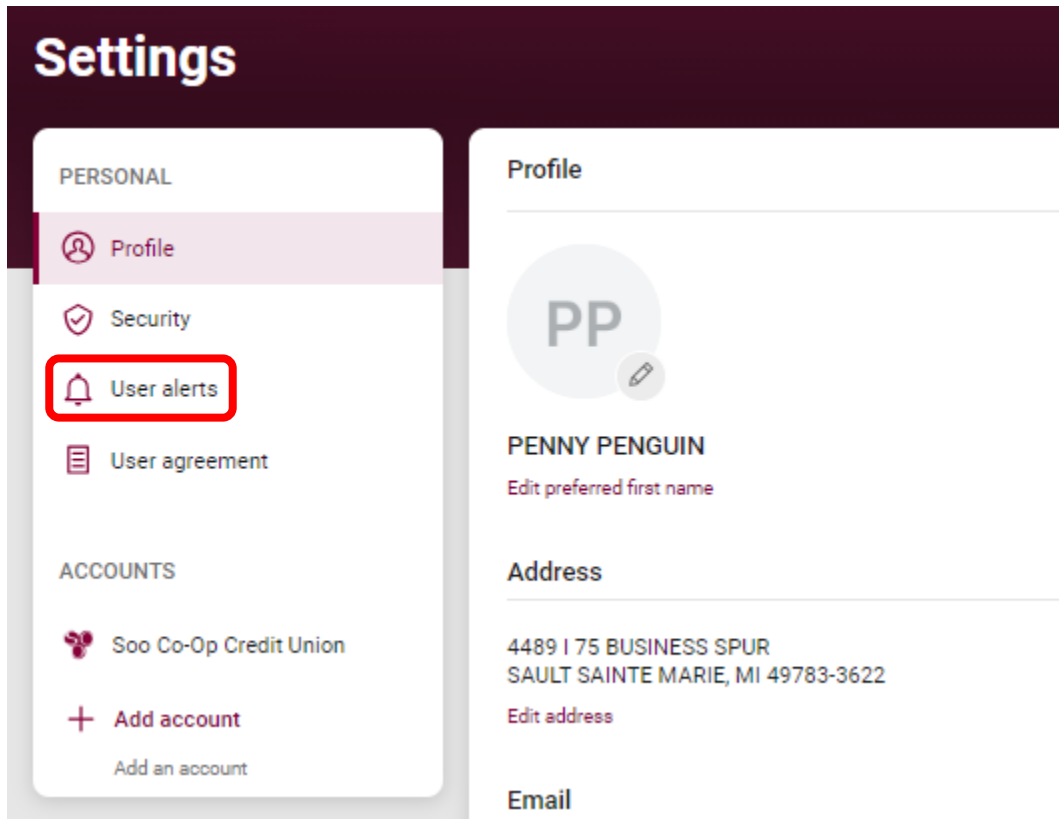
To edit your user alerts, click your **profile** in the bottom left corner.



Then click **Account settings**.

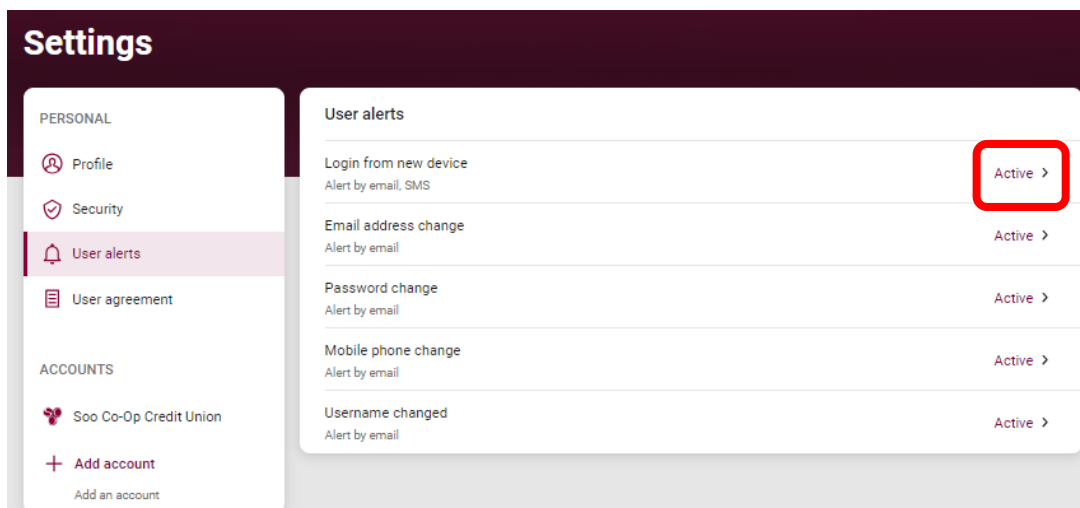


Next, click on the “User alerts” tab.



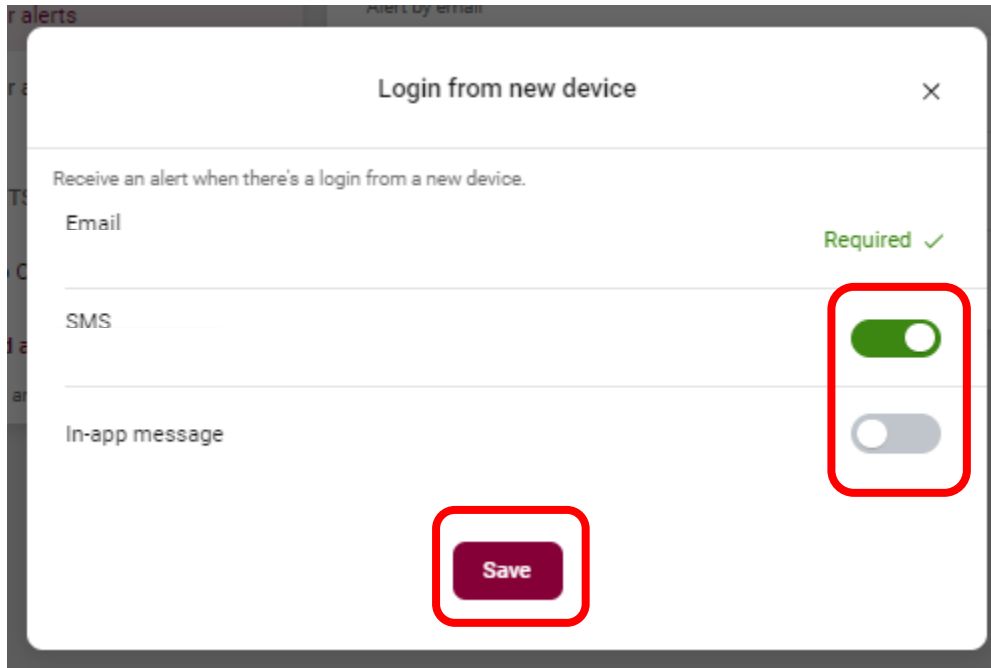
It is required that all accounts receive these alerts by email. However, you can set the alerts to notify you via SMS(text) and in-app message in addition to an email.

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



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

Finally, click **“Save.”**



Alerts

Alert by email

Login from new device

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

Email Required ✓

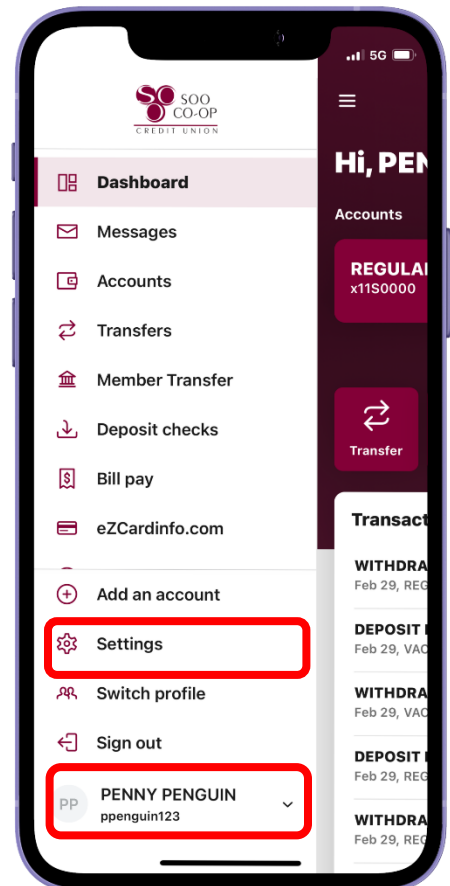
SMS

In-app message

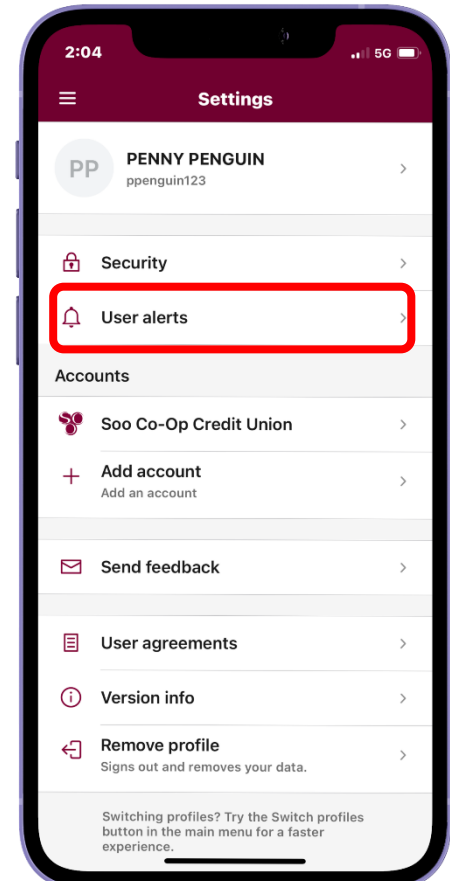
Save

Mobile Banking User Alerts

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



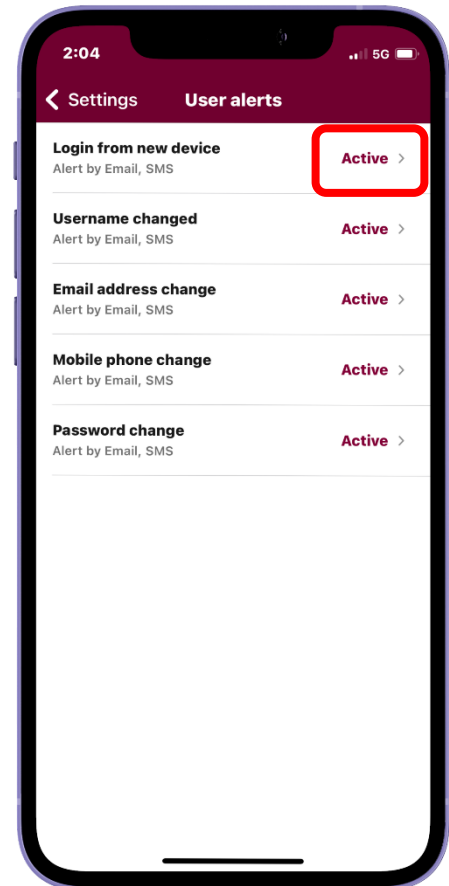
Click on the “User alerts” tab.



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.

Finally, click “**Save.**”

