

How To Set Up Alerts

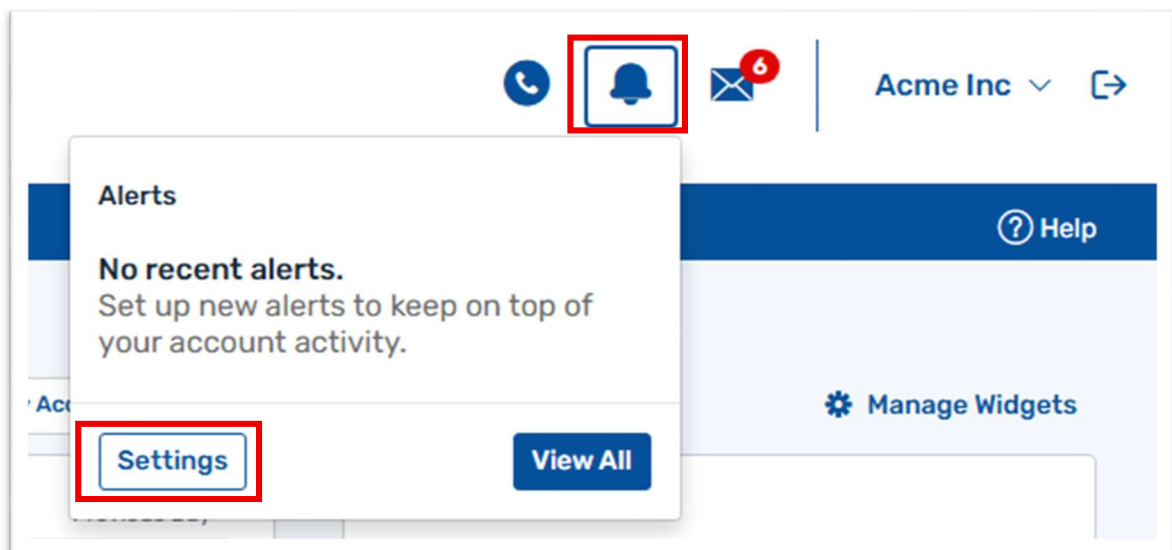
Overview

The Alerts feature allows you to easily monitor your online account activity, balances, online messages and account security by opting-in to receive automatic notifications. You can better manage your accounts by avoiding unnecessary service charges, ensuring transactions are processed, and monitoring unusual activity on your accounts.

The system provides three types of alerts:

- **Account Activity alerts** - Notification when specific types of activity have occurred on an account, or have exceeded thresholds that you have set.
- **Messaging alerts** - Notification when various types of messages are sent to your online inbox, or there has been a change to your online service privileges.
- **Security alerts** - Notification when security-related changes have been made, or when certain banking operations have completed - e.g., a bill payment has been made.

To get started, navigate to the bell icon and select **Settings**.



Notification Options

Select how you prefer to be notified. Primary and secondary email addresses and mobile phone numbers are available as your options. If you need to make changes, click **“I Want To”** then **“Change Contact Information”**.

Notify Me Alerts

The Notify Me Alerts feature allows you to receive email and text notifications of important account related, security related activities and messages. [Click here](#) for important information about managing your email and text alerts.

Contact Information for Alerts

Primary Email Address: [REDACTED]@gmail.com

Secondary Email Address: **Not Set**

Mobile Phone: [REDACTED] 1471

This mobile number is enrolled to receive text alerts. ⓘ

I want to ▾

Change Contact Information

Editing Account Activity Alerts

Account Activity alerts notify you of online account activity and balances. This feature allows you to actively monitor your account activity, and be notified of unusual activity on your accounts. Account activity alerts are sent at the end of the day.

For definitions of each alert, select **“Click here”** for a comprehensive list of alerts.

Under the **Account Activity Alerts** tab, you can establish alerts by selecting **“I want to”** in the upper right corner and select **“Edit Account Activity Alerts”**.

Account Activity Alerts

Messaging Alerts

Security Alerts

You can elect to be notified whenever any of the following activity occurs on the selected accounts. [Click here](#) for a definition of each alert.

Choose **“Edit Account Activity Alerts”** from the Actions menu on this header to set alerts and their delivery methods for one or more accounts. For more accounts choose **“Edit”** from the “I want to...” Actions menu located on the row with each alert type.

I want to ▾

Edit Account Activity Alerts

Alert History

Account Activity Alerts	# of Accounts Selected	Actions
with my balance	Not Set	I want to ▾
if account is overdrawn	Not Set	I want to ▾

Select which accounts you would like to set alerts for, or you can click **Check All** to select all accounts. Click **“Edit Alert on Selected Accounts”** and go through the list of alerts you would like to establish. Select either the **email address** or **phone number** you would like to receive the alert at.

Depending on the type of alert, you may have to enter in a dollar amount or a check number. (Example: Notify me when check(s) # clear, or Notify me when a deposit over \$_____ is made.).

Click **Submit** when you are done.

Notify Me Alerts

Accounts Selection

Select the account(s) for which you wish to edit the alerts and click the "Edit Alert on Selected Accounts" button. Click "Cancel" to return to the previous page.

Select	Account Name	Account Type	Account #
<input type="checkbox"/>	Test Checking	Checking	*00017
<input type="checkbox"/>	Checking	Checking	*71002

Check AllUncheck AllEdit Alert on Selected AccountsCancel

for deposits more than...

☐ [REDACTED]@gmail.com (Primary email)
☐ [REDACTED] 1471 (Mobile)

Notify me when a deposit over \$ is made
in account **Checking:*71002**

for transactions more than...

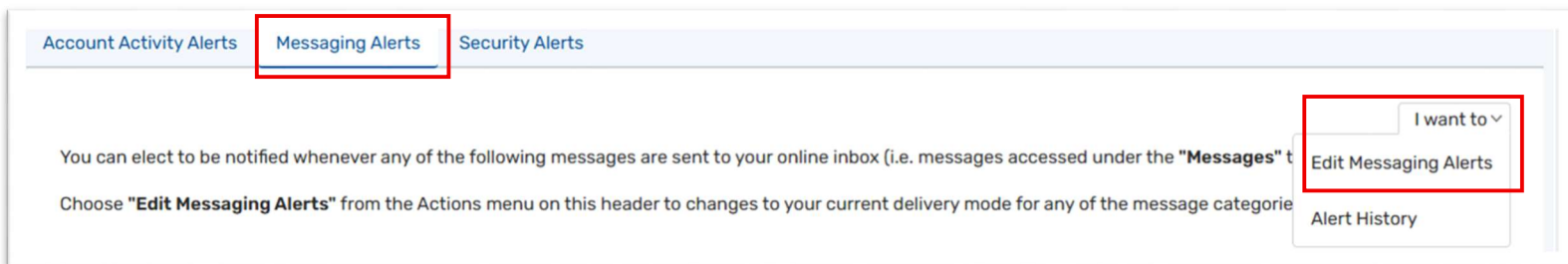
☐ [REDACTED]@gmail.com (Primary email)
☐ [REDACTED] 1471 (Mobile)

Notify me when a transaction over \$
clears the account **Checking:*71002**

Editing Messaging Alerts

The Messaging Alerts sub-tab on the Alerts page lists the system messaging alerts and their current delivery settings.

To start receiving an alert, change where an alert is sent, or stop receiving an alert, click **Edit Messaging Alerts** in the **I want to** menu for the **Messaging Alerts sub-tab**.



The Messaging Alerts page appears, listing the available messaging alerts, with check boxes for selecting where notifications of online messages can be sent.

Select or clear check box(es) of the appropriate delivery modes under **Current Delivery Mode** for the alert. Click **Save**.

Messaging Alerts

You can elect to be notified whenever any of the following messages are sent to your online inbox (i.e. messages accessed under the "Messages" tab). Select your preferences and click "Save" to process your request. Click "Cancel" to return to the previous page.

Notify Me When:	Current Delivery Mode:
Any new message is sent to my online inbox	<input type="checkbox"/> @gmail.com (Primary email) <input checked="" type="checkbox"/> 2317 (Mobile)
A secure message is sent to my online inbox	<input type="checkbox"/> @gmail.com (Primary email) <input checked="" type="checkbox"/> 2317 (Mobile)
A transaction-related message is sent to my online inbox	<input type="checkbox"/> @gmail.com (Primary email) <input checked="" type="checkbox"/> 2317 (Mobile)
A new online service privilege has been granted or removed	<input type="checkbox"/> @gmail.com (Primary email) <input checked="" type="checkbox"/> 2317 (Mobile)
A broadcast message is sent to my online inbox	<input type="checkbox"/> @gmail.com (Primary email) <input checked="" type="checkbox"/> 2317 (Mobile)
Advanced Transfers Summary is ready	<input type="checkbox"/> @gmail.com (Primary email) <input type="checkbox"/> 2317 (Mobile)

Editing Security Alerts

The Security Alerts sub-tab on the Alerts page lists the system security alerts and your current delivery settings. The alert "A security-related change is made" always appears. Other alerts may appear, depending on which Internet banking services you have.

To edit security alert settings or change where an alert is sent:

- Click **Edit Security Alerts** in the **I want to** menu of the Security Alerts sub-tab.

Account Activity Alerts Messaging Alerts **Security Alerts**

All mandatory Security alerts are delivered to your primary email address. You can also elect to be notified at a secondary email address and/or mobile phone number.

Choose "**Edit Security Alerts**" from the Actions menu on this header to make changes to your current delivery mode for any of the security alert categories below.

I want to ▾
Edit Security Alerts
Alert History

The **Security Alerts** page appears, with editing options for each alert. You can edit as many security alerts at a time as necessary. The changes take effect immediately.

- Adjust the time or dollar amount setting of the alert, if necessary.
- If you have established a secondary email address and/or a mobile phone number, you can select or clear its check box under **Current Delivery Mode** for any alert.

NOTE: With the exception of the "Login is successful" alert, for all security alerts your primary email address is always selected and cannot be cleared. Under **Current Delivery Mode**, you can only select additional delivery mode(s) to which security alerts will also be sent.

- Click **Save**.

Sub-User is added	<input checked="" type="checkbox"/> [Redacted]@gmail.com (Primary email)	<input type="checkbox"/> [Redacted] 2317 (Mobile)
Sub-User IP address restriction is changed	<input checked="" type="checkbox"/> [Redacted]@gmail.com (Primary email)	<input type="checkbox"/> [Redacted] 2317 (Mobile)
External transfer account is added	<input checked="" type="checkbox"/> [Redacted]@gmail.com (Primary email)	<input type="checkbox"/> [Redacted] 2317 (Mobile)
External transfer account is declined	<input checked="" type="checkbox"/> [Redacted]@gmail.com (Primary email)	<input type="checkbox"/> [Redacted] 2317 (Mobile)
External transfer account is removed	<input checked="" type="checkbox"/> [Redacted]@gmail.com (Primary email)	<input type="checkbox"/> [Redacted] 2317 (Mobile)

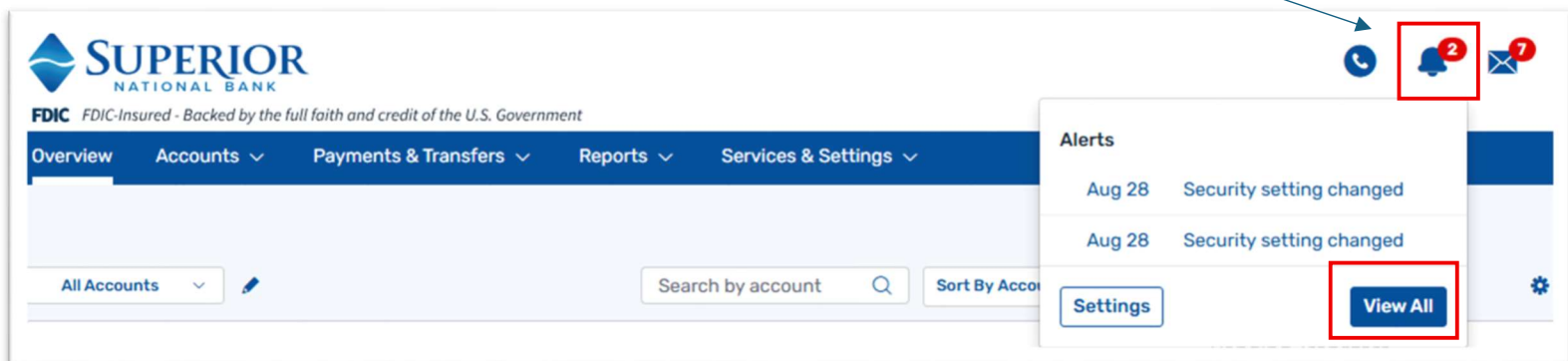
Save Cancel

Alert History

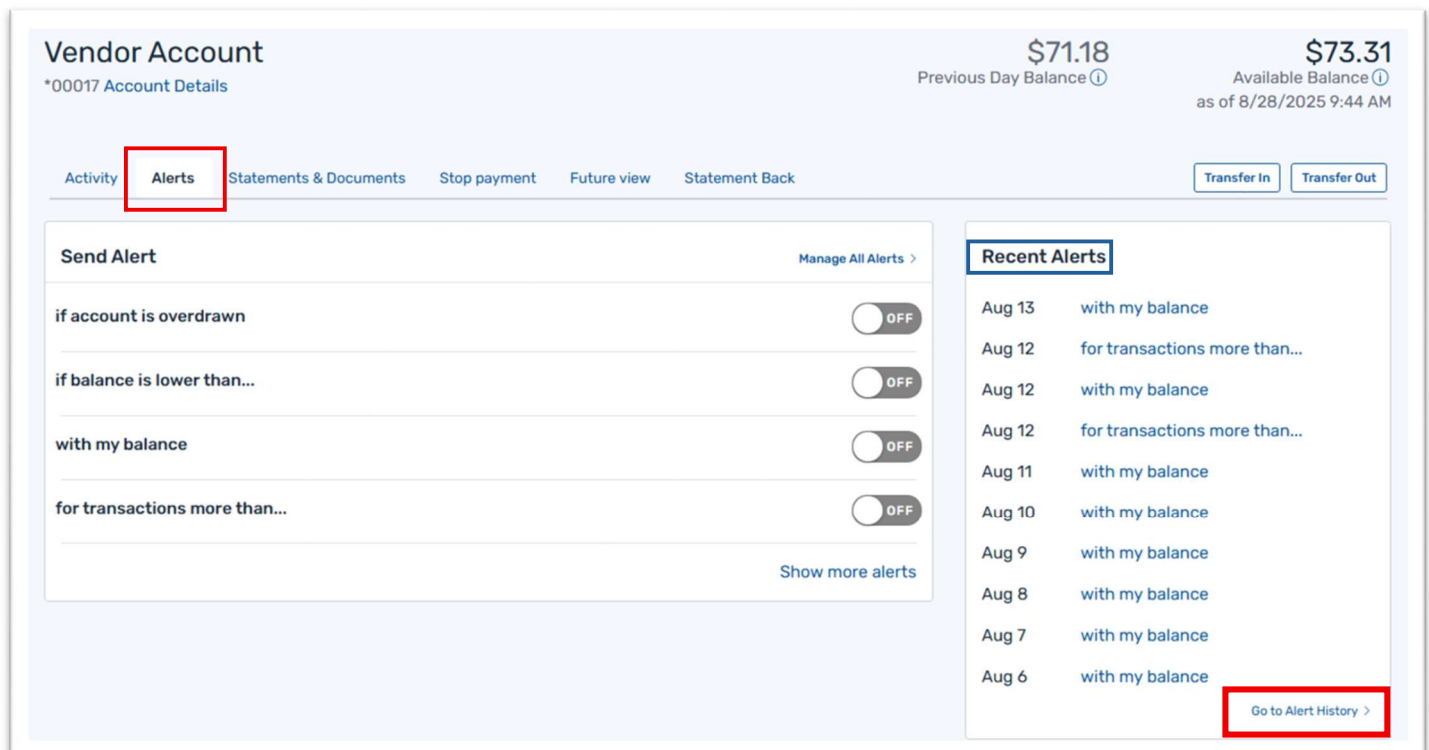
The Alert History page lists all the **Account Activity**, **Messaging**, and **Security Alerts** that have been sent to you within the last **30 days**. For each alert listed, the type of alert, the date and time it was sent, and where it was sent are given.

You can reach the **Alert History** page in various ways:

- From the Welcome Center at the top of the page, click the bell icon and click **View All**.



- From the **Alerts sub-tab** on the **Accounts page**, click **Go to Alert History** in the **Recent Alerts** section.



Alerts FAQs

Q: What is an alert?

A: An alert is a notification related to any of several different types of event within your Online Banking account that you can opt to receive. The system provides various types of alerts: Account Activity alerts, Messaging alerts, and Security alerts.

Q: How do I add an alert?

A: For an Account Activity, Messaging, or Security alert, you activate it by selecting one or more delivery modes that identify where the alert notifications should be sent. Do this using the edit options accessible from the Notify Me Alerts page sub-tabs.

Q: Can I receive alert notifications at a personal email address?

A: Yes. You can choose to receive email notification for any alerts at whatever address(es) you have entered for Primary email address and/or Secondary email address. When specific transaction- or service-related events occur, such as when Superior National Bank sends you a secure message, you receive the notification at your preferred address. Use the **Change Contact Information** option on either the Notify Me Alerts page or the Services & Settings page to set your email addresses.

Q: Can I receive alerts when I am not at my computer?

A: Yes. You can enter a mobile phone number along with primary and secondary email addresses. You can then enroll to receive alert notifications via text message to your mobile device.

Q: When are alerts sent?

A: By default, Messaging and Security alerts are sent immediately, as soon as the alert event occurs. Account Activity alerts are sent based upon when your institution completes daily processing.

Q: Can I turn off alerts?

A: Yes. You can choose to stop receiving alerts via particular delivery modes by adjusting the settings you have made for them. The majority of alerts can be stopped entirely by

deactivating them. Most Security alerts, however, are always sent at least to your primary email address.

Q: Do all alerts have to go to the same destination?

A: No. Alert delivery modes are primary email address, secondary email address, and (for institutions that offer text messaging) mobile device. You choose which alert notifications go where on an alert-by-alert basis.

Q: Why don't I see a way to set up alerts for text messaging?

A: If you do not see a way to select a mobile number as a destination for your alerts, then your institution does not offer the text messaging feature.