HOW-TO MANAGE ALERTS:

## MANAGE ACH, WIRE AND POSITIVE PAY ACTIVITY NOTIFICATION

With Online Banking, you have complete control over how and when you're notified about Cash Management activities. You can easily customize your alerts to be delivered by email, SMS, or in-app message, so you always stay informed in the way that works best for you.

> ℹ **COMING MARCH 16:** ALL CASH MANAGEMENT ALERTS WILL BE MANAGED DIRECTLY WITHIN ONLINE BANKING.
> Please use the alert settings in Online Banking for managing your notifications, rather than any previous alert management tools you may have used in the past, even if those options are still visible.
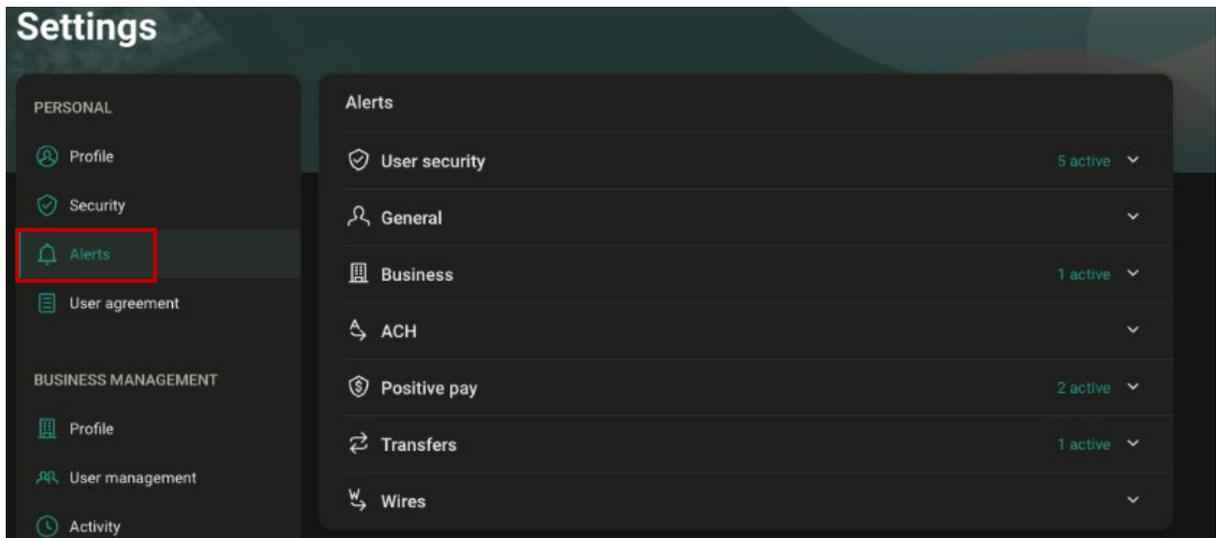
STEP 1: OPEN SETTINGS

Log in to Online Banking

1. From your **Dashboard,** click on the profile icon in the upper right hand of the screen.

2. A drop-down menu will appear.

3. Select **Settings**.
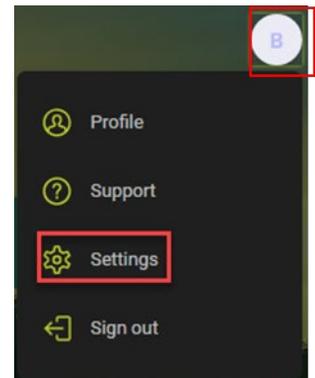
STEP 2: GO TO ALERTS

1. From the **Settings** menu, click **Alerts**.

2. The Alerts menu displays the available alert categories that you can manage individually.

STEP 3: CHOOSE HOW YOU RECEIVE ALERTS

Each alert category allows you to choose **how you want to receive notifications**. For every alert, you can select one or more of the following options:
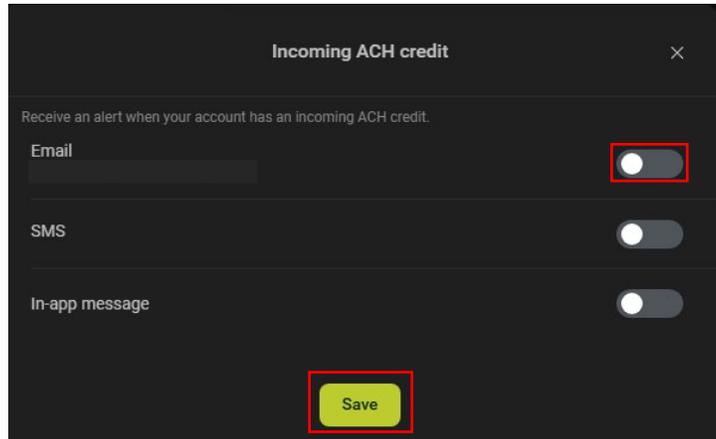
- **Email**
- **SMS**
- **In-app message**

Under the alert category, select the alert action you would like to change by clicking on the carrot. If the alerts are currently active, instead of just an arrow, you will see the "Active" Status to the right.
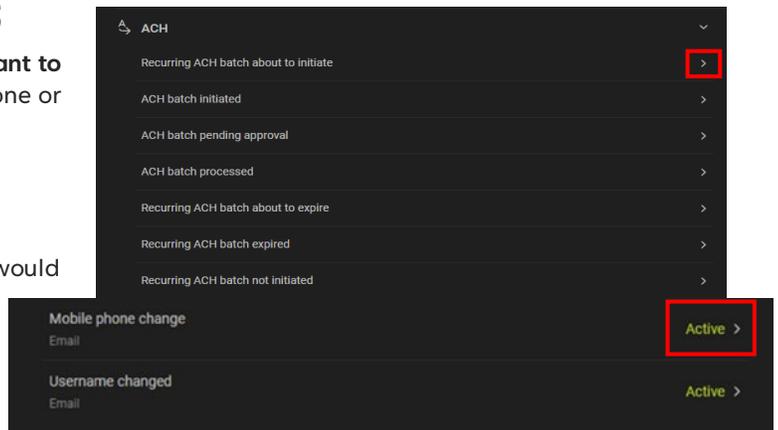
A screen will pop up with your alert type options. Toggle on/off your selection(s) and then click save.

Your selections are saved by alert type, giving you full control over which notifications you receive and how often.
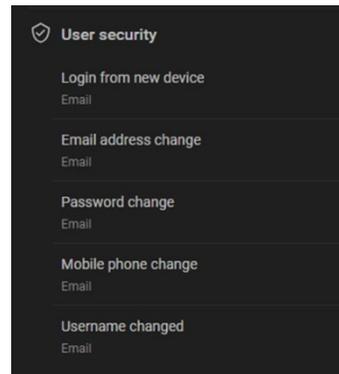
ALERT CATEGORIES

User Security Alerts

Manage notifications related to **user security activity** on your account.

Security alerts include:

- Login from a new device
- Email address changes
- Password changes
- Mobile phone number changes
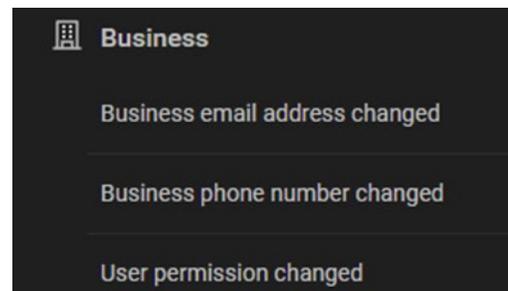- Username change

Business Alerts

Manage notifications related to **business activity**. Business Alerts notify you about **changes to business-related account information**.
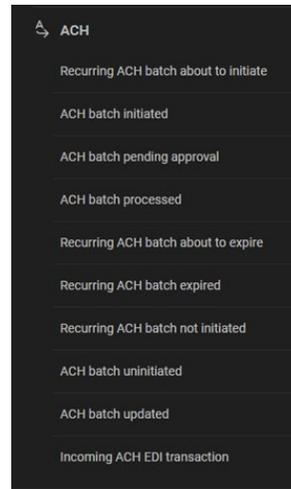
Business alerts include:

- Business email address changes
- Business phone number changes
- User permission changes

ACH Alerts

Manage ACH Alerts to stay updated on **ACH activity**. Alerts include:

- Incoming ACH credits
- ACH batch initiation, processing, and approval status
- Recurring ACH batch status and expiration
- Incoming ACH EDI transaction

Positive Pay Alerts

Manage notifications related to **Positive Pay activity**. Positive Pay Alerts notify you about **Positive Pay-related activity**. Receive notifications for:

- ACH and check exceptions
- Positive Pay review deadlines
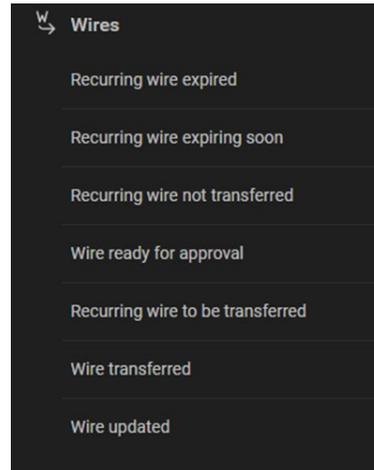- Unmatched reconciliation items
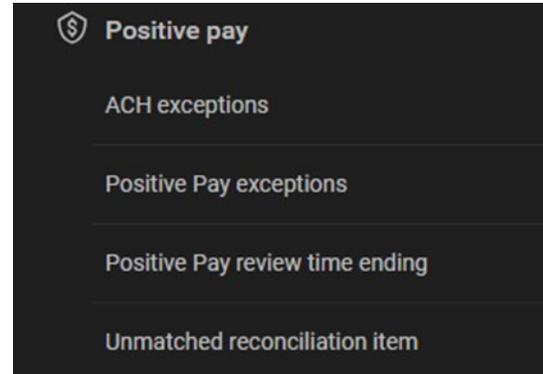
Wire Alerts

Manage notifications related to **wire transfer activity**.

Monitor wire transfer activity such as:

- Wires ready for approval
- Wire transfers completed or updated
- Recurring wire status and expiration

NEED HELP?

If you have questions or need assistance setting up alerts, please contact your Customer Support team.

ℹ You can customize **each alert category separately**, so you only receive the notifications that matter most to you.