



## Direct Alerts

How to Sign Up:

### Internet Online Banking Instructions:

1. Log into Online Banking from our homepage.
2. Navigate to the Messages and Alerts tab and click on "Get Started Today" to display the Mobile Alerts page. Choose Add Contacts.
3. You will be asked to accept the Alerts Agreement before you can complete your registration.
4. From here, add an email contact, phone contact (or both!) and follow the instructions received in the confirmation email or text.
5. Next, select account nicknames and choose which alerts you'd like to receive.
6. Ensure the check box beside the contact (email address and/or mobile phone) to receive the alert has been checked by choosing Manage Alerts and selecting the alerts you wish to receive. Click Submit.
7. You're all set!

### Mobile App Instructions:

1. Log into your Raymore CU App.
2. Swipe to the left and choose the "Alerts" icon.
3. From the "Manage Alert Contacts", you can add an email contact, phone contact (or both!) and follow the instructions received in the confirmation email or text.
4. Ensure the check box beside the contact (email address and/or mobile phone) to receive the alert has been checked by choosing Manage Alerts and selecting the alerts you wish to receive. Click Save.
5. Repeat for each Alert.
6. Done!

### Managing Your Alerts Service

In addition to receiving your **Alerts** via email or text, you can review the last 30 days of **Alerts** History in Internet Banking – just click on the **Alerts** history link on the **Alerts** page.

You can also manage your alerts by editing the contact information, account nicknames or by choosing different alerts to be received. You can access all of these functions from the **Manage Alerts** tab.



## **Frequently Asked Questions:**

1. **What are Alerts and why should I sign up?**

Raymore Credit Union Direct **Alerts** make it easy to keep track of any changes that occur with Internet Banking – for example, if you sign up to receive an alert if your PAC is changed, you will receive a text or email if the Internet Banking system detects that change. If you receive an alert but did not perform a change in Internet Banking, this may be a sign of fraudulent activity. Contact your credit union immediately and we can address your concerns and take appropriate action.

2. **What are the fees for using Raymore Credit Union Alerts?**

There is no charge to members for receiving alerts from Raymore Credit Union. However, your Mobile Service Provider may charge you for receiving text messages or for data usage. Members are advised to check with their provider for details.

3. **Are Alerts safe?**

Personal information is not transmitted in a Direct **Alerts** text message or email. Accounts are identified by nickname only – no account numbers, balances or identifying details are visible. Also remember – Raymore Credit Union will never ask you to provide personal information over email or text.

4. **Which Mobile Service Carriers support Alerts?**

Currently, this feature is supported by Telus, Rogers, Fido, Bell, MTS, Virgin, Sasktel, Koodoo, Solo and PC Mobile.

5. **What happens if I change my mobile device number?**

Sign into Internet Banking and edit your **Alerts** Contact information to include your new mobile number.

*NOTE:* If a user adds a new contact to an active alert at a later date they must EDIT the alert and check the appropriate contact box. If this box is not checked the new contact will not receive an email or text alert.

6. **I want to add or change my email address?**

Sign into Internet Banking and edit your Alerts Contact information to include or change the email address.

*NOTE:* Each time a contact is added or modified you must EDIT all of the active alerts and check the appropriate contact box. If this box is not checked the new contact will not receive an email or text alert.

7. **What happens if I lose my mobile device?**

Contact your service provider to suspend your service. Then, sign in to Raymore Credit Union Internet Banking to deactivate the alerts being sent to your device.

