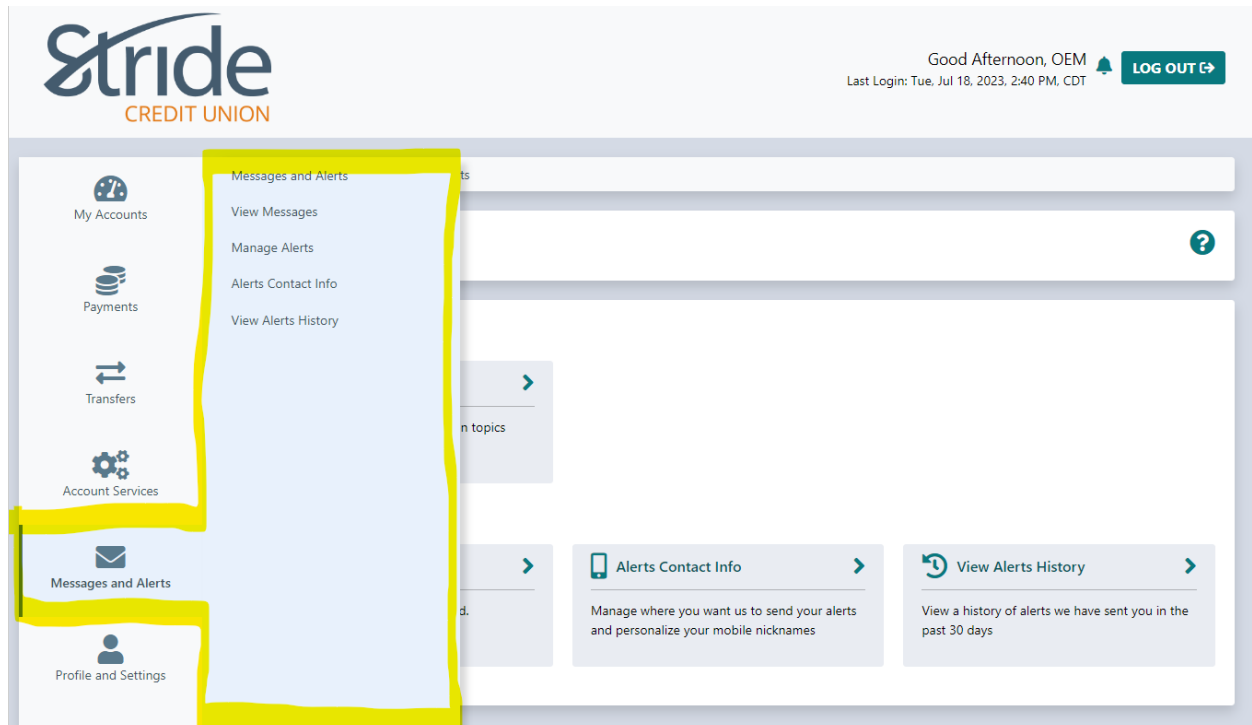




## Messages and Alerts

Messages and Alerts help you stay informed on topics concerning your account. Here we can view, set-up, and manage contact information for our notification alerts to stay informed and view history for peace of mind.



## Message and Alerts > Message and Alerts

- Brings you to the Message and Alerts Home Page, where you have options to View Messages, Manage Alerts, Alert Contact info and View Alert History.

The screenshot shows the Stride Credit Union Online Banking interface. The top header includes the Stride Credit Union logo on the left, the user's name "Good Afternoon, OEM" and last login "Tue, Jul 18, 2023, 2:40 PM, CDT" in the center, and a "LOG OUT" button on the right. A left sidebar contains navigation links: "My Accounts", "Payments", "Transfers", "Account Services", "Messages and Alerts" (highlighted), and "Profile and Settings". The main content area is titled "Messages and Alerts" with a help icon. It is divided into two sections: "Messages" and "Alerts". The "Messages" section features a "View Messages" button and a description: "Messages help you stay informed on topics concerning your account." The "Alerts" section contains three options: "Manage Alerts" (with a description "Manage your alerts to stay informed."), "Alerts Contact Info" (with a description "Manage where you want us to send your alerts and personalize your mobile nicknames"), and "View Alerts History" (with a description "View a history of alerts we have sent you in the past 30 days").

Stride  
CREDIT UNION

Good Afternoon, OEM  
Last Login: Tue, Jul 18, 2023, 2:40 PM, CDT [LOG OUT](#)

Online Banking > Messages and Alerts

### Messages and Alerts

#### Messages

[View Messages](#)

Messages help you stay informed on topics concerning your account.

#### Alerts

[Manage Alerts](#)

Manage your alerts to stay informed.

[Alerts Contact Info](#)

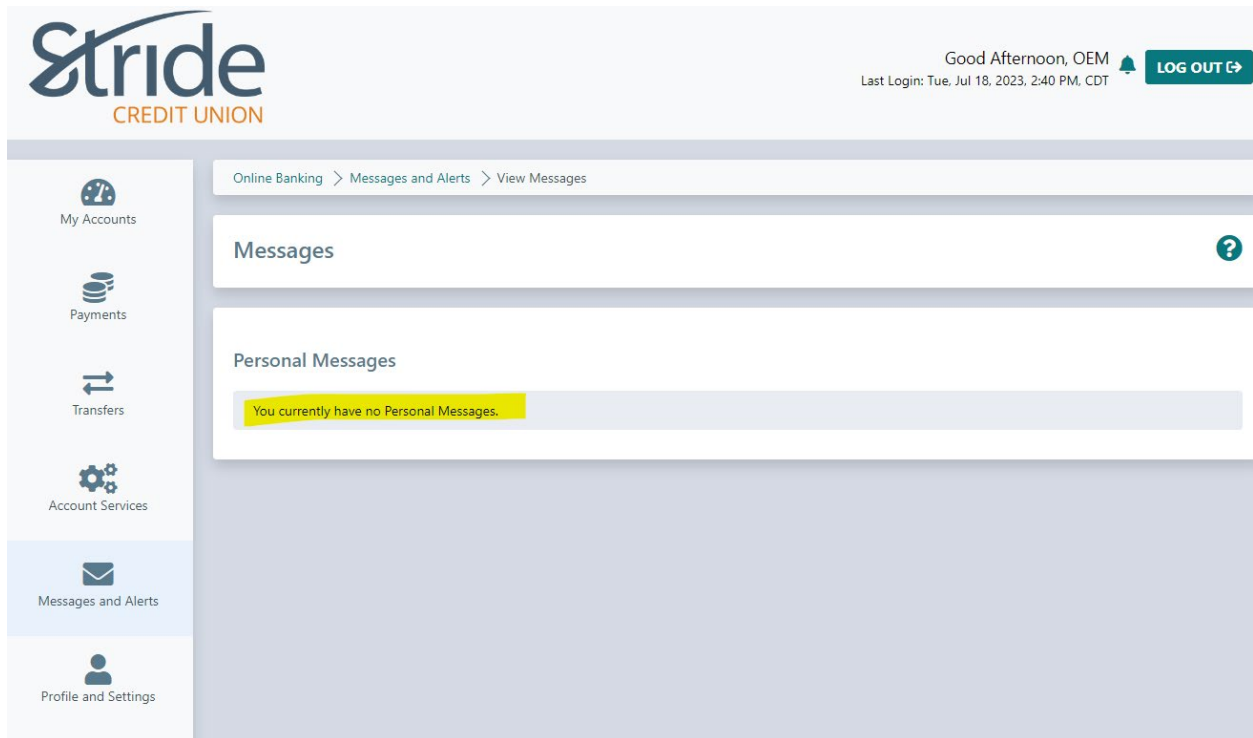
Manage where you want us to send your alerts and personalize your mobile nicknames

[View Alerts History](#)

View a history of alerts we have sent you in the past 30 days

## Messages and Alerts > Messages and Alerts > View Messages

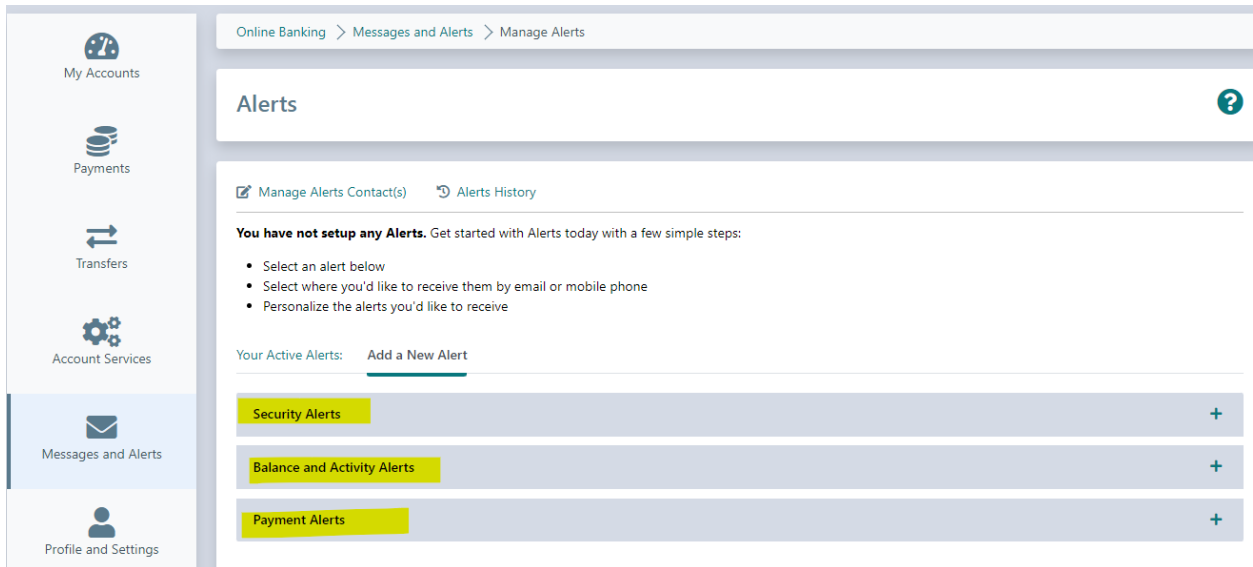
If there are any general messages or notifications, they would be viewable here.



## Messages and Alerts > Messages and Alerts > Manage Alerts

Here we can personalize the notification alerts you'd like to receive and how you'd like to receive them, whether through email or mobile phone. We offer three types of alerts via Security, Balance and Activity, and Payment alerts.

- To Add a New Alert, select the Add a New Alert button (above) next to Your Active Alerts. This will pull up the Security, Balance and Activity, and Payment Alert options (below).



## Messages and Alerts > Messages and Alerts > Manage Alerts

Continued

\*\*\*All alerts are for the purpose of self-verification. If you receive an alert that you aren't sure of, it's the member's responsibility to verify or reach out to your local branch\*\*\*

### - Security Alerts

- **New Payee Added (Recommended)** – Alert me when a new bill payee has been added.
- **Personal Access Code (PAC) Changed (Recommended)** – Alert me when my personal access code (PAC) has changed.
- **Online Banking Locked Out – Incorrect Response to Login Verification** – Alert me when my online banking has been locked out after the maximum failed attempts (3) to verify my identity after login.
- **Online Login (Recommended)** – Alert me when an online login has occurred.

### - Balance and Activity Alerts – you can select all accounts or individual accounts and select the frequency in which they come.

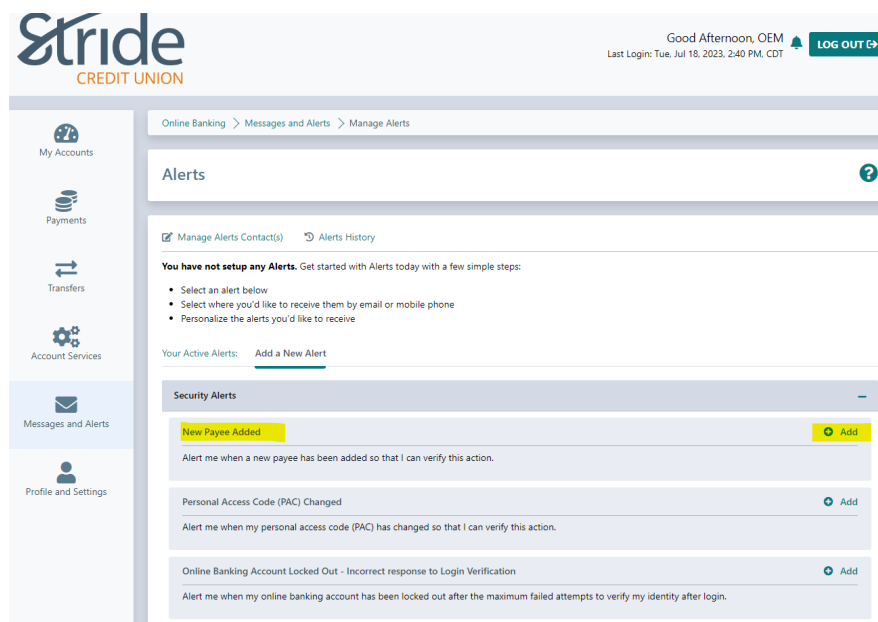
- **Balance Report** – Alert me of my balance daily, weekly, or monthly.
- **Generic Balance Report** – Alert me of my balance daily, weekly, or monthly.
- **Low Balance** – Alert me when my balance is below an amount I specify.
- **Deposit** – Alert me when a deposit has been made to my account.
- **Withdrawal** – Alert me when a withdrawal has been made from account.

- **Interac e-Transfer contact added (Recommended)** – Alert me when an Interac e-Transfer contact has been added.
- **ATM Balance Inquiry** - Alert me when an inquiry has been made on my balance at an ATM.
- **Payment Alerts – can select all accounts or individual accounts**
  - **Scheduled Payment or Transfer May Fail** – Alert me when a scheduled payment or transfer may fail as a result of insufficient funds.
  - **Insufficient Funds** – Alert me when an account is overdrawn or a LOC has been overextended.
  - **Scheduled Payment Failed** – Alert me when a scheduled payment has failed.
  - **Scheduled Transfer Failed** – Alert me when a scheduled transfer has failed.

## Messages and Alerts > Messages and Alerts > Manage Alerts

Continued

Select the Alert you want to add. In our example, we are adding the new Payee Added Alert.



- When you are ready, select +Add (above) and you will be taken to the Create Alert page (below).
- Select how you'd like to receive notification. Options are:
  - By Email
  - By Mobile Phone

- Select Submit. You will be taken to the Alerts home page, and your new Alert will be viewable at the bottom of your screen (Shown on next page).

The screenshot shows the 'Create Alert' page in the Stride Credit Union online banking interface. The top navigation bar includes the Stride logo, a greeting 'Good Afternoon, OEM', the last login time 'Tue, Jul 18, 2023, 2:40 PM, CDT', and a 'LOG OUT' button. The left sidebar contains icons for 'My Accounts', 'Payments', 'Transfers', 'Account Services', 'Messages and Alerts' (which is highlighted), and 'Profile and Settings'. The main content area has a breadcrumb trail 'Online Banking > Messages and Alerts > Manage Alerts' and a 'Create Alert' header with a help icon. Below the header are two tabs: 'Manage Alerts Contact(s)' (selected) and 'Alerts History'. The 'Alert: New Payee Added' section prompts the user to 'Send me an alert...' and 'Add new email'. Under 'By email:', the email 'member@stride.ca' is entered. There are options to 'Add new mobile phone' and a note 'By text: no mobile phones configured'. A confirmation message states: 'When: a new payee has been added so that I can verify this action.' At the bottom are 'Cancel' and 'Submit' buttons.

## Messages and Alerts > Messages and Alerts > Manage Alerts

Continued

To edit/delete a created alert, from the Manage Alerts home page, select the vertical ellipsis and select either Edit or Delete.

You will be asked to update the information and confirm, or if deleting, to confirm you want to delete.

The screenshot shows the 'Alerts' page in the Stride Credit Union online banking interface. The top navigation bar is identical to the previous screenshot. The left sidebar is also identical, with 'Messages and Alerts' highlighted. The main content area has a breadcrumb trail 'Online Banking > Messages and Alerts > Manage Alerts' and an 'Alerts' header with a help icon. Below the header are two tabs: 'Manage Alerts Contact(s)' (selected) and 'Alerts History'. A section titled 'It's easy to manage alerts:' provides instructions: 'Select an alert below', 'Select where you'd like to receive them by email or mobile phone', and 'Personalize the alerts you'd like to receive'. A note states: 'Note that we will never ask for your account number, passwords or sensitive information in any of our alerts to you.' Below this is a section 'Your Active Alerts:' with a link 'Add a New Alert'. A table lists active alerts. The first alert is 'New Payee Added' with the description 'Alert me when a new payee has been added so that I can verify this action. This alert is active.' and 'Send Alerts to: email to member@stride.ca'. To the right of the alert is a vertical ellipsis menu with 'Edit' and 'Delete' options. The 'When:' column for this alert shows 'a new payee has been added so that I can verify this action.'







\*\*\*Log-in alerts DO NOT indicate who/which account logged in, it will just indicate that someone has logged into your Stride Credit Union online banking and to verify.

### **Messages and Alerts > Messages and Alerts > Alerts Contact Info**

Here we can update contact info should email or mobile phone numbers change.

We can also help identify accounts within the notification by selecting 'Edit Nickname'



  
My Accounts
   
Payments
   
Transfers
   
Account Services
   
Messages and Alerts
   
Profile and Settings

Online Banking > Messages and Alerts > Alerts Contact Info

## Alerts Contacts & Mobile Nicknames

**Alerts Contact(s):** Manage your Alerts Contact(s), which can be your email or mobile phone number. You can add, delete, and even disable a contact temporarily. Note that we will only use the contacts below to send you alerts. To send an alert to the contact(s) below, please visit the Manage Alerts page and select a contact for that alert.

**Mobile Nicknames:** By default, your accounts are given short mobile nicknames to make it easy to identify them. Mobile account nicknames help keep your information secure by eliminating the need to display your account number(s). To change your nicknames, click the **Edit Nicknames** button below.

[Add Email](#)
[Add Mobile Phone](#)

### Manage my Alerts Contacts

Contact	Carrier	Status	Action
member@stride.ca		Enabled	<a href="#">Disable</a> <a href="#">Delete</a>

[Edit Nicknames](#)

### Manage My Mobile Nicknames

Account	Mobile Nickname
Cottage Chequing 00102	CH02
Regular Chequing 00101	CH01
Cottage Savings 00203	SV03
Regular Savings 00202	SV02

- Add Email - Add email address for notification alerts.
- Add Mobile Phone – Add mobile phone to receive notification alerts.

## Messages and Alerts > Messages and Alerts > Alerts Contact Info Continued...

- Edit Nicknames - By default, your accounts are given short mobile nicknames to make it easy to identify them (CH01, CH02, SV01, LN03, etc). Mobile nicknames

help keep your information secure by eliminating the need to display your account numbers.

The screenshot shows the Stride Credit Union online banking interface. The top header includes the Stride Credit Union logo, a greeting 'Good Afternoon, OEM', the last login time 'Last Login: Tue, Jul 18, 2023, 4:23 PM, CDT', and a 'LOG OUT' button. The left sidebar contains navigation links: My Accounts, Payments, Transfers, Account Services, Messages and Alerts (highlighted), and Profile and Settings. The main content area is titled 'Mobile Nicknames' and includes a help icon. Below the title, a paragraph explains that mobile nicknames help keep information secure by eliminating the need to display account numbers. The 'Manage My Mobile Nicknames' section features a table with columns for 'Account' and 'Mobile Nickname'. The table lists four accounts: Cottage Chequing 00102 (with a 'SAND' nickname), Regular Chequing 00101 (with a 'CHQ' nickname), Cottage Savings 00203 (with a 'SAVE' nickname), and Regular Savings 00202 (with a 'HOME' nickname). Below the table, there is a 'Personalize later' button and a 'Submit' button.

Account	Mobile Nickname
Cottage Chequing 00102	SAND
Regular Chequing 00101	CHQ
Cottage Savings 00203	SAVE
Regular Savings 00202	HOME


- Now, when you receive a notification for a Balance or Payment Alert, it will refer to the account as you've indicated, it will no longer show up as CH01 or CH02 (unless that's what you've given, or you've left as is). In our email example below, we have changed our nicknames to SAND and CHQ from CH02 & CH01

Actual balance on account XXXXXXXX8834 sub 102 SAND is below \$200.00. Your balance is -\$17.00.

Actual balance on account XXXXXXXX8644 sub 101 CHQ is below \$200.00. Your balance is \$15.00.

**Messages and Alerts > Messages and Alerts > View Alerts History**

Any alerts you've received within the past 30 days will be housed here. Information will include the date, where it was sent (email address or mobile phone #) and the message that was sent.



Good Afternoon, OEM  
Last Login: Tue, Jul 18, 2023, 3:22 PM, CDT

LOG OUT

My Accounts

Payments

Transfers

Account Services

Messages and Alerts

Profile and Settings

Online Banking > Messages and Alerts > View Alerts History

Alerts History

Your Alerts History lists the alerts we have sent you in the past 30 days.

Edit Contacts

Edit Alerts

History of This Month's Alerts

Date	Sent To	Message
No alerts sent for this period.		