

Event Manager

User Guide

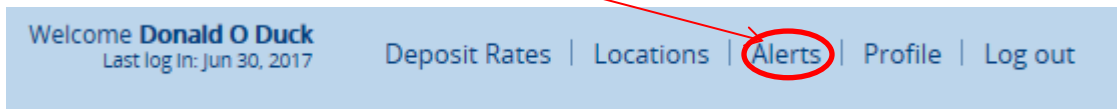
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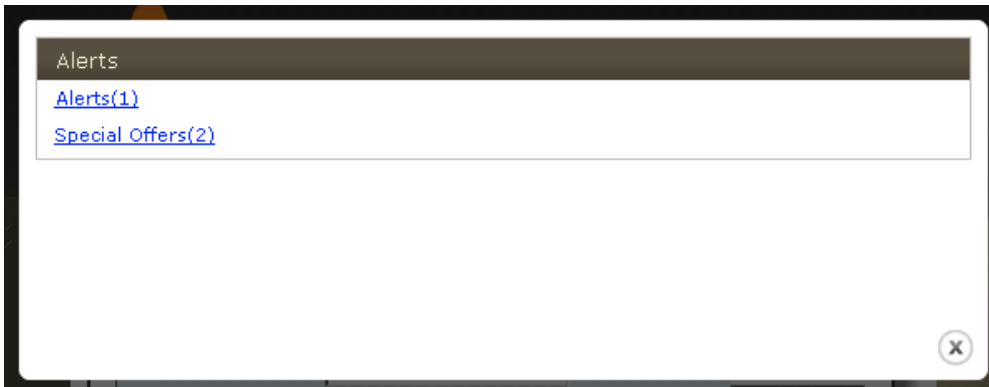
How to Access Alerts

Complete steps 1-6 to access alerts.

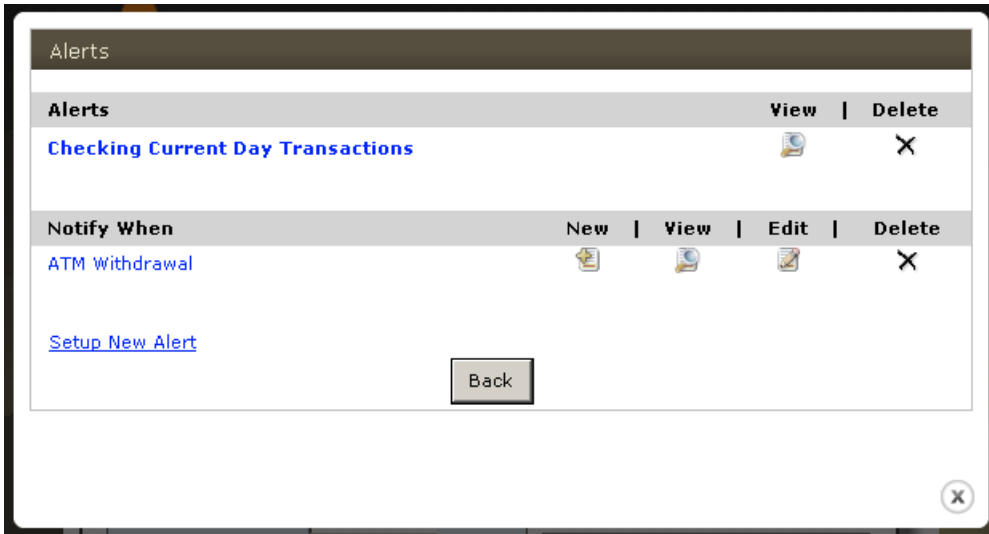
- ___ 1. Log in to Internet Banking.
- ___ 2. The Internet Banking page is displayed.
- ___ 3. Locate and click the eAlerts hyperlink here:



- ___ 4. The Alerts overlay window is displayed. Select the appropriate Alert hyperlink (e.g., Checking, Savings, etc.) to view a list of all alerts.




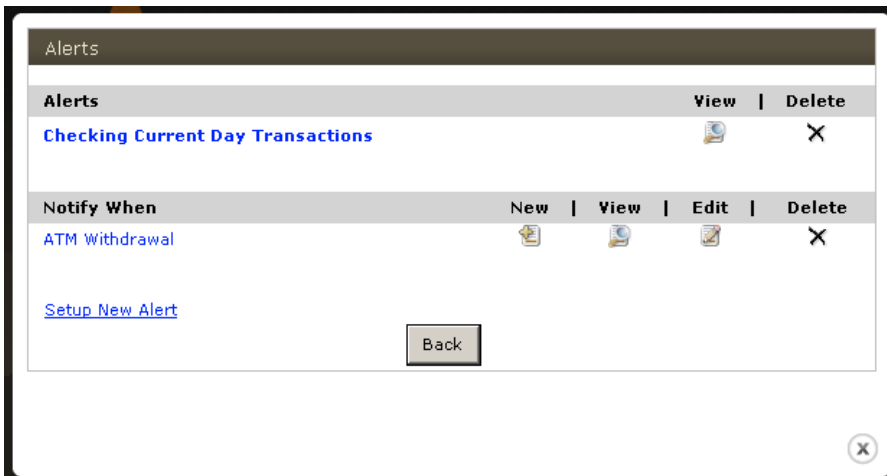
- 5. The [Alerts] overlay window is displayed, listing all alerts.



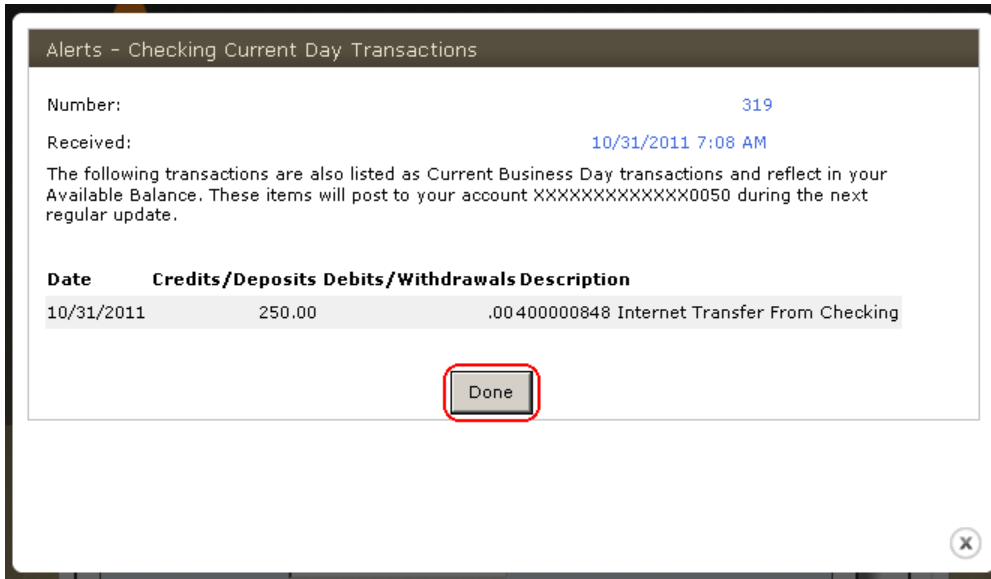
How to View Alerts

Complete steps 1-4 to view Alerts.

- 1. Refer to steps 1-4 on page 3 for steps on How to Access Alerts.
- 2. The [Alerts] overlay window is displayed. Click  to view the appropriate alert or notice. The "Checking Current Day Transaction" alert is used as an example only.



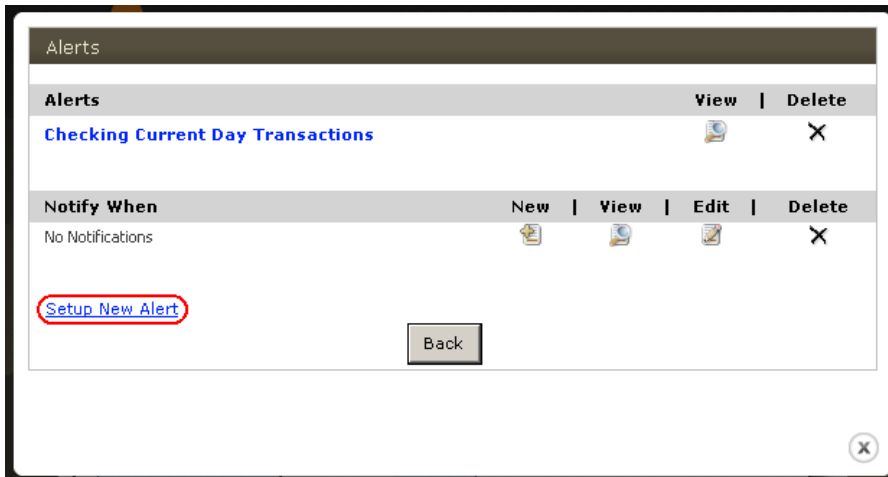
- 3. The [Alerts] overlay window is displayed for the specified event. Click "**Done**" to return to the Alerts overlay window.



How to Establish New Alerts

Complete steps 1-6 to establish new Alerts.

- 1. Refer to steps 1-4 on page 3 for steps on How to Access Alerts.
- 2. The [Alerts] overlay window is displayed. In the Notify When section, click the "[Setup New Alert]" hyperlink.



___ 3. The [New Alert] overlay window is displayed. Establish the following:

- Select a Category** Select the appropriate category (e.g., eAlerts).
- Select a Type** Select the appropriate alert template. The "Checking Low Balance Alert" is used as an example only.

Click "Next".

___ 4. The New [Alert Name] overlay window is displayed. Establish the following (those applicable):


- Check Every** Select the frequency in which the application checks for event fulfillment. Values are:
 - "Minutes" indicates the application checks for fulfilled events according to the specified number of minutes.
 - "Hours" indicates the application checks for fulfilled events according to the specified number of hours.
 - "Days" indicates the application checks for fulfilled events according to the specified number of days.
- Send To** Select the communication channel used to deliver the alert. Values are:
 - "Online" indicates the event message is delivered as an online message to your Internet banking account home page.
 - "E-Mail" indicates the event message is delivered to the specified email address.
 - "Mobile" indicates the event message is delivered to the specified mobile device number.
- E-Mail Address** Enter your email address.
- Mobile Phone Number** Enter your mobile phone number (e.g., 276-555-0100).
- Mobile Carrier** Select your mobile carrier (e.g., AT&T).

Enter all other appropriate information and click "**Finish**".




Note: The information that displays in the New [Alert Name] overlay window varies based on the type of alert and the method of delivery.

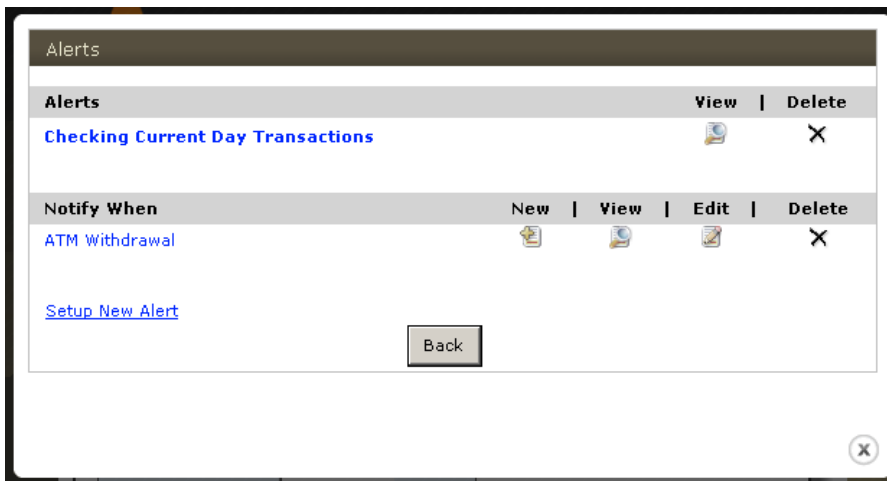
- 5. The New [Alert Name] Confirmation overlay window is displayed. Click "**Done**" to return to the main eAlerts overlay window.

- 6. Click  to exit the Alerts overlay window.

How to Edit Alerts

Complete steps 1-5 to edit alerts.

1. Refer to steps 1-4 on page 3 for steps on How to Access Alerts.
2. The [Alerts] overlay window is displayed.
In the Notify When section, click  for the appropriate event listed. The "ATM Withdrawal" event is used as an example only.



3. The Change [Alert Name] overlay window is displayed. Establish the following (those applicable).
 - Send To** Select the communication channel used to deliver the alert. Values are:
 - "**Online**" indicates the event message is delivered as an online message to your Internet banking account home page.
 - "**E-Mail**" indicates the event message is delivered to the specified email address.
 - "**Mobile**" indicates the event message is delivered to the specified mobile device number.
 - E-Mail Address** Enter your email address.
 - Mobile Phone Number** Enter your mobile phone number (e.g., 276-555-0100).
 - Mobile Carrier** Select your mobile carrier (e.g., AT&T).

Make all other appropriate changes and click "**Finish**".



Note: The information that displays in the Change [Alert Name] overlay window varies based on the type of alert and the method of delivery.


The screenshot shows a dialog box titled "Change ATM Withdrawal". It contains the following fields and controls:

- Text: "Notify me when an ATM withdrawal posts to Account" followed by a dropdown menu showing "Payment".
- Text: "for an amount greater than" followed by a text input field containing "250.00".
- Text: "Greater Than Or Equal To" followed by a text input field containing "250.00".
- Text: "Send To:" followed by a dropdown menu showing "Mobile".
- Text: "Mobile Phone Number:" followed by a text input field containing "276-555-0100".
- Text: "Mobile Carrier:" followed by a dropdown menu showing "AT&T".
- Buttons: "Finish" and "Cancel". The "Finish" button is highlighted with a red circle.
- Close button: A small "X" icon in the bottom right corner.

- 4. The [Alert Name] Confirmation overlay window is displayed. Click "**Done**" to return to the main Alert overlay window.


The screenshot shows a dialog box titled "ATM Withdrawal Confirmation". It contains the following elements:

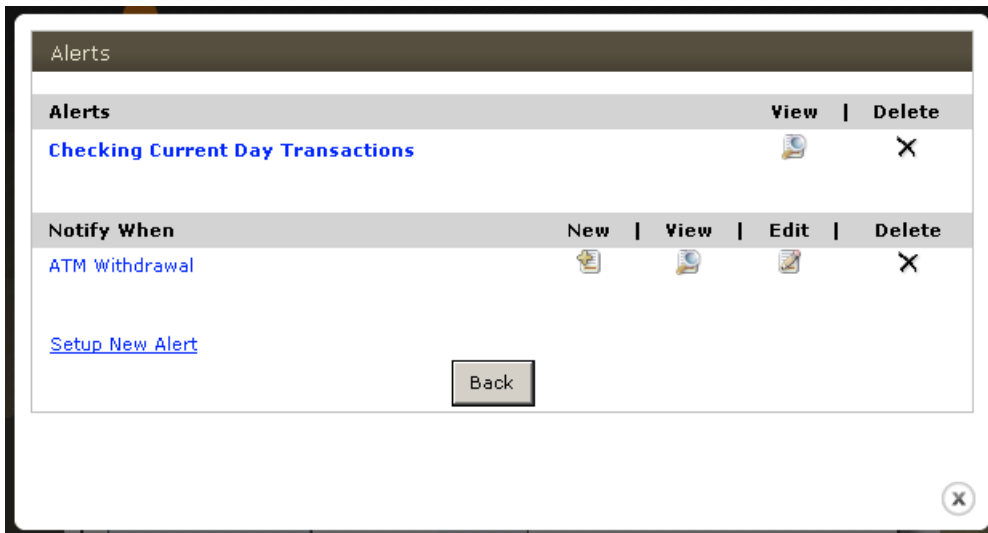
- Text: "Details: Notify me when an ATM withdrawal posts to Account Payment for an amount greater than Greater Than Or Equal To 250." The text is in blue.
- Button: "Done". The button is highlighted with a red circle.
- Close button: A small "X" icon in the bottom right corner.

- 5. Click  to exit the Alerts overlay window.

How to Establish New Alerts From an Existing Template

Complete steps 1-5 to establish new alerts from an existing template.

- ___ 1. Refer to steps 1-4 on page 3 for steps on How to Access Alerts.
- ___ 2. The [Alerts] overlay window is displayed.
In the Notify When section, click  for the appropriate alert to establish a new event using an existing alert template. The ATM Withdrawal notice is used as an example only.



- ___ 3. The New [Alert Name] overlay window is displayed. Establish the following:
 - Send To** Indicates the communication channel used to deliver the alert. Values are:

"Online" indicates the event message is delivered as an online message to your Internet Banking account home page.

"E-Mail" indicates the event message is delivered to the specified email address.

"Mobile" indicates the event message is delivered to the specified mobile device number.

Make all other necessary changes and click **"Finish"**.




Note: The information that displays in the New [Alert Name] overlay window varies based on the type of alert and the method of delivery.

The screenshot shows a window titled "New ATM Withdrawal". It contains a form with the following fields: "Notify me when an ATM withdrawal posts to Account" with a dropdown menu set to "Payment"; "Greater Than Or Equal To" with a text input field containing "250.00"; "Send To:" with a dropdown menu set to "Mobile"; "Mobile Phone Number:" with a text input field containing "276-555-0100"; and "Mobile Carrier:" with a dropdown menu set to "AT&T". At the bottom of the form, there are two buttons: "Finish" and "Cancel". The "Finish" button is highlighted with a red rectangular box. A close button (an 'X' in a circle) is located in the bottom right corner of the window.

- 4. The [Alert Name] Confirmation overlay window is displayed. Click "**Done**" to return to the main Alert overlay window.

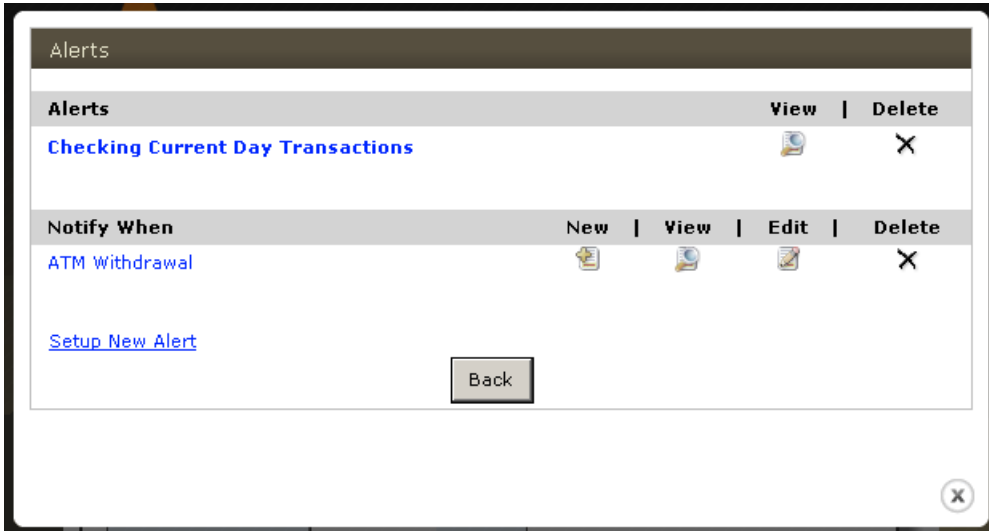
The screenshot shows a dialog window titled "ATM Withdrawal Confirmation". It contains a text area with the following text: "Details: Notify me when an ATM withdrawal posts to Account Payment for an amount greater than Greater Than Or Equal To 250." Below the text area, there is a single button labeled "Done". The "Done" button is highlighted with a red rectangular box. A close button (an 'X' in a circle) is located in the bottom right corner of the dialog.

- 5. Click  to exit the Alerts overlay window.

How to Delete Alerts

Complete steps 1-3 to delete messages.

1. Refer to steps 1-4 on page 3 for steps on How to Access Alerts.
2. The [Alerts] overlay window is displayed.
Click **X** to delete the specified alert or notice.



3. Click **X** to exit the Alerts overlay window.

How to Enable Alerts for Mobile Money

Mobile Money Clients Only. Complete steps 1-5 to enable alerts for Mobile Money.

- ___ 1. Log in to your online banking account using Internet banking.
Click the "**Options**" hyperlink.

- ___ 2. The Options box is displayed.
In the **Mobile Banking Profile** section, click the "**Manage Devices**" button.

- ___ 3. The Main Menu page is displayed.
Select the "**My Phones**" tab.
Select "**Change my Mobile Banking services**" from the **I want to** drop-down list for the appropriate phone number.

Click "**Go**".

The screenshot shows a web interface titled "Main Menu" with the instruction "Click the tabs to manage your Mobile Banking options." There are three tabs: "My Phones" (selected), "My Accounts", and "My Profile". Below the tabs is a table with columns "Phone Number", "Carrier", "Status", and "Receive Alerts". The first row contains the phone number "5554567890", carrier "AT&T", status "Activated", and a checkbox for "Receive Alerts". To the right of the table is a dropdown menu labeled "I want to:" with the option "Change my Mobile Banking services" selected, and a "Go" button next to it. A red box highlights the "I want to:" dropdown and the "Go" button. Below the table is an "Add New Phone" button.

Phone Number	Carrier	Status	Receive Alerts
5554567890	AT&T	Activated	<input type="checkbox"/>

I want to: Change my Mobile Banking services




4. The Select Services window is displayed. Establish the following (those applicable):

- Text Messaging** Select the "**Text Messaging**" check box to enable text banking services.
- Alerts** Select the "**Alerts**" check box to enable text messages alerts.

Click "**Continue**".

Select Services

Please Choose At Least One Service:

- Mobile Browser (I'd like to receive a link to Browser Banking.)
Why Use Mobile Browser Banking?
Get full and extended mobile banking capabilities on your web-enabled phone. Receive an optimal banking experience with a look and feel that is similar to PC-based online banking, in a site designed to fit neatly into your phone's screen.
- Downloadable Mobile Apps (I'd like to receive a link to download the App.)
Why Use a Downloadable Application?
Get a customized application for your iPhone, Blackberry or Android phone that provides an intuitive and rich user experience consisting of easy-to-navigate screens and menus. Receive all the benefits of mobile browser banking, enhanced by your phone's unique features.
Supported phones:
• iPhone  • Blackberry  BlackBerry
• Android  • Many other Java phones
- Text Messaging (I'd like to use text banking services.)
Why Use Text Banking?
Send text commands (such as BAL) to your bank from your SMS-enabled phone to inquire about basic account balance and transaction history information. Receive text message responses directly to your phone.
- Alerts (I'd like to receive text alerts.)
Why Use Alert Banking?
Include text message alerts with your mobile banking service(s) to monitor your mobile banking accounts. Choose how and when you want to be notified of changes to account balances and personal information. (Select at least one other mobile banking service.)

Back Continue

5. The Mobile Banking Services Main Menu is again displayed. Close the Mobile Banking Services Main Menu page.