

Real-Time Alerts Quick Reference Guide

What's new

- Beginning 5/17/2021, our Online Banking Alerts will be upgrading to a more powerful system.
- Delivering alerts, notifications and events to any device or system in real-time.
- Choose from dozens of new alerts.
- Customers can choose how and when information is delivered.
- Actionable alerts delivered as a Push Alert to a mobile device allow the user to take immediate actions directly from the alert.
- Customers have more control over all aspects of their banking account activity.

Powerful Fraud-Fighting Tool

- We strongly encourage all customers to set up real-time alerts to monitor their account activity. They'll know exactly what's happening with their money, and can watch for suspicious activity in real-time.
- Real-time alerts helps to protect our customers/members...and our financial institution.
- Customers can set up real-time alerts beginning 5/17/2021.
- Real-time alerts are free.

Setting Up Real-Time Alerts

- Log on to Online Banking. Select Enroll.
- Add your email address and/or mobile phone numbers where you would like to receive alerts within Contact Options.
- Click each Category in Alert Options to view a list of available alerts.
- Select the Alerts you want to receive for each account. Then check how you would like to receive them, and click save.

They'll receive a message the moment any of the alerts are triggered.

Please view our Online Banking video at <https://www.nesb.bank/about-us/education-center>

Choose from Dozens of Alerts

- **A purchase using your debit card was just processed.** You instantly know.
- **An ATM withdrawal is made.** You instantly know.
- **A check clears that exceeds the amount you set.** You instantly know.
- Security alerts
- Balance alerts
- Transaction alerts
- ATM alerts

Select the Delivery Channel

- **Text** - Receive real-time alerts through text messages* on your smartphone or wearable devices.
- **Email** - Receive email messages about your account activity.
- **Mobile Banking App** - Receive push notifications from your smartphone. Activate these alerts from our Mobile Banking app.
- **Online Banking Message Center** - View your Secure Inbox notifications every time you log on to Online Banking.

*Text message and data rates may apply from your service provider.

Alerts from Mobile Banking

- Choose to receive real-time push notifications to a smartphone.
- Activate these alerts right from our Mobile Banking app.
- View history of push notifications.

Watch our Mobile Banking video to learn about mobile alerts at <https://www.nesb.bank/about-us/education-center>

Frequently Asked Questions

Do I have to be enrolled for Online Banking to receive real-time alerts?

Yes. You can set up email, SMS text or Secure Inbox alerts from Online Banking. Or you can choose to receive push notification alerts, which are set up from our Mobile Banking app.

Can I use alerts to help guard against fraud?

Absolutely. We recommend that all customers/members set up real-time alerts to monitor account activity.

When you activate real-time alerts you'll know exactly what's happening with your money, and you can watch for suspicious activity in real-time.

Is there a fee to receive alerts?

No. This is a free service.

However, note that text message and data fees may be charged by your service provider to receive text alerts.

How do I sign up to receive Real-Time Alerts?

Simple. After 5/17/2021, log on to Online Banking and select Enroll.

After adding your email addresses/mobile phone numbers, you can choose the alerts you wish to receive from the Alert Options tab.

Can I send alerts to more than one person?

Yes. When setting up alerts, in the Contact Options tab there is a link to add additional email addresses and text numbers.

How do I activate an email address or phone number to receive alerts?

When setting up alerts from the Contact Options tab, click "send Activation Code".

Type the code you receive into the activation box.

Can I choose not to receive alerts in middle of the night?

Yes. Real-time alerts has a "do not disturb" option.

When "do not disturb" is activated for a set time period, alerts will be held until the "do not disturb" time period is de-activated or expires.

Can I review past alerts?

If you are subscribed to Secure Inbox messages, then you will be able to view past alerts. Log on to Online Banking and go to the Sent Alerts screen.

- It displays a list of your Secure Inbox alerts with the details.
- You can mark as read or delete past alerts from here.
- You can also view past push alerts from our Mobile Banking app.

How do I delete or modify alerts?

From the Alert screen, click the Overview tab to view all of your alerts.

Click to Edit or Delete any existing alert.

Can I take action from an alert?

Yes. Real-time alerts offers the ability to take action on selected alerts when delivered to your mobile device.

Can I set up alerts from the mobile banking app?

Yes. To set up push notifications through our Mobile Banking app, log on, select More from the main menu, then Alerts.

Turn on Push Notifications.

Once turned on, you can set up account alerts, security alerts, and view your recent history of push alerts sent.

What are the system requirements to receive alerts through the Mobile Banking app?

Our Mobile Banking app supports mobile devices using operating system versions of Android 4.1 or Apple iOS 8 or newer.

Thank You.

Please view our product videos on our [Education page of our website.](#)

If you have questions, please contact an NSB representative at 308-872-2466.