

# How to Set Up Direct Banking Alerts

To set up Direct Banking Alerts:

1. Login to online banking as usual
2. Click on “Messages and Alerts” on the left menu, and then “Manage Alerts”

The screenshot shows the 'Manage Alerts' page in an online banking interface. The left-hand navigation menu is expanded to 'Messages and Alerts', with 'Manage Alerts' highlighted and circled in red. The main content area is titled 'Alerts' and includes a section for 'Add Contacts' and instructions on how to set up alerts. Below this, there is a section for 'Your Active Alerts' which is currently empty. At the bottom, there is a section for 'Add a New Alert' with a dropdown menu set to 'Payment Alerts' and an 'Update View' button. A notification bar at the bottom indicates 'New Message Available'.

3. Click on “Add Contacts”, under the header **Alerts**. This will bring you to a new screen – “Alerts Contact(s) and Mobile Nicknames”.

The screenshot shows the 'Alerts Contact(s) & Mobile Nicknames' page. The left-hand navigation menu is expanded to 'Messages and Alerts', with 'Manage Alerts Contacts and Mobile Nicknames' highlighted and circled in red. The main content area is titled 'Alerts Contact(s) & Mobile Nicknames' and includes instructions on how to manage alert contacts and mobile nicknames. Below the instructions, there are two buttons: 'Add Email' and 'Add Mobile Phone', both of which are circled in red. A table with columns for 'Contact', 'Carrier', and 'Status' is visible, but it is currently empty. A notification bar at the bottom indicates 'You do not have any contacts setup.'

4. Click “Add Email” to have alerts sent to your email address. Click “Add Mobile Phone” to have a text message sent to your cellular phone. When you select the alerts you want, you will have the option to select one OR both of these communication methods.

Once you select “Add Email”, you will be brought to the “Alerts Agreement” page displaying the privacy policy surrounding the use of email addresses or mobile phone numbers entered here.

Home > Online Banking > Messages and Alerts > Manage Alerts Contacts and Mobile Nicknames

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### Alerts Agreement

By registering your mobile phone and/or email account and clicking **Accept**, you understand and acknowledge the following:

#### Privacy Policy

I consent to Eagle River Credit Union collecting, using, and disclosing personal information as defined in the relevant legislation in this registration pursuant to the terms of the Eagle River Credit Union [Privacy Policy](#).

#### User Agreement

- My registered mobile phone and/or email account can be used to access certain information about my Eagle River Credit Union account(s) without providing a PIN, PAC or other password;
- I am wholly responsible for any unauthorized use of my registered mobile phone and/or email account that may occur before I notify Eagle River Credit Union that my registered mobile phone and/or email account may have been lost, stolen, or compromised;
- I am wholly responsible for all fees that my mobile phone and/or email account service provider charges;
- My use of Eagle River Credit Union Mobile Banking service is otherwise governed by my existing Eagle River Credit Union account and services agreement, a copy of which is available on the [Legal](#) page or at any Eagle River Credit Union branch.

| [I do not accept](#)

- If you agree to the terms of the privacy policy, click “I accept” at the bottom of the page. You will then be brought to a page where you will enter your email address.

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### Add Email

Please enter the email address you would like alerts sent to.

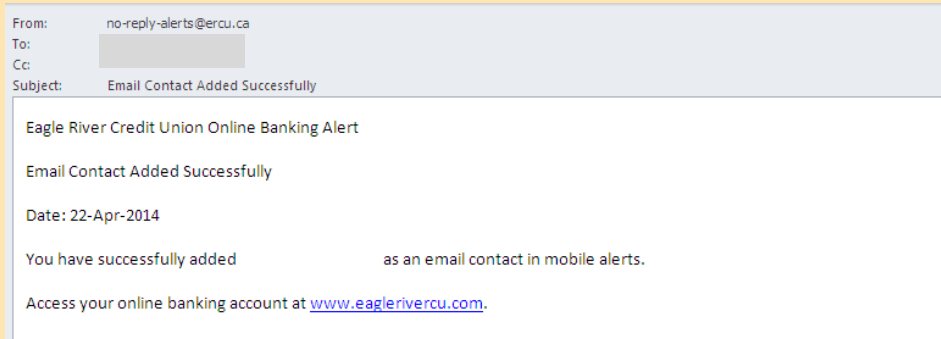
Email Address   
john@smith.com

Confirm Email Address   
john@smith.com

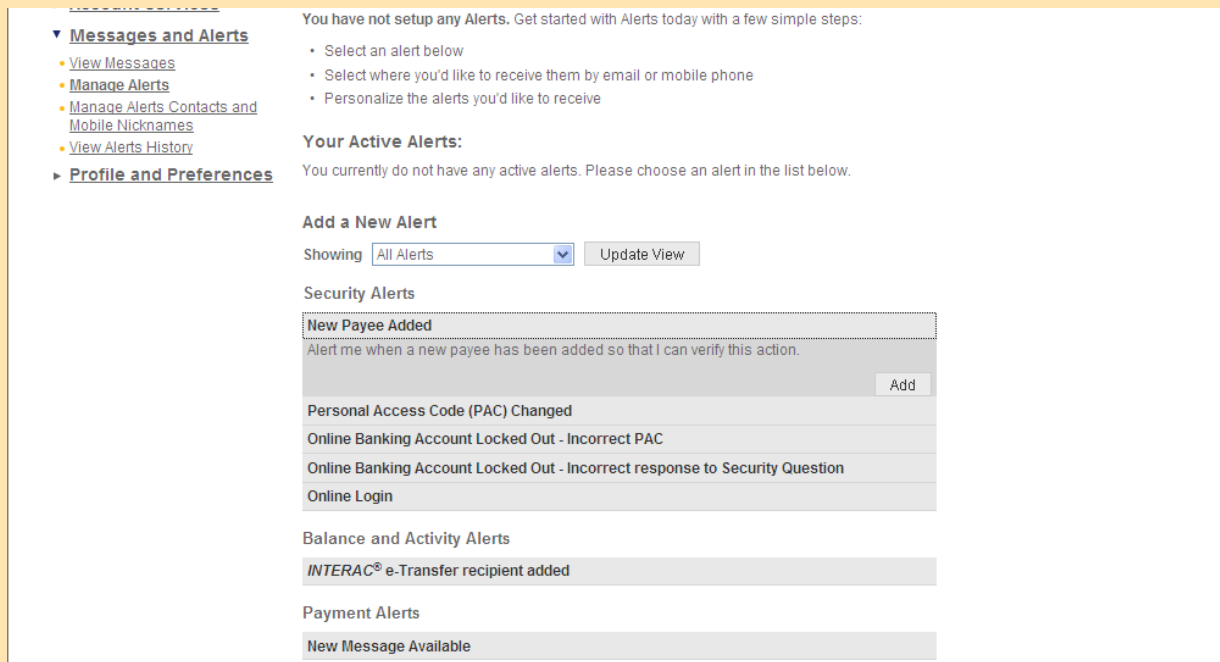
| [Cancel](#)

- Enter your email address, and then again to confirm you have entered it correctly. Click “Continue”.

You will receive an email at this address confirming that you are now set up to receive alerts. The email will look similar to the screen shot below.



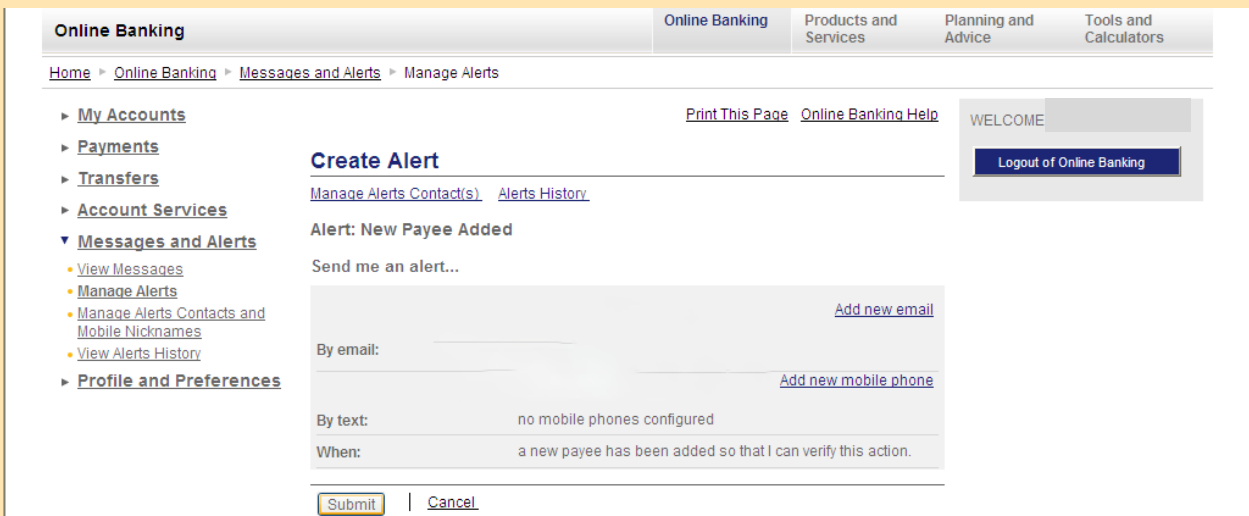
Now you will select which alerts you wish to receive.



7. Begin by selecting an alert from the grey box. When you click on it, the box will expand to provide a more detailed explanation about this alert.

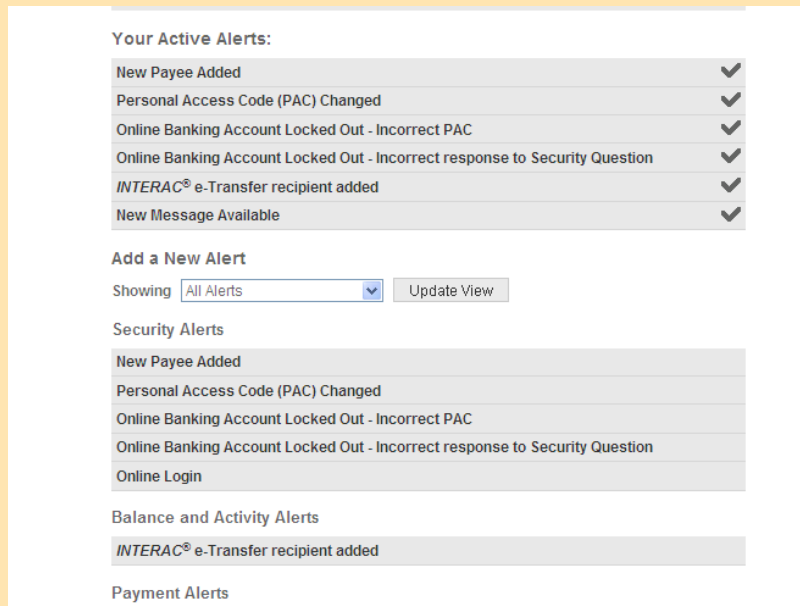
For example, when you click on “New Payee Added”, the box opens to read “Alert me when a new payee has been added so that I can verify this action.”

If this is an alert you wish to receive, click “Add” on the right. Then proceed to click on the next alert option. If you do not wish to receive this alert, you may simply skip it by clicking on the next alert option.



- If you click to “add” this alert, you will be brought to a new screen where you can select to have the alert emailed to you or sent to you by text. Once you have selected how you wish to receive your alert, click “Submit” on the bottom of the screen.

If you wish to add an email address or mobile phone at any time, you may do so by clicking on “Add new email” or “Add new mobile phone”.



- Once all your alerts have been set up, they will appear in a list called “Your Active Alerts”. You may discontinue these alerts at any time, by returning to this page, selecting the active alert, and deleting it.

Congratulations on setting up Online Banking Alerts! You have taken one more proactive step to protect yourself and your finances.

Should you have any questions or challenges in setting up or managing your Alerts, or should you receive an alert of suspicious nature, please contact your branch, call our toll-free number at 1-877-377-3728 or email [erinfo@ercu.ca](mailto:erinfo@ercu.ca). One of our financial service representatives will gladly assist you!