



Account Alerts: FAQ

Q: Do I have to be enrolled in Online or Mobile Banking to receive Account Alerts?

A: Yes, you must be enrolled in Online Banking to receive Account Alerts.

Q: Can I use alerts to help guard against fraud?

A: Absolutely. We recommend that you set up Account Alerts to monitor account activity. When you activate Account Alerts, you'll know exactly what's happening with your money and can watch for suspicious activity in real-time.

Q: Is there a fee to receive alerts?

A: No. This service is offered free of charge from ALEC. However, text message and data fees may be charged by your mobile service provider to receive text alerts.

Q: How do I sign up to receive Account Alerts?

A: After June 17th, you can log in to Online or Business Online Banking and select Alerts from the menu. From here you will be able to set up your contact options and select the types of alerts you'd like to receive.

Q: Can I send alerts to more than one person?

A: Yes. When setting up Account Alerts, you can select multiple ways of receiving the alerts, which can include another person's email or phone number. These contact options can be added via the Contact Options tab.

Q: How do I activate an email address or phone number to receive Account Alerts?

A: When adding an email address from the Contact Options tab, click "Send Activation Code." Then, simply check your email for the code and enter this into the activation box and click "Activate."

Phone numbers do not need to be activated. Simply enter your ten-digit phone number in the phone number field under Text Message and save.

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

A: Yes. The system offers a "Do Not Disturb" option, which can be set up via the Contact Options tab. When "Do Not Disturb" is activated for a set period, alerts will be held until the "Do Not Disturb" period is deactivated or expires.

Q: Can I review past alerts?

A: If you have alerts set up to be delivered via Secure Inbox messages, you will be able to view a list of past alerts. You can log in to Online or Business Online Banking, click Alerts, then Secure Inbox. Here you will find a list of your Secure Inbox alerts and related details. You can mark alerts as read and delete any alerts as needed.

You can also view past push alerts from our Mobile Banking app.

Q: How do I delete or modify alerts?

A: From the Alert screen, click the Overview tab to view a list of current alerts. You can click Edit or Delete for each alert to make changes as needed.

Q: Can I take action from an alert?

A: Yes. The system offers the ability to take action on certain alerts when delivered to a mobile device.

Q: Can I set up alerts from the Mobile Banking app?

A: Yes. To set up push notifications through our Mobile Banking app, you can simply log in, select More from the main menu, then Alerts. Turn on Push Notifications. Once enabled, you can set up alerts, see a list of scheduled alerts, view recent history and manage delivery options.