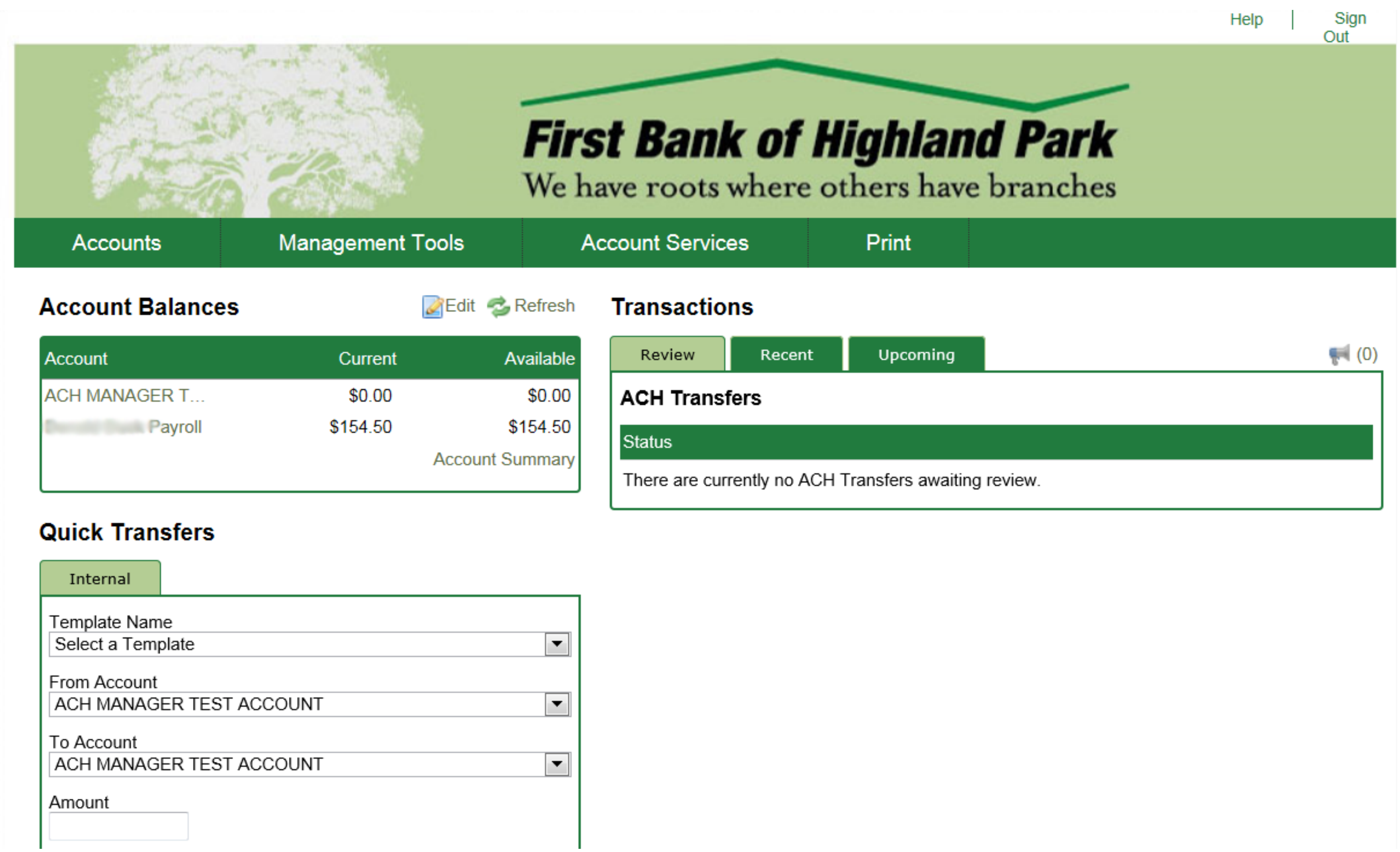
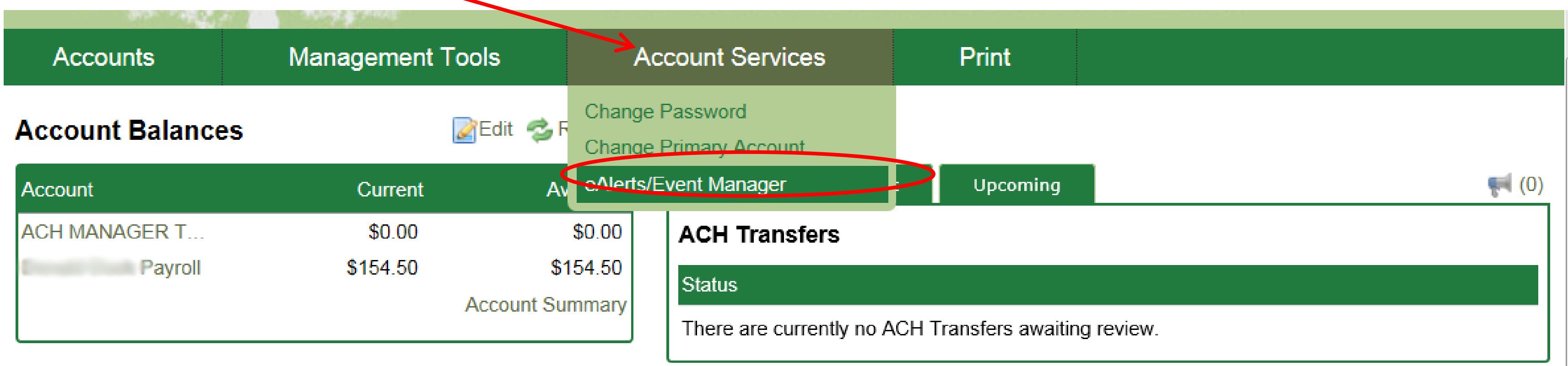
Messages/Alerts

Viewing Messages/Alerts

Online eCorp First Bank of Highland Park Welcome Screen

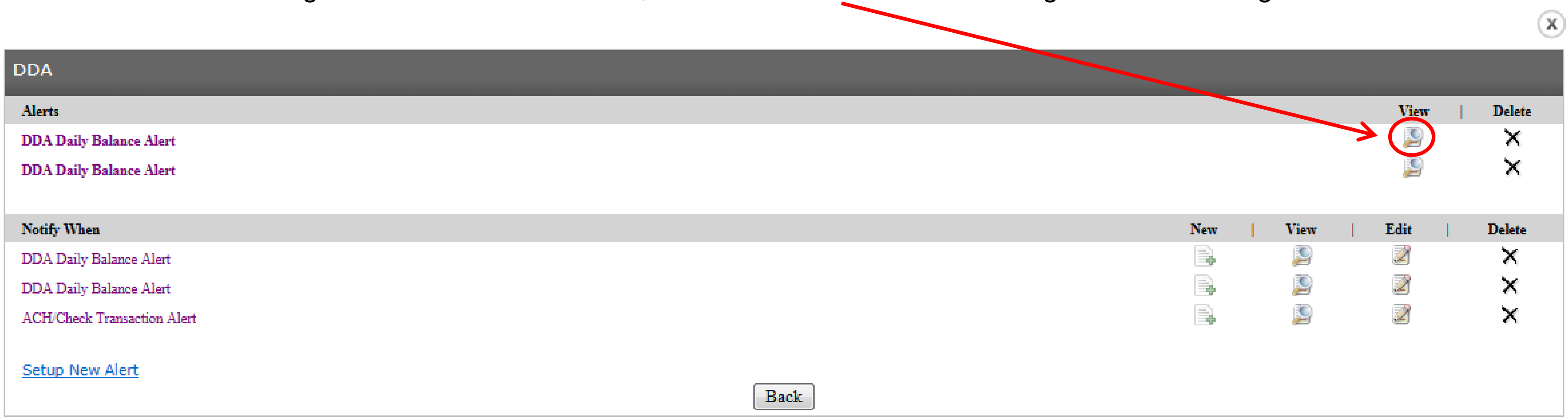


1. Click **Account Services** on Toolbar and click on **eAlerts/Event Manager** in drop down list.

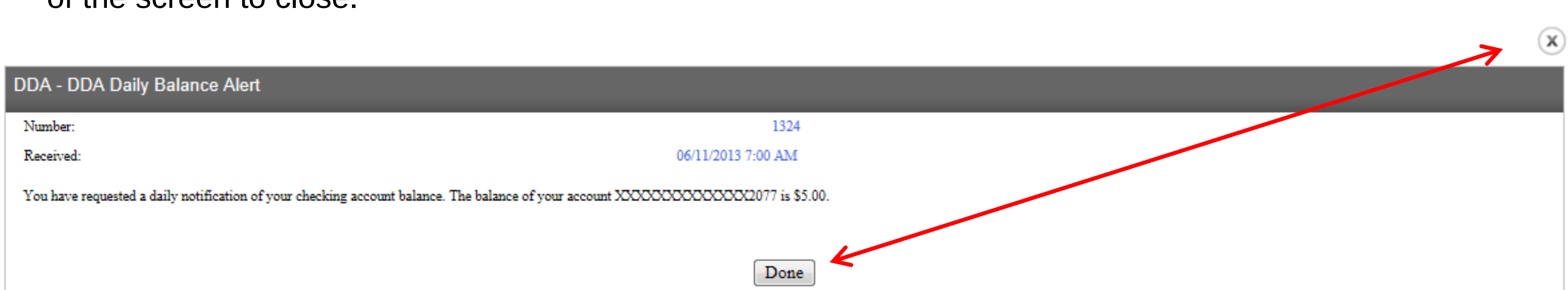


1. You will be redirected to the **Alerts** window.
   - Click on the **Account Type** you want to view online messages/alerts for.
     Note: "DDA" indicates a Checking Account
     "SAV" indicates a Savings Account
     "LAS" indicates a Loan Account

2. To view a message from the **Alerts** section, click on the **View** icon to the right of the message.



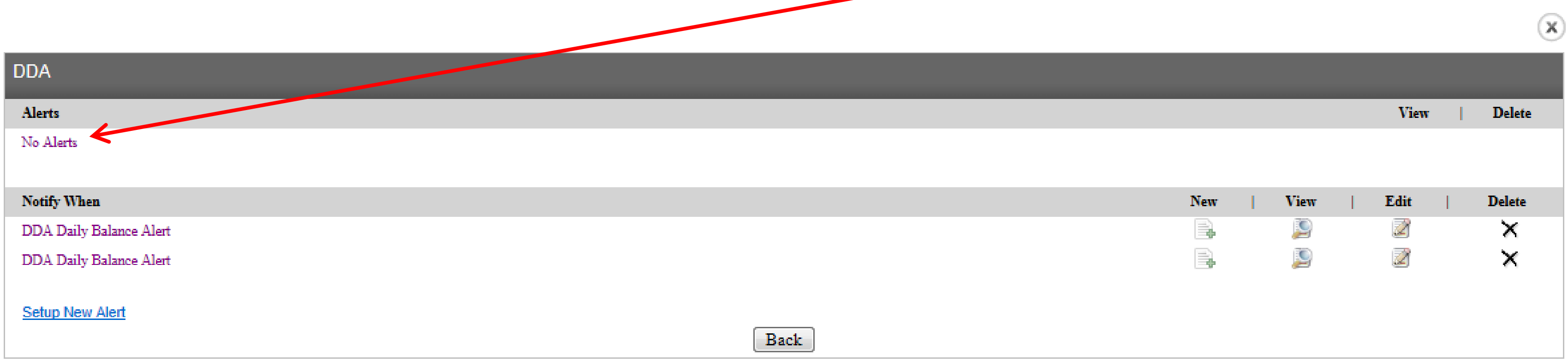
- Viewing an **Event Alert** (messages set up by the account holder); Click **Done** or the **X** in the top right corner of the screen to close.



Deleting Messages

3. To remove a viewed message from the **Alerts** section, click on the **Delete** icon to the right of the read message.

4. *Note:* The Messages hyperlink will remain bold, and the number of messages in the box noted, until all messages are deleted from the Account Type's Alerts section and it notes **No Alerts**.

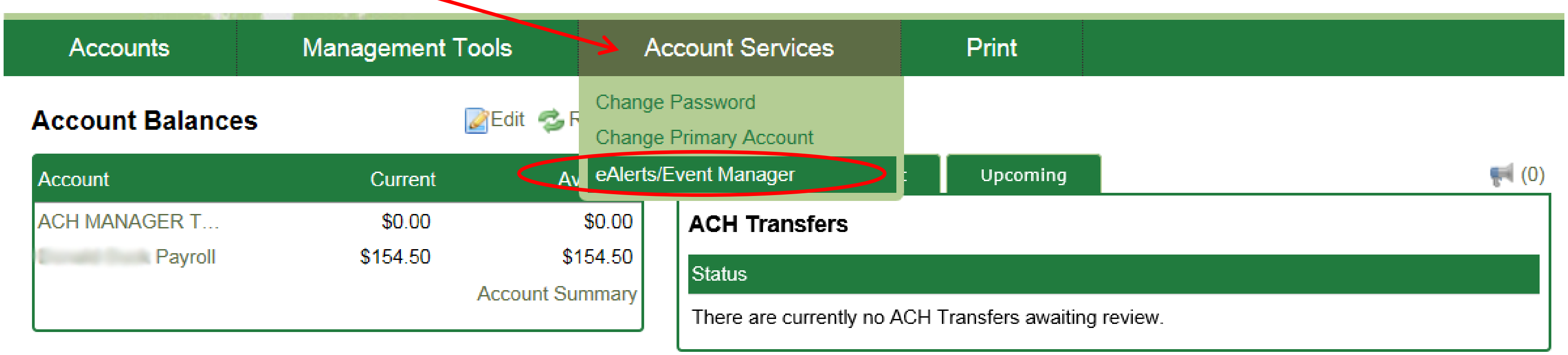


5. *Note:* The hyperlink for e-Alerts (messages from the financial institution) will remain active, and the number of messages in the box noted, for 30 days after the initial receipt of the message. These messages cannot be manually deleted.

New Events (Alerts)

Setting Up a New Event/Alert

1. Click **Account Services** on Toolbar and click on **eAlerts/Event Manager** in drop down list.

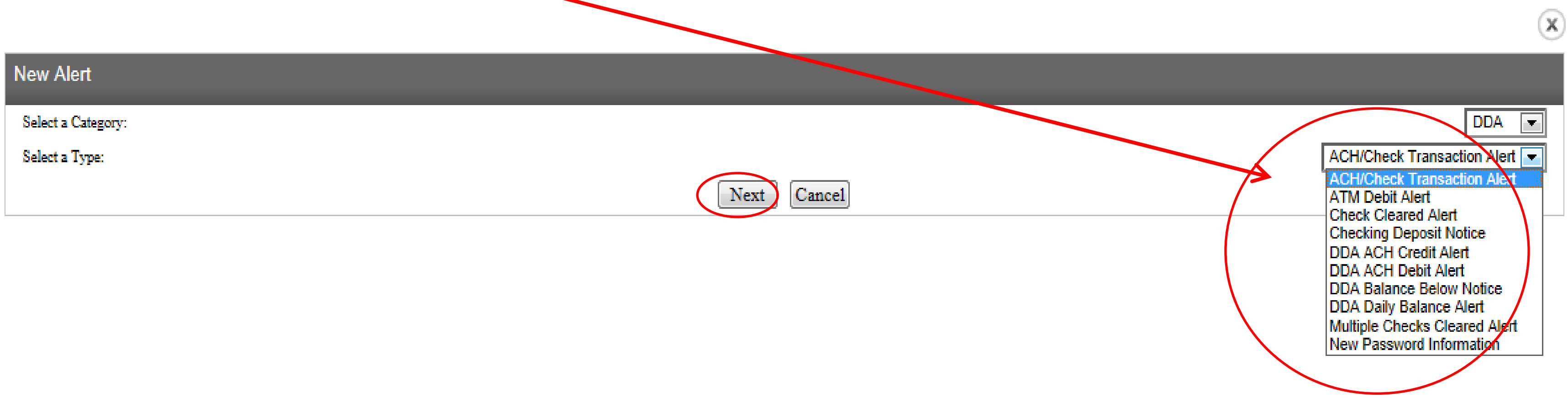


2. You will be redirected to the **Alerts** window.
   - Click on the **Account Type** you want to set up a new event/alert for.
     Note: “DDA” indicates a Checking Account
     “SAV” indicates a Savings Account
     “LAS” indicates a Loan Account

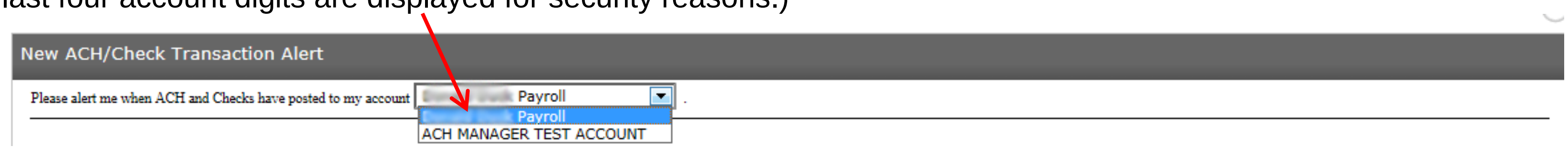
3. Click **Setup New Alert**

4. Ensure the **desired Account Type** is selected. (*Note:* If you wish to change the Account Type, select from the drop-down list.)

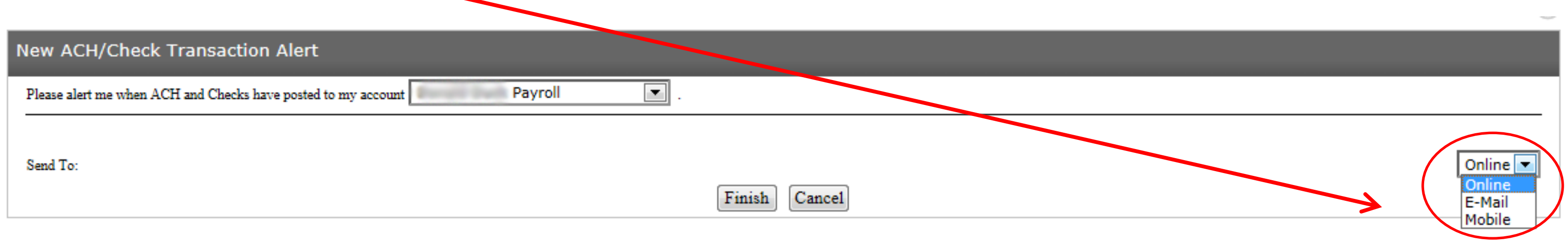
5. Select the **desired Event Template** you would like to schedule Alerts for from the drop-down list.
6. Click **Next**



7. Choose the **desired account** for the Event from the drop-down menu. (*Note:* If the account is not named, only the last four account digits are displayed for security reasons.)

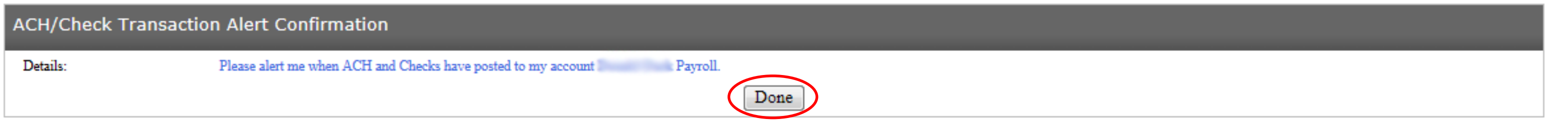


8. Choose the **desired method of notification** from the **Send To:** drop-down menu.

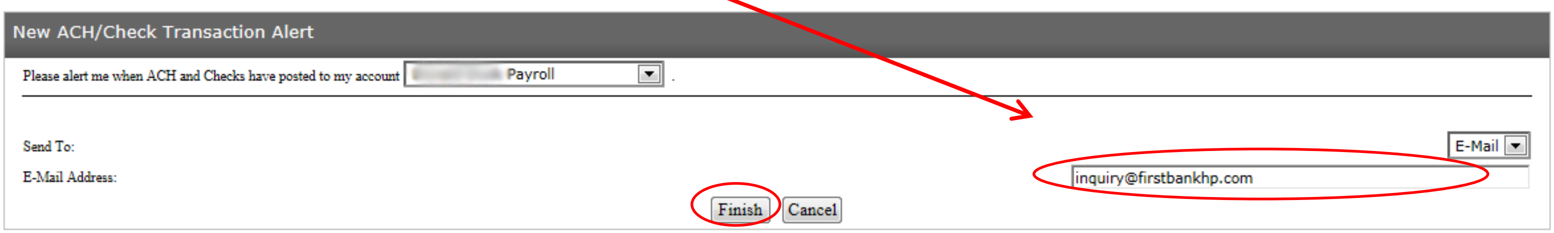


9. Alert Delivery Options

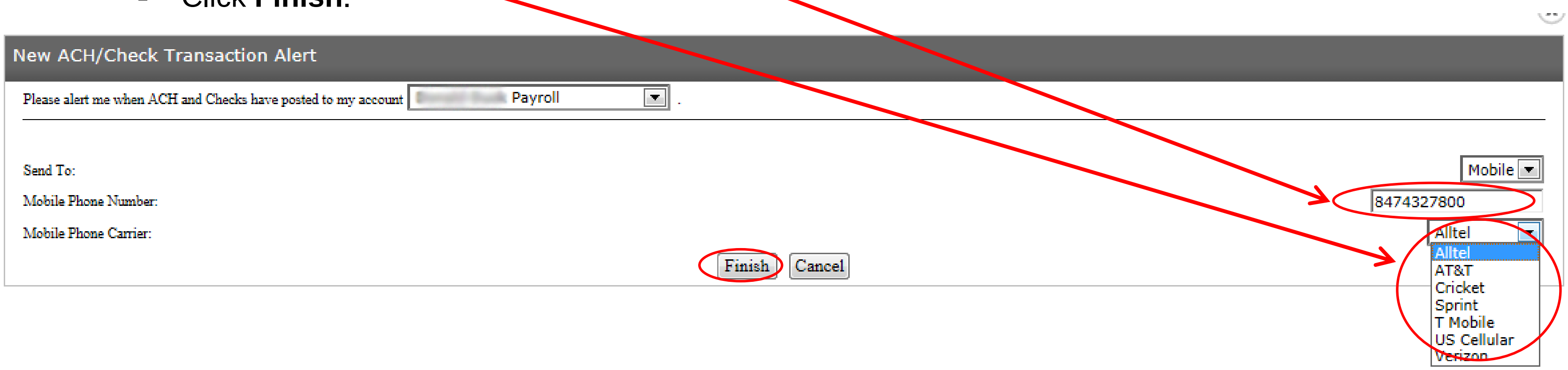
- **Online** (*Note:* The Alert will appear only in the Account Type's Online Banking Messages box.)
  - Click **Done**.



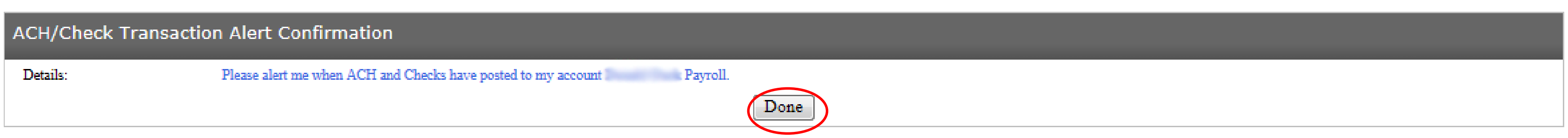
- **E-Mail** (*Note:* The Alert will appear only in the entered email address' Inbox.)
  - Enter **E-Mail Address**.
  - Click **Finish**



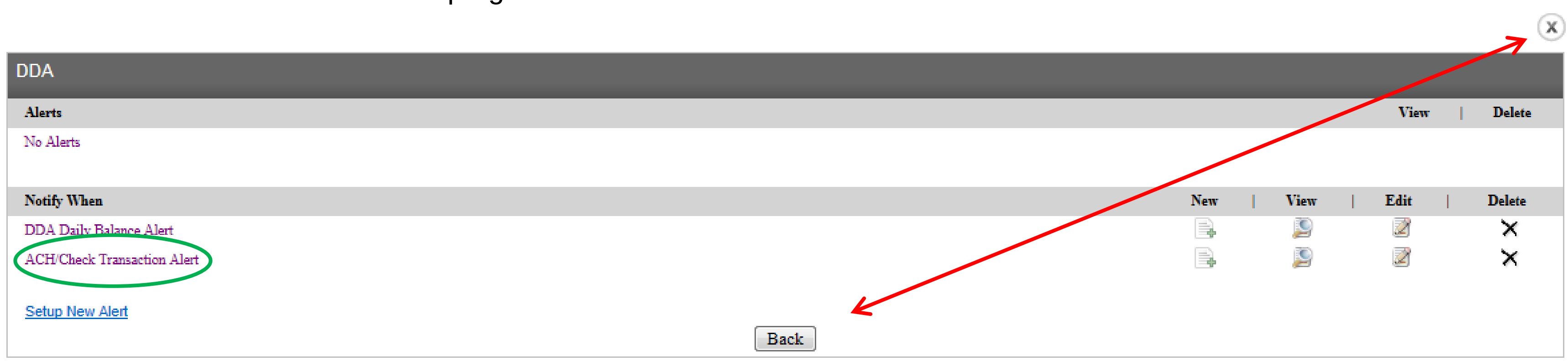
- **Mobile** (*Note:* The Alert will appear as a text sent only to the entered mobile phone number.)
  - Enter **Mobile Phone Number**.
  - Select **Mobile Phone Carrier** from the drop-down menu.
  - Click **Finish**.



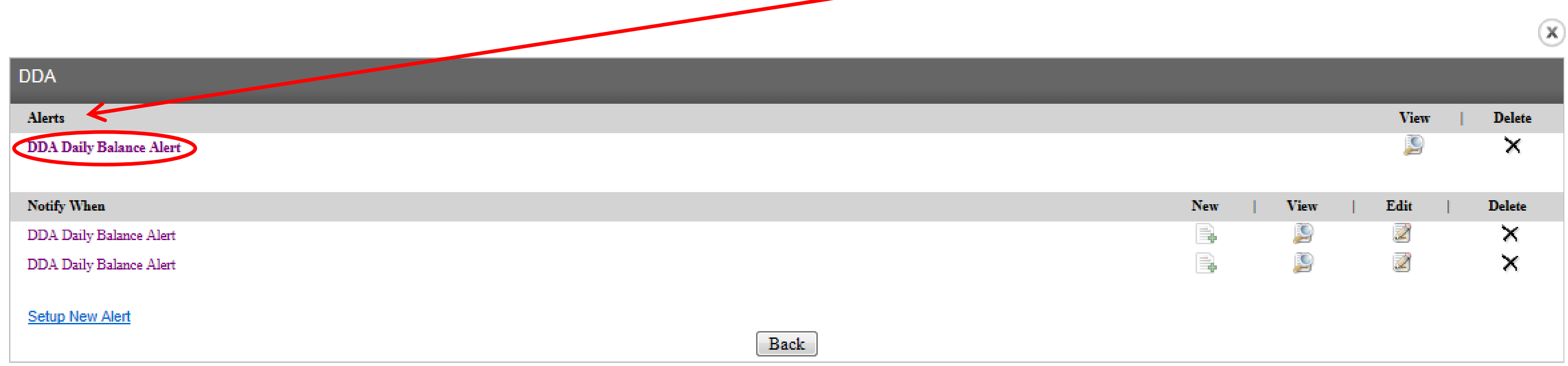
10. A confirmation screen will appear.
11. Click **Done**.



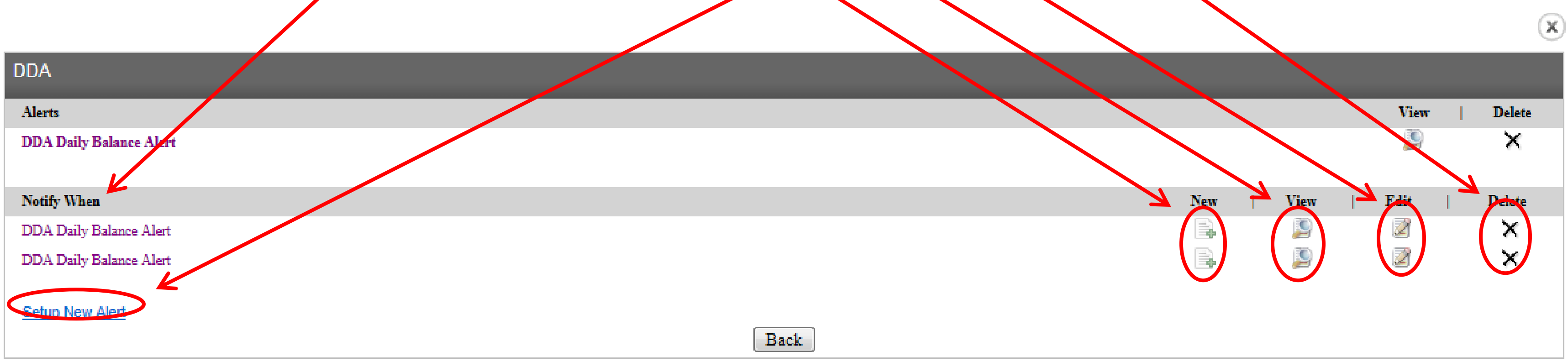
12. The New Event/Alert will be added to the **Notify When** section of the Account Type's Messages box.
13. Click **Back** or the **X** in the top right corner of the screen to close.



14. *Note:* Alerts, based on the scheduled Event, will populate in the **Alerts** section and post as a Message.



15. *Note:* In the **Notify When** section, Events can be **Created**, **Viewed**, **Edited** and **Deleted**.



FAQs & Quick Reference Guide

- **DDA**: a Checking Account
- **SAV**: a Savings Account
- **LAS**: a Loan Account
- **Event**: a scheduled occurrence based on specified criteria that generates an Alert
- **Alert**: a notification based on a scheduled Event
- **Message**: notification of an Alert
- **e-Alert**: an Alert from the financial institution