

e-Alerts FAQ

Updated on 4/2/08

What are e-Alerts?

e-Alerts is a service offered by United Bay Community Credit Union that allows you to setup email and text message notifications for any defined activity that occurs on a Share, Club or Draft account. This service runs at 9:15AM EST and 4:15PM EST Monday through Friday, except when those days fall on legal holiday.

Presently there are four types of alerts:

- **Account Balance** – When the balance goes below or above defined values.
- **Check Cleared** – When a range of check numbers have cleared.
- **Withdrawal** – When a withdrawal exceeds an amount
- **Deposit** – When a deposit exceeds an amount.

How do I sign up and use e-Alerts?

You need to have an active UBAY@Home account. Log into UBAY@Home and click on the e-Alerts link on the initial Account Summary page or under the Other Options menu.

Once you've clicked that link, the following screen will appear explaining the service and will ask you to click the Enroll button to continue.

e-Alerts

E-ALERT ENROLLMENT

We all need reminders, and this is especially true when it comes to our finances. Wouldn't you like to know when your account balance falls below a certain level, if a check has cleared, or when your next direct deposit reaches its destination? Sign up for e-Alerts today and enjoy these benefits:

Account Balance Notifications	Transaction Amount Notifications	Check Clearing Notifications
<ul style="list-style-type: none">• Minimum Balance Notifications• Maximum Balance Notifications	<ul style="list-style-type: none">• Deposit Transaction Notifications• Withdrawal Transaction Notifications	<ul style="list-style-type: none">• Check Clearing Notifications

[Main Menu](#)
[Back to Home](#)

The next screen will ask you to input up to two email addresses for the notifications to be sent to, as well as how to input your cell phone number to

receive the notifications as text messages. UBCCU is not responsible for any additional costs you may incur from your cellular provider for text message usage.

e-Alerts

EMAIL ADDRESS

e-Alert's can be sent to any e-Mail address you specify. This can include email accounts, mobile phones, or pagers.

You can specify up to two (2) e-Mail addresses to receive your notifications

Primary e-Mail Address:

Secondary e-Mail address (optional):

Want to receive e-Alerts on your mobile?

Just enter the text message address for your phone.

Wireless text messaging addresses usually consist of your ten-digit cellular Number (without dashes), followed by '@' and the service provider's domain name. Below is a list of common wireless phone service providers.

Alltel	<i>your_number@message.alltel.com</i>
AT&T Wireless	<i>your_number@mobile.att.net</i>
Cingular	<i>your_number@cingularme.com</i>
Nextel	<i>your_number@messaging.nextel.com</i>
Qwest	<i>your_number@qwestmp.com</i>
Sprint PCS	<i>your_number@messaging.sprintpcs.com</i>
T-Mobile	<i>your_number@tmomail.net</i>
Verizon Wireless	<i>your_number@vtext.com</i>

[Main Menu](#)
[Back to Home](#)

The next screen will walk you through adding alerts to your account. Click the Add Alert button to continue.

e-Alerts

MANAGE EALERTS [Add Alert](#)

Easily manage your e-Alerts from this screen. Simply click on a link to update your settings or remove e-Alerts. Add new alerts by clicking the Add Alert button.

Primary Email: joemember@cu.org
Secondary Email: 999999999@mobile.att.net

(No Alerts Setup) Click 'Add Alert' to setup alerts.

[Main Menu](#)
[Back to Home](#)

- Select alert type from dropdown box
 - Account Balance – When the balance goes below or above defined values
 - Check Cleared – When a range of check numbers have cleared
 - Withdrawal – When a withdrawal exceeds an amount
 - Deposit – When a deposit exceeds an amount
- Click Next button

e-Alerts

ADD E-ALERT

Please Select the Alert type that you would like To Setup And click Next To continue.

[Main Menu](#)
[Back to Home](#)

Account Balance Alert – Issued when your balance for the selected Account falls below the Minimum Balance Amount or goes above the Maximum Balance Amount.

- Select Account from drop down
- Enter Minimum Balance Amount
- Enter Maximum Balance Amount
- Click Next button

e-Alerts

ACCOUNT BALANCE ALERT

Please Select the Account below that you would like to set the Account Balance Alert on. (Alerts will be sent once a Day between 8:00am And 10:00am EST.)

Account:

Please enter the amount at which you want to be notified.

Minimum Balance Amount:

Maximum Balance Amount:

[Main Menu](#)
[Back to Home](#)

- Verify settings are correct, click on the Finish button

e-Alerts

E-ALERT SETUP CONFIRMATION

Please confirm the following settings are correct before clicking Finish.

Alert Type:	Account Balance Alert
Alert Account:	Share 00 PRIME SHARES
Alert under minimum balance:	500.00
Alert over maximum balance:	2,500.00

To change these settings, click the Back button.

[Main Menu](#)
[Back to Home](#)

Check Cleared Alert – Issued when a check in the range of Starting Check and Ending Check from the selected Account clears. You can have up to 5 Check ranges.

- Select Account from drop down (Draft account only)
- Enter Starting Check number
- Enter Ending Check number
- Click Next Button

e-Alerts

CHECK CLEARED ALERT

Please Select the Account below that you would like to set the Check Cleared Alert on. (Alerts will be sent once a Day between 8:00am And 10:00am EST.)

Account:

You can specify up To 5 rules For Check clearing alerts.

Rule 1: Starting Check:	<input type="text" value="101"/>	Ending Check:	<input type="text" value="120"/>
Rule 2: Starting Check:	<input type="text" value="201"/>	Ending Check:	<input type="text" value="220"/>
Rule 3: Starting Check:	<input type="text" value="301"/>	Ending Check:	<input type="text" value="320"/>
Rule 4: Starting Check:	<input type="text" value="401"/>	Ending Check:	<input type="text" value="420"/>
Rule 5: Starting Check:	<input type="text" value="501"/>	Ending Check:	<input type="text" value="501"/>

[Main Menu](#)
[Back to Home](#)

- Verify settings are correct, click on the Finish button

e-Alerts

E-ALERT SETUP CONFIRMATION

Please confirm the following settings are correct before clicking Finish.

Alert Type:	Check Cleared Alert
Alert Account:	Share 80 FEE FREE CHECKING
Check Clearing Rule 1:	101 - 120
Check Clearing Rule 2:	201 - 220
Check Clearing Rule 3:	301 - 320
Check Clearing Rule 4:	401 - 420
Check Clearing Rule 5:	501 - 501

To change these settings, click the Back button.

[Main Menu](#)
[Back to Home](#)

Withdrawal Transaction Alert – Issued when the selected Account has a Withdrawal Transaction that exceeds an amount.

- Select Account from drop down
- Enter Withdrawal Transaction that exceed amount
- Click Next button

e-Alerts

WITHDRAWAL TRANSACTION ALERT

Please Select the Account below that you would like to set the Withdrawal Transaction Alert on. (Alerts will be sent once a Day between 8:00am And 10:00am EST.)

Account: Share 80 FEE FREE CHECKING

Please enter the amount at which you want to be notified.

Withdrawal Transactions that exceed:

[Main Menu](#)
[Back to Home](#)

- Verify settings are correct, click on the Finish button

e-Alerts

E-ALERT SETUP CONFIRMATION

Please confirm the following settings are correct before clicking Finish.

Alert Type:	Withdrawal Transaction Alert
Alert Account:	Share 80 FEE FREE CHECKING
Alert when transaction exceeds:	1,000.00

To change these settings, click the Back button.

[Main Menu](#)
[Back to Home](#)

Deposit Transaction Alert – Issued when the selected Account has a Deposit Transaction that exceeds an amount.

- Select Account from drop down
- Enter Deposit Transaction that exceeds amount
- Click Next button

e-Alerts

DEPOSIT TRANSACTION ALERT

Please Select the Account below that you would like to set the Deposit Transaction Alert on. (Alerts will be sent once a Day between 8:00am And 10:00am EST.)

Account:

Please enter the amount at which you want to be notified.

Deposit Transactions that exceed:

[Main Menu](#)
[Back to Home](#)

- Verify settings are correct, click on the Finish button

e-Alerts

E-ALERT SETUP CONFIRMATION

Please confirm the following settings are correct before clicking Finish.

Alert Type:	Deposit Transaction Alert
Alert Account:	Share 00 PRIME SHARES
Alert when transaction exceeds:	1,000.00

To change these settings, click the Back button.

[Main Menu](#)
[Back to Home](#)

How do I modify / remove e-Alerts?

Log into UBAY@Home and click on the e-Alerts link on the initial Account Summary page or under the Other Options menu.

On e-Alerts Main Page all of the active alerts are displayed. You can modify settings by clicking on hyperlinks or Remove an alert.

e-Alerts

MANAGE EALERTS

[Add Alert](#)

Easily manage your e-Alerts from this screen. Simply click on a link to update your settings or remove e-Alerts. Add new alerts by clicking the Add Alert button.

Primary Email: joemember@cu.org

Secondary Email: 999999999@mobile.att.net

Account Balance Alert	Minimum	Maximum	Last Alert	Remove Alert
S 80 FEE FREE CHECKING	500.00	2,500.00	--/--	Remove

Check Cleared Alert	Rule	Checks	Last Alert	Remove Alert
S 80 FEE FREE CHECKING	Rule: 1	101 - 120	--/--	Remove
S 80 FEE FREE CHECKING	Rule: 2	201 - 220		
S 80 FEE FREE CHECKING	Rule: 3	301 - 320		
S 80 FEE FREE CHECKING	Rule: 4	401 - 420		
S 80 FEE FREE CHECKING	Rule: 5	501 - 501		

Withdrawal Transaction Alert	When Transaction Exceeds	Last Alert	Remove Alert
S 80 FEE FREE CHECKING	1,000.00	--/--	Remove

Deposit Transaction Alert	When Transaction Exceeds	Last Alert	Remove Alert
S 00 PRIME SHARES	1,000.00	--/--	Remove

[Main Menu](#)

[Back to Home](#)

I have tried everything in the FAQ and I still can't get Ubay@Home to work. What do I do next?

Please call our Call Center at (989) 892-4597 or (800) YOUR-OWN if your problems are not resolved or you need further assistance.