Setting Up Online Banking Alerts

You can create as many or as few alerts as you want for your accounts. Each alert has a type, a threshold, and a delivery method. Alerts are associated with a specific account.

Highmark's online banking currently offers the following **account alerts: Balance and Transaction.**

To access & set up account/loan alerts:

1) Log into online/mobile banking
2) From the dashboard, click on the specific account or loan for which you want to set up alerts
3) Click Alert preferences
4) Select the type of alert you'd like to set up: balance, transaction, or both
5) Select how you want to be notified
6) Click the red "Add Alert" button to save

Some alerts can be configured for a given **end user,** rather than a single account. These notify that user when something happens regarding their account as a whole.

1. Login from new device – This notifies you when a device that has not used the *Remember this device* toggle is used to log into the online banking app.
2. Username changed – This notifies you when online banking has been used to change the username for this account.
3. Email address changed – This notifies you when online banking app has been used to change the email address on file.
4. Mobile phone changed – This notifies you when online banking has been used to change the mobile phone number on file.
5. Password changed – This notifies you online banking has been used to change the user's password.

To access & set up user alerts:

1) Log into online/mobile banking
2) Click on the menu area to get to the Dashboard
3) At the very bottom, click on the arrow next to your name
4) Click the Settings
5) Click User Alerts - there will be 5 you can enable by toggling on or off.

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