



**CREDIT
UNION**

SYDNEY

Direct Banking Alerts

Your bank accounts can never be too safe. For added protection, we've added a feature that automatically sends you an email and/or text message to your mobile device and/or computer to alert you of certain changes to your account made through online banking. This way, you can catch when something is not right quickly, and contact us to get help before things get too complicated.

There is no fee for setting up alerts (standard text rates may apply through your cellular carrier)

There are seven different alert types to choose from:

NEW BILL PAYEE ADDED

You will receive an alert when a new bill payee has been added to your account through online banking.

MEMBER SERVICES ALERT - ENHANCED PERSONAL MESSAGE

You will receive an alert to notify you of a personal online banking message.

ONLINE BANKING LOCKED OUT (INCORRECT PAC)

You will receive an alert when your online banking account has been locked after the maximum number of failed attempts to input your Personal Access Code has been reached.

PERSONAL ACCESS CODE CHANGED

You will receive an alert when your Personal Access Code has been changed through online banking.

ONLINE BANKING LOCKED OUT (Incorrect response to Security Question)

You will receive an alert when your online banking account has been locked after the maximum number of failed attempts to answer your Personal Access Question.

Important: If you receive one of the above messages and you did not attempt to access your account, please notify us immediately – your account information may be compromised.

BALANCE AND ACTIVITY ALERTS (INTERAC e-Transfer recipient added)

ONLINE LOGIN

Choose how to receive alerts

You can receive Alerts through text messages and/or email messages to your mobile device and/or computer, so remember to check your phone and/or email regularly. Alerts are only available for activities performed through your credit union online banking or through mobile banking with Smart phones. Alerts will not be sent if changes are made through telephone banking or at the branch.

The following pages will help walk you through setting up Direct Banking Alerts on your account.

Step 1

Sign-in to your online banking account.
Click on Messages and Alerts in the left-hand column.



A screenshot of the Credit Union Sydney online banking website. The browser address bar shows "sydneycreditunion.com". The website header includes the Credit Union Sydney logo, navigation links like "Contact Us", "Help", "Rates", "Find Branch/ATM", "Search", and "Careers", and buttons for "What's New", "Become a Member", "Your Credit Union", and "In Our Community". The main navigation menu has "Online Banking" selected. The breadcrumb trail is "Home > Online Banking > Messages and Alerts". On the left sidebar, "Messages and Alerts" is circled in red. The main content area is titled "Messages and Alerts" and contains sections for "Messages" (with a "View Messages" link), "Alerts" (with a "Manage Alerts" link), and "View Alerts History" (with a "View Alerts History" link). There are also links for "Manage Alerts Contacts and Mobile Nicknames". A "WELCOME" message and a "Logout of Online Banking" button are visible in the top right. A promotional banner for "Download the new SERVICE CHARGES BROCHURE for Personal Accounts" is shown, effective from August 1st. At the bottom, there is a footer with links for "Our Commitment to Privacy", "Legal and Copyright", and "Site Map".

Step 2

Click Manage Alerts under the Messages and Alerts heading.
Select Add Contacts



A screenshot of the Credit Union Sydney website's Alerts page. The browser address bar shows "sydneycreditunion.com". The page has a dark blue header with the Credit Union Sydney logo and navigation links like "Contact Us", "Help", "Rates", "Find Branch/ATM", "Search", and "Careers". Below the header, there are buttons for "What's New", "Become a Member", "Your Credit Union", and "In Our Community". The main navigation bar includes "Online Banking", "Online Banking", "Products and Services", and "Tools and Calculators". The breadcrumb trail reads "Home > Online Banking > Messages and Alerts > Manage Alerts". On the left, a sidebar menu lists "My Accounts", "Payments", "Transfers", "Account Services", "Messages and Alerts" (with sub-items "View Messages", "Manage Alerts", "Manage My Contacts and Mobile Nicknames", and "View Alerts History"), and "Profile and Preferences". The "Manage Alerts" item is circled in red. The main content area has a sub-header "Alerts" with "Add Contacts" and "Alerts History" links, both circled in red. Below this, there is a message: "You have not setup any Alerts. Get started with Alerts today with a few simple steps:" followed by a list of instructions: "Select an alert below", "Select where you'd like to receive them by email or mobile phone", and "Personalize the alerts you'd like to receive". There is also a section for "Your Active Alerts" which states "You currently do not have any active alerts. Please choose an alert in the list below." Below that is the "Add a New Alert" section with a "Showing" dropdown set to "All Alerts" and an "Update View" button. A list of alert categories is shown: "Security Alerts" (New Payee Added, Personal Access Code (PAC) Changed, Online Banking Account Locked Out - Incorrect PAC, Online Banking Account Locked Out - Incorrect response to Security Question, Online Login), "Balance and Activity Alerts" (INTERAC® e-Transfer recipient added), and "Member Services Alerts" (New Message Available). On the left side of the main content, there is a promotional banner for "Download the new SERVICE CHARGES BROCHURE for Personal Accounts" with an "Effective Aug. 1st" and "(4.5mb Download)" link. Below that is another banner for "Introducing IMPORTANT CHANGES to your cheque return" with a "Learn more >>" link. The footer contains links for "Our Commitment to Privacy", "Legal and Copyright", and "Site Map".

Step 3

Select Add Email or Add Mobile Phone or both. For this demonstration we'll select Add Mobile Phone. You can also edit the mobile nicknames for your accounts here, or leave them as they are.

Click I Accept on the next page (Alerts Agreement) to continue to the next step.



The screenshot shows the website interface for Credit Union Sydney. The main navigation bar includes links for Contact Us, Help, Rates, Find Branch/ATM, Search, and Careers. Below this are buttons for What's New, Become a Member, Your Credit Union, and In Our Community. The page title is "Alerts Contact(s) & Mobile Nicknames".

On the left sidebar, there is a menu with options: My Accounts, Payments, Transfers, Account Services, Messages and Alerts (expanded), and Profile and Preferences. Under "Messages and Alerts", the "Add Mobile Phone" link is circled in red.

The main content area contains the following sections:

- Alerts Contact(s) & Mobile Nicknames**: A heading for the current page.
- Alerts Contact(s)**: A paragraph explaining that users can manage their alert contacts (email or mobile phone) and that only contacts added here will receive alerts.
- Mobile Nicknames**: A paragraph explaining that mobile nicknames are used to identify accounts and keep information secure. It includes an "Edit Nicknames" button.
- Add Email / Add Mobile Phone**: Two buttons for adding new contacts, with "Add Mobile Phone" circled in red.
- Manage my Alerts Contacts**: A section with a table showing no contacts are currently setup.
- Manage My Mobile Nicknames**: A table listing accounts and their corresponding mobile nicknames.
- Edit Nicknames**: A button to modify the mobile nicknames.

On the right side, there is a "WELCOME" message and a "Logout of Online Banking" button.

At the bottom of the page, there is a footer with links for "Our Commitment to Privacy", "Legal and Copyright", and "Site Map".

Download
the new **SERVICE CHARGES**
BROCHURE
for Personal Accounts

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(4.5mb Download)

Introducing **IMPORTANT CHANGES**
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Learn more >>

Step 4

Fill in your mobile phone number and select your carrier.

A passcode will be sent to your phone, enter it on the next page when prompted.



A screenshot of the Credit Union Sydney website's online banking interface. The browser address bar shows "sydneycreditunion.com". The page header includes the Credit Union Sydney logo and navigation links like "Contact Us", "Help", "Rates", "Find Branch/ATM", "Search", and "Careers". Below the header, there are buttons for "What's New", "Become a Member", "Your Credit Union", and "In Our Community". The main navigation menu includes "Online Banking", "Products and Services", and "Tools and Calculators". The breadcrumb trail reads "Home > Online Banking > Messages and Alerts > Manage Alerts Contacts and Mobile Nicknames". On the left, a sidebar menu lists "My Accounts", "Payments", "Transfers", "Account Services", "Messages and Alerts" (with sub-links for "View Messages", "Manage Alerts", "Manage Alerts Contacts and Mobile Nicknames", and "View Alerts History"), and "Profile and Preferences". The main content area is titled "Register Phone" and contains a form with a "Phone Number" field (with an example "e.g. 604 123 4567"), a "Carrier" dropdown menu (set to "Select a Carrier"), and "Continue" and "Cancel" buttons. A "WELCOME" message and a "Logout of Online Banking" button are visible on the right. Two promotional banners are at the bottom: one for "Download the new SERVICE CHARGES BROCHURE for Personal Accounts" (effective Aug. 1st, 4.5mb download) and another for "Introducing IMPORTANT CHANGES to your cheque return" with a "Learn more >>" link. The footer contains links for "Our Commitment to Privacy", "Legal and Copyright", and "Site Map".

Step 5

You will now see your mobile number appear in your contact list.
Repeat these steps to add email if desired.
When you're ready, click Manage Alerts in the left-hand column to continue.



The screenshot shows the Credit Union Sydney website interface. The top navigation bar includes links for Contact Us, Help, Rates, Find Branch/ATM, Search, and Careers. Below this are buttons for What's New, Become a Member, Your Credit Union, and In Our Community. The main navigation menu includes Online Banking, Online Banking, Products and Services, and Tools and Calculators. The breadcrumb trail reads: Home > Online Banking > Messages and Alerts > Manage Alerts Contacts and Mobile Nicknames.

The left-hand column contains a menu with the following items:

- My Accounts
- Payments
- Transfers
- Account Services
- Messages and Alerts
 - View Messages
 - Manage Alerts
 - Manage Alerts Contacts and Mobile Nicknames
 - View Alerts History
- Profile and Preferences

The main content area is titled "Alerts Contact(s) & Mobile Nicknames". It contains the following sections:

- Alerts Contact(s):** Manage your Alerts Contact(s), which can be your email or mobile phone number. You can add, delete, and even disable a contact temporarily. Note that we will only use the contacts below to send you alerts. To send an alert to the contact(s) below, please visit the Manage Alerts page and select a contact for that alert.
- Mobile Nicknames:** By default, your accounts are given short mobile nicknames to make it easy to identify them. Mobile account nicknames help keep your information secure by eliminating the need to display your account number(s). To change your nicknames, click the Edit Nicknames button below.
- [Add Email](#) [Add Mobile Phone](#)
- Manage my Alerts Contacts**

Contact	Carrier	Status	
(902) 555-5555	Telus Mobility	Enabled Disable	Delete

- Manage My Mobile Nicknames**

Account	Mobile Nickname
COMMON SHARES 00007	SHR7
PERSONAL CHECKING 00010	CHQ10
SMART SAVE 00025	SAV25
LOAN 00070	LN70
LOAN 00071	LN71

[Edit Nicknames](#)

At the bottom of the page, there is a footer with links for "Our Commitment to Privacy", "Legal and Copyright", and "Site Map".

Step 6

Click on the alerts you wish to set up. You will see an explanation drop down, as well as an Add button.
Click Add on the alerts you wish to set up.

A screenshot of the Credit Union Sydney website's Alerts management page. The page is titled "Alerts" and includes a navigation menu on the left with options like "My Accounts", "Payments", "Transfers", "Account Services", "Messages and Alerts", and "Profile and Preferences". The main content area shows a list of alert categories with an "Add" button circled in red for the "New Payee Added" alert. The footer contains links for "Our Commitment to Privacy", "Legal and Copyright", and "Site Map".

CREDIT UNION SYDNEY

Contact Us Help Rates Find Branch/ATM Search Careers

What's New Become a Member Your Credit Union In Our Community

Online Banking Online Banking Products and Services Tools and Calculators

Home > Online Banking > Messages and Alerts > Manage Alerts

Print This Page Online Banking Help

WELCOME [User Name] Logout of Online Banking

Alerts

[Manage Alerts Contact\(s\)](#) [Alerts History](#)

You have not setup any Alerts. Get started with Alerts today with a few simple steps:

- Select an alert below
- Select where you'd like to receive them by email or mobile phone
- Personalize the alerts you'd like to receive

Your Active Alerts:
You currently do not have any active alerts. Please choose an alert in the list below.

Add a New Alert

Showing

Security Alerts

- New Payee Added**
Alert me when a new payee has been added so that I can verify this action.
- Personal Access Code (PAC) Changed**
- Online Banking Account Locked Out - Incorrect PAC**
- Online Banking Account Locked Out - Incorrect response to Security Question**
- Online Login**
Alert me when an online login has occurred so I can verify this action.

Balance and Activity Alerts

- INTERAC® e-Transfer recipient added**

Member Services Alerts

- New Message Available**

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(4.5mb Download)

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Learn more >>

Our Commitment to Privacy Legal and Copyright Site Map

Step 7



Check off where you want the alert to be delivered (email or text).
Click Submit when you've made your selection.

A screenshot of the Credit Union Sydney website's "Create Alert" page. The browser address bar shows "sydneycreditunion.com". The page has a dark blue header with the Credit Union Sydney logo and navigation links like "Contact Us", "Help", "Rates", "Find Branch/ATM", "Search", and "Careers". Below the header is a navigation menu with "Online Banking" selected. The main content area is titled "Create Alert" and includes a "Send me an alert..." section with options for "By email" (no email addresses configured) and "By text" (checkbox for (902) 555-5555). There are also "Add new email" and "Add new mobile phone" links. A "Submit" button is at the bottom of the form. On the left, there is a sidebar menu with "Messages and Alerts" expanded. On the right, there is a "WELCOME" message and a "Logout of Online Banking" button. At the bottom, there is a footer with "Our Commitment to Privacy", "Legal and Copyright", and "Site Map".

Home > Online Banking > Messages and Alerts > Manage Alerts

- ▶ My Accounts
- ▶ Payments
- ▶ Transfers
- ▶ Account Services
- ▼ Messages and Alerts
 - View Messages
 - Manage Alerts
 - Manage Alerts Contacts and Mobile Nicknames
 - View Alerts History
- ▶ Profile and Preferences

[Print This Page](#) [Online Banking Help](#)

WELCOME [User Name]
[Logout of Online Banking](#)

Create Alert

[Manage Alerts Contact\(s\)](#) [Alerts History](#)

Alert: Online Login

Send me an alert...

[Add new email](#)

By email: no email addresses configured [Add new mobile phone](#)

(902) 555-5555

By text:

When: an online login has occurred so I can verify this action.

|

Download the new **SERVICE CHARGES** BROCHURE for Personal Accounts

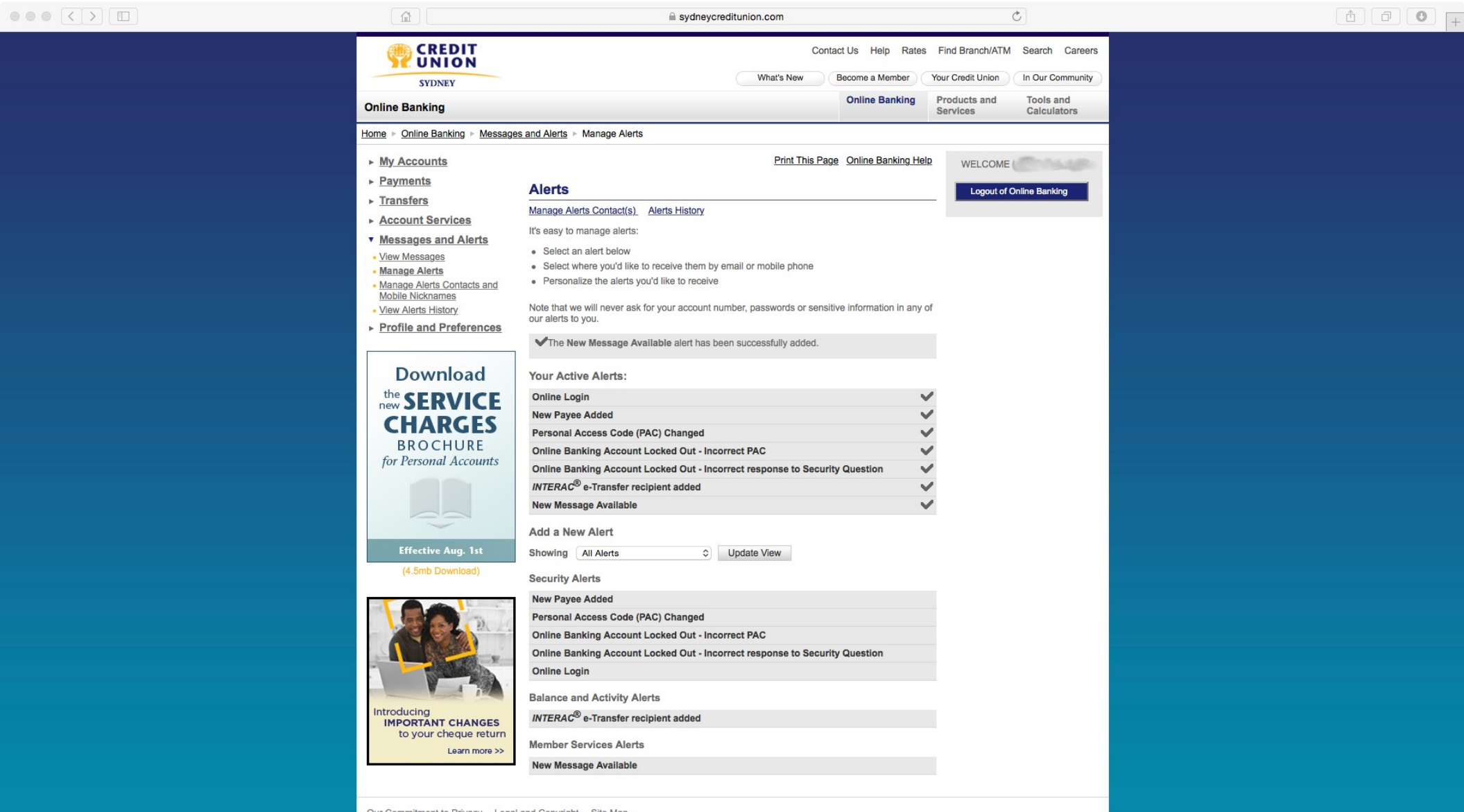
Effective Aug. 1st
(4.5mb Download)

Introducing **IMPORTANT CHANGES** to your cheque return

[Learn more >>](#)

Step 8

Repeat steps 6 & 7 until all the alerts you want have check marks next to them.



The screenshot shows the 'Manage Alerts' page on the Credit Union Sydney website. The page is titled 'Alerts' and includes a navigation menu on the left with options like 'My Accounts', 'Payments', 'Transfers', 'Account Services', 'Messages and Alerts', and 'Profile and Preferences'. The main content area features a 'Your Active Alerts' list with items such as 'Online Login', 'New Payee Added', and 'Personal Access Code (PAC) Changed', each with a checkmark icon. Below this is an 'Add a New Alert' section with a dropdown menu set to 'All Alerts' and an 'Update View' button. A success message at the top states: 'The New Message Available alert has been successfully added.' The page also includes a 'Download the new SERVICE CHARGES BROCHURE for Personal Accounts' section and a 'Security Alerts' section with a list of alerts like 'New Payee Added' and 'Personal Access Code (PAC) Changed'. A 'Balance and Activity Alerts' section shows 'INTERAC® e-Transfer recipient added'. A 'Member Services Alerts' section shows 'New Message Available'. The page footer contains links for 'Our Commitment to Privacy', 'Legal and Copyright', and 'Site Map'.