

Online Banking Alerts

Online Banking Alerts let you know when important changes have been made to your information in online banking. These alerts add additional protection allowing you to identify and report potentially fraudulent activity as soon as it happens.

You will be notified when:

- A new bill payee is added to your list of vendors
- You are locked out of online banking after three attempts to log in
- Your account has been logged into
- Your Personal Access Code (PAC) has been changed
- An Interac e-Transfer recipient has been added

Online Banking Alerts can be sent as a text message to your mobile device, as an email to your email address, or both. You can review the last 30 days of alerts history in online banking. Just click on the View Alerts History link on the "Message and Alerts" tab. You can also manage your alerts by editing the contact information, account nicknames, or choosing different alerts to be received. You'll find all of these functions under the "Manage Alerts Contacts and Mobile Nicknames" tab.

Registering for Online Banking Alerts is easy. Just a few quick steps and you're all set up. You can choose how you want to be notified and even assign which form of contact will be assigned to each alert.

How do you sign up?

1. Login to the GVC Credit Union Online Banking.
2. Click "Messages and Alerts" tab and then click "Manage Alerts"
3. Select "Add a new Alert" and choose the desired Alert from the dropdown menu and click on "Get Started".
4. You will be asked to accept the Alerts Agreement before you can complete your registration.
5. Add an email contact, phone contact (or both) and follow the instructions received in the confirmation email or text. If you sign up to receive texts, you will receive a one-time pass code on your mobile device. This needs to be entered into online banking to proceed with registration.

6. Scroll to the bottom of the list of accounts and Click on Submit.

If you'd like to change account nicknames, choose "Manage Alerts Contacts and Mobile Nicknames" and then "Edit Nicknames." Remember to click on "Submit" when you are finished.

The added Alert then will appear under your Active Alerts. Repeat the process for the remaining alerts you choose to add.

Note:

Due to potential carrier and Internet service interruptions, it cannot be guaranteed that you will receive the alerts. If you have any concerns about your accounts, please visit the View Alerts History link on the Message and Alerts tab.