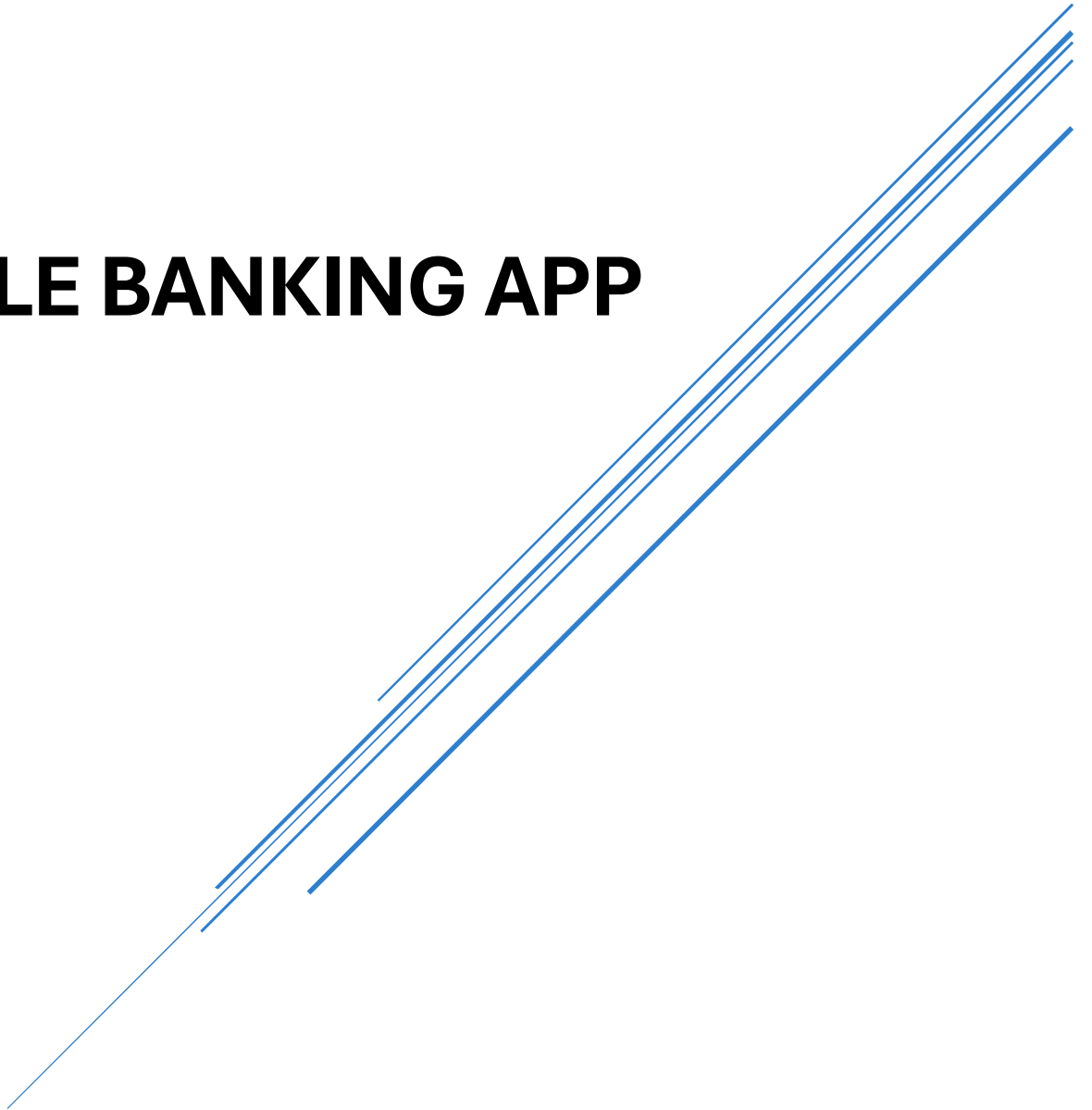


SETTING UP ALERTS

MOBILE BANKING APP



Disclaimer

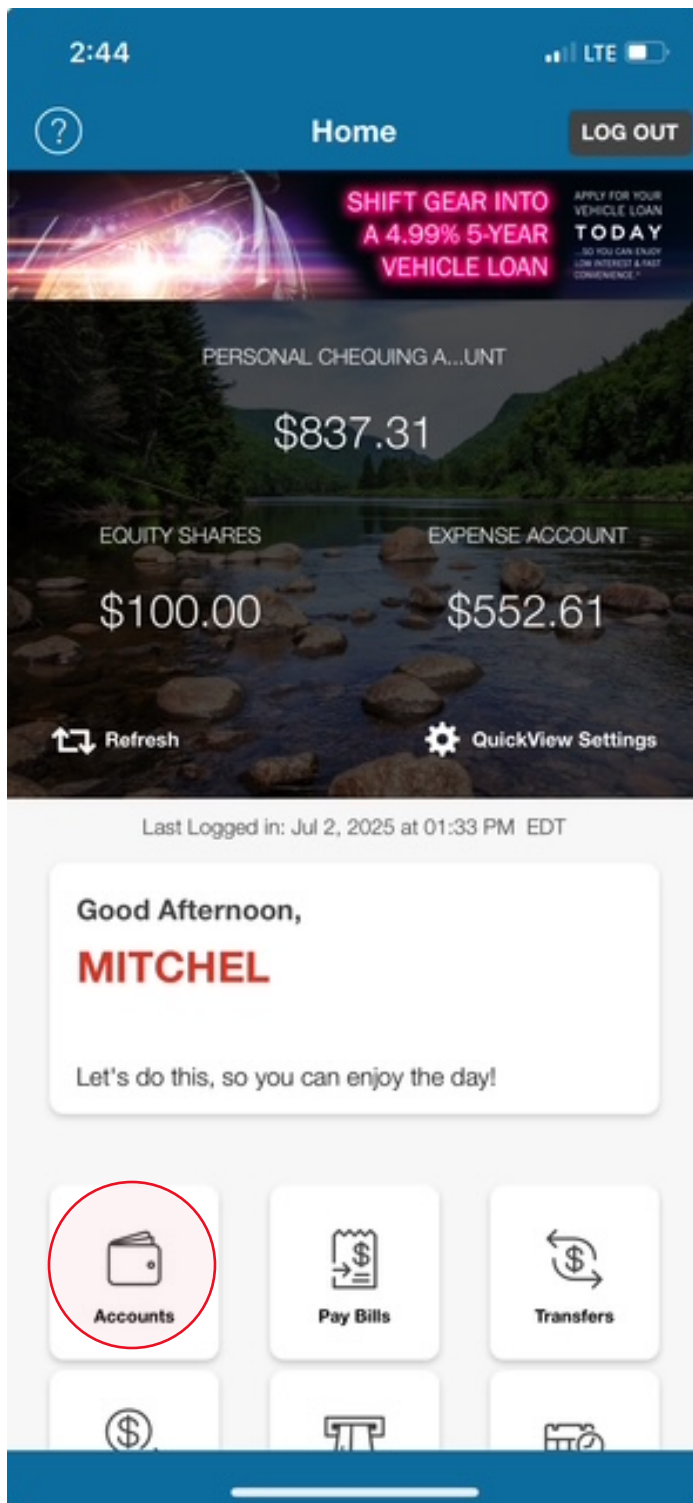
The following is a step-by-step guide on setting up alerts for online banking via the mobile banking. The images used in this guide are for educational and information purposes only and DO NOT reflect the account of an existing individual.

This step-by-step guide will assist members in setting up alerts on their accounts to assist in monitoring activity and fraud prevention. Alerts will aid members in being informed in a timely and effective manner if there is any suspicious activity happening on their accounts.

At the Police Credit Union, we want to make sure our members are protected. With increasing rates of fraud, it is important to have alerts set up for our online banking. By setting up alerts – you will be alerted each time you access your online banking, set up a new bill payment, or e-transfer recipients. If you receive any of these alerts, you can contact us right away and we will close access to your online banking. You can contact the Member Solutions Centre during business hours or technical support line outside business hours. All the information is on our contact page. <https://www.tpcu.on.ca/about/contact>

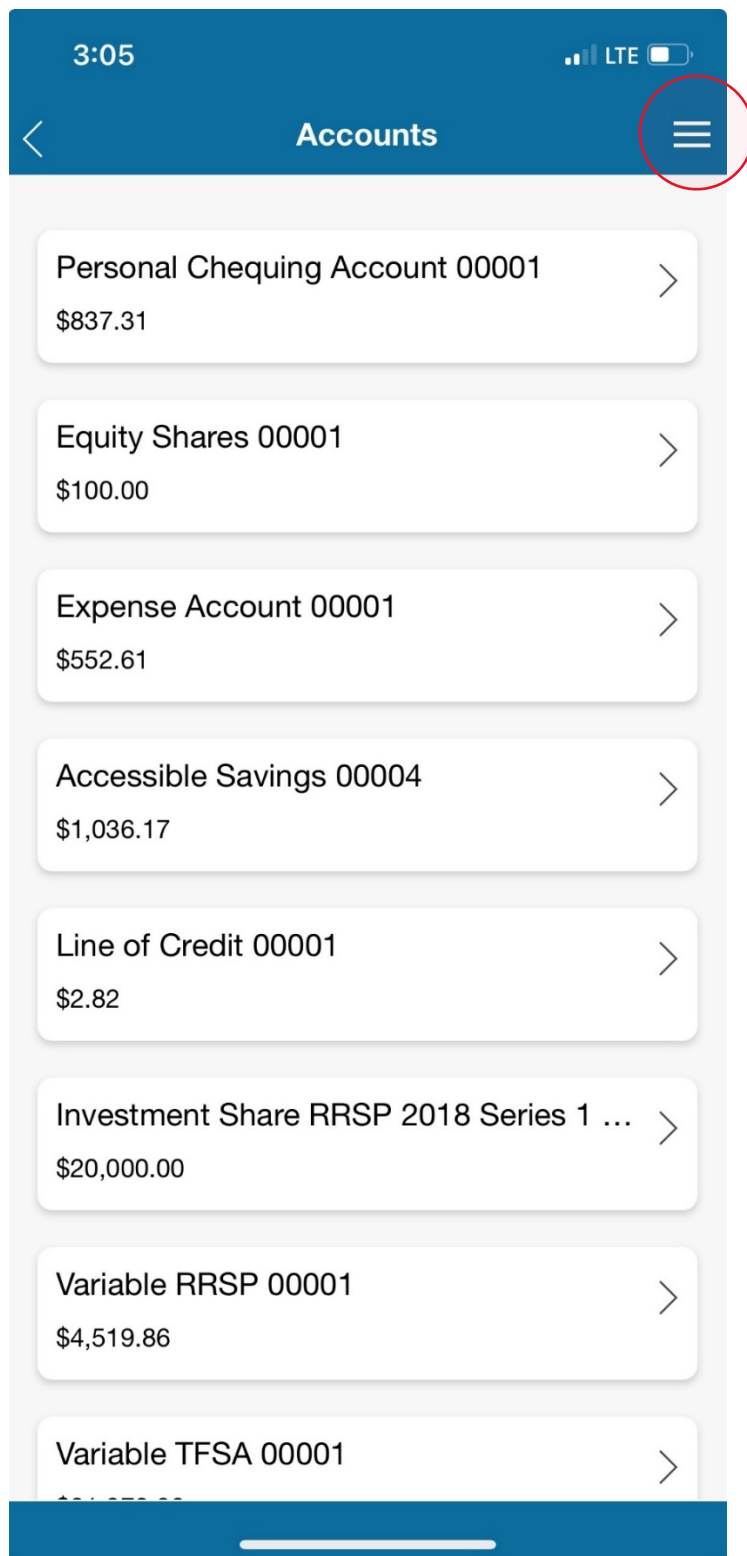
Step 1- Navigating Alerts

Once signed in to the mobile banking app, navigate to the **Accounts** menu.



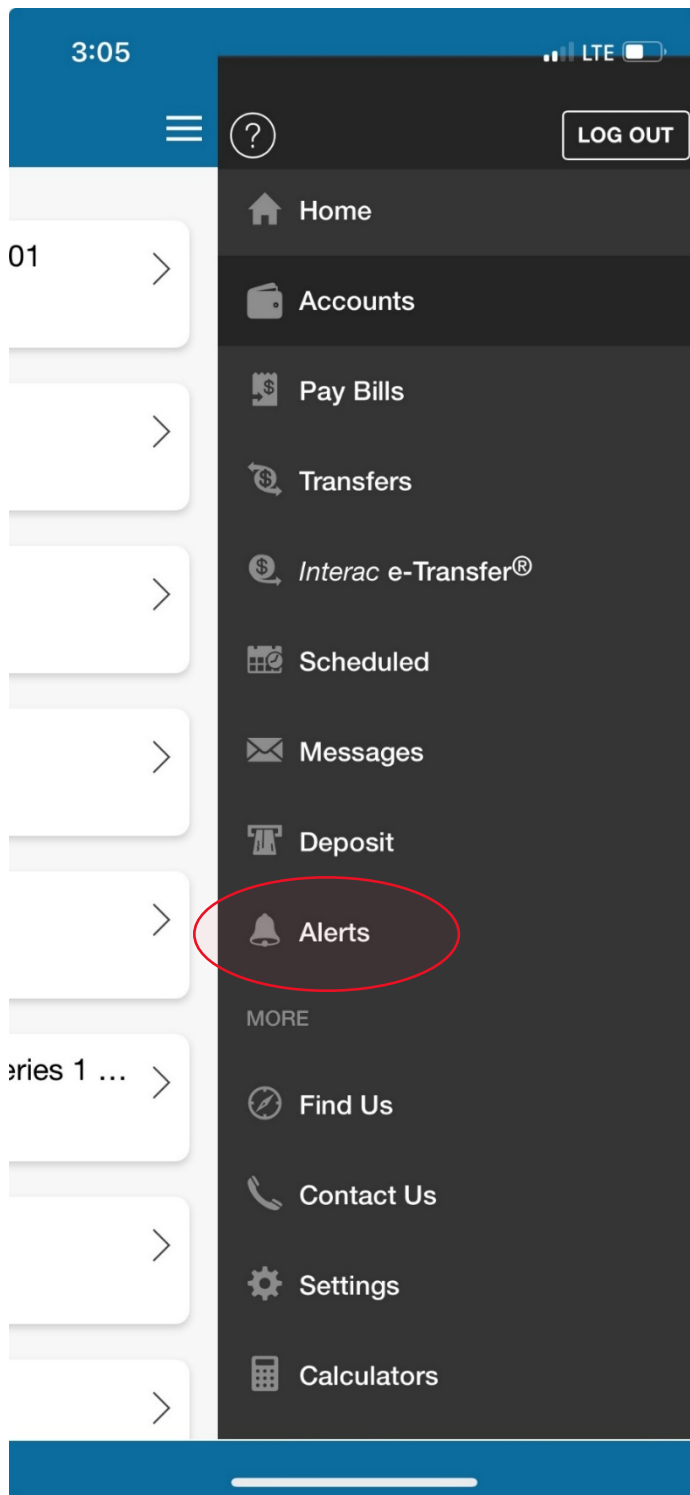
Screenshots provided are for educational purposes only

Once in **Accounts**, tap the 3 lines in the top right corner of your screen.



Screenshots provided are for educational purposes only

When the side menu expands, scroll down (if necessary) and tap **Alerts**.



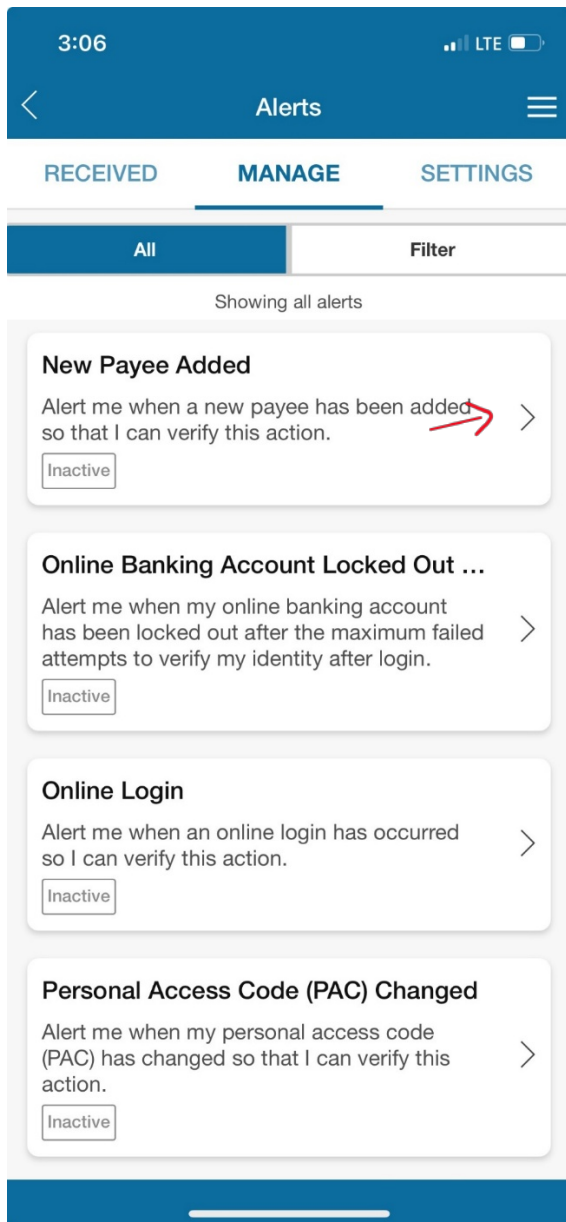
Screenshots provided are for educational purposes only

Step 2- Alerts Menu

The **Alerts** menu will display all the alerts available to setup, these alerts are:

- New Payee Added
- Online Banking Account Locked Out – Incorrect Response to Login Verification
- Online Login
- Personal Access Code (PAC) Changed

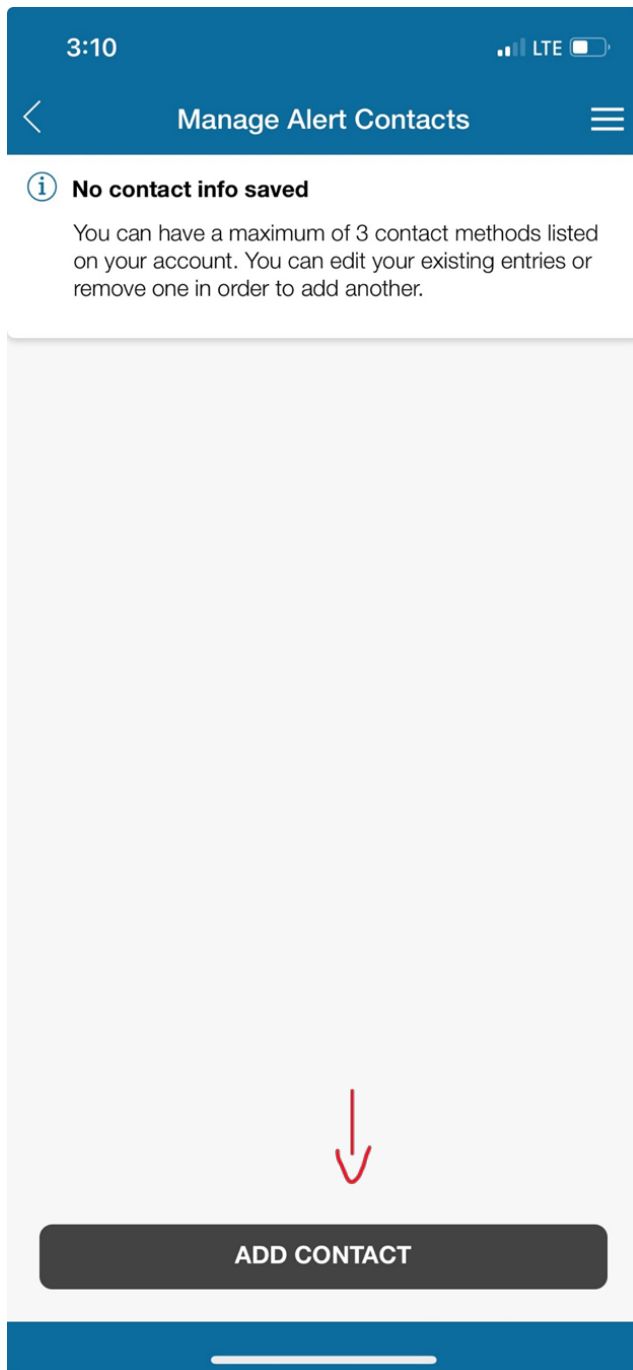
To begin setting up alerts, simply tap on any of the following to start.



Screenshots provided are for educational purposes only

Step 3- Alert Contact Information

After selecting the alert you want to setup, you will be directed to the **Manage Alert Contacts** screen. At the bottom of the screen, tap **Add Contact** to begin entering in your contact information.



Screenshots provided are for educational purposes only

You will then be directed to begin adding your contact information, you may choose between adding your email address or mobile number. Once finished tap **Save**.

2:26 5G

< Add Contact ≡

Choose a contact method:

☒ Email ☐ Phone

Email Memberhelp@tpcu.onca

SAVE

Screenshots provided are for educational purposes only

Step 4- Saving Contact Information

After saving you will see that a new payee has been added, double check your contact information before tapping **Save** again.

2:26 5G

< Manage Alerts >

New Payee Added

Send Alerts to:

☒ Memberhelp@tpcu.on.ca >

[Add a new contact](#)

When:
a new payee has been added so that I can verify this action.

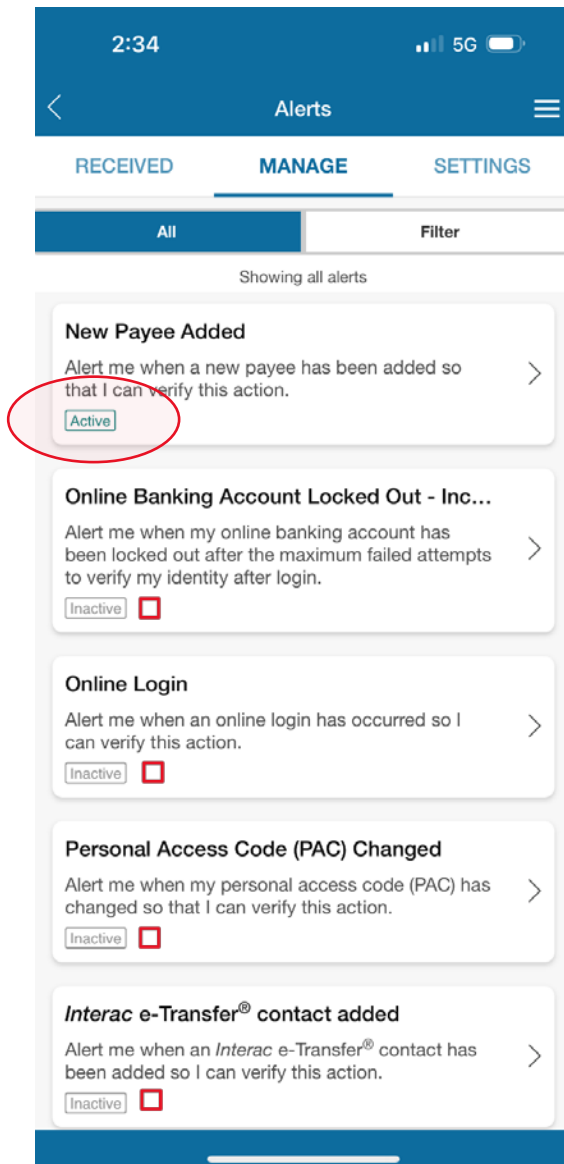
↓

SAVE

Screenshots provided are for educational purposes only

Step 5- Review Active Alerts

Once the alert has been setup, you will be directed back to the **Alerts** page under the Manage tab where you can now view your active alerts. All active/inactive alerts will appear under this tab, and to add new alerts tap on the ones that still show as inactive.



Screenshots provided are for educational purposes only

***Repeat these steps of each alert you want set up.**

****Note that it is highly recommended to have alerts for all categories setup for maximum protection.**