

SETTING UP ALERTS

**ONLINE BANKING
WEBSITE**

A decorative graphic consisting of several parallel blue lines of varying thicknesses, slanted diagonally from the bottom-left towards the top-right, positioned to the right of the 'ONLINE BANKING WEBSITE' text.

Disclaimer

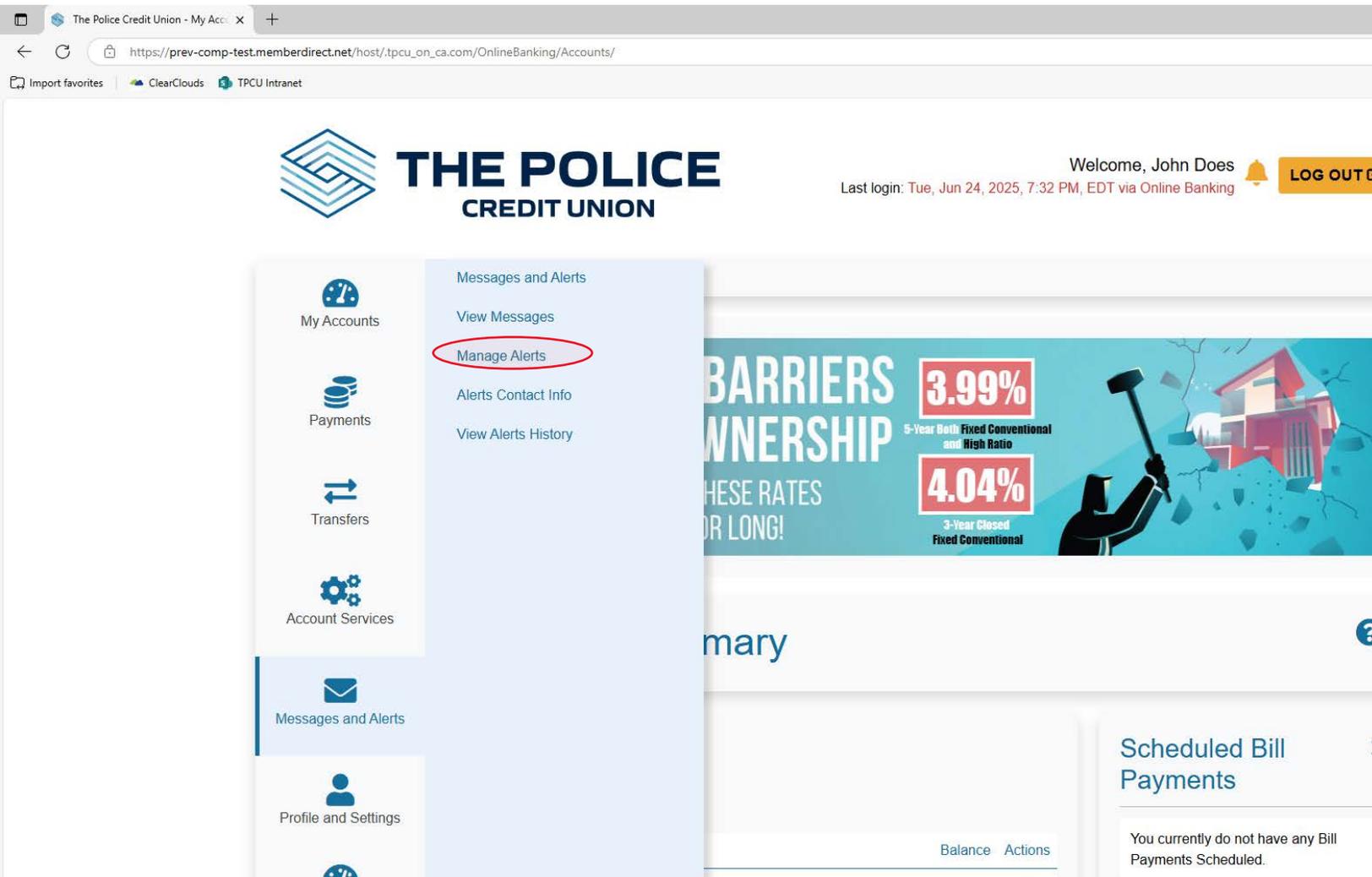
The following is a step-by-step guide on setting up alerts for online banking via internet browser. The images used in this guide are for educational and information purposes only and DO NOT reflect the account of an existing individual.

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 online banking, navigate to **Messages and Alerts** located on left-hand side of browser and select **Manage Alerts**.



Screenshots provided are for educational purposes only

Step 2- Alerts Menu

The **Alerts** page will display any alerts already setup. If no alerts are setup click on **Add a New Alert** to begin setting up alerts.

The Police Credit Union

Welcome, John Does [LOG OUT](#)

Last login: Tue, Jun 24, 2025, 7:32 PM, EDT via Online Banking

Online Banking > Messages and Alerts > Manage Alerts

Alerts

[Add Contacts](#) [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: [Add a New Alert](#)

You currently do not have any active alerts. Please add a new alert.

Screenshots provided are for educational purposes only

Step 3- Available Alerts for Set Up

After selecting **Add a New Alert**, dropdown menus for **Security Alerts** and **Balance and Activity Alerts** will be visible.

Available alerts to setup are:

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

To begin setting up alerts, simply click on **Get Started** on any of the following to start.

The screenshot shows a web browser window with the URL https://prev-comp-test.memberdirect.net/host/tpcu_on_ca.com/OnlineBanking/MessagesAndAlerts/Alerts/. The page title is "The Police Credit Union - Manage". The sidebar on the left contains the following menu items: Transfers, Account Services, Messages and Alerts (highlighted), Profile and Settings, Online Banking Alerts, and Travel Notification. The main content area has a header with "Add Contacts" and "Alerts History" links. Below this, a message states: "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". Under "Your Active Alerts:", there is a link for "Add a New Alert". The "Security Alerts" section is expanded, showing a list of alerts. The first alert is "New Payee Added" with a "Get Started" button circled in red. The second alert is "Personal Access Code (PAC) Changed" with a "Get Started" button. The third alert is "Online Banking Account Locked Out - Incorrect response to Login Verification" with a "Get Started" button. The fourth alert is "Online Login" with a "Get Started" button. The "Balance and Activity Alerts" section is partially visible at the bottom with a "+" sign.

Screenshots provided are for educational purposes only



-  My Accounts
-  Payments
-  Transfers
-  Account Services
-  Messages and Alerts
-  Profile and Settings
-  Online Banking Alerts

Online Banking > Messages and Alerts > Manage Alerts

Alerts

[Add Contacts](#) [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: [Add a New Alert](#)

Security Alerts 

Balance and Activity Alerts 

Interac e-Transfer[®] contact added

Get Started

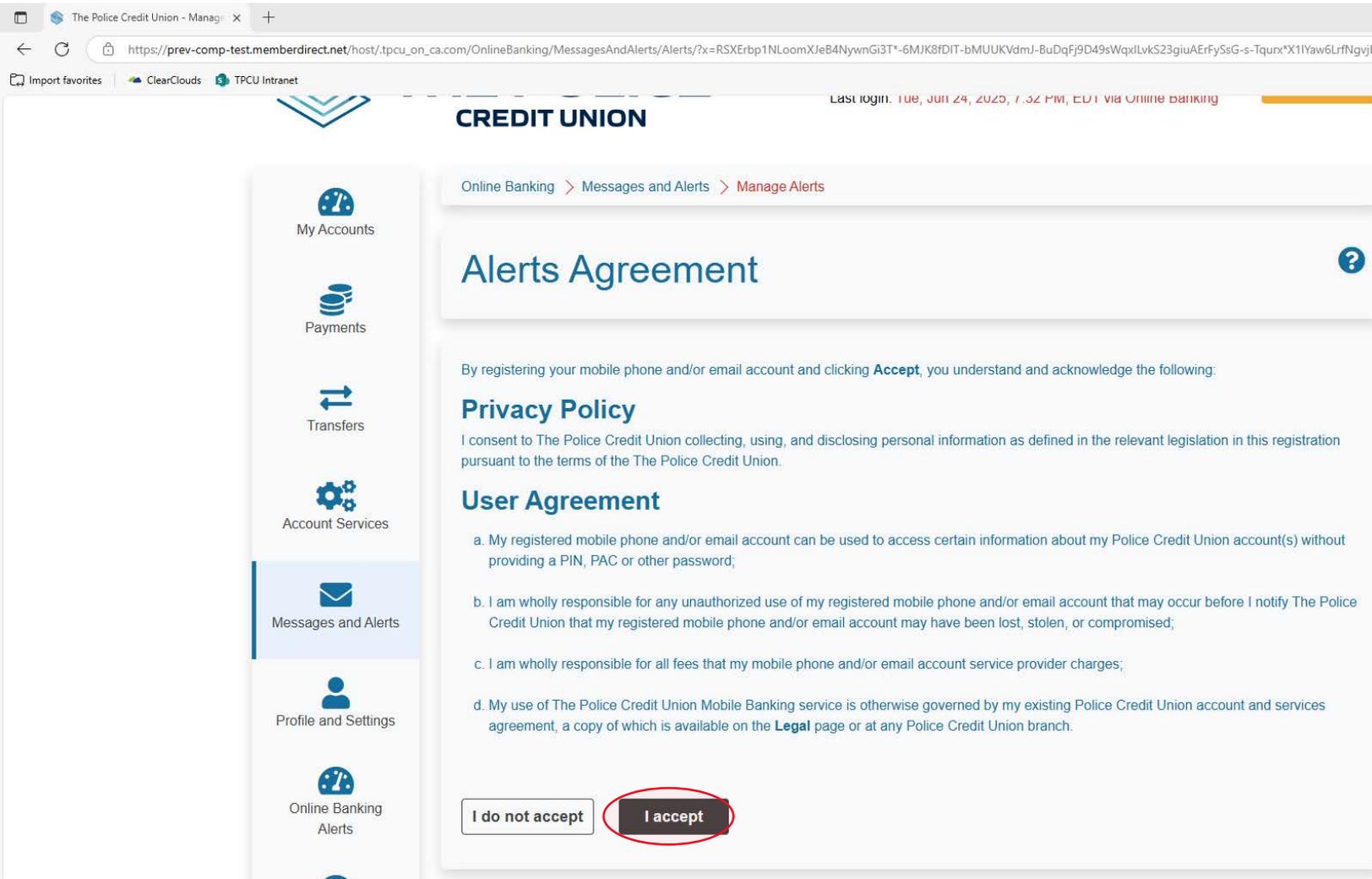
Alert me when an *Interac e-Transfer*[®] contact has been added so I can verify this action.

Screenshots provided are for educational purposes only

Step 4- Alerts Agreement

After selecting **Get Started** on the alert you are trying to set up, the alerts agreement will be displayed.

To continue, click **'I Accept'**.



Screenshots provided are for educational purposes only

Step 5- Alert Contact Information

You will then be directed to a page to enter your contact details (email and mobile phone number).

Enter and confirm your email address in addition to your mobile phone number and carrier (ex. Bell, Rogers, Telus).

Double check all information and ensure it is correct before selecting **Continue**.

The screenshot shows a web browser window with the URL `https://prev-comp-test.memberdirect.net/host/.tpcu_on_ca.com/OnlineBanking/MessagesAndAlerts/Alerts/?x=UlkPjMHI6qU8LVXsqldUds0JW7wM62iIThp*B25ndIIStiezjIAbLahbEX0Td*S&wick`. The page title is "CREDIT UNION" and the breadcrumb navigation is "Online Banking > Messages and Alerts > Manage Alerts". The main heading is "Add Alert Contact(s)". Below the heading, there is a message: "Please enter an email or mobile phone number as your Alerts contact(s). We will only send alerts to your Alerts **one contact method to receive alerts.**". The form contains the following fields:

- Email Address:**
- Confirm Email Address:**
- Mobile Phone Number:**
- Carrier:**

At the bottom of the form, there are two buttons: "Cancel" and "Continue". The "Continue" button is circled in red. On the left side of the page, there is a navigation menu with the following items: "My Accounts", "Payments", "Transfers", "Account Services", "Messages and Alerts" (highlighted), "Profile and Settings", and "Online Banking Alerts".

Screenshots provided are for educational purposes only

Step 6- Mobile Nicknames

Once contact information is finalized, you will be directed to setup mobile nicknames. You may choose to do so; however this is not necessary. You may choose to edit the account names, personalize these names later, or leave them at their default (if applicable).

Click **Submit** when finished.

The screenshot shows a web browser window with the URL https://prev-comp-test.memberdirect.net/host/tpcu_on_ca.com/OnlineBanking/MessagesAndAlerts/Alerts/?x=TBektpUsct7lSyrdff5YKhW-ScdXil7WnAVsJa695HSBsgjBZRHS5lxPGEKmnUsF&wicketApp=legacy. The page title is "Mobile Nicknames" and the breadcrumb trail is "Online Banking > Messages and Alerts > Manage Alerts".

By default, your accounts are given short mobile nicknames to make it easy to identify them. Mobile nicknames help keep your information secure by eliminating the need to display your account number(s). To change your nicknames, click the **Submit** button below.

Manage My Mobile Nicknames

Account	Mobile Nickname
Personal Chequing Account 00001	CHQ1
Personal Chequing Account 00002	CHQ2
Personal Chequing Account 00003	CHQ3
Equity Shares 00001	SHR1
Plan 24 Daily Interest Savings 00001	SAV1
Line of Credit 00001	CHQ4

At the bottom of the table, there are two buttons: "Personalize later" and "Submit". The "Submit" button is circled in red.

Screenshots provided are for educational purposes only

Step 7- Creating The Alert

On this page, you will see that your contact information has been added. Select the check boxes to receive both email and mobile phone(text) alerts. And click **Submit**.

The Police Credit Union - Manage x tpcu.on.ca - Search x Contact Us | The Police Credit Uni x +

https://prev-comp-test.memberdirect.net/host/tpcu_on_ca.com/OnlineBanking/MessagesAndAlerts/Alerts/?x=Ebszb7p2OuwHtiXiYh3aTjKK1PYbljWsuylh5z-BD-mb*blliz18Z0j3OIFCcsx&w

Import favorites | ClearClouds | TPCU Intranet

THE POLICE CREDIT UNION

Welcome
Last login: Tue, Jun 24, 2025, 7:32 PM, EDT via

Online Banking > Messages and Alerts > Manage Alerts

Create Alert

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

Alert: New Payee Added

Send me an alert...

Add new email

By email:

memberhelp@tpcu.on.ca

Add new mobile phone

By text: no mobile phones configured

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

Screenshots provided are for educational purposes only

Step 8- Review Active Alerts

Once the alert has been setup, you will be directed back to the **Alerts** page where you can now view your **Active Alerts**. All active alerts will appear under this tab, and to add new alerts click back on **Add a New Alert**.

The screenshot shows the 'Alerts' page in the The Police Credit Union online banking interface. The page title is 'Alerts' and the breadcrumb trail is 'Online Banking > Messages and Alerts > Manage Alerts'. The user is identified as 'John Does' with a last login of 'Tue, Jun 24, 2025, 7:32 PM, EDT via Online Banking'. The left sidebar contains navigation options: My Accounts, Payments, Transfers, Account Services, Messages and Alerts (highlighted), and Profile and Settings. The main content area includes links for 'Manage Alerts Contact(s)' and 'Alerts History'. A message states: 'It's easy to manage alerts: 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'. A note mentions that sensitive information will not be shared in alerts. A green checkmark indicates that a 'New Payee Added' alert has been successfully added. Below this, it shows 'Your Active Alerts: Add a New Alert'. The active alert details are: 'New Payee Added', 'Alert me when a new payee has been added so that I can verify this action. This alert is active.', 'Send Alerts to: email to memberhelp@tpcu.on.ca', and 'When: a new payee has been added so that I can verify this action'.

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.**