



# Event Manager eAlert

What is Event Manager eAlerts?

A simple, free\*, straightforward way to set up electronic email or text alerts based on transaction activity. Sign up for eAlerts to be notified of low balance, check clearing, ATM and Debit Card Activity and much more. Listed below are some of the different alert types Rio Bank Electronic Banking has the ability to send. For more information on additional alert types, please contact your bank representative.

(\*Your cell phone provider may charge additional fees for Web Access or Text messages.)

### Checking Accounts

- Account Overdrawn Alert
- Account Withdrawal Alert
- ATM/Debit Card Alert
- Check Clear Alert
- Deposit Alert
- Low Balance Alert

**Real-Time Debit Card Alert - New**

### Savings Accounts

- Deposit Alert
- Withdrawal Alert

### Certificate of Deposit

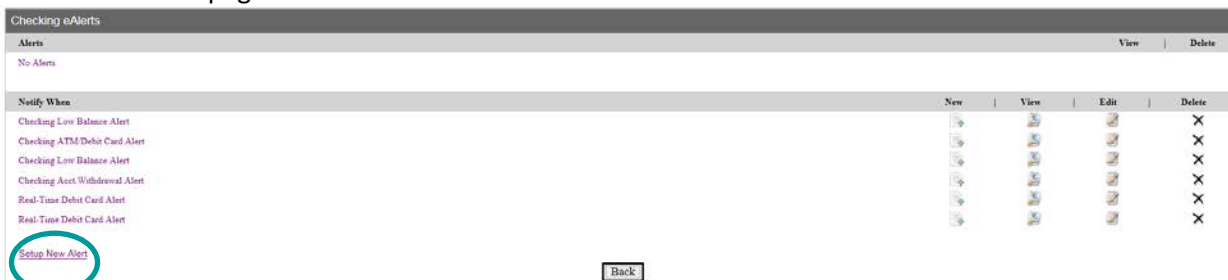
- Interest Payment Alert
- CD Maturity Alert

### Loan Accounts

- Loan Payment Due Alert
- Loan Payment Posted Alert

**How do I set up a New Alert? eAlerts can be managed through your Online Banking account.**

- Begin by logging into your Online Banking account. In the 'Home' page, click the 'Alerts' to setup a new alert
- Click on the appropriate alert you wish to establish (e.g., Checking eAlerts, Saving eAlerts, CD eAlerts, Loan eAlerts)
- Click on the [Setup New Alert](#)
- Select a Category from the drop down - Checking eAlerts, Saving eAlerts, CD eAlerts or Loan eAlerts
- Select a Type: from the drop down select type of alert you wish to setup
- Next
- If you have more than one account Click on the drop-down list and select the appropriate account
- Click on the 'Send To' drop-down list and select from the following:
  - 'Online' to receive alerts in Online Banking
  - 'E-mail' to have alerts sent to your email address.
  - 'Mobile' if you wish to receive your eAlert via text message. Enter your Mobile Phone Number and select Mobile Phone Carrier from the drop-down list. If you do not see your Mobile phone provider please contact a Personal Banker. It is also suggested that you ask your service provider about any fees they may charge you for the text messages.
- Click 'Finish'
- You will see an alert confirmation. Click 'Done' to return to the Home screen, click the "x" button in the upper right corner of the page



## Change an e-Alert

- In the 'Home' page, click the 'Alerts'
- Choose the eAlert category to edit an alert, (e.g., Checking eAlerts, Saving eAlerts, CD eAlerts, Loan eAlerts)
- Click the Edit icon.

Checking eAlerts				
Alerts				
No Alerts				
Notify When				
	New	View	Edit	Delete
Checking Acct Withdrawal Alert				
Checking Low Balance Alert				
Checking Low Balance Alert				
Checking ATM Debit Card Alert				

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Notify When				
	New	View	Edit	Delete
Checking Low Balance Alert				
Checking ATM Debit Card Alert				
Checking Low Balance Alert				
Checking Acct Withdrawal Alert				
Real-Time Debit Card Alert				
Real-Time Debit Card Alert				

## View Online eAlert

While logged in to Online Banking, click the 'Important Notices' link to view online alerts.

Important Notices	
Alerts	
Welcome to Event Manager eAlerts.	
Notify When	
No Notifications	
<a href="#">Setup New Alert</a>	
<input type="button" value="Back"/>	

**Example of Low Balance eAlert:**

Both Email and Text **eAlerts** will come from email address [message@riobk.com](mailto:message@riobk.com)

**Email Alert**  
**From:** messages@riobk.com [mailto:messages@riobk.com]  
**Sent:** Friday, April 26, 2013 8:34 AM  
**To:** Francis Gomez  
**Subject:** Low Balance Alert  
**Importance:** High

Dear Rio Bank Customer,  
Your checking account XXXX986 has fallen below your pre-set level.  
Thank you for banking with Rio Bank!

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**Text Alert**

Apr 26, 2013, 6:03 PM

Acct. XXXX030 has reached your pre-set level.  
Your current balance is \$ 12.47.

**Online eAlert Notification:**

**Checking eAlerts - Low Balance Alert**

Number: 1492

Received: 04/24/2013 3:32 AM

Your checking account XXXX030 has fallen below your pre-set level. Your current balance is \$433.31 as of 03:32 on 04/24/2013