

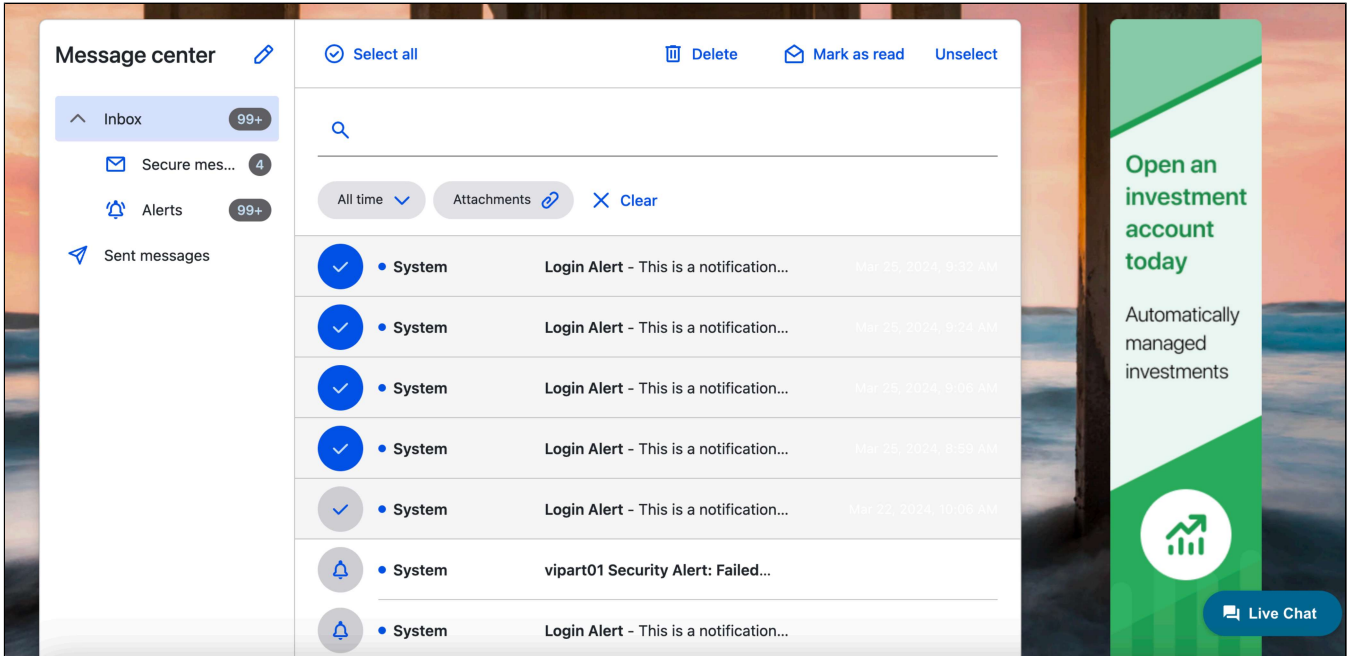
Managing Messages

Your members have management options to organize their inbox:

- Individual and Bulk Actions
- Search Capability

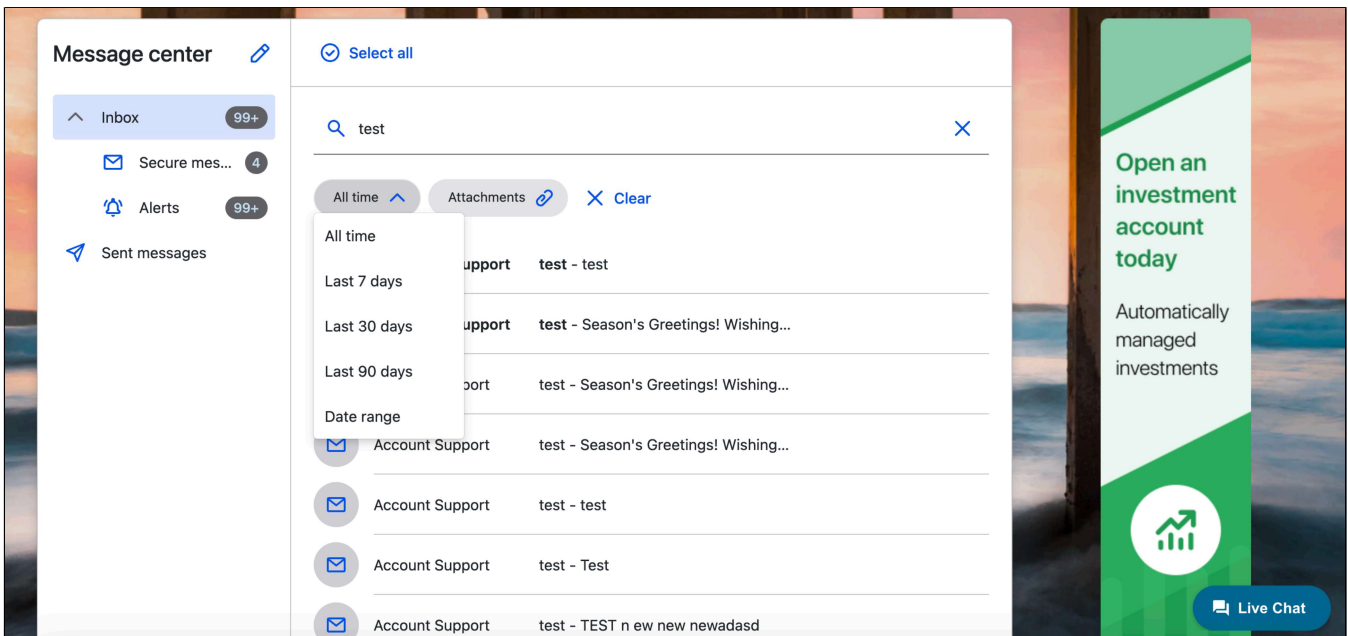
Individual and Bulk Actions

Your members can manage their inbox by selecting and applying actions individually, in bulk, or across the entire inbox. Some actions include deleting unnecessary messages or marking important ones as read.



Search Capability

Your members can search for specific messages. Your members can use the new search functionality to find messages based on criteria such as sender, subject, or message content, and they can further narrow their search by choosing a specified time frame.



Alerts

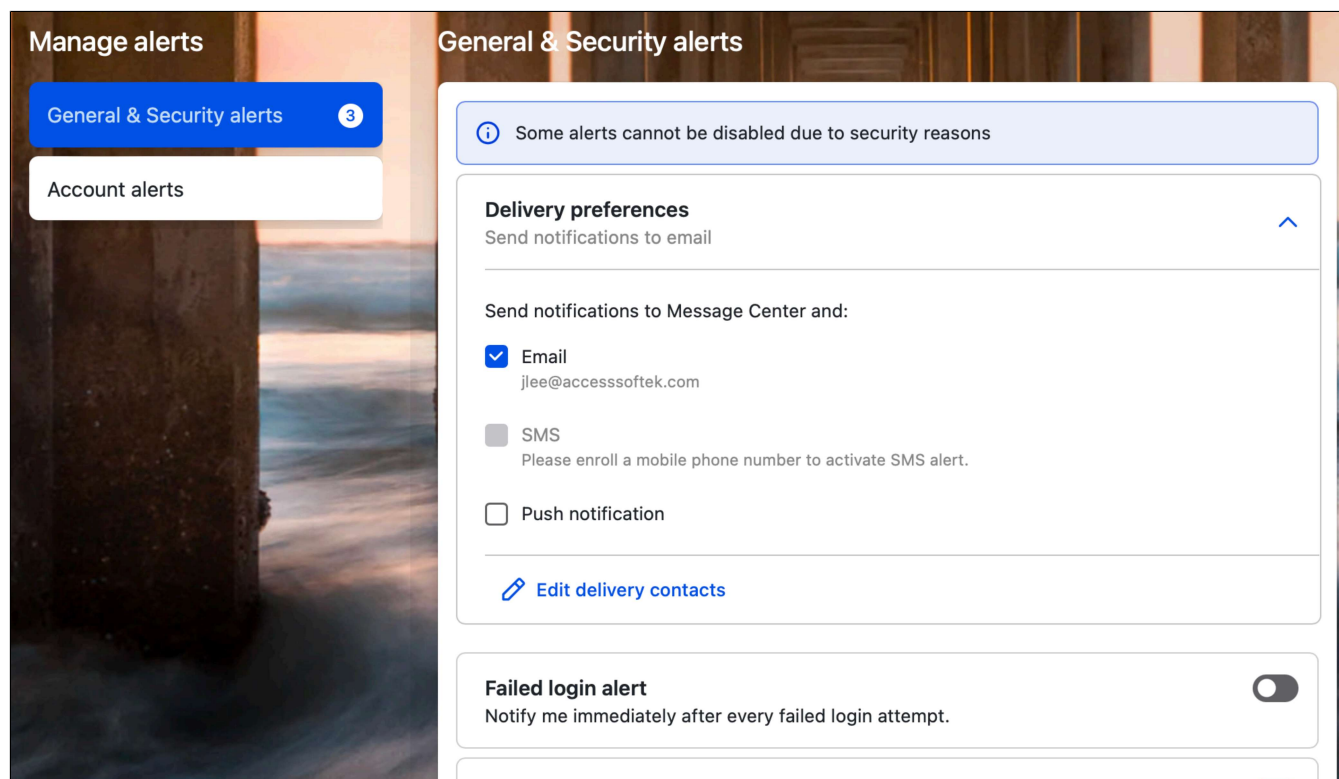
Your members can view alerts in the Message Center within Access Digital. Alerts always generate a secure message. Your members can select the alert types they wish to receive, along with how they would like to receive alerts: email, SMS, or push notification. Access Digital provides both security and account alerts, many of which can be turned on or off by each member. Learn more about how you can configure which types of alerts and delivery channels are available to your members.

Delivery preferences

Your members can choose their preferred delivery method to receive alerts. The available channels are:

- Email
- SMS
- Push notification

To use SMS, your member must have a mobile phone number enrolled with their account.



General & Security Alerts

Security alerts are triggered by events related to a member's account, not related to a specific share or loan. Their primary purpose is to help the member know if their account has been compromised by alerting them to any changes. Your members can choose whether to receive the alerts listed here.

Admins can enable, disable, and customize the text for all of these alerts. To learn more about Alerts configuration, see [Access Digital: Messages and Alerts Configuration Guide](#).

- **Profile Change Alert:** Notifies your members when a change occurs in their contact information, credentials or password request. This alert is composed of:
 - **Change in Contact Info:** Notifies your members when someone changes the address, email, or phone number on their account.
 - **Login Credentials Changed:** Notifies your members when someone changes their username, password, personal phrase, security image, or challenge questions.
 - **Password Reset Request:** Notifies your members when a password reset request is made for the member's account.
- **Login Activity:** Notifies your members any time someone logs in to their Access Digital account.
- **Failed Login:** Notifies your members of failed login attempts on their account. If turned on, this alert is triggered by any desktop or mobile Access Digital failed login.
- **Secure Message Received:** Notifies your members when they receive a new secure message from the financial institution.

- **V5.10+ CD Rate Increase Alert:** Notifies your members when certificate of deposit (CD) rates are increased.
- **V5.13+ Predictive Insufficient Funds Alert:** Notifies your members when they are at risk of over drafting their account.
- **V5.14+ New Passkey Alert:** Notifies your members when someone adds a new Passkey to their account.
- **V5.14+ External Transfer Submitted Alert:** Notifies your members when an external transfer is submitted or scheduled.

Manage alerts

Security alerts 5

Account alerts

Security alerts

Some alerts cannot be disabled due to security reasons

Delivery preferences
Send notifications to email

External Transfer Submitted Alert
Notifies you when an external transfer is submitted or scheduled, helping you verify activity and act quickly if needed.

Failed login alert
Notify me immediately after every failed login attempt.

Login alert
Send alert when successful login to my account occurs.

Passkey Alert
Notifies you when a passkey is created, helping you stay informed about changes to your account access.

Profile change alert
Notify me when credentials or contact information changes are detected.

Secure message alert
Notifies when you have got a new message in online banking.

CD rate increase alert
You'll be notified of an increase in the rates for Certificates of Deposit.

Account Alerts

Account alerts are triggered by events in a member's specific shares or loans. Their primary purpose is to help the member manage their finances by letting them know about important predefined or member-defined changes, transactions, or upcoming events. If an alert type is enabled in the Admin Tool, your members can add that alert type to any share or loan, as appropriate for the alert.

Several of these alert types require your members to supply more information to determine how and when the alert is triggered.

These alerts tell your members about important transactions or changes in their bank accounts. Your members can set up custom alerts for any of their accounts.

- **Balance Summary:** Your members will receive a periodic summary of their account balance(s) at the timing and frequency of their choosing.
- **Balance Alert:** Notifies your members when their account balance rises above or drops below a specified amount.
- **Transaction Size:** Notifies your members when a transaction above or below a specified amount posts to the account.
- **Loan Payment Due:** Notifies your members when they are "X" number of days away from the due date for their loan or credit card payment.
- **Balance Change:** Notifies your members when any transaction is recorded for that share, loan, or line of credit account.
- **Recurring Transfers Expiring:** Notifies your members a chosen number of days before their final scheduled recurring transfer(s) will be processed. (This alert is enabled and disabled for all users and cannot be configured by individual users.)
- **Certificate Maturity Date Alert:** Notifies your members when they are "X" number of days away from their certificate maturity date.

Manage alerts

General & Security alerts

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Account alerts

Account alerts

Delivery preferences

Send notifications to email



Balance alert

Notifies you when the balance of a share or loan rises above or falls below a specific dollar amount.



Balance change alert

Notifies you when the balance of a share or loan changes due to a specific transaction type.



Balance summary report

Notifies you about the current state of account's balance at specific date and time.



Transaction size alert

Notifies you when a transaction above or below a specific dollar amount takes place.

