Alerts - Mobile

Now that you're enrolled in Mobile and Online Banking, you can easily set up customized notifications for activity you care about, like when your car payment is due, if your balance falls below a certain dollar amount, or if you've received a deposit. Using Alerts, you can automatically be notified of these and many more events by text, email, or push notification.

Ensuring Delivery of Alerts

To get started, you'll need to access the **Settings** menu. There are two ways to get there:

- Tap on your profile icon in the upper right corner and then select **Settings.**
- Select **More** from the menu at the bottom, then expand the **Self Service** menu. Select **Settings**, and then **Contact**.

In **Contact** you'll want to verify or update the contact information for each delivery method below:

- **Text Message (SMS)**: Touch the phone number you want to enable text messages for, then move the slider to indicate you want to **Enable SMS text messages**.

  You will receive a code via text message to enable the device(s). Follow the instructions to complete. You can have multiple phone numbers enabled for text message alerts.

- **Email:** If you have multiple email addresses, the PREFERRED email will be where alerts are sent. To change your preferred email:
  - Touch the email address and then check the box to **Set As Preferred Contact Email**.
- **Push:** To select the Push notifications option for a mobile device, you need to have logged into Salal Mobile or Online Banking at least once on the mobile device you want to receive the notifications on.

  Note: You may turn on multiple delivery methods per each alert.

Setting Up Alerts in Mobile Banking

Alerts for Mobile Devices

For mobile devices, select **More** from the bottom menu, then expand the menu for **Self Service** and select **Alerts** to display the full range of available categories.

Browse through the available options to find the alerts that meet your needs. Tap on the name of the alert to open a pop-up window with more details.
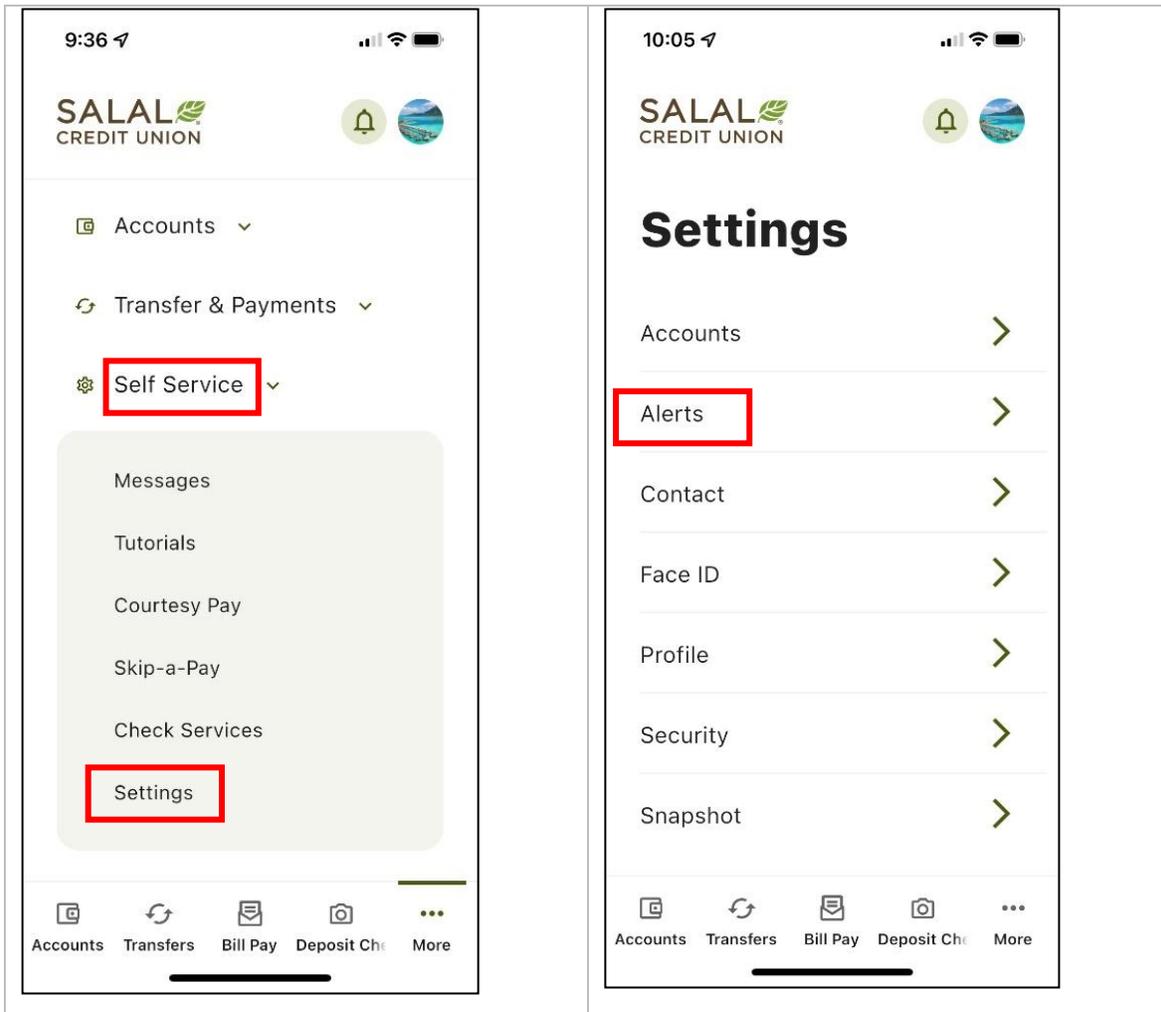
To set up a new alert, you will be required to choose how you prefer to receive your notification (text, email, or push notification). If you have more than one account or loan, you can select a specific account from the dropdown menu. Some alerts require additional details to trigger an alert. For example, a debit card alert will require you input a dollar amount.

Available Alerts

Mobile Banking alerts are either scheduled (batch) or real-time notifications. Scheduled alerts are processed periodically throughout the day. Times may vary.

"Mandatory" alerts are viewed as critical for delivery and in most cases will allow you to change the alert type from email to another option. In the example below, for Authentication alerts, the top one is a mandatory alert. If you try to slide it off, you will get a "not allowed" symbol like this: 🚫
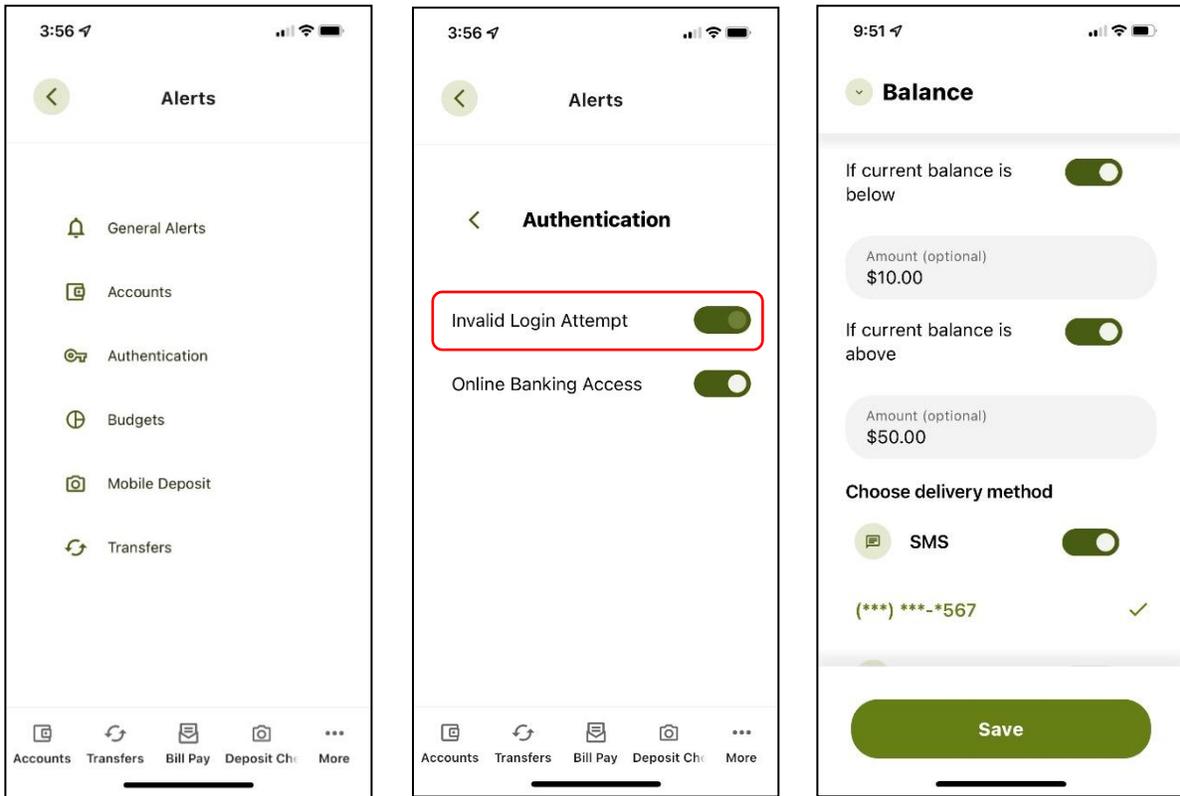
Need Help? Give Us a Call
If you have questions or need further assistance, feel free to call our Virtual Branch at **800.562.5515 or 206.298.9394.**