

E-Alerts Enrollment & Setup

E-Alerts are a service of Online Banking, which allows users to receive notification of account activity via e-mail or text messaging*. In order to receive E-Alerts, customers must have an active login to Online Banking.

If you do not have an active login to Online Banking, you may enroll online by visiting <https://www.cbots.com/e-services/electronic-banking>

*If you wish to use a cell phone to receive SMS Text alerts (in addition, or as an alternate to, email alerts) you must also have your cell phone number enrolled in Mobile Banking. Please visit <https://www.cbots.com/text/> and follow the link for detailed enrollment steps.

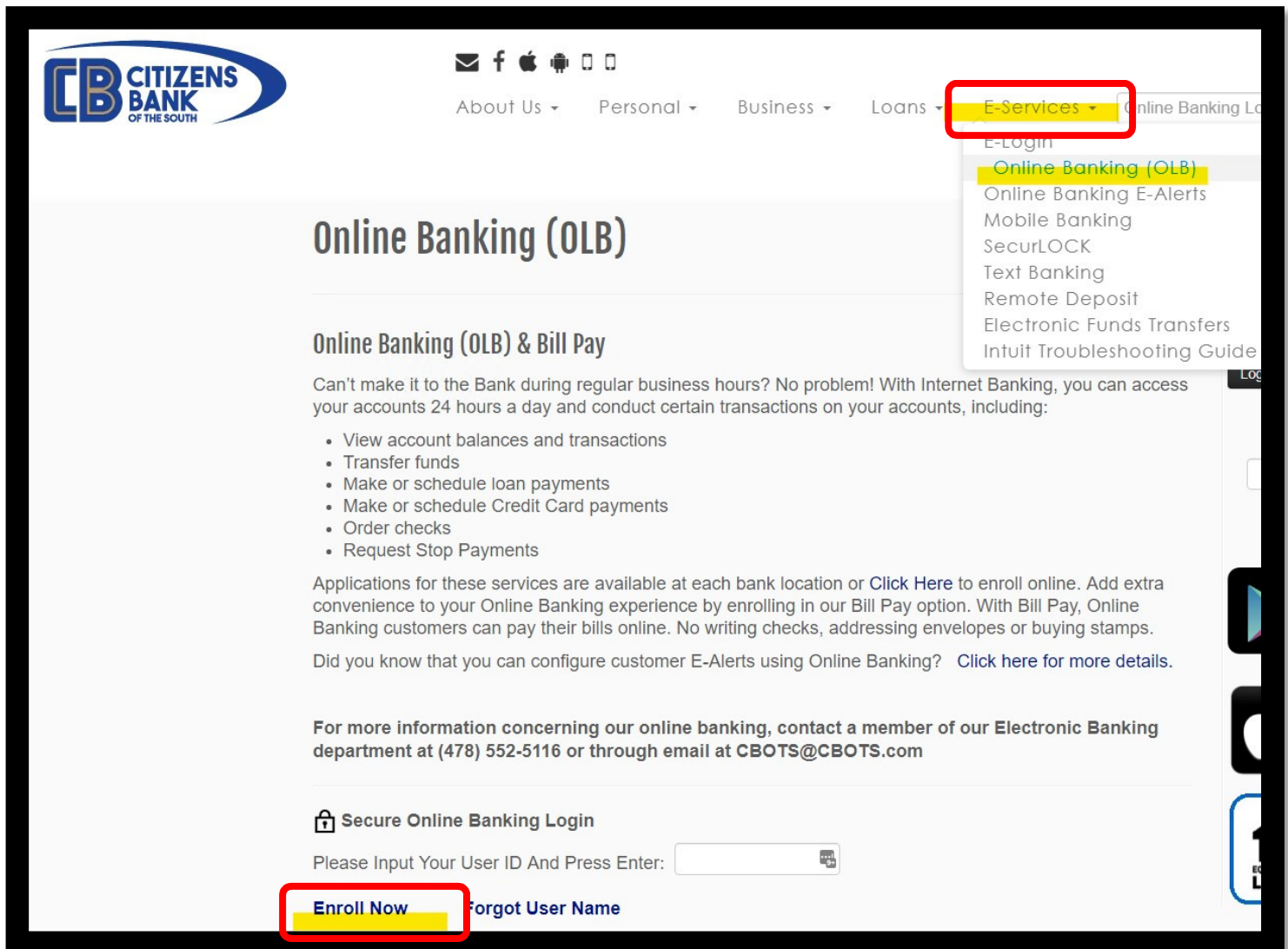
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In order to receive E-Alerts, customers must have an active login to Online Banking. If you are not currently enrolled in Online Banking (OLB), please follow the Online Banking Enrollment instructions below. (If you are currently enrolled, please proceed to page 4)

Online Banking Enrollment:

- Go to <https://www.cbots.com>
- Click on the **E-Services** menu
- Select **Online Banking (OLB)**
- On the Online Banking (OLB) page, click on the **Enroll Now** at the bottom of the page



Online Banking (OLB)

Online Banking (OLB) & Bill Pay

Can't make it to the Bank during regular business hours? No problem! With Internet Banking, you can access your accounts 24 hours a day and conduct certain transactions on your accounts, including:

- View account balances and transactions
- Transfer funds
- Make or schedule loan payments
- Make or schedule Credit Card payments
- Order checks
- Request Stop Payments

Applications for these services are available at each bank location or [Click Here](#) to enroll online. Add extra convenience to your Online Banking experience by enrolling in our Bill Pay option. With Bill Pay, Online Banking customers can pay their bills online. No writing checks, addressing envelopes or buying stamps.

Did you know that you can configure customer E-Alerts using Online Banking? [Click here for more details.](#)

For more information concerning our online banking, contact a member of our Electronic Banking department at (478) 552-5116 or through email at CBOTS@CBOTS.com

Secure Online Banking Login

Please Input Your User ID And Press Enter:

Enroll Now [Forgot User Name](#)

Online Banking Enrollment, cont:

Complete steps 1 through 3. To complete the enrollment process, you will need to have your social security number (SSN) or taxpayer identification number (TIN). PLEASE NOTE THE CONTACT INFORMATION ON THE LEFT, IF YOU NEED ASSISTANCE IN THE ENROLLMENT PROCESS.

You are enrolling in:

Online Banking

Your enrollment progress:

- **Confirm Your Identity**
- Create Signon Information
- Review Your Information
- Enrollment Completed

Need Help?

Call our Main Office:
478.552.5116

Call our Sandersville Branch:
478.552.6121

Call our Statesboro Branch:
912.871.2971

Call our Milledgeville Branch:
478.387.0124

[Email us](#)

Step 1 of 3: Confirm Your Identity

Welcome! Please provide the information requested below so we can verify your identity.

Enter **ALL** of the following.

Tax ID (SSN or TIN)

Account

Account type

Account Number

Enter **ANY ONE** of the following and click "Continue enrollment".

First name

Last name

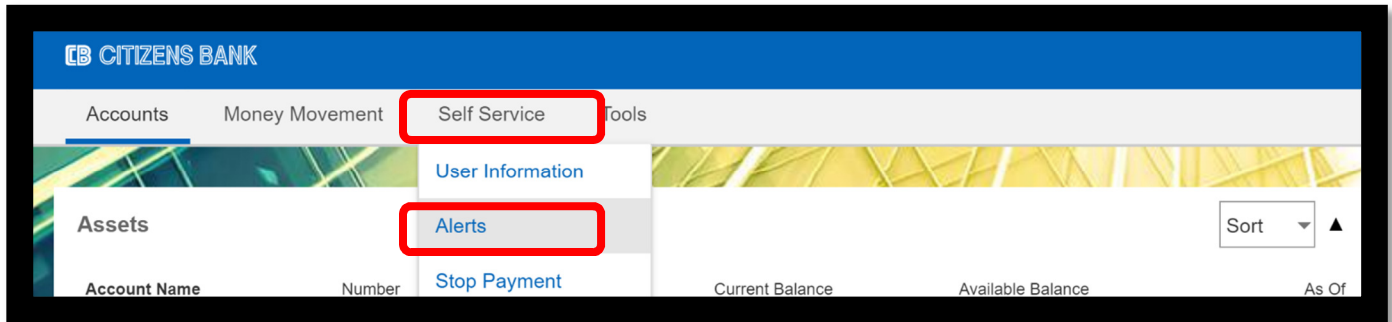
Home
Phone Number Digits Only

Date of birth
MM/DD/YYYY

Driver's license number

Setup E-Alerts

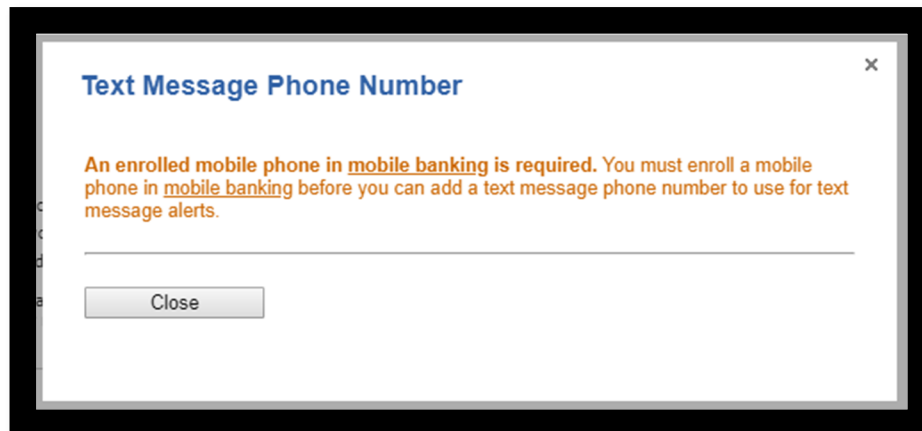
Once you are successfully enrolled in Online Banking (OLB), please log into OLB and click [Self Service > Alerts](#)



The Alerts page will open. The top section enables you to manage which email addresses are on file for E-Alerts, as well as your mobile phone number which will be used if you elect to send text-based alerts from this system. If you would like to change any of the information shown, please click the [Change](#) link to the right of each field. *If you do not have a valid email address on file or if you do not see a number in the **Text Message Phone:** field you may add one by clicking [Add](#).*

Text Message Phone: None on Record [Add](#)

If the following message is displayed, you must complete enrollment in Mobile Banking before you are able to add a new cell number.



Please visit <https://www.cbots.com/text/> and follow the link for detailed enrollment steps. *You do not need to be enrolled in Mobile Banking to use email only based alerts.*

Setup E-Alerts, cont.

Please make sure you have at least a Primary e-mail address on file to continue setup.

Assuming you have a current phone number enrolled in Mobile Banking, you may select a number on file from the drop-down list and click [Save changes](#).

×

Text Message Phone Number

Select the mobile phone number to use for text message alerts from the mobile phone numbers you have enrolled in [mobile banking](#).

All text message alerts sent to your current mobile phone number will be sent to the new mobile phone number that you select below.

Text message phone:

Please Select

(716) 232-1000

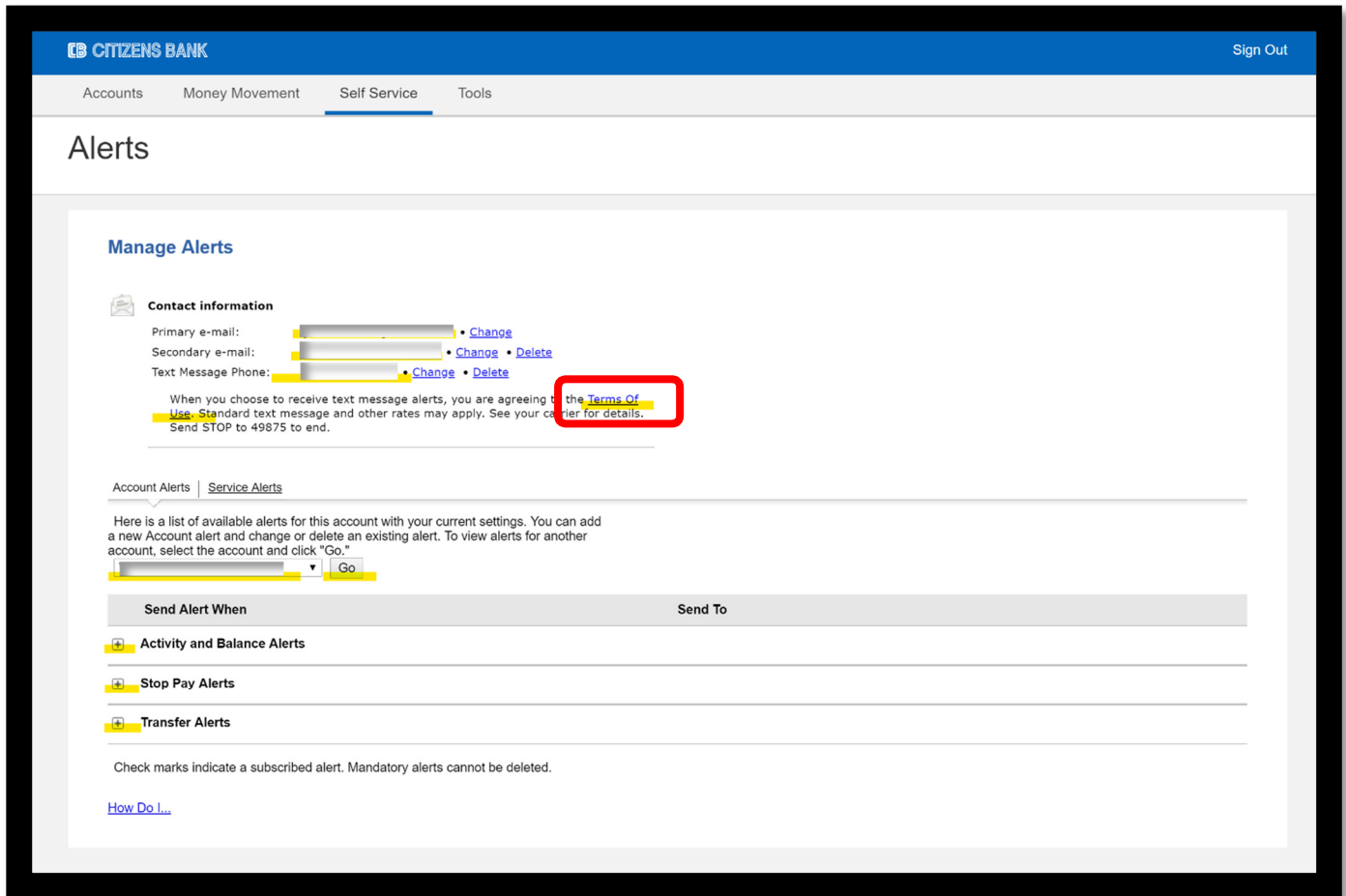
Save changes

Do not save changes

When you click "Save changes" we will send a confirmation text message to this mobile phone. You can then go to the manage alerts page and assign this phone to receive individual alerts.

[How Do I...](#)

Before you can start using Alerts you must open and close the [Terms of Use](#) (highlighted below). Until this step is completed, no alerts will generate.



CITIZENS BANK Sign Out

Accounts Money Movement **Self Service** Tools

Alerts

Manage Alerts

Contact information

Primary e-mail: [Change](#)

Secondary e-mail: [Change](#) [Delete](#)

Text Message Phone: [Change](#) [Delete](#)

When you choose to receive text message alerts, you are agreeing to the [Terms Of Use](#). Standard text message and other rates may apply. See your carrier for details.
Send STOP to 49875 to end.

[Account Alerts](#) | [Service Alerts](#)

Here is a list of available alerts for this account with your current settings. You can add a new Account alert and change or delete an existing alert. To view alerts for another account, select the account and click "Go."

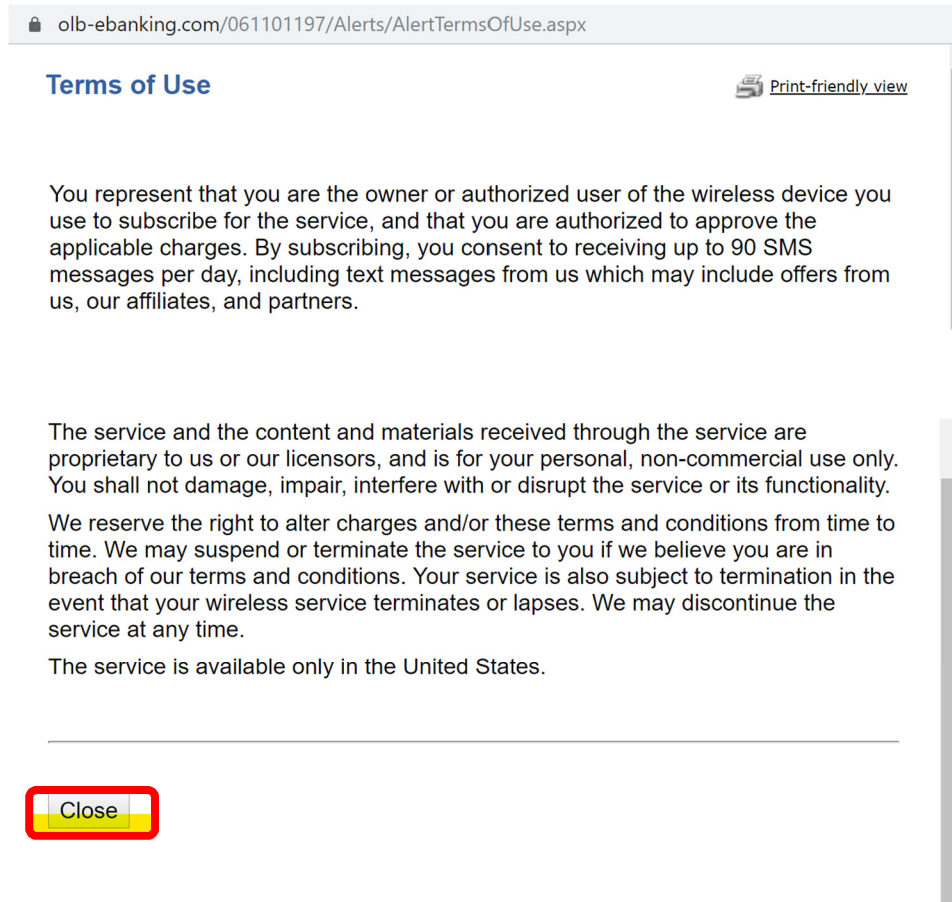
Send Alert When	Send To
<input checked="" type="checkbox"/> Activity and Balance Alerts	
<input checked="" type="checkbox"/> Stop Pay Alerts	
<input checked="" type="checkbox"/> Transfer Alerts	

Check marks indicate a subscribed alert. Mandatory alerts cannot be deleted.

[How Do I...](#)


Please click on the [Terms of Use](#) link as highlighted above.

The Terms of Use displays. Please read; then scroll to the bottom and click **Close**

A screenshot of a web browser displaying the 'Terms of Use' page for Citizens Bank of the South. The browser's address bar shows the URL 'olb-ebanking.com/061101197/Alerts/AlertTermsOfUse.aspx'. The page title is 'Terms of Use', and there is a 'Print-friendly view' link with a printer icon. The main content consists of three paragraphs of text regarding service terms, a horizontal line, and a 'Close' button at the bottom. The 'Close' button is highlighted with a red rectangle.

olb-ebanking.com/061101197/Alerts/AlertTermsOfUse.aspx

Terms of Use

 [Print-friendly view](#)

You represent that you are the owner or authorized user of the wireless device you use to subscribe for the service, and that you are authorized to approve the applicable charges. By subscribing, you consent to receiving up to 90 SMS messages per day, including text messages from us which may include offers from us, our affiliates, and partners.

The service and the content and materials received through the service are proprietary to us or our licensors, and is for your personal, non-commercial use only. You shall not damage, impair, interfere with or disrupt the service or its functionality.

We reserve the right to alter charges and/or these terms and conditions from time to time. We may suspend or terminate the service to you if we believe you are in breach of our terms and conditions. Your service is also subject to termination in the event that your wireless service terminates or lapses. We may discontinue the service at any time.

The service is available only in the United States.

Close

After reading and accepting the Terms of Use, you will be returned to the main Alerts page when you can proceed with setting up alerts for each account enrolled in Online Banking.

Configuring Alerts

Below the Terms Of Use you may select which type of Alert you wish to configure.

Account Alerts | Service Alerts

Here is a list of available alerts for this account

- **Account Alerts:** These are designed to give you specific balance information per your customization. Account Alerts can be setup individually for each of your deposit accounts and loans. You can setup alerts for debit card transactions, ATM withdrawals, direct ACH withdrawals and ACH deposits (payroll), account balances, loan payment reminders, and many more.
- **Service Alerts:** These are designed to give you ***security notifications*** for your online banking (OLB) account. Service notifications can alert you anytime your information is changed or logins are attempted to your OLB account, OLB access notifications, and much more.

You can also select which account (if you have more than one available) you wish to configure. Select the account in question from the drop-down list and then click **Go** to load that account. Now you can pick from the alert type headings by clicking the **+** symbol to expand and show the available options.



The screenshot shows the 'Manage Alerts' page. At the top, there's a 'Contact information' section with fields for Primary e-mail, Secondary e-mail, and Text Message Phone, each with 'Change' and 'Delete' links. Below this is a disclaimer about text message alerts. The main section has tabs for 'Account Alerts' and 'Service Alerts'. A message states: 'Here is a list of available alerts for this account with your current settings. You can add a new Account alert and change or delete an existing alert. To view alerts for another account, select the account and click "Go".' Below this is a dropdown menu and a 'Go' button, which are highlighted with a red rectangle. At the bottom, there are expandable sections for 'Activity and Balance Alerts', 'Stop Pay Alerts', and 'Transfer Alerts'.

Below is an example of some of the options for your account Activity and Balance Alerts

To set up an alert to notify you when your balance falls below a certain threshold, click on **Add** to the right of **Balance is Below**_____.

Send Alert When	Send To	
<input type="checkbox"/> Activity and Balance Alerts		
ACH Electronic Deposit is Above \$_____	Alert is Off	Add
ACH Electronic Withdrawal is Above \$_____	Alert is Off	Add
ATM Withdrawal is Above \$_____	Alert is Off	Add
Balance is Above \$_____	Alert is Off	Add
Balance is Below \$_____	Alert is Off	Add

You are then able to fill in the desired amount that you would like to be notified when the available balance and/or end of day balance falls below that balance. Simply click in the box to the left of the email address and/or mobile phone number to which you would like the alert sent.

Balance is Below \$_____

An alert is sent when a withdrawal brings the available balance for _____ below:

This alert is also sent when the end of day balance for _____ is below:

\$ _____ .00

☐ @_____.com
☐ @_____.com
☐ (478) _____ (text message)

Don't forget to click **Add alert** to save and enable the alert type.

To be notified of account access or changes your account profile, select [Account Alerts](#).

[Account Alerts](#) | Service Alerts

Here is a list of available alerts with your current settings.

Send Alert When

☒ Address Changed

☒ Email Address Changed

New Secure Message

☒ Password Changed

☒ Phone Number Changed

Session Activity Email

Sign On Attempt Failed

Username Changed

Check marks indicate a subscribed alert. Mandatory alerts cannot be deleted.

Once your information is updated, click [Save Alert](#).

[Save alert](#)

[Do not save alert](#)

You may update your Alert settings at any time from with Online Banking.