BUSINESS ONLINE BANKING

Business Alerts Guide

Business Alerts

Stay informed about important business activity. Enabling Business Alerts is an industry best practice to enhance financial control, optimize operations and increase security awareness. Follow this guide to enroll in business alerts.

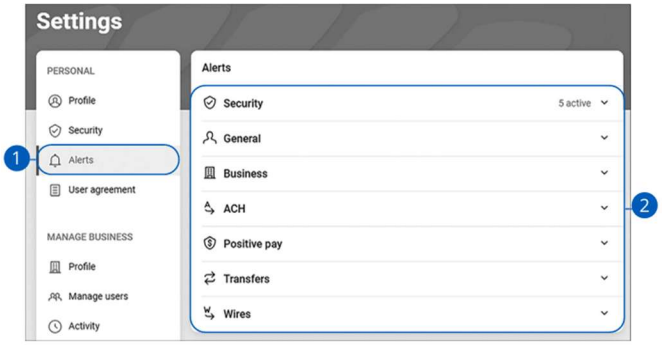
Important Reminders

- **Each business user manages their own alerts**. Alerts are specific to the individual user, not automatically shared with everyone in the business.
- **Permissions matter**. Some alerts may not appear unless your Business Administrator has enabled the appropriate alert permissions.
- **Keep your contact information current**. To receive text alerts, make sure your personal mobile number is listed under Settings > Profile.
- **Review alerts regularly**. Make sure your selections continue to meet your business needs.

Getting Started – User Alerts

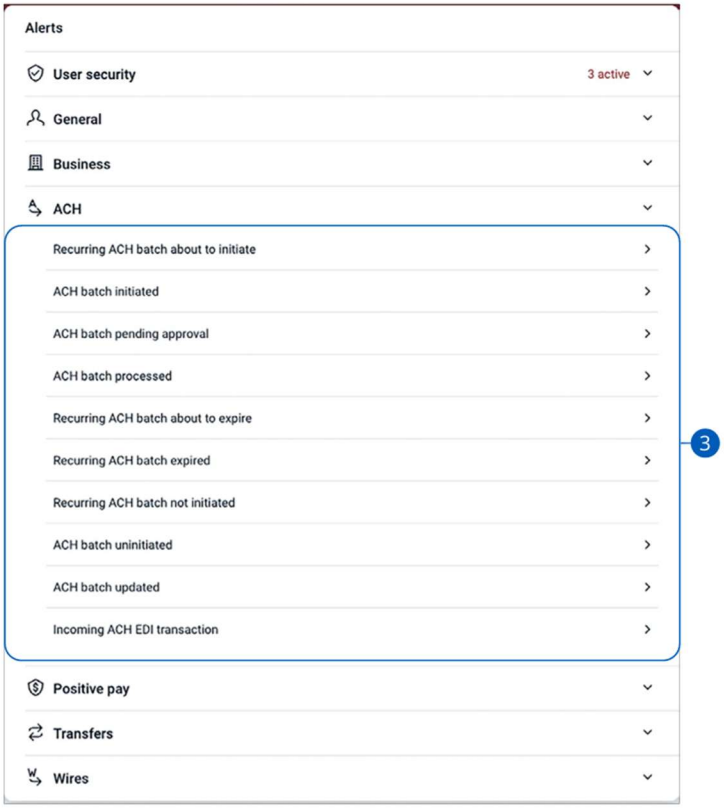
1. Log in to **Bar Harbor Business Online**
2. From the main dashboard, select your name in the lower left corner of the screen
3. Select **Personal settings**

Setup Alerts

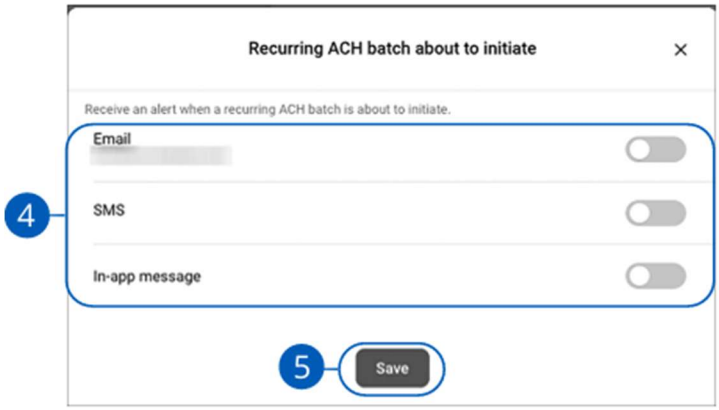


1. Select **Alerts**
2. Expand each section to review the available alert categories. Depending on your business services and user permissions, you may be able to receive notifications for:
    - **Security**: Logins from new devices and changes to user profiles
    - **General**: General alerts not specific to any one account
    - **Business**: Changes to the business profile
    - **ACH**: Activity related to ACH service
    - **Positive Pay**: Activity related to Positive Pay service
    - **Transfers**: Activity related to transfers
    - **Wires**: Activity related to Wire service

3. Select an alert.



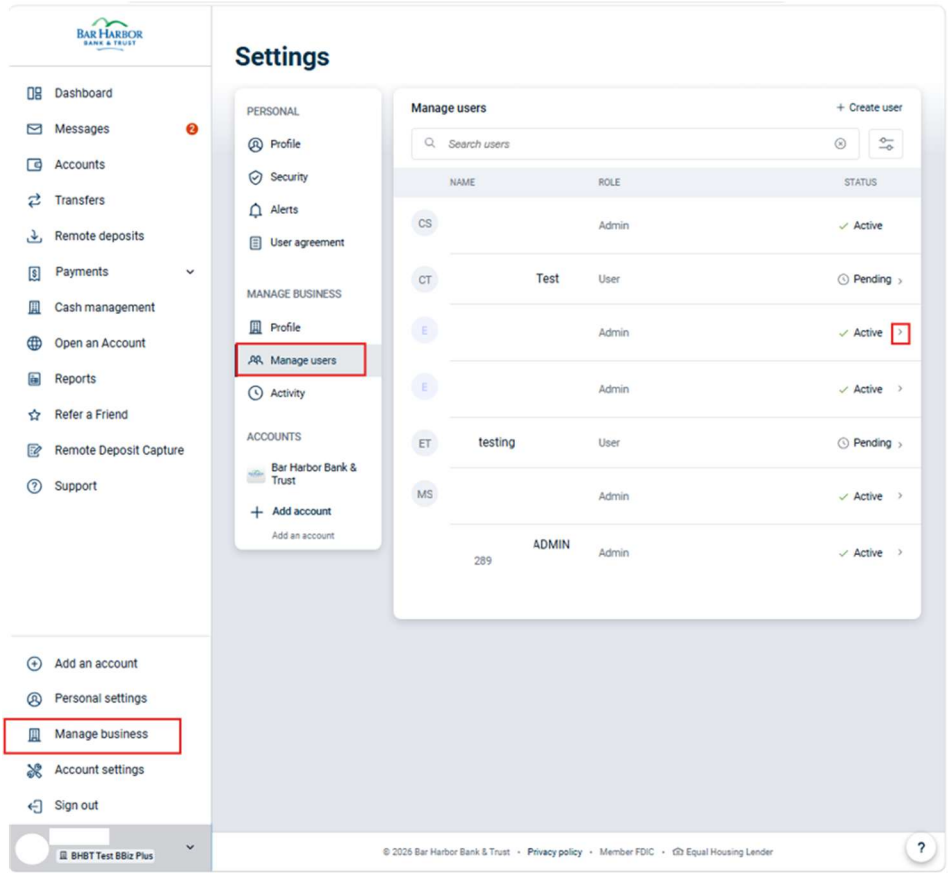
4. Select how you'd like to receive each alert, based on the available options.
    - **Email**: To receive an email to your email address on file
    - **SMS**: To receive a text message to your mobile phone number on file
    - **In-app message**: To receive a conversation inside Messages for viewing once you log in



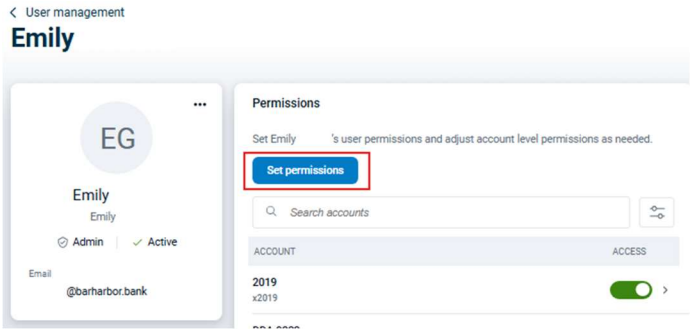
5. Save your selections, if prompted, and review your preferences to make sure the desired alerts are enabled.

Managing Your User's Business Alerts as an Admin

1. Log in to **Bar Harbor Business Online**
2. From the main dashboard, select your name in the lower left corner of the screen
3. Select **Manage business**
4. Select **Manage users**
5. Select the **>** icon in line with the user you are updating.



6. Select **Set Permissions**



7. Locate Alerts
    a. Enable or disable all Alerts
    b. Enable or disable the specific types of alerts for your user.

