Setting Alerts and Notifications

Users can set up alerts and notifications in mobile banking, online banking, and through CardsHQ. Instructions for each are listed below.

Mobile App (Pre-loaded alerts)

1.) Sign into your mobile app
2.) Click the wheel in the right hand corner
3.) Select push notifications
4.) Here you will see a list of pre-loaded alerts that you can turn on or off. You can edit the limit by turning the notification on and then clicking the dollar amount listed.

Desktop (Allows for more customization)

1.) Sign into online banking through winsouthcu.com
2.) Select settings in the right hand corner
3.) Scroll to the bottom of the page and select Alerts & Notifications
4.) On this page, you can select if you want to be alerted via email, text message, or both.
5.) Some alerts are pre-loaded but you can create a new alert or reminder if you select "Add an Alert"
6.) Members can also set the frequency that they would like to be notified for reminders.

Cards HQ (Alerts will be delivered through the mobile app)

Tailor your Alert preferences to your spending patterns and use them to notify you of unusual purchases via the Mobile App. Alert Preferences fall into four categories: Locations, Merchant Types, Transaction Types and Spend Limits. You must enable a category to access the alerts associated with it. Enable each Alert type within the category for which you want to receive alerts. Each time your card is used for a transaction, your Alert Preference settings are checked against the purchase to determine if it should generate an alert.

1.) Sign into online banking or mobile banking and access Cards HQ tab in online banking or mobile banking.
2.) Select "Controls and Alerts"
3.) Set your customizable alerts under this tab.