

Push Notifications Enable/Disable Instructions

Push Notifications

Enabling/Disabling Push Notifications – iOS

If a user opted out of Push Notifications via the app prompt, they can follow the steps below to enable them.

1. Open the devices **Settings** app then select **Notifications**.
2. Scroll through the list of apps and select the Financial Institution's app.
3. Enable the **Allow Notifications** toggle and set notification preferences.
4. If Push Notifications are no longer desired, simply disable the **Allow Notifications** toggle.

Alternatively, Push Notifications can also be enabled and disabled by following the steps below.

1. Open the devices **Settings** app.
2. Scroll through the Settings page, locate & select the Financial Institution's app.
3. Select **Notifications** then enable the **Allow Notifications** toggle and set the notification preferences.
4. If Push Notifications are no longer desired, simply disable the **Allow Notifications** toggle.

Enabling/Disabling Push Notifications – Android

By default, Push Notifications are enabled on Android devices. Users can follow the steps below to disable them. **Note** - due to the variation of Android devices, the instructions below could vary depending on the device. Push Notifications can also be enabled via the Notifications setting option, but the instructions below are more direct and require less user clicks.

1. Open devices **Settings** app.
2. Scroll through the Settings page, locate & select **Apps**.
3. Scroll through the list of Apps, locate & select the Financial Institution's app.
4. Select **Notifications**, then disable the **Show Notifications** toggle.
5. If Push Notifications need to be re-enabled, simply enable the **Show Notifications** toggle.

Enabling/Disabling Push Notifications – Mobile App

The steps below instruct users on how to enable push notifications via the institution's mobile app. The flows are identical for both iOS and Android platforms.

1. Log in to the institution's mobile app and navigate to the **More** menu.
2. Select **Manage Alerts**. The alert types are based on the **Notify Me** alerts that are configured for Online Banking. **Note** – Not all alerts will support Push Notifications.
3. Designate Push Notification as a delivery method by clicking through each alert category and selecting Push Notification for the desired notification sub-category.
 - a. **Example:** Select **Security Alert** > select the **A security-related change is made** sub-category > Toggle on Push Notification delivery method > save alert setting.

4. To disable Push Notifications for any specific sub-category simply toggle off the Push Notification delivery method within the desired sub-category and save the alert setting.