



Manage Alert Subscriptions

Key Concepts

As a Cardholder, you can set alerts so notifications are automatically set via email and/or to your mobile device when certain selected activity occurs on your account, for example, when statements are available and when payments are received.

There are two types of alerts to which you can subscribe:

- **Transactional Alerts** – An alert is sent when a defined condition or threshold is met, for example an alert is triggered when a payment is received or when a defined percentage of your credit limit is met.
- **Account Alerts** – An alert is sent when there are status changes to your account, for example when your address is changed or when your statement is available.

It is possible to enter up to five email addresses and customize when you will receive your alerts based on:

- Time zone
- Time of day
- Day of week

Once you have subscribed to mobile alerts in the [CitiManager site](#), you will receive a confirmation text message on your mobile device with a four-digit PIN. The four-digit PIN must be entered on the PIN confirmation number screen in the CitiManager site.

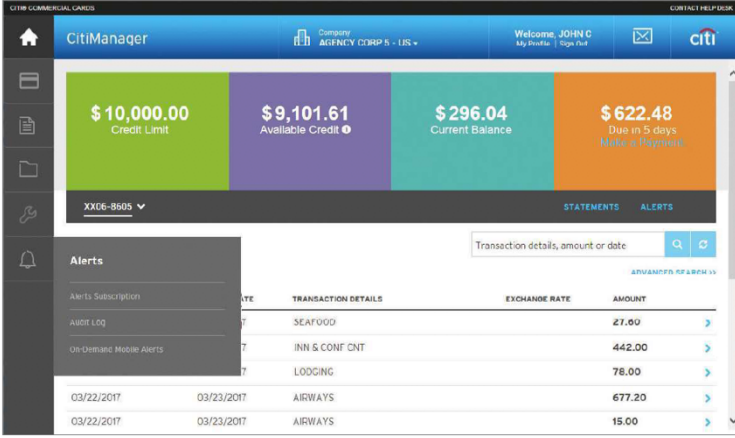
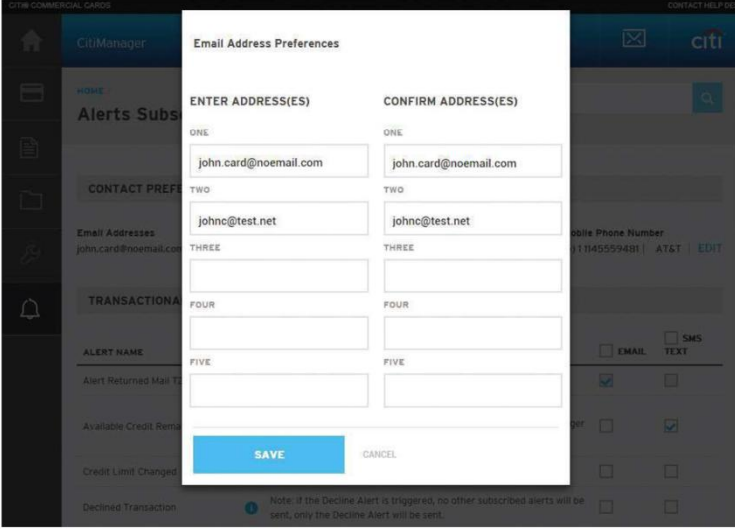
Once the PIN has been entered, the CitiManager site will send another text to your mobile device confirming activation. The confirmation text message is sent any time you change or enter a new mobile phone number.

On-Demand Mobile Alerts

In addition, once you have registered your mobile device number in the CitiManager site, you have full access to on-demand mobile alerts. On-demand mobile alerts allow you to request and receive immediate information such as account balances, payment amounts and due dates.

Travel Card – Mobile Alerts

Step-by-Step Instructions

Screen	Step/Action
 The screenshot shows the CitiManager Home Screen. At the top, there's a navigation bar with 'CitiManager' and user information. Below this, four large colored boxes display key account metrics: Credit Limit (\$10,000.00), Available Credit (\$9,101.61), Current Balance (\$296.04), and Due Date (\$622.48 due in 5 days). A sidebar menu on the left includes 'Alerts'. The main content area shows a table of transactions with columns for DATE, TRANSACTION DETAILS, EXCHANGE RATE, and AMOUNT. The 'Alerts' menu is open, showing options like 'Alerts Subscription', 'Alert Log', and 'On-Demand Mobile Alerts'. Home Screen – Alerts	From the CitiManager Site side navigation bar, position your mouse over the Alerts button and then click the Alerts Subscription link. <i>The Alerts Subscription screen displays.</i>
 The screenshot shows the 'Alerts Subscription' screen. It has a search bar at the top. Under 'CONTACT PREFERENCES', there are fields for 'EMAIL ADDRESS' (hemant@noemail.com) and 'MOBILE PHONE NUMBER' (+1 7327891111 AT&T). Both fields have an 'EDIT' link next to them. Alerts Subscription Screen	- To enter/edit the email address(es) where you want alerts sent, click the Email Addresses – Edit link and complete the following steps when the Email Address Preferences window opens: - Type and confirm up to five email addresses. - Click the Save button.
 The screenshot shows the 'Email Address Preferences' dialog box. It has two columns: 'ENTER ADDRESS(ES)' and 'CONFIRM ADDRESS(ES)'. Each column has five input fields labeled ONE through FIVE. The first two fields in the 'ENTER' column contain 'john.card@noemail.com' and 'johnc@test.net'. The 'CONFIRM' column has the same values. At the bottom, there are 'SAVE' and 'CANCEL' buttons. A note at the bottom states: 'Note: If the Decline Alert is triggered, no other subscribed alerts will be sent, only the Decline Alert will be sent.' Alerts Subscription Screen – E-mail Address Preferences	

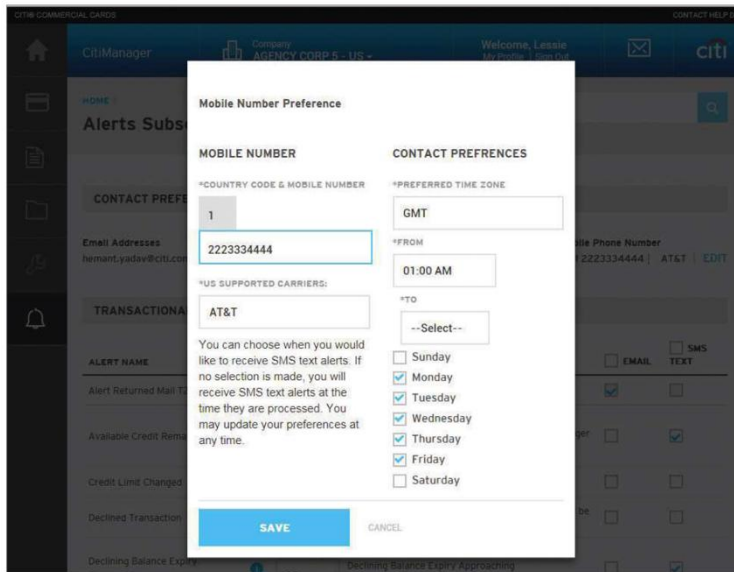
Travel Card – Mobile Alerts

Screen



The Alerts Subscription screen shows contact preferences. At the top, there's a 'HOME' link and a search bar. Below, the 'CONTACT PREFERENCES' section displays the email address 'hemant@noemail.com' with an 'EDIT' link and the mobile phone number '(+) 1 732 789 1111' with 'AT&T' and an 'EDIT' link.

Alerts Subscription Screen



A modal window titled 'Mobile Number Preference' is overlaid on the subscription screen. It contains two main sections: 'MOBILE NUMBER' and 'CONTACT PREFERENCES'. The 'MOBILE NUMBER' section has a 'COUNTRY CODE & MOBILE NUMBER' field with '1' and '2223334444'. The 'CONTACT PREFERENCES' section includes a 'PREFERRED TIME ZONE' dropdown set to 'GMT', a 'FROM' time field set to '01:00 AM', and a 'TO' dropdown set to '--Select--'. Below these are checkboxes for 'US SUPPORTED CARRIERS' with 'AT&T' selected. A list of weekdays (Sunday through Saturday) is shown with checkboxes, where Monday through Friday are selected. A 'SAVE' button is at the bottom left, and a 'CANCEL' button is at the bottom right. A note explains that no selection for SMS alerts will result in no alerts being received.

Alerts Subscription Screen – Mobile Number Preference

Step/Action

3. To edit your mobile number, your mobile carrier, and your notification preferences, click the **Mobile Phone Number – Edit** link and complete the following steps when the **Mobile Number Preferences** screen opens:

a) In the **Country Code** and **Mobile Number** field, type a valid mobile phone number where you wish alerts to be sent.

Note: Only numeric values are allowed in this field. The country code defaults based on the country associated with your profile.

b) Click in the **Supported Carriers** field and select your mobile carrier.

Note: If Sprint is your carrier, you are automatically enrolled in this subscription notification. This is a requirement of Sprint. Canadian users are automatically enrolled in this subscription due to regulations in Canada.

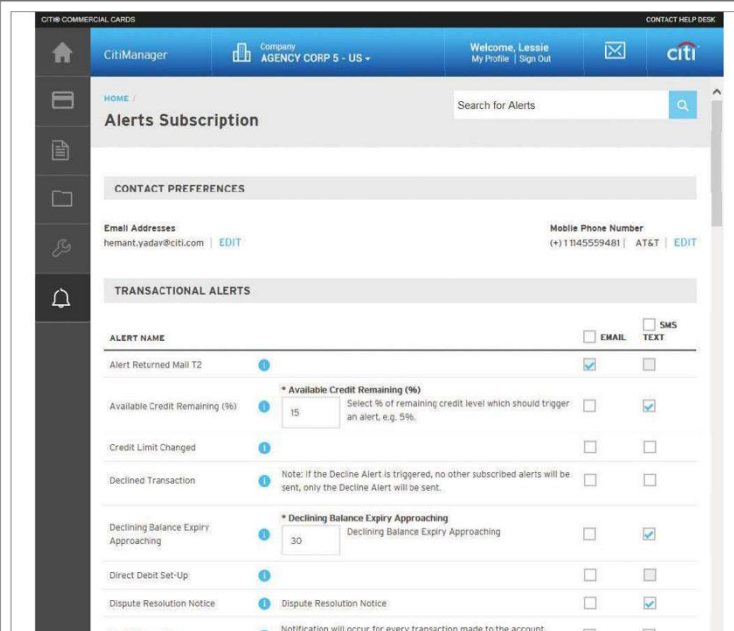
c) Click in the **Preferred Time Zone** field and select your preferred time zone.

d) Click in the **From** and **To** fields and select the time-frame in which you would like to receive alerts.

e) From the list of weekdays, select the days you would like to receive alerts.

f) Click the **Save** button.

Screen



The Alerts Subscription screen shows transactional alerts. At the top, there's a 'HOME' link and a search bar. Below, the 'CONTACT PREFERENCES' section displays the email address 'hemant.yadav@citi.com' with an 'EDIT' link and the mobile phone number '(+) 1145559481' with 'AT&T' and an 'EDIT' link. The 'TRANSACTIONAL ALERTS' section lists various alerts with checkboxes for 'EMAIL' and 'SMS TEXT'. The alerts listed are: Alert Returned Mail T2, Available Credit Remaining (%), Credit Limit Changed, Declined Transaction, Declining Balance Expiry Approaching, Direct Debit Set-Up, and Dispute Resolution Notice. Each alert has an information icon (i) next to its name. The 'Available Credit Remaining (%)' alert has a threshold of '15' and a note about the decline alert. The 'Declining Balance Expiry Approaching' alert has a threshold of '30' and a note about the decline alert. The 'Dispute Resolution Notice' alert has a note about the notification occurring for every transaction.

Step/Action

4. To subscribe to alerts, select the **Email Alerts and/or SMS (Mobile Alerts)** checkbox(es) for each of the alerts you wish to receive.

To unsubscribe to alerts, deselect the **Email Alerts and/or SMS (Mobile Alerts)** checkbox(es) for the alerts you no longer wish to receive.

Note: Some alerts may be greyed out and unavailable. Available alerts are set by your Program Administrator. Alerts that are selected and greyed out are mandatory.

For more information about each alert, click the information icon next to the alert name.

Some alerts require you to type or select a threshold setting that will trigger the alert. For example, for the **Available Credit Remaining %** alert, you must select the desired **Available Credit Remaining %**. When the selected percent of remaining credit level is met, you will receive an alert.

Travel Card – Mobile Alerts

Screen	Step/Action
	4. To subscribe to alerts, select the Email Alerts and/or SMS (Mobile Alerts) checkbox(es) for each of the alerts you wish to receive. To unsubscribe to alerts, deselect the Email Alerts and/or SMS (Mobile Alerts) checkbox(es) for the alerts you no longer wish to receive. Note: Some alerts may be greyed out and unavailable. Available alerts are set by your Program Administrator. Alerts that are selected and greyed out are mandatory. For more information about each alert, click the information icon next to the alert name. Some alerts require you to type or select a threshold setting that will trigger the alert. For example, for the Available Credit Remaining % alert, you must select the desired Available Credit Remaining %. When the selected percent of remaining credit level is met, you will receive an alert. 5. When you are finished, review the terms and conditions at the bottom of the screen and if you agree, select the checkbox. Note: If you do not agree to the terms and conditions, you will not be able to receive alerts. 6. Click the Save button. <i>The alerts settings are saved and a confirmation message displays at the top of the screen. The PIN confirmation number screen displays if you elected to receive alerts on your mobile device for the first time or you changed your mobile phone number.</i> Note: If you elected to receive alerts on your mobile device, you will receive a text message with a PIN. On the CitiManager Site PIN confirmation number screen, type the PIN number received on your mobile device in the PIN confirmation number field and click the Confirm button.

If you have additional questions or need more information, please contact the Travel Office at travel@ttuhsc.edu or go to [TTUHSC Travel Home](#).