Debit Card Alerts Frequently Asked Questions

Call 1-866-271-3934 for assistance 24/7

Why won't my verification code work?
The verification codes that are sent via email are only valid for 30 minutes. After 30 minutes you must resend the verification code.

What if I accidentally entered the wrong email address?
You will need to repeat the Create Account process using the correct email address.

What if I am not receiving texts?
Make sure that your device is set to accept text messages, and that your service provider is not blocking your text messages. You can also set your Alerts to come via email.

Why did my card fail the verification?
For security reasons we cannot reveal why a card fails verification. Check all the card information on your account carefully, or call 1-866-271-3934.

How do I reset my password if I forgot it?
1. Click *Forgot?* in the Password section of the Sign In screen.
2. Enter your Username and click *Continue.*
3. You will receive a verification email.
4. Enter the verification code provided in the email on the *Enter Code* screen.
5. Click *Continue*.
6. Enter a new password and click *Reset Password*.

What if I don't receive the password reset email?
1. Click on *Send Another Code*.
2. Confirm that you have the correct email address set up.
3. Check your spam or junk folder.
4. Call 1-866-271-3934.

What if I forgot my username?
1. Click *Forgot?* next to the Username on the login screen.
2. An email will be sent to the primary email address you used to enroll in Debit Card Alerts.

What if I upgrade my mobile device or change wireless carriers?
If you do not change your mobile phone number, text alerts will work without interruption. You can also set your Alerts to come via email.

Do I need to register again if I change my mobile phone number?
No, you can log into the Alerts portal with your existing credentials to update your mobile number.
1. Click on *Settings.*
2. Click on *Manage Mobile Numbers*.
3. Remove the old number.
4. Add the new number.

What if I lose my mobile device?
Report the loss to your mobile carrier, who will block the phone and stop it from functioning. Text notifications are a one-way communication that do not contain personally identifiable information, and you can also set your Alerts to come via email.

What if I lose my card?
Contact KeyPoint immediately at (888) 255-3637 so we can block your card from unauthorized transactions. You can get a replacement card at any KeyPoint branch, or we will mail you one in 7-10 days. You will need to delete the lost card from the service and add the information for the replacement card.

Are there fees to use Debit Card Alerts?
There are no KeyPoint fees. Your mobile carrier may charge fees for text or SMS messages.

What kind of Alerts are available?
KeyPoint offers several Alerts to help you stay in control of your account and keep it safe from overdrafts and fraud. You can set text or email Alerts:
- Transaction - when a transaction is more than an amount specified by you
- Gas Station - when a transaction occurs at a gas station
- Declined - when a transaction is declined
- International - when a transaction occurs in a foreign country
- Card Not Present - when a transaction occurs online or over the phone
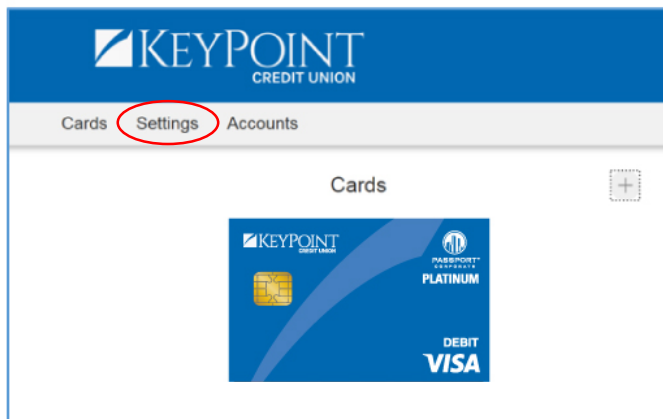- ATM Withdrawal - when a cash withdrawal is made at an ATM

Where can I manage my Alerts?
You can choose the types of Alerts you wish to receive on the *Cards* page. You can set up your email address and mobile device for text Alerts under *Settings*.
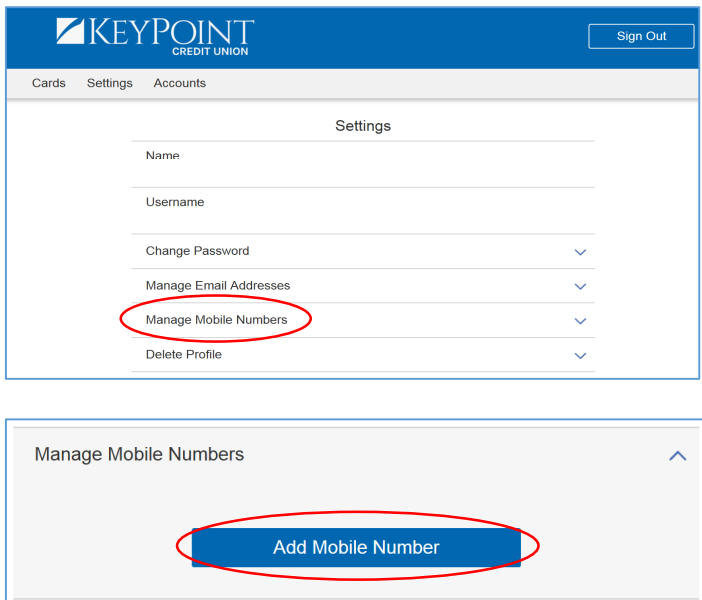
How do I set up text Alerts?
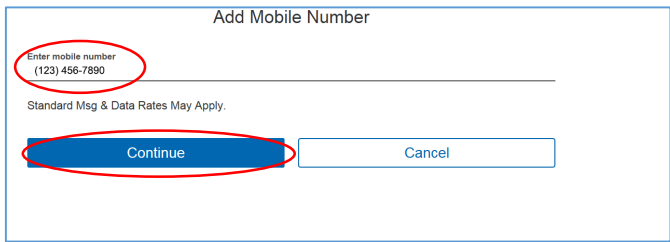After you log into the Debit Card Alerts portal, follow these steps:

Step 1 - Click on *Settings*

Step 2 - Click on *Manage Mobile Numbers,* then the *Add Mobile Number* button

Step 3 - Enter your mobile number and click the *Continue* button

Step 4 - When presented with the *Receiving Text Messages* message box, review the *Terms and Conditions* and *Privacy Policy,* and click on the *Agree* button

Step 5 - A code will be sent via text to your mobile device. Enter it in the portal and click the *Continue* button to complete the verification process.

KPAlerts: Your code is 809547. Use code to verify mobile number. Reply HELP for help, reply STOP to cancel. Msg Freq Varies. Msg&Data rates may apply.
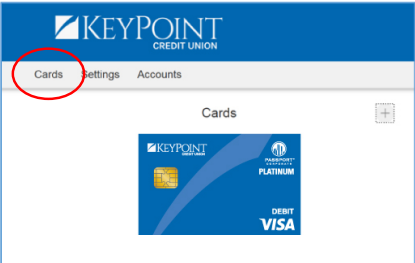
Verify Mobile Number

Please verify your mobile number by entering the code we sent to +1 (123) 456-7890

Enter code
809547

Send another code

Continue   Cancel

Step 6 - To receive text Alerts, click on *Cards,* select each Alert you would like to enable, check the *Text Message* box, and click on the *Save* button

Cards   Settings   Accounts

Cards

ALERTS

Transaction Amount
Notify me when a transaction is more than my specified amount.

Amount
$ 10

Delivery method

Email
☑ youremail@email.com

Text Message
☐ +1 (123) 456-7890

Save   Cancel