Consumer

SPECIFICATIONS

Lock card

Mobile: Card management

iOS®

Back   **Manage card**

EMMA REED (x1234)
Checking, Active

1

Card services

🛡 Alerts and protections   ›

⚠ Report lost or stolen

💳 Reorder card

iOS®

Android™

← **Manage card**

EMMA REED (x1234)
Checking, Active

Card services

🛡 Alerts and protections

⚠ Report lost or stolen

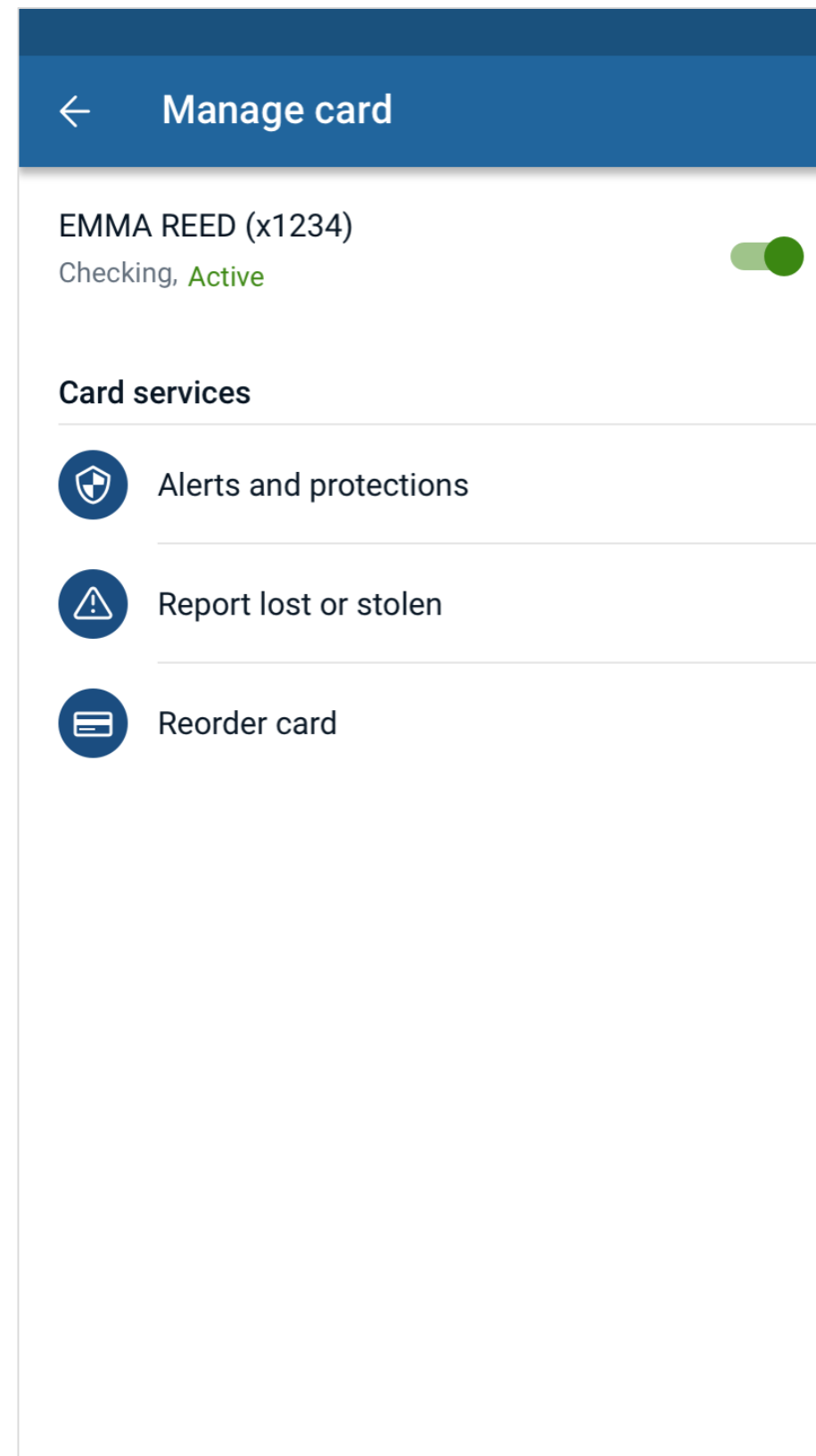💳 Reorder card
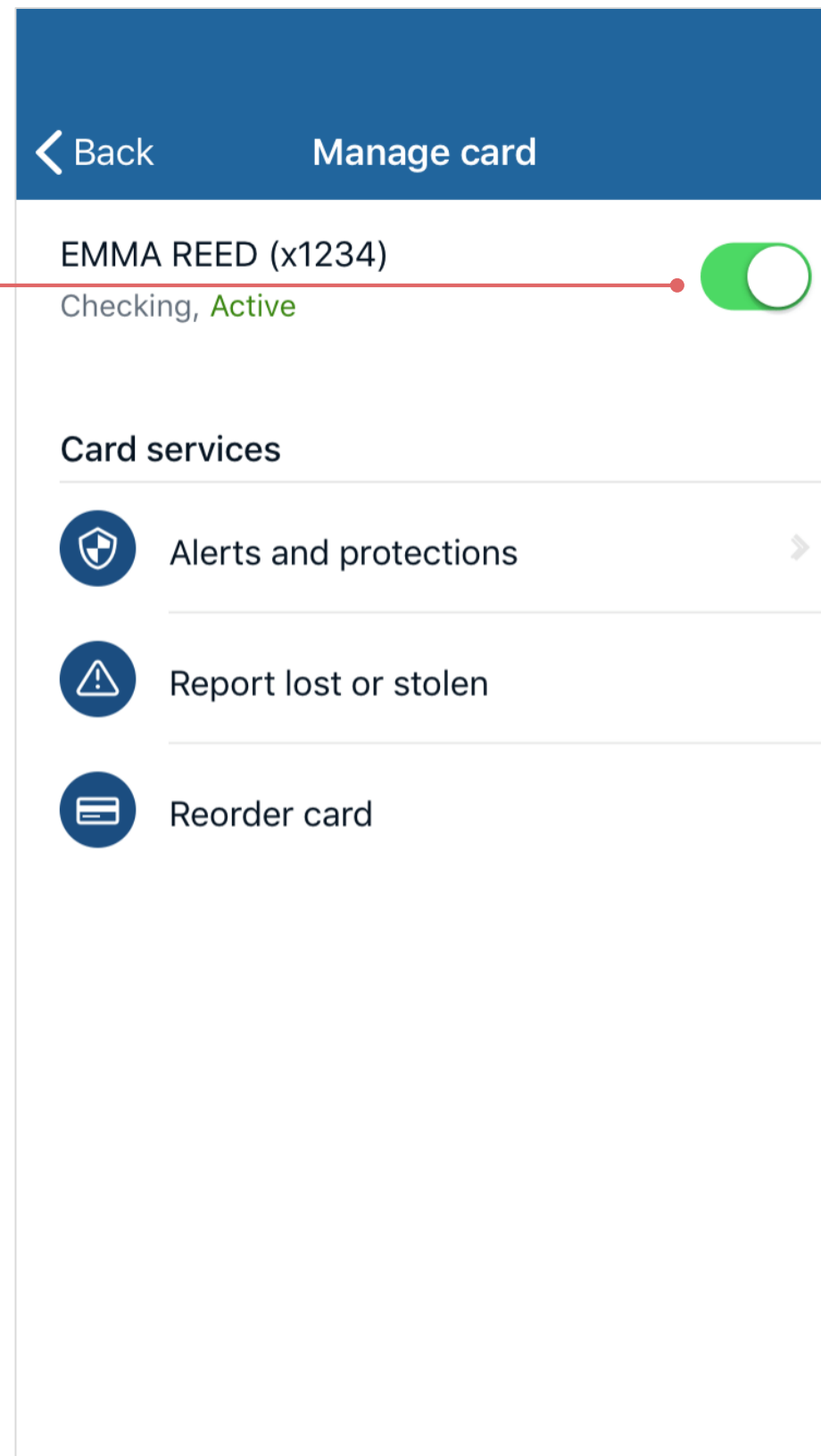
Android™

The ability to turn a card on/off already existed in our app, but the *Manage card* screen got a bit of an overhaul to support the old platform and new.
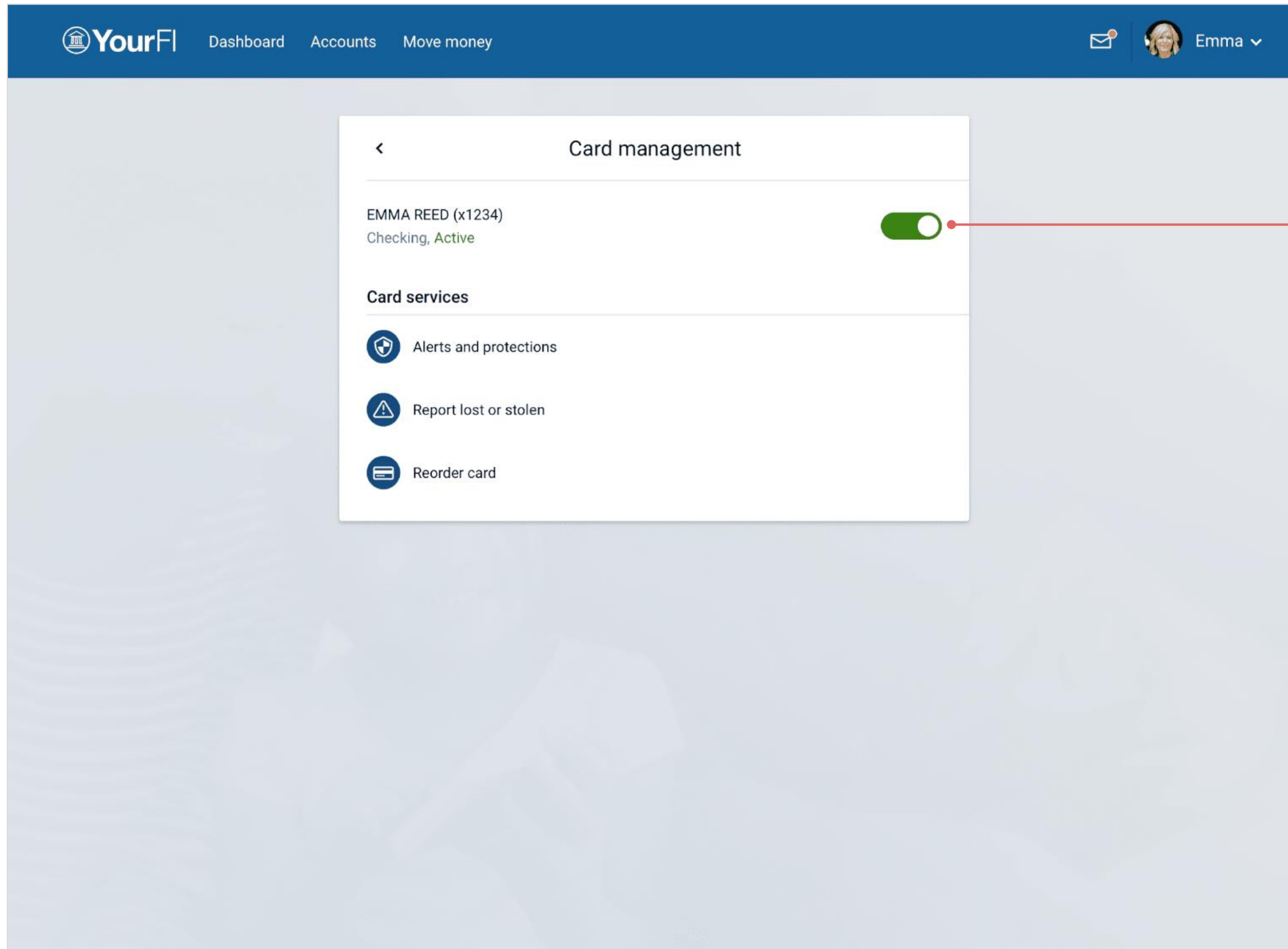
1. Card on/off
Toggling the switch off triggers a dialog asking the end user to confirm if they'd like to switch the card off (next slide).

If status notates Alerts and protection as unavailable, show as inactive/unavailable similar to other card functions.

Enrollment of a user begins after a user selects the card management screen. Please refer to your MyCardRules contract for pricing and additional billing information.
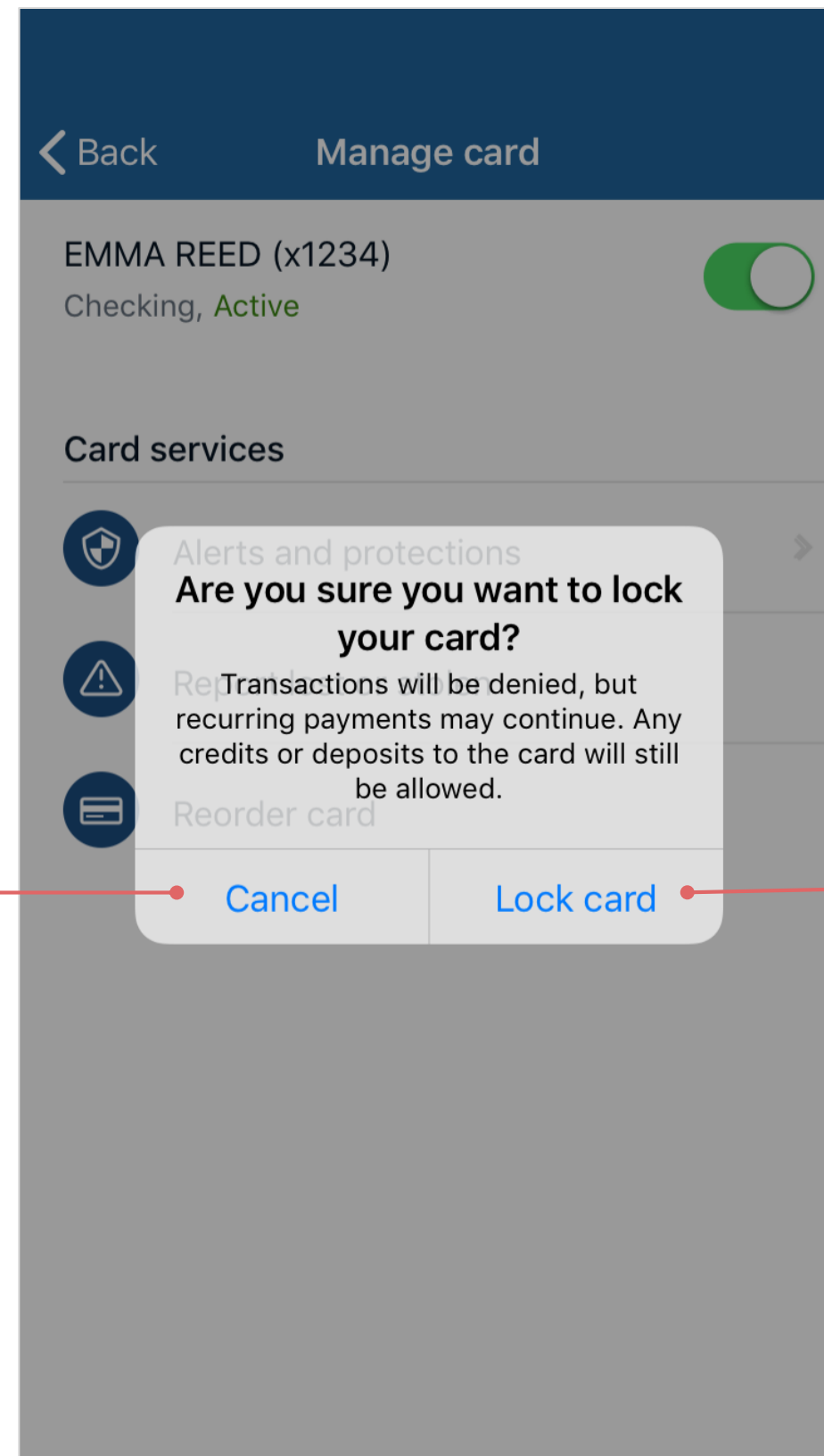
Online: Card management

The ability to turn a card on/off already existed in our app, but the *Card management* screen got a bit of an overhaul to support the old platform and new.
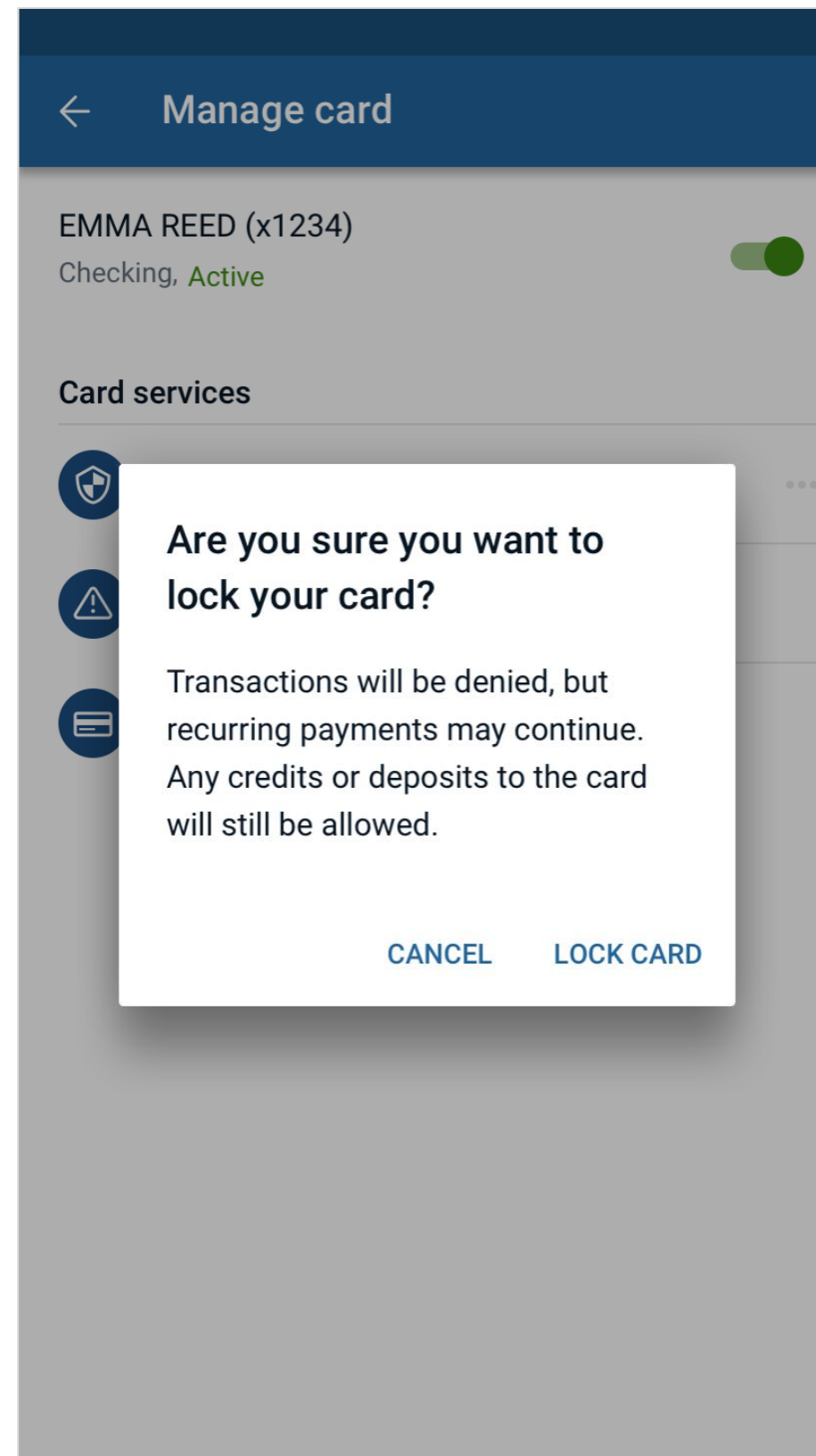
1. Card toggle
Toggling the switch off triggers a dialog asking the user to confirm if they'd like to lock the card, deactivating one-time transactions.

Mobile: Lock card alert (debit cards)
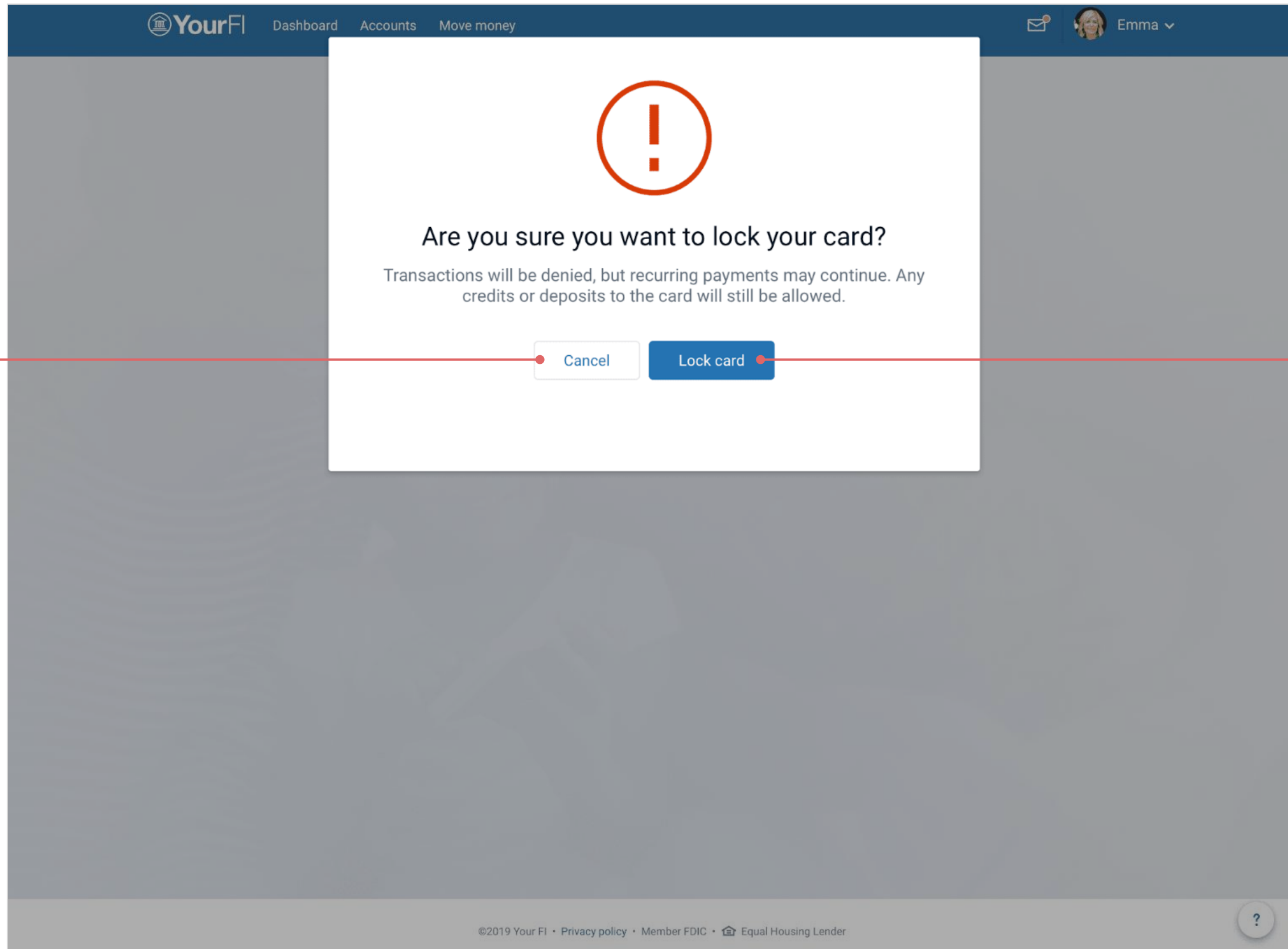

iOS®

Android™

1. Cancel button
Tapping the button dismisses dialog and leaves the card in current state.

2. Lock card button
Tapping the button places the card in a *Locked* state and flips the toggle to its inactive state.

Online: Lock card alert (debit cards)
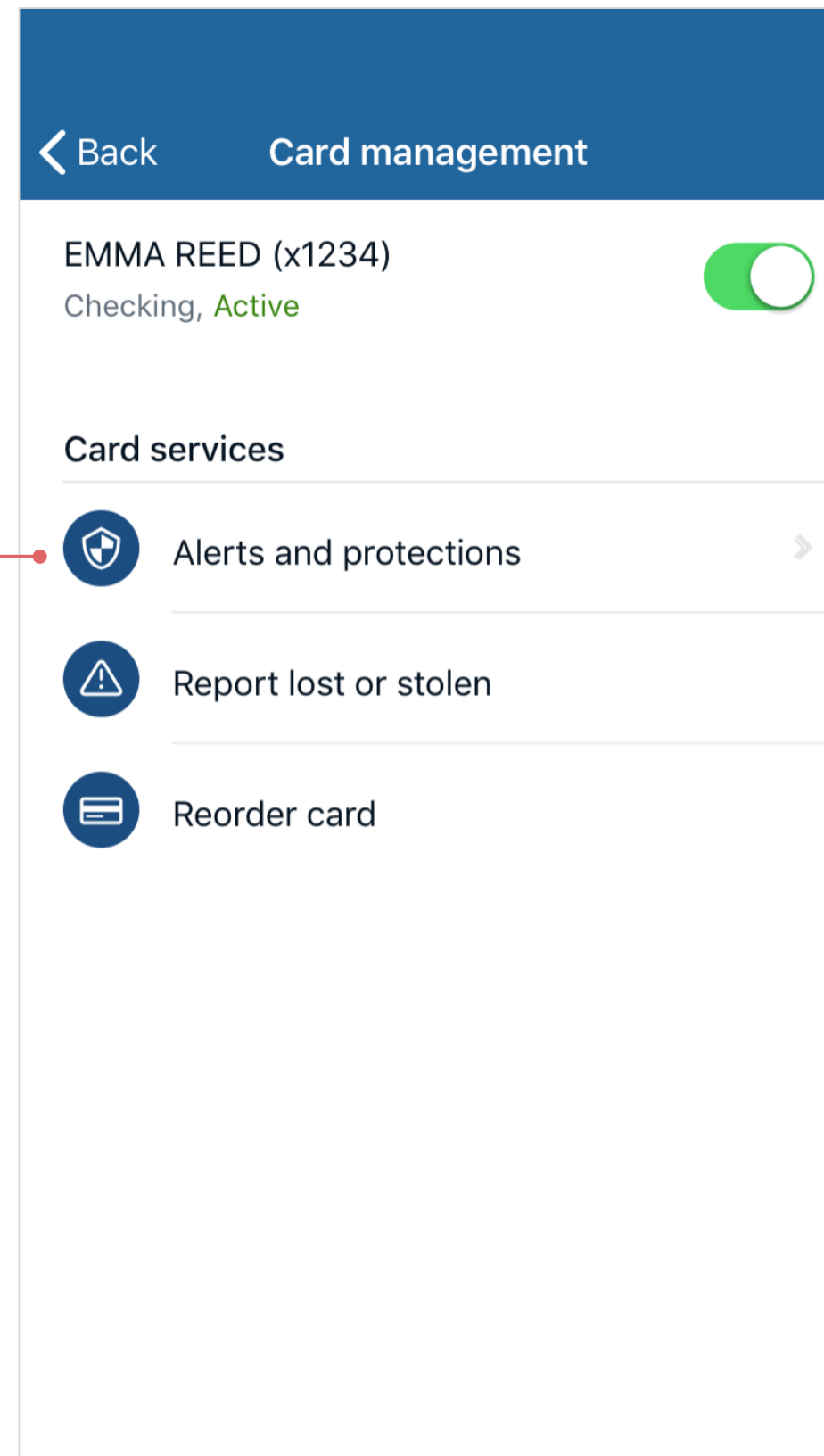

1. Cancel button
Tapping the button dismisses the dialog and leaves the card in current state.
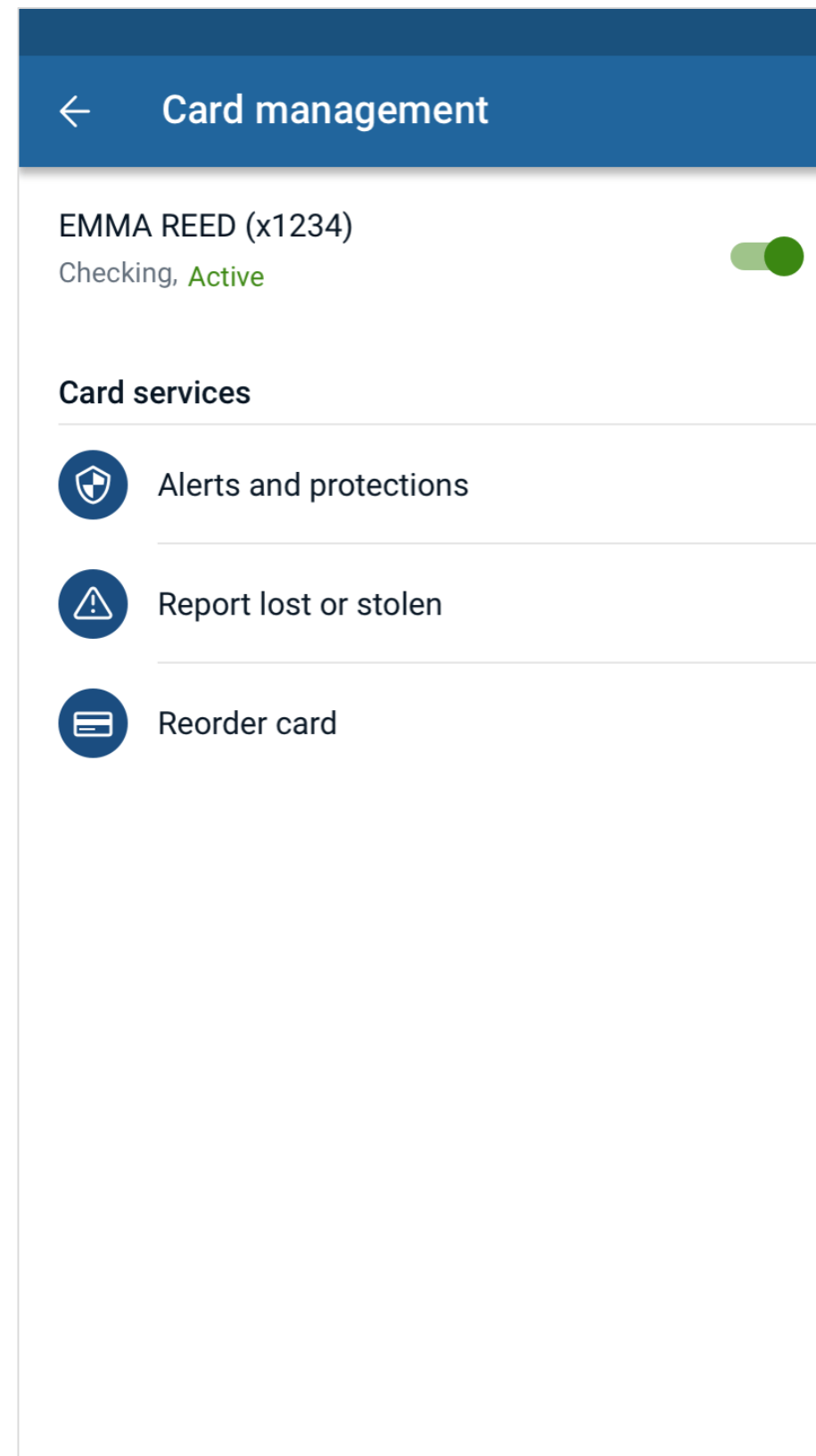
2. Lock card button
Tapping the button places the card in a *Locked* state and flips the toggle to its inactive state.

Card alerts and protections

Mobile: Card management (debit)
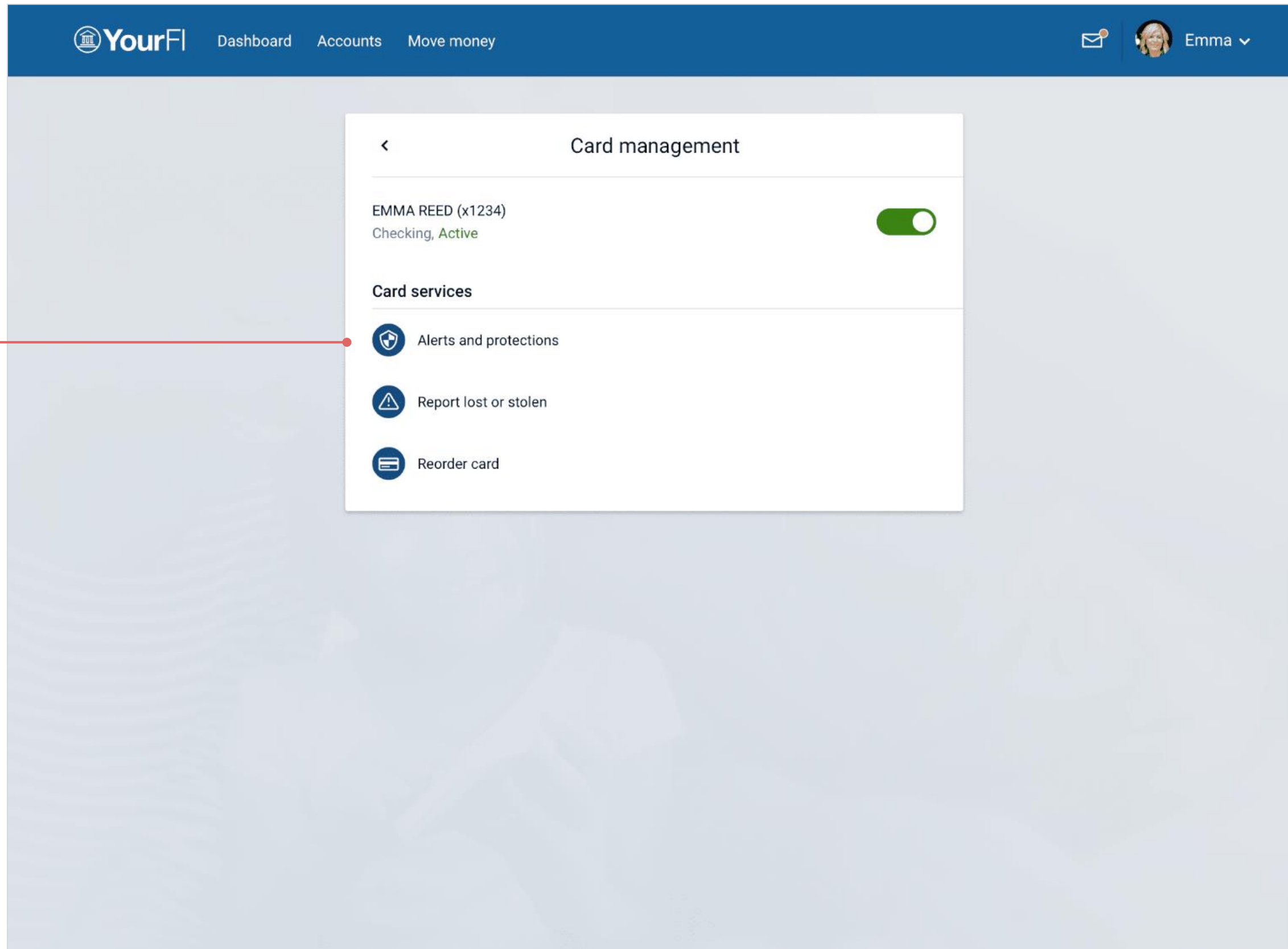

iOS®

Android™

1. Alerts and protections
A new section needs to be added after the action list in the Card management view. Tapping this cell takes you to the Alerts and protections view.

An end user will be able to override card settings. For example, if a wife sets an alert or control and the husband comes in later, he would be able to see those settings and add or remove them.

When the card's status returns as `null`, `Unknown` is displayed for the status.

Online: Card management (debit)

1. Alerts and protection

A new section was added after the action list in the Card management view. Tapping this cell takes you to the Alerts and protection view.
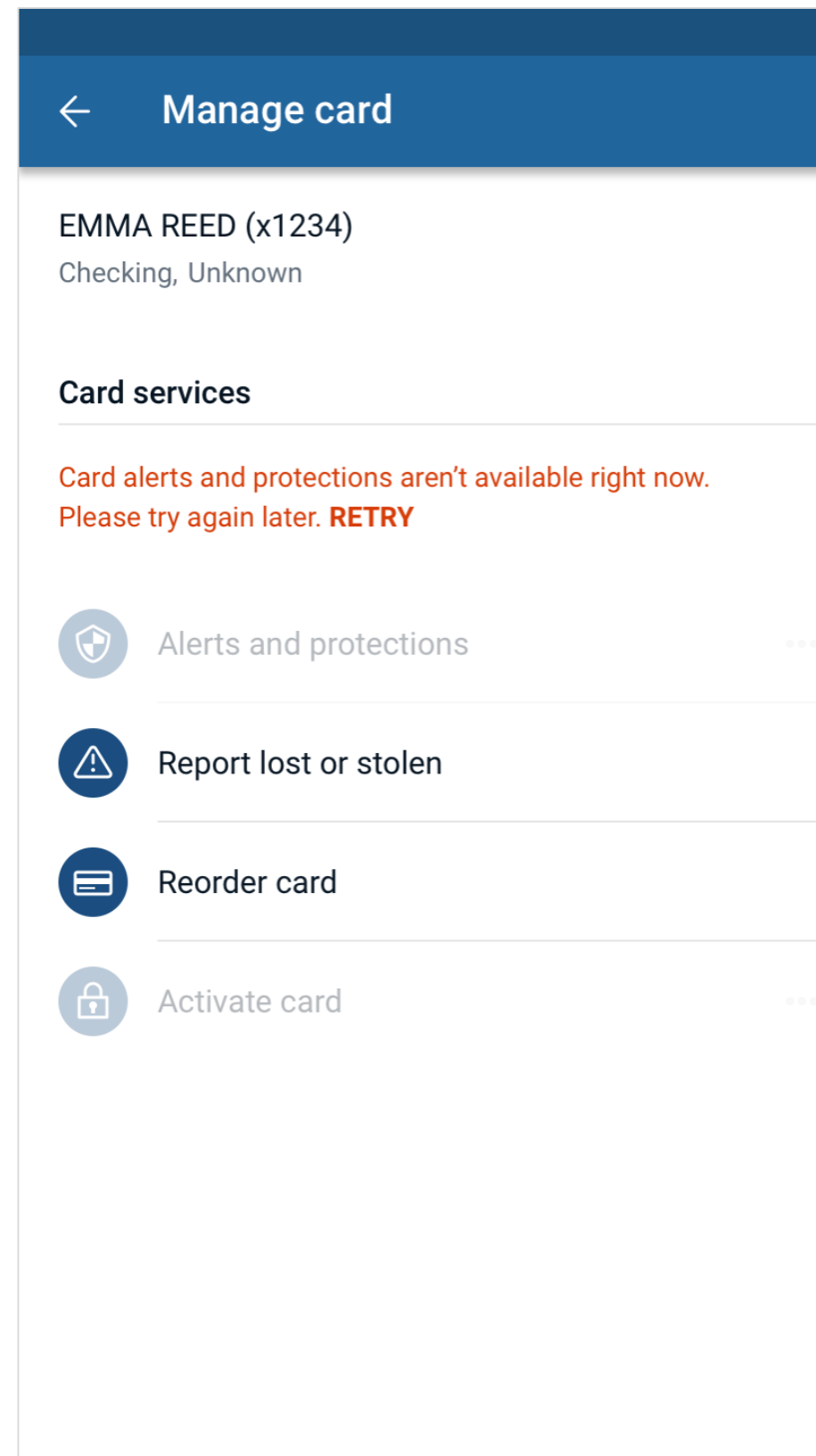
An end user can override card settings. For example, if a wife sets an alert or control and the husband comes in later, he would be able to see those settings and add or remove them.

When the card's status returns as `null`, `Unknown` is displayed for the status.

Mobile: Card management error (500)
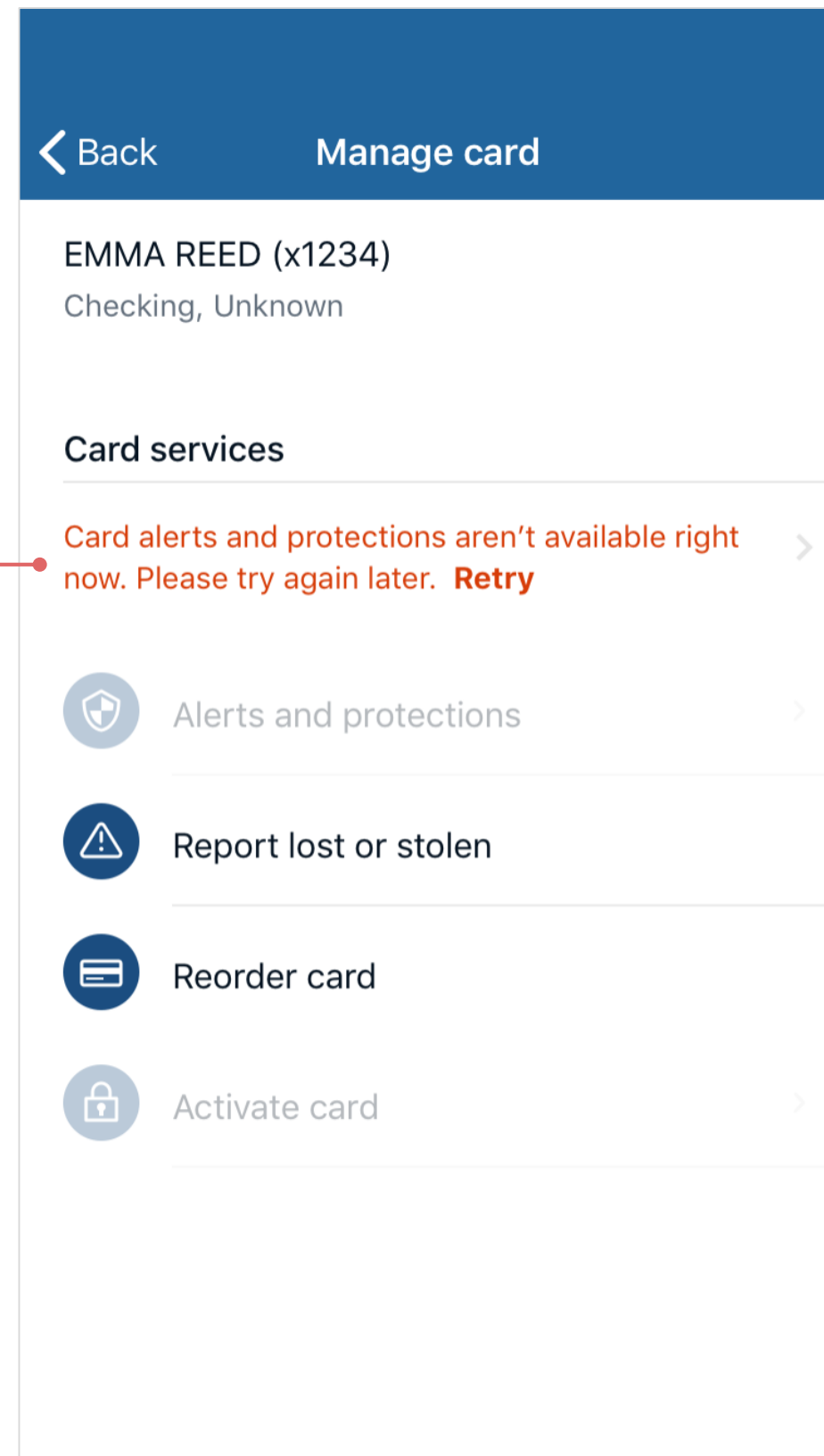
iOS®

Android™

We only return controls when a successful call is made. When an error occurs, we don't allow non-OnDot controls to be accessed.

An *Unknown* status is communicated to the end user and indicates that not all of the controls are available.

1. 500 error message + Retry
`Oops! Your alerts and protection controls aren't available right now.` **Retry**

Retry makes the call again.

Alerts and protections Item shows as inactive if the card can manage alerts and protections but it has no configuration object. This updates after a successful GET call.

Online: Card management error (500)

We only return controls when a successful call is made. When an error occurs, we don't allow non-OnDot controls to be accessed.

An *Unknown* status is communicated to the end user and indicates that not all of the controls are available.
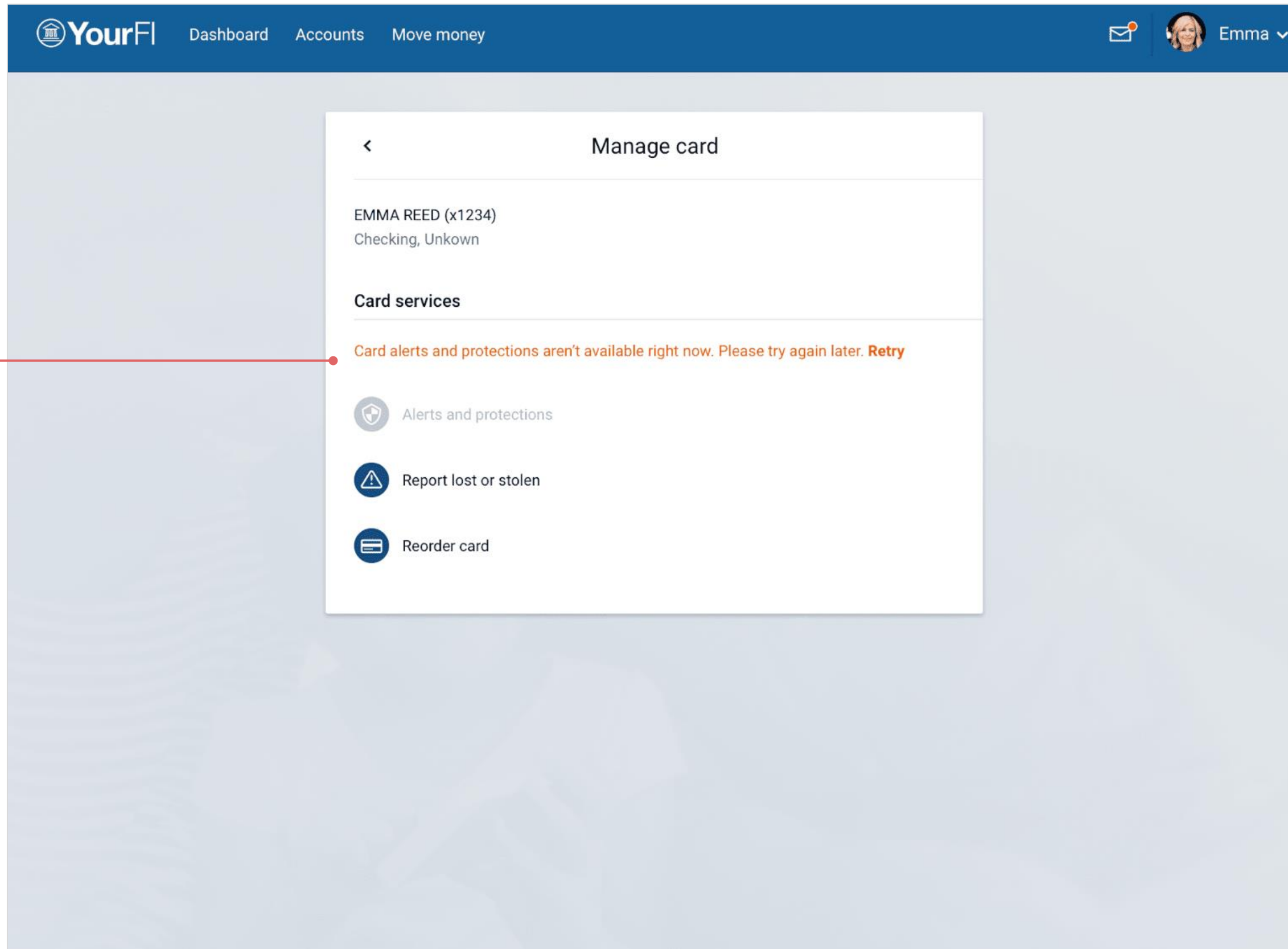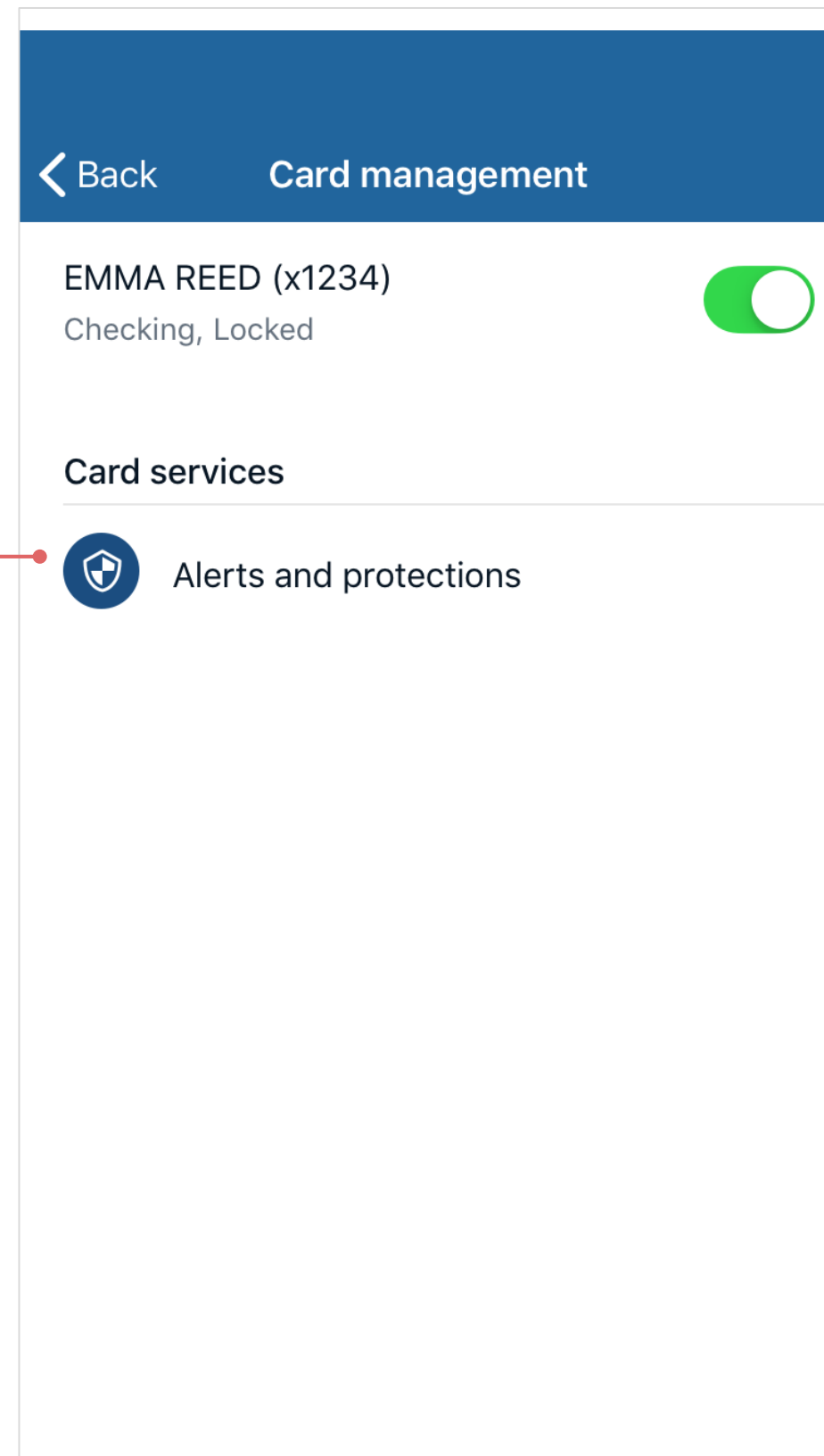
1. 500 error message + Retry
`Oops! Your alerts and protection controls aren't available right now.` **Retry**

Retry makes the call again.

Card management (credit)

iOS®
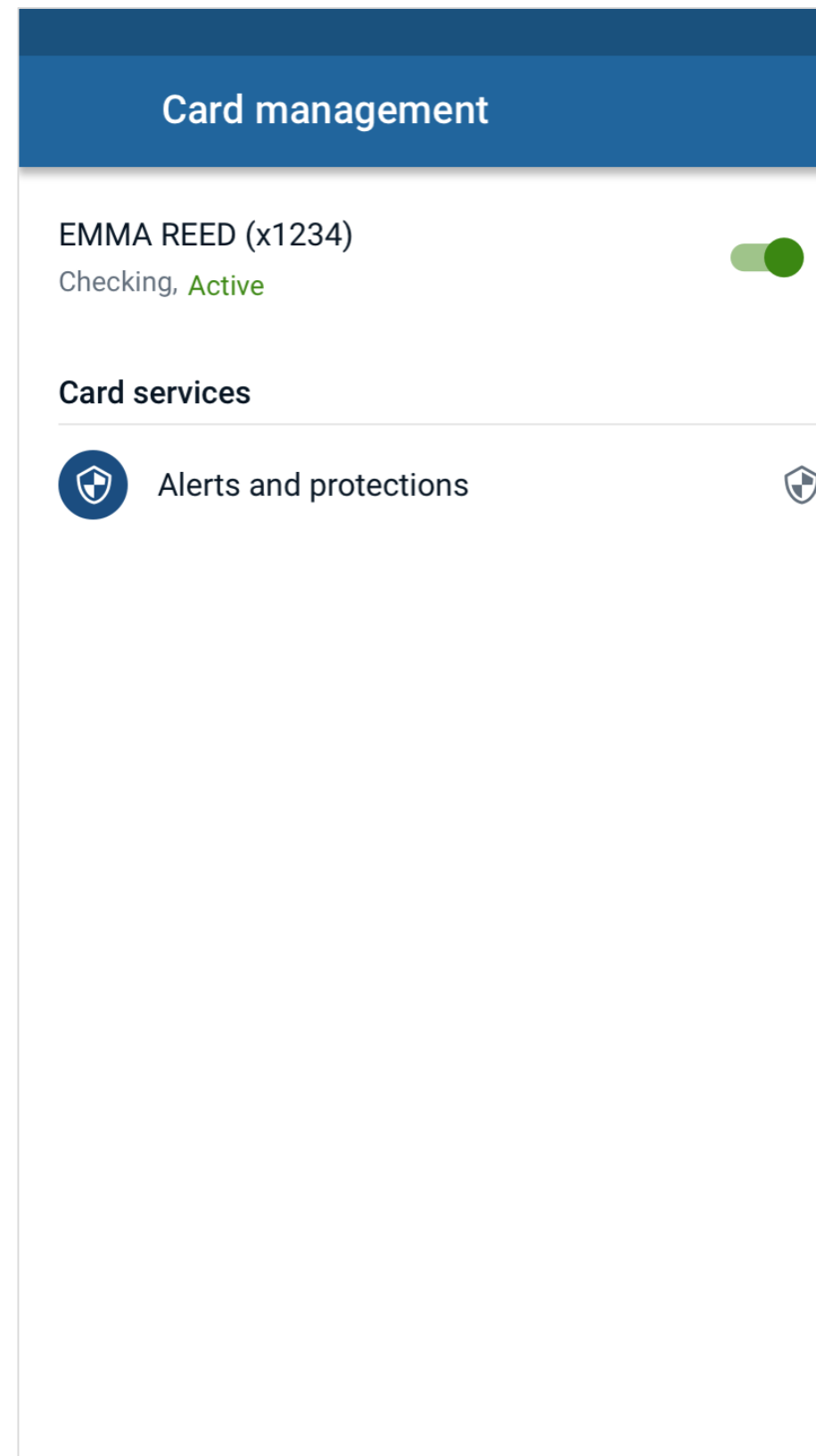
Android™

For credit cards, we hide the section that shows the abilities tied to our debit cards (Report lost/stolen, Re-order card, Activate new card).

1. Alerts and protections
A new section was added after the action list in the *Card management* view. Tapping this cell takes you to the *Alerts and protections* view.

Online: Card management (credit)

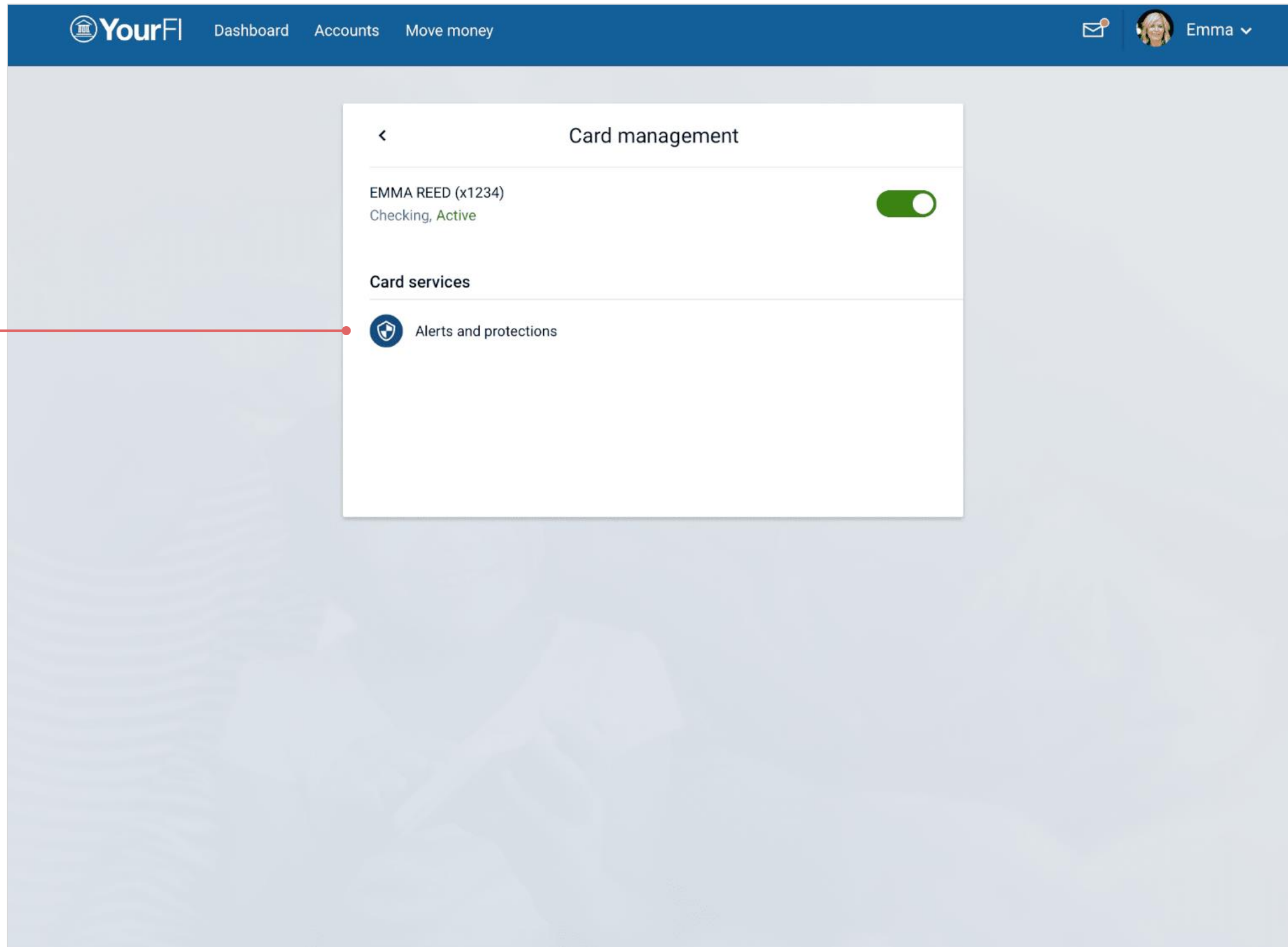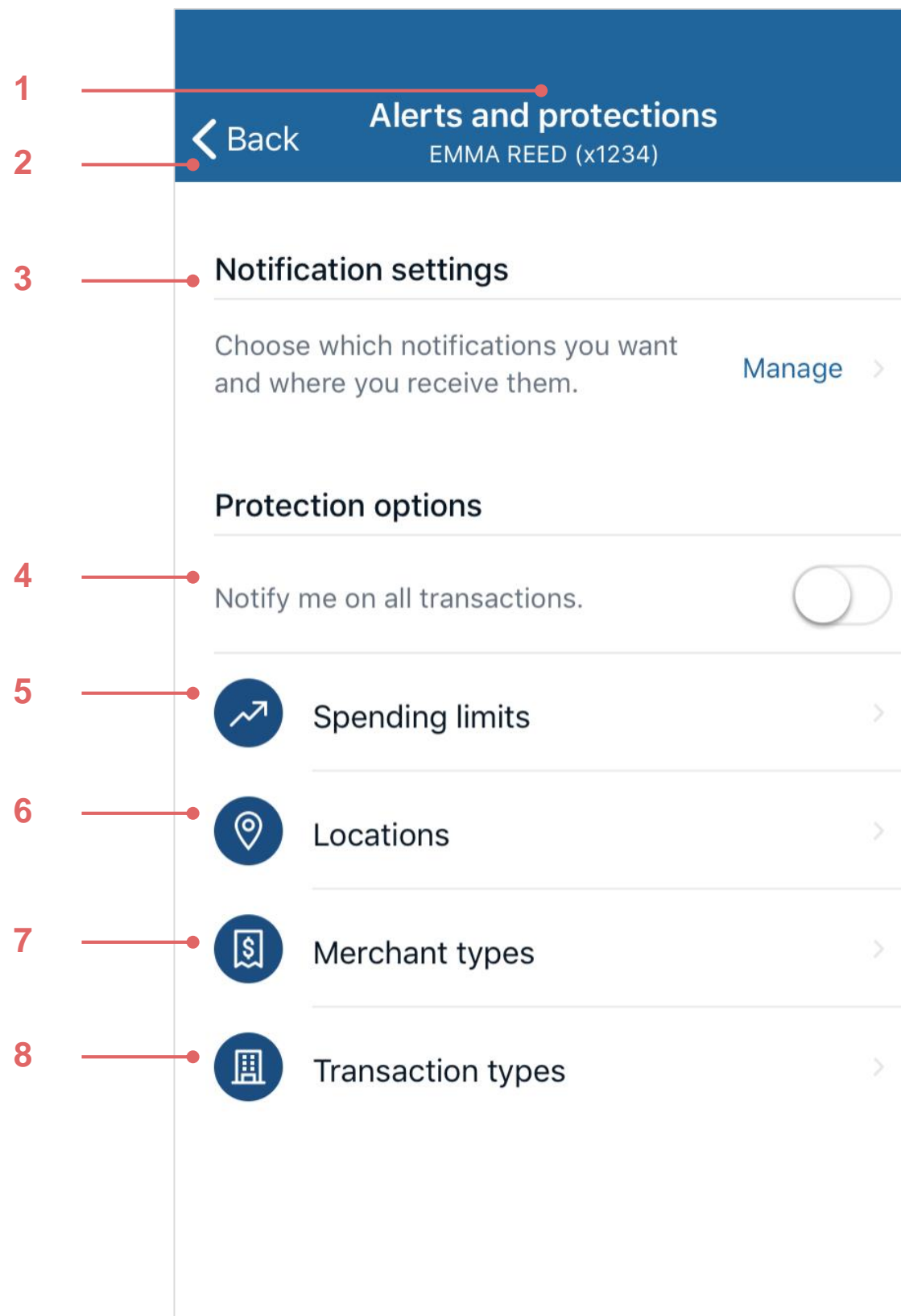For credit cards, we hide the section that shows the abilities tied to our debit cards (Report lost/stolen, Re-order card, Activate new card).
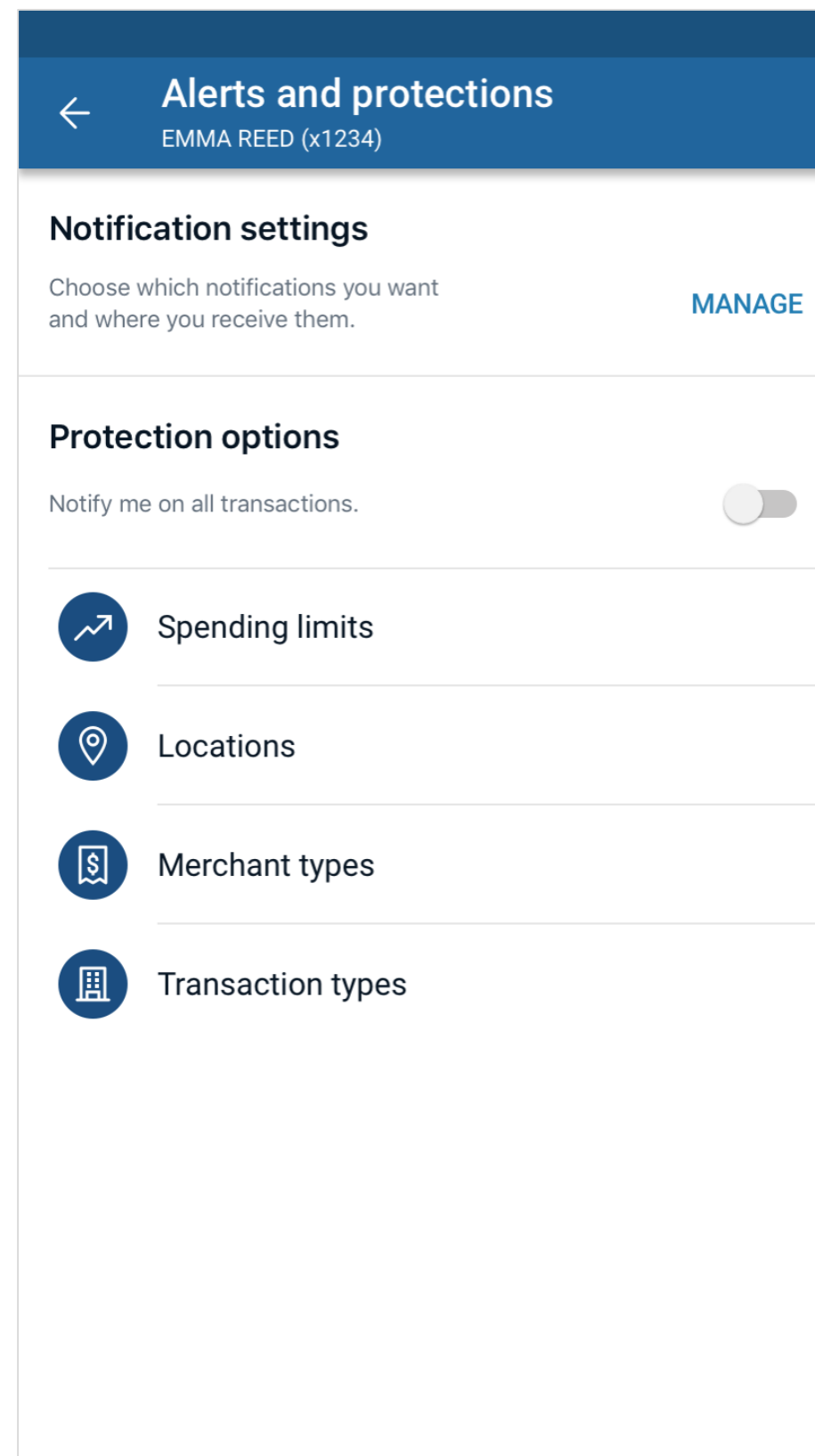
1. Alerts and protections
A new section was added after the action list in the *Card management* view. Tapping this cell takes you to the *Alerts and protections* view.

Alerts and protection

iOS®

Android™

1. Alerts and protections
A stacked header showing `Alerts and protections` as the title and including the card holder name and last four of the card number in parenthesis.

2. Back
Takes you back to the *Card management* screen.

3. Notification settings
Tapping the `Manage` link takes you to the *Notification* settings list of controls.

4. Notify me on all transactions
Toggle is turned OFF by default.

5. Locations
Tapping this cell takes you to the *Locations* list of controls.

6. Merchant types
Tapping this cell takes you to the *Merchant Types* list of controls. If there aren't any controls to motify, we'll deactivate this selection.
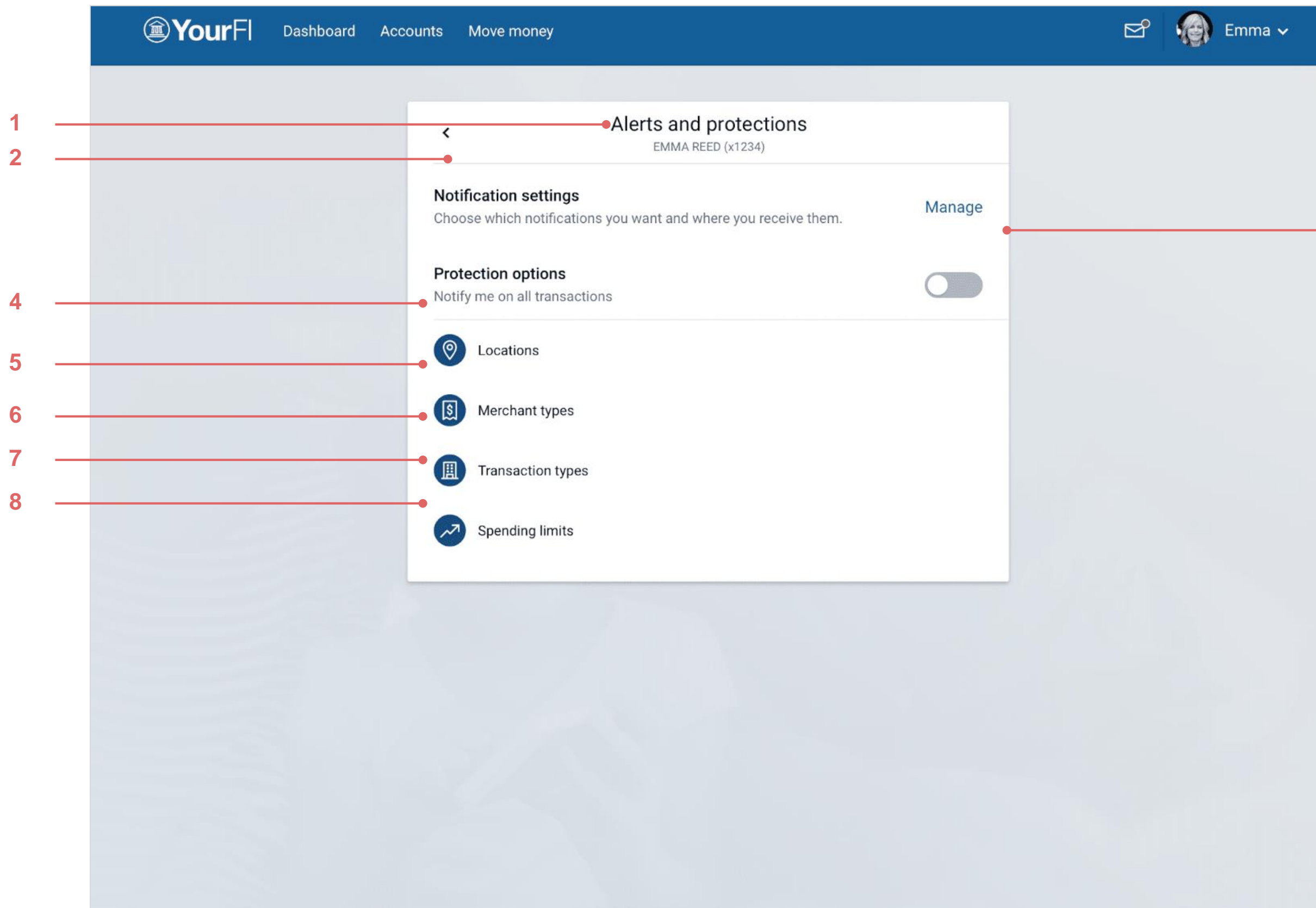
7. Transaction types
Tapping this cell takes you to the *Transaction Types* list of controls. If there aren't any controls to modify, we'll deactivate this selection.

8. Spending limits
Tapping this cell takes you to the *Spending Limits* controls. If there aren't any controls to modify, we'll deactivate this selection.

Online: Alerts and protection

1. Alerts and protection
A stacked header showing `Alerts and protection` as the title and including the card holder name and last four of the card number in parenthesis.

2. Back
Takes you back to the *Card management* screen.

3. Notification settings
Tapping the `Manage` link takes you to the *Notification* settings list of controls.

4. Notify me on all transactions
Toggle is turned OFF by default.

5. Locations
Tapping this cell takes you to the *Locations* list of controls.

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Tapping this cell takes you to the *Merchant Types* list of controls. If there aren't any controls to modify, this selection is deactivated.
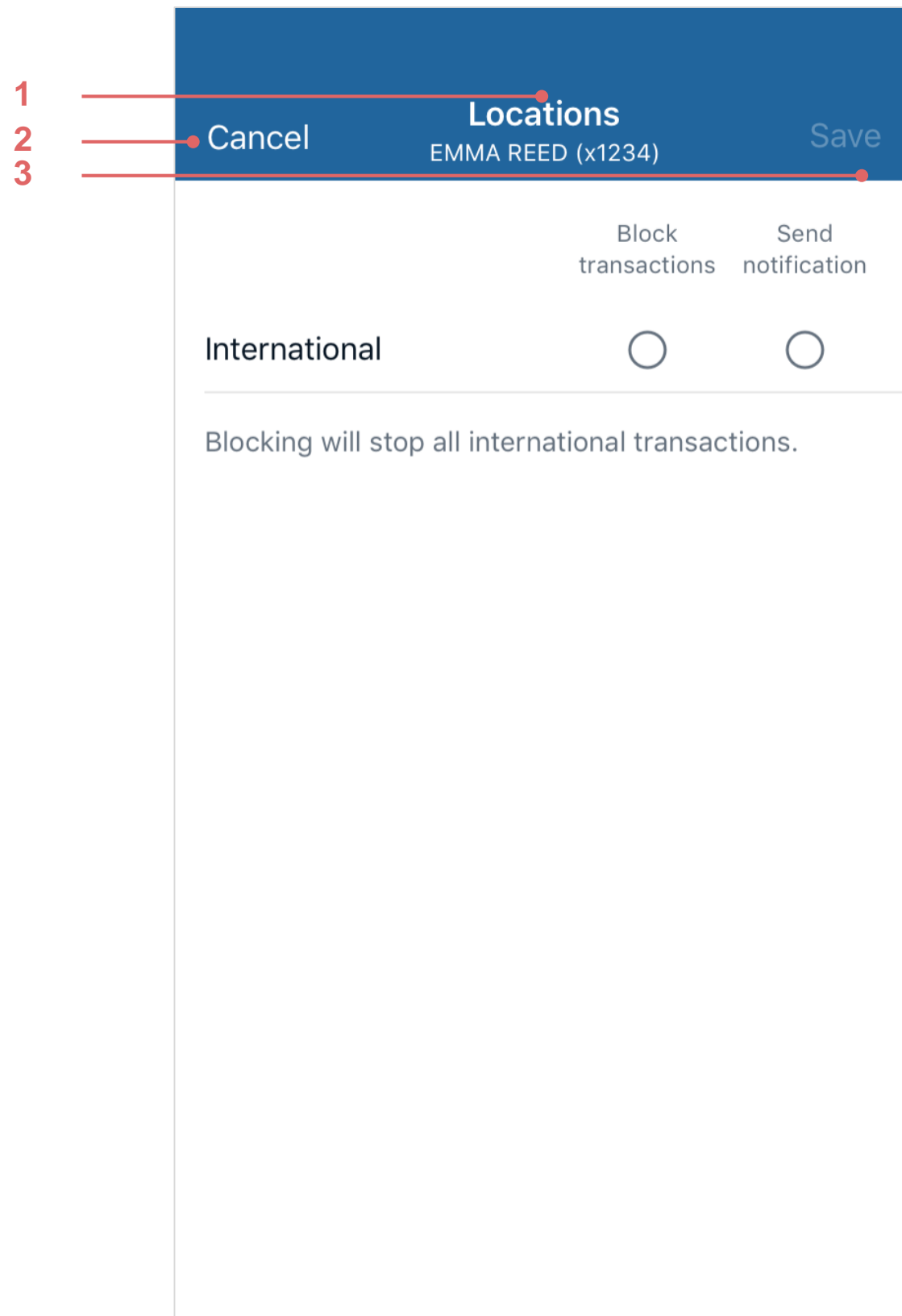
7. Transaction types
Tapping this cell takes you to the *Transaction Types* list of controls. If there aren't any controls to modify, this selection is deactivated.
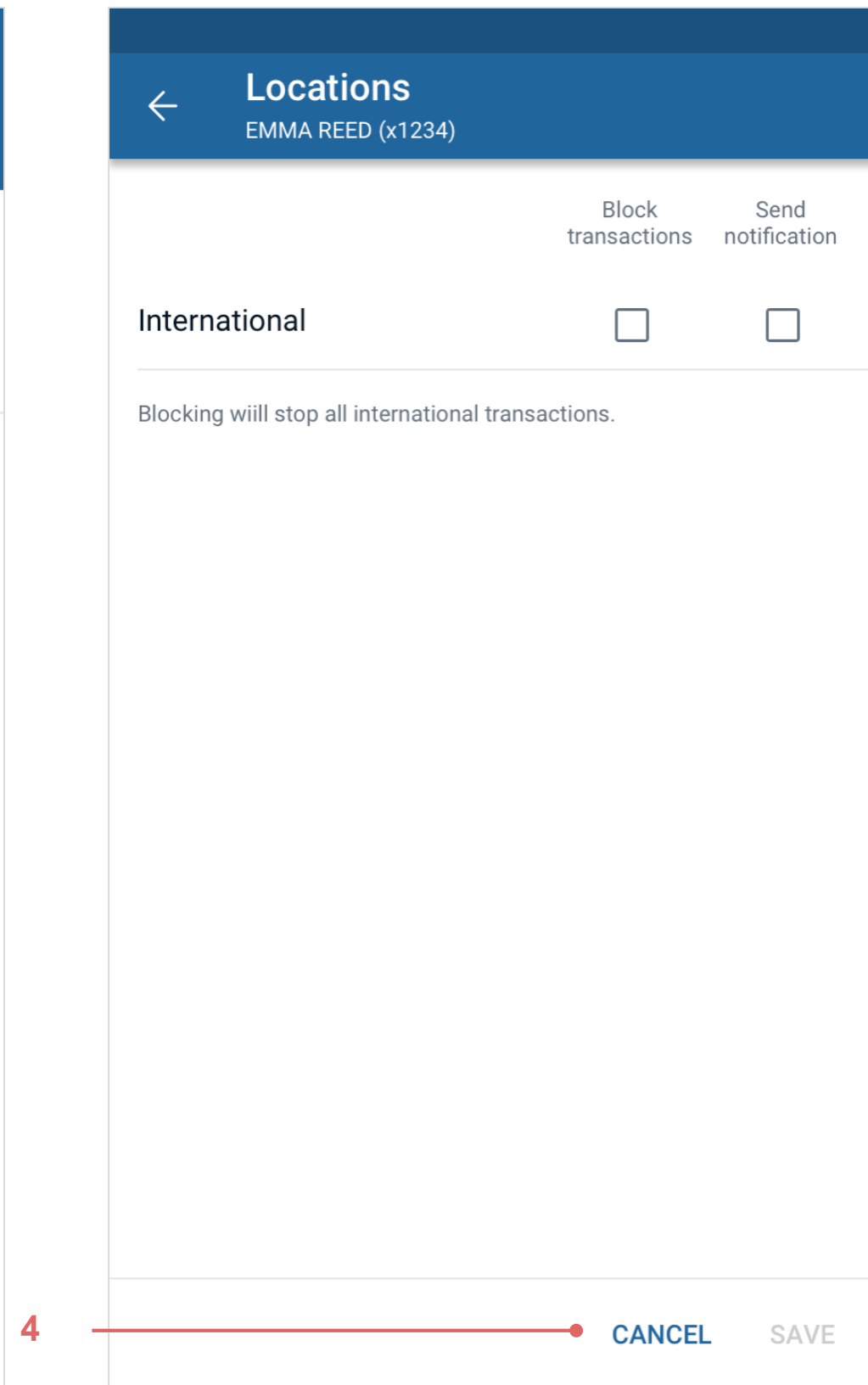
8. Spending limits
Tapping this cell takes you to the *Spending Limits* controls. If there aren't any controls to modify, this selection is deactivated.

Locations

iOS®

Android™

1. Locations
A stacked header showing `Locations` as the title and including the card holder name and last four of the card number in parenthesis.

2. Cancel (iOS®), Back (Android™)
Takes you back to the *Card alerts and protection* screen.

3. Save
Remains unavailable until the end user changes the current status of the toggle. If the state is changed from inactive to active, or vice versa, the **Save** button changes to active state.

4. Cancel (Android™)
Takes you back to the *Card alerts and protection* screen.

Online: Locations

1. Locations
A stacked header showing `Locations` as the title and including the card holder name and last four of the card number in parenthesis.

2. Back
Takes you back to the *Card alerts and protection* screen.

3. Cancel
Takes you back to the *Card alerts and protection* screen.
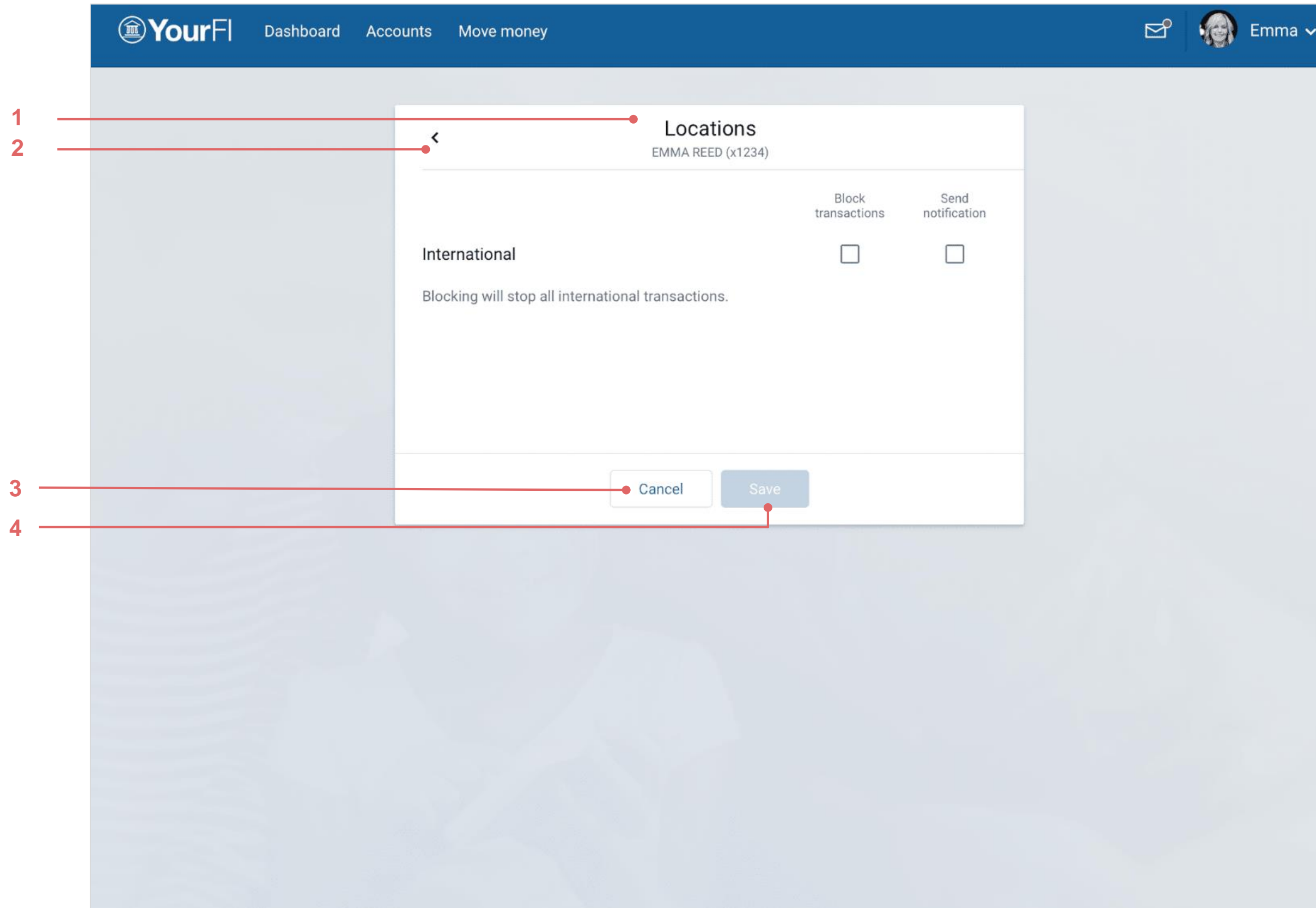
4. Save
Remains unavailable until the end user changes the current status of the toggle. If the state is changed from inactive to active, or vice versa, the **Save** button changes to active state.

Locations - Customized

iOS®

Android™

If `Blocked transactions` is selected by the end user, the `Send notification` toggle is automatically checked and deactivated.
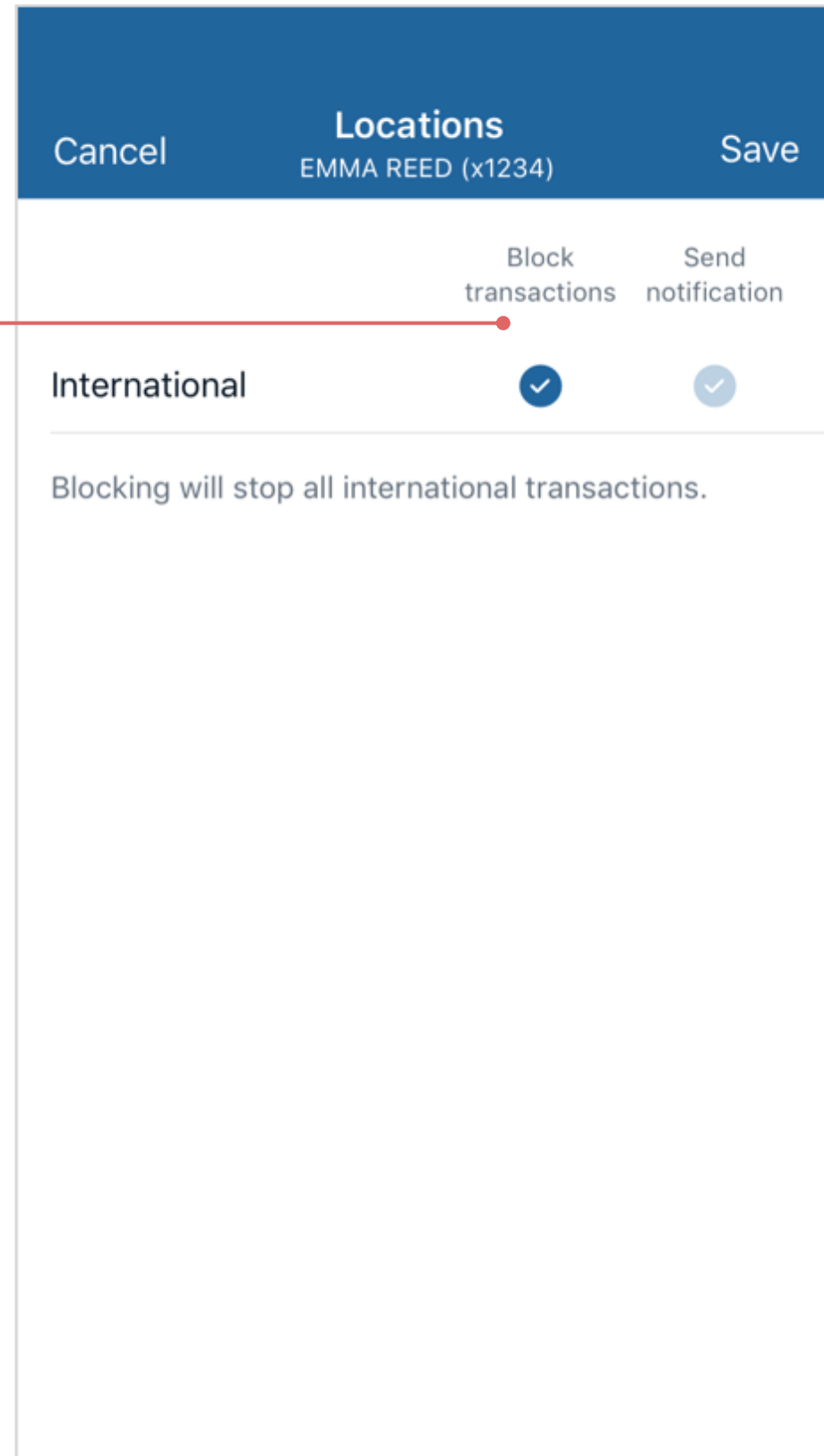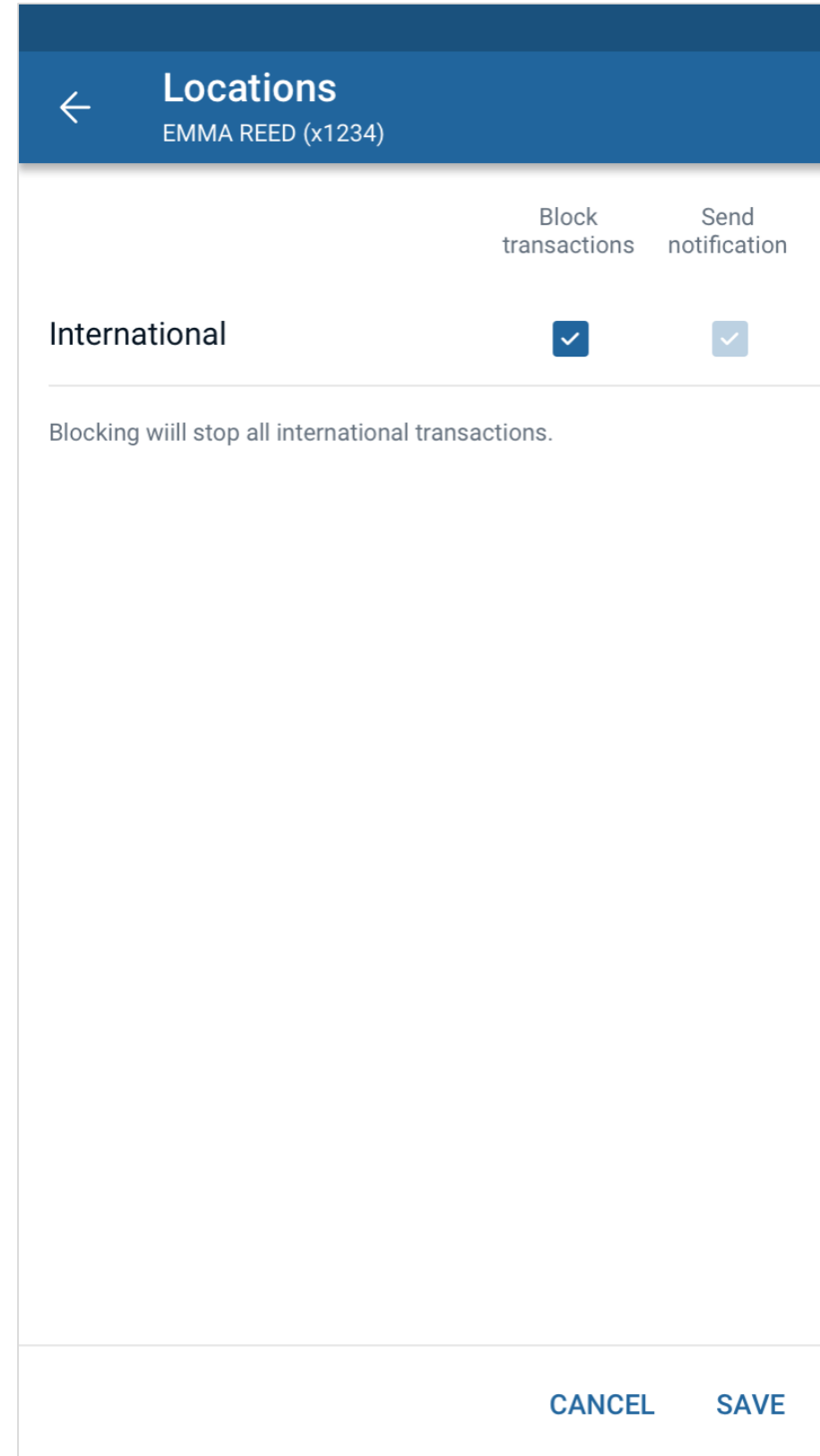
Locations - Customized

1. Customized toggles
If `Blocked transactions` is selected by the end user, the `Send notification` toggle is automatically checked and deactivated.

Notification settings

iOS®

Android™

1. Notification settings
A stacked header showing `Notification settings` as the title and including the card holder name and last four of the card number in parenthesis.

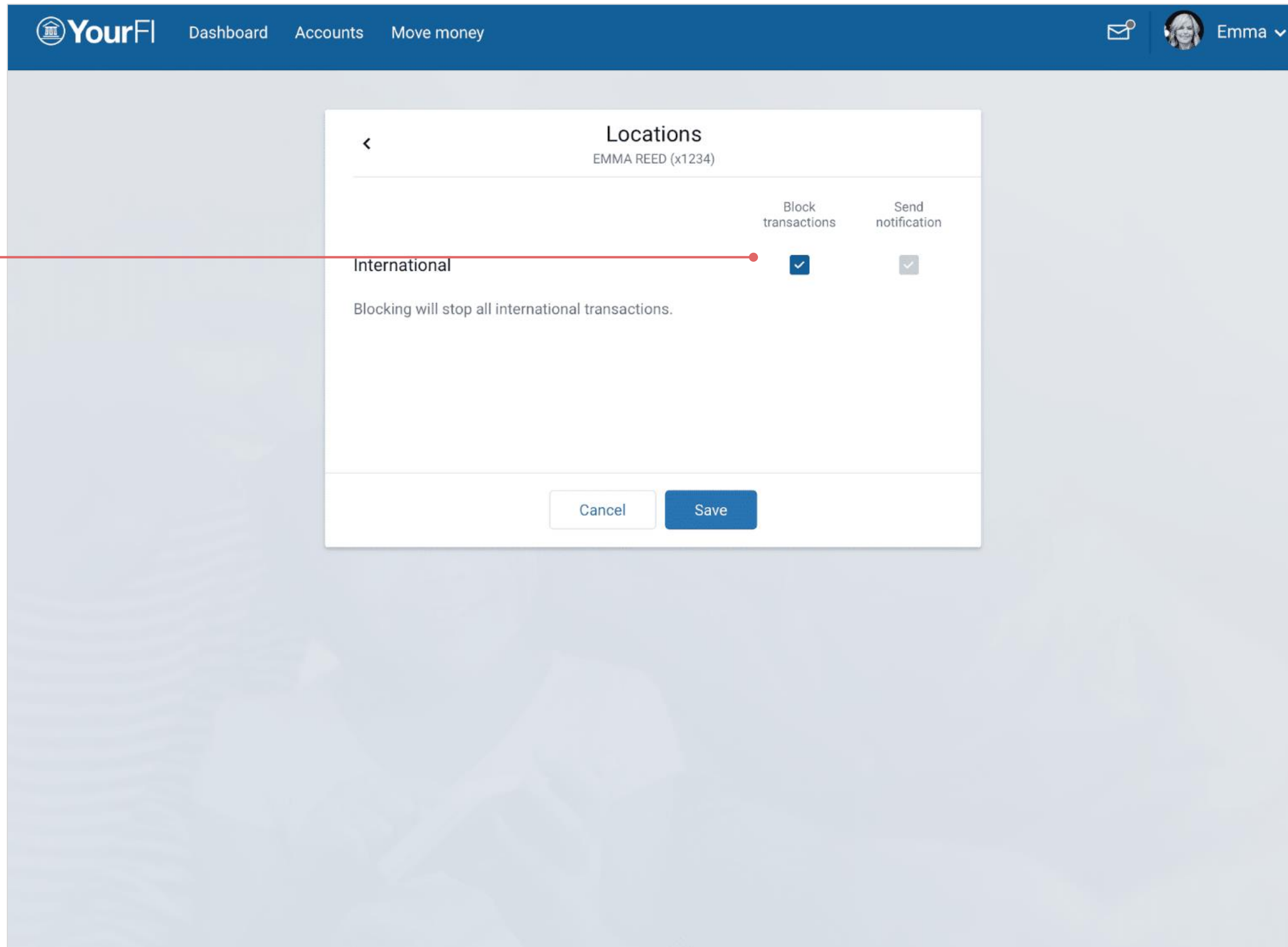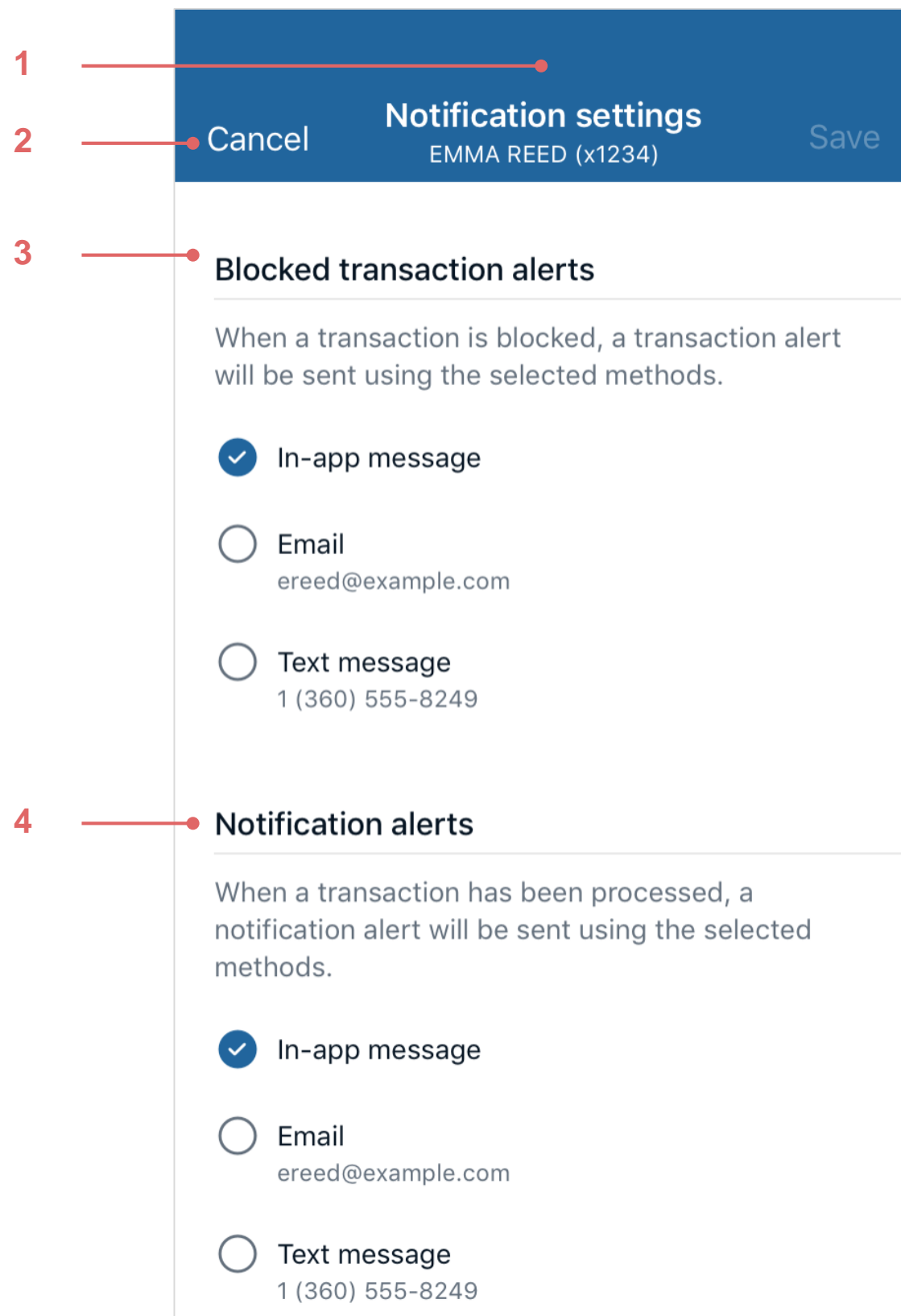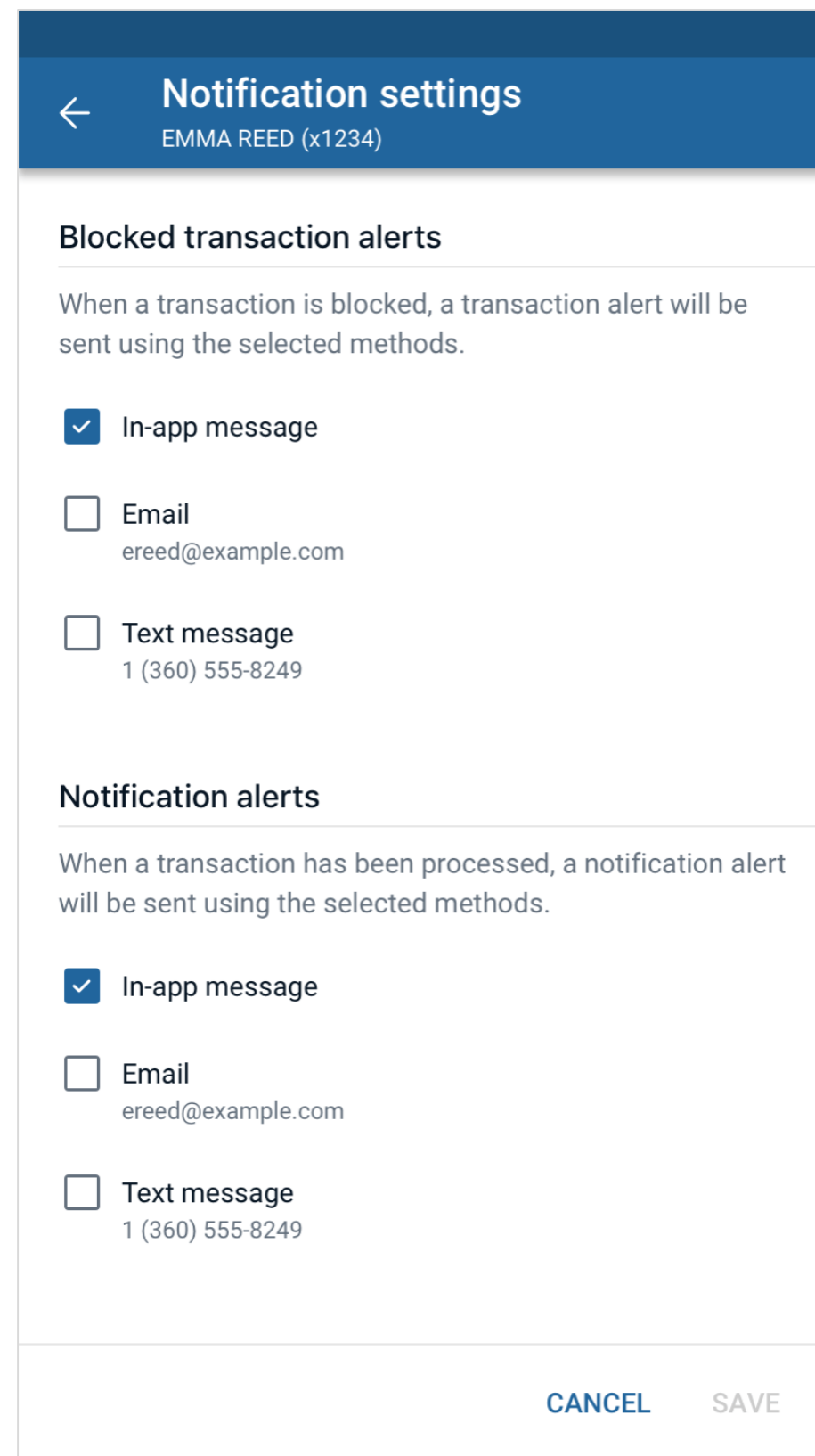If all preferences don't successfully save, a generic error dialog appears. Once the end user hits **OK** with the dialog, this view is refreshed to reflect the changes that were successfully set.

2. Cancel (iOS®), Back (Android™)
Takes you back to the *Alerts and protection* screen.

If an end user has interacted with the toggles and not saved their action, it triggers a dialog indicating that the end user's changes will not be saved if they continue.

3. Blocked transaction alerts
The `In-app message` value is selected by default for blocked transaction alerts. If changes are made, the end user cannot proceed to another screen without selecting at least one item from this list.

4. Notification alerts
The `In-app message` value is selected by default for notification alerts. If changes are made, the end user cannot proceed to another screen without selecting at least one item from this list.

Notification settings

1. Notification settings
A stacked header showing `Notification settings` as the title, and including the card holder name and last four of the card number in parenthesis.

If all preferences don't successfully save, a generic error dialog appears. Once the end user hits **OK** with the dialog, this view is refreshed to reflect the changes that were successfully set.

2. Back
Takes you back to the *Alerts and protection* screen.

If an end user has interacted with the toggles and not saved their action, it triggers a dialog indicating that the end user's changes will not be saved if they continue.
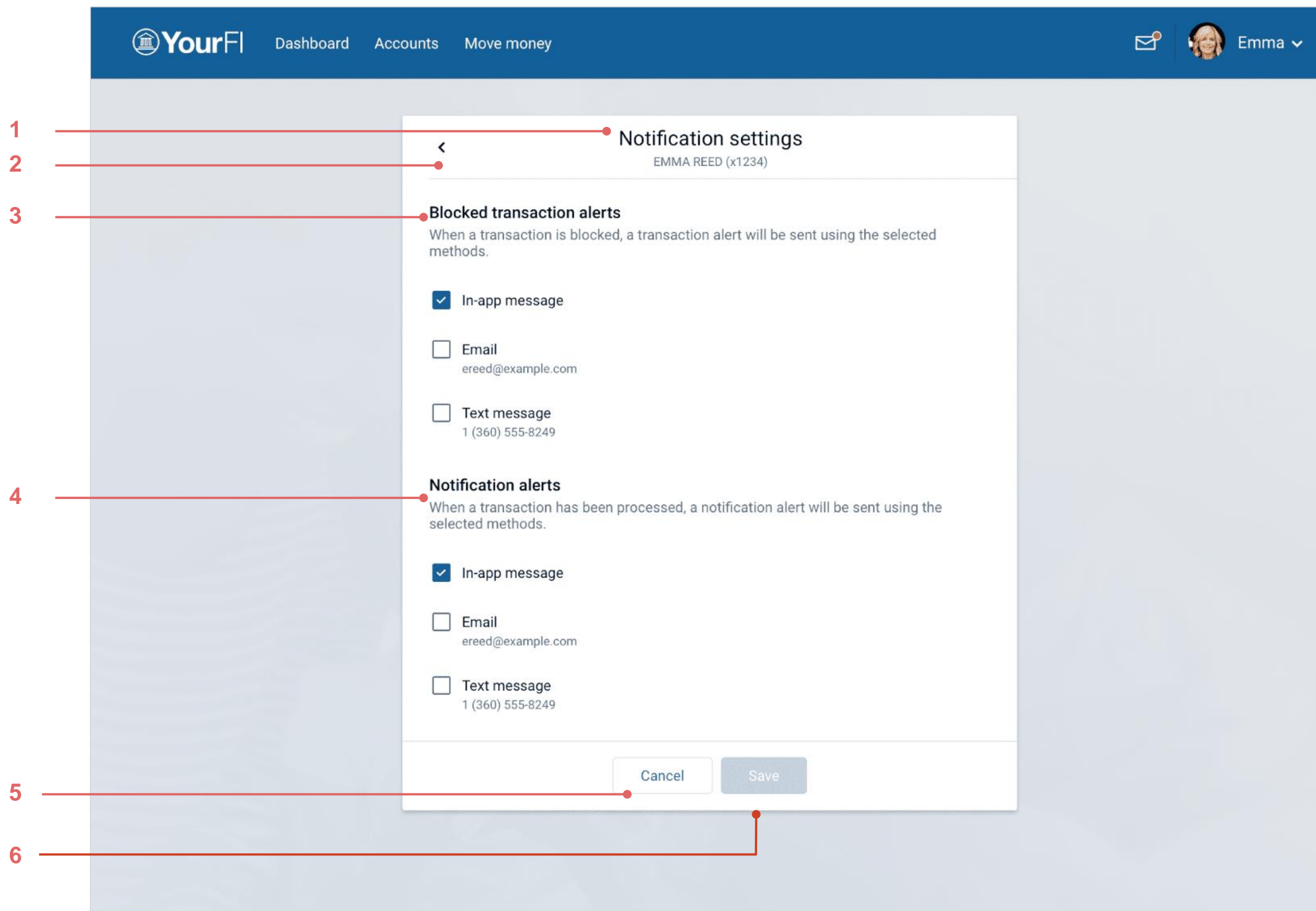
3. Blocked transaction alerts
The `In-app message` is selected by default for blocked transaction alerts. If changes are made, the end user cannot proceed to another screen without selecting at least one item from this list.

4. Notification alerts
The `In-app message` value is selected by default for notification alerts. If changes are made, the end cannot proceed to another screen without selecting at least one item from this list.
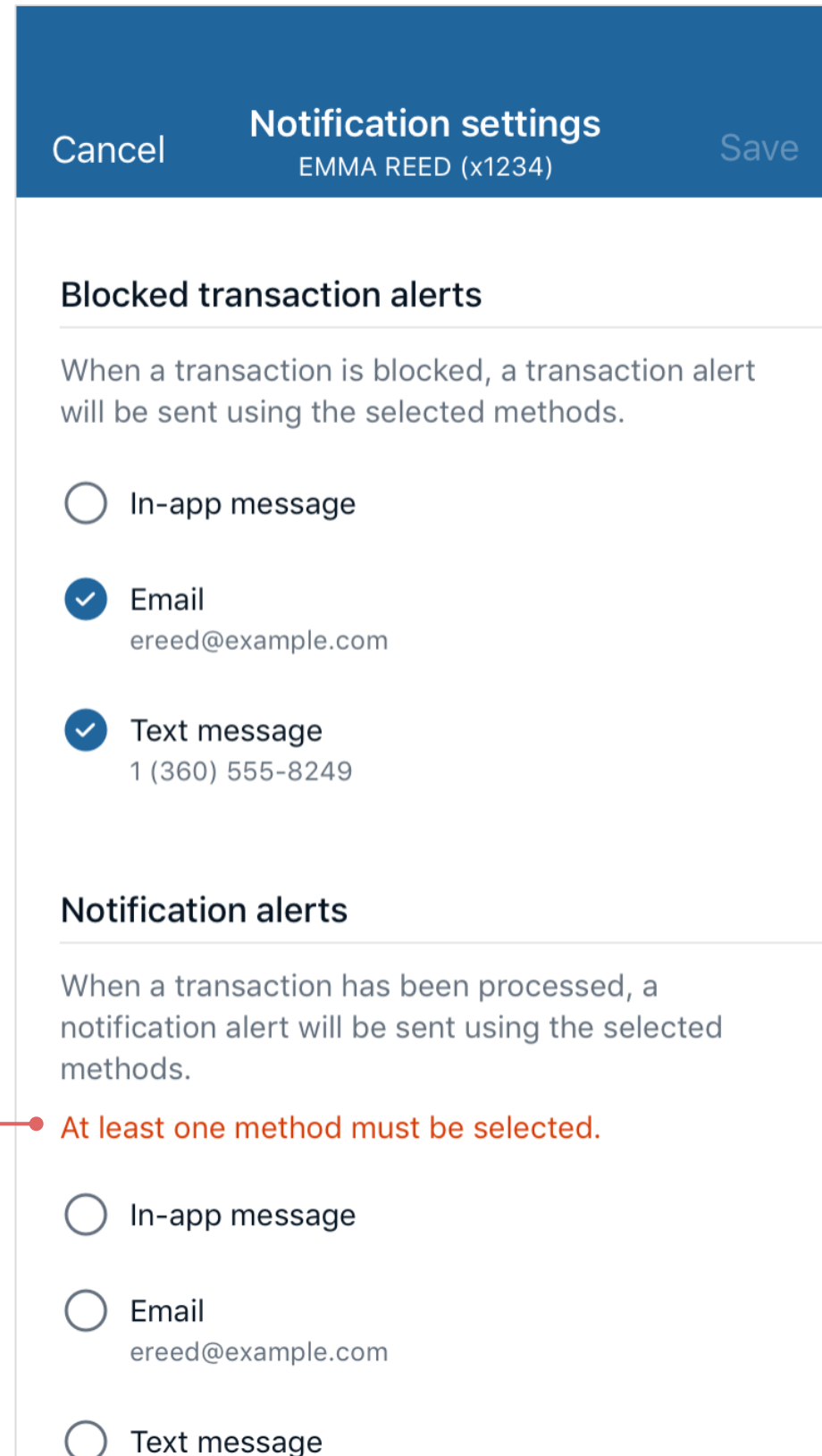
5. Cancel
Takes you back to the *Alerts and projection* screen.

6. Save
Remains unavailable until the end user changes the current status of the toggle. If the state is changed from inactive to active, or vice versa, the **Save** button will change to active state.

Notification settings

iOS®

Android™

1. Notification settings error

If the end user deselects all delivery methods in a section, an alert message appears stating `At least one method must be selected`. The `Save` button is disabled.

Notification settings

Are you sure you want to cancel dialog

iOS®

Notification settings
EMMA REED (x1234)

Cancel | Save

Blocked transaction alerts

When a transaction is blocked, a transaction alert will be sent using the selected methods.

◯ In-app message

1 ——
2 ——

Are you sure you want to cancel?

Your changes will not be saved.

3 —— No | Yes, cancel —— 4

Notification alerts

When a transaction has been processed, a notification alert will be sent using the selected methods.

✓ In-app message
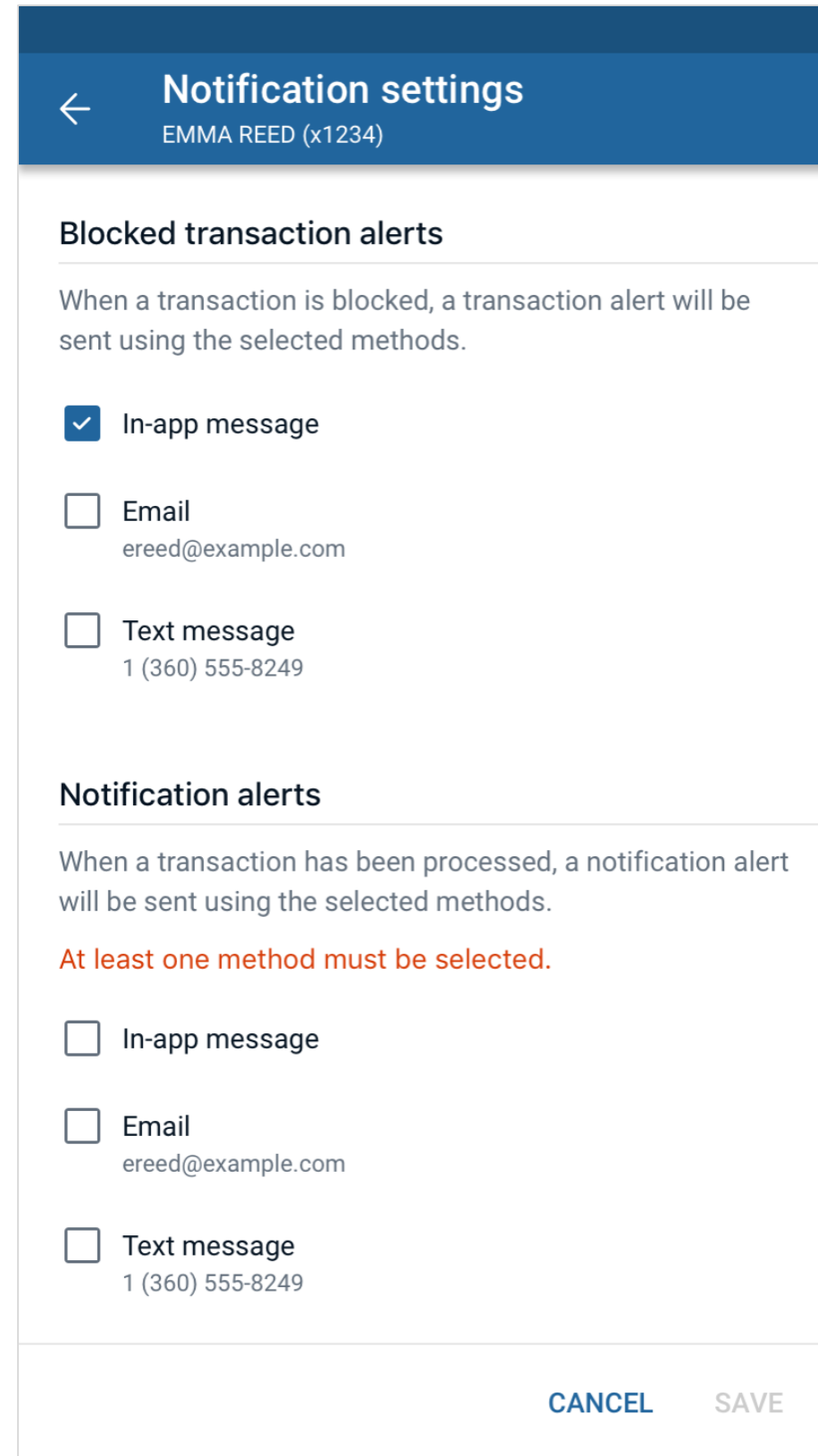
◯ Email
ereed@example.com

✓ Text message
1 (360) 555-8249

iOS®

Android™

← **Notification settings**
EMMA REED (x1234)

Blocked transaction alerts

When a transaction is blocked, a transaction alert will be sent using the selected methods.

✓ In-app message

☐ Email

☐

Are you sure you want to cancel?

Your changes will not be saved.

NO | YES, CANCEL

✓ In-app message

☐ Email
ereed@example.com

☐ Text message
1 (360) 555-8249

CANCEL | SAVE

Android™

1. Title
Are you sure you want to cancel?

2. Secondary text
Your changes will not be saved.

3. No button
Dismisses dialog.

4. Yes, cancel button
Dismisses dialog and dismisses any changes/updates that were made. Takes the end user back to the *Card alerts and protections* screen.

30

Are you sure you want to cancel dialog

1. Title
`Are you sure you want to cancel?`

2. Secondary text
`Your changes will not be saved.`

3. No button
Dismisses dialog.

4. Yes button
Dismisses dialog and dismisses any changes/updates that were made. Takes the end user back to the *Alerts and protections* screen.

Merchant types

iOS®

Merchant types
EMMA REED (x1234)

Cancel — Save

	Block transactions	Send notification
Age restricted	○	○
Department store	○	○
Entertainment	○	○
Gas station	○	○
Grocery	○	○
Household	○	○
Personal care	○	○
Restaurant	○	○
Travel	○	○
Other	○	○

ⓘ Merchant type details

iOS®

Android™

← **Merchant types**
EMMA REED (x1234)

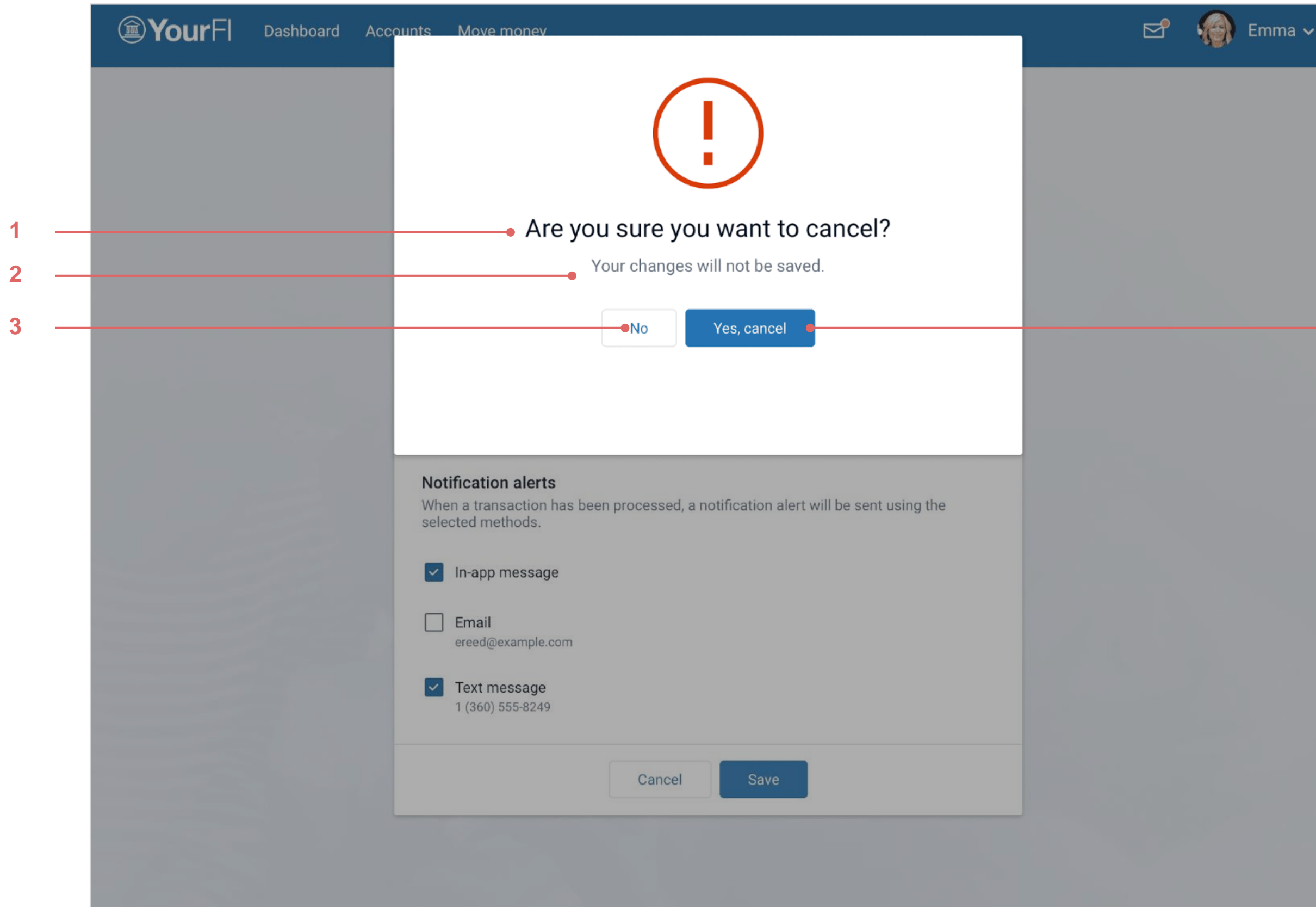|	Block transactions	Send notification
Age restricted	☐	☐
Department store	☐	☐
Entertainment	☐	☐
Gas station	☐	☐
Grocery	☐	☐
Household	☐	☐
Personal care	☐	☐
Restaurant	☐	☐
Travel	☐	☐
Other	☐	☐

ⓘ Merchant type details

CANCEL   SAVE

Android™

1. Merchant types
A stacked header showing `Merchant types` as the title and including the card holder name and last four of the card number in parenthesis.

If all preferences don't successfully save, a generic error dialog appears. Once the end user hits OK with the dialog, this view is refreshed to reflect the changes that were successfully set.

2. Cancel (iOS® and Android™), Back (Android™)
Takes you back to the *Card Protection* screen. If an end user has interacted with the toggles and not saved their action, it triggers a dialog indicating that the end user's changes will not be saved if they continue.

3. Save
Remains unavailable until the end user changes the current status of the toggle. If the state is changed from inactive to active, or vice versa, the **Save** button changes to active state.

4. Block transactions and send notifications
When end users check a `Block transactions` box, they are blocking the specific merchant type. The `Send notification` box should also be checked and deactivated to send the end user an alert when a transaction is blocked. The end user can't deselect the send notification box in this scenario.

When end users check a `Send notification` box, they will be alerted when a transaction is processed for the specific merchant type listed to the left. End users can select send notifications only. By default, nothing should be checked.
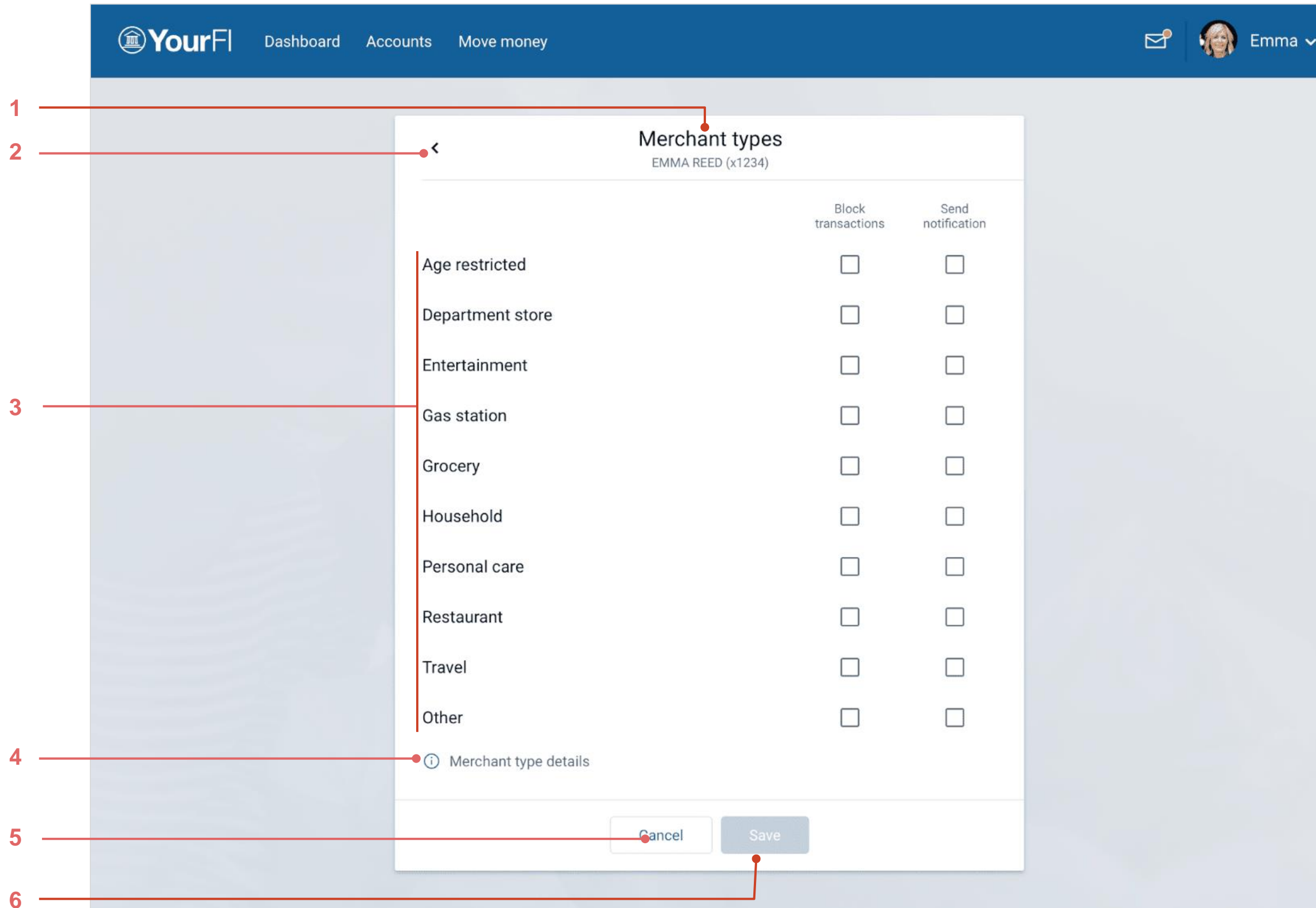
5. Full Merchant Types List
- Age restricted
- Department store
- Entertainment
- Gas station
- Grocery
- Household
- Personal care
- Restaurant
- Travel
- Other

6. Merchant type details
Pushes the end user to a new screen that displays all merchant type descriptions.

Merchant types

1. Merchant types header
A stacked header showing `Merchant types` as the title and including the card holder name and last four of the card number in parenthesis.

If all preferences don't successfully save, a generic error dialog appears. Once the end user hits **OK** with the dialog, this view is refreshed to reflect the changes that were successfully set.

2. Back button
Takes you back to the *Card protection* screen.

If an end user has interacted with the toggles and not saved their action, it triggers a dialog indicating that the end user's changes will not be saved if they continue.

3. Full Merchant Types List
The list of descriptions will be provided by our API from PSCU. They appear in alphabetical order.
- Age restricted
- Department store
- Entertainment
- Gas station
- Grocery
- Household
- Personal care
- Restaurant
- Travel
- Other

4. Merchant type details
Pushes the end user to a new screen that displays all merchant type descriptions.

5. Cancel button
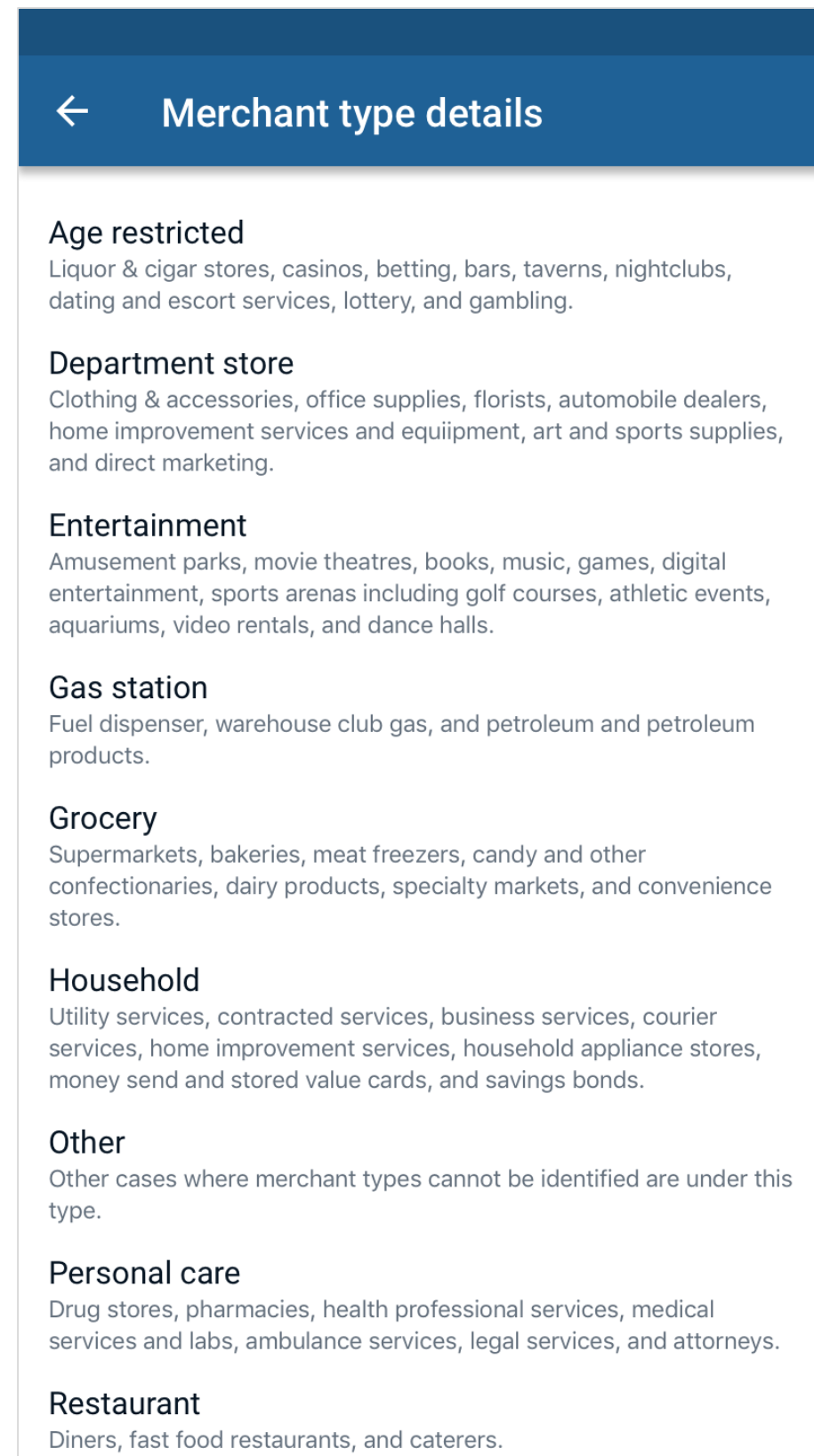Functions the same as the **Back** action.

6. Save button
Remains unavailable until the end user changes the current status of the toggle. If the state is changed from inactive to active, or vice versa, the **Save** button changes to active state

Merchant type details

iOS®

Back   **Merchant type details**

Age restricted
Liquor & cigar stores, casinos, betting, bars, taverns, dating and escort services, lottery, and gambling.

Department store
Clothing & accessories, office supplies, florists, automobile dealers, home improvement services and equipment, art and sports supplies, and direct marketing.

Entertainment
Amusement parks, movie theatres, books, music, games, digital entertainment, sports arenas including golf courses, athletic events, aquariums, video rentals, and dance halls.

Gas station
Fuel dispenser, warehouse club gas, and petroleum and petroleum products.

Grocery
Supermarkets, bakeries, meat freezers, candy and other confectionaries, dairy products, specialty markets, and convenience stores.

Household
Utility services, contracted services, business services, courier services, home improvement services, household appliance stores, money send and stored value cards, and savings bonds.

Other
Other cases where merchant types cannot be identified are under this type.

Personal care
Drug stores, pharmacies, health professional services

iOS®

Android™

←   **Merchant type details**

Age restricted
Liquor & cigar stores, casinos, betting, bars, taverns, nightclubs, dating and escort services, lottery, and gambling.

Department store
Clothing & accessories, office supplies, florists, automobile dealers, home improvement services and equiipment, art and sports supplies, and direct marketing.

Entertainment
Amusement parks, movie theatres, books, music, games, digital entertainment, sports arenas including golf courses, athletic events, aquariums, video rentals, and dance halls.

Gas station
Fuel dispenser, warehouse club gas, and petroleum and petroleum products.

Grocery
Supermarkets, bakeries, meat freezers, candy and other confectionaries, dairy products, specialty markets, and convenience stores.

Household
Utility services, contracted services, business services, courier services, home improvement services, household appliance stores, money send and stored value cards, and savings bonds.

Other
Other cases where merchant types cannot be identified are under this type.

Personal care
Drug stores, pharmacies, health professional services, medical services and labs, ambulance services, legal services, and attorneys.

Restaurant
Diners, fast food restaurants, and caterers.

Android™

1. Back
Takes you back to the *Merchant types* screen.

2. Merchant type descriptions

Merchant type details

Merchant type details   ✕

Age restricted
Liquor & cigar stores, casinos, betting, bars, taverns, nightclubs, dating and escort services, lottery, and gambling.

Department store
Clothing & accessories, office supplies, florists, automobile dealers, home improvement services and equipment, art and sports supplies, and direct marketing.

Entertainment
Amusement parks, movie thatres, books, music, games, digital entertainment, sports arenas including golf courses, athletic events, aquariums, video rentals, and dance halls.

Gas station
Fuel dispenser, warehouse club gas, and petroleum and petroleum products.

Grocery
Supermarkets, bakeries, meat freezers, candy and other confecionaries, dairy products, specialty markets, and convenience stores.

Household
Utility services, contracted services, business services, courier services, home improvement services, household appliance stores, money send and stored value cards, and savings bonds.

Personal care
Drug stores, pharmacies, health professional services, medical services and labs, ambulance services, legal services, and attorneys.

Restaurant
Diners, fast food restaurants, and caterers.

Travel
Airlines, cars and automotive rentals, hotels, motels, inns, resorts, toll and bridge fees, taxicabs and limousines, timeshares, parking lots, and garages.

Other
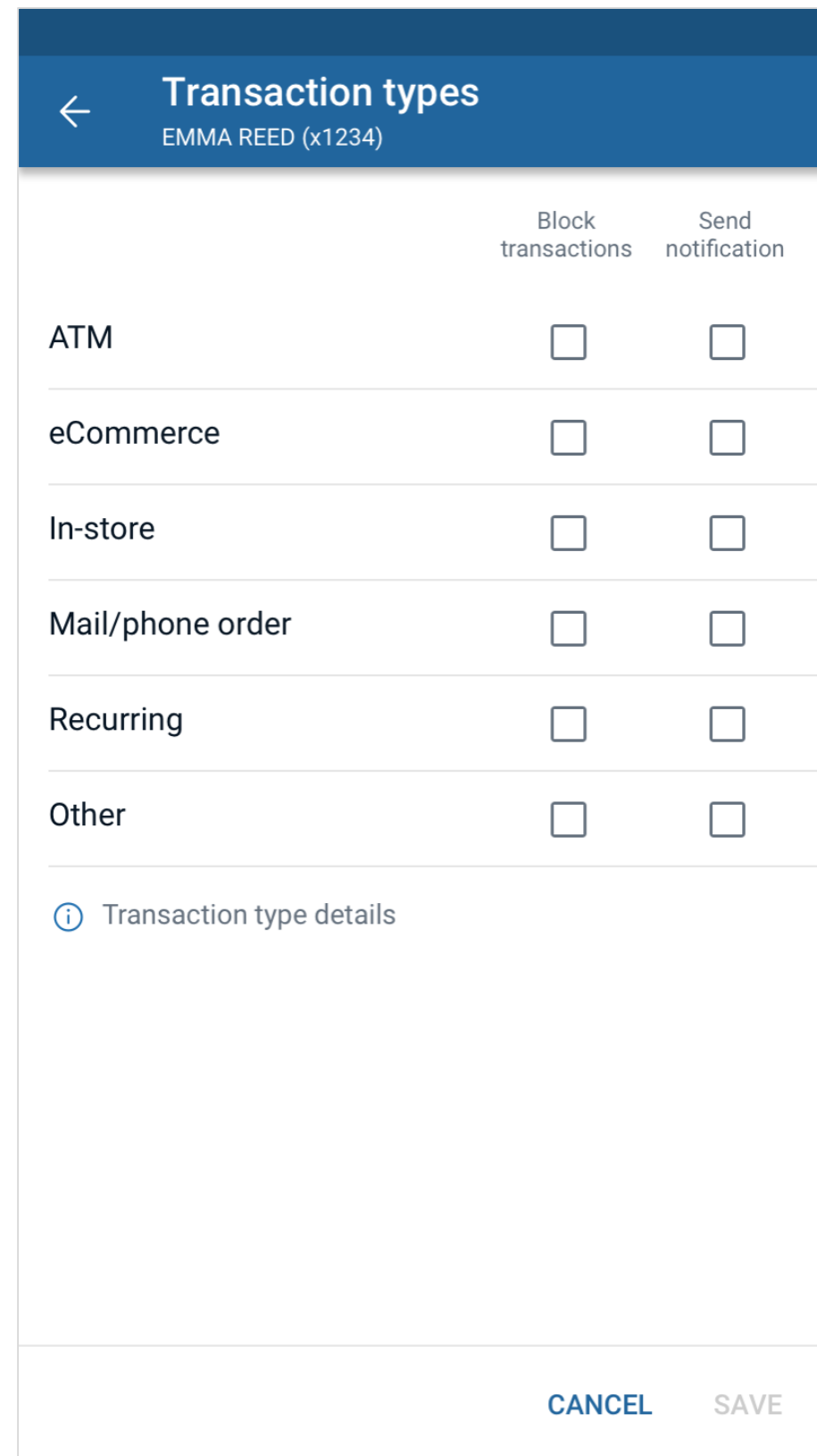Other cases where merchant types cannot be identified are under this type.

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1. Close
Dismisses dialog.

2. Merchant type details

Transaction types
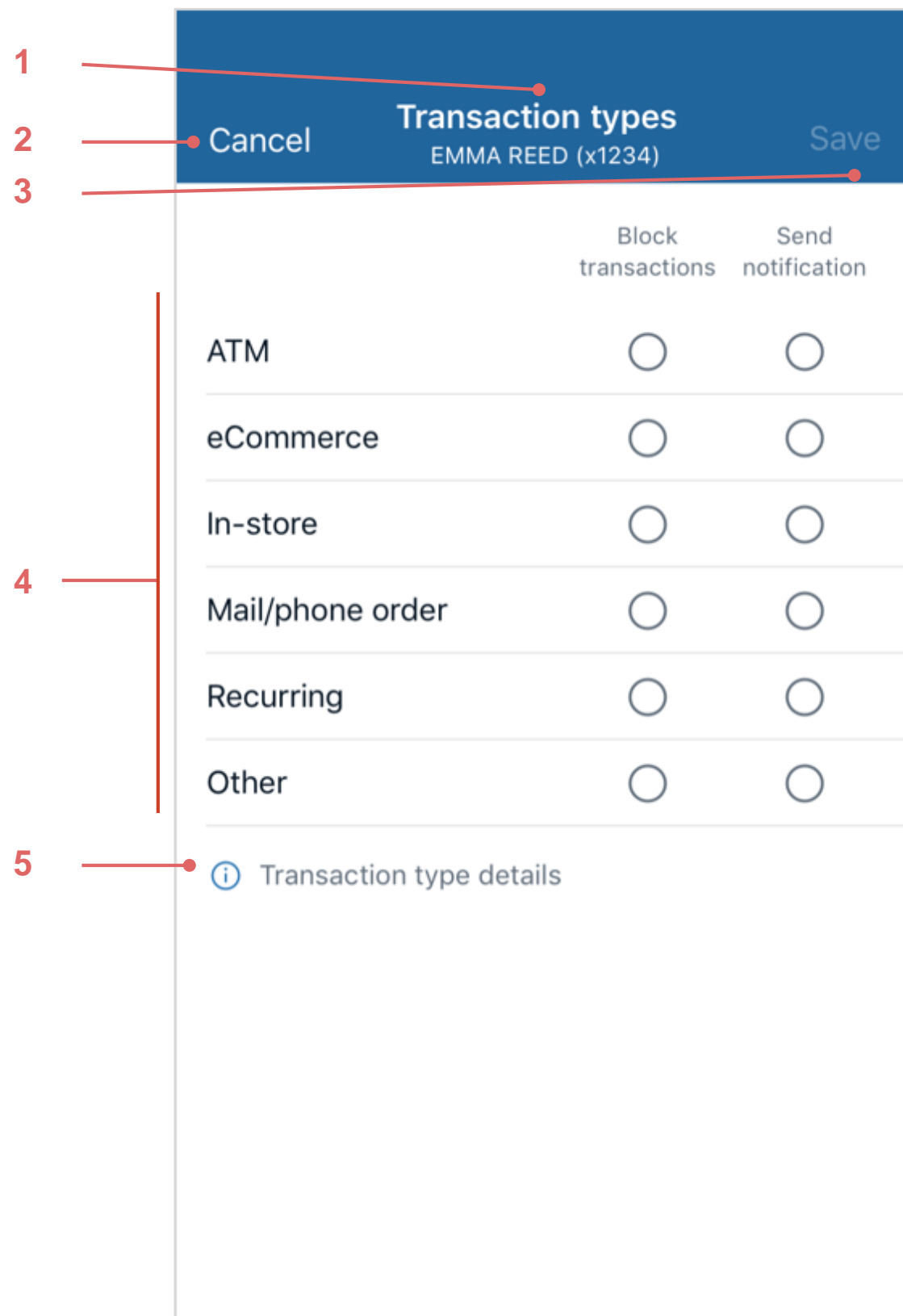
iOS®

Android™

1. Transaction types
A stacked header showing `Transaction types` as the title and including the card holder name and last four of the card number in parenthesis.

If all preferences don't successfully save, a generic error dialog appears. Once the end user hits **OK** with the dialog, we'll refresh this view to reflect the changes that were successfully set.

2. Cancel (iOS®), Back (Android™)
Takes you back to the *Card protection* screen.

If an end user has interacted with the toggle and not saved their action, triggers a dialog indicating that the end user's changes will not be saved if they continue.

3. Save
Remains unavailable until the end user changes the current status of the toggle. If the state is changed from inactive to active, or vice versa, the **Save** button changes to active state.

4. Full transaction types list
The list of descriptions are provided by our API from PSCU.
- In-store
- Online shopping
- Mail/phone order
- Auto pay
- ATM
- Other

5. Transaction type details
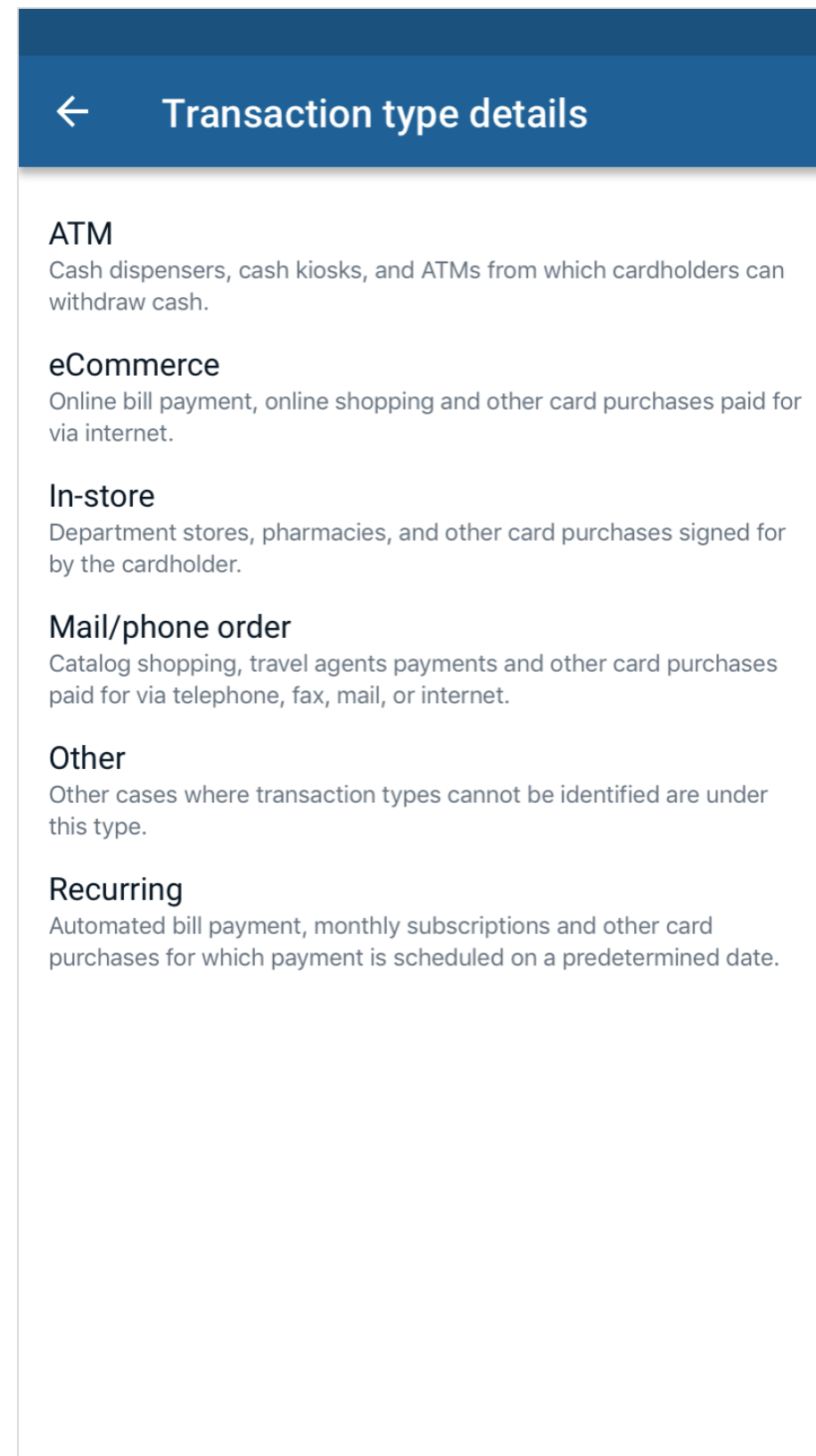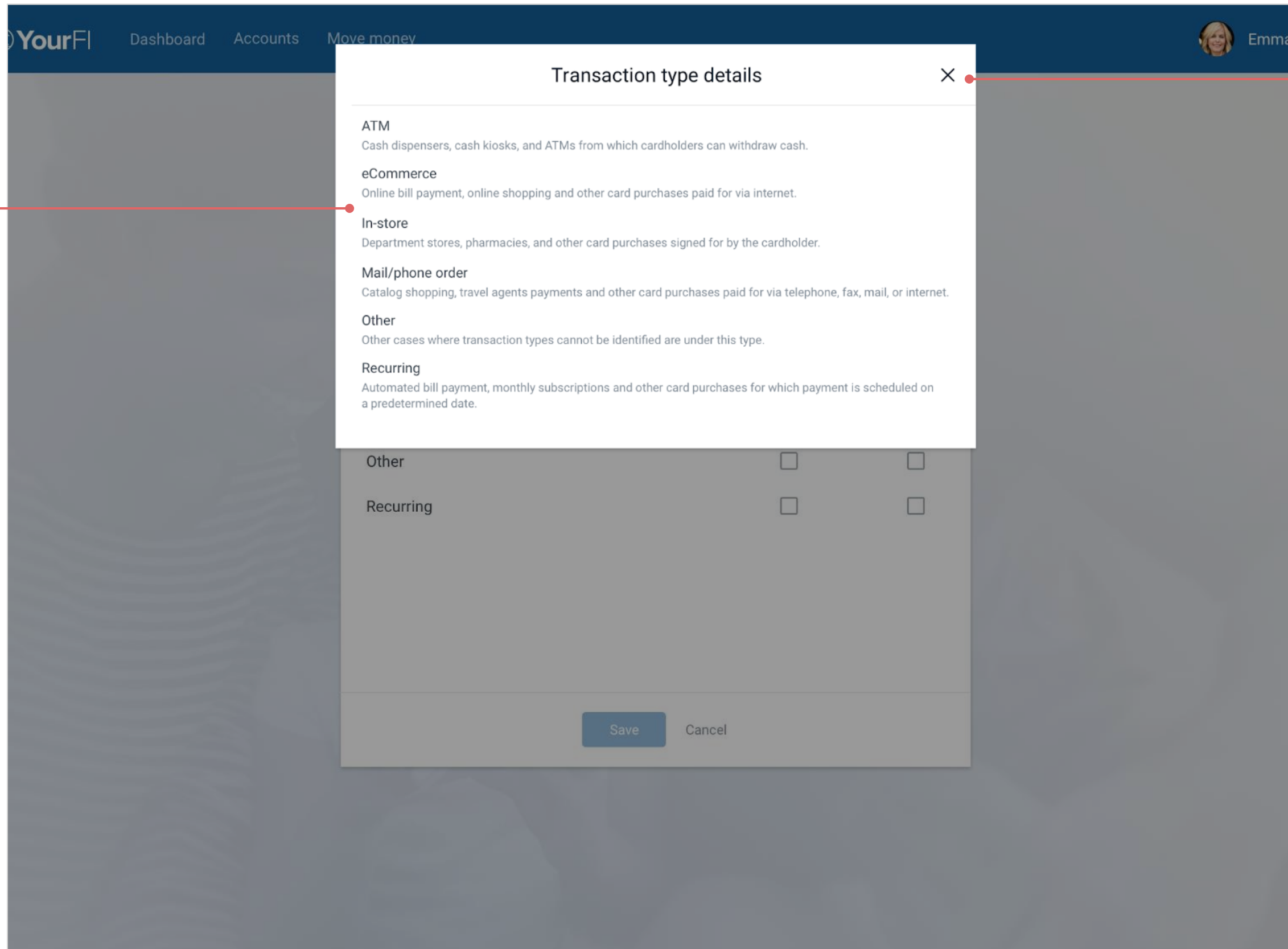Pushes the end user to a new screen that displays all transaction type descriptions.
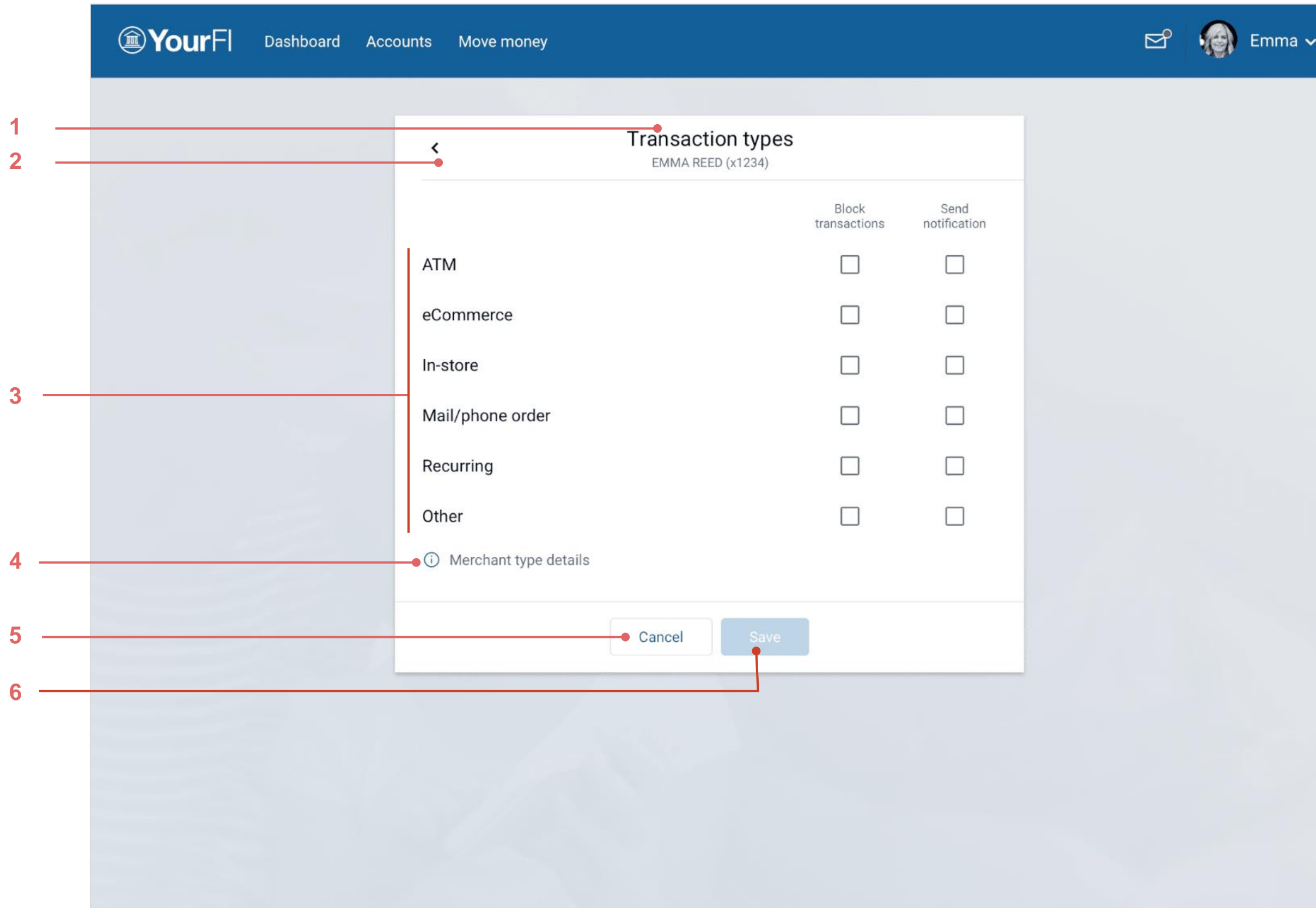
Transaction types

1. Transaction types
A stacked header showing `Transaction types` as the title and including the card holder name and last four of the card number in parenthesis.

If all preferences don't successfully save, a generic error dialog appears. Once the end user hits **OK** with the dialog, this view is refreshed to reflect the changes that were successfully set.

2. Back
Takes you back to the *Card protection* screen.

If an end user has interacted with the toggle and not saved their action, it triggers a dialog indicating that the end user's changes will not be saved if they continue.

3. Full transaction types list
The list of descriptions are provided by our API from PSCU.
- In-store
- Online shopping
- Mail/phone order
- Auto pay
- ATM
- Other

4. Transaction type details
Triggers transaction type details dialog.

5. Cancel
Functions the same as the **Back** action.

6. Save
Remains unavailable until the end user changes the current status of the toggle. If the state is changed from inactive to active, or vice versa, the **Save** button changes to active state.

Transaction type details

iOS®

< Back   **Transaction type details**

1

ATM
Cash dispensers, cash kiosks, and ATMs from which cardholders can withdraw cash.

eCommerce
Online bill payment, online shopping and other card purchases paid for via internet.

In-store
Department stores, pharmacies, and other card purchases signed for by the cardholder.

Mail/phone order
Catalog shopping, travel agents payments and other card purchases paid for via telephone, fax, mail, or internet.

Other
Other cases where transaction types cannot be identified are under this type.

2

Recurring
Automated bill payment, monthly subscriptions and other card purchases for which payment is scheduled on a predetermined date.

iOS®

Android™

←   **Transaction type details**

ATM
Cash dispensers, cash kiosks, and ATMs from which cardholders can withdraw cash.

eCommerce
Online bill payment, online shopping and other card purchases paid for via internet.

In-store
Department stores, pharmacies, and other card purchases signed for by the cardholder.

Mail/phone order
Catalog shopping, travel agents payments and other card purchases paid for via telephone, fax, mail, or internet.

Other
Other cases where transaction types cannot be identified are under this type.

Recurring
Automated bill payment, monthly subscriptions and other card purchases for which payment is scheduled on a predetermined date.

Android™

1. Back
Takes you back to the *Merchant types* screen.

2. Transaction type descriptions

Transaction type details

1. Close
Dismisses dialog.

2. Transaction type details

Transaction type details panel

ATM
Cash dispensers, cash kiosks, and ATMs from which cardholders can withdraw cash.

eCommerce
Online bill payment, online shopping and other card purchases paid for via internet.

In-store
Department stores, pharmacies, and other card purchases signed for by the cardholder.

Mail/phone order
Catalog shopping, travel agents payments and other card purchases paid for via telephone, fax, mail, or internet.

Other
Other cases where transaction types cannot be identified are under this type.

Recurring
Automated bill payment, monthly subscriptions and other card purchases for which payment is scheduled on a predetermined date.

Other

Recurring

Save   Cancel

Spending limits

iOS®

Android™

1. Spending limits
A stacked header showing `Spending limits` as the title and including the card holder name and last four of the card number in parenthesis.

If all preferences don't successfully save, a generic error dialog appears. Once the end user hits OK with the dialog, this view is refreshed to reflect the changes that were successfully set.

2. Cancel (iOS®), Back (Android™)
Takes you back to the *Card protection* screen.

If an end user has interacted with the toggle and not saved their action, it triggers a dialog indicating that the end user's changes will not be saved if they continue.

3. Save
Remains unavailable until the end user changes the current status of the toggle. If the state is changed from inactive to active, or vice versa, the **Save** button changes to active state.

4. Transaction limits
Includes transaction spending limits and alerts. Input fields remain unavailable until the end user selects the toggle to set a limit or alert.

5. Monthly limits
Includes monthly spending limit and alerts. Input fields remain unavailable until the end user selects the toggle to set a limit or alert.

Spending limits

1. Spending limits
A stacked header showing `Spending limits` as the title and including the card holder name and last four of the card number in parenthesis.

If all preferences don't successfully save, a generic error dialog appears. Once the end user hits **OK** with the dialog, this view is refreshed to reflect the changes that were successfully set.

2. Back
Takes you back to the *Card protection* screen.

If an end user has interacted with the toggle and not saved their action, it triggers a dialog indicating that the end user's changes will not be saved if they continue.

3. Transaction limits
Includes transaction spending limits and alerts. Input fields remain unavailable until the end user selects the toggle to set a limit or alert.

4. Monthly limits
Includes monthly spending limit and alerts. Input fields remain unavailable until the end user selects the toggle to set a limit or alert.

5. Save
Remains unavailable until the end user changes the current status of the toggle. If the state is changed from inactive to active, or vice versa, the **Save** button changes to active state.

6. Cancel
Functions the same as the **Back** action.

Mobile: Spending limits error

iOS®

Android™

1. Input text error
If the spending alert is greater than or equal to the spending limit amount, an inline error that states `Must be less than the spending limit` appears.

Online: Spending limits error

1. Input text error
If the spending alert is greater than or equal to the spending limit amount, an inline error that states `Must be less than the spending limit` appears.

Mobile: Monthly spending limits error

iOS®

Spending limits
EMMA REED (x1234)

Cancel · Save

Transaction limits

✓ **Spending limit**
Transactions over this amount will be blocked and an alert will be sent.

$5000.00

1 —— Must be less than the monthly spending limit

✓ **Spending alert**
Transactions over this amount will send an alert.

$250.00

Monthly limits

✓ **Monthly spending limit**
Transactions that would bring your monthly spending total over this amount will be blocked and an alert will be sent.

$4000.00

✓ **Monthly spending alert**
Spending that will cause your monthly total to go

iOS®

Android™

Spending limits
EMMA REED (x1234)

←

Transaction limits

✓ **Spending limit**
Transactions over this amount will be blocked and an alert will be sent.

$5000.00

Must be less than the monthly spending limit

✓ **Spending alert**
Transactions over this amount will send an alert.

$250.00

Monthly limits

✓ **Monthly spending limit**
Transactions that would bring your monthly spending total over this amount will be blocked and an alert will be sent.

$4000.00

✓ **Monthly spending alert**
Transactions that would bring your monthly spending total over this amount will send an alert.

CANCEL · SAVE

Android™

1. Input text error
If the spending limit is greater than or equal to the Monthly spending limit amount, an inline error appears that states:

`Must be less than the monthly spending limit`

Mobile: Monthly spending limits error (205)

1. Input text error
If the spending limit is greater than or equal to the Monthly spending limit amount, an inline error appears that states:
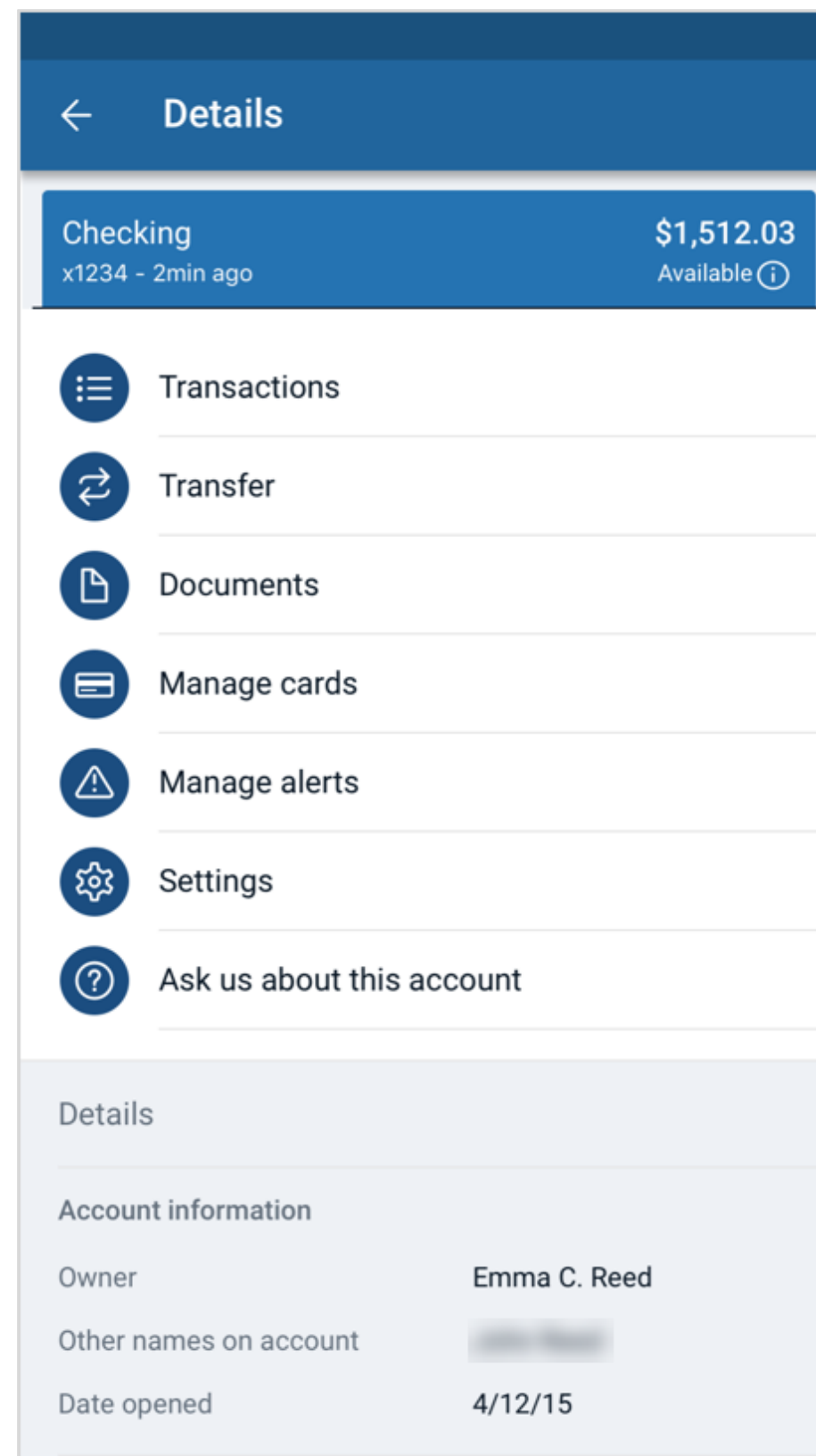
`Must be less than the monthly spending limit`

Alert preferences linking

Mobile: Account details
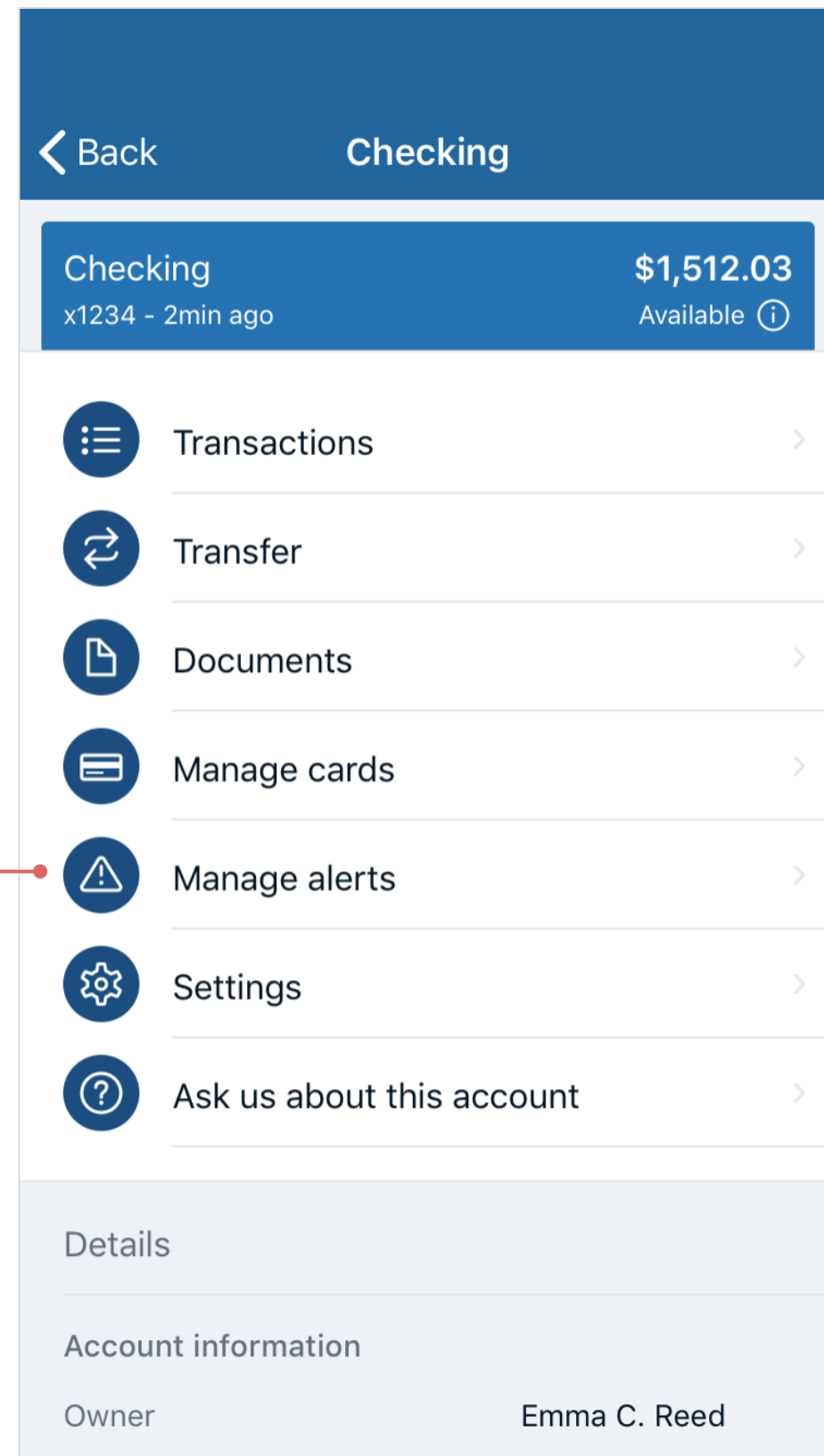
iOS®

Android™

1. Alert preferences button
Tapping this cell takes you to the *Manage alerts* screen where you can manage account alerts and set up card controls and protections.

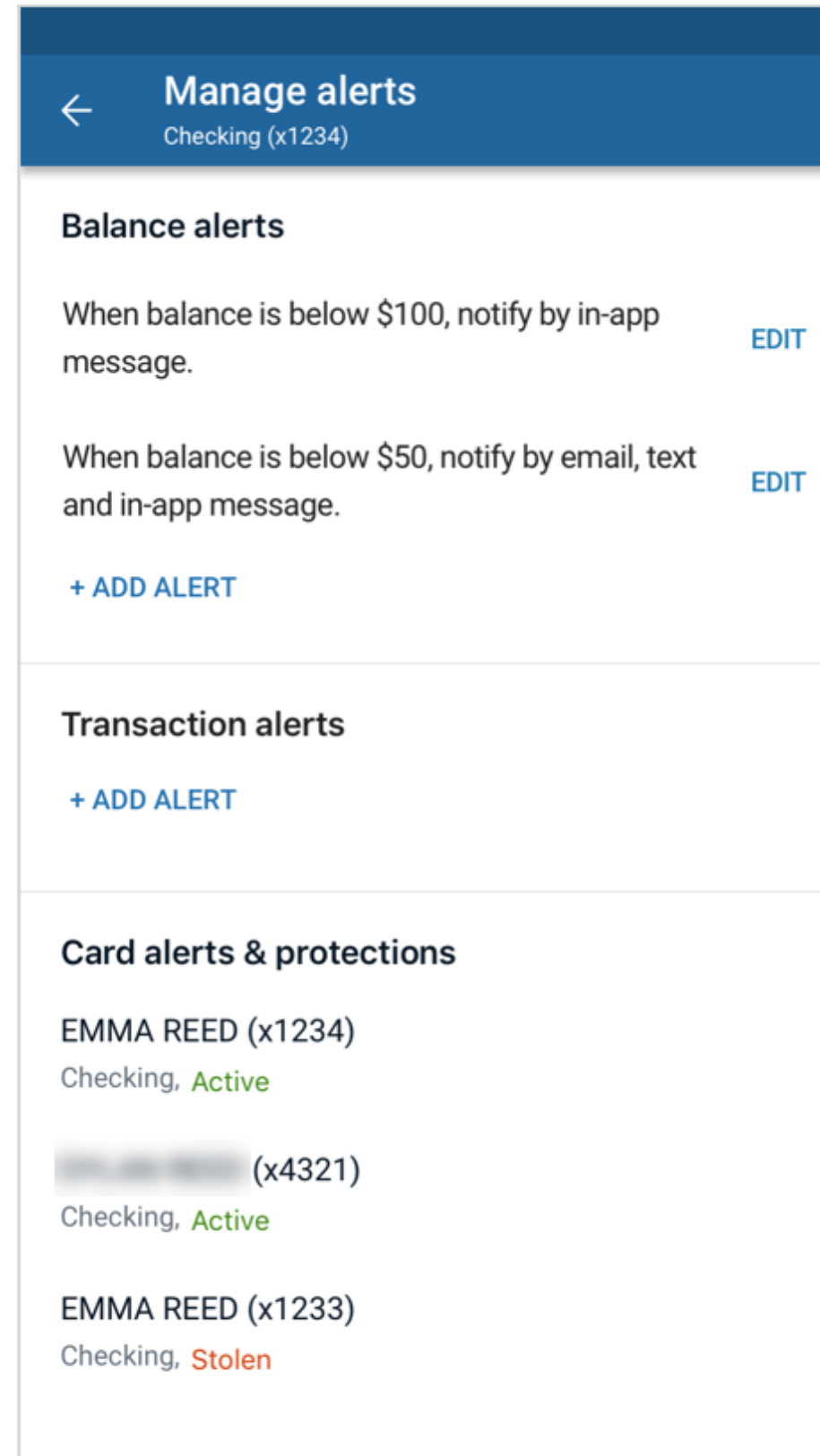# Online: Account details

1. Alert preferences button
Tapping this cell takes you to the *Manage alerts* screen where you can manage account alerts and set up card controls and protections.

Mobile: Alert preferences
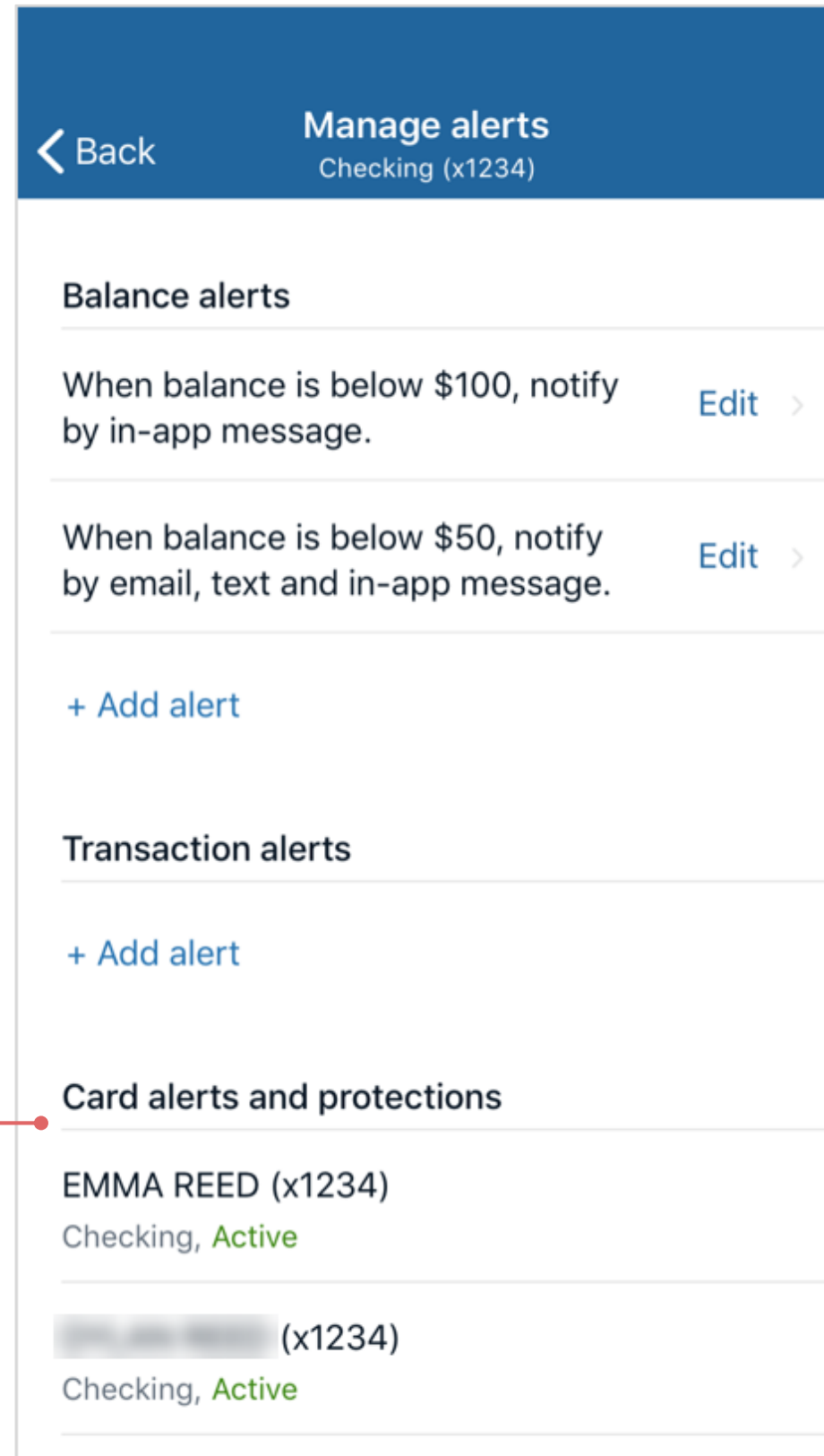
iOS®

Android™

1. Back
Takes you back to the *Account details* screen.

2. Account alerts
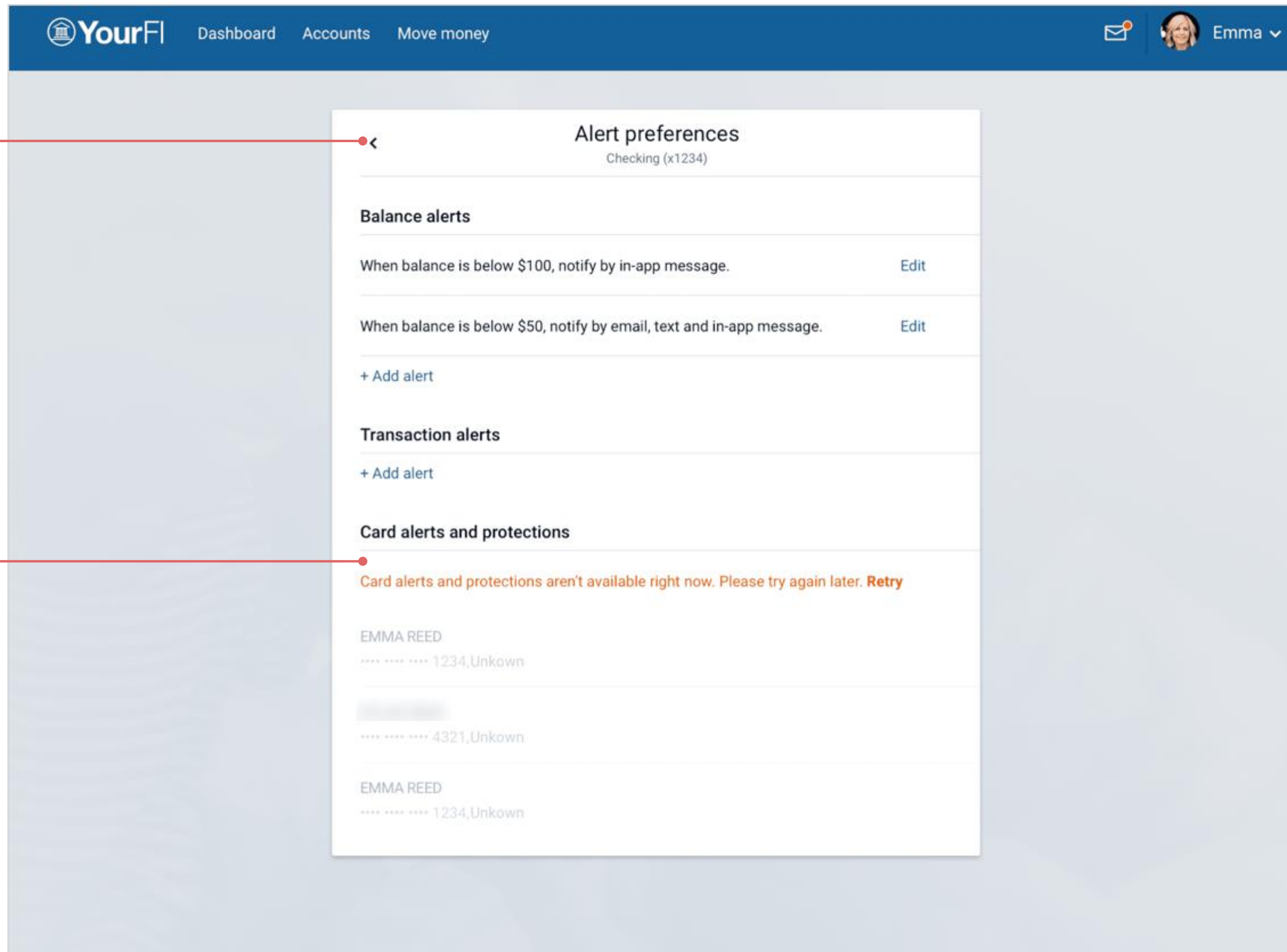Tapping this cell takes you to the account alerts list of controls.

3. Card alerts
Functions the same as the Card management workflow. In other words, each active card navigates to the MCR alerts and controls.

Only shows cards with Cards Alerts and Protection enabled. It filters out cards that do not. If the cards have no configuration object available with them, then they show as unavailable.

Online: Alert preferences

Notes

For accounts with MyCardRules™, the Alert preferences view also displays a list of cards they can manage alerts and protections for.
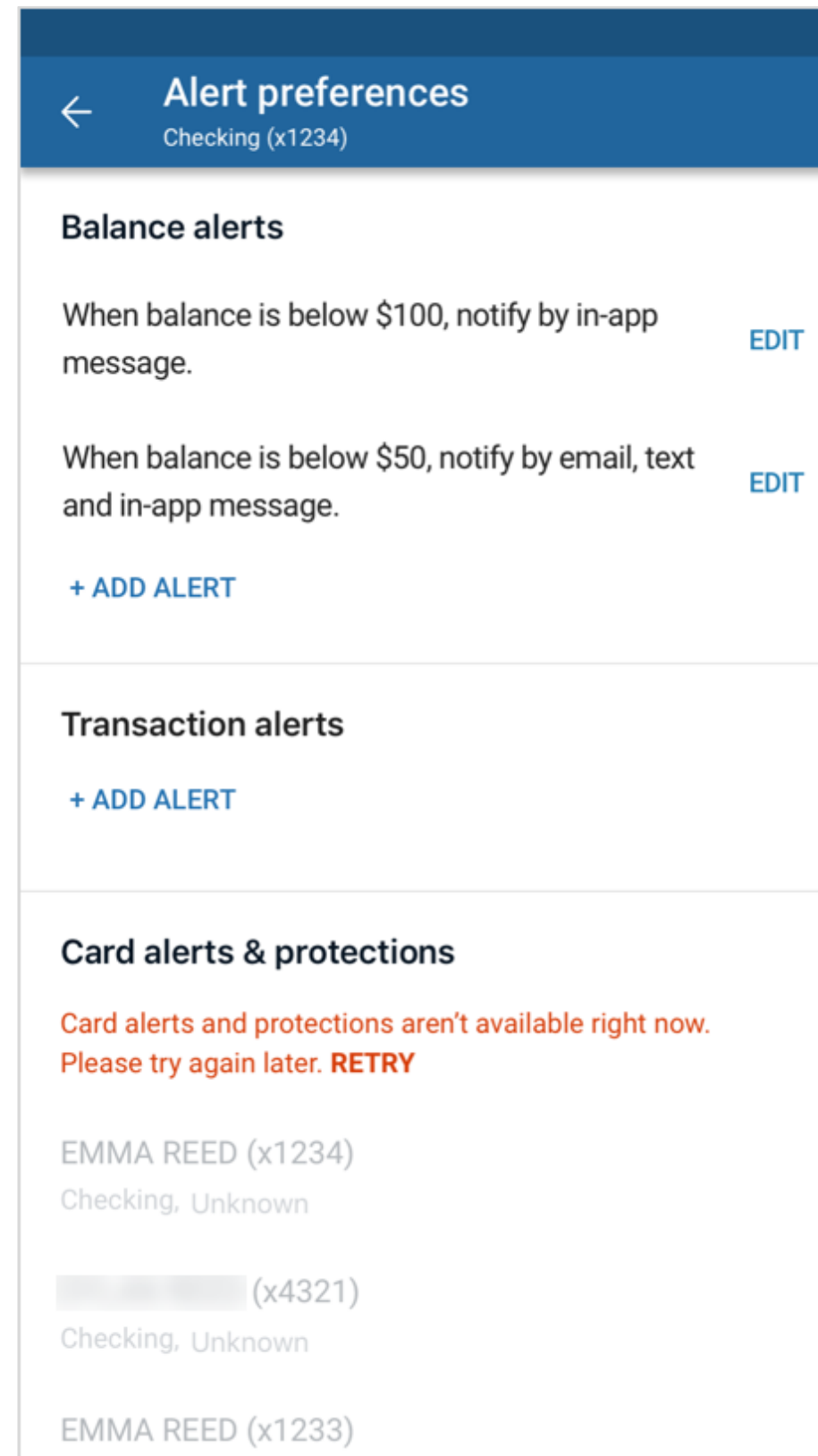
1. Card services and protections

Functions the same as the Card management workflow. In other words, each active card navigates to the MCR alerts and controls.

Mobile: Alert preferences and protection error (500)
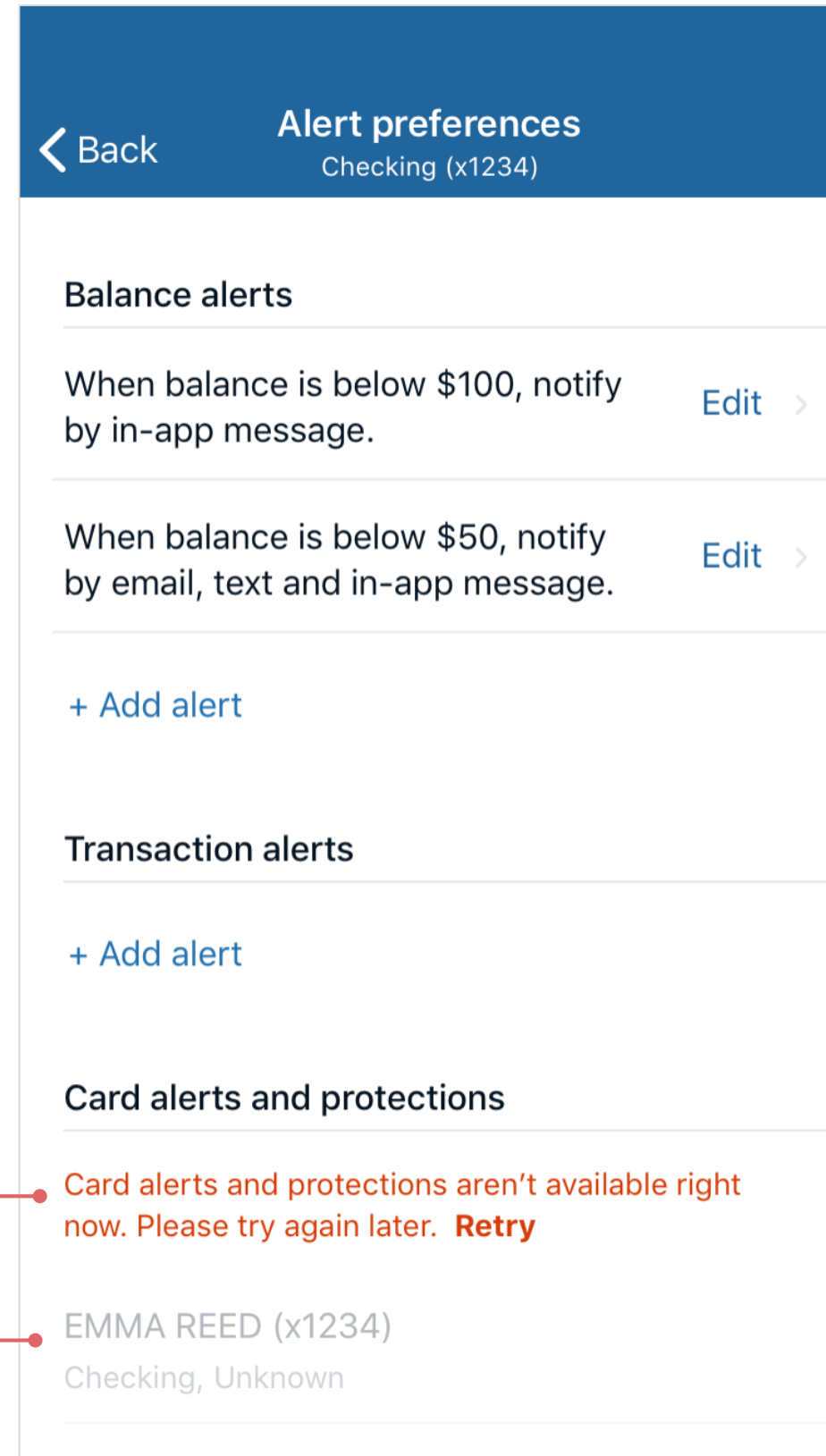
iOS®

Android™

The end user can only access card controls when a successful call is made. When an error occurs, non-OnDot controls cannot be accessed.

An *Unknown* status is communicated to the end user and indicates that not all of the controls are available.

1. 500 error message + Retry

`Card alerts and protections aren't available right now. Please try again later.` **`Retry`**

Retry makes the call again.

Online: Alert preferences and protection error (500)

Controls are only returned when a successful call is made. When an error occurs, non-OnDot controls cannot be accessed.
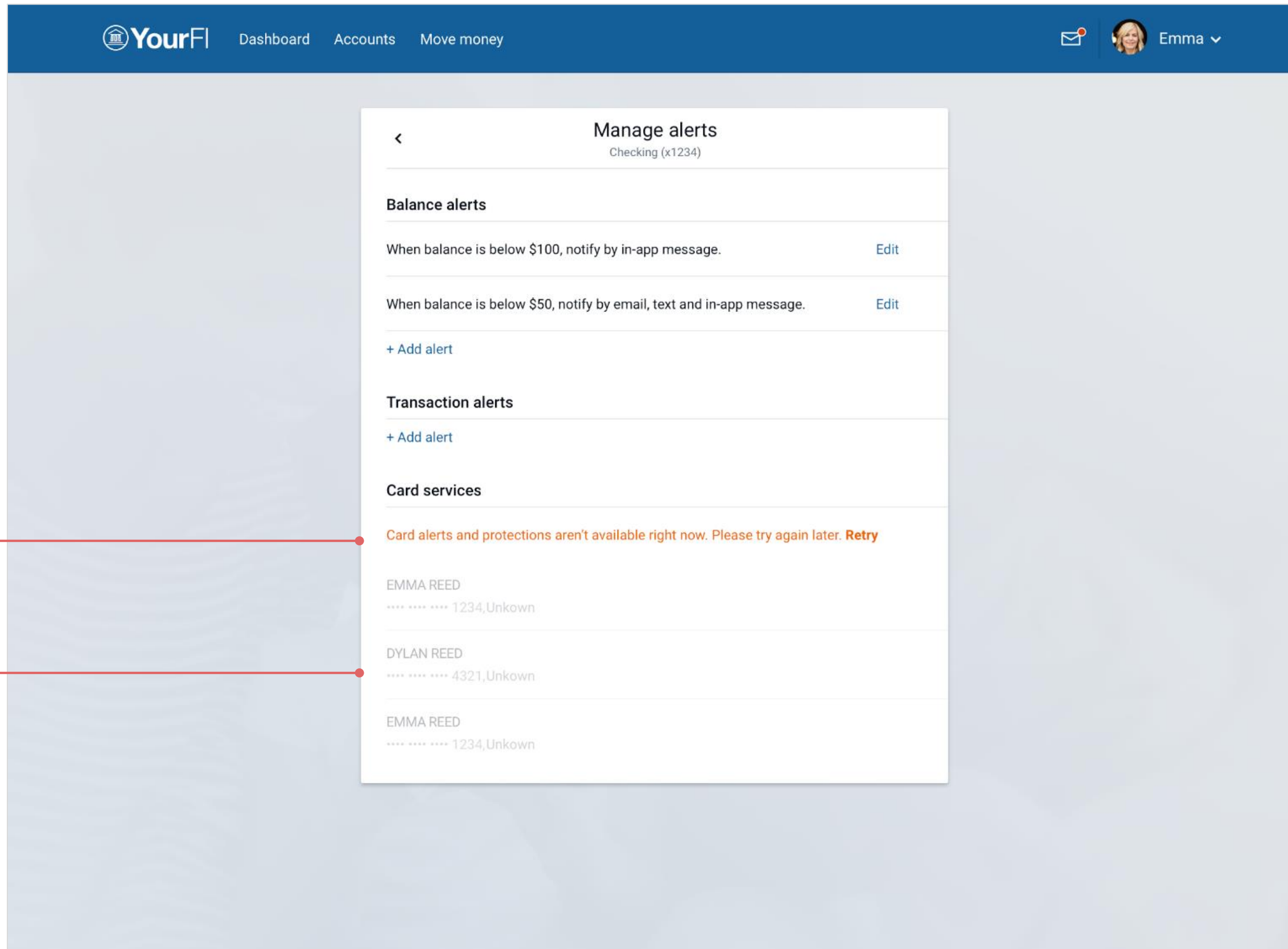
An *Unknown* status is communicated to the end user and indicates that not all of the controls are available.

1. 500 error message + Retry
`Card alerts and protections aren't available right now. Please try again later.` **Retry**

Retry makes the call again.

2. Card status
Card status is hidden during a 500 error.

Within the screenshot:

Manage alerts
Checking (x1234)

Balance alerts

When balance is below $100, notify by in-app message.   Edit

When balance is below $50, notify by email, text and in-app message.   Edit

+ Add alert

Transaction alerts

+ Add alert

Card services

Card alerts and protections aren't available right now. Please try again later. **Retry**

EMMA REED
•••• •••• •••• 1234,Unkown

DYLAN REED
•••• •••• •••• 4321,Unkown

EMMA REED
•••• •••• •••• 1234,Unkown