Hang Seng Business e-Banking User Guide
e-Alert

Steps for Setting up e-Alert in Business e-Banking

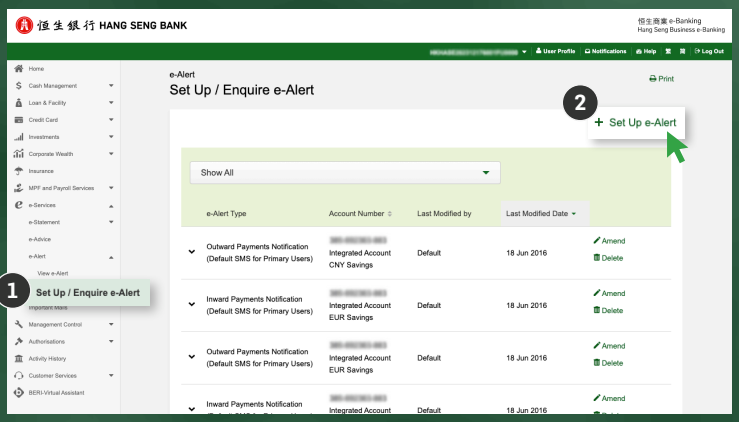
STEP 1

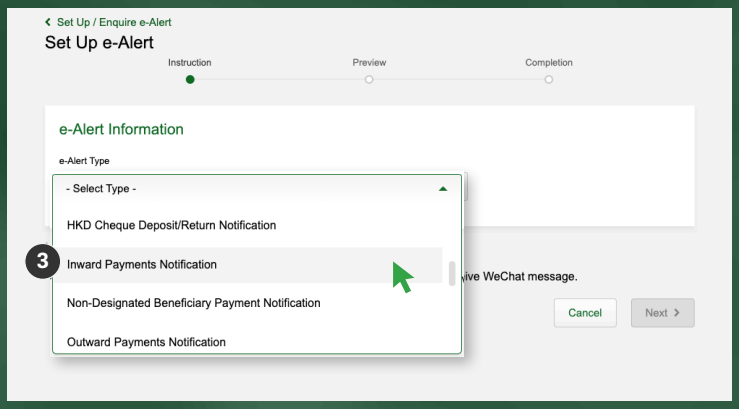
Set up e-Alert

1. On the side menu, go to **e-Services** > **e-Alert** > **Set Up / Enquire e-Alert** page.

2. Click **+ Set Up e-Alert**.

3. Select a type in **e-Alert Information** > **e-Alert Type**.





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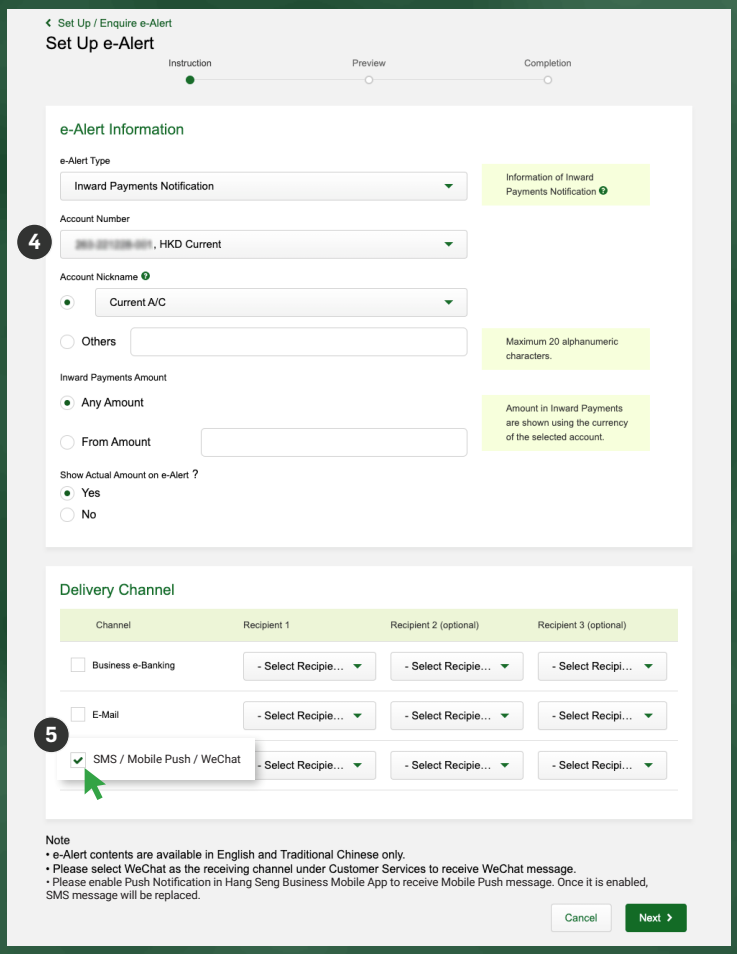
4 Choose your **Account Number** and set up the rest of the details under **e-Alert Information**.

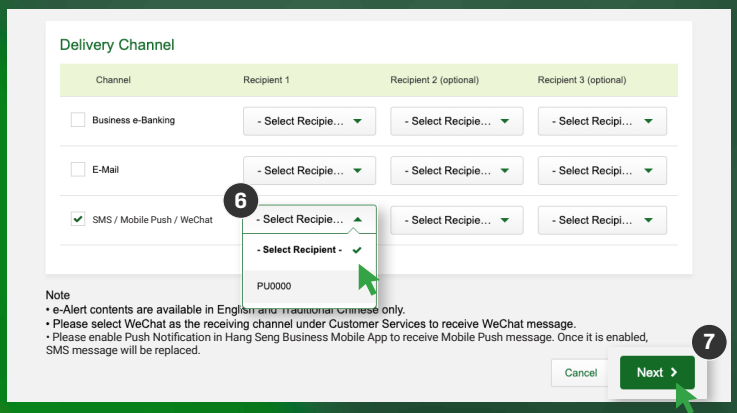
5 Under **Delivery Channel**, check the **Channel** (Business e-Banking, E-mail or SMS / Mobile Push / WeChat) to be used for e-Alert.

6 Select the user profile under **Recipient 1**.

7 Click **Next >** to proceed.

*Note: You can receive mobile reminders either via SMS / Mobile Push or WeChat. If you have already chosen WeChat, go to **Customer Services** > **WeChat / SMS / Mobile Push Service Setting**. Select **SMS / Mobile Push** in **Channel to Receive Mobile Reminders**.





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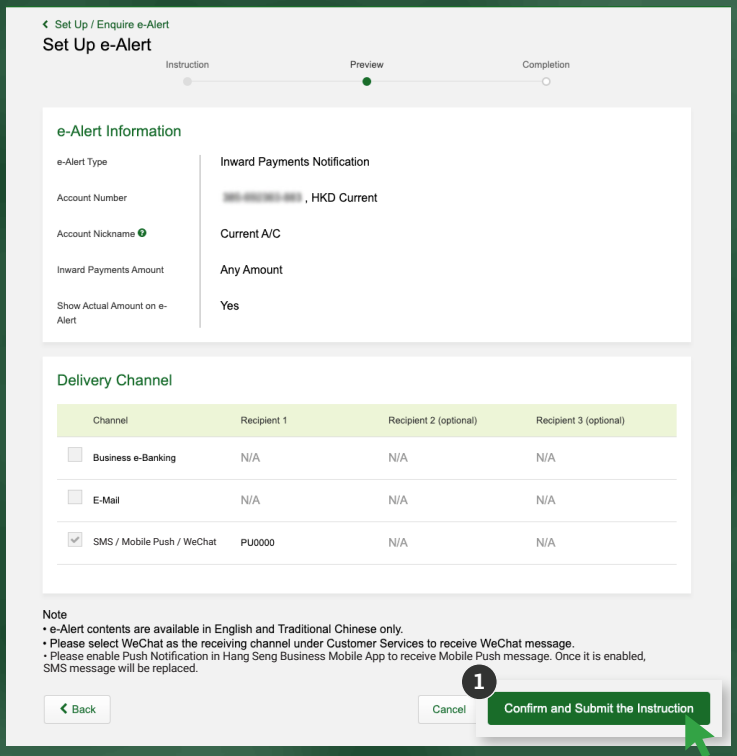
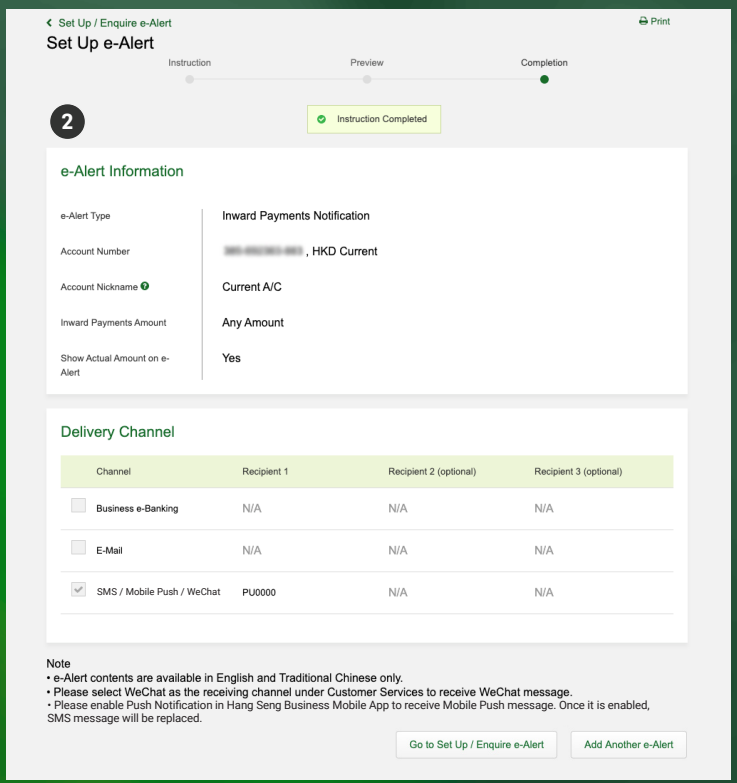
STEP 2

Review the Instruction

1. Review and click **Confirm and Submit the Instruction**.

2. The setup is completed.

*Note: The language of e-Alert contents can be in either English or Traditional Chinese. To change the language, please go to **Customer Services** > **Contact Information**, click **Amend** under **User Information**. Select the desired language under **Preferred Language for Mobile Reminders (SMS / Mobile Push)**. This language setting applies to all channels including Business e-Banking, Email and Mobile Reminders.