



Welcome to the Educators Credit Union Amazon Alexa Skill

The Educators Credit Union Alexa Skill can provide financial information and process transactions from your Alexa-enabled device. Using the Educators Credit Union Alexa Skill, you can do things like:

- Get balances on your accounts
- Get loan information like balance, due date and payment
- Transfer funds from one mapped account to another
- Get information on Educators Credit Union like routing number, phone number and address



Note: You must be enrolled in Online Banking to use the Educators Credit Union Alexa Skill. If you are not yet enrolled, please visit www.ecu.com to register.

Terminology

The terminology below is used throughout the document:

- **Account Linking** – The Alexa Skill setup process that handles authentication to another system (like Online Banking) and also sets any preferences, such as email address or phone number.
- **Alexa** – Amazon’s voice control system. This is what allows you to speak to your Alexa-enabled device and enables it to understand and respond.
- **Alexa Application (App)** – Amazon’s mobile application that allows you to set up and maintain Skills for your specific Alexa-enabled devices.
- **Dot** – Amazon’s smaller hands-free, voice-controlled Alexa device.
- **Echo** – Amazon’s hands-free, voice-controlled Alexa device.
- **Invocation name** – A phrase which lets Alexa know that you want to perform a task in a particular Skill. This is similar to opening the program on your computer.
- **Tap** – Amazon’s wireless Alexa device. The Tap requires you to press a button to make a request.
- **Skill** – A specific group of tasks that have been added for use with an Alexa device. It’s like installing a program on your computer.



ADDING THE SKILL TO YOUR MOBILE DEVICE

The Educators Credit Union Alexa Skill requires enrollment. During this step, we will:

- Authenticate that you are an authorized user of your account. Once we've done that, we will link your account for use with the Educators Credit Union Alexa Skill.
- Allow you to map nicknames for use with the Educators Credit Union Alexa Skill. You'll specify a nickname for each share or loan you want to use with the Educators Credit Union Alexa Skill and you will refer to those nicknames (rather than the description from your statement) when using the Skill.
- Specify a mobile number and email address. These will only be used within the Educators Credit Union Alexa Skill to send security codes and provide information to you about your activity within the Skill.
- Select how you'd like to receive security codes (text or email) that we may send from time to time to authenticate you when using the Educators Credit Union Alexa Skill.

1. Open the Amazon Alexa app on your mobile device.
2. From the Home Screen, click the hamburger menu at the top left of screen.
3. Select Skills and Games.
4. Search for and select Educators Credit Union from the Alexa Skills Store.

Tip: Once you've added the Skill, it will show up under Your Skills inside the Alexa app. This menu is available in the top right corner of the Alexa app. If the Educators Credit Union Alexa Skill has not been linked, an 'Account linking required' note will appear on the Your Skills page. You must complete the account linking process within five minutes or it will time out.

5. Tap the Enable button.
6. On the Welcome screen, tap Accept and Continue.
7. Enter your Online Banking User Name.
8. Enter your Online Banking Password.
9. Tap Verify to confirm your Online Banking credentials.
10. Map the Educators Credit Union account names to your existing shares or loans.

Note: When referring to shares or accounts using the Educators Credit Union Alexa Skill, you will use the Nickname shown in the column on the left.

11. Tap Map Accounts to confirm the mappings.
12. Enter a four-digit PIN that will be used to authenticate you only for the Educators Credit Union Alexa Skill. Enter it a second time to confirm.
13. Tap Submit.
14. Enter your email.

Note: This email address is used only for the Educators Credit Union Alexa Skill and does not affect the email addresses on file for you at the credit union.

15. Enter your mobile phone number for SMS text messages.

Note: This mobile phone number is used only for the Educators Credit Union Alexa Skill and does not affect the phone numbers on file for you at the credit union.

16. Tap Submit.
17. Select Text - SMS or Email as the delivery method for authentication codes.
18. Tap Submit.
19. Tap Submit to complete the account linking process.

USING ALEXA DEVICES

When working with Alexa-enabled devices, each task (e.g., requesting your checking balance) is a separate and distinct conversation. Each time you begin a task with Alexa, a new conversation is started and will continue until the task is complete.

Tip: Introducing a new topic or starting a new task cannot be done until the current conversation is finished.

THE LIGHTS AND HOW THEY INDICATE WHAT'S HAPPENING

Alexa-enabled devices offer visual cues for users through either a light ring (Echo and Dot) or front-facing light bar (Tap) to display the current operation or status.

AMAZON ECHO AND DOT

The light ring displays the status of the Echo.

Echo Ring	Echo Process
Solid blue with spinning lights	Device is starting up
All lights off	Device is waiting for a request
Solid blue with lights pointing in direction of person speaking	Device is processing a request
Solid red light	Microphone is muted

AMAZON SPOT AND SHOW

For the Amazon Tap, the lights on the front of the device indicate the status.

Tap Lights	Echo Process
Pulsing lights from left to right	Device is starting up after the power button is pressed
All lights fill the light strip	Device is waiting for a request after the microphone button is pressed
All lights pulse quickly	Device is processing a request

Using the Educators Credit Union Alexa Skill

As discussed in the Using Alexa Devices section, using the Educators Credit Union Alexa Skill involves having a conversation about a specific task that you want to perform.

1. Ensure the Alexa-enabled device is turned on and ready to begin a conversation. If using an Amazon Tap, press the microphone button.
2. Start the conversation by saying, "Alexa." For example, to transfer from checking to savings, you can either say:

- “Alexa, open Educators Credit Union.” This opens the Skill and begins a general conversation. Alexa will welcome you and then you can start a specific task like, “Transfer \$10 from checking to savings.”
 - “Alexa, tell Educators Credit Union to transfer \$10 from checking to savings.” This skips the open step and welcome message.
3. Alexa may prompt you for your four-digit security PIN (you set this up during Account Linking). If she does, say the PIN to authenticate.
 4. Alexa will prompt you as needed for any information necessary to complete the task. Listen carefully to her questions as she will provide guidance if she needs the answers stated a specific way.
 5. Alexa may ask you if you’d like to receive a receipt or additional information by text or email.
 6. When you’re done with this conversation, you can:
 - Start a new conversation, perhaps to ask for your savings balance.
 - Log out of the Skill. This will end the conversation and close the Skill. To start a new conversation, you’ll be required to speak your security PIN again.

Tip: If you forget to log out, don’t worry. You’ll be logged out automatically after five minutes of inactivity.

WHAT CAN I DO?

Here are some tasks that you can perform through the Educators Credit Union Alexa Skill.

Keep in mind that:

- **You do not have to say the exact text listed.** We’ve tried to train Alexa to get an idea of what you want no matter how you say it. If you have a suggestion for how you should ask for a specific task, please let us know!
- Many of these tasks use your mapped nicknames. Try the skill with a different mapped nickname to use a specific share/loan with that task.

You Can Do This	To Start the Conversation, Just Say Something Like This
Cancel a debit or credit card	Alexa, tell Educators Credit Union that I lost my credit card. Alexa, tell Educators Credit Union to cancel my card.
Request this User Help document	Alexa, ask Educators Credit Union ... <ul style="list-style-type: none"> ▪ What commands can I use? ▪ To send user commands.
Perform an immediate transfer <ul style="list-style-type: none"> ▪ From share to share ▪ From share to loan (payment) 	Alexa, tell Educators Credit Union ... <ul style="list-style-type: none"> ▪ To transfer \$10 from savings to checking. ▪ To pay my auto loan.
Get information about a specific loan <ul style="list-style-type: none"> ▪ Balance ▪ Payment amount due ▪ Payment due date 	Alexa, ask Educators Credit Union ... <ul style="list-style-type: none"> ▪ To tell me about my auto loan. ▪ To text me information about my auto loan. ▪ To email me information about my auto loan.

You Can Do This	To Start the Conversation, Just Say Something Like This
Get information about all of your loans	Alexa, ask Educators Credit Union ... <ul style="list-style-type: none"> ▪ What are my loans? ▪ To text me a summary of my loans. ▪ To email me a summary of my loans
Get information about all of your shares	Alexa, ask Educators Credit Union ... <ul style="list-style-type: none"> ▪ What are my shares? ▪ To text me a summary of my shares. ▪ To email me a summary of my shares.
Get information about your credit union <ul style="list-style-type: none"> ▪ Phone number ▪ Mailing address ▪ Street address ▪ Routing number ▪ Hours ▪ Year founded ▪ CEO name 	Alexa, ask Educators Credit Union what is the ... <ul style="list-style-type: none"> ▪ Routing number of my credit union? ▪ Hours? ▪ Phone number of my credit union? ▪ Address of my credit union? ▪ Mailing address of my credit union?
Get the balance for a share	Alexa, ask Educators Credit Union ... <ul style="list-style-type: none"> ▪ What is my savings balance? ▪ To text me my savings balance. ▪ To email me my savings balance.
Get your share history	Alexa, ask Educators Credit Union ... <ul style="list-style-type: none"> ▪ To tell me about my savings account history. ▪ To text me my savings account history. ▪ To email me my savings account history.
Help	Alexa, ask Educators Credit Union to help me.
Logout	Alexa, tell Educators Credit Union to log me out.

TROUBLESHOOTING

If: Alexa doesn't understand a request or has an unanticipated response...

Then: Say "cancel" to the device to exit the Skill. Alexa will confirm the process is canceled. You will need to restart the conversation.

If: You receive the error, "There was a problem with the requested Skill's response..."

Then: Alexa has encountered a problem completing the task. Say, "Alexa, cancel" and restart the conversation.

If: You have more than one task to complete in the Educators Credit Union Alexa Skill...

Then: Only one conversation can be conducted at a time. When the initial conversation is complete, you will need to start a new conversation by saying "Alexa, open Educators Credit Union" or "Alexa, ask Educators Credit Union to..." Depending on the length of time between conversations, you may or may not need to say your PIN again.

If: Alexa doesn't recognize an account or gives an error that a nickname is not mapped for an account...

Then: You can request a list of your mapped accounts by asking, "What accounts do I have mapped?" This can also be emailed to you.

If: You want to change your mapped nicknames...

Then: You will need to disable the Skill in the Alexa app, re-enable it, and complete the Account Linking process again. You will be prompted to set up your mapped nicknames again.

If: You want to change your four-digit security PIN...

Then: You will need to disable the Skill in the Alexa app, re-enable it, and complete the Account Linking process again. You will be prompted to set up your security PIN again.

If: You want to change your email address...

Then: You will need to disable the Skill in the Alexa app, re-enable it, and complete the Account Linking process again. You will be prompted to set up your email address again. This only affects the email address used by the Educators Credit Union Alexa Skill. It does not update the email address on file for you at the credit union.

If: You want to change your mobile phone number...

Then: You will need to disable the Skill in the Alexa app, re-enable it, and complete the Account Linking process again. You will be prompted to set up your mobile phone number again. This only affects the mobile phone number used by the Educators Credit Union Alexa Skill. It does not update the mobile phone number on file for you at the credit union.

TIPS

Please set your Alexa-enabled device to use English (United States). Using other languages, including the other English option, is not supported. You can verify your settings by going to the setting menu in your Alexa app on your mobile device, selecting your Echo device and scrolling down to the language option.



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