

WELCOME TO THE EDUCATORS CREDIT UNION GOOGLE ACTION

The Educators Credit Union Google Action can provide balance information and transaction history from your Google enabled device. Using the Educators Credit Union Google Action, you can do things like:

- Get balances on your accounts
- Get loan information like balance, due date and payment
- 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 Google Action. If you are not yet enrolled, please contact the credit union for assistance.

Terminology

The terminology below is used throughout the document:

- **Account Linking** – Google action setup process that handles authentication to another system (like Online Banking) and also sets preferences, such as email address or phone number.
- **Google Assistant** – Google’s voice control system. This is what allows you to speak to your Google-enabled device and enables it to understand and respond. The mobile application that allows you to set up and maintain actions for your specific devices.
- **Google Home (Application)** – Google Home’s mobile application, called Google Assistant that allow you to set up and maintain Actions for your specific Google-enabled devices. Google’s personal assistant software called Google Assistant.
- **Google Nest Mini** –Google’s smaller hands-free, voice-controlled Google device.
- **Google Home** – Google’s hands-free, voice-controlled Google device.
- **Google Home Max** – Google’s premium smart speaker that provides whole room audio.
- **Google Nest Hub** – Google’s smart display speaker.
- **Invocation name** – A phrase which lets Google know that you want to perform a task in a particular action. This is similar to opening a program on your computer.
- **Action** – An action is a specific group of tasks that have been added for use with a Google device. It’s a little like installing a program on your computer.

Adding the Action to Your Mobile Device

The Educators Credit Union Google Action 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 Google Action.
- Allow you to map nicknames for use with the Educators Credit Union Google Action. You’ll specify a nickname for each share or loan you want to use with Educators Credit Union Google Action and you will refer to those nicknames (rather than the description from your statement) when using the action.
- Specify a mobile number and email address. These will only be used within the Educators Credit Union Google Action to send security codes and provide information to you about your activity within the action.
- 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 Educators Credit Union Google Action.

1. On your mobile device, make sure you are downloaded and logged into the Google Assistant app.
2. From the Assistant page, say or type "talk to Educators voice."
3. Google will prompt you to link your Educators Credit Union account to Google. Tap the "OK" button and say "yes to begin."
4. On the Welcome screen, tap Accept and Continue.

Tip: Once you've added the action, it will show up under Your Actions inside the Google Assistant app. This menu is available at the bottom of the Google Actions page. You will need to scroll all the way to the bottom of the page. If Educators Credit Union Google Action has not been linked, a 'Link Account' note will appear on the Actions page. You must complete the account linking process within five minutes or it will time out.

5. Enter your Online Banking Username.
6. Enter your Online Banking Password.
7. Tap Verify to confirm your Online Banking credentials.
8. Map the Educators Credit Union Google Action account names to your existing shares or accounts.

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

9. Tap Map Accounts to confirm the mappings.
10. Enter a 4-digit PIN that will be used to authenticate you only for Educators Credit Union Google Action.
11. Tap Submit.
12. Enter your Email.

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

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

Note: This mobile phone number is used only for the <action name> action and does not affect the phone numbers on file for you at the credit union.

14. Tap Submit.
15. Select Text - SMS or Email as the delivery method for authentication codes.
16. Tap Submit.
17. Tap Exit Enrollment to complete the account linking process.

Using Google Nest Devices

When working with Google-enabled devices, each task – for example requesting your checking balance - is a separate and distinct conversation. Each time you begin a task with Google, 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.

Sample Conversation:

Member	Google Nest
Hey Google, ask Educators voice: What is my checking balance?	First, I need to verify your four-digit security PIN.
1 2 3 4	Great, I was able to verify your PIN. Your checking balance is \$150.00. Would you like me to send that to you?
Yes	Should I send it via text or via Email?
Text	Great, I texted that information to you.

In the example above, you cannot ask Google to switch gears halfway through the conversation and ask for transaction history. You must complete the conversation about the checking balance before moving on to a new task. You can begin a conversation with Google in two different ways:

- Say "Hey Google, talk to Educators voice". This opens the action and begins a general conversation. Google will welcome you and then you can begin a task like "what is my checking balance?" This method is a little longer, but may be easier for new users.
- You can also directly begin a task. For example: "OK Google, ask Educators voice what is my checking balance?" This method skips the open step and welcome message. For this reason, it's preferred by most users.

Once you've started a conversation, Google will respond with questions when it needs information from you to complete the task. Listen carefully to the questions as it will provide guidance if it needs the answers stated a specific way. If at any time you wish to stop the current conversation you can say "Cancel" and then restart the conversation.

Using the Educators Credit Union Action

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

1. Ensure the Google device is turned on and ready to begin a conversation.
2. Start the conversation with Google. For example, to check your checking balance, you can either say:
 - "Hey Google, ask Educators voice". This opens the action and begins a general conversation. Google will welcome you and then you can begin a specific task like "tell me the balance in my checking account."
 - "OK Google, ask Educators voice to tell me the balance in my checking account." This skips the open step and welcome message.
3. Google may prompt you for your 4-digit security PIN (you set this up during Account Linking). If it does, say the PIN to authenticate.
4. Google will prompt you as needed for any information that it needs to complete the task. Listen carefully to the questions as it will provide guidance if it needs the answers stated a specific way.
5. Google 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 action. This will end the conversation and close the action. 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 action. Keep in mind that:

- You do not have to say the exact text listed. We've tried to train Google 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. Replace bold text with a different mapped nickname to use a specific share/loan with that task.

You Can Do This	To Start the Conversation
Cancel a debit or credit card	Okay Google, tell Educators voice that I lost my credit card. Hey Google, tell Educators voice to cancel my card.
Request this User Help document	Okay Google, ask Educators voice... <ul style="list-style-type: none"> ▪ What commands can I use? ▪ To send user commands.
Get information about a specific loan <ul style="list-style-type: none"> ▪ Balance ▪ Payment amount due ▪ Payment due date 	Okay Google, ask Educators voice... <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 car loan.
Get information about all loans	Okay Google, ask Educators voice... <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 shares	Okay Google, ask Educators voice... <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 	Okay Google, ask Educators voice... <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 balance for a share	Okay Google, ask Educators voice... <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	Okay Google, ask Educators voice... <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

You Can Do This	To Start the Conversation
Get a list of mapped accounts	Okay Google, ask Educators voice for a list of my mapped accounts
Hear promotions	Okay Google, ask Educators voice if there are any promotions
Hear general information about security	Okay Google, ask Educators voice to educate me about security
Help	Okay Google, ask Educators voice to help me
Logout	Okay Google, ask Educators voice to log me out

Troubleshooting

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

Then: Speak "cancel" into the device to exit the action. Google 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 action's response."

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

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

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 "OK Google talk to Educators voice" or "Hey Google ask Educators voice to...". Depending on the length of time between conversations, you may or may not need to speak your PIN again.

If: Google 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 saying "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 action in the Google app, re-enable it, and complete the Account Linking process above again. You will be prompted to set up your mapped nicknames again.

If: You want to change your 4-digit security PIN

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

If: You want to change your mobile phone number

Then: You will need to disable the action in the Google app, re-enable it, and complete the Account Linking process above 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 action. It does not update the mobile phone number on file for you at the credit union.

