

“Alexa...
...open Deere Employees Credit Union”

How can I help?



WELCOME TO THE DEERE EMPLOYEES CREDIT UNION SKILL

The Deere Employees Credit Union Skill can provide financial information and process transactions from your Amazon Echo device. Using the Deere Employees Credit Union Skill, you can do things like:

- Transfer funds from one mapped account to another
- Request an account balance
- Cancel lost or stolen credit or debit cards



NOTE: You must be enrolled in Online Banking to use the Deere Employees Credit Union Skill. If you are not yet enrolled, please contact the credit union for assistance

ADDING THE SKILL TO YOUR MOBILE DEVICE

The Deere Employees Credit Union Skill requires enrollment. During this step we will:

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

STEP 1

- Download (via your app store) and open the Amazon Alexa app on your mobile device
- From the Home Screen, click the hamburger menu at the top left of the screen
- Select **Skills** from the drop-down
- Search for and select the **Deere Employees Credit Union** skill from the Alexa Skills Store.

TIP: Once you've added the Skill, it will show up under "Your Skills" inside the Alexa App. The menu is available in the top right corner of the Alexa app. If Deere Employees Credit Union 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 5 minutes or it will time out.

STEP 2

- Select the **Enable** button
- On the Welcome Screen, tap **Accept and Continue**
- Enter your online banking username and password
- Select **Verify** to confirm your online banking credentials
- Map the Deere Employees Credit Union account names to your existing shares or accounts

NOTE: When referring to shares or accounts using the Deere Employees Credit Union Skill, you will use the Nickname shown in the column on the left

STEP 3

- Select Map Accounts to confirm the mappings
- Enter a 4-digit PIN that will be used to authenticate you only for the Deere Employees Credit Union Skill
- Select **Submit**
- Enter your e-mail address

NOTE: this e-mail address is used only for the Deere Employees Credit Union skill and does not affect the e-mail addresses on file for the credit union

STEP 4

- Enter your mobile phone number for SMS text messages
- Select **Submit**
- Select **Text - SMS** or **E-mail** as the delivery method for authentication codes
- Select **Submit**
- Select **Exit Enrollment** to complete the account linking process



WHAT CAN YOU DO?

Here are some tasks that you can perform through the Deere Employees Credit Union 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 a specific task, please let us know by emailing us at Service@deereemployeescu.com
- 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 CONVERSATION, JUST SAY SOMETHING LIKE THIS:

Request this User Help document

"Alexa, ask Deere Employees Credit Union..."

- What commands can I use?
- To send user commands

Perform an immediate transfer

- From share to share
- From share to loan (payment)

"Alexa, tell Deere Employees Credit Union..."

- To transfer \$10 from **savings** to **checking**
- To pay my **auto loan**

Get information about a specific loan

- Balance
- Payment amount due
- Payment due date
- Payoff amount

"Alexa, ask Deere Employees Credit Union..."

- To tell me about my **auto loan**
- To text me information about my **auto loan**
- To e-mail me information about my **auto loan**

Get information about all your loans

"Alexa, ask Deere Employees Credit Union..."

- What are my loans
- To text me a summary of my loans
- To e-mail me a summary of my loans

Get information about all of your shares

"Alexa, ask Deere Employees Credit Union..."

- What are my shares?
- To text me a summary of my shares
- To e-mail me a summary of my shares

Get information about your credit union

"Alexa, ask Deere Employees Credit Union..."

- Name
- Phone number
- Mailing address
- Street address
- Routing number
- Hours
- Year founded
- CEO Name

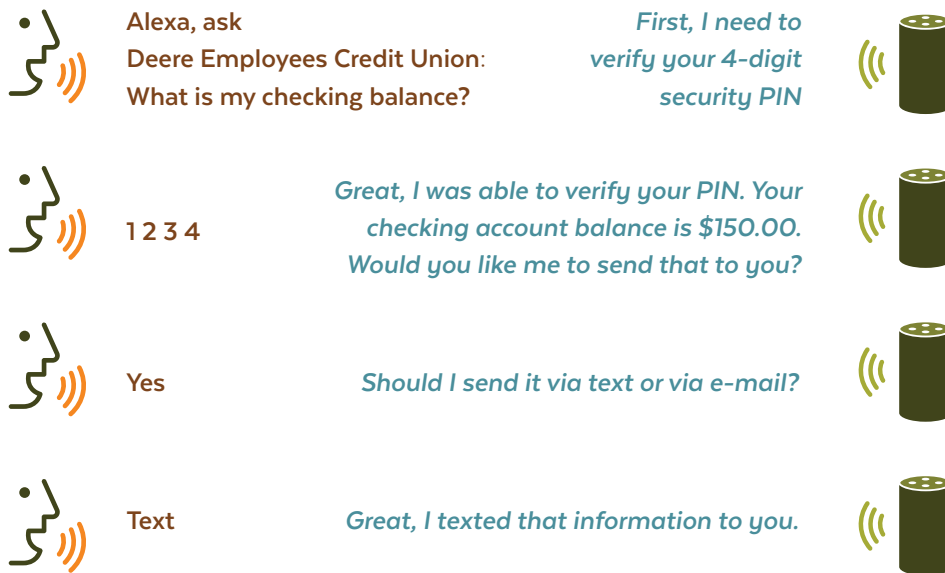


USING ECHO DEVICES

When working with Alexa-enabled devices, each task—for example 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 or canceled.

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

SAMPLE CONVERSATION



In the past example, you cannot ask Alexa to switch tasks halfway through the conversation and do a transfer. You must complete the conversation about the checking balance before moving on to a new task.

You can begin a conversation with Alexa in two different ways:

- Say “Alexa, open Deere Employees Credit Union”. This opens the skill and begins a general conversation. Alexa 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: “Alexa, ask Deere Employees Credit Union what is my checking balance?” This method skips the open step and welcome message. For this reason, it’s preferred by most users.

TERMINOLOGY AND INDICATORS

Below is a list of terminology used throughout the document:

- **Account Linking** – Alexa skill setup process that handles authentication to another system (like online banking) and also sets any preferences, such as e-mail address or phone number.
- **Alexa** – Amazon’s voice control system. This is what allows you to speak to your Echo device and enables it to understand and respond.
- **Alexa Application (App)** – Amazon mobile application that allows you to set up and maintain skills for your specific Echo devices.
- **Dot** – Amazon’s smaller hands-free, voice –controlled Alexa device.
- **Echo** – Amazon’s hands-free, voice-controlled Alexa device.
- **Skill** – A skill is a specific group of tasks that have been added for use with an Alexa device. It’s a little like installing a program on your computer.

AMAZON ECHO AND DOT LIGHT INDICATORS:

ECHO RING COLOR	ECHO PROCESS
Solid blue with spinning cyan lights	Device is starting up
All lights off	Device is waiting for a request
Solid blue with cyan pointing in direction of person speaking	Device is processing a request
Solid red light	Microphone is muted

USING THE DEERE EMPLOYEES CREDIT UNION SKILL

As noted in the “Using Echo Devices” section, using the Deere Employees Credit Union involves having a conversation about a specific task that you want to perform.

1. Ensure the Amazon Echo device is turned on and ready to begin a conversation.
2. Start the conversation with Alexa. For example, to transfer from checking to savings you can either say:
 - a. “Alexa, open Deere Employees Credit Union”. This opens the skill and begins a general conversation. Alexa will welcome you and then you can begin a specific task like “transfer \$10 from checking to savings”.
 - b. “Alexa, tell Deere Employees Credit Union to transfer \$10 from checking to savings.” This skips the open step and welcome message.
3. Alexa may prompt you for a 4-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 that she needs 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 e-mail.
6. When you’re done with this conversation, you can:
 - a. Start a new conversation, perhaps to ask your savings balance.
 - b. 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 forgot to logout, don’t worry. You’ll be logged out automatically after 10 minutes of inactivity.