

# “OK Google...”

...open my Deere Employees Credit Union checking account”

OK, opening your Deere Employees Credit Union checking account.

## WELCOME TO THE DEERE EMPLOYEES CREDIT UNION ACTION

The Deere Employees Credit Union action can provide financial information and process transactions from your Google device. Using the Deere Employees Credit Union action, 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 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 sets any preferences, such as email address or phone number.
- **Google Assistant Application** – Google’s voice control system. This is what allows you to speak to your 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 is a brand of smart speakers developed by Google. Google Home speakers enable users to speak voice commands to interact with services through Google’s personal assistant software called Google Assistant. The mobile application allows you to set up and maintain your specific devices.
- **Google Home 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 Home 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 Deere Employees Credit Union 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 Deere Employees Credit Union action.
- **Allow you to map nicknames for use with the Deere Employees Credit Union action.** You'll specify a nickname for each share or loan you want to use with Deere Employees Credit Union 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 Deere Employees Credit Union 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 Deere Employees Credit Union action.

**STEP 1** On your mobile device, make sure you are logged into the Google Assistant and Google Home apps.

**STEP 2** From the **Home Screen**, click the compass icon at the bottom left of the screen

**STEP 3** Search for and select Deere Employees Credit Union action from the Google Actions page.

**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 Deere Employees Credit Union action has not been linked, an 'Link Account' note will appear on the Actions page. You must complete the account linking process within 5 minutes or it will time out.

**STEP 4** Tap the **Link Account** button.

**STEP 5** On the Welcome screen, tap **Accept and Continue**.

**STEP 6** Enter your online banking **User Name**.

**STEP 7** Enter your online banking **Password**.

**STEP 8** Tap **Verify** to confirm your online banking credentials.

**STEP 9** Map the Deere Employees Credit Union action account names to your existing shares or accounts.

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

**STEP 10** Tap **Map Accounts** to confirm the mappings.

**STEP 11** Enter a 4-digit PIN that will be used to authenticate you only for Deere Employees Credit Union action.

**STEP 12** Tap **Submit**.

**STEP 13** Enter your Email.

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

**STEP 14** Enter your mobile phone number for SMS text messages.

**NOTE:** This mobile phone number is used only for the Deere Employees Credit Union action and does not affect the phone numbers on file for you at the credit union.

**STEP 15** Tap **Submit**.

**STEP 16** Select Text - SMS or Email as the delivery method for authentication codes.

**STEP 17** Tap **Submit**.









**STEP 18** Tap **Exit Enrollment** to complete the account linking process.

## USING GOOGLE HOME 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

	Hey Google, ask Deere Employees Credit Union: What is my checking balance?	First, I need to verify your 4-digit security PIN	
	1 2 3 4	Great, I was able to verify your PIN. Your checking account balance is \$150.00. Would you like me to send that to you?	
	Yes	Should I send it via text or via e-mail?	
	Text	Great, I texted that information to you.	

In the example above, you cannot ask Google to switch gears 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 Google in two different ways:

- Say “Hey Google, talk to Deere Employees Credit Union”. 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 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.
- 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 DEERE EMPLOYEES CREDIT UNION ACTION

As discussed in the Using Google Home Devices section, using Deere Employees Credit Union action 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 transfer from checking to savings, you can either say:
  - a. “Hey Google, talk to Deere Employees Credit Union”. This opens the action and begins a general conversation. Google will welcome you and then you can begin a specific task like “transfer \$10 from checking to savings.”
  - b. “OK Google, tell Deere Employees Credit Union to transfer \$10 from checking to savings.” 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:
  - a. Start a new conversation, perhaps to ask your savings balance.
  - b. 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 forgot to logout, don’t worry. You’ll be logged out automatically after 5 minutes of inactivity.

## WHAT CAN YOU DO?

Here are some tasks that you can perform through the Deere Employees 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 CONVERSATION, JUST SAY SOMETHING LIKE THIS:

#### Cancel a debit or credit card

OK Google, tell Deere Employees Credit Union that I lost my credit card.  
Hey Google, tell Deere Employees Credit Union to cancel my card.

#### Request this User Help document

OK Google, 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)

Hey Google, 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

Hey Google, 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

Hey Google, 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

OK Google, 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

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

Hey Google, ask Deere Employees Credit Union...

- Name of my credit union
- Phone number of my credit union
- Address of my credit union
- Mailing address of my credit union



## YOU CAN DO THIS:

## TO START CONVERSATION, JUST SAY SOMETHING LIKE THIS:

### Get the balance for a share

OK Google, ask Deere Employees Credit Union what is my savings balance?

Hey Google, tell Deere Employees Credit Union...

- To Text me my **savings** balance
- To Email me my **savings** balance

### Get your share history

OK Google, ask Deere Employees Credit Union ....

- To Tell me about my **savings** account history
- To Text me my **savings** account history
- To Email me my **savings** account history

### Help

Hey Google, ask Deere Employees Credit Union to help me.

### Set a preference for how the Deere Employees Credit Union action provides responses

Also referred to as “receipt preference,” this task allows you to bypass any prompts to text or email you information (not just receipts). You can set the preference to:

- Text for all receipts
- Email for all receipts
- Always ask or None (prompt each time a task is performed)

OK Google, tell Deere Employees Credit Union to....

- Always ask for all receipts
- Text for all receipts
- Email for all receipts

### Get a list of your mapped nicknames

Hey Google, ask Deere Employees Credit Union what are my mapped accounts?

### Hear and/or request information on any promotions available

OK Google, ask Deere Employees Credit Union if there are any promotions.

### Hear some general information about finance or security

Hey Google, ask Deere Employees Credit Union to educate me.

### Notify the credit union that you'll be traveling within the United States

Google can let the credit union know so that they can include you in fraud prevention processes.

OK Google, tell Deere Employees Credit Union that...

- I am going on vacation
- I will be traveling



## 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 Deere Employees Credit Union action.
- 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 Deere Employees Credit Union" or "Hey Google ask Deere Employees Credit Union 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 Deere Employees 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 Deere Employees Credit Union action. It does not update the mobile phone number on file for you at the credit union.