

*“Welcome to Michigan First
Credit Union Voice”*



EXPERIENCE

AMAZON ALEXA

While life can be challenging, banking shouldn't be. Michigan First invites you to experience convenience with Amazon Alexa. The brand-new Michigan First Credit Union Skill gives you easy access to your financial information – using nothing but your voice. Safely and securely check your account balance, transfer funds, find branch locations, and so much more.

experience **banking undefined**

Welcome to Michigan First Credit Union Voice

The Michigan First skill provides financial information and processes transactions from your Amazon Alexa device or by using the Alexa app on your mobile phone. Using the Michigan First skill, you can do things like:

- Transfer funds from one account to another
- Request an account balance
- Check the Credit Union's holiday schedule
- Gather general Credit Union information, including address, phone number, and routing number

Note: You must be enrolled in Online Banking to use the Michigan First Credit Union skill. You can enroll online at MichiganFirst.com

Terminology

The terminology below is used throughout the document:

- **Account Linking** – The setup process you will need to complete in order to connect your Michigan First account to your Alexa device.
- **Alexa** – Amazon's voice control system. This is what allows you to speak to your Alexa 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 Alexa devices. You can also use the app to interact with Alexa; a separate device is not needed.
- **Skill** – 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.
- **Invocation name** – A phrase which lets Alexa know that you want to perform a task in a particular skill. Our invocation name is "Michigan First."
- **Echo** – Amazon's hands-free, voice-controlled Alexa device.
- **Dot** – Amazon's smaller hands-free, voice-controlled Alexa device.
- **Tap** – Amazon's wireless Alexa device. The Tap requires you to press a button to make a request.
- **Wake Word** - Term that wakes the Alexa device so you can begin a conversation. This can be set to Alexa, Echo, or Computer.



Adding the Skill to Your Mobile Device



1. On your mobile device, open the Amazon Alexa app. If you don't already have the Amazon Alexa app, you can download it from the Google Play Store on Android or from the App Store on iPhone.
2. From the Home Screen, click the three-bar menu at the top left of screen.
3. Select *Skills & Games*.
4. Search for and select *Michigan First Credit Union* from the Alexa Skills Store.
Note: Once you've added the skill, it will show up under *Settings, Skills & Games, Your Skills* inside the Alexa app. If Michigan First 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.
5. Tap the *Enable* button.
6. On the Welcome screen, tap *Accept and Continue*.
7. Enter your online banking User Name and Password.
8. Tap *Verify* to confirm your online banking credentials.
9. Follow the onscreen instructions to map your Michigan First accounts.
Note: When referring to accounts using the Michigan First skill, you will use the nickname shown in the column on the left.
10. Tap *Map Accounts* to confirm the mappings.
Note: You can assign nicknames to each mapped account, like "my checking" so you don't have to say your numerical account number each time.
11. Create a 4-digit PIN that will be used to confirm your identity each time you log in.
12. Tap *Submit*.
13. Enter your email.
Note: This email address is used only for the Michigan First skill and does not affect the email addresses on file for you at the credit union.
14. Enter your mobile phone number for SMS text messages.
Note: This mobile phone number is used only for the Michigan First skill and does not affect the phone numbers on file for you at the credit union.
15. Tap *Submit*.
16. Select *text* or *email* as the delivery method for authentication codes.
17. Tap *Submit*.
18. Tap *Exit Enrollment* to complete the account linking process.

Using the Michigan First Credit Union Skill

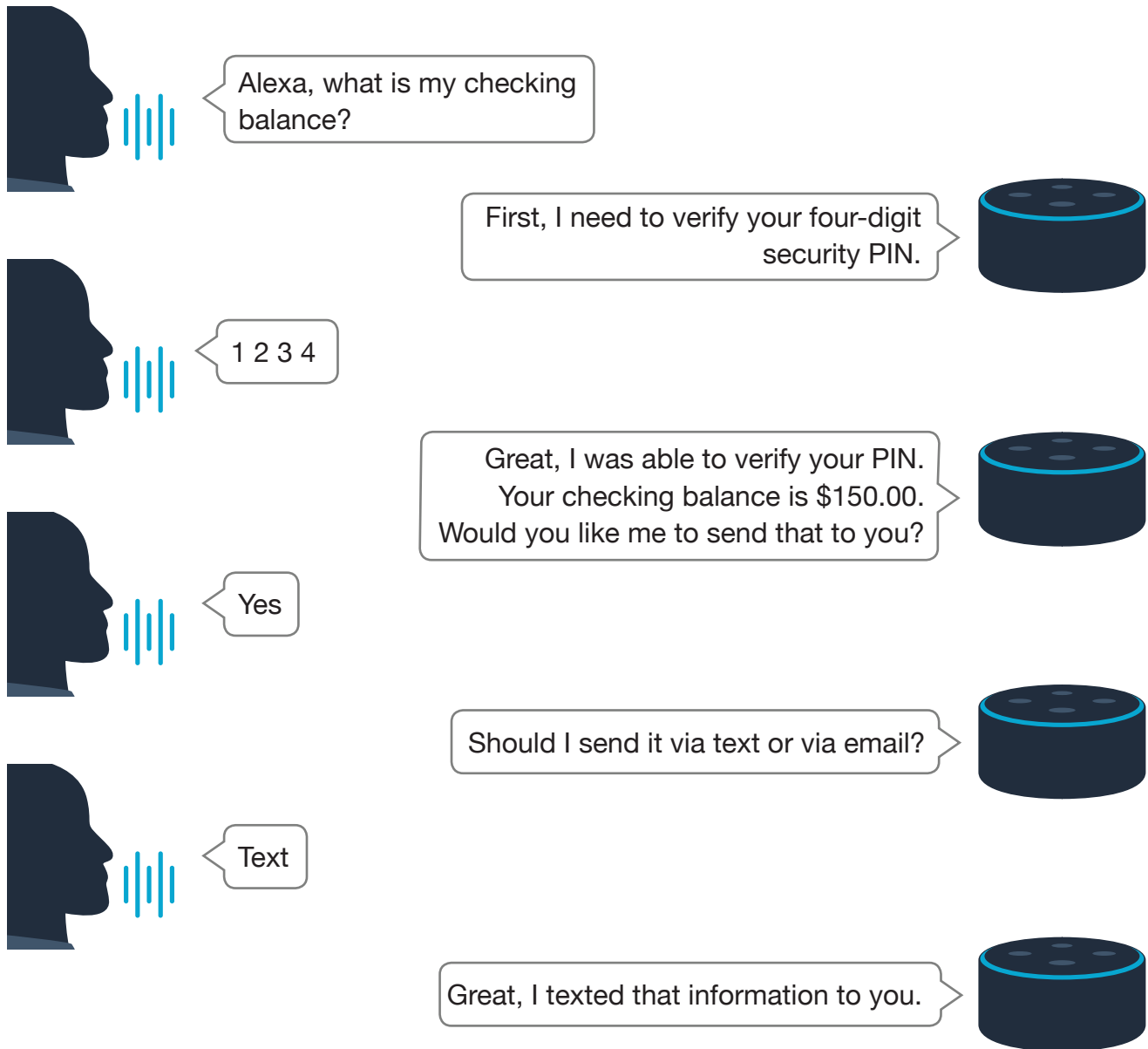
As discussed in the *Using Echo Devices* section, using Michigan First Voice allows you to have a conversation about a specific task that you want to perform.

1. Ensure the Amazon Echo device is turned on and ready to begin a conversation. If using an Amazon Tap, press the microphone button. If you do not have an Alexa-enabled device, you can use the Alexa app to engage with the Michigan First skill.
2. Start the conversation with Alexa. For example, to transfer funds from checking to savings, you can either say:
 - a. “Alexa, open Michigan First.” 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 Michigan First to transfer \$10 from checking to savings.” This skips the open step and welcome message.
3. Alexa may prompt you for your 4-digit security PIN (you set this up during Account Linking). If it does, say your PIN to log in.
4. Alexa will prompt you for any information needed to complete the task. Listen carefully to the prompts for guidance if an answer needs to be worded in a particular 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:
 - 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 may be required to say your security PIN again.

Tip: If you forget to log out, don’t worry. You’ll be logged out automatically after 5 minutes of inactivity.



Sample Conversation



In the example above, 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.

If at any time you wish to stop the current conversation you can say “Alexa, cancel” and then restart the conversation.

What Can I Do?

Here are some tasks that you can perform through the Michigan First 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.
- Many of these tasks use your mapped nicknames.

You Can Do This	To Start the Conversation, Just Say Something Like This
Request this User Help document	Alexa, ask Michigan First <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 account to account • From account to loan (payment) 	Alexa, tell Michigan First <ul style="list-style-type: none"> • To transfer \$10 from savings to checking • To pay my auto loan
Get loan information <ul style="list-style-type: none"> • Balance • Payment amount due • Payment due date • Payoff amount 	Alexa, ask Michigan First <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
Get information about all of your loans	Alexa, ask Michigan First <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 accounts (shares)	Alexa, ask Michigan First <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 	Alexa, ask Michigan First what is the.... <ul style="list-style-type: none"> • Phone number of my credit union • Address of my credit union • Mailing address of my credit union • Holiday closings schedule
Get the balance for an account	Alexa, ask Michigan First what is my savings balance? Alexa, tell Michigan First <ul style="list-style-type: none"> • To text me my savings balance • To email me my savings balance
Get your account history	Alexa, ask Michigan First <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
Get a list of your mapped nicknames	Alexa, ask Michigan First what are my mapped accounts?

<p>Set a preference for how the Michigan First skill provides responses.</p> <p>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:</p> <ul style="list-style-type: none"> • Text for all receipts • Email for all receipts • Always ask or None (prompt each time a task is performed) 	<p>Alexa, tell Michigan First to....</p> <ul style="list-style-type: none"> • Always ask for all receipts • Text for all receipts • Email for all receipts
<p>Find out how to report unfortunate events:</p> <ul style="list-style-type: none"> • Suspected fraud • Lost or stolen credit or debit card 	<p>Alexa, ask Michigan First...</p> <ul style="list-style-type: none"> • How can I report fraud on my account? • How can I report fraud? • What do I do if I’ve lost my debit card? • I lost my credit card
<p>Find out about Credit Union products & services:</p> <ul style="list-style-type: none"> • How to sign up for e-statements • Information regarding the scholarship program • How to open a children’s account 	<p>Alexa, ask Michigan First...</p> <ul style="list-style-type: none"> • How to sign up for paperless billing • How to get e-statements • To tell me about scholarships • About what scholarships they offer • If they offer youth accounts • How to open an account for my child

Troubleshooting

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

Then: Speak “cancel” into the device to exit the skill. Alexa will confirm the process is canceled. You can then 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 Michigan First Voice.

Then: Only one conversation can be conducted at a time. When the initial conversation is complete, you can then ask Alexa your next question. 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 saying “What accounts do I have mapped.” This can also be emailed to you.

If: You want to change your mapped nicknames, security PIN, email address associated with your Michigan First skill, or phone number associated with your Michigan First skill.

Then: You will need to disable the skill in the Alexa app, re-enable it, and complete the Account Linking process above again.