



Welcome to the Tinker Federal Credit Union Google Assistant Action

Table of Contents

Page 1 About

Page 2 Terminology
Adding the Action

Page 3 Getting Started & Setup

Page 4 Using Google Assistant-Enabled Devices

Page 5 Using the Tinker Federal Credit Union Action

Page 7 Troubleshooting

About

The Tinker Federal Credit Union action can provide financial information and process transactions from your Google Assistance enabled-device. Using the Tinker Federal Credit Union action, you can do things like:

- Transfer funds from one linked account to another.
- Request an account balance.
- Make a payment to a linked TFCU loan.
- Get an account history for a linked account.

Note: You must be enrolled in Home Branch online account access, to use the Tinker Federal Credit Union action. If you are not yet enrolled, you can enroll at [TinkerFCU.org](https://www.tinkerfcu.org) or by contacting our Member Service Center at 405-732-0324, ext. 2255 or 1-800-456-4828, ext. 2255.

Terminology

These terms are used throughout the user guide.

Google Assistant: Google's virtual voice assistant. This is what allows you to speak to your Google device and enables it to understand and respond.

Google Application (App): Google's mobile device application that allows you to set up and maintain actions for your specific google devices.

Action: An action is the set of tasks added for use with Google Assistant enabled-devices. This is similar to a computer program or mobile device app. In this case, the Tinker Federal Credit Union action allows you to manage aspects of your financial accounts.

Account Linking: The process during Google action setup that handles authentication to TFCU Home Branch and pulls in your accounts.

Invocation Name: A phrase which lets Google know with which action you want to perform a task. This is similar to opening a program on your computer. In this case, the invocation name is "*Tinker Federal.*"

Adding the Action

The Tinker Federal Credit Union action requires setup. During this, we will:

- **Authenticate that you are an authorized user of your account.** Once we've made sure you are who you say you are, you will be able to access your account for use with the Tinker Federal Credit Union action.
- **Allow you to link which accounts to use with the Tinker Federal Credit Union action and assign nicknames.** You'll select which accounts or loans you want to link to Google and choose a nickname for each from a list of options. You will use 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 Tinker Federal Credit Union action to SMS text message or email 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).** We may send a numerical code from time to time to authenticate you when using the Tinker Federal Credit Union action.


Getting Started & Setup

You must complete the setup process within 5 minutes or the action will not link your account.

Step 1: On your mobile device, open the Google Assistant app.

Step 2: From the home screen, click Explore  at the bottom right of screen.

Step 3: Search for and select *Tinker Federal Credit Union* from the Google Assistant action Store and tap *Link*.

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 Explore  section of the Google Assistant app. If you need to edit any information, such as accounts or contact information, you will need to go here to disable the action and re-enable it.

Step 4: On the welcome screen, review Terms and Conditions, then tap *Accept and Continue*.

Step 5: Enter your *Home Branch user ID* and *password*. Tap *Verify*.

Step 6: Link the accounts and loans you want to use with the Tinker Federal Credit Union action. Select nicknames from the left column for each account.

Note: When referring to accounts or loans using Google Assistant, you will use the nickname shown in the column on the left.

Step 7: Tap *Link Accounts* to confirm the accounts and nicknames.

Step 8: Enter a 4-digit PIN to verify your identity on the Tinker Federal Credit Union action. Tap *Submit*.

Note: You will be saying this PIN aloud, it should be different from a PIN you use for other sensitive items (like ATM transactions.)

Step 9: Enter your *email address* and *mobile phone number* for SMS text messages. Tap *Submit*.

Note: This information is used only for the Tinker Federal Credit Union action and does not affect the information on file for you at the credit union.

Step 10: Select *Text - SMS* or *Email* as the delivery method for authentication codes. Tap *Submit*.

Step 11: Tap *Enable* to complete the setup and account linking process.

Using Google Assistant-Enabled Devices

When working with Google Assistant-enabled devices, each task (ex: requesting your checking balance) is a separate and distinct conversation. Each time you begin a task with Google Assistant, 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.

In the example below, you would not be able to ask Google Assistant 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.

Sample conversation:

Hey Google, ask Tinker Federal: what is my checking balance?

First, please verify your four-digit PIN.

1 2 3 4

Great, I was able to verify your PIN.
Your checking balance is \$250.00.
Would you like this information sent to you?

Yes

Would you like a text or email?

Email

Okay, I sent that to you.

Beginning a Conversation

You can begin a conversation with Google Assistant in two ways:

- Say *“Hey Google, open Tinker Federal.”* This opens the action, Google will welcome you and you can begin a task like, *“what is my checking balance?”*
- Skip the open step and start a task. For example: *“Hey Google, ask Tinker Federal what is my checking balance?”*

Once you’ve started a conversation, Google will respond with questions when she needs information from you to complete the task. Listen carefully to her questions as she will provide guidance if she needs the answers stated a specific way.

Ending a Conversation

If at any time you wish to stop the current conversation, you receive an error like *“There was a problem with the requested action’s response,”* or Google is repeatedly prompting you for information, you can say, *“Hey Google, tell Tinker Federal to cancel.”* From here, you can try again or start a new conversation.

Using the Tinker Federal Credit Union Action

As discussed in the *Using Google Assistant-Enabled Devices* section, using the Tinker Federal Credit Union action involves having a conversation about a specific task that you want to perform.

The Invocation Name for this action is “Tinker Federal.” This is how you will refer to the action when talking to Google.

- Ensure the Google Assistant device is turned on and ready to begin a conversation.
- Start the conversation with Google. For example, to transfer from checking to savings, you can either say:
 - *“Hey Google, open Tinker Federal.”* This opens the action and begins a general conversation. Google will welcome you and you can begin a specific task like, *“transfer \$10 from checking to savings.”*
 - *“Hey Google, tell Tinker Federal to transfer \$10 from checking to savings.”* This skips the open step and welcome message.
- Google may prompt you for your 4-digit security PIN (you set this up during Setup). If she does, say the PIN to authenticate.
- Google will prompt you, as needed, for any information required to complete the task. Listen carefully to her questions, as she will provide guidance if she needs the answers stated a specific way.
- Google may ask if you’d like to receive a receipt or information by text or email.
- When you’re done with this conversation, you can start a new conversation, perhaps to ask your savings balance.

Tip: The action will log out after 10 minutes of inactivity. To start a new conversation after this, you’ll be required to speak your security PIN again.

What Can I Do?

Next, we’ll show you some tasks you can do with the Tinker Federal Credit Union action. In these examples, please 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 linked nicknames. Replace bold text with a different nickname to use a specific account or loan with that task.

To do this...	Say this...
Get information about a specific loan. <ul style="list-style-type: none"> • Balance • Payment amount due • Payment due date • Payoff amount 	Hey Google, ask Tinker Federal... <ul style="list-style-type: none"> • to tell me about my car loan. • to text me information about my car loan. • to email me information about my car loan.
Get information about all of your loans.	Hey Google, ask Tinker Federal... <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.	Hey Google, ask Tinker Federal... <ul style="list-style-type: none"> • what are my accounts? • to text me a summary of my accounts. • to email me a summary of my accounts.
Transfer funds from one linked account to another.	Hey Google, transfer \$100 from checking to saving .
Get information about your credit union. <ul style="list-style-type: none"> • Name • Phone number • Mailing address • Routing number • Founding date 	Hey Google, ask Tinker Federal what is... <ul style="list-style-type: none"> • the name of my credit union? • phone number of my credit union? • address of my credit union? • the routing number? • the founding date of my credit union?
Get the balance for an account.	Hey Google, ask Tinker Federal what is my savings balance? Hey Google, ask Tinker Federal... <ul style="list-style-type: none"> • to text me my savings balance. • to email me my savings balance.
Get your account history.	Hey Google, ask Tinker Federal... <ul style="list-style-type: none"> • to tell me about my savings account history. • to email me my savings account balance.
Help	Hey Google, ask Tinker Federal to help me.
Get a list of your linked accounts and their nicknames.	Hey Google, ask Tinker Federal what are my linked accounts?
Set a preference for how the action provides receipts and information and bypass prompts. You can set your preference to: <ul style="list-style-type: none"> • Text all of your receipts/information • Email all of your receipts/information • Always ask 	Hey Google, ask Tinker Federal to... <ul style="list-style-type: none"> • always ask for all receipts/information. • text all receipts/information. • email all receipts/information.

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, "Hey Google, cancel" and restart the conversation.

If: You have more than one task to complete in the Tinker Federal 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, "Open Tinker Federal" or, "Ask Tinker Federal 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 linked for an account.

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

If: You want to change your linked nicknames.

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

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

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

Troubleshooting (con't.)

If: You want to change your email address.

Then: You will need to disable the action in the Google Assistant app, re-enable it, and complete the Account Linking process again. You will be prompted to set up your email address again.

If: You want to change your mobile phone number.

Then: You will need to disable the action in the Google Assistant app, re-enable it, and complete the Account Linking process above again. You will be prompted to set up your mobile phone number again.

If: You want to unlink/disable your account from Google Assistant.

Then: You can disable the action by going to your Google Assistant app.

Note: Changing your email address or mobile phone number in the action only affects the email address or phone number used by the Tinker Federal Credit Union action. It does not update the email address or phone number on file for you at the credit union.