

Alexa + Clearview



Welcome to voice banking.

About

The Clearview Federal Credit Union Alexa skill can provide account balances and recent transactions for all of your Clearview accounts. Alexa cannot make transactions on your account, including making a transfer, making a loan payment, or paying a bill.

NOTE: You must be enrolled in digital banking to use the Clearview Federal Credit Union Skill. If you're not enrolled, please see the [new user login instructions](#).

Enabling the skill

The Clearview Federal Credit Union Alexa skill can be enabled within the Amazon Alexa app by following the steps below.

1. On your mobile device, open the Amazon Alexa app.
2. Under More, tap Skills & Games.
3. Search for and select the Clearview Federal Credit Union skill.
4. Tap Enable the Skill.
5. Log in using your digital banking credentials. Read and accept the terms and conditions.
6. After verifying your identity, you'll be asked to set up a 4-digit passcode. We recommend using a passcode different than one currently associated with any of your Clearview accounts, like your debit card PIN.

That's it! You're ready to start using Clearview voice banking.

TIP: Alexa can only be associated to a single Amazon account. A single Amazon account can only be linked to one digital banking account at Clearview. If two digital banking users share an Alexa device, it's not currently possible for both digital banking accounts to be paired.

Using the skill

Once the skill is enabled, Alexa can provide your account balances and recent transactions.

You can begin a conversation with Alexa two ways:

1. **Open the skill.** Say "Alexa, open Clearview Federal Credit Union." This opens the skill and starts a general conversation. Alexa will welcome you and you can then ask for a specific task like, "What's my checking account balance?"
2. **Bypass the open step.** Say "Alexa, ask Clearview Federal Credit Union for my checking account balance."

Any time you launch the skill, Alexa will ask for your 4-digit passcode before completing your request. Once you've provided your passcode, you won't need to provide it again unless the skill is closed and re-opened.

Each task, like requesting your checking account balance, is a separate conversation. Alexa must finish one task before moving on to the next one. For example, if you want to hear your checking account balance and transactions, first allow Alexa to provide your account balance, then ask Alexa for your recent transactions.

To end a conversation, say "Alexa, quit" or "Alexa, cancel." If Alexa doesn't detect a response after 7 seconds, Alexa will ask if you're still there and close the skill if you don't respond.

TIP: Alexa's generic responses, like asking if you're still there, may vary depending on your Alexa-enabled device.

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Sample conversation



Alexa, open Clearview Federal Credit Union



Welcome to Clearview Federal Credit Union. You can ask for account balances or transactions.



What's my checking account balance?



Please say the 4-digit passcode.



1-2-3-4



Your available balance in your checking account ending in 0001 is \$100. Do you want to hear the next account?



No, cancel.



See you next time.

Troubleshooting

Alexa doesn't understand my request.

Say "Alexa, cancel" or "Alexa, quit" to exit the skill. Then, restart the conversation and try again. TIP: You can view what Alexa heard by going to the Privacy page in your Amazon Alexa app.

I received the error "There was a problem with the requested skill's response."

Alexa encountered a problem completing the requested task. Say, "Alexa, cancel" and restart the conversation.

I need to change my 4-digit passcode.

Disable the skill within your Amazon Alexa app. When you enable the skill again, you'll be able to select a new 4-digit passcode.

Alexa is asking me to re-link my account.

Once an account is linked, it'll remain active with Alexa for 60 days. The time period for expiration resets every time you start a conversation with Alexa. If your account is inactive for 60 days, Alexa will ask you to re-link your account using the Alexa app.

Alexa doesn't understand when I request to make a transfer between my accounts.

Alexa has read-only access to your accounts and cannot make transactions on your behalf. This includes making a transfer between accounts, making a loan payment, and paying a bill.

My account information was incorrect.

Verify the information Alexa provided using our digital banking tools. If there are discrepancies on your account, contact us at 1-800-926-0003.