

Voice Bill Pay

iPay Solutions offers subscribers the ability to use bill pay via an external interface, such as Amazon™ devices with Alexa™.

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Consumer Bill Pay

To enable or manage an external interface such as Alexa, navigate to *Online Banking-Bill Pay-My Account-Voice Bill Pay* and click **Add Alexa**.

The screenshot shows the 'My account' section of a banking website. The navigation bar includes 'Payments', 'Payees', 'Pay a person', 'Transfers', 'GiftPay', 'Calendar', 'My account', and 'Help'. The user is logged in as 'John Doe' with the email 'myemail@address.com'. The page is divided into several sections:

- Pay from accounts:** Includes instructions to add/delete pay from an account and links for 'View accounts' and 'Add account'.
- Personal information:** Includes instructions to review/edit address and phone numbers, with a link for 'View/Edit personal information'.
- Security information:** Includes links for 'Change password' and 'Add/Remove challenge phrases'.
- Notifications:** Includes instructions for customized communications and links for 'View alerts' and 'View reminders'.
- Voice bill pay:** Includes a link for 'Add Alexa'.

Answer the challenge prompt and click **Submit**.

The screenshot shows a 'Challenge prompt' form. It includes a note that the field is required and a label for 'Childhood nickname *'. There is a text input field below the label. At the bottom right, there are two buttons: 'Cancel' and 'Submit'.

Create an account with the requested information, then click **Submit**.

Voice bill pay

Credentials

Create bill pay account linking credentials

The email and password will be used for account linking during the bill pay Alexa skill set up process only.

* Required field

You will need:

- An account with Amazon
- A mobile device with the Alexa app installed
- An Alexa enabled device

Email *

Password * ?

Confirm password *

Voice bill pay

✓ **Success!**
Account link credentials created

Next step

1. In the Alexa App, use the search feature to select the iPay QuickPay™ skill and enable it.
2. Follow the on screen instructions and use the credentials you created in the "My account" page to link the skill to bill pay.

Editing Voice Bill Pay

The subscriber can edit their information by clicking **Edit Alexa Credentials** or **Change Alexa PIN**.

Payments Payees Pay a person Transfers GiftPay Calendar My account Help

Welcome John Doe | myemail@address.com | Last login: 08:46 AM on 09/06/2018 | [Log out](#)
[Messages \(0\)](#) | [888-555-1234](#) | [Chat Now](#) | [View demo](#)

My account

<p>Pay from accounts</p> <p>Add / Delete pay from account, edit nickname, or change default account.</p> <p>View accounts Add account</p>	<p>Personal information</p> <p>Review and edit address, phone numbers, and email addresses. Add or edit a secondary account holder.</p> <p>View/Edit personal information</p>	<p>Security information</p> <p>Change password Add/Remove challenge phrases</p>
<p>Notifications</p> <p>Customized communications to keep you informed on bill pay activities</p> <p>View alerts View reminders</p>	<p>Voice bill pay</p> <p>Edit Alexa Credentials Change Alexa PIN</p>	

The subscriber must answer a challenge prompt to edit their information.

Challenge prompt

* Required field

Childhood nickname *

Edit Alexa Credentials

The subscriber can edit their email address and password used to set up Alexa in Amazon.

Edit Alexa credentials

* Required field

The credentials below are for first time set up or relinking a skill.

Email *

New password * ?

Confirm new password *

Change Alexa PIN

The subscriber can edit their PIN that is used to log in to bill pay from their Alexa device.

Change Alexa PIN

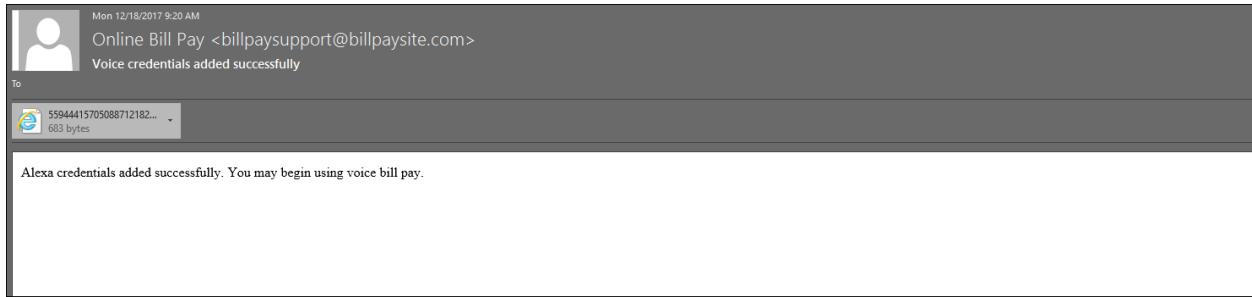
* Required field

The PIN is requested when you log into bill pay from any linked Alexa device.

New PIN * ?

Confirm new PIN *

Confirmation Email



Amazon

The subscriber must enable the iPay QuickPaySM skill to use Alexa for bill pay.

NOTE

The screens below are from Amazon.comTM and are subject to change. These screens are included to assist with navigation to complete the set-up process.

Locate the iPay QuickPaySM skill and click **Enable**.

iPay QuickPaySM
by Jack Henry & Associates, Inc.
Rated: [Guidance Suggested](#)
★★★★★ 1
Free to Enable

"Alexa open iPay QuickPay" *"what is my next scheduled payment"* *"send twenty five dollars on December fifth."*

Get this Skill

Enable

Account linking required

By enabling, this skill can be accessed on all your available Alexa devices.

Share

Description

iPay QuickPaySM is a voice service that allows you to schedule payments, inquire about recent scheduled payments, review your payment history, and more. iPay QuickPaySM is linked to your financial institution, so you do not need to enter your personal financial information, however your financial institution must offer iPay QuickPaySM in order for you to use this skill.

Enable your skill by logging into your online banking account and selecting the "Bill Pay" link. Then, select the "My Account" tab to create your credentials. To get started just say, "Alexa, start iPay QuickPaySM."


Skill Details

- Rated: [Guidance Suggested](#). This skill contains dynamic content.
- Invocation Name: **ipay quickpay**
- [Developer Privacy Policy](#)

Supported Languages

English

Click **Link Account**.



iPay QuickPaySM
by Jack Henry & Associates, Inc.
Rated: [Guidance Suggested](#)
★★★★★ 1
Free to Enable

"Alexa open iPay QuickPay"

"what is my next scheduled payment"

"send twenty five dollars on December fifth."

Manage this Skill





Disable Skill

Link Account

Account linking required

/ Account linking requires pop ups to be allowed for Amazon.com.

By enabling, this skill can be accessed on all your available Alexa devices.


Share    

Description

iPay QuickPaySM is a voice service that allows you to schedule payments, inquire about recent scheduled payments, review your payment history, and more. iPay QuickPaySM is linked to your financial institution, so you do not need to enter your personal financial information, however your financial institution must offer iPay QuickPaySM in order for you to use this skill.

Enable your skill by logging into your online banking account and selecting the "Bill Pay" link. Then, select the "My Account" tab to create your credentials. To get started just say, "Alexa, start iPay QuickPaySM."

The subscriber must enter the **Email address** and **Password** established in bill pay, then click **Submit**.



iPay QuickPaySM Account Linking

Account Credentials

To link the Alexa device with bill pay enter the email and password established within bill pay. * required field

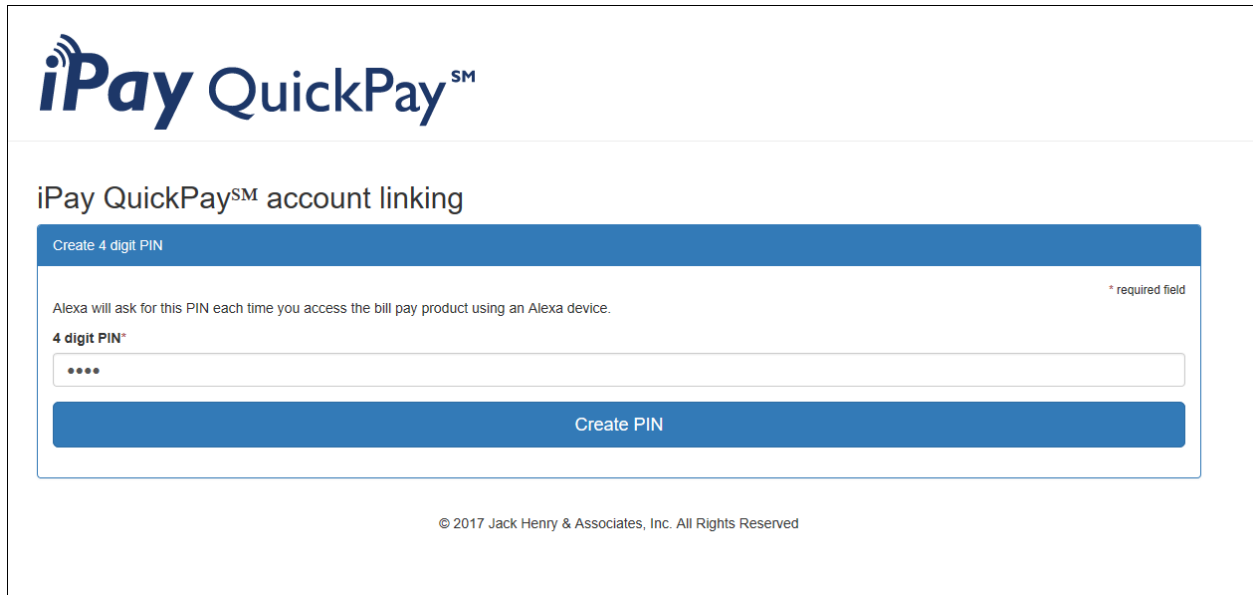
Email*

Password*

Submit

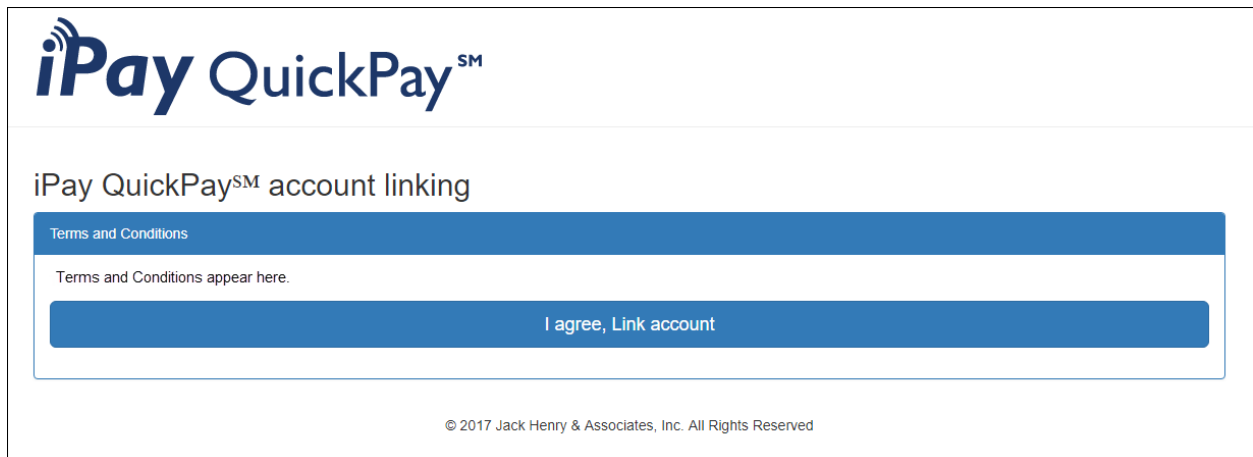
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The subscriber must create a 4-digit PIN to be used to log in to bill pay through their Alexa device. To save this, click **Create PIN**.



The screenshot shows the iPay QuickPay account linking interface. At the top is the logo "iPay QuickPaySM". Below it is the heading "iPay QuickPaySM account linking". A blue header bar contains the text "Create 4 digit PIN". Below this, a message states "Alexa will ask for this PIN each time you access the bill pay product using an Alexa device." with a "* required field" note. A label "4 digit PIN*" is positioned above a text input field containing four dots. A blue button labeled "Create PIN" is located below the input field. At the bottom of the page, the copyright notice "© 2017 Jack Henry & Associates, Inc. All Rights Reserved" is displayed.

The iPay QuickPaySM Terms and Conditions display. The subscriber reviews these, then clicks **I agree, Link Account** to complete the setup process.



The screenshot shows the iPay QuickPay account linking interface. At the top is the logo "iPay QuickPaySM". Below it is the heading "iPay QuickPaySM account linking". A blue header bar contains the text "Terms and Conditions". Below this, a message states "Terms and Conditions appear here." A blue button labeled "I agree, Link account" is located below the message. At the bottom of the page, the copyright notice "© 2017 Jack Henry & Associates, Inc. All Rights Reserved" is displayed.

amazon alexa



iPay QuickPaySM has been **successfully linked**.

What to do next:

- Try saying: "Alexa open iPay QuickPay"
- Close this window to return to the skill page.

Account Lockout

The subscriber can be locked out after three failed attempts of entering the email address and password. The subscriber can be unlocked by contacting their Financial Institution or Bill Pay Support.

iPay QuickPaySM Account Linking

Error on page.

- Invalid login attempt. Try again or contact your financial institution for assistance.

Account Credentials

To link the Alexa device with bill pay enter the email and password established within bill pay. * required field

Email*

Password*

Submit

What can you do with Alexa?

- Have your payee list read
- Schedule payments
- Edit scheduled payments
- Inquire about payment history

Quick Tips

- Launch bill pay by saying *Alexa, launch iPay Quick Pay.*
- To cancel the login process, say *cancel.*
- To access payee list, try saying *list my payees.*
 - Payee names are read back in sets of three.
- To schedule a payment, try saying *schedule a payment for (payee name).*
- To edit a payment, try saying *change my payment for (payee name) to (amount/date).*
- To access payment history, try saying *what are my last five payments.*
- To logout, try saying *logout.*