

Voice Bill Pay

Frequently Asked Questions



What is Voice Bill Pay?

A Voice Bill Pay skill, like iPay QuickPaySM, is a voice-driven capability that enables you to access certain information about your Blackhawk Bank bill pay account on your Alexa-enabled device.

Once you've enabled the skill, you can ask Alexa to make a payment, provide payment history and check scheduled payments.

Who can I pay with iPay QuickPay?

- You are able to make a payment to eligible payees you've added to your Blackhawk Bank bill pay account
- You can ask Alexa to list your payees if you are unsure of which payees you've added to your account

How do I get started with iPay QuickPay?

You will need a Blackhawk Bank online bill pay account to start using iPay QuickPay. If you don't have the Bill Pay option through Blackhawk Bank's NetTeller, log in to your account at blackhawkbank.com and click the "Bill Pay" link to access the enrollment form.

Then you'll need to add Alexa to your bill pay account. Here's how:

1. Log in to your account at blackhawkbank.com and click the "Bill Pay" link
2. Select the "My Account" tab
3. Go to the Voice Bill Pay section and select the "Add Alexa" link
4. Answer the challenge phrase questions
5. Enter credentials and submit

This step completes the online setup.

Now it's time to link your bill pay account to iPay QuickPay:

1. Within the Alexa App on your mobile device, search for the iPay QuickPay skill and choose "Enable"
2. When prompted, enter the credentials you created in bill pay to begin linking your bill pay account to iPay QuickPay
3. Create a 4-digit PIN. For security purposes, this PIN will be requested every time you launch iPay QuickPay
4. Select "I agree, Link Account" to complete the account linking process
5. Now you can say, "Alexa, start iPay QuickPay"

How do I make payments with iPay QuickPay?

Just tell Alexa the payee you'd like to pay, the amount of the payment and the payment date.



The advice you need for the life you want.

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