United Water

Project CRIA

Template A: Sign In & Registration
User Flow/Wireframes/ Pages

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DOCUMENT:	**User Flow/Wireframes/Pages: A**
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About This Document

What is a wireframe?

Wireframes are a page blueprint prior to the visual design used to illustrate the flow of information, document all objects to be included on the page and show the behavior and states of some of these objects. They are not meant to reflect actual design or content.
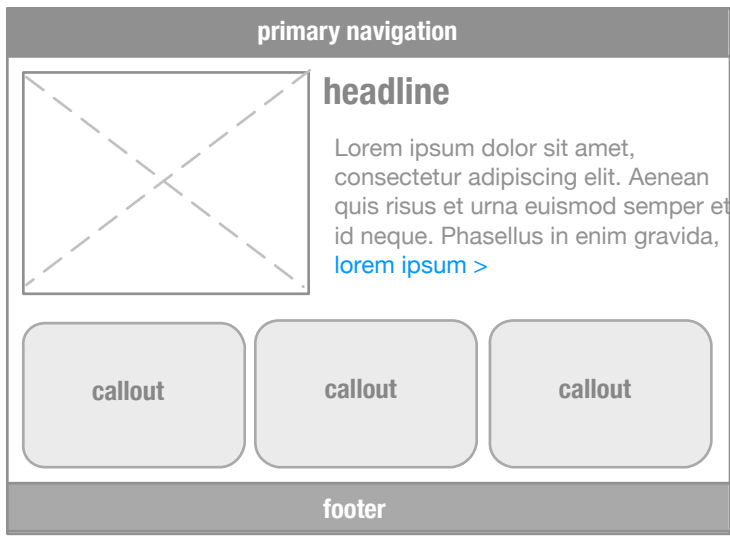
Design aspects for consideration

-Representation of selected content and functionality that will reside on a page to bring the strategic concept to life.
- An allocation of page real estate to illustrate priority and placement.
- Intent of copy - indicative of the eventual design. This includes titles, labels, links, prompts and instructions.
- Schematic that identifies key page areas (modules).
- Direction for visual design explorations.

Aspects not for wireframe review

- Final copy or branding treatments
- The design/look&feel of the page
-Representation of the specific photography to be used
- The final layout of future content and functionality

Wireframe example

primary navigation

headline

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean quis risus et urna euismod semper et id neque. Phasellus in enim gravida, lorem ipsum >

callout

callout

callout

footer

Legend

form elements

text box

button

modular elements

video

promo section

header content

personalized

image

2nd header

copy area

accordian

links
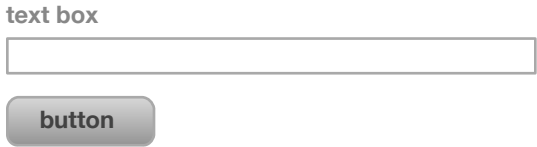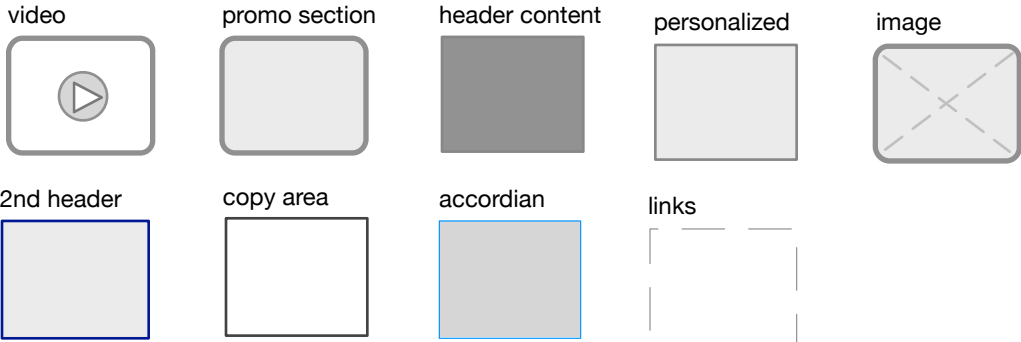
Sitemap ID: A

Page Listing

SITEMAP ID: A

0.3 Sign In

F0.3.1 Forgot Email

F0.3.1.1 Forgot Email Display

F0.3.3 Forgot Password

F0.3.2.2 Reset Password

F0.3.2.2.1 Reset Password Confirmation

0.4 Register

F0.4.1 Account Already Registered

0.4.1 Getting Started

L0.5 Sign in

L0.6 Register

Registration/Sign In

User Flow

Registration/Sign In User Flow

0.0 Global Homepage
- sign in
- register
- pay my bill
- Zip Code

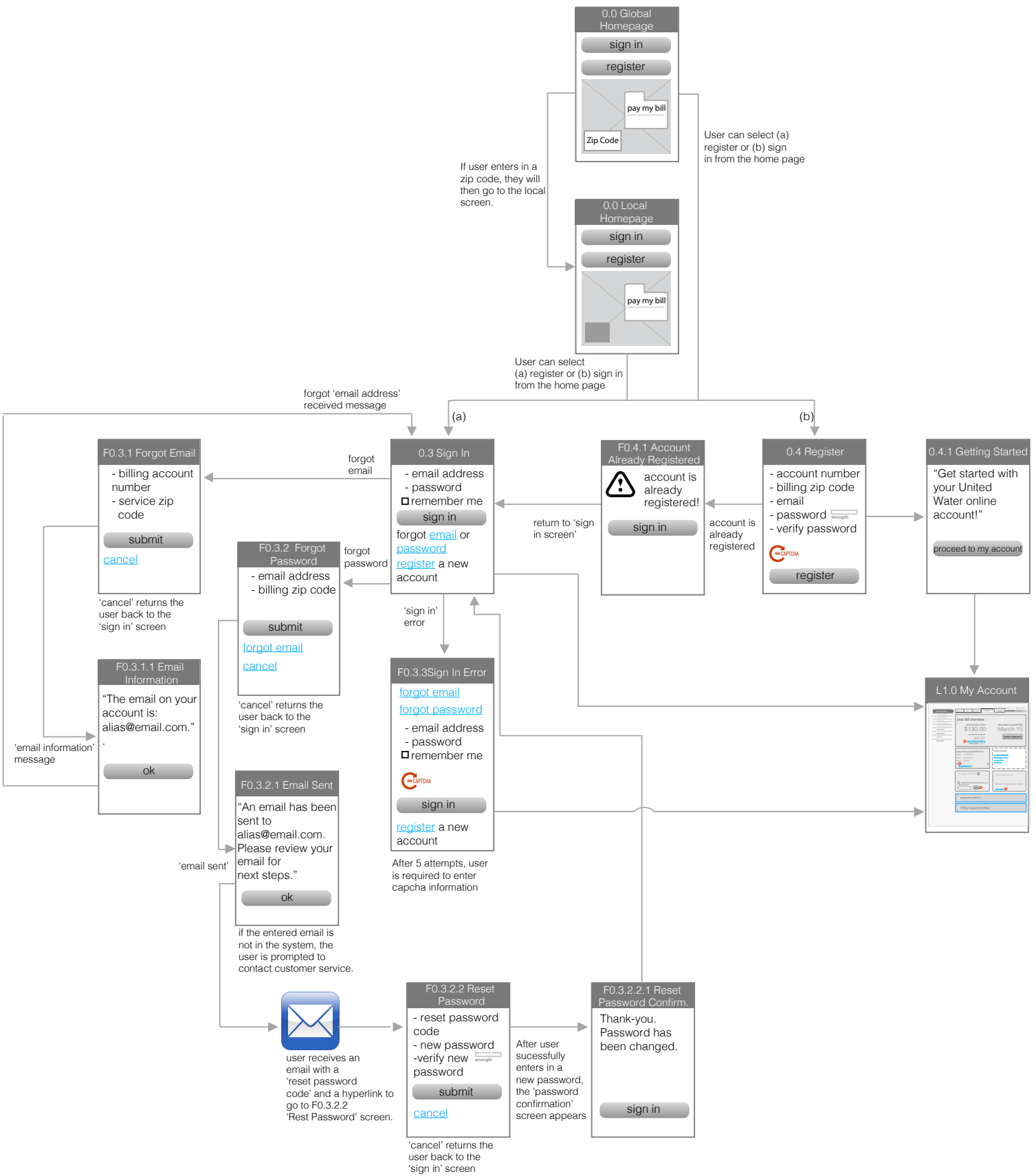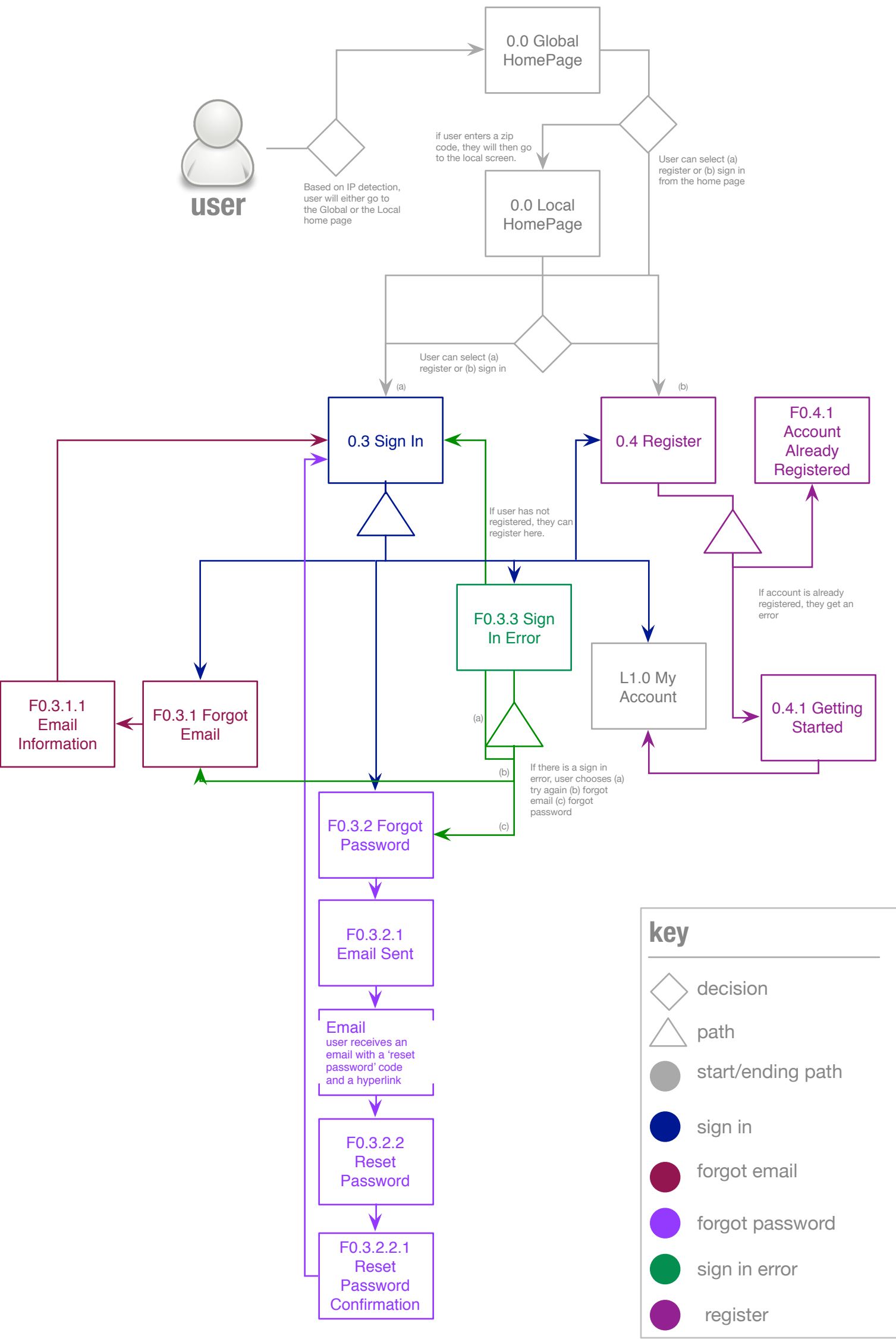If user enters in a zip code, they will then go to the local screen.

User can select (a) register or (b) sign in from the home page

0.0 Local Homepage
- sign in
- register
- pay my bill

User can select (a) register or (b) sign in from the home page

(a)

(b)

forgot 'email address' received message

F0.3.1 Forgot Email
- billing account number
- service zip code
- submit
- cancel

'cancel' returns the user back to the 'sign in' screen

forgot email

0.3 Sign In
- email address
- password
- ☐ remember me
- sign in
forgot email or password
register a new account

F0.4.1 Account Already Registered
account is already registered!
- sign in

return to 'sign in screen'

account is already registered

0.4 Register
- account number
- billing zip code
- email
- password strength
- verify password
reCAPTCHA
- register

0.4.1 Getting Started
"Get started with your United Water online account!"
proceed to my account

F0.3.1.1 Email Information
"The email on your account is: alias@email.com."
- ok

'email information' message

forgot password

F0.3.2 Forgot Password
- email address
- billing zip code
- submit
forgot email
cancel

'cancel' returns the user back to the 'sign in' screen

'sign in' error

F0.3.3 Sign In Error
forgot email
forgot password
- email address
- password
- ☐ remember me
reCAPTCHA
- sign in
register a new account

After 5 attempts, user is required to enter capcha information

L1.0 My Account
your bill overview
$130.00   March 15

F0.3.2.1 Email Sent
"An email has been sent to alias@email.com. Please review your email for next steps."
- ok

'email sent'

if the entered email is not in the system, the user is prompted to contact customer service.

user receives an email with a 'reset password code' and a hyperlink to go to F0.3.2.2 'Rest Password' screen.

F0.3.2.2 Reset Password
- reset password code
- new password
- verify new password strength
- submit
cancel

'cancel' returns the user back to the 'sign in' screen

After user sucessfully enters in a new password, the 'password confirmation' screen appears

F0.3.2.2.1 Reset Password Confirm.
Thank-you. Password has been changed.
- sign in

Registration/Sign In IA

0.0 Global HomePage

if user enters a zip code, they will then go to the local screen.

Based on IP detection, user will either go to the Global or the Local home page

0.0 Local HomePage

User can select (a) register or (b) sign in from the home page

User can select (a) register or (b) sign in

(a)

0.3 Sign In

(b)

0.4 Register

F0.4.1 Account Already Registered

If user has not registered, they can register here.

F0.3.3 Sign In Error

If account is already registered, they get an error

L1.0 My Account

0.4.1 Getting Started

(a)

(b)

(c)

If there is a sign in error, user chooses (a) try again (b) forgot email (c) forgot password

F0.3.1.1 Email Information

F0.3.1 Forgot Email

F0.3.2 Forgot Password

F0.3.2.1 Email Sent

Email
user receives an email with a 'reset password' code and a hyperlink

F0.3.2.2 Reset Password

F0.3.2.2.1 Reset Password Confirmation

key

◇ decision

△ path

● start/ending path

● sign in

● forgot email

● forgot password

● sign in error

● register

United Water

Wireframes: A

Desktop/Tablet/Mobile

Template A Desktop

Template A (Desktop)

This shows how template A: Sign In and Register will work on desktop devices.

Message States
Form Error (wireframe "0.3. Sign In: Field Error")
Field Error (wireframe "0.3. Sign In: Login Error")
Account is already registered (wireframe "0.4. Register: Account Already Registered")

Unique Widgets
'Hover Over' icons/tool tips
'CAPTCHA'
'Password Strength' progress bar

designated header

A.1

[title]
[copy]

[textfield name]

[textfield name]   (?)

[[dropdown name]

☐ [checkbox name]

button

hyperlink

hyperlink

A.2

promo

▶

A.3

password criteria
1. Must be 8 or more characters
2. At least one of each
   • alpha character
   • numeric character
   • special character

annotations

A.1. Form Fields that can contain the following elements based on business requirements (a) text fields (b) check boxes (c) CTA hyperlinks (d) drop-downs (e) CTA buttons.
A.2. Promotional content related to account information.
A.3. 'Password Criteria' promo box. This box only appears when the user is entering in a new password.

Template A Tablet

designated header

A.1

[title]

[copy]

[textfield name]

[textfield name] (?)

[dropdown name]

☐ [checkbox name]

button

hyperlink
hyperlink

A.2

(video)

▷

A.3

password criteria
1. Must be 8 or more characters
2. At least one of each
  • alpha character
  • numeric character
  • special character

Template A (Tablet)

This shows how template A: Sign In and Register will work on tablet devices.

Message States
Form Error (wireframe "0.3. Sign In: Field Error")
Field Error (wireframe "0.3. Sign In: Login Error")
Account is already registered (wireframe "0.4. Register: Account Already Registered")

Unique Widgets
'Hover Over' icons/tool tips
'CAPTCHA'
'Password Strength' progress bar

---

annotations

A.1. Form Fields that can contain the following elements based on business requirements (a) text fields (b) check boxes (c) CTA hyperlinks (d) drop-downs (e) CTA buttons.
A.2. Promotional content related to account information.
A.3. 'Password Criteria' promo box. This box only appears when the user is entering in a new password.

Template A Mobile

designated header

A.1

[title]

[copy]

[textfield name]

[textfield name] ⊙

[dropdown name]

☐ [checkbox name]

button

hyperlink

hyperlink

Template A (Mobile)

This shows how template A: Sign In and Register will work on mobile devices.

Message States
Form Error (wireframe "0.3. Sign In: Field Error")
Field Error (wireframe "0.3. Sign In: Login Error")
Account is already registered (wireframe "0.4. Register: Account Already Registered")

Unique Widgets
'Hover Over' icons/tool tips
'CAPTCHA'
'Password Strength' progress bar

[title]

[copy]

[textfield name]

[textfield name] ⟨?⟩

A.2

password criteria
1. Must be 8 or more characters
2. At least one of each
   • alpha character
   • numeric character
   • special character

button

hyperlink

hyperlink

---

annotations

A.1. Form Fields that can contain the following elements based on business requirements (a) text fields (b) check boxes (c) CTA hyperlinks (d) drop-downs (e) CTA buttons.

A.2. On mobile, a tool tip directly related to the user entering in a new password displays the related content information.

Pages: A

Desktop & Mobile

0.3. Sign In

designated header

sign in to my account

my credentials

email address

password

1 ☐ remember me

sign in

2 **3** forgot your **email** or **password?**

register a new account **4**

5

promo title

lorem ipsum

▶

annotations

Template A

1. 'remember me' checkbox allows the system to remember the login information. After the checkbox has been 'turned on' the username and password will be remembered on a system level.
2. 'forgot your email' hyperlink goes to the '0.3.1. Forgot Email Address' screen
3. 'forgot your password' hyperlink goes to the '0.3.2. Forgot Password' screen
4. 'register a new account' hyperlink takes the user to the '0.4. Register' screen
5. Promo box that can be any flex module type.

0.3. Sign In: Sign In Error

designated header

sign in to my account

my credentials

Sorry, invalid email and password combination. ①

Did you forget your email address? or
forget your password?
email address

password

security check

Enter both words below separated by a space.
Can't read this?
try another
try audible capcha ②

lorem ipsum

text in the box

register a new account ③

sign in

④
promo title

lorem ipsum

annotations

Template A
1. If the user enters in the incorrect email and password combination an error message appears with two links, one to the
'0.3.1. Forgot Email' screen and one to '0.3.2. Forgot Password' screen.
2. After 5 attempts if the user decides to try another sign in attempt from this screen, a standard CAPTCHA module is
displayed. Proper user execution is required in order to continue.
3. 'register a new account' hyperlink takes the user to the '0.4. Register' screen.
4. Promo box that can be any flex module type.

0.3. Sign In: Field Error

designated header

sign in to my account

my credentials

email address

Invalid email! Please try again.　①

password

☐ remember me　②

sign in

③

forgot your **email** or **password?**　④

register a new account　⑤

⑥

promo title

lorem ipsum

▶
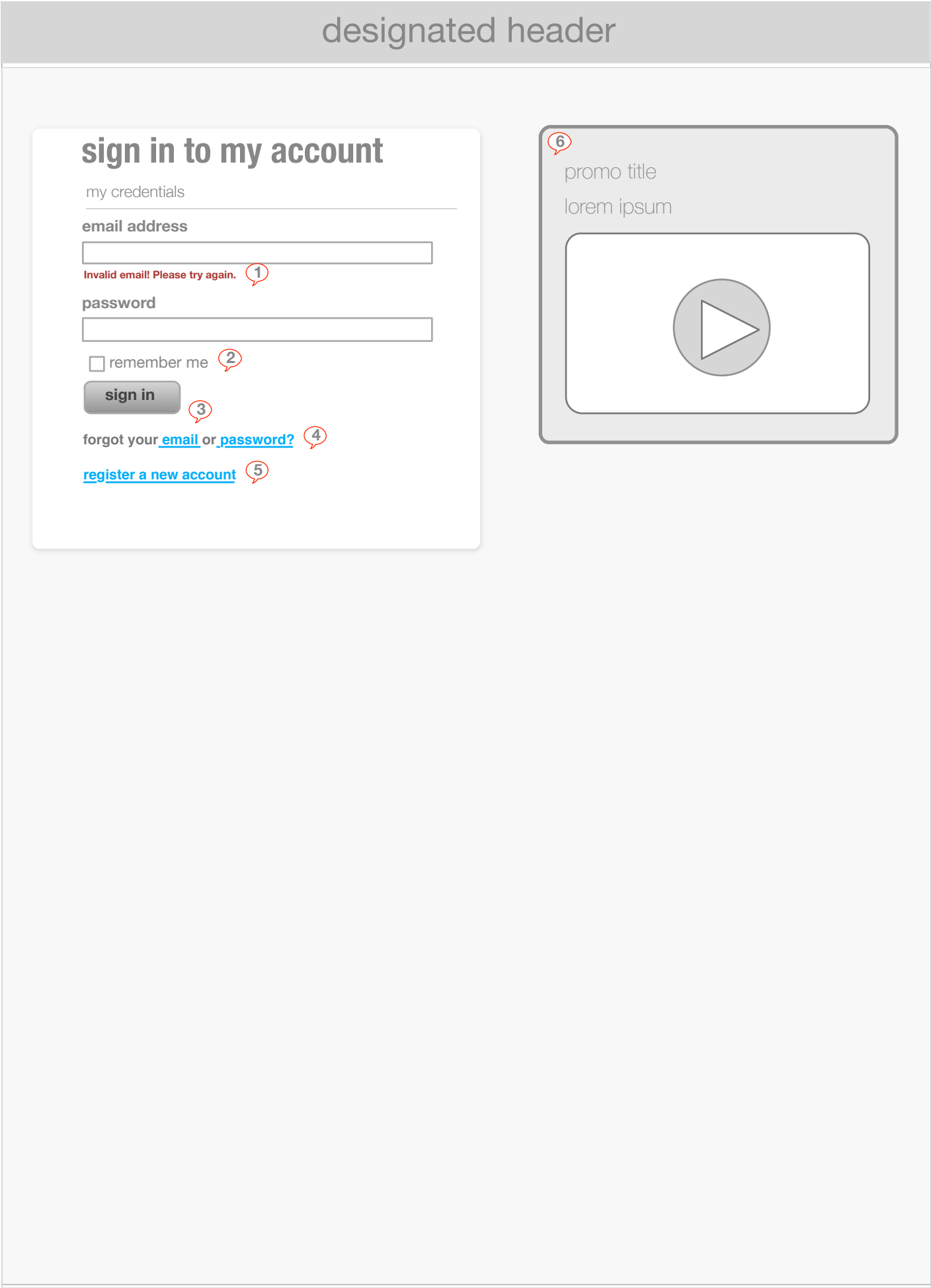
annotations

Template A

1. Field errors occur directly below the field and the message states the error.
2. 'remember me' checkbox allows the system to remember the login information. If checkbox is selected, upon returning to this screen, the username is displaying with ellipsis hiding the password.
3. 'forgot your email' hyperlink goes to the 'My Account: Forgot Email' screen
4. 'forgot your password' hyperlink goes to the 'My Account: Forgot Password' screen
5. 'register a new account' hyperlink takes the user to the 'My Account: Register' screen
6. Promo box that can be any flex module type.

F0.3.1. Forgot Email Address

designated header

forgot email address

billing account number (?) ①

service zip code (?) ②

cancel ③

④ submit

annotations

Template A

1. On hover, 'billing account number' question icon displays where on the bill the billing account number is displayed.
2. On hover, 'service zip code' question icon displays information as to where to find the billing zip code on their bill.
3. 'cancel' hyperlink takes the user back to the '0.3. Sign In' screen.
4. Upon successful form completion, the 'submit' button takes the user to the '0.3.1.1. Forgot Email Display' screen. If the form is not successfully completed, a form error appears.

F0.3.1.1. Forgot Email Display

forgot email address?

for account #12345678912345,

service zip 12345 your email:

✓ **alias@email.com**

return to sign in ①

annotations

Template A

1. 'return to sign in' button takes user back to '0.3. Sign In' screen.

F0.3.2. Forgot Password

forgot password?

enter your email address
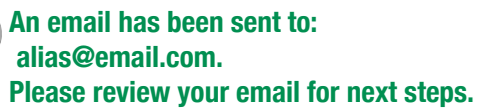
email address

forgot email? ①

service zip code

cancel ②   ③

submit

annotations

Template A

1. 'forgot your email' hyperlink takes the user to the '0.3.1. Forgot Email' screen.
2. 'cancel' hyperlink takes the user to the '0.3. Sign In' screen.
3. Upon successful form completion, the 'submit' button sends an email to the user. If the form is not successfully completed, a form error appears.

F0.3.2.1. Forgot Password Email Sent

forgot password?

✓ **An email has been sent to:**
alias@email.com.
Please review your email for next steps.

Lorem ipsum dolor sit amet,
consectetur adipiscing elit. Donec
placerat magna ut mi interdum
bibendum. Ut id nisl sollicitudin: ①
888-608-6690

ok   ②

annotations

Template A

1. If the user does not receive an email, the user can contact customer support.
2. 'ok' button takes the user back to the '0.3. Sign In screen.

F0.3.2.2. Reset Password

reset password

reset password code ①

new password

verify new password*

cancel ④   **submit** ⑤

password strength

weak ②

③ password criteria
1. Must be 8 or more characters
2. At least one of each
   • alpha character
   • numeric character
   • special character

annotations

Template A

1. 'reset password code' text box relates to the code that was sent to the user via email after entering in their email information from the '0.3.2. Forgot Password' screen
2. 'password strength' progress bar displays the percentage of difficulty the chosen password contains based on variable criteria: (a) must be 8 or more characters (b) At least one of each: alpha character, numeric character, special character
3. 'password criteria' informational module box.
4. 'cancel' hyperlink takes user back to '0.3 Sign In' screen.
5. Upon successful password change information, the'submit' button takes the user to the '0.3 Sign In'.

F0.3.2.2.1. Reset Password Confirmation

reset password

✓ **Thank-you. Your Password has been changed.**

①
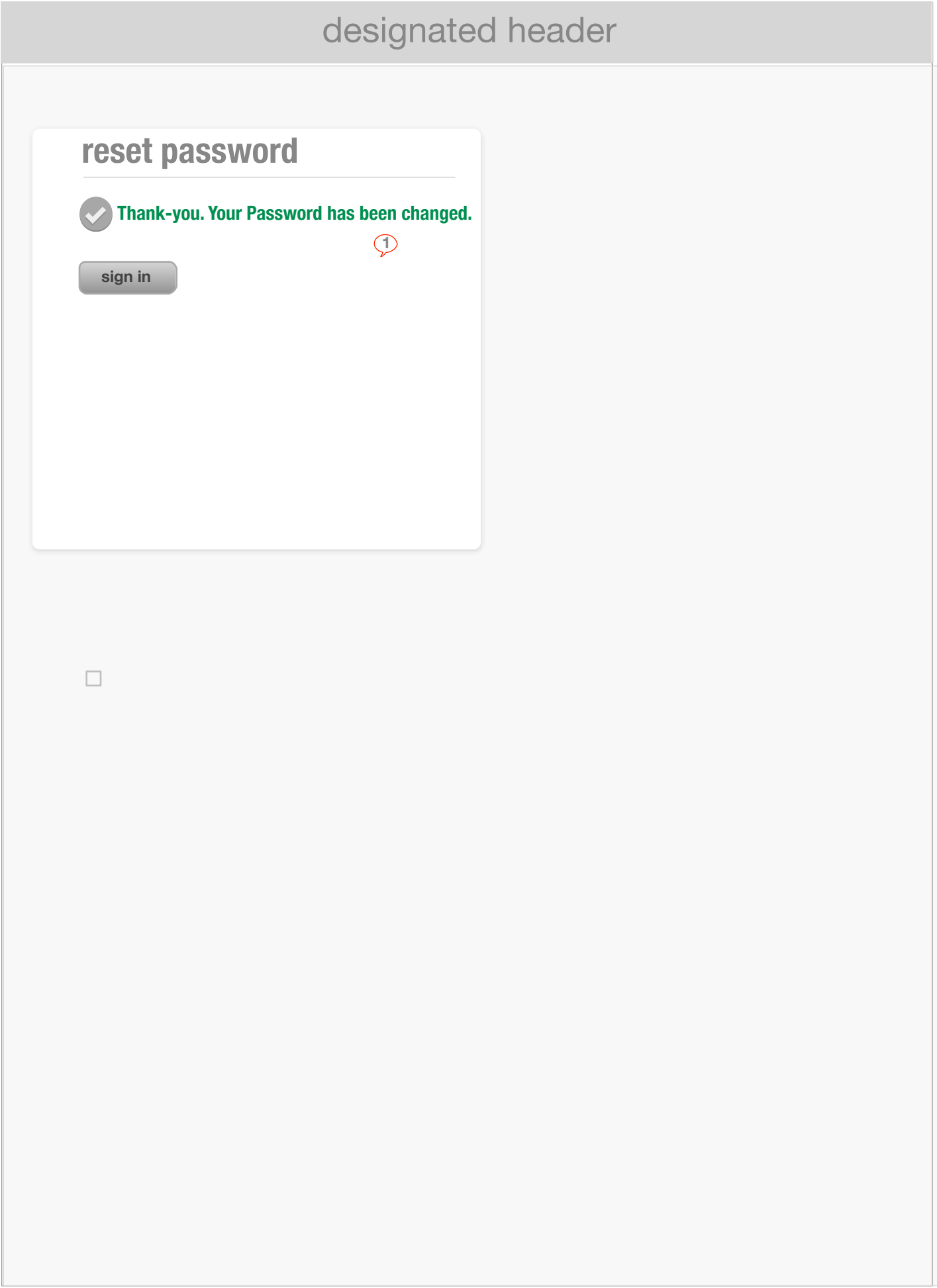
sign in

annotations

Template A

1. 'OK' button takes the user to the '0.3. Sign In' screen.

0.4. Register

designated header

register my account

my account

account number (?) ①

service zip code (?) ②

telephone number

primary type

home ▼ ③

[ ] - [ ] - [ ]

secondary type

home ▼

[ ] - [ ] - [ ]

your login information

email

[ ] opt in to receive email notifications

password   password strength

⬛⬛⬛⬜⬜⬜

weak   ④

verify password*

security check

Enter both words below separated by a space.
Can't read this?

try another

try audible capcha ⑤

lorem ipsum

text in the box

cancel ⑥   ⑦ **submit**

⑧
promo title

lorem ipsum

▶

⑨
password information
1. Must be 8 or more characters
2. At least one of each
   • alpha character
   • numeric character
   • special character

annotations

Template A

1. Upon hover over, 'account number' question icon displays information on how to find the account number.
2. Upon hover over, 'billing zip code' question icon displays how to reference the billing zip code.
3. Dropdown box for 'telephone number' : contains '(a) home b) mobile (c)work (d) other' selections.
4. 'password strength' progress bar displays the percentage of difficulty the chosen password contains based on variable criteria
5. Standard CAPTCHA module. The user is prompted to enter in the required security check word and select the 'submit' button. If the user did not enter in the correct CAPTCHA word, an error appears.
6. If the user selects the 'cancel' hyperlink, the form is reset.
7. Upon successful submission, the user is taken to the 'L.1.0: Welcome' screen.
8. Promo box that can be any flex module type.
9. 'password criteria' informational module box.

0.4. Register: Tool Tip

register my account

my account

account number   (?)   ①

service zip code (?)   ②

telephone number

primary type

home

☐ - ☐ -

secondary type

home

☐ - ☐ -

your login informat

email

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed

☐ opt in to receive email notifications

password   password strength   ③

weak

verify password*

security check

Enter both words below separated by a space.
Can't read this?

try another

try audible capcha   ④

lorem ipsum

text in the box

⑤ **cancel**   ⑥ **submit**

⑦ promo title

lorem ipsum

⑧ password information

1. Must be 8 or more characters
2. At least one of each
   • alpha
   • character, numeric character,
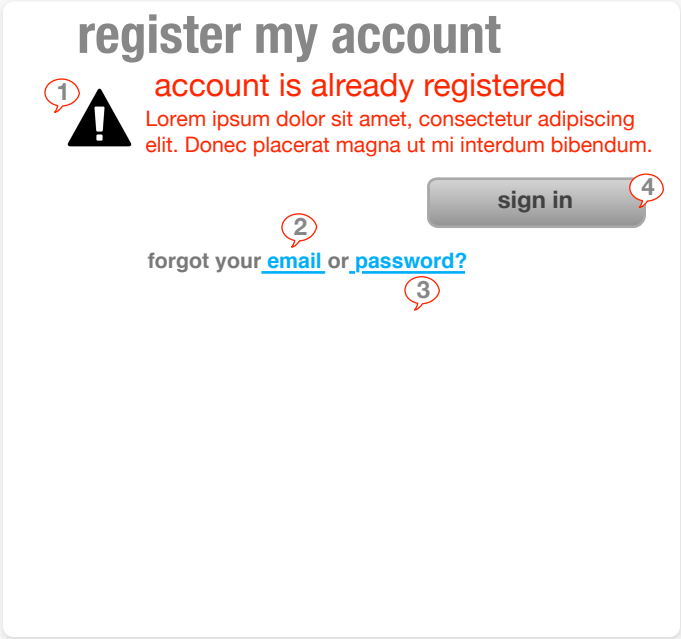   • special character

annotations

Template A

1. Upon hover over, 'account number' question icon displays information on how to find the account number.
2. Active hover state displaying 'service zip code' question icon displays how to reference the service zip code.
3. 'password strength' progress bar displays the percentage of difficulty the chosen password contains based on variable criteria
4. Standard CAPTCHA module. The user is prompted to enter in the required security check word and select the 'submit' button. If the user did not enter in the correct CAPTCHA word, an error appears.
5. If the user selects the 'cancel' hyperlink, the form is reset.
6. Upon successful submission, the user is taken to the 'L.1.0: Welcome' screen.
7. Promo box that can be any flex module type.
8. 'password criteria' informational module box.

F0.4. Register: Account Already Registered

register my account

account is already registered
① Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec placerat magna ut mi interdum bibendum.

sign in ④

② forgot your **email** or **password?**
③

annotations

Template A
1. If the account is already registered, a message indicating that the user's account has already been registered is displayed.
2. 'forgot your email' hyperlink goes to the '0.3.1. Forgot Email Address' screen
3. 'forgot your password' hyperlink goes to the '0.3.2. Forgot Password' screen
4. 'try to sign in' button takes the user to the '0.3 Sign In' screen.