United Water

Project CRIA

Template D: In-Page Forms
Wireframes and Pages

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DOCUMENT:	Wireframes & Pages: D
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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.
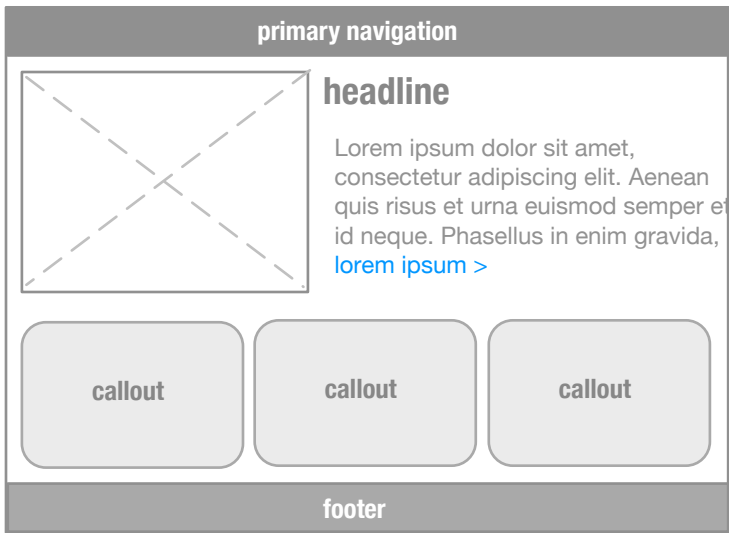
Design aspects for consideration

-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.
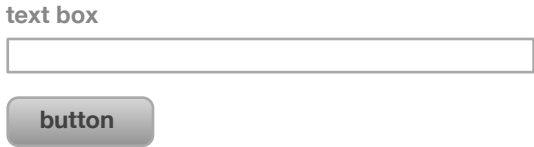
Aspects not for wireframe review

- 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
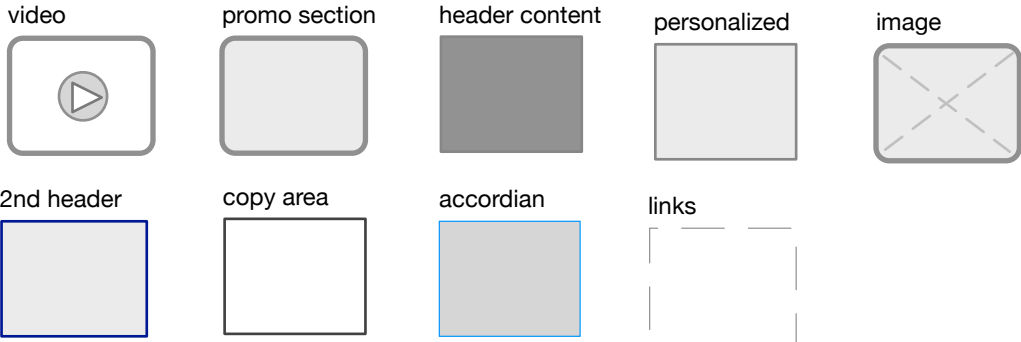
Wireframe example

Legend

form elements

text box

button

modular elements

Sitemap ID: D

Page Listing

SITEMAP ID: D

L1.1.3 Billing & Payments: Direct Debit

L1.4.3 Profile & Settings: Add an account

L2.2.1 Contact Customer Service

LNS2.2.1 Contact Customer Service

Wireframes: D

Desktop/Tablet/Mobile

Template D Desktop

designated header

Template D (Desktop)

This shows how template D: 'In-Page Forms' will work on desktop devices.

Message States
Error: checkbox for 'conditional state' has not been checked if button is selected
Form Field errors

Unique Widgets

D.1

[header]

[text box]

[text box] (?)

[radio button header]
○ [title]
○ [title]

[dropdown header]
[▼]

[telephone number]
[   ] - [   ] - [   ]

☐ check box   **[hyperlink]**

cancel   [button]

annotations

D.1. Form that can contain (a) text field (b) drop down (c) radio button (d) check box (e) telephone number [10 digits] (f) cancel hyperlink that clears form (g) button to submit form

Template D Tablet

designated header

[header]

[text box]

[text box] (?)

[radio button header]
○ [title]
○ [title]

[dropdown header]
[▼]

[telephone number]
[   ] - [   ] - [   ]

☐ check box   **[hyperlink]**

cancel   [button]

Template D (Tablet)

This shows how template D: 'In-Page Forms' will work on tablet devices.

Message States
Error: checkbox for 'conditional state' has not been checked if button is selected
Form Field errors

Unique Widgets

annotations
D.1. Form that can contain (a) text field (b) drop down (c) radio button (d) check box (e) telephone number (f) cancel hyperlink that clears form (g) button to submit form

Template D Mobile

designated header

D.1

[header]

[text box]

[text box] ⑦

[radio button header]

○ **[title]**

○ **[title]**

[dropdown header]

▼

[telephone number]

[ ] - [ ] - [ ]

☐ check box   **[hyperlink]**

[button]

annotations
D.1. Form that can contain (a) text field (b) drop down (c) radio button (d) check box (e) telephone number (f) cancel hyperlink that clears form (g) button to submit form

Pages: D

Desktop & Mobile

L1.1.3. Direct Debit

designated header

direct debit

DISCLAIMER: the date on this page has a 24 hour delay and any payment or change can take up to a day to be reflected on this page.

navigation

▦ = upcoming appointment

| home | ▦ office | tenant 1 | more accounts ▼ |

① Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam pellentesque dui sem, et porttitor magna pretium et. Integer tempus libero est,

your bank information

name of your bank or credit union

branch name

name as shown on financial records

routing number (?) ②

bank account number (?) ③

type of account
○ checking
○ savings

your United Water information

account number (?) ④

xxx-xxxx-xxxxxx

name on United Water account (if different)

address 1

address 2

city

state   **zip code**
▼   (?) ⑤

email

daytime telephone number
☐ ☐ - ☐ - ☐

☐ lorem ipsum **terms & conditions** ⑥

☐ **I confirm that I am signing up for Direct Debit** ⑦

⑧ cancel   ⑨ **save & submit**

annotations
Template D

1. Information about what 'Direct Debit' is and when payments will be pulled from their account.
2. On hover, 'routing number' question icon displays where on a check the user can find the routing number.
3. On hover, 'bank account number' question icon displays where on a check the user can find the bank account number.
4. On hover, the 'account number' question icon displays where on the bill the user can find the account number. 'account number is pre-populated if user is signed in.
5. On hover, 'zip code' question icon displays information related to which zip code the form is referencing.
6. 'terms & conditions' hyperlink expands a copy block of terms & conditions.
7. Checkbox for electronic signature.
8. 'cancel' hyperlink clears the form.
9. 'save & submit' button is disabled until the 'terms & conditions' and 'confirmation' check boxes are selected.

L1.4.3. Profile & Settings: Add Account

designated header

add account

navigation

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum

your info

account number

nickname

service zip code

(?) (1)

add another account (2)

☐ Lorem ipsum **terms & conditions** (3)

(5)

(4)
cancel   **add account**

> **water service FAQs**

annotations

Template D

1. 'On hover, 'zip code' question icon displays information to which zip code the form is referring to.
2. 'add another account' hyperlink opens up the following additional text fields 1. account number 2. nickname 3. zip code.
3. 'terms and conditions' hyperlink expands a copy block of terms & conditions.
4. 'cancel' hyperlink clears form.
5. 'add account' button is not active until the user checks the 'terms & conditions' checkbox.

L 2.2.1. Contact Customer Service

designated header

contact customer service

navigation

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum

select your concern

general ▼ ①

your info

account number (?) ②

email address

your message

message

submit

annotations

Template D
1. The dropdown contains the following items (a) emergency (b) my bill (c) my payments (d) i'm moving (e) my connection/service (f) i have a complaint (g) my bill is past due (h) other
2. On hover, 'account number' question icon displays where the user can find their account number on their bill.

Mobile: Template D (top)

designated header

direct debit

Lorem ipsum dolor sit amet, consectetur adipiscing elit. ①

your bank information

name of your bank or credit union

bank name

branch name

name as shown on financial records

routing number ⑦ ②

account number ⑦ ③

type of account
○ **checking**   ○ **savings**

your United Water information

account number ⑦ ④

name on United Water account
(if different)

address 1

annotations

1. Information about both what 'Direct Debit' is and when payments will be pulled from their account.
2. On tap, 'routing number' question icon displays where on a check the routing number displays.
3. On tap, 'bank account number' question icon displays where on a check the bank account number displays
4. On tap, 'account number' question icon displays where on the bill the account number is displayed. 'account number is pre-populated if user is signed in

Mobile: Template D (bottom)

designated header

address 2

city

state

zip code

☐ different billing zip code ⓘ ①

name as shown on financial records

email

daytime telephone number

[ ] - [ ] - [ ]

☐ lorem opossum **terms & conditions** ②

☐ I confirm that I am signing up for the Direct Debit ③

save & submit ④

cancel ⑤

annotations

1. On tap, 'zip code' question icon displays information related to which zip code the form is referencing.
2. On tap, 'terms & conditions' hyperlink expands a copy block of terms & conditions.
3. Checkbox for electronic signature.
4. 'save & submit' button is disabled until the 'terms & conditions' and 'confirmation' check boxes are selected
5. 'cancel' hyperlink clears the form..