



United Water

# Project CRIA

## Template B: My Bill Overview *Wireframes & Pages*

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Prepared by Melity

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# About This Document

## What is a wireframe?

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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

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- 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.

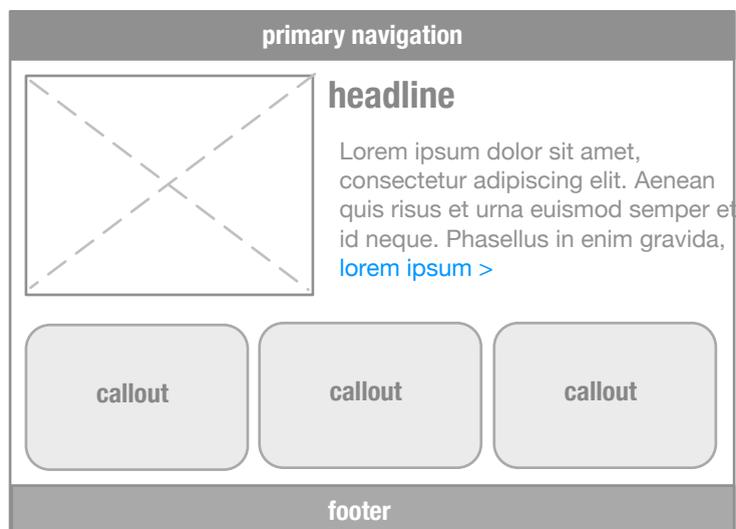
## Aspects not for wireframe review

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- 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

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## Legend

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### form elements

text box

button

### modular elements

video



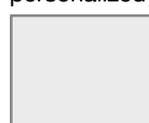
promo section



header content



personalized



image



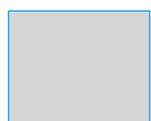
2nd header



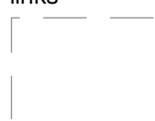
copy area



accordion



links





United Water

# Sitemap ID: B

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Page Listing

# SITEMAP ID: B

L1.1 Billing & Payments (billing date)

L1.1 Billing & Payments (past due)

L1.1 Billing & Payments ebill confirmation

L1.1 Billing & Payments Add to Calendar

L1.1 Billing & Payments more accounts dropdown

L1.1 Billing & Payments Payment Options

L1.1 Billing & Payments FAQ

---



United Water

# Wireframes: B

---

Desktop/Tablet/Mobile

# Template B Desktop

designated header

### my bill overview B.1

total balance due: \$000.00

due date current bill: [Month] XX

current bill amount: \$00.00\*

[view statement details >>](#)

\*billing date [month] XX

[make a payment](#)

### upcoming appointments add to calendar

date: mm/dd/yy	time: 00:00 PM	type: service check
-------------------	-------------------	------------------------

### helpful links B.3

[register for direct debit](#)

[debit](#)

[how to read my bill >>](#)

[payment FAQ](#)

[ways to pay](#)

[appointment FAQ](#)

### go green with eBill! B.4

I agree to go paperless for this account.

[ Free ACH Payments! ]

email address

[go!](#)

### direct debit promo B.5

[Free!]

Lorem ipsum dolor sit amet, consectetur

[set up now](#)

[> payment options](#)

[> billing & payments FAQ](#)

## Template B (Desktop)

This shows how template B: My Bill Overview will work on desktop devices.

### Message States

Warning: Your Account is Past Due (wireframe 'L1.1 Billing & Payments (past due)')

eBill Sign Up Confirmation (wireframe 'Billing & Payments: eBill Confirmation')

### Unique Widgets

B.1. Bill overview module with 'total balance due,' 'due date current bill,' 'current bill amount,' and 'billing date' content being pulled from the backend. 'make a payment' button takes the user to the Western Union bill pay URL  
NOTE: If total balance is \$0.00, swap the monetary copy to 'account is current.' If current bill amount is is \$0.00, do not show 'due date current bill.'

B.2. Upcoming appointments module with upcoming appointments being pulled from the backend. In addition, the forward and backward arrows rotate through the upcoming appointments. (see wireframe: 'L1.1. Add to Calendar').

B.3. 'helpful links' module containing (a) register for direct debit (b) how to read my bill (c) payment FAQ (d) ways to pay (e) appointment FAQ. 'Appointment FAQ' hyperlink is location specific.

B.4. 'go green with eBill' module containing a checkbox to agree to go wireless, an email text box and a 'go' button. After the user has entered their email address and selected the 'go' button, the 'Billing & Payments: eBill Confirmation' module is shown. This is shown only once with the next time the user views the screen, a flex module appears.

B.5. 'Direct Debit' promo box with a header, copy and hyperlink to the 'Direct Debit' screen.

B. 6. Accordions for 'Payment Options' and 'Billing & Payment FAQ.' Once clicked, area expands and related information is displayed.

# Template B Tablet

## Template B (Tablet)

This shows how template B: My Bill Overview will work on tablet devices.

### Message States

Warning: Your Account is Past Due (wireframe 'L1.1 Billing & Payments (past due)')

eBill Sign Up Confirmation (wireframe 'Billing & Payments: eBill Confirmation')

### Unique Widgets

The wireframe illustrates the layout of Template B on a tablet. It features a designated header at the top. Below it is the 'my bill overview' section (B.1) which displays financial information: total balance due (\$000.00), due date current bill ([Month] XX), current bill amount (\$00.00\*), and a 'make a payment' button. A 'view statement details >>' link and '\*billing date [month] XX' are also present. The 'upcoming appointments' section (B.2) shows a table with columns for date (mm/dd/yy), time (00:00 PM), and type (service check), with an 'add to calendar' dropdown and navigation arrows. The 'helpful links' section (B.3) lists links for direct debit, reading the bill, payment FAQ, ways to pay, and appointment FAQ. The 'go green with eBill!' section (B.4) includes a checkbox for paperless billing, a 'Free ACH Payments!' badge, an email address input field, and a 'go!' button. The 'direct debit promo' section (B.5) features a '[Free!]' badge, a placeholder text 'Lorem ipsum dolor sit amet, consectetur', and a 'set up now' link. At the bottom, there are two expandable sections (B.6): 'payment options' and 'billing & payments FAQ'.

## annotations

B.1. Bill overview module with 'total balance due,' 'due date current bill,' 'current bill amount,' and 'billing date' content being pulled from the backend. 'make a payment' button takes the user to the Western Union bill pay URL  
NOTE: If total balance is \$0.00, swap the monetary copy to 'account is current.' If current bill amount is \$0.00, do not show 'due date current bill.'

B.2. Upcoming appointments module with upcoming appointments being pulled from the backend. In addition, the forward and backward arrows rotate through the upcoming appointments. (see wireframe: 'L1.1. Add to Calendar').

B.3. 'helpful links' module containing (a) register for direct debit (b) how to read my bill (c) payment FAQ (d) ways to pay (e) appointment FAQ. 'Appointment FAQ' hyperlink is location specific.

B.4. 'go green with eBill!' module containing a checkbox to agree to go wireless, an email text box and a 'go' button. After the user has entered their email address and selected the 'go' button, the 'Billing & Payments: eBill Confirmation' module is shown. This is shown only once with the next time the user views the screen, a flex module appears.

B.5. 'Direct Debit' promo box with a header, copy and hyperlink to the 'Direct Debit' screen.

B.6. Accordions for 'Payment Options' and 'Billing & Payment FAQ.' Once clicked, area expands and related information is displayed.

# Template B Mobile

designated header

## my bill overview

B.1

current bill amount:  
\$00.00\*

[view statement details >>](#)

\*billing date [month] XX

total balance due:  
\$000.00

due date current bill:  
[Month] XX

make a payment

## upcoming appointments

B.2

◀

date: mm/dd/yy

time: 00:00 pm

type: [type]

▶

add to calendar ▼

## go green with eBill!

B.3

I agree to go paperless for this account.

email address

go!

## Template B (Mobile)

This shows how template B: My Bill Overview will work on mobile devices.

### Message States

Warning: Your Account is Past Due (wireframe 'L1.1 Billing & Payments (past due)')

eBill Sign Up Confirmation (wireframe 'Billing & Payments: eBill Confirmation')

### Unique Widgets

## annotations

B.1. Bill overview module with 'total balance due,' 'due date current bill,' 'current bill amount,' and 'billing date' content being pulled from the backend. 'make a payment' button takes the user to the Western Union bill pay URL  
NOTE: If total balance is \$0.00, swap the monetary copy to 'account is current.' If current bill amount is \$0.00, do not show 'due date current bill.'

B.2. Upcoming appointments module with upcoming appointments being pulled from the backend. In addition, the forward and backward arrows rotate through the upcoming appointments. (see wireframe: 'L1.1. Billing & Payments: Add to Calendar').

B.3. 'go green with eBill' module containing a checkbox to agree to go wireless, an email text box and a 'go' button. After the user has entered their email address and selected the 'go' button, the 'Billing & Payments: eBill Confirmation' module is shown. This is shown only once with the next time the user views the screen, a flex module appears.



# Pages: B

---

Desktop & Mobile

## L1.1. My Bill (billing date)

designated header

navigation

billing & payments

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.

📅 = upcoming appointment    e = eBilling enabled

home

📅 office

📅 tenant 1

more accounts ▾

### my bill overview

total balance due:

## \$130.00

current bill amount:

## \$50.00\*

1 [view statement details >>](#)

\*billing date April 20

due date current bill:

## March 15

make a payment

upcoming appointments
add to calendar ▾

date:	time:	type:
mm/dd/yy	00:00 PM	service check
2 ◀		▶

**helpful links**

[register for direct debit](#)

[how to read my bill >>](#)

[payment FAQs](#)

[ways to pay](#)

[appointment FAQ](#)

**go green with eBill!** 3

**[Free ACH Payments!]**

I agree to go paperless for this account.

email address

**go!**

**direct debit promo** 4

**[Free!]**

*Benefit of going direct debit*

[set up now](#)

>
payment options

>
billing & payments FAQs

## annotations

Template B

1. 'view statement details' hyperlink opens the user's statement in an external PDF. The user can download/save/reprint the statement PDF.
2. backward and forward icons rotate through all upcoming appointments for the particular account information being viewed
3. User must first select the checkbox in order to sign up for eBilling. User must also enter in their email address that they want their bill to go to. Finally, the 'go' button processes the eBilling method. After the 'ok' button is hit, the modal box changes [see screen My Account: eBill Confirmation]. Changes to flex module on user's next visit.
4. 'set up now' hyperlink takes the user to the 'Direct Debit' screen.

## L.1.1 My Bill (past due)

designated header

navigation

billing & payments

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. 📅 = upcoming appointment e = eBilling enabled

home
📅 office
tenant 1
more accounts ▾

### my bill overview

total balance due:  
**\$130.00**

current bill amount:  
**\$50.00\***

[view statement details >>](#)  
\*billing date April 20

2 **WARNING!** X  
your account is past due!

due date current bill:  
**March 15**

**make a payment**

#### upcoming appointments

add to calendar ▾

date:	time:	type:
mm/dd/yy	00:00 PM	service check

#### helpful links

[register for direct debit](#)  
[how to read my bill >>](#)  
[payment FAQs](#)  
[ways to pay](#)  
[appointment FAQ](#)

#### go green with eBill!

4 **[Free ACH Payments!]**  
 I agree to go paperless for this account.  
 email address  **go!**

#### direct debit promo

5 **[Free!]**  
*Benefit of going direct debit*  
[set up now](#)

> payment options

> billing & payments FAQs

## annotations

Template B

1. 'view statement details' hyperlink opens the user's statement in an external PDF. The user can download/save/reprint the statement PDF.
2. if there is a 'warning' on the account, it is displayed with the ability to close.
3. backward and forward icons rotate through all upcoming appointments for the particular account information being viewed
4. User must first select the checkbox in order to sign up for eBilling. User must also enter in their email address that they want their bill to go to. Finally, the 'go' button processes the eBilling method. After the 'ok' button is hit, the modal box changes [see screen My Account: eBill Confirmation]. Changes to flex module on user's next visit.
5. 'set up now' hyperlink takes the user to the 'Direct Debit' screen.

## L.1.1 My Bill (no balance)

designated header

navigation

billing & payments

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.

= upcoming appointment
e = eBilling enabled

home
 office
tenant 1
more accounts ▾

### my bill overview

total balance due:

# \$0.00

current bill amount:

# \$0.00\*

1 [view statement details >>](#)

\*billing date    - - - -

due date current bill:

## account is current

make a payment

#### upcoming appointments add to calendar ▾

date:	time:	type:
mm/dd/yy	00:00 PM	service check
<span style="font-size: 0.8em;">◀ <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">2</span></span>		<span style="font-size: 0.8em;">▶</span>

#### helpful links

[register for direct debit](#)

[how to read my bill >>](#)

[payment FAQs](#)

[ways to pay](#)

[appointment FAQ](#)

#### go green with eBill! 3

[Free ACH Payments!]

I agree to go paperless for this account.

email address

go!

#### direct debit promo 4

[Free!]

Benefit of going direct debit

[set up now](#)

> payment options

> billing & payments FAQs

## annotations

Template B

1. 'view statement details' hyperlink opens the user's statement in an external PDF. The user can download/save/reprint the statement PDF.
2. backward and forward icons rotate through all upcoming appointments for the particular account information being viewed
3. User must first select the checkbox in order to sign up for eBilling. User must also enter in their email address that they want their bill to go to. Finally, the 'go' button processes the eBilling method. After the 'ok' button is hit, the modal box changes [see screen My Account: eBill Confirmation]. Changes to flex module on user's next visit.
4. 'set up now' hyperlink takes the user to the 'Direct Debit' screen.

## L.1.1 my Bill: eBill Confirmation

designated header

## navigation

### billing & payments

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.

📅 = upcoming appointment
e = eBilling enabled 1

home e
📅 office e
tenant 1 e
more accounts ▾

#### my bill overview

total balance due:

## \$130.00

current bill amount:

## \$50.00\*

2 [view statement details >>](#)

\*billing date April 20

due date current bill:

## March 15

make a payment

#### upcoming appointments add to calendar ▾

date:	time:	type:
mm/dd/yy	00:00 PM	service check

◀ 3
▶

#### helpful links

- [register for direct debit](#)
- [how to read my bill >>](#)
- [payment FAQs](#)
- [ways to pay](#)
- [appointment FAQ](#)

#### thank-you! 4

you have now gone green with eBill!

#### direct debit promo 5

[Free!]

*Benefit of going direct debit*

[set up now](#)

> **payment options**

> **billing & payments FAQs**

## annotations

Template B

1. Legend area for appointment and eBilling notifications.
2. 'view statement details' hyperlink opens the user's statement in an external PDF. The user can download/save/reprint the statement PDF.
3. backward and forward icons rotate through all upcoming appointments for the particular account information being viewed
4. The first time that the user has selected to sign up for eBilling, the eBilling confirmation module is displayed. The second time that the user comes back to their account page, a flex module replaces the eBilling module space. Changes to flex module on user's next visit.
5. 'set up now' hyperlink takes the user to the 'Direct Debit' screen.

## L.1.1 My Bill: Add to Calendar

designated header

navigation

billing & payments

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.

📅 = upcoming appointment   
 e = eBilling enabled

home
📅 office
 tenant 1
more accounts ▾

### my bill overview

total balance due:

## \$130.00

current bill amount:

## \$50.00\*

1 [view statement details >>](#)

\*billing date April 20

due date current bill:

## March 15

make a payment

### upcoming appointments

date:	time:	
mm/dd/yy	00:00 PM	service check

◀ 2

add to calendar 3 ▾
 

- [iCalendar >](#)
- [Outlook >](#)
- [google >](#)

▶

#### helpful links

- [register for direct debit](#)
- [how to read my bill >>](#)
- [payment FAQs](#)
- [ways to pay](#)
- [appointment FAQ](#)

#### go green with eBill!

4

[Free ACH Payments!]

I agree to go paperless for this account.

email address

go!

#### direct debit promo

5

[Free!]

Benefit of going direct debit

[set up now](#)

> payment options

> billing & payments FAQs

## annotations

Template B

1. 'view statement details' hyperlink opens the user's statement in an external PDF. The user can download/save/reprint the statement PDF.
2. backward and forward icons rotate through all upcoming appointments for the particular account information being viewed
3. 'add to calendar' dropdown for user to select which calendar the user wants to use for the calendar add.
4. User must first select the checkbox in order to sign up for eBilling. User must also enter in their email address that they want their bill to go to. Finally, the 'go' button processes the eBilling method. After the 'ok' button is hit, the modal box changes [see screen My Account: eBill Confirmation]. Changes to flex module on user's next visit.
5. 'set up now' hyperlink takes the user to the 'Direct Debit' screen.

## L1.1. My Bill (more accounts dropdown)

designated header

navigation

billing & payments

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. 📅 = upcoming appointment e = eBilling enabled

home
 office
tenant 1
more accounts ▾

### my bill overview

total balance due:

# \$130.00

current bill amount:

## \$50.00\*

\*billing date April 20

[1 view statement details >>](#)

due c

Ma

- tenant 1
- tenant 2
- location 1
- location 2
- location 3
- nick name
- nick name
- nick name

---

[add an account](#) 2

#### upcoming appointments add to calendar ▾

3 date:	time:	type:
mm/dd/yy	00:00 PM	service check

#### helpful links

- [register for direct debit](#)
- [how to read my bill >>](#)
- [payment FAQs](#)
- [ways to pay](#)
- [appointment FAQ](#)

#### go green with eBill! 4

[Free ACH Payments!]

I agree to go paperless for this account.

email address

go!

#### direct debit promo 5

[Free!]

Benefit of going direct debit

[set up now](#)

> payment options

> billing & payments FAQs

## annotations

Template B

1. 'view statement details' hyperlink opens the user's statement in an external PDF. The user can download/save/reprint the statement PDF.
2. Drop down to view all of the user's accounts. The 'add an account' hyperlink takes the user to the 'L1.4.3. add an account' screen.
3. backward and forward icons rotate through all upcoming appointments for the particular account information being viewed
4. The first time that the user has selected to sign up for eBilling, the eBilling confirmation module is displayed. The second time that the user comes back to their account page, a flex module replaces the eBilling module space.
5. 'set up now' hyperlink takes the user to the 'Direct Debit' screen.

# L1.1.My Bill: Payment Options

designated header

navigation

upcoming appointments
add to calendar ▾

1 <b>date:</b>	time:	type:
mm/dd/yy	00:00 PM	service check
◀		▶

**helpful links**  
[register for direct debit](#)  
[how to read my bill >>](#)  
[payment FAQs](#)  
[ways to pay](#)  
[appointment FAQ](#)

**go green with eBill!**  
**[Free ACH Payments!]** 2  
 I agree to go paperless for this account.  
 email address

**direct debit promo**  
**[Free!]** 3  
*Benefit of going direct debit*  
[set up now](#)

v
payment options

**pay online**

You will be paying with Western Union SpeedPay Link  
*A convenience fee applies to this service*

**your bank's existing bill pay**

Many banks offer the ability to setup monthly auto-bill pays that can give you peace of mind for free

*Check out your online account for your financial institution for more details*

**and many more options**

Whether you want to pay by mail, phone or in person, we got you covered

*Find Out More*

[payment options](#)

> **billing & payments FAQs**

## annotations

1. backward and forward icons rotate through all upcoming appointments for the particular account information being viewed
2. The first time that the user has selected to sign up for eBilling, the eBilling confirmation module is displayed. The second time that the user comes back to their account page, a flex module replaces the eBilling module space.
3. 'set up now' hyperlink takes the user to the 'Direct Debit' screen.

## L1.1. My Bill - FAQ

designated header

## navigation

### my bill overview

total balance due:

# \$130.00

current bill amount:

## \$50.00\*

[view statement details >>](#)

\*billing date April 20

due date current bill:

# March 15

make a payment

#### upcoming appointments

add to calendar

date:	time:	type:
mm/dd/yy	00:00 PM	service check

◀ 2
▶

#### helpful links

- [register for direct debit](#)
- [how to read my bill >>](#)
- [payment FAQs](#)
- [ways to pay](#)
- [appointment FAQ](#)

#### go green with eBill!

3

**[Free ACH Payments!]**

I agree to go paperless for this account.

email address

go!

#### direct debit promo

4

**[Free!]**

*Benefit of going direct debit*

[set up now](#)

▶ **payment options**

▼ **billing & payments FAQ**

**QUESTION NO. 1**

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 imperdiet. Duis sagittis ipsum. Praesent mauris. Fusce nec tellus sed augue semper porta. Mauris massa. Vestibulum lacinia arcu eget nulla. Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos himenaeos. Curabitur sodales ligula in libero. Sed

**QUESTION NO. 2**

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 imperdiet. Duis sagittis ipsum. Praesent mauris. Fusce nec tellus sed augue semper porta. Ma

**QUESTION NO. 3**

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 imperdiet. Duis sagittis ipsum. Praesent mauris. Fusce nec tellus sed augue semper porta. Ma

[show more](#) 5

## annotations

1. 'view statement details' hyperlink opens the user's statement in an external PDF. The user can download/save/reprint the statement PDF.
2. backward and forward icons rotate through all upcoming appointments for the particular account information being viewed
3. The first time that the user has selected to sign up for eBilling, the eBilling confirmation module is displayed. The second time that the user comes back to their account page, a flex module replaces the eBilling module space.
4. 'set up now' hyperlink takes the user to the 'direct debit' screen.
5. 'show more' hyperlink takes the user to the 'billing & payment FAQ' screen.

# Mobile: Template B Example

designated header

**billing & payments**

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.

## my account

select the account to view:

📅 = upcoming appointment    e = eBilling enabled

tenant 2 📅
1
▼

## my bill overview

current bill amount:  
\$50.00\*

\*billing date April 20

[view statement details >>](#) 2

total balance due:  
\$130.00

due date current bill:  
March 15

**make a payment**

## upcoming appointments

◀

date:    mm/dd/yy

time:    00:00 pm

type:    [type]

3
▶

add to calendar 4
▼

## go green with eBill!

---

## annotations

1. Drop down to display all of the user's accounts. The last item in the drop down allows the user to 'add an account' on the 'add account' screen.
2. 'view statement details' hyperlink opens the user's statement in an external PDF. The user can download/save/reprint the statement PDF.
3. backward and forward icons rotate through all upcoming appointments for the particular account information being viewed
4. 'add to calendar' dropdown for user to select which calendar the user wants to use for the calendar add.

# Mobile: Template B Example (with warning)

designated header

**billing & payments**

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.

## your account

select the account to view:

📅 = upcoming appointment    e = eBilling enabled

tenant 2 📅
1
▼

## your bill overview

**WARNING!**  
your account is past due!
2
X

current bill amount:  
\$50.00\*

[view statement details >>](#) 3

\*billing date April 20

total balance due:  
\$130.00

due date current bill:  
March 15

make a payment

[other payment options >>](#)

## upcoming appointments

◀

date:    mm/dd/yy

time:    00:00 pm

type:    [type]

4
▶

add to calendar
5
▼

## annotations

1. Drop down to display all of the user's accounts. The last item in the drop down allows the user to 'add an account' on the 'add account' screen.
2. Alert that can be closed.
3. 'view statement details' hyperlink opens the user's statement in an external PDF. The user can download/save/reprint the statement PDF.
4. backward and forward icons rotate through all upcoming appointments for the particular account information being viewed
5. 'add to calendar' dropdown for user to select which calendar the user wants to use for the calendar add.