NetX360 - native app phone login, UX update

Wireframe - draft #2

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User stories to come:

User story #3: OTP when there's more than one an OTP delivery method on file

(Need screen that tells user "Code will be sent to your primary delivery method, "My Samsung...", unless you'd like to choose another method now.")

Features:

Settings x

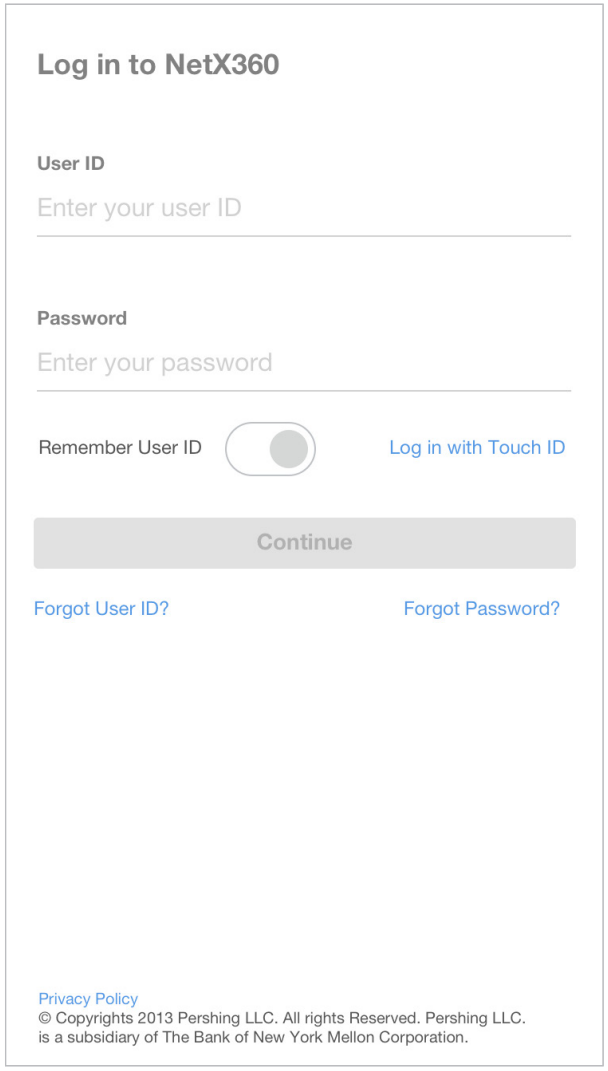
Voice setup x

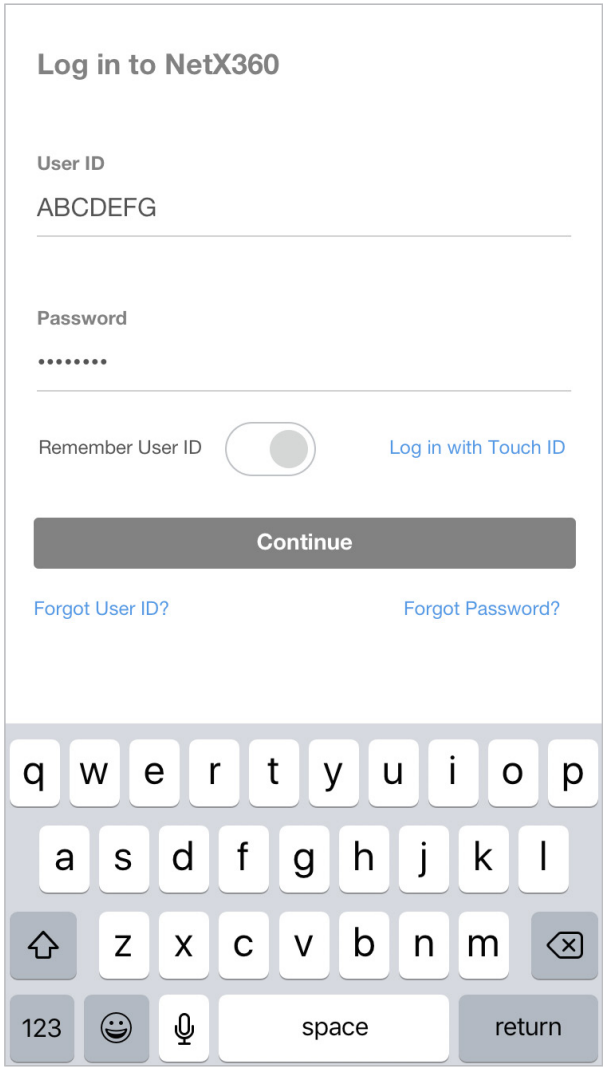
Email x

Note: this documents is a wireframe. It shows how product works. It shows a flow. The wireframe focuses on actions and features. UI elements to carry out particular action or command, can and will be narrowed down later in the UX process. This document is not visual design, and it does not represent how products should look like.

User story #1

Initial user login (the very first time user logs into NetX360 mobile app)





1 Initial login in:

User logs in with the information provided to them by their Admin.

Cancel Continue

One-Time Passcode Setup

The One-Time Passcode is a temporary code we send to your device to confirm your identity. Tell me more.

Note: You must set up and verify at least one delivery method.

Select how to send the passcode

SMS/Text ☑

Voice Call ☐

Email ☐

Submit and continue

Back

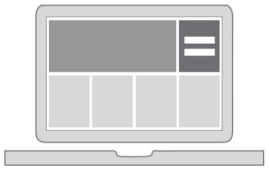
What is One-Time Passcode?

One-Time Passcode is a temporary code that we send to a pre-registered device to confirm your identity.

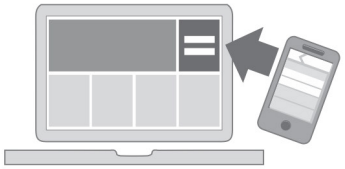
This can happen when signing in from a new device, or if we suspect an unauthorized user is trying to access your account.

How does it work?

Step #1: **Enter User ID and Password**
When you sign in, you will enter your User ID and Password as usual.



Step #2: **Setup**
Provide a contact method where we can send you the One-Time Passcode.

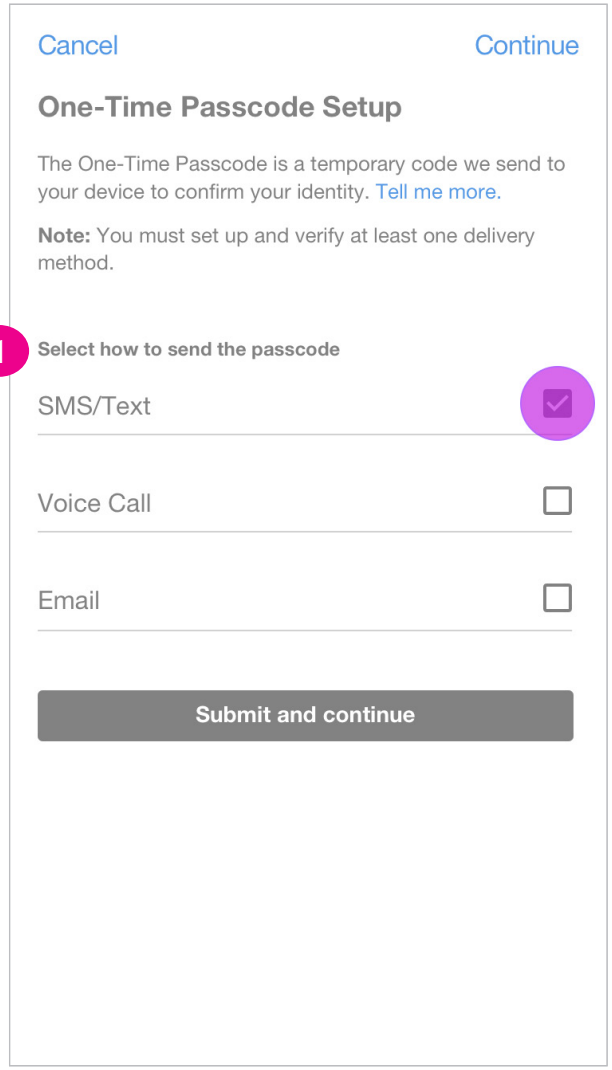


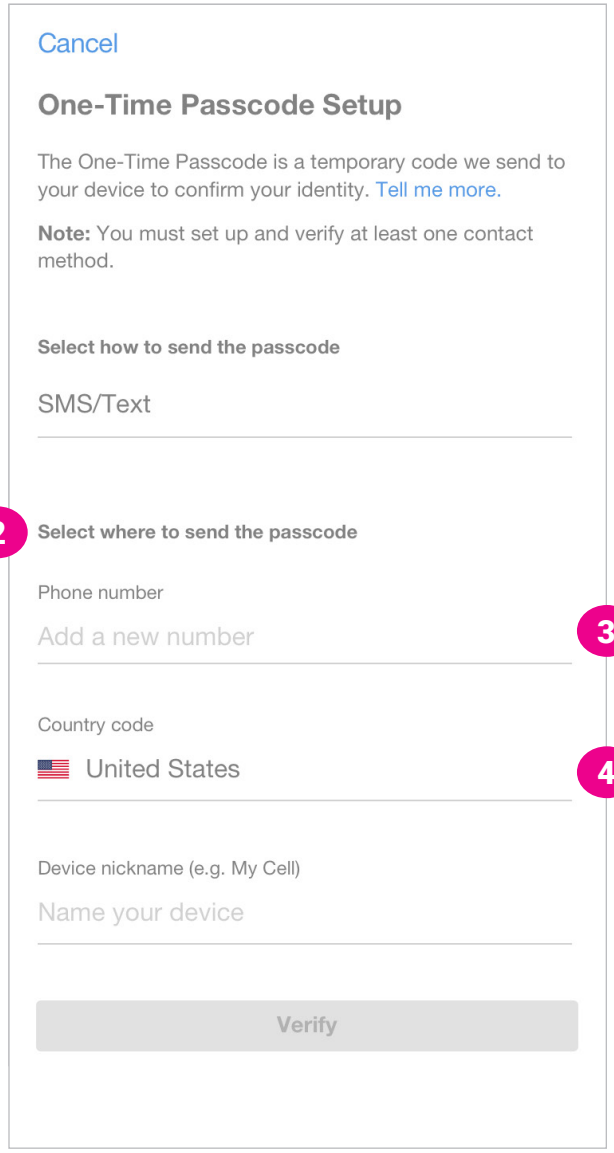
Step #3: **That's it, you are set up!**
Now your account has additional protection.



Got it!

1. Tapping "Tell me more" brings user into a screen that describes the OTP process.

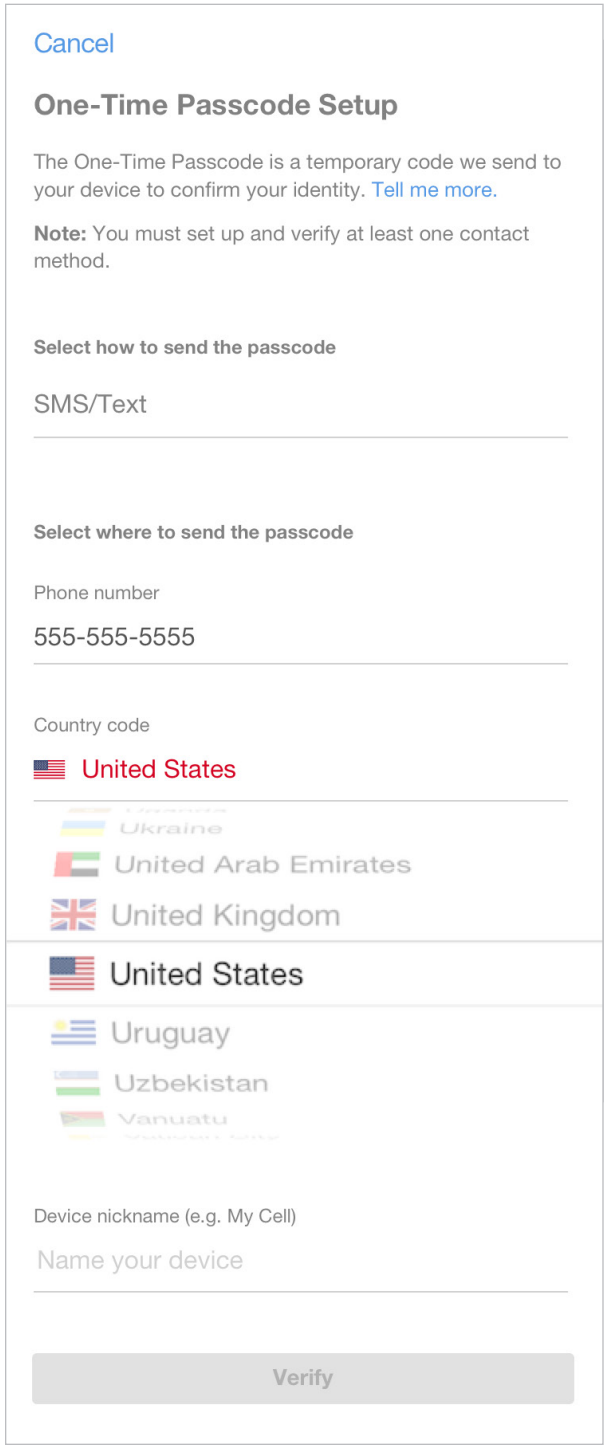


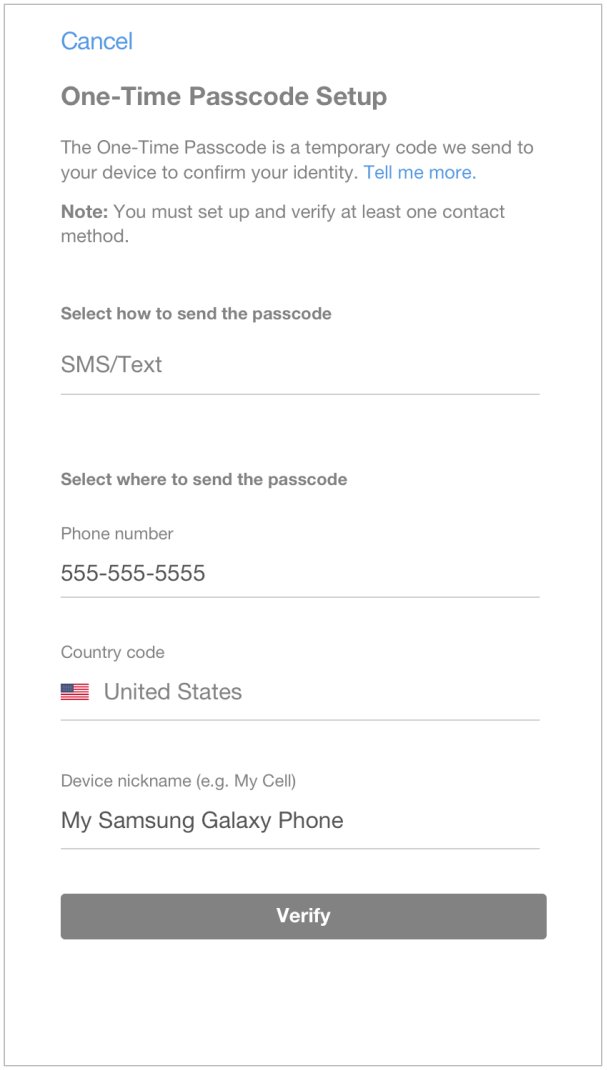


1. User selects HOW to receive the passcode.
2. Then chooses WHERE to receive the passcode.

   If they choose “SMS/Text” as a delivery method, next steps are to:

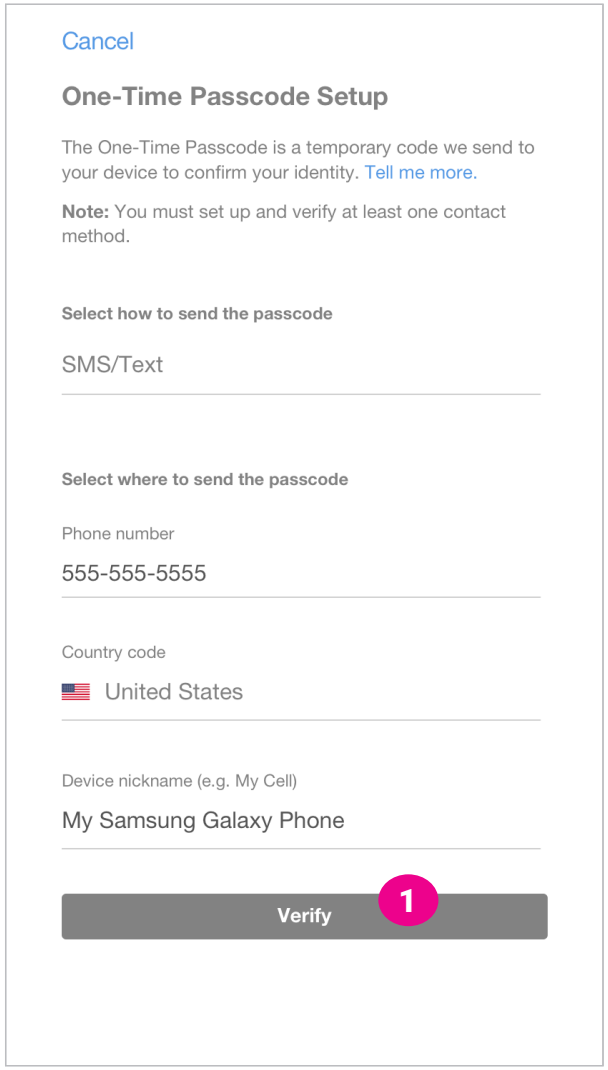
3. • Add phone number
4. • Change country code, if it’s not USA

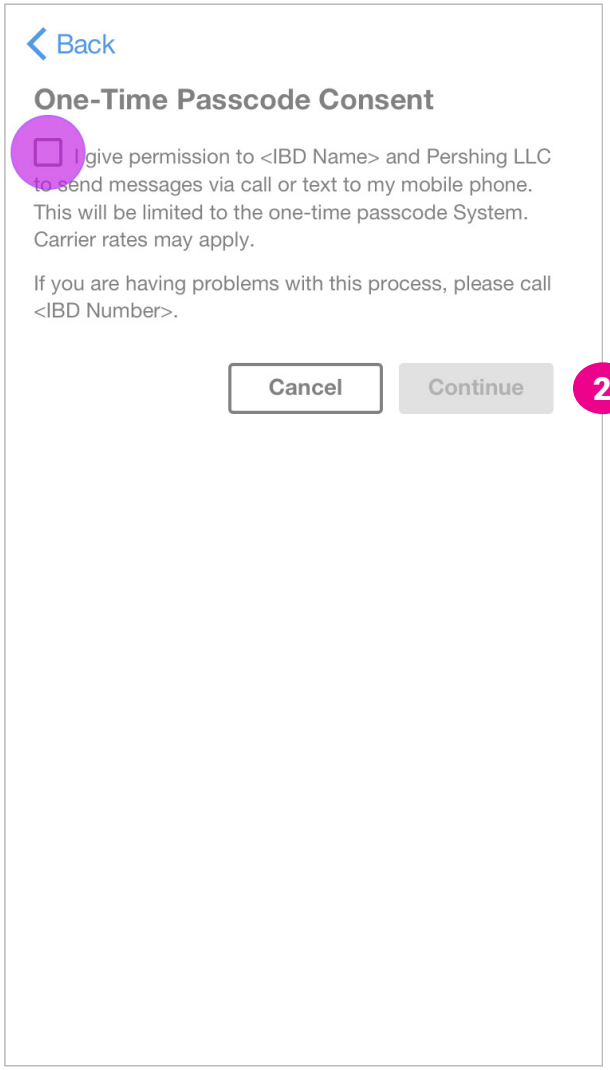




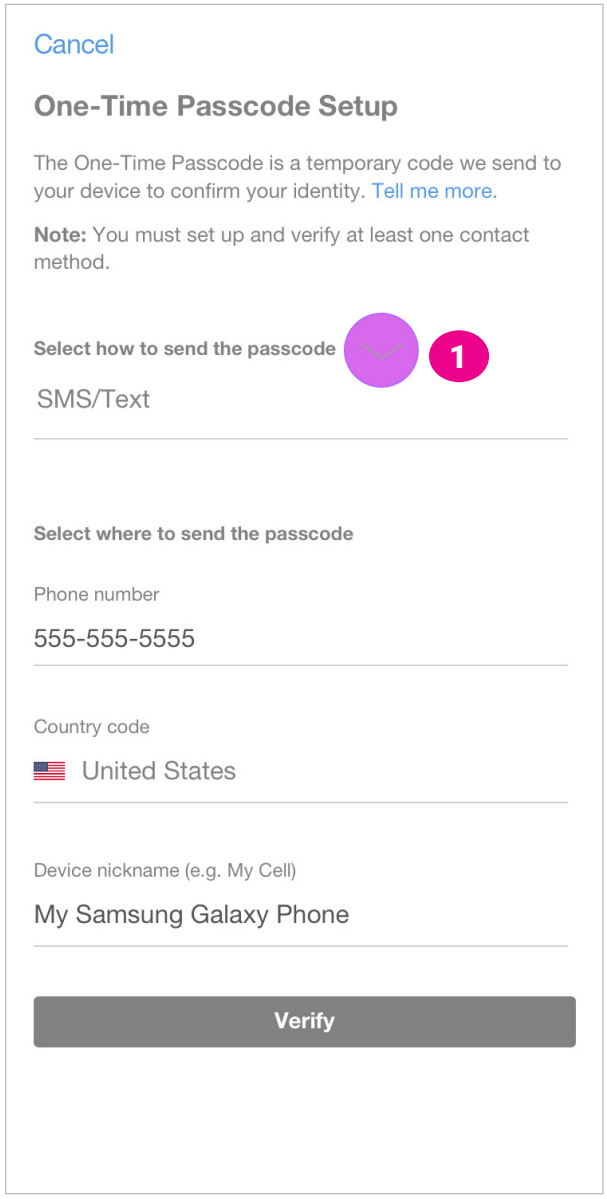
1. Default country code is the United States. If user needs to change the country, they tap on the country name, and get a country picker.

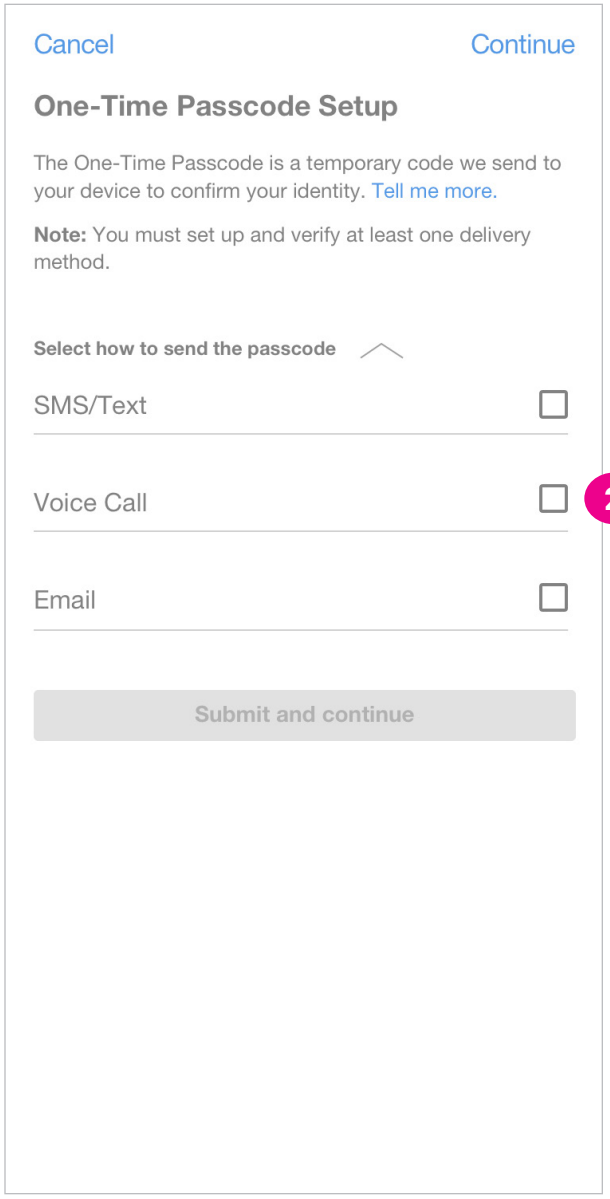
2. After user provides a nickname for their device, the “Verify” button becomes enabled.



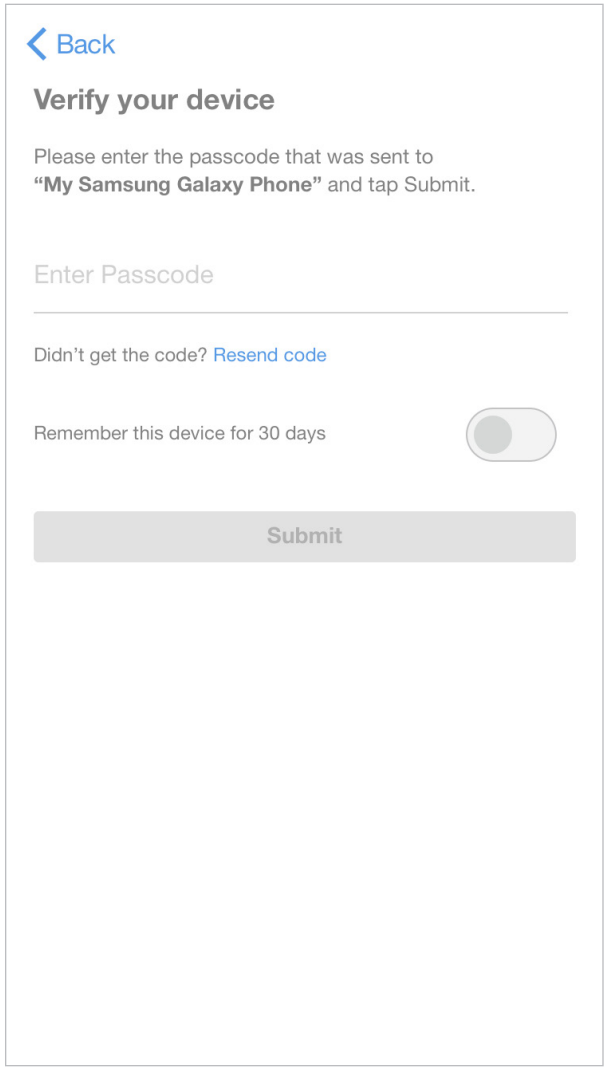


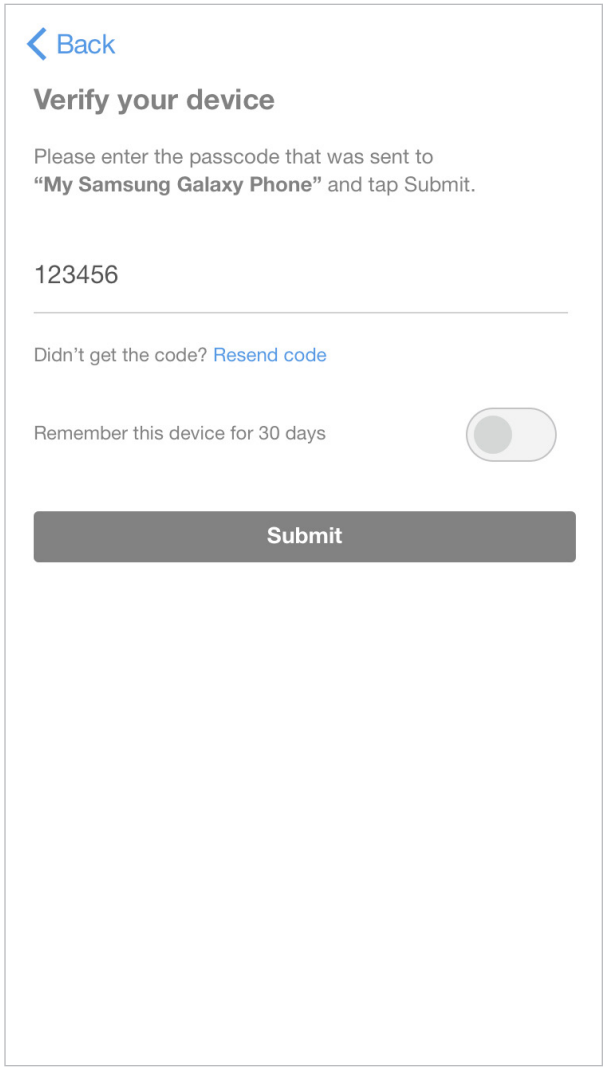
1. Taping “Verify” button brings user to the OTP Consent screen.
2. Once user taps the checkbox, “Continue” button becomes enabled.





1. If, by any chance, user wants to change the delivery method (HOW they receive the passcode), they can tap on the “Select how to send the passcode”, and expand those options again.



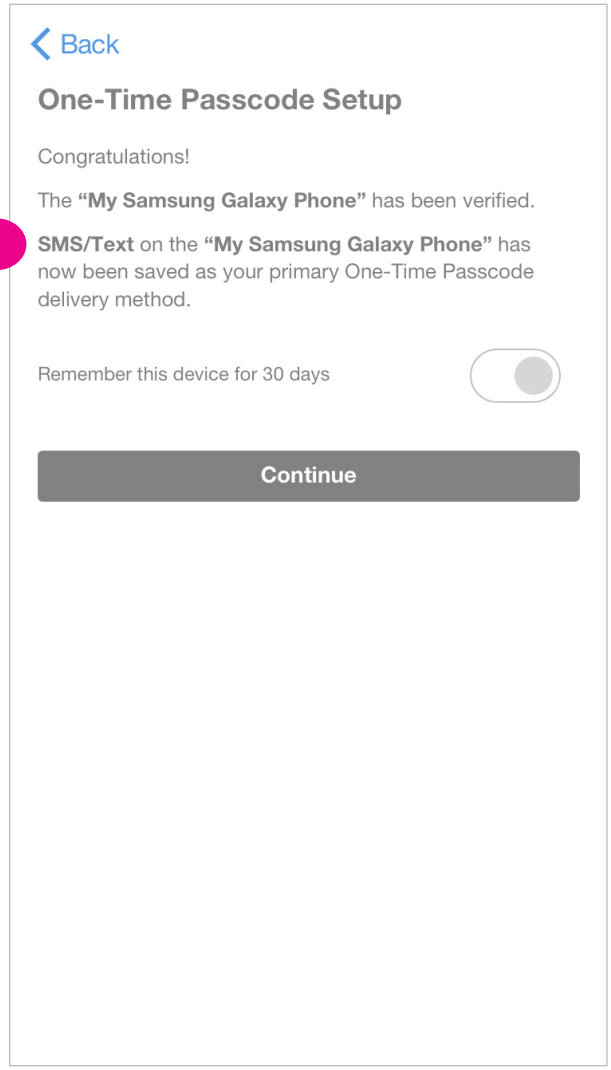


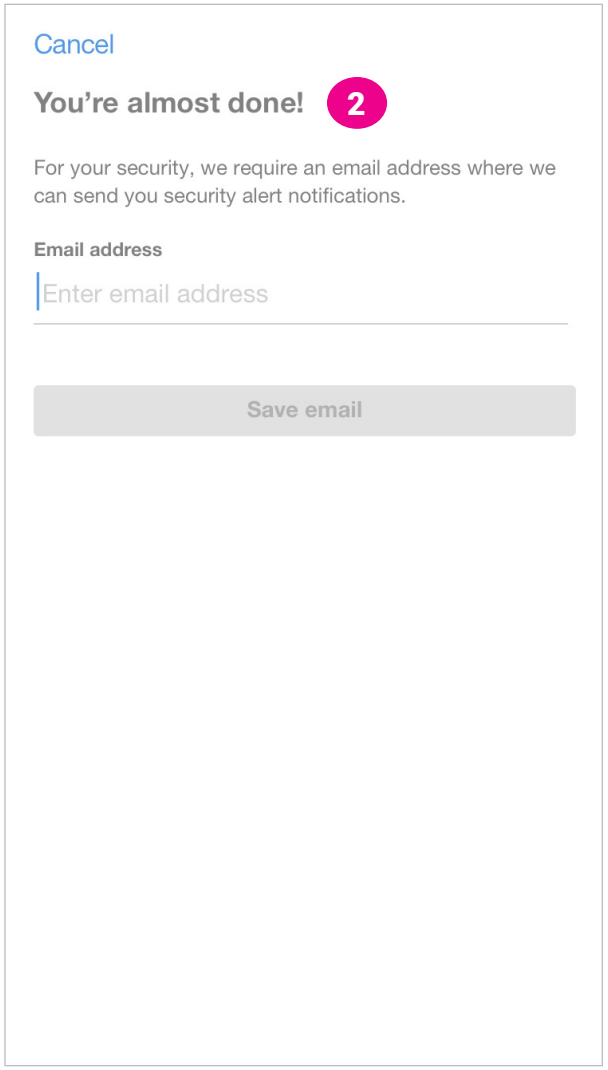
1 Once the user has provided their consent to the OTP process, they are brought to "Verify device" screen.

After user has entered the passcode, two items are enabled:

- "Remember device for 30 days" toggle
- "Submit" button

If user chooses to remember device for 30 days, they will not receive the OTP prompt for that period of time.



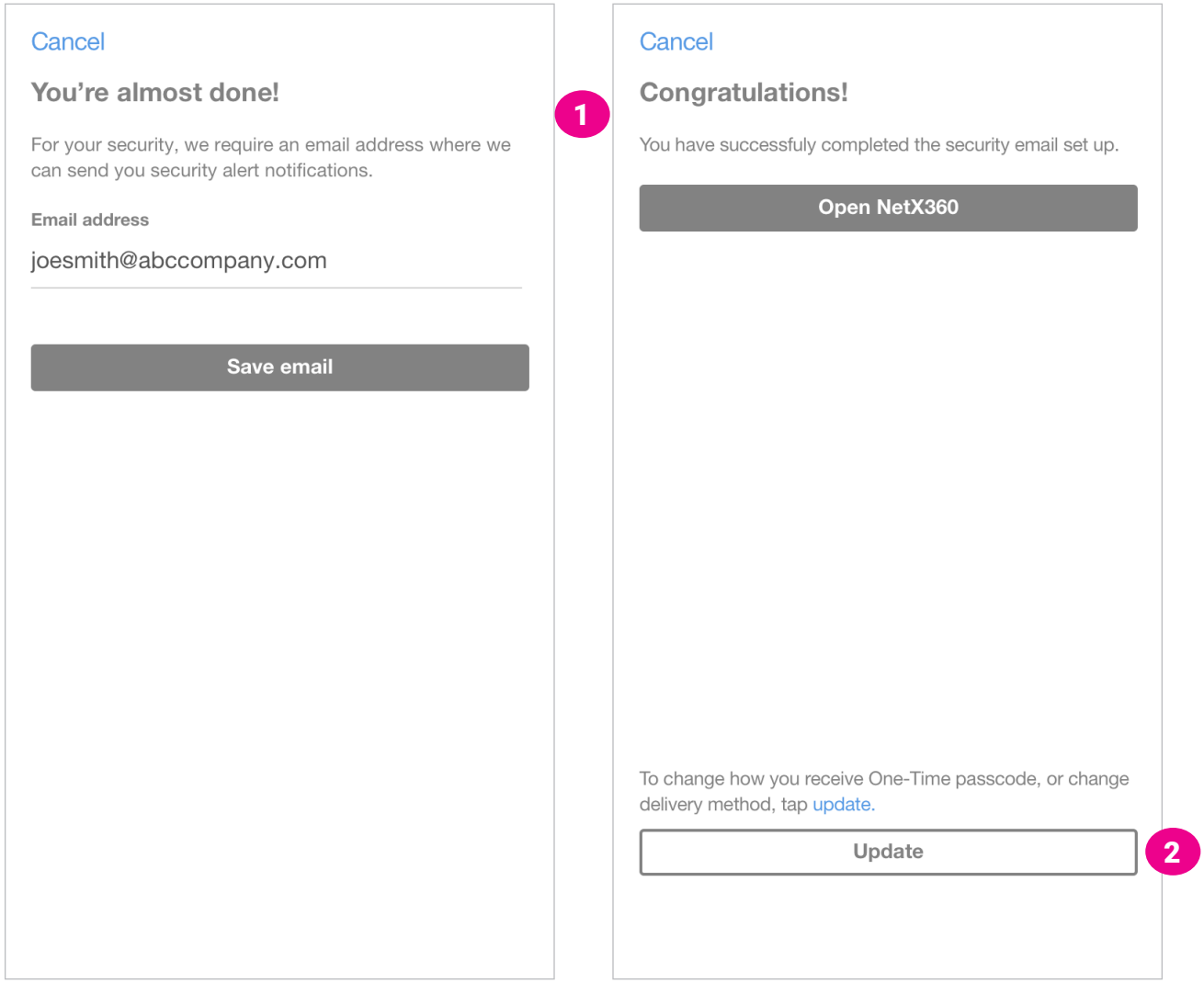


1. Once the primary OTP delivery method has been established (verified and saved), user is redirected to the...

2. Security Email setup screen.

   NOTE: User only sees words "You're almost done!", during the initial setup.

   In other circumstances, this screen will say, "Security Email setup."

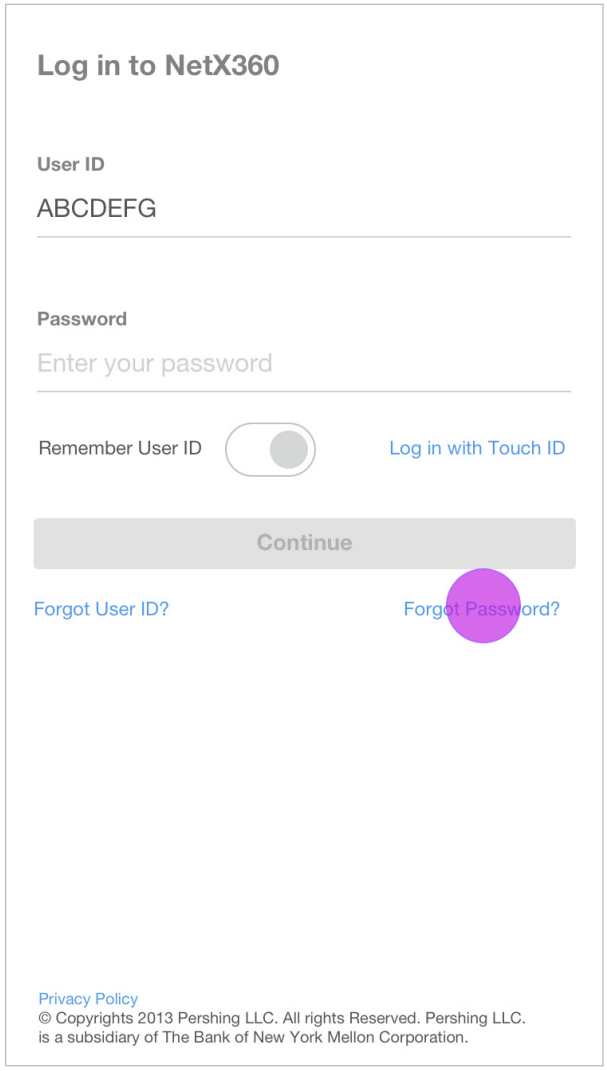


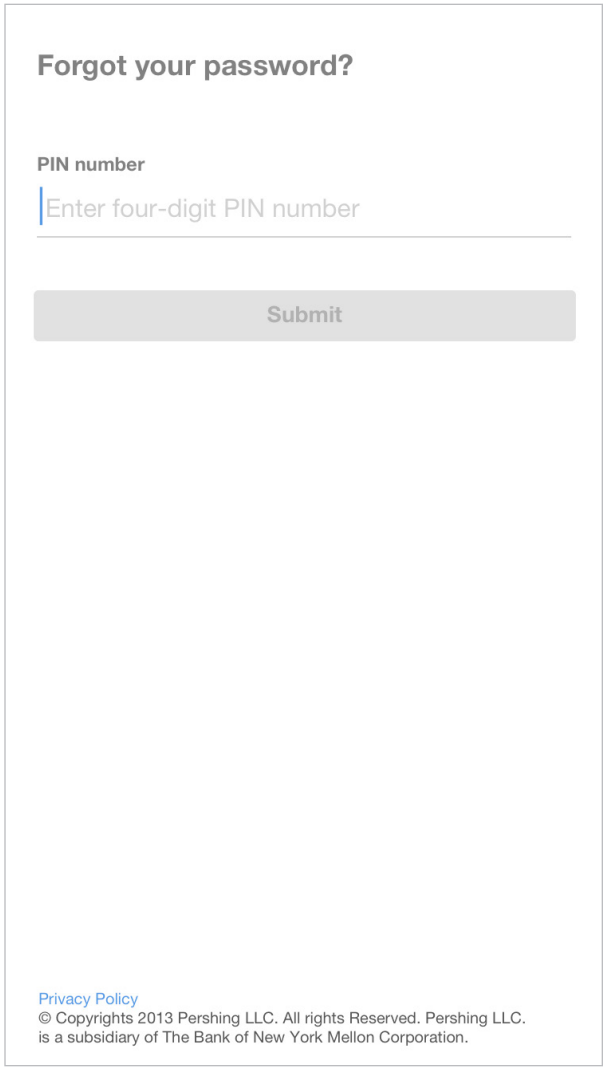
1. Once the email is saved, user can log onto NetX360.

2. The "Congratulations" screen also provides an opportunity to change OTP delivery method, or add an additional one.

User story #2

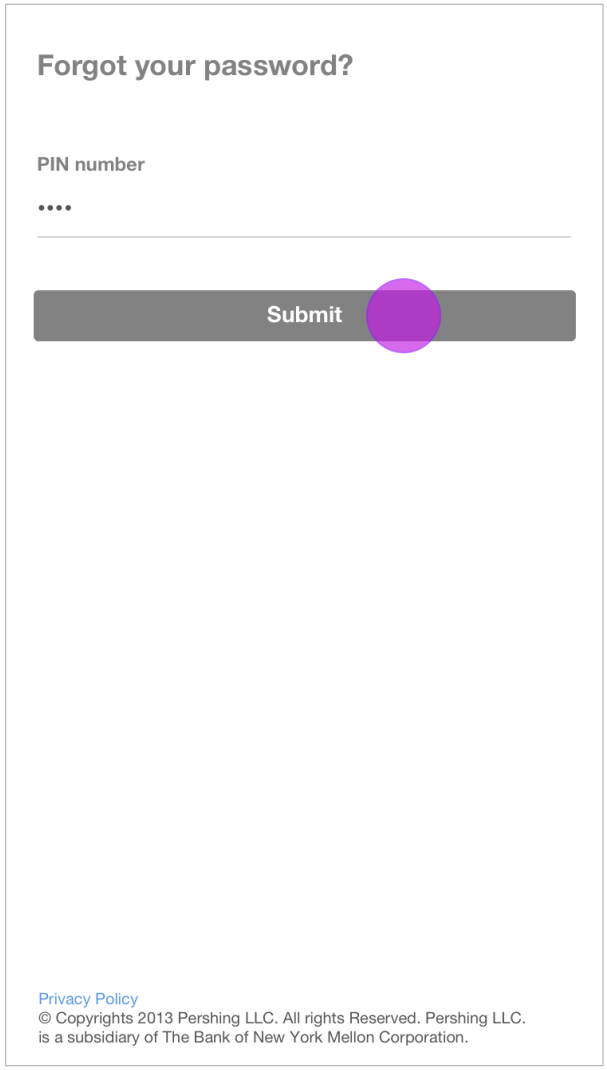
User forgot password

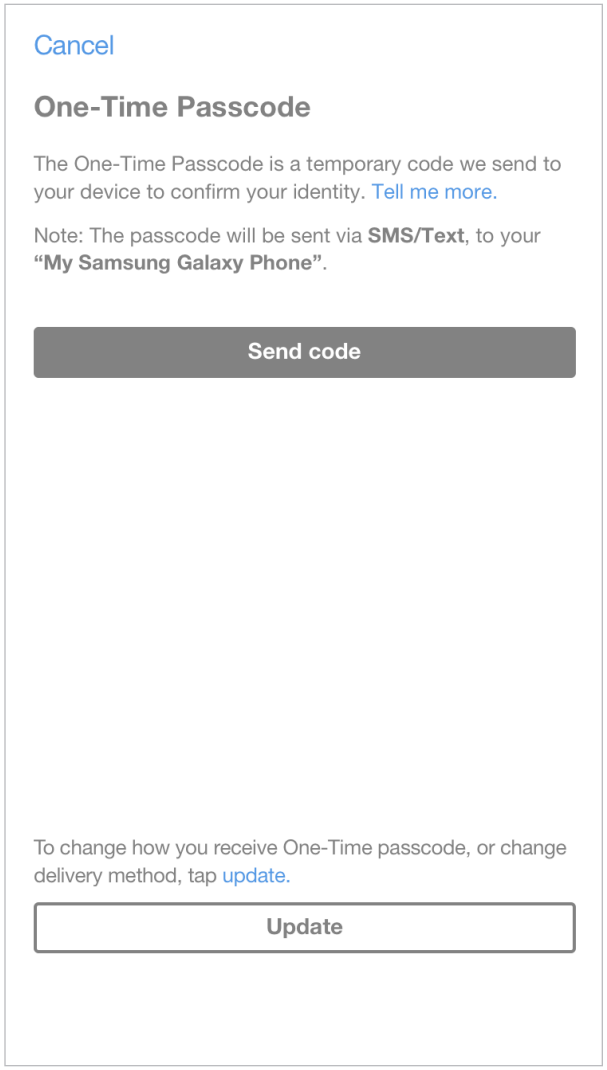




1 Not an initial login.

If user forgets password, they should enter PIN.





1. Once user enters PIN, OTP is automatically sent to their primary OTP delivery method.