



Activations Enhancements

WF_Activations Enahancements V5.vsd

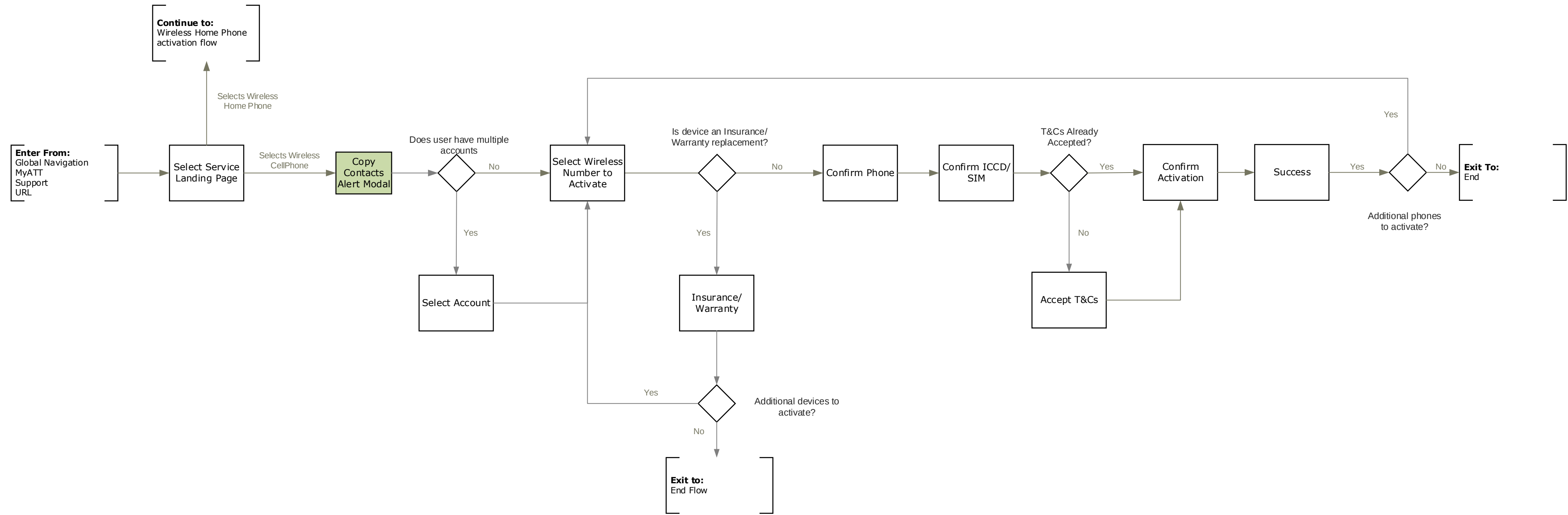
Monday, June 23, 2014
Prepared by Barry Richards

Wireframes and diagrams in these formats do not suggest specific directions for visual design or finalized copy. They indicate preferred element and pattern hierarchy within the context of a page, and as a result, suggest directions for information design. It is important to consider that the hierarchy of the patterns and elements in the page only suggest information structure, element functionality, element relationships and not discrete locations on pages.

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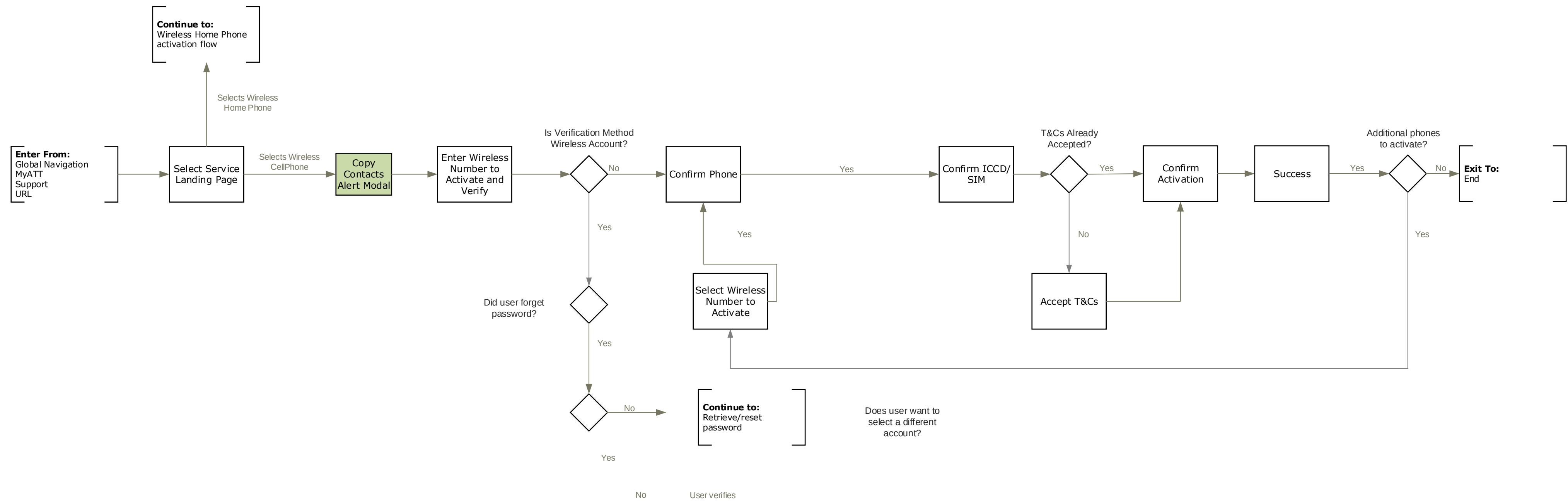
User Flow: Phone Activations End to End Flow

Scenario: **Authenticated Customer** wants to activate one or more phones



User Flow: Phone Activations End to End Flow

Scenario: **Unauthenticated Customer** wants to activate one or more phones



Verification

Scenario: Unauthenticated User

Small Screens – 40 px columns, 20 px gutter

Large Screens – 60 px columns, 20 px gutter

320 px

980 px



Copy Contacts

Scenario: All Users

Small Screens – 40 px columns, 20 px gutter

320 px

ADDITIONAL PAGE IN MOBILE FLOW INSTEAD OF TABS



at&t



Activate Wireless Cell Phone

Contacts and personal data



Please ensure you have copied your contacts and any other personal data from your existing device.

Prior to completing the activation of your new device, you can transfer your original device's contacts following the instructions here: [www.att.com/copycontacts](#) (full site)

Continue

Back

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Large Screens – 60 px columns, 20 px gutter

980 px

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Activate Wireless



If you are upgrading your device, please ensure you have copied your contacts and any other personal data from your existing device.

Prior to completing the activation of your new device, you can transfer your original device's contacts following the instructions here: [www.att.com/copycontacts](#)

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File Name
Page Name
Page ID

WF_Activations Enhancements V5.vsd
Copy Contacts

Page 5

Unauthenticated

Step 1 Unauthenticated

Small Screens – 40 px columns, 20 px gutter

320 px

at&t

1

2

3

4

ACTIVATION STEP 1:
Enter Wireless Number

Enter the wireless phone number associated with the device you are activating.

Wireless number

?

Verification method

Select an option

Continue

Cancel

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User must enter Wireless number to be activated

Disable Continue CTA until user has entered Wireless number and selected a Verification Method

Small Screens – 40 px columns, 20 px gutter

320 px

at&t

1

2

3

4

ACTIVATION STEP 1:
Enter Wireless Number

Enter the wireless phone number associated with the device you are activating.

Wireless number

?

Enter the wireless phone number you wish to activate your phone on.

If you have transferred your number from another carrier, enter that number.

Continue

Cancel

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Tool Tip will dynamically provide additional information

Large Screens – 60 px columns, 20 px gutter

980 px

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Activate AT&T Wireless Cell Phone

1

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Wireless Number

Enter the wireless phone number associated with the device you are activating.

Wireless number

?

Verification Method

Select an option

Cancel

Continue

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File Name WF_Activations Enhancements V5.vsd
Page Name Step 1 Unauthenticated
Page ID

Page 7

Step 1 Unauthenticated Verifications Methods

Small Screens – 40 px columns, 20 px gutter

at&t

1234

ACTIVATION STEP 1:
Enter Wireless Number

Enter the wireless phone number associated with the device you are activating.

Wireless number

206-555-5555

Verification method

Billing or shipping ZIP Code

Billing or shipping ZIP Code

00000

Continue

Cancel

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Dynamically display corresponding form fields based on selected Verification Method

CTA will take user to step 2 Confirm Device

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1234

ACTIVATION STEP 1:
Enter Wireless Number

Enter the wireless phone number associated with the device you are activating.

Wireless number

206-555-5555

?

Verification method

Social Security Number

Last four digits of Social Security #

0000

Continue

Cancel

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1234

ACTIVATION STEP 1:
Enter Wireless Number

Enter the wireless phone number associated with the device you are activating.

Wireless number

206-555-5555

?

Verification method

Tax ID Number

Last four digits of Tax ID #

0000

Continue

Cancel

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1234

ACTIVATION STEP 1:
Enter Wireless Number

Enter the wireless phone number associated with the device you are activating.

Wireless number

206-555-5555

?

Verification method

Login to Wireless Account

User ID

Password

Forgot User ID | Forgot Password

Continue

Cancel

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Step 1 Unauthenticated Wireless Account

Small Screens – 40 px columns, 20 px gutter

at&t

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ACTIVATION STEP 1:
Enter Wireless Number

Enter the wireless phone number associated with the device you are activating.

Wireless number
206-555-5555

Verification method
Login to Wireless Account

User ID
206-555-5555

Password

Forgot User ID | Forgot Password

Continue

Cancel

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Small Screens – 40 px columns, 20 px gutter

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ACTIVATION STEP 1:
Enter Wireless Number

Enter the wireless phone number associated with the device you are activating.

Wireless number
206-555-5555

Verification method
Login to Wireless Account

User ID
206-555-5555

Password

Forgot User ID | Forgot Password

Log in with another ID

Continue

Cancel

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If user has previously chosen "Save User ID" on myATT using the same device. mimic <m.att.com/myatt/un/newLogin.action>

Prepopulate User ID.

BAU Forgot User ID/ Forgot Password experience

CTN will remove saved User ID from User ID form field and return page to original unsaved state.

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Activate AT&T Wireless Cell Phone

1

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Wireless Number

Enter the wireless phone number associated with the device you are activating.

Wireless number
206-555-5555

Verification Method
Login to Wireless Account

User ID
206-555-5555

Password

Forgot User ID | Forgot Password

Cancel

Continue

If user has previously chosen "Save User ID" on myATT using prepopulate User ID

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Error Scenario

Small Screens – 40 px columns, 20 px gutter

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1

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ACTIVATION STEP 1:
Enter Wireless Number

Enter the wireless phone number associated with the device you are activating.

1

Oops. Something doesn't look quite right.

Your wireless number must be 10 digits.

Your ZIP Code must have 5 digits.

Wireless Number

206-555-555

?

Verification method

Billing or shipping ZIP code

Billing or shipping ZIP Code

0000

Continue

Cancel

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Activate AT&T Wireless Cell Phone

Wireless Number

1

Oops. Something doesn't look quite right.

Your wireless number must be 10 digits.

Your ZIP Code must have 5 digits.

Enter the wireless phone number associated with the device you are activating.

Wireless Number

206-555-555

?

Verification Method

Login to Wireless Account

Billing or Shipping ZIP Code

0000

Cancel

Continue

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Authenticated

Select Different Account

Small Screens – 40 px columns, 20 px gutter

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☰

Select an Account

Please select the account Lorem

☒ Wireless1 | Account 5555555555

☐ Wireless2 | Account 5555555555

Continue

Cancel

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CTAs will send user to Wireless Number Selection

CTAs will launch cancellation confirmation modal

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Search

Select an Account

Please select the account Lorem

☒ Wireless1 | Account 5555555555

☐ Wireless2 | Account 5555555555

CancelContinue

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Step 1 Authenticated New

Small Screens – 40 px columns, 20 px gutter

320 px

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☰

1

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ACTIVATION STEP 1:
Select Wireless Number

Select the wireless phone number associated with the device you are activating.

Wireless Number

☐ 206-555-5555

☐ 206-555-5666

☐ 206-555-7777

Continue

Cancel

+

What if the wireless phone number I want to activate on is not listed?

Only show if additional accounts exists

Select a different Account

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Display the CTNs from the account which require activation

Display if user has multiple accounts associated with User ID. CTA will take user to Select Different Account page

Small Screens – 40 px columns, 20 px gutter

320 px

ONLY ONE CTN REQUIRING ACTIVATION

at&t

☰

1

2

3

4

ACTIVATION STEP 1:
Select Wireless Number

Select the wireless phone number associated with the device you are activating.

Wireless Number

☒ 206-555-5555

Continue

Cancel

+

What if the wireless phone number I want to activate on is not listed?

Only show if additional accounts exists

Select a different Account

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If only one CTN on account requires activation, default to CTN

Large Screens – 60 px columns, 20 px gutter

980 px

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Activate AT&T Wireless Cell Phone

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Select Wireless Number

Select the wireless phone number associated with the device you are activating.

Wireless number

☐ 206-555-5555

☐ 206-555-5666

☐ 206-555-7777

Cancel

Continue

+

What if the wireless phone number I want to activate on is not listed?

Need Help?

Chat with an agent.

Chat now >

Only show if additional accounts exists

Select a different Account >

Scenario

Authenticated user selecting the phone to activate within an account.

ONLY ONE CTN REQUIRING ACTIVATION

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☰

1

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ACTIVATION STEP 1:
Select Wireless Number

Select the wireless phone number associated with the device you are activating.

Wireless Number

!

Lorem ipsum. You have no Wireless Numbers on your account requiring activation.

Cancel

+

What if the wireless phone number I want to activate on is not listed?

Select a different Account

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If no CTNs require activation, display message

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Step 1 Authenticated New

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Insurance Replacement Device

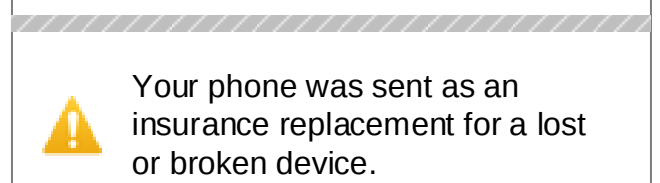
Scenario: Selected phone has been identified as an Insurance / Warranty Replacement

Small Screens – 40 px columns, 20 px gutter

320 px



Insurance / Warranty Replacement

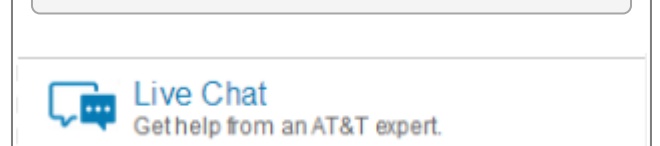


If you didn't receive a new SIM card with your insurance replacement device, insert the SIM card from your previous device into your replacement device to activate.

If you received a new SIM card with your replacement, visit att.com/UpdateDevice to activate the SIM, and then insert the new SIM card into your replacement device.

For help, call us at **800.331.0500** or **611** from an AT&T wireless phone.

[Back](#)

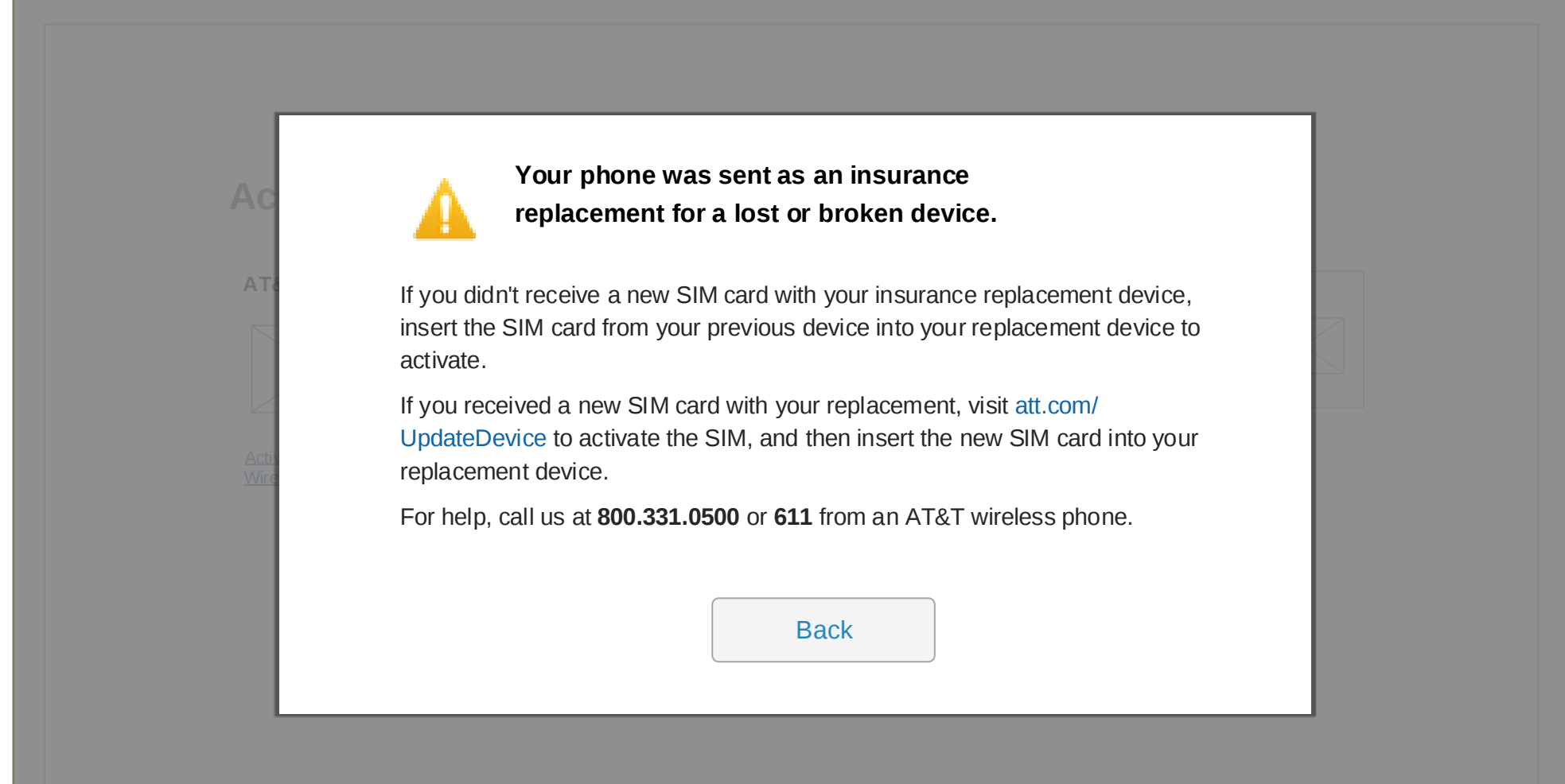


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Large Screens – 60 px columns, 20 px gutter



Confirm Device

Scenario: User is required to confirm selected device

Small Screens – 40 px columns, 20 px gutter

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1

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4

ACTIVATION STEP 2:
Confirm Device

You recently purchased or received the following device:



iPhone 5 32GB Black
IMEI: 56 216734 223438 2

Is this the device you wish to activate, and does the IMEI number displayed above match the IMEI number of your device?

No

Yes

+

How do I find the IMEI number for my device?

Live Chat

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Activate AT&T Wireless Cell Phone

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Confirm Device

You recently purchased or received the following phone:



iPhone 5 32GB Black
IMEI: 562167342234

Is this the device you wish to activate, and does the IMEI number displayed above match the IMEI number of your device?

No

Yes

+

How do I find the IMEI number for my device?

Need Help?

Chat with an agent.

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Confirm Device

Page 15

Confirm SIM

Scenario: User is required to confirm ICCID number on device

Small Screens – 40 px columns, 20 px gutter

320 px

at&t

☰

1234

ACTIVATION STEP 3:
Confirm ICCID / SIM

Does the ICCID number displayed below match your ICCID number?

Placeholder image

ICCID:
2349 8723 4912 12

Your ICCID number can be found on the of your Apple iPhone box.

No

Yes

+ Where else can I find my ICCID number?

+ Live Chat
Get help from an AT&T expert.

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If Wireless Service Agreement has already been accepted, CTA will take user to Confirm Activation

If Wireless Service Agreement has NOT already been accepted, CTA will take user to Wireless Service Agreement

Small Screens – 40 px columns, 20 px gutter

320 px

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☰

1234

ACTIVATION STEP 3:
Confirm ICCID / SIM

Does the ICCID number displayed below match your ICCID number?

The new at&t SIM card

ICCID:
2349 8723 4912 12

Your ICCID number can be found on the SIM carrier card (credit card size) that shipped with your phone.

No

Yes

+ Where else can I find my ICCID number?

+ What is a SIM card?

+ Live Chat
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Large Screens – 60 px columns, 20 px gutter

980 px

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Activate AT&T Wireless Cell Phone

1234

Confirm ICCID / SIM

Does the ICCID number displayed below match your ICCID number?

placeholder image

ICCID: 234987234912

Your ICCID number can be found <iPhone-specific directions, or, non-iPhone directions>

No

Yes

+ Where else can I find my ICCID number?

+ What is a SIM card?

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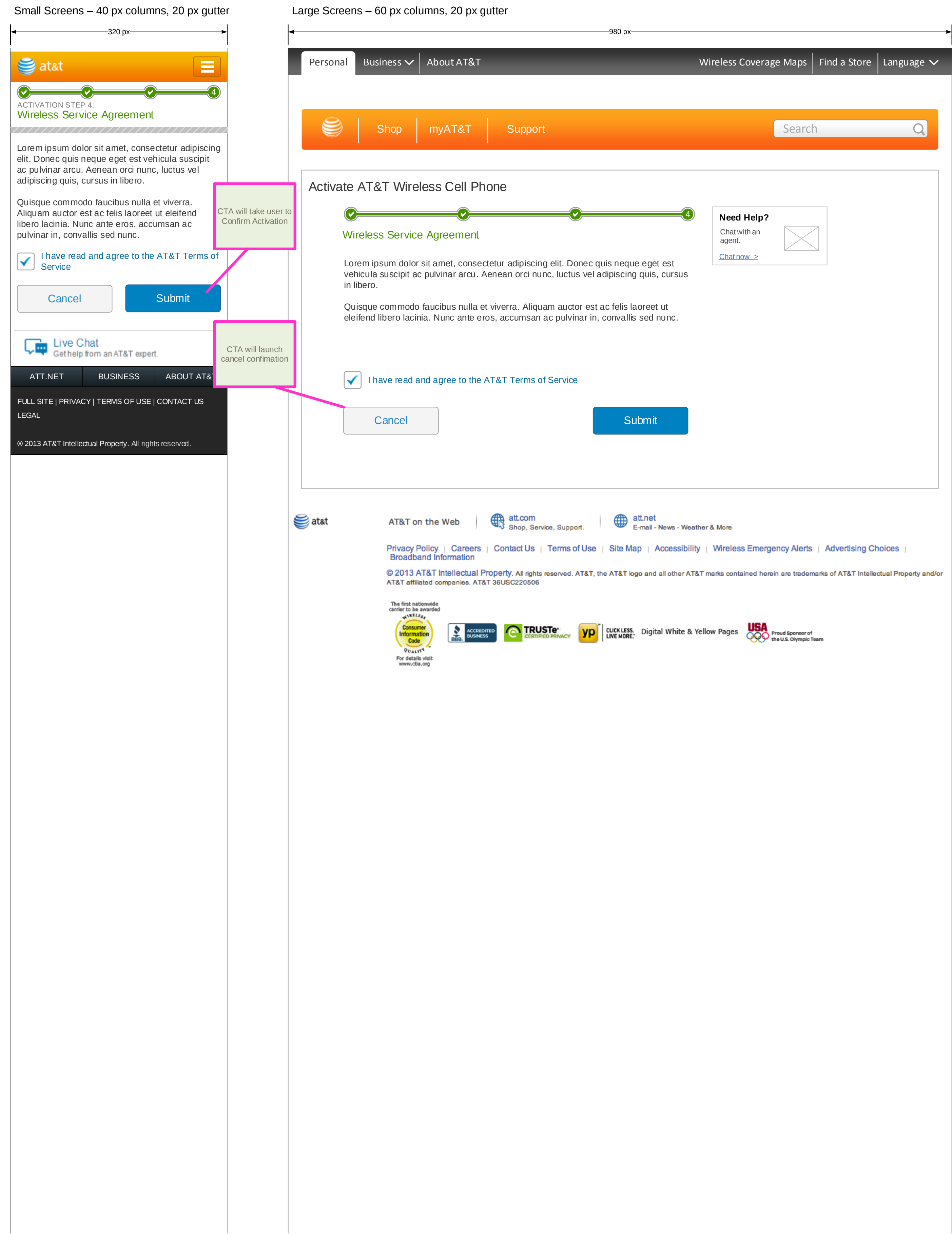
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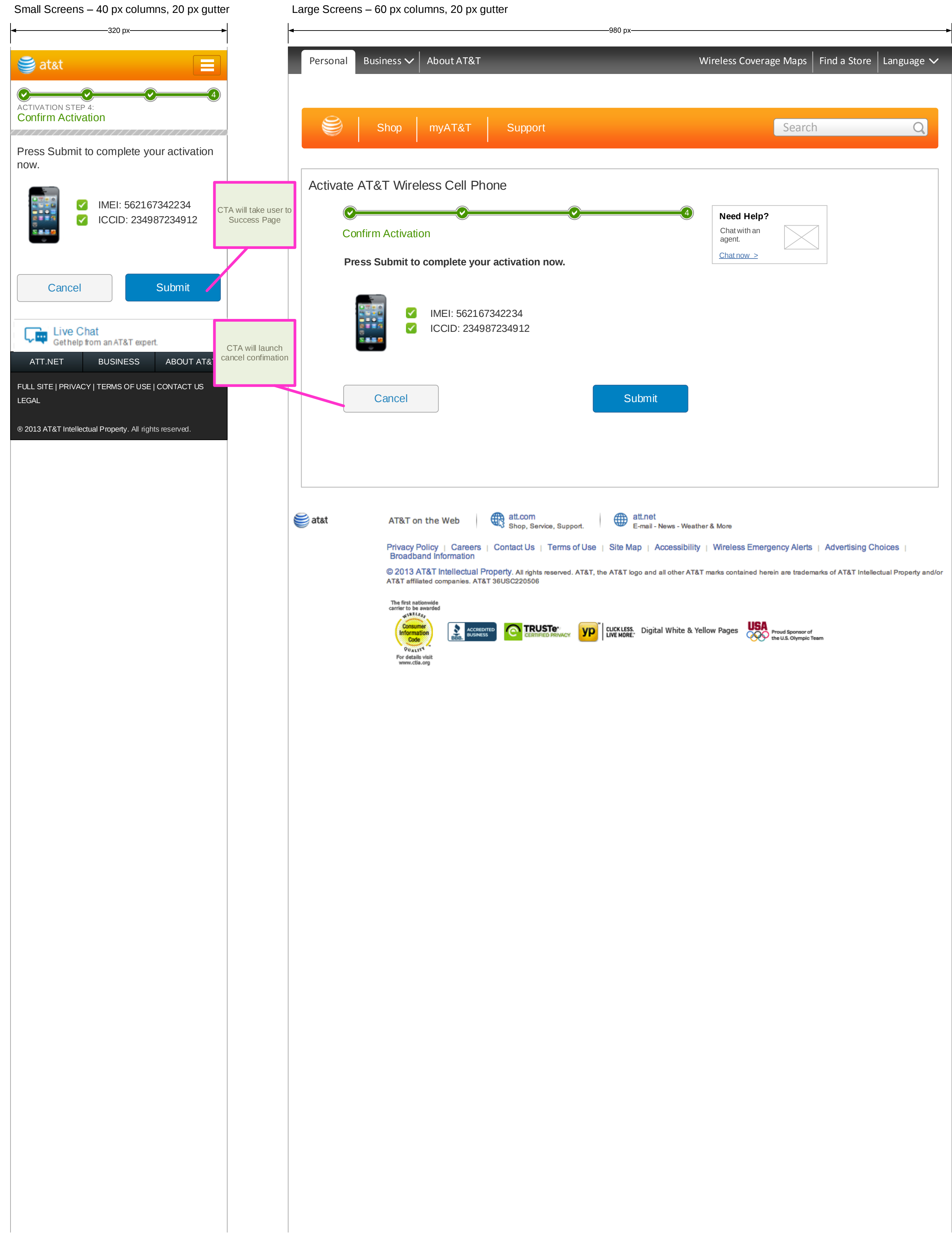
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Confirm SIM

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Confirm Activation

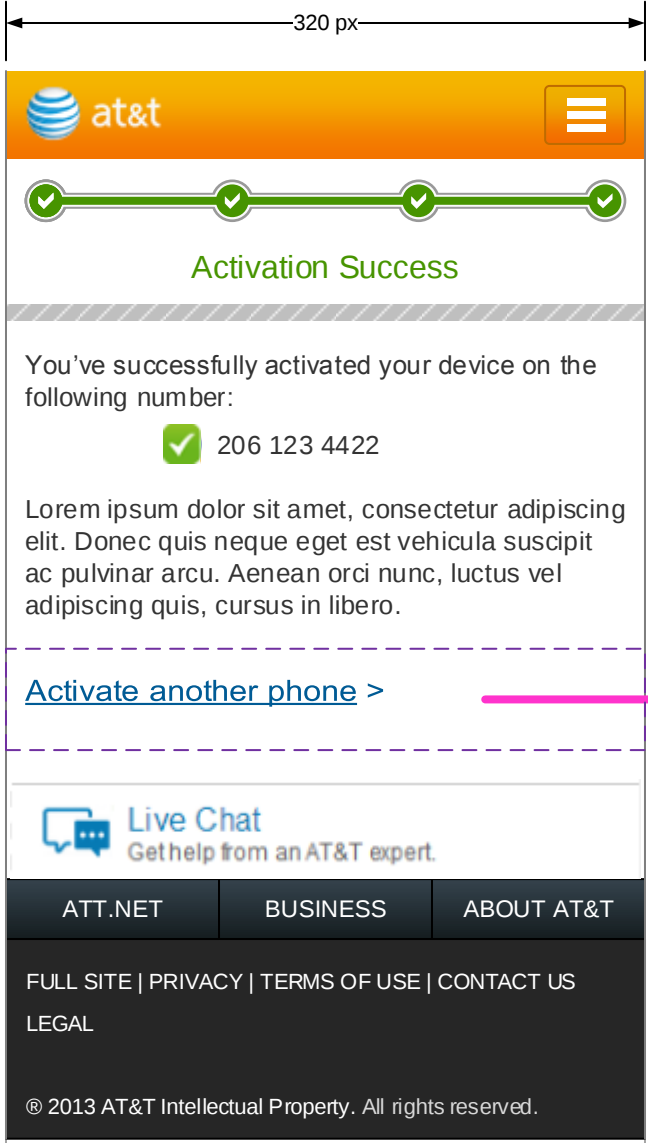
Scenario: User is displayed final activation details for review.



Activations

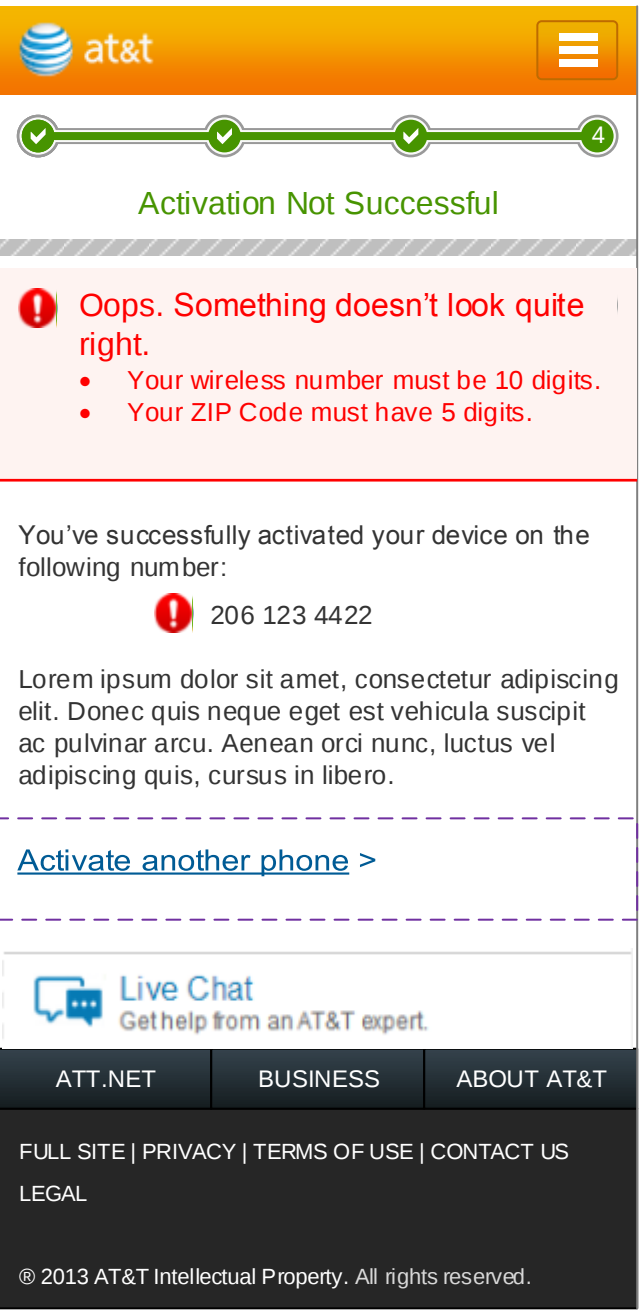
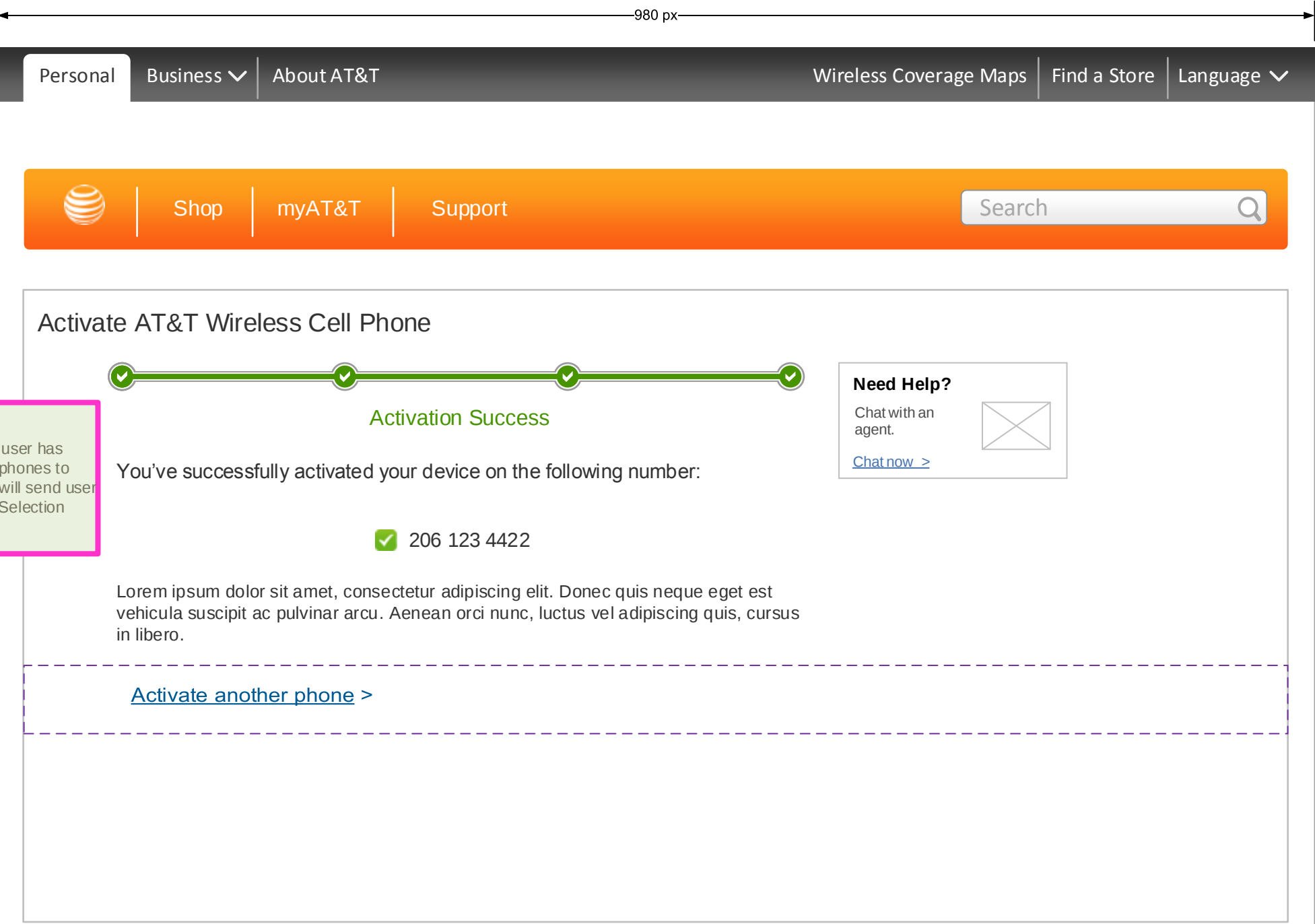
Scenario: User has submitted the activation request.

Small Screens – 40 px columns, 20 px gutter



Display if user has additional phones to activate. CTA will send user to Phone Selection

Large Screens – 60 px columns, 20 px gutter



Unauthenticated Additional Phones to Activate

Small Screens – 40 px columns, 20 px gutter

320 px

at&t

1

2

3

4

ACTIVATION STEP 1:
Select Wireless Number

Select the wireless phone number associated with the device you are activating.

Wireless Number

206-555-5555

206-555-5666

206-555-7777

Continue

Cancel

+

What if the wireless phone number I want to activate on is not listed?

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ACTIVATION STEP 1:
Select Wireless Number

Select the wireless phone number associated with the device you are activating.

Wireless Number

206-555-5555

Continue

Cancel

+

What if the wireless phone number I want to activate on is not listed?

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980 px

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Activate AT&T Wireless Cell Phone

1

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Select Wireless Number

Select the wireless phone number associated with the device you are activating.

Wireless number

206-555-5555

206-555-5666

206-555-7777

Cancel

Continue

+

What if the wireless phone number I want to activate on is not listed?

Need Help?

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