



RRB 2023 . IBM Federal Garage

Form, function, placement

# Design — Change of Address .



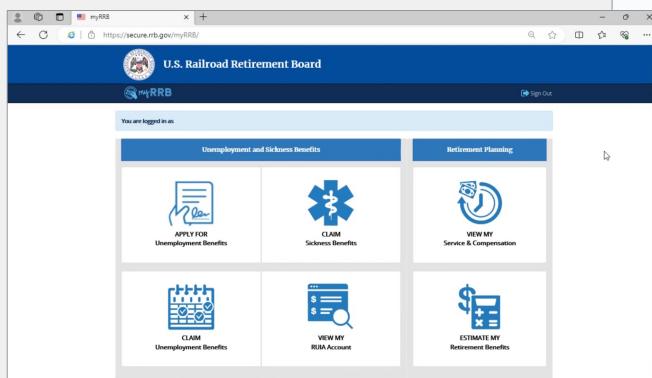
## CHANGE OF ADDRESS

# Profile

A new profile section lets users manage their profile information.

- 1 Manage personal information in one place.

Current dashboard



The screenshot shows the updated dashboard with a prominent "Your Profile" section at the top. This section contains two items: "MANAGE Your Information" (user icon) and "MANAGE Direct Deposit" (money icon). Below this, the dashboard is organized into three main categories: "Unemployment and Sickness Benefits", "Retirement Planning", and "Service & Compensation". Each category has three sub-items: "APPLY FOR Unemployment Benefits", "CLAIM Sickness Benefits", and "VIEW MY Service & Compensation" under "Unemployment and Sickness Benefits"; "CLAIM Unemployment Benefits", "VIEW MY RUIA Account", and "ESTIMATE MY Retirement Benefits" under "Retirement Planning"; and "VIEW MY Service & Compensation" under "Service & Compensation".

## CHANGE OF ADDRESS

# Your Information

Users can view and manage their profile information.

- 1 Users have one address associated with their myRRB profile that's used throughout myRRB. This address can be changed by clicking on the edit button.

U.S. Railroad Retirement Board

myRRB

Logged in as TESTUSER Sign Out

>Your Information

Review and update your information.

Name	Nick R Martin	Edit
Address	16 Spring Street Beaverton, OR 97005	Edit
Email	Nick.Martin@example.com	Edit
Phone	(555) 444-3333	Edit

CHANGE OF ADDRESS

## Edit Address

- 1 The user's current myRRB profile's address is populated in the form fields.

The screenshot shows the 'Change Address' page of the myRRB website. At the top, there is a blue header bar with the U.S. Railroad Retirement Board logo and the text 'U.S. Railroad Retirement Board'. Below the header, the 'myRRB' logo is visible. On the right side of the header, it says 'Logged in as TESTUSER' and 'Sign Out'. In the center, there are two circular icons: a left arrow and a house symbol. The main title 'Change Address' is centered above a placeholder text 'Enter your primary home address.' Below the title, there are several input fields: 'Address' (containing '16 Spring Street'), 'Apartment, Suite, Building (optional)' (empty), 'City, Town' (containing 'Sunnyvale'), 'State' (dropdown menu showing 'California'), 'ZIP Code' (text input containing '94043'), and 'Country' (dropdown menu showing 'United States of America'). At the bottom, there are two buttons: a blue 'Save' button and a white 'Cancel' button.

CHANGE OF ADDRESS

## Edit Address

- 2 As a user types in their address, suggested addresses appear in a dropdown. These addresses are valid addresses.
- 3 Once an address is selected, other fields are automatically populated.

U.S. Railroad Retirement Board

myRRB

Logged in as TESTUSER [Sign Out](#)

Change Address

Enter your primary home address.

Address

51 Kin

2 51 King Street, Austin, Texas

51 King Street, Beaverton, Oregon

City, Town

Sunnyvale

State

California

ZIP Code

3

State

Oregon

ZIP Code

9 7 0 0 5

Country

United States of America

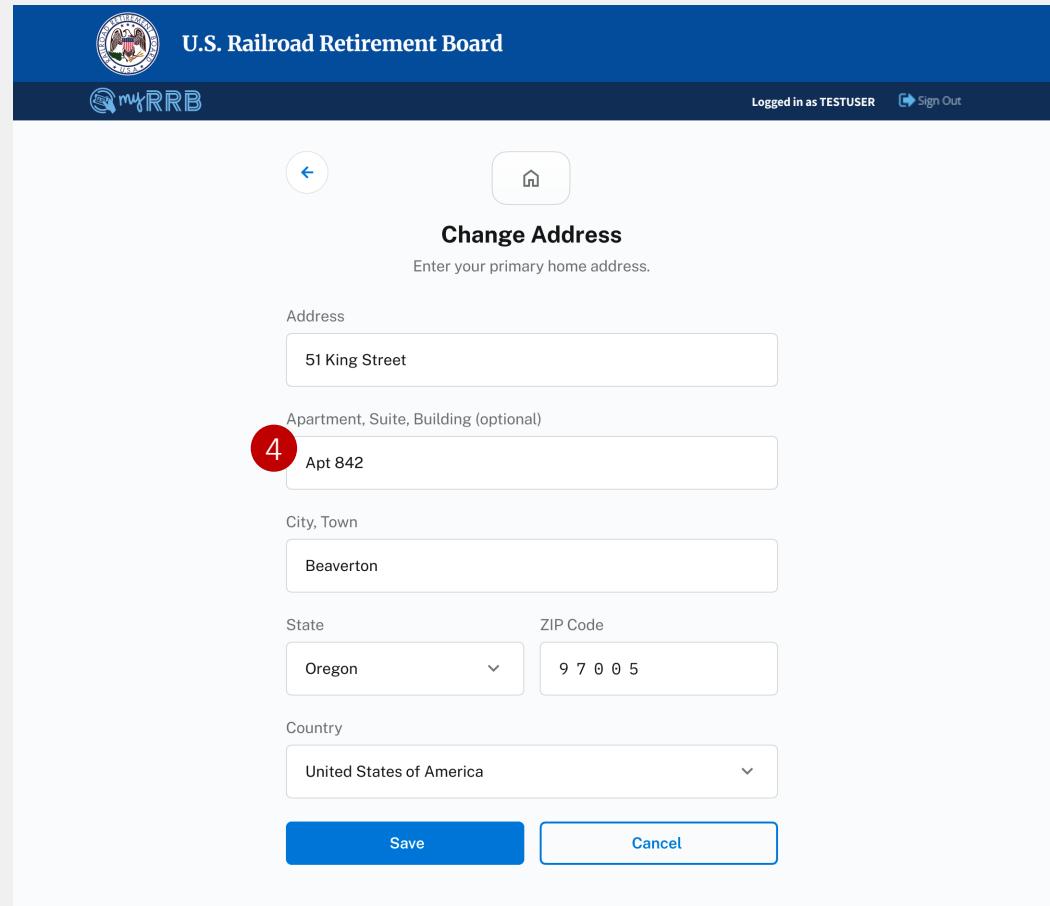
Save

Cancel

CHANGE OF ADDRESS

## Edit Address

- 4 Users can optionally add an apartment number.



The screenshot shows the U.S. Railroad Retirement Board's 'myRRB' website interface. At the top, there is a blue header bar with the 'U.S. Railroad Retirement Board' logo and the text 'myRRB'. On the right side of the header, it says 'Logged in as TESTUSER' and has a 'Sign Out' link. Below the header, there are two circular navigation icons: one with a left arrow and another with a house symbol. The main content area is titled 'Change Address' and has a sub-instruction 'Enter your primary home address.' Below this, there is a form field labeled 'Address' containing '51 King Street'. An optional field labeled 'Apartment, Suite, Building (optional)' contains 'Apt 842', which is circled in red with the number '4'. Below these fields are 'City, Town' (Beaverton) and 'State' (Oregon) dropdown menus. To the right of the city/town field is a 'ZIP Code' input field containing '9 7 0 0 5'. Further down is a 'Country' dropdown menu set to 'United States of America'. At the bottom of the form are two buttons: a blue 'Save' button and a white 'Cancel' button with a blue border.

## CHANGE OF ADDRESS

# International Addresses

A generic address form is used for all international addresses.

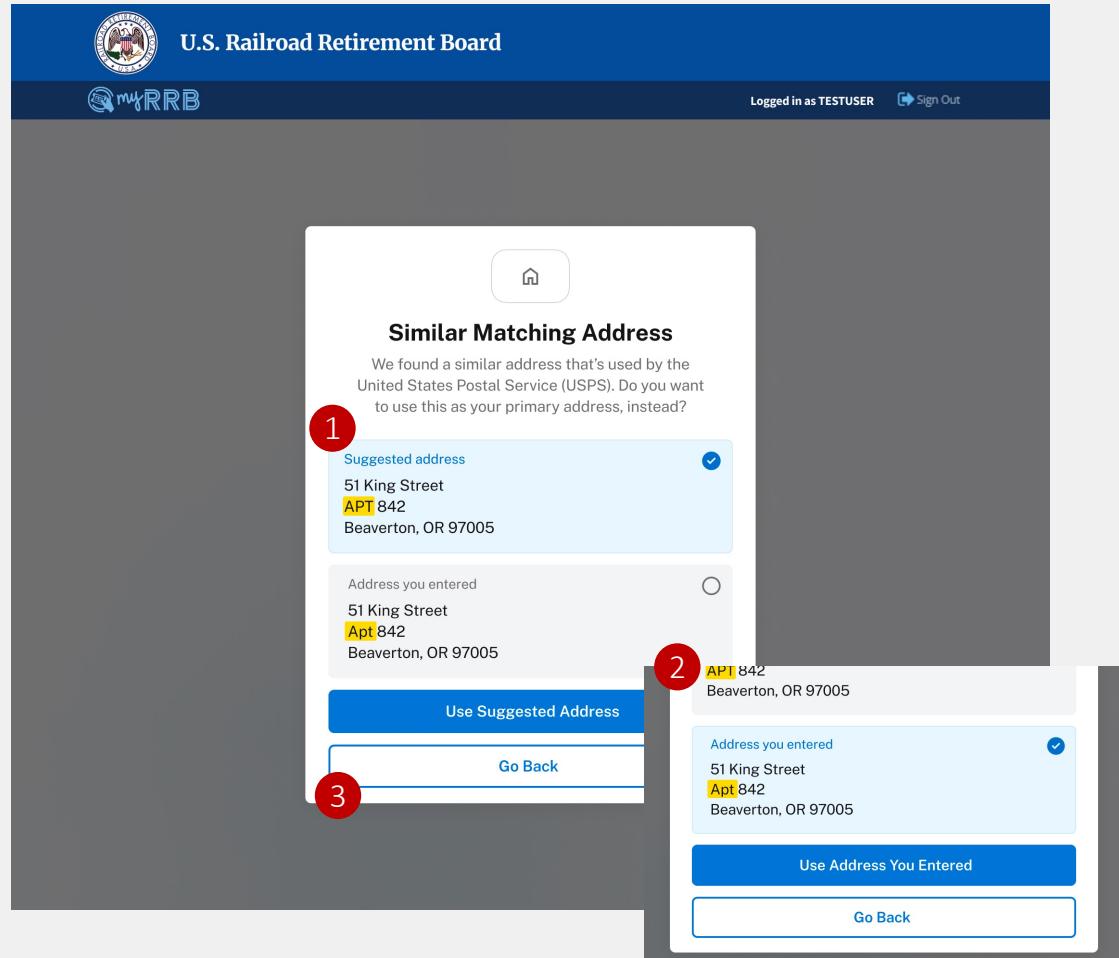
- 1 Generic labels are used for form elements.
- 2 All form elements are full-width, helping users avoid confusion with their country's specific address block formatting.
- 3 The State/Province/Region becomes a text field instead of a dropdown.
- 4 The postal code becomes a standard text field that allows letters and numbers to account for differences between countries.
- 5 When changing country, all previously input values are applied to the generic form elements if possible.

The screenshot shows the 'Change Address' page of the U.S. Railroad Retirement Board website. At the top, there is a logo and the text 'U.S. Railroad Retirement Board'. Below the logo, it says 'Logged in as TESTUSER' and 'Sign Out'. There are back and home navigation icons. The main section is titled 'Change Address' with the sub-instruction 'Enter your primary home address.' A red circle labeled '1' is over the 'Address line 1' field, which contains 'Musterstr 17'. A red circle labeled '2' is over the 'State / Province / Region' field, which contains '94043'. A red circle labeled '3' is over the 'Postal Code' field, which also contains '94043'. A red circle labeled '4' is over the 'Country' dropdown menu, which is set to 'Germany'. At the bottom are 'Save' and 'Cancel' buttons.

# Validating Address

After clicking on the save button, the user's entered address is validated.

- 1 If an entered address isn't valid, but a similar matching address is found, a modal appears asking the user if they want to use this address, instead. The suggested address is selected by default and the primary CTA reads "Use Suggested Address".
- 2 Note: if the user selects to use the address they've entered, instead, the primary CTA button reads "Use Address You Entered".
- 3 Users can go back to the previous form to make further edits before saving.

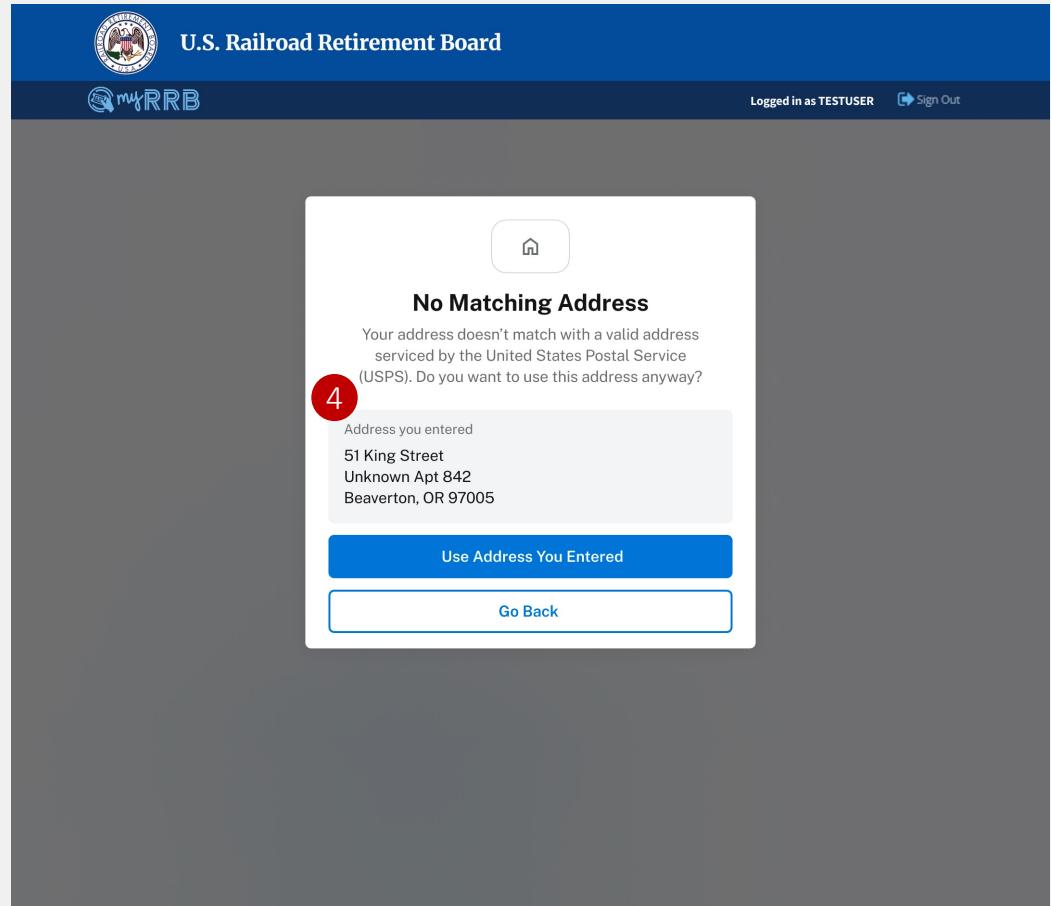


CHANGE OF ADDRESS

## Validating Address

After clicking on the save button, the user's entered address is validated.

- 4 If an entered address isn't valid and there isn't a similar matching address, a modal appears to confirm if the user wants to continue to use the address they've entered or if they want to go back and make further edits.



DIRECT DEPOSIT

# Mobile Designs

