



Interaction flows

Unified Digital Identity
by Harold Stobbe

Clickable mockup
Version 0.1

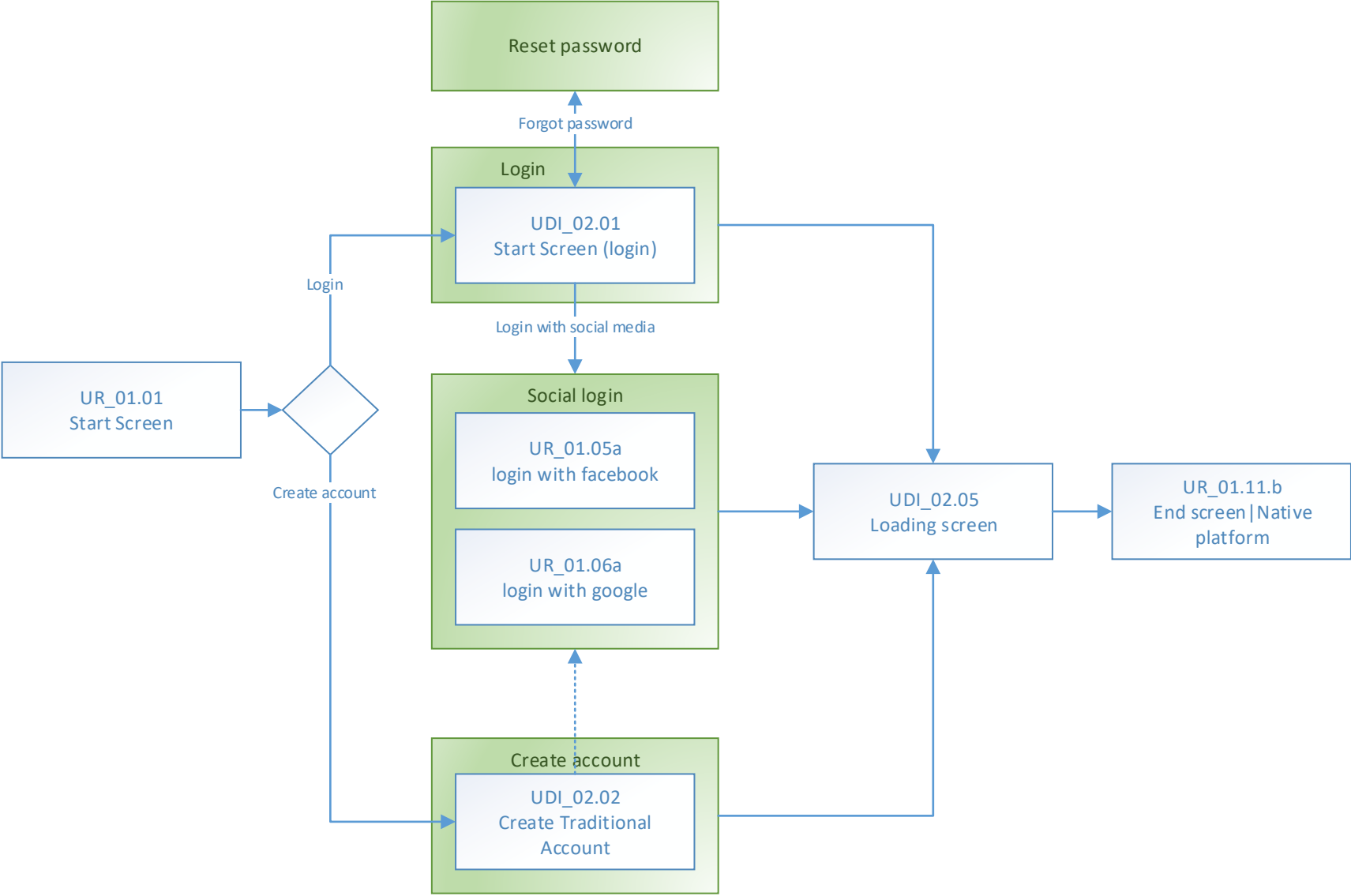
Flows

- Start-End
- Create account
- Reset password
- Social login
- Login

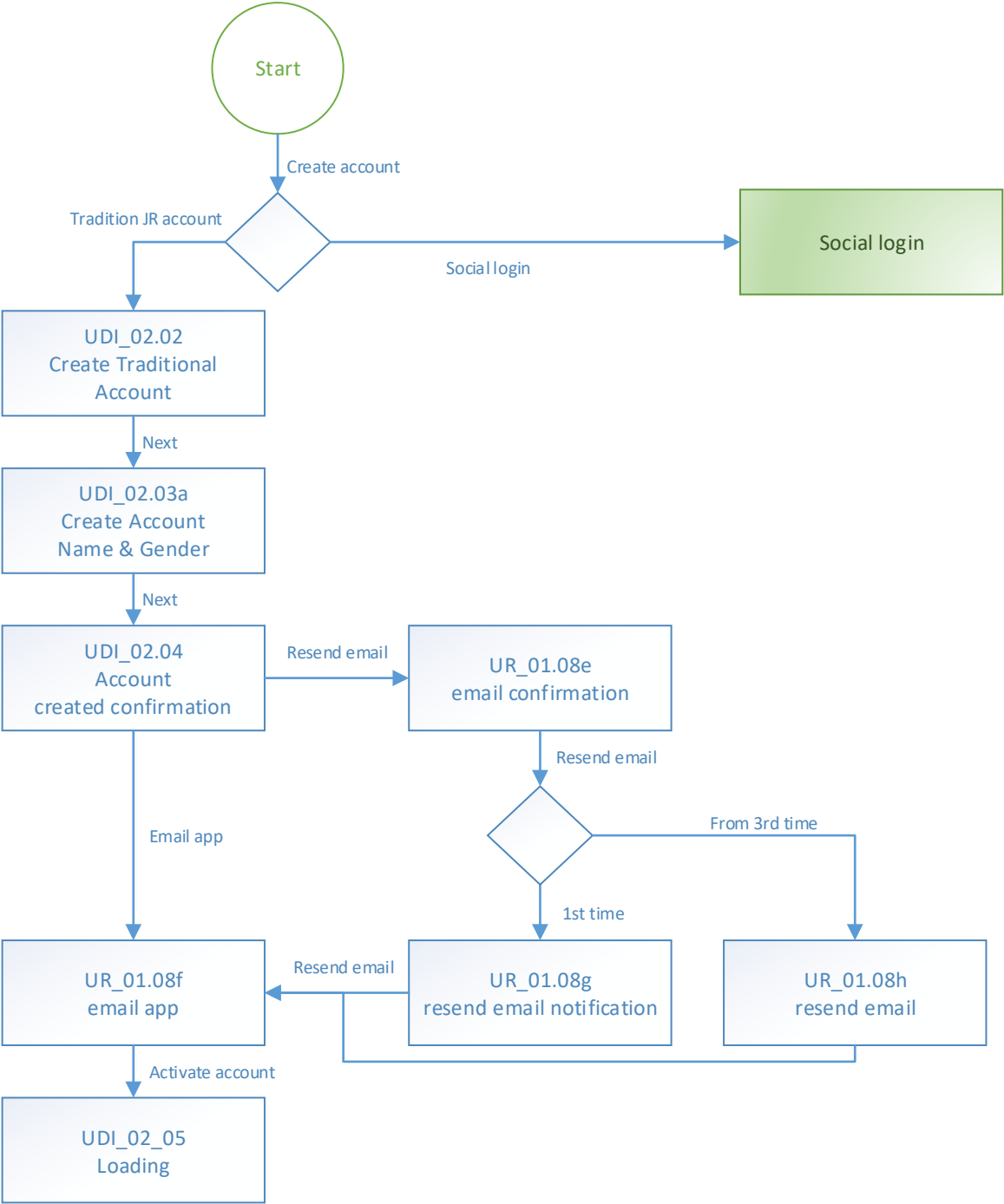
Pages

- UDI_02_01 Login screen
- UDI_02.02 Create account
- UDI_02.03a Create account – Name/Gender
- UDI_02.04 Account created confirmaton
- UDI_02.05 Loading screen
- UR_01.01 Start screen
- UR_01.03a Forgot password
- UR_01.03b Forgot password – confirm email
- UR_01.03c Forgot password – create new password
- UR_01.03d Forgot password – reset password email
- UR_01.04.01 Merge social account with Philips account
- UR_01.04.02 Merge social account with other social account
- UR_01.04.03 Merge social account with other social account (pop-up)
- UR_01.05a Social login - facebook
- UR_01.06a Social login - google
- UR_01.08f Verify by / resend email
- UR_01.08h Resend email
- UR_01.10b Recovery email

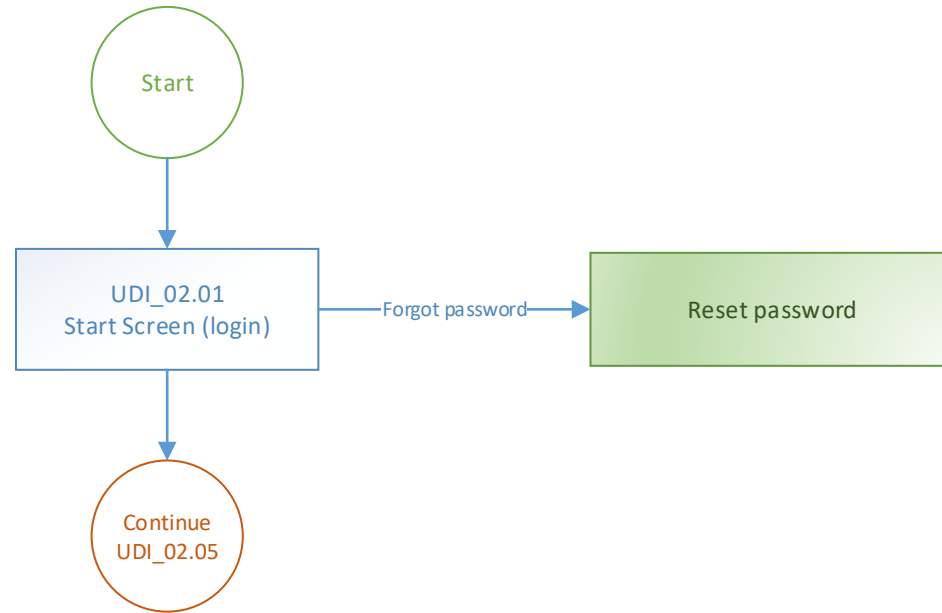
Start -End Flow



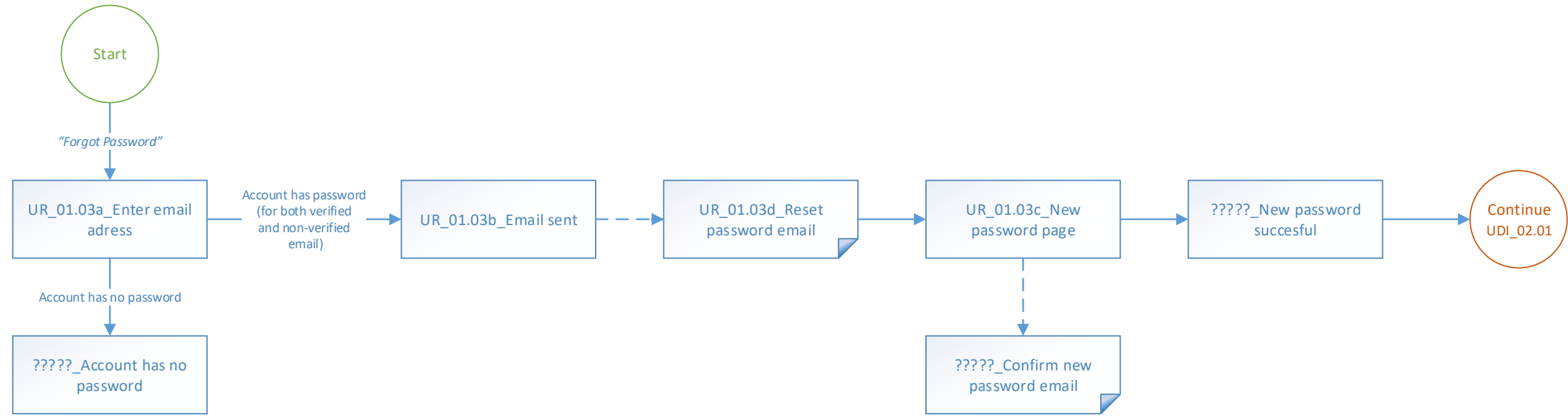
Create Account Flows



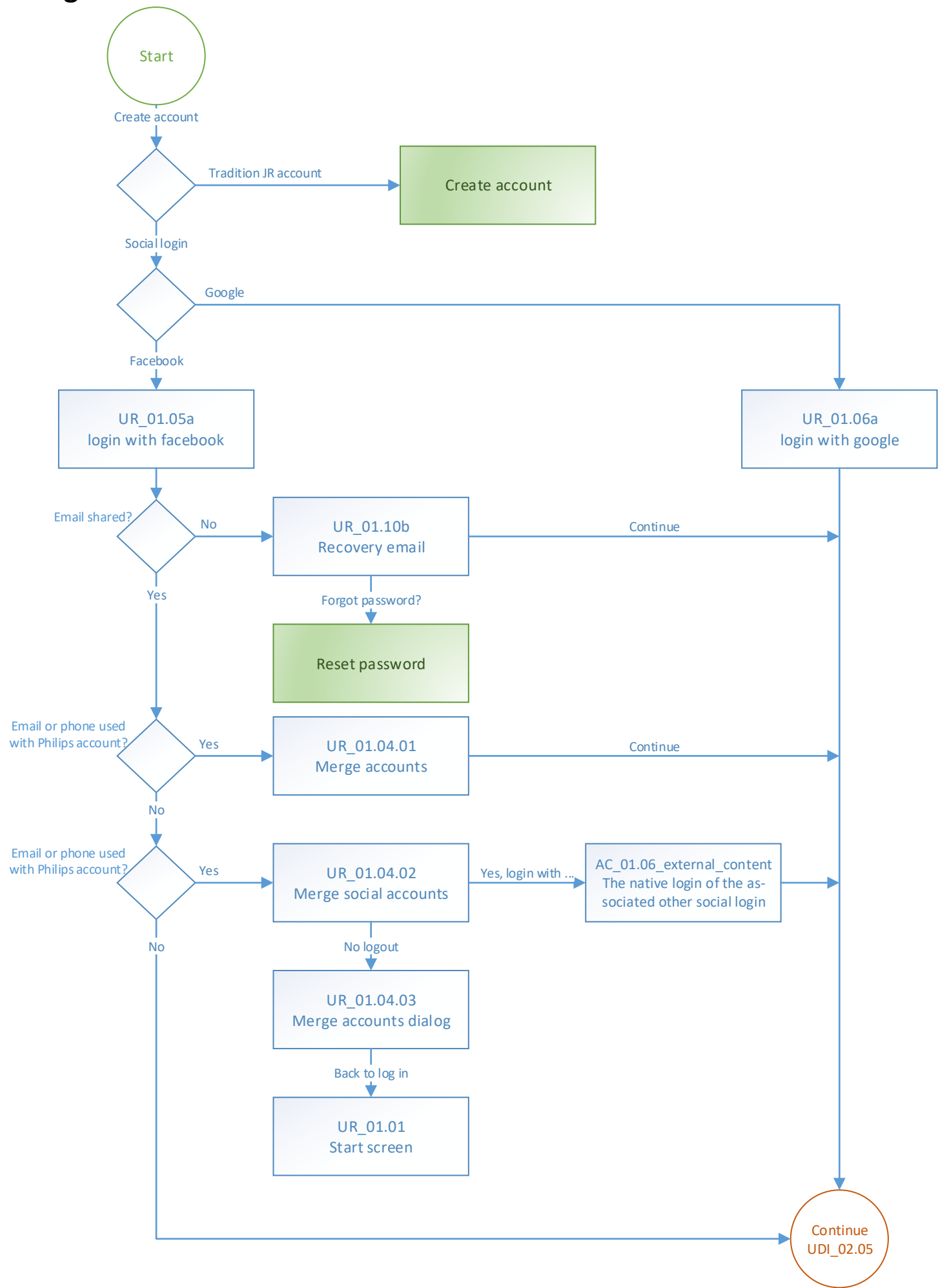
Login flow



Reset Password Flow

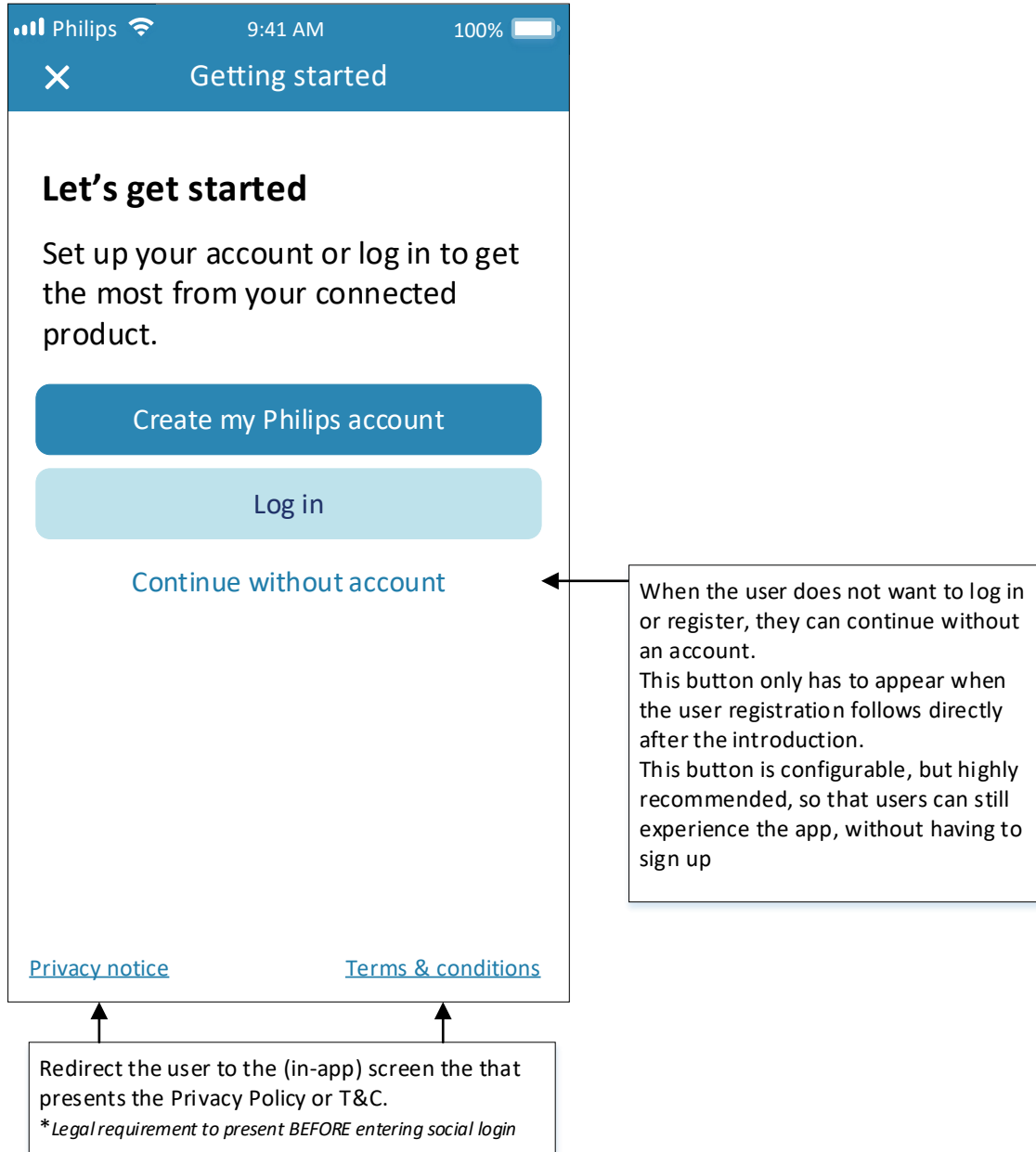


Social login



UR_01_01 Start screen


Inform user about benefits of account and offer clear choice of options



UDI_02_01 Login screen

Provide login option




Note: The business can decide to leave out the social media option.




Welcome back, please log in


[Create account](#)
[Forgot password?](#)

Or log in with:



Welcome back, please log in

 The email address and/or password that you've entered is incorrect

[Create account](#)
[Forgot password?](#)

Or log in with:


 

Validation

For the login screen inline validation is used. The space for the message is created dynamically. An icon is added to the password textfield if a user starts typing. With this icon the user can hide/show the entered password. For security reasons, we display the validation message for a username (email address in this case) and password in single validation message that addresses both: "**The email address and/or password that you have entered is incorrect**". If no value is entered yet and the user taps 'Log in', the error messages displayed here will show: [UR | Error messages templates](#)

UDI_02_02 create account

Have one unified registration flow for web and mobile. The user will be sent to the web environment to create an account.





Welcome, enter your email and choose a password


☐ Receive promotions of Philips, based on my preferences and online behavior.

Next >


Already have an account? [Login>](#)


Or log in with:





Welcome, enter your email and choose a password





 Password must be at least 8 characters and must contain at least 2 of these 3 types of characters: letters (A-Z, a-z), digits (0-9), and symbols (_.@\$).

☐ Receive promotions of Philips, based on my preferences and online behavior.

Next >

Already have an account? [Login>](#)

Or log in with:



Validation

When the password does not meet all requirements inline validations will show a message directly underneath the password text box. The space for the message is created dynamically.

This validation is also done for the email text box. A different message will show.


UI validation

- * Email missing.
- * Password not meeting the requirements

[UR | Error messages templates](#)

UDI_02_03_a create account N-G

Have one unified registration flow for web and mobile. The user will be sent to the web environment to create an account.




Please give us your first name, last name and gender

Gender ▼


Create account

Previous



Please give us your first name, last name and gender

Gender ▼

 Please select a gender

Create account

Previous

Validation

The space for a message of one line is reserved, if the message is more than one line the space is created dynamically.

UI validation

- * First Name missing.
- * Last Name missing
- * Gender missing

[UR | Error messages templates](#)

** The Gender dropdown menu includes 'Male', 'Female' and 'Other'*

UDI_02_04 Account created confirmation

Will resend email flow be part of UDI?



Thank you for creating an account!

A verification email has been send to
robin.ph@gmail.com

Please check your email to activate
your account

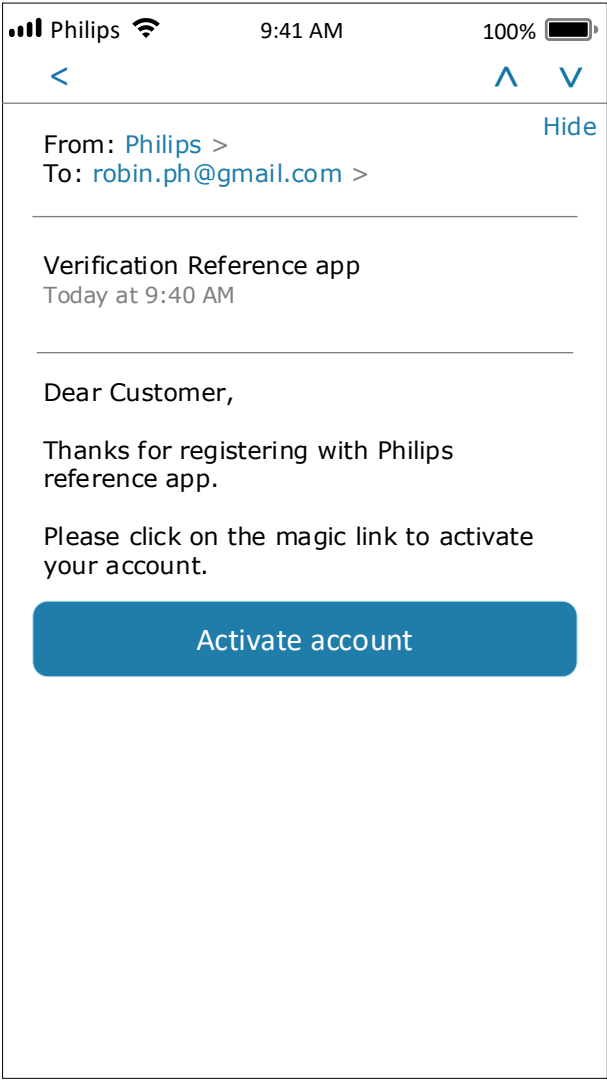
Did you not receive an email?

Resend email

Go to
email

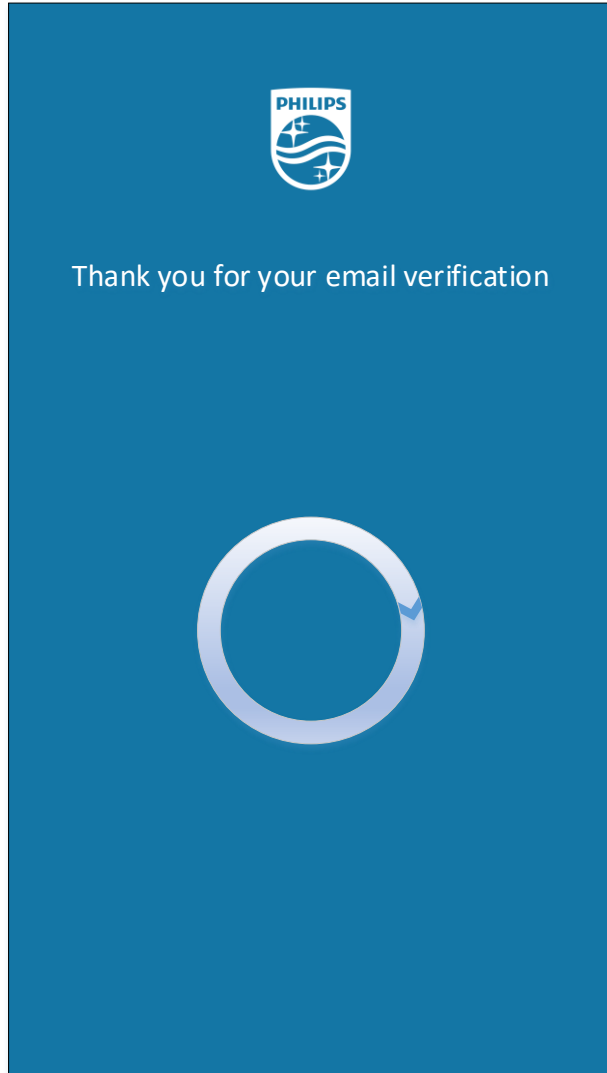
UR_01.08 Verify by/resend email

Let the user activate their account via email.



UDI_02_05 Loading screen

Loading screen after having verified account via e-mail verification.

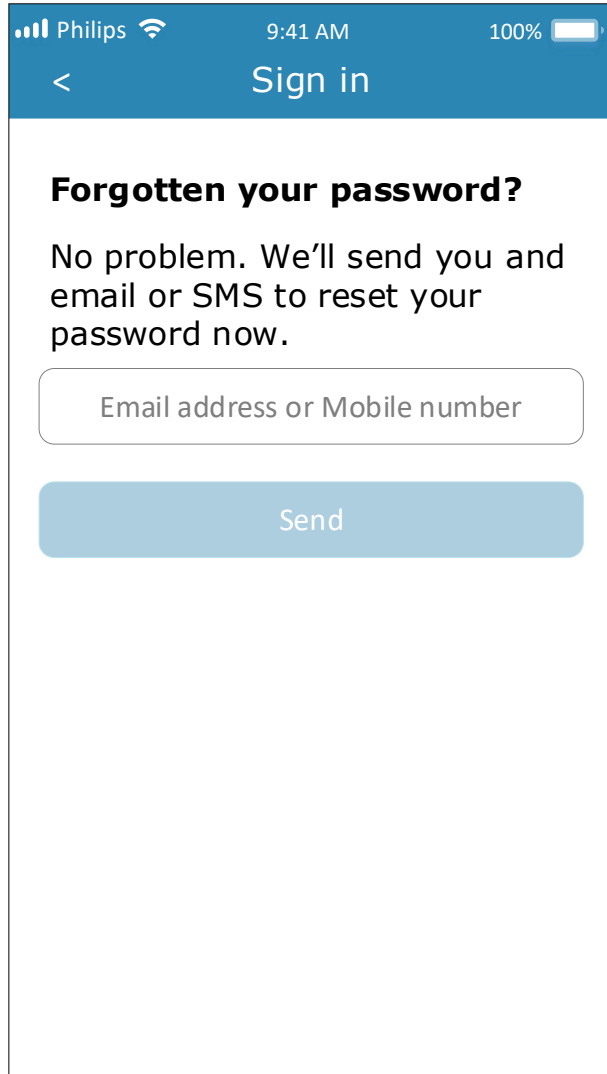


UR_01_08h Resend email

Will resend email flow be part of UDI?

UR_01.03.a Forgot password

Ask the user for the right input to recover his or her password.
When user has not given his/her email it can be entered here.



The image shows a mobile application interface for a 'Forgot password' screen. At the top, there is a blue header bar with a back arrow on the left and the text 'Sign in' in the center. Below the header, the screen has a white background. The first section contains the heading 'Forgotten your password?' in bold, followed by the text 'No problem. We'll send you and email or SMS to reset your password now.' Below this text is a rounded rectangular input field with the placeholder text 'Email address or Mobile number'. Underneath the input field is a solid blue button with the text 'Send' in white. The status bar at the very top of the screen shows 'Philips' as the carrier, a Wi-Fi icon, the time '9:41 AM', and a battery level of '100%' with a full battery icon.

Philips 9:41 AM 100%

< Sign in

Forgotten your password?

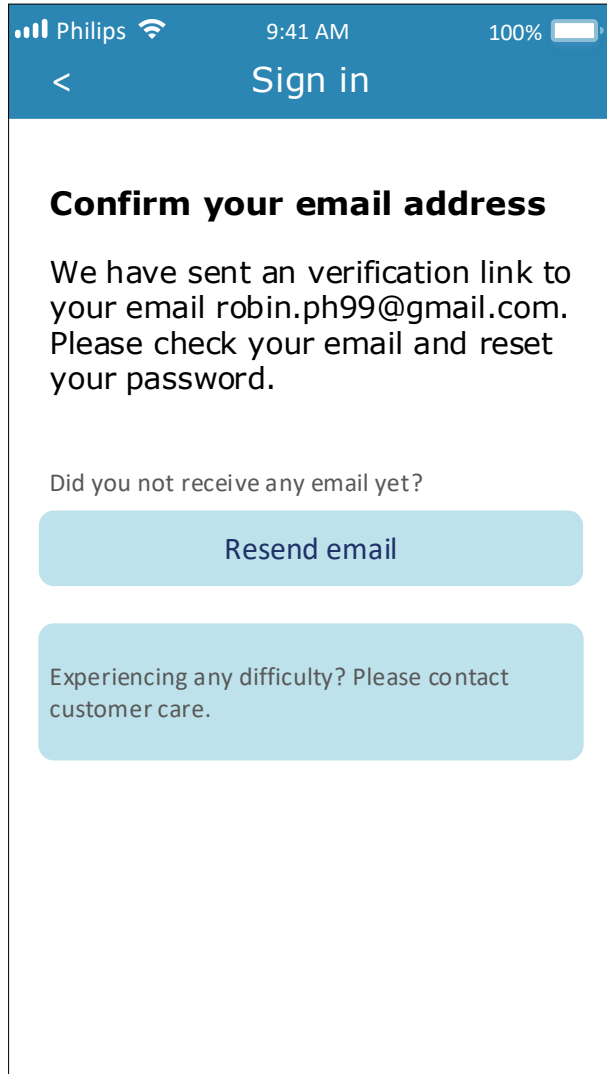
No problem. We'll send you and email or SMS to reset your password now.

Email address or Mobile number

Send

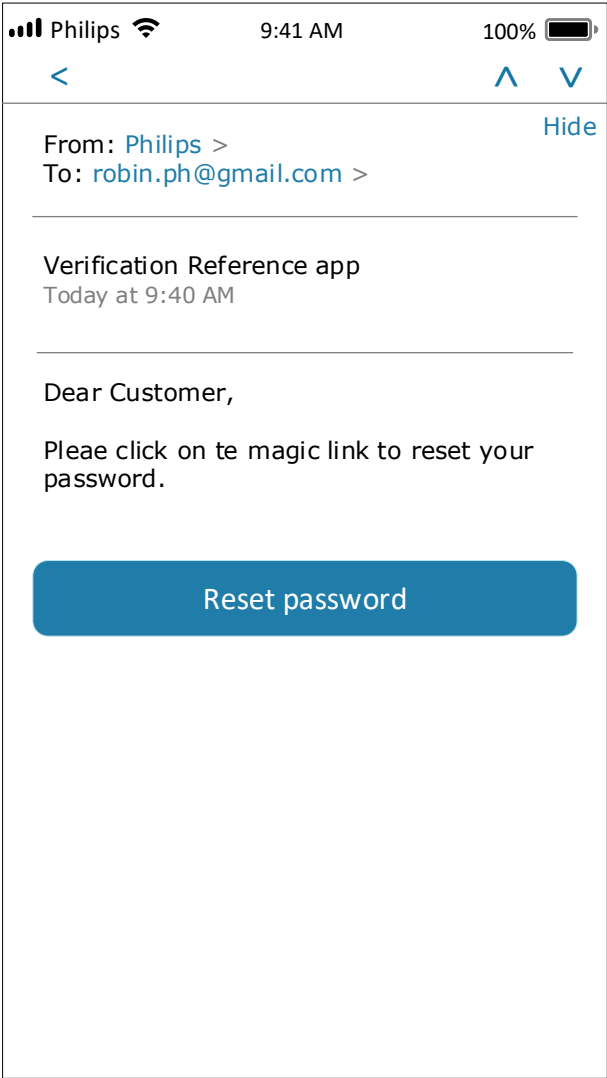
UR_01.03.b Reset password notification

This screen confirms that a verification link has been send to the users e-mail. The users manually have to go to their email and open the verification e-mail.



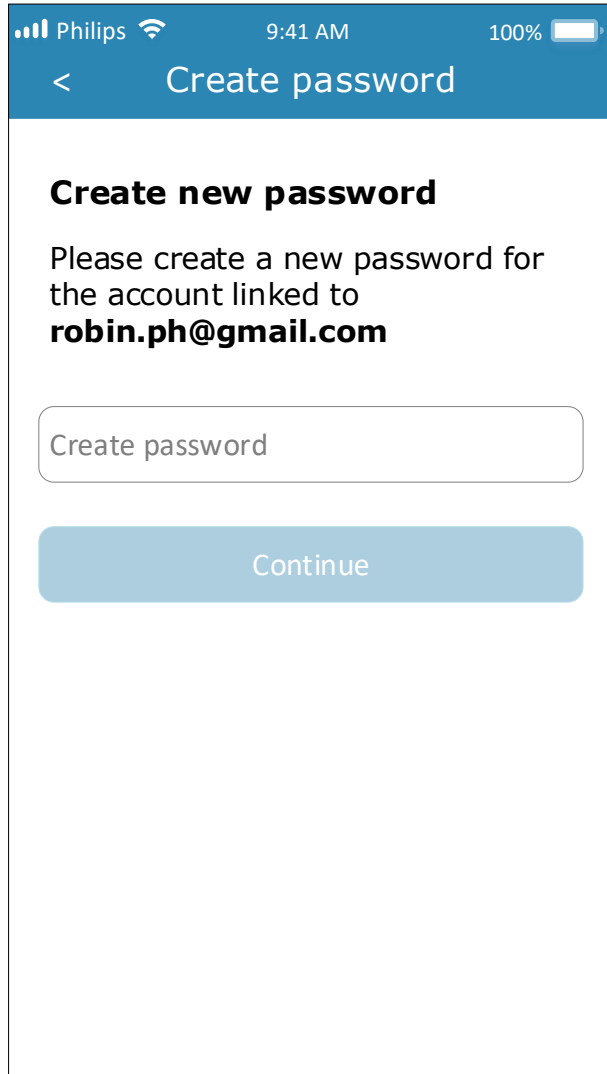
UR_01.03.d Reset password email

From email app, user will be redirected to Philips app "Create new password" by tapping 'Reset password'. They will be redirected to UR_01.03.c.



UR_01.03.c Create new password

The user can fill in a new password and the button will become active when a valid password is entered. By pressing continue the user will be redirected to the login flow.



The image shows a mobile application interface for creating a new password. At the top, a blue header bar contains a back arrow, the text 'Create password', and a status bar with 'Philips', signal strength, time '9:41 AM', and battery '100%'. Below the header, the title 'Create new password' is displayed in bold. A message follows: 'Please create a new password for the account linked to **robin.ph@gmail.com**'. There is a text input field with the placeholder 'Create password'. Below the input field is a blue 'Continue' button. The entire screen is enclosed in a thin black border.

Philips 9:41 AM 100%

< Create password

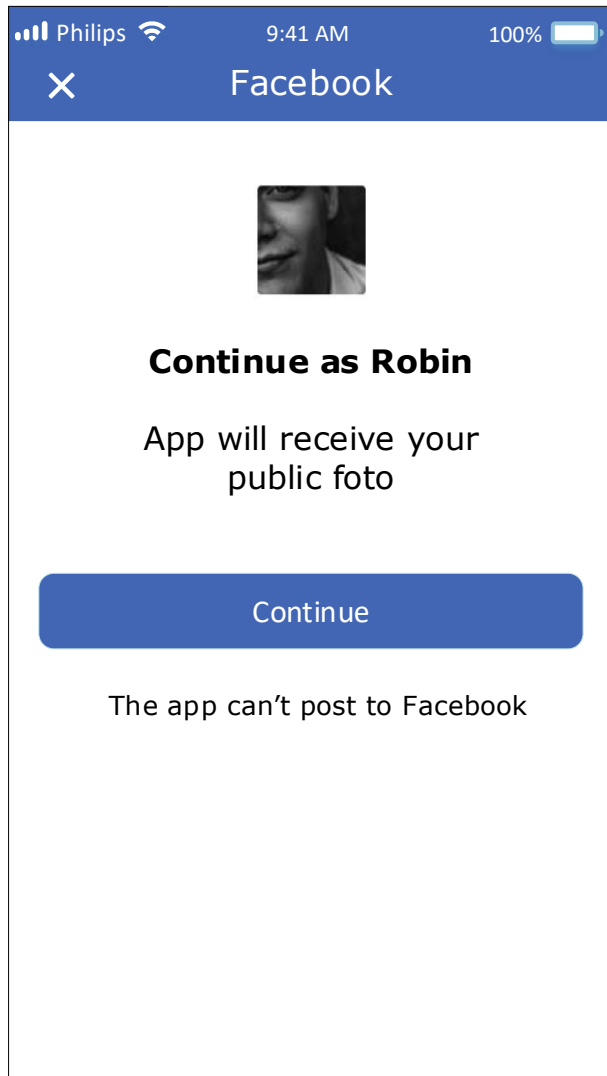
Create new password

Please create a new password for the account linked to **robin.ph@gmail.com**

Continue

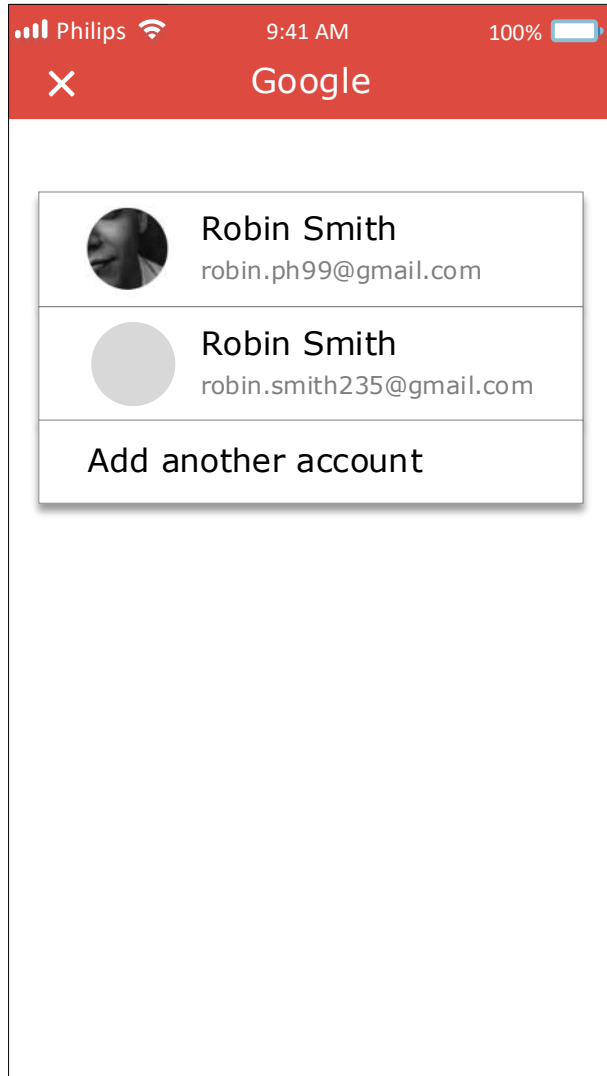
UR_01.05a Social login - Facebook

Agree to the terms and conditions and access to social apps. If agreed to terms & conditions, the user will be taken to the respective social media apps. From there user can log in to the Philips app.



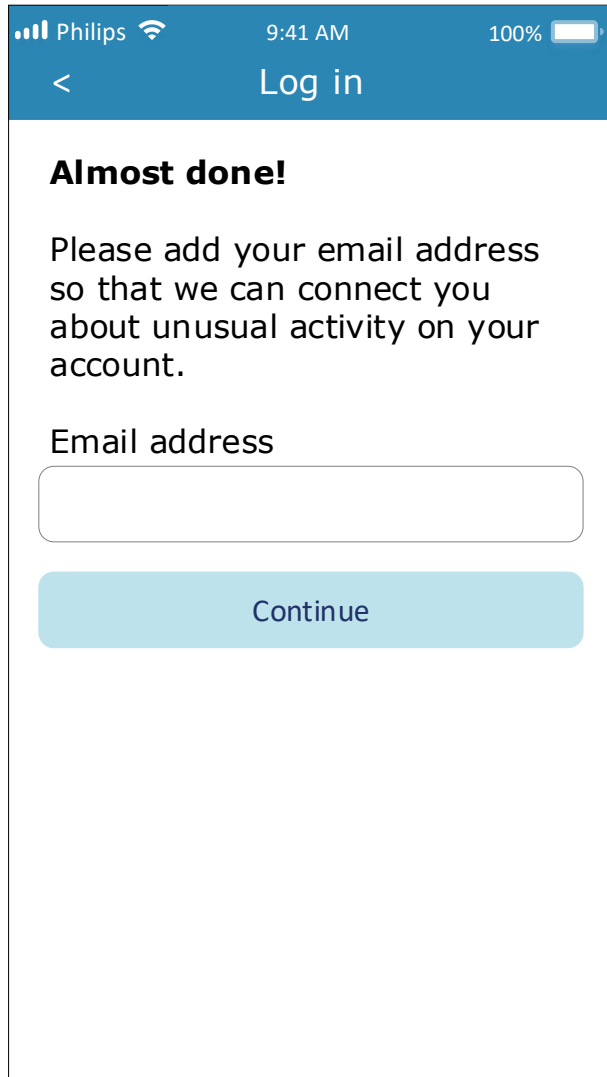
UR_01.06a Social login - Google

Agree to the terms and conditions and access to social apps. If agreed to terms & conditions, the user will be taken to the respective social media apps. From there user can log in to the Philips app.



UR_01.10b recovery email

If user edit the social settings and does not share his email address, in that case app has to capture users email address to continue.



The screenshot shows a mobile application interface. At the top, there is a status bar with signal strength, the carrier 'Philips', a Wi-Fi icon, the time '9:41 AM', and a 100% battery level. Below the status bar is a blue header with a back arrow on the left and the text 'Log in' on the right. The main content area has a white background. It starts with the bold text 'Almost done!'. Below this is a paragraph: 'Please add your email address so that we can connect you about unusual activity on your account.' This is followed by the label 'Email address' and a white text input field with rounded corners. At the bottom of the form is a light blue button with the text 'Continue'.

Philips 9:41 AM 100%

< Log in

Almost done!

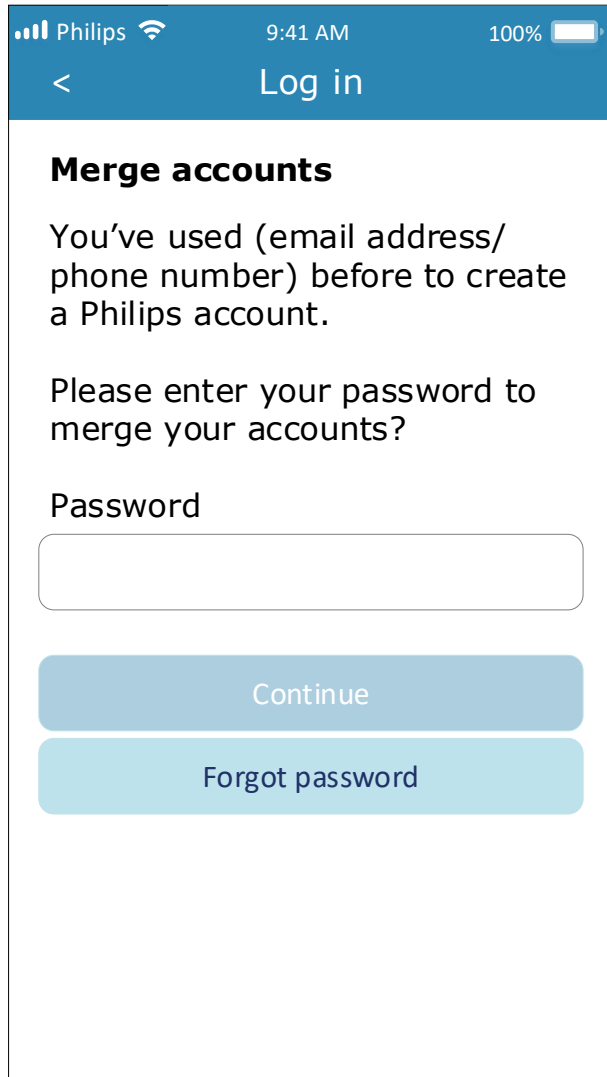
Please add your email address so that we can connect you about unusual activity on your account.

Email address

Continue

UR_01.04.01 Merge social account with Philips account

Provide the user with the option to add his social account to an earlier created Philips account which uses the same email address as linked to the social account.



Philips 9:41 AM 100%

< Log in

Merge accounts

You've used (email address/
phone number) before to create
a Philips account.

Please enter your password to
merge your accounts?

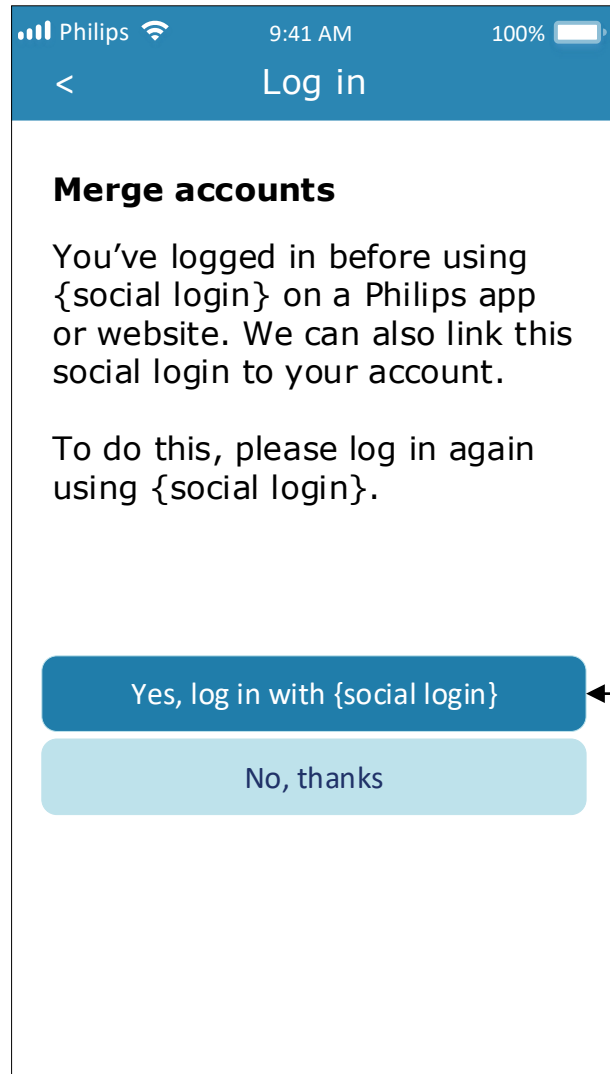
Password

Continue

[Forgot password](#)

UR_01.04.02 Merge social account with other social account

Provide the user the option to log in with another social account already linked to an earlier created Philips account.



If the user taps 'Yes, log in with...'
they will be redirected to the social
media app (for example UR_01.05
or UR_01.06) to login with the
perviously used social media
account.

UR_01.04.03 Merge social account with other social account

Provide the user the option to log in with another social account already linked to an earlier created Philips account.

