

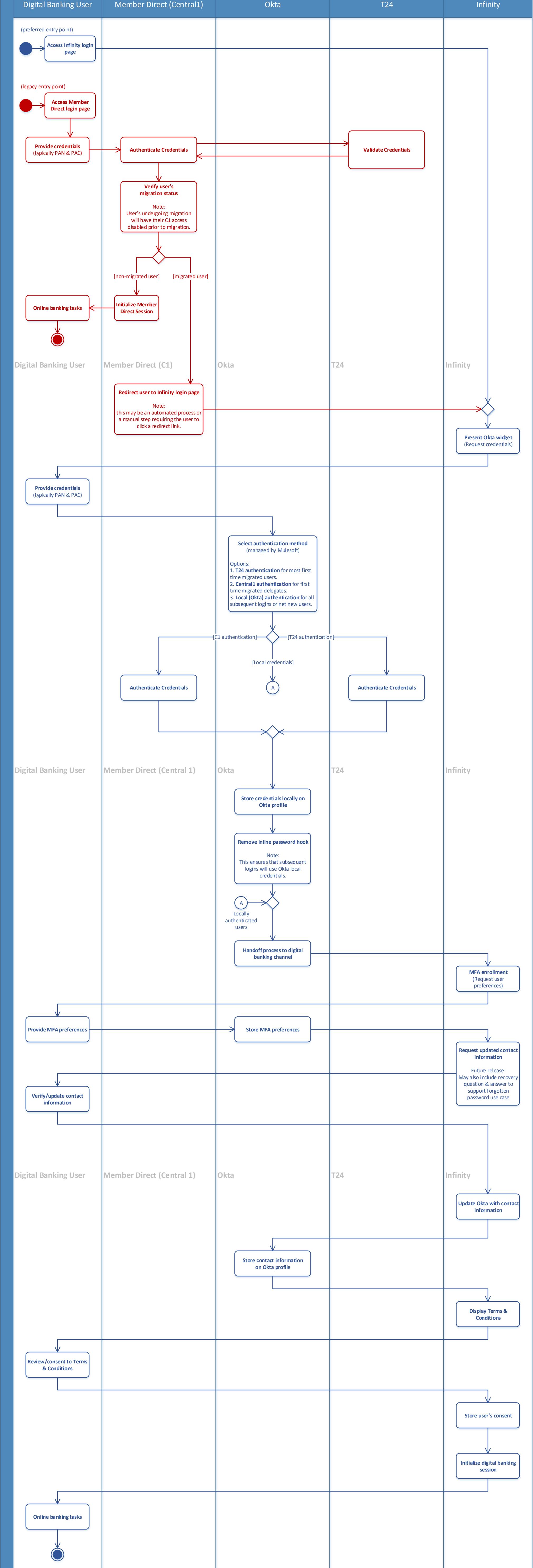
# Digital Banking – Login Process & User Journeys

## Revision Control Form

Document Version	Revision Date	Change Summary	Updated By	Reviewed By
1.0	2021-01-26	A. Initial draft created B. Updated to include Reinhardt/Gerry's technical feedback C. Updated user journeys to reflect Digital Team's preferred UX	Steve Kelcher	<u>Technical Review</u> Reinhardt Tonn Gerry Weber Adam Skoreyko Ian Hicks
1.1	2021-04-20	Updated to reflect recent project decisions: - Added Terms & Conditions steps - Moved control of MFA preferences and contact info updates from Okta to Infinity	Steve Kelcher	<u>Business Review</u> Christina Mullin Stacy Schmidt Francis Ho Efosa Okonkwo Sandra Murillo-Paz Kelvin Fernando Nolan Smits Sunil Prashar Neil Cory

# Digital Banking – Login Process

Rev 1.1 – Updated 2021-04-20 (by Steve Kelcher)



# Digital Banking – User Journeys for First and Subsequent Logins

Rev 1.1 – Updated 2021-04-20 (by Steve Kelcher)

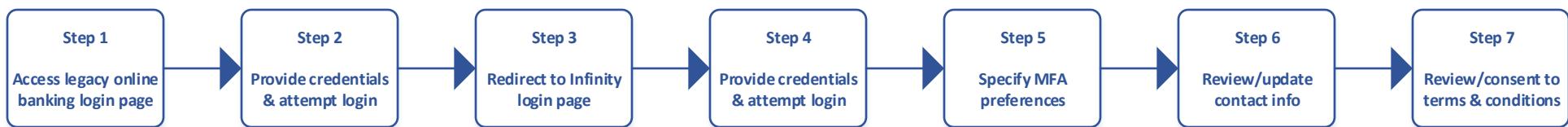
## A. First login for migrated or new users accessing Infinity directly

\* This journey represents the best experience for migrated users. It avoids the need for users to authenticate first with Central1 and then redirect to Infinity.



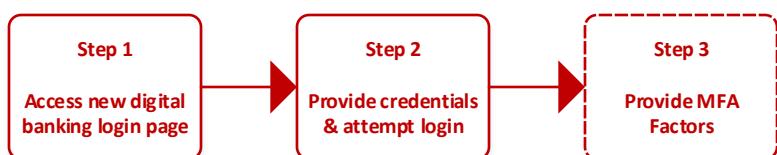
## B. First login for migrated users accessing legacy online banking site

\* This experience is less desirable than Journey A, but is likely to occur for some users. It accounts for migrated users who try to access Central1 first instead of Infinity.



## C. Subsequent login for migrated or new users accessing Infinity directly

\* This journey represents the best ongoing (after 1<sup>st</sup> login) login experience.



## D. Subsequent login for migrated users accessing legacy online banking site

\* This experience is less desirable than Journey C, but is likely to occur because of the phased migration approach taken by the Digital Program. Since the legacy platform will remain live until all migration phases are complete, this journey is required to manage users who accidentally access the old platform.

