

CHAN-952 Sign In

Created by Jennifer Miller on Feb 28, 2020

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JIRA Issue:

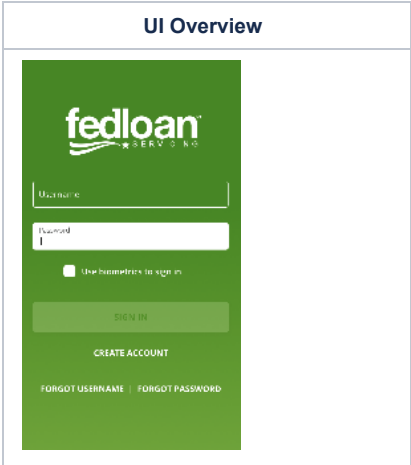
Key	Summary	Assignee	Status	Description
MOAPP-1333	Last Login Date & Time	Unassigned	TO DO	Display the last login Date and Time for users

CHAN-952	Sign In	Jennifer Miller	EXC-EXECUTION	<div><div>User Statement</div><p>As a user, I want to sign into my account, so I can view my account information</p><div><div>Assumptions</div><ul style="list-style-type: none">• Applicable to FLS and AES mobile application users• Applicable to FLS and AES consumer portal users• Usernames who currently have an account state BLOCKED, shall retain a BLOCKED state in our new system, which prevents self-service account access and can only be unblocked by a CSR.• Usernames who currently have an account state LOCKED or SOFT LOCKED, shall not persist in our new system (as our new system will not have a "soft unlock" process, nor will hard lock users as a result of failed security questions).• Users who have VALID email addresses AND are enrolled in eCorr, shall be migrated into our system with their eCorr email addresses marked as VERIFIED, thus allowing customers to use OTP on day 1.</div></div>
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Acceptance Criteria

Main Success Flow

- The system allows the user to provide their credentials
 - The system allows the user to provide a username and password
 - The system allows the user to provide biometrics when currently opted in
- The system allows the user to opt into biometrics for future sign ins, when not currently opted in
- The system verifies the credentials are correct



Exception Flows

- The user failed sign in (invalid username/password combination ([CHAN-956](#))
- The user's account access is temporarily restricted ([CHAN-954](#))
- The user's account is blocked ([CHAN-955](#))
- The user's device is not recognized ([CHAN-895](#))
- ~~The user is not authorized to view account information (mobile only)~~ Occurs after authentication is complete
- ~~The user did not complete registration by verifying their email address ([CHAN-1330](#))~~

2 issues

Refresh

 **This is not a source for UI design.**
Please use the sketch link in the JIRA ticket listed above.

Mulesoft Flows:

Consumer Authentication XAPI:

[RAML Location](#)

[Authenticate Mulesoft Documentation](#)

Flow:

Screen	URI	Service Request Body	Service Response Body	Notes
UN/PW Screen	/consumer-authentication/v1/authentication/authenticate	AuthenticateCredentialsRequest	AuthenticateSecondFactorOptionsResponse OR AuthenticateFinalResponse	Authentication is returned trusted.
Select Verified Contact Screen	/consumer-authentication/v1/authentication/authenticate	IF OTP SELECTED: AuthenticateOTPSelectionRequest ELIF KBA SELECTED: AuthenticateKBASelectionRequest ELSE: Display NPPI Questions	IF OTP SELECTED: AuthenticateOTPDeliverResponse ELIF KBA SELECTED: AuthenticateKBAQuestionResponse ELSE: N/A	
Submit OTP	/consumer-authentication/v1/authentication/authenticate	AuthenticateOTPSubmitRequest	AuthenticateFinalResponse	"sms" = True "email" = True "voice" = True
Security Questions	/consumer-authentication/v1/authentication/authenticate	AuthenticateKBAAnswerRequest	AuthenticateFinalResponse or AuthenticateKBAQuestionResponseFail	

NPPI	/consumer-authentication/v1/authentication/authenticate	AuthenticateNPPISelectionRequest	AuthenticateFinalResponse	
Trust Device	/consumer-authentication/v1/authentication/authenticate	AuthenticateDeviceSaveRequest	AuthenticateDeviceSaveResponse	

Values Required for Service Calls:

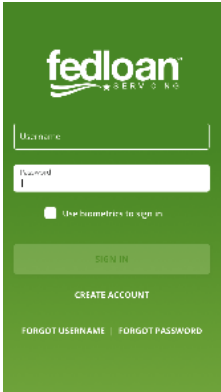


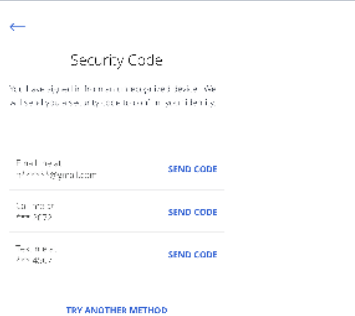
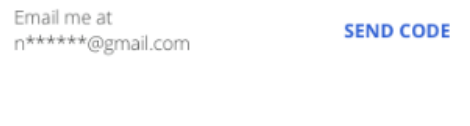


Header	Type	Value	Comments
AWS Load Balancer token	Header	returned after first request?	If this is not included in the request it can cause timeouts.
authId	Body Element	AuthenticateSecondFactorOptionsResponse.authId OR AuthenticateFinalResponse.authId	Used to chain the auth requests together.

Outstanding Questions:

- Need a Demographics Service to get Name?

Mobile Application Design:

Handset:

Page Overview	Field Name	Screen View	Message Element
	Username		AuthenticateCredentialsRequest.userId
	Password		AuthenticateCredentialsRequest.password
	Email otp		IF AuthenticateSecondFactorOptionsResponse.ot "email": AuthenticateSecondFactorOptionsResponse.otplr
	Call otp		IF AuthenticateSecondFactorOptionsResponse.ot "voice": AuthenticateSecondFactorOptionsResponse.otplr
	Text otp		IF AuthenticateSecondFactorOptionsResponse.ot "sms": AuthenticateSecondFactorOptionsResponse.otplr
	Sent To		AuthenticateSecondFactorOptionsResponse.otplr

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Security Code		lease 5.0		Your code has been sent to: tylor.johnson@email.com			
<div><div>Your code has been sent to: tylor.johnson@email.com</div><div>Security Code</div><div>NEXT</div><div>RESEND CODE</div><div>CHOOSE DIFFERENT CONTACT METHOD</div></div>	Security Code	Security Code		AuthenticateOTPSubmitRequest.passocde			
	SSN	Account Number or Last Four Digits of SSN		AuthenticateNPPISelectionRequest.nppi.accountI			
	Last Name	Last Name		AuthenticateNPPISelectionRequest.nppi.lastNam			
<div><div>Personal Information</div><div>Let's verify that it's you. Please provide the following information..</div><div>Account Number or Last Four Digits of SSN</div><div>Last Name</div><div>Date of Birth</div><div>MM/DD/YYYY</div><div>NEXT</div></div>	DOB	Date of Birth		AuthenticateNPPISelectionRequest.nppi.birthDate			
	Security Question	Security question goes here.		AuthenticateKBAQuestionResponse.kbaQuestion			
<div><div>Security Question</div><div>Please answer the following security question.</div><div>Security question goes here.</div><div>Security Answer</div><div>NEXT</div><div>TRY ANOTHER METHOD</div></div>	Security Answer	Security Answer		AuthenticateKBAAnswerRequest.kbaAnswer			
	Sign in Date	{{ Last Sign in Design }}		AuthenticateSecondFactorOptionsResponse.lastL OR AuthenticateFinalResponse.lastLoginOn			
<div><div>{{ Last Sign in Design }}</div><div>@ Steven Raker Do we have these designs yet?</div></div>							

No labels

