

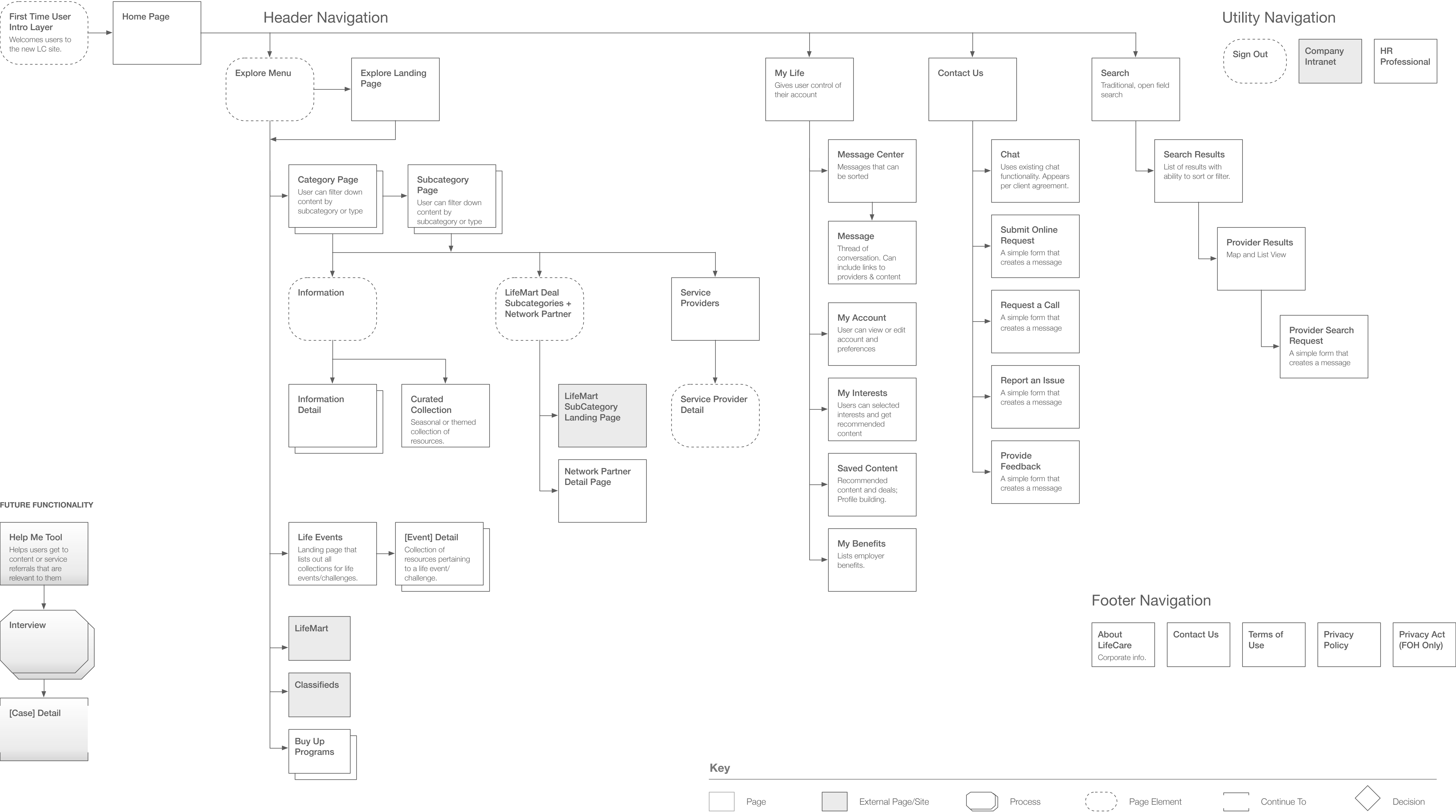


LifeCare

Work/Life: User Experience Wireframes

Updated Wednesday, April 2, 2014

Conceptual Architecture



Group 5 Wireframes:

HR Professional

About LifeCare

Generic Content Pages

Error States

Status: Round 1 Feedback Revisions

LifeCare Logo

Client Logo

Open [Company] Intranet | HR Professional | Welcome, John (Sign Out)


Explore

My Life

Contact Us

Search

LifeCare Can Help You Help Your Employees


 **Your LifeCare account manager**

Your account manager can help you with... copy goes here. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque auctor lacus in pulvinar laoreet. Proin lacinia magna sed neque eleifend, non eleifend odio porttitor.

First Last


800-xxx-xxxx

email@address.com

 **Utilization report**

Get a better understanding of how people in your organization are using LifeCare.

[\[Link to Utilization Report\]](#)

 **Invite employees**

Email an invite and registration link for LifeCare to employees.

[Invite Employees to Register](#)

My Library

You library houses any and all personal documents you may need. [Email your LifeCare account manager](#) to add new documents.

Document Title

added mm/dd/yyyy

Document Title

added mm/dd/yyyy

Document Title

added mm/dd/yyyy

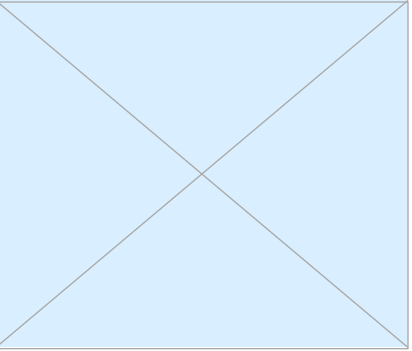
Upcoming Events

Select a category▼

Webinars

Moderated Discussions

FRIDAY, MARCH 14, 2014



Title Goes Here

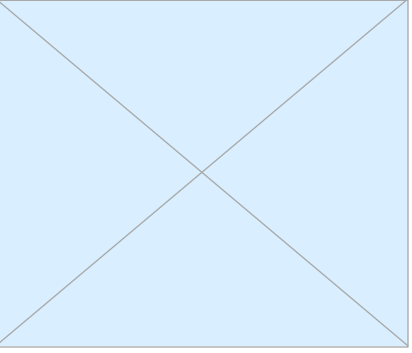
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Webinar

Like

124 people liked this

Save



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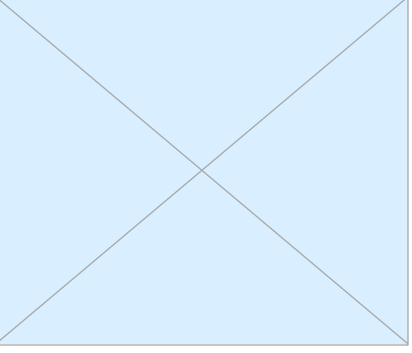
Moderated Discussion

Like

124 people liked this

Save

MONDAY, MARCH 17, 2014



Title Goes Here

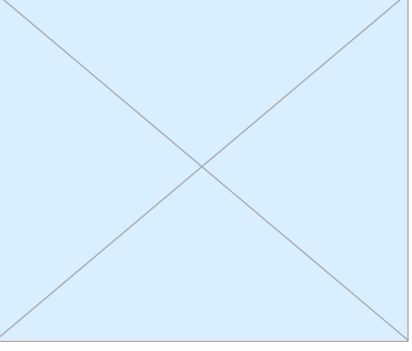
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Webinar

Like

124 people liked this

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Webinar

Like

124 people liked this

Save

Content Continues

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Notes

1

Email link opens a new message window in the user's email client with the "To" field populated with the LifeCare account manager's email address.

2

Email link opens a new message window in the user's email client with the "To" field populated with the LifeCare account manager's email address, and the subject line populated with "I'd Like to Add a New Document to My Library".

3

Opens document in new window/tab, or default document program.

4

The Utilization Report link opens the report in a new tab or window. Content behind this link is updated by a LifeCare admin. When a new report is available, a "New" badge will appear next to the updated link the first time the user accesses this page since the update. The badge does not appear for subsequent visits, until the content behind the link is updated again.

5

The "Invite" link opens a new message window in the user's email client with the subject line populated with "You're Invited to Join LifeCare" and the message field populated with a link to the register page.

6

Upcoming Events displays webinar and moderated discussions in reverse chronological order. Past events do not appear in this list. By default, all events from all categories this client has access to appear here. The user can filter this by category and type. Multiple filters may be applied at the same time, showing content meeting both the category and type selections. For example, if I've selected "Senior Care" in the drop down and have both "Webinars" and "Moderated Discussions" checked, I'll see events meeting either type and only the Senior Care category. If no events are available, the message "There are no events scheduled at this time." appears in place of the filters and events feed.

7

Users with access to this page see a link similar to the one in My Library on the My Benefits page under My Life. This link allows them to email content to their account manager for inclusion on the My Benefits page.

Message Center

My Account

My Interests

Saved Content

My Benefits

My Benefits

Email your LifeCare account manager to add new content to this page.

Welcome Message Title

Customizable introductory copy goes here. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque auctor lacus in pulvinar laoreet. Proin lacinia magna sed neque eleifend, non eleifend odio porttitor. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque auctor lacus in pulvinar laoreet. Proin lacinia magna sed neque eleifend, non eleifend odio porttitor.

View More

Content Block Title

Customizable copy goes here. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque auctor lacus in pulvinar laoreet. Proin lacinia magna sed neque eleifend, non eleifend odio porttitor. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque auctor lacus in pulvinar laoreet. Proin lacinia magna sed neque eleifend, non eleifend odio porttitor.

Modern Climate | Confidential | Updated Wednesday, April 2, 2014

Page 4

LifeCare Logo

Client Logo

Open [Company] Intranet | HR Professional | Welcome, John (Sign Out)

Explore

My Life

Contact Us

Search

Your LifeCare account manager

First Last

800-xxx-xxxx

email@address.com

Utilization report

Get a better understanding of how people in your organization are using LifeCare.

[Link to Utilization Report]

Invite employees

Email an invite and registration link for LifeCare to employees.

Invite Employees to Register

My Library

You library houses any and all personal documents you may need. Email your LifeCare account manager to add new documents.

Document Title

added mm/dd/yyyy

Document Title

added mm/dd/yyyy

Document Title

added mm/dd/yyyy

Upcoming Events

Select a category

Webinars

Moderated Discussions

FRIDAY, MARCH 14, 2014

Title Goes Here

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Webinar

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Moderated Discussion

Like

Save

MONDAY, MARCH 17, 2014

Title Goes Here

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Webinar

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Webinar

Like

Save

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Menu

Contact

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LifeCare Can Help You Help Your Employees

Contact your LifeCare account manager

First Last

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[Link to Utilization Report]

Invite employees

Email an invite and registration link for LifeCare to employees.

Invite Employees to Register

+ My Library

Upcoming Events

FILTER

FRIDAY, MARCH 14, 2014

Title Goes Here

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin dictum iaculis odio, lobortis aliquet arcu faucibus id. Mauris venenatis ultrices odio, eget sed.

Video

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Moderated Discussion

Like

Save

Content Continues

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Notes

1

Phone numbers become links on mobile, triggering the native call confirmation window.

2

After scrolling past the immediately visible content on a mobile screen, a sticky “back to top” button appears on the right side of the screen.

HR Professional: Tablet & Mobile

Modern Climate | Confidential | Updated Wednesday, April 2, 2014

Page 5

LifeCare Logo

Client Logo

Open [Company] Intranet | HR Professional | Welcome, John (Sign Out)

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About LifeCare

Image or Graphic

1

XX

Care Providers

2

XX

Care & Wellness Articles

XX

LifeMart Deals

FOUNDED

1984

MEMBERS

51 million

SPECIALISTS

200

HEADQUARTERS

2 Armstrong Rd

Shelton, CT

“Quote regarding LifeCare’s mission and founding principle to help employees maintain a quality work/life balance.”

- Peter Burki, LifeCare Chairman and CEO

Get the Most Out of LifeCare

We offer a wide variety of content for the most comprehensive approach to finding care. Each LifeCare client can tailor the types of content available to their employees. So, while you may or may not see all of these symbols throughout the site, you’ll easily identify those you do so that you may find the care you need quickly.

Icon

ARTICLE

Icon

AUDIO

Icon

CALCULATOR

Icon

KIT

Icon

MODERATED

Icon

QUIZ

Icon

VIDEO

Icon

WEBINAR

Content Continues

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About LifeCare: Desktop

Notes

- 1

These are high-level numbers intended to quickly convey the benefit and breadth of content LifeCare offers to the end-user— employees. Additional stats that would accomplish this goal include:
 - Number of provider referrals given
 - Average number of hours/days saved utilizing LifeCare for research
 - Number of webinars and discussions
- 2

Content on this page isn't intended to sell LifeCare, rather it should reassure users that LifeCare has the expertise and wealth of content required to help them efficiently and effectively. This headline is an example of the type of content that would fit with this strategy, calling out LifeCare's origins as a company working ease new mothers' transitions back into the workplace after having a child.

600px Fold

700px Fold

LifeCare Logo

Client Logo

Open [Company] Intranet | HR Professional | Welcome, John (Sign Out)

Explore

My Life

Contact Us

Search

Content Continues

1

Icon

ARTICLE

Icon

AUDIO

Icon

CALCULATORS

Icon

KIT

Icon

MODERATED DISCUSSION

Icon

QUIZ

Icon

VIDEO

Icon

WEBINAR

Articles cover everything from finances to fitness, and are perfect for printing.

LifeMart Icon

Did We Mention the Deals?

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About LifeCare | Contact Us

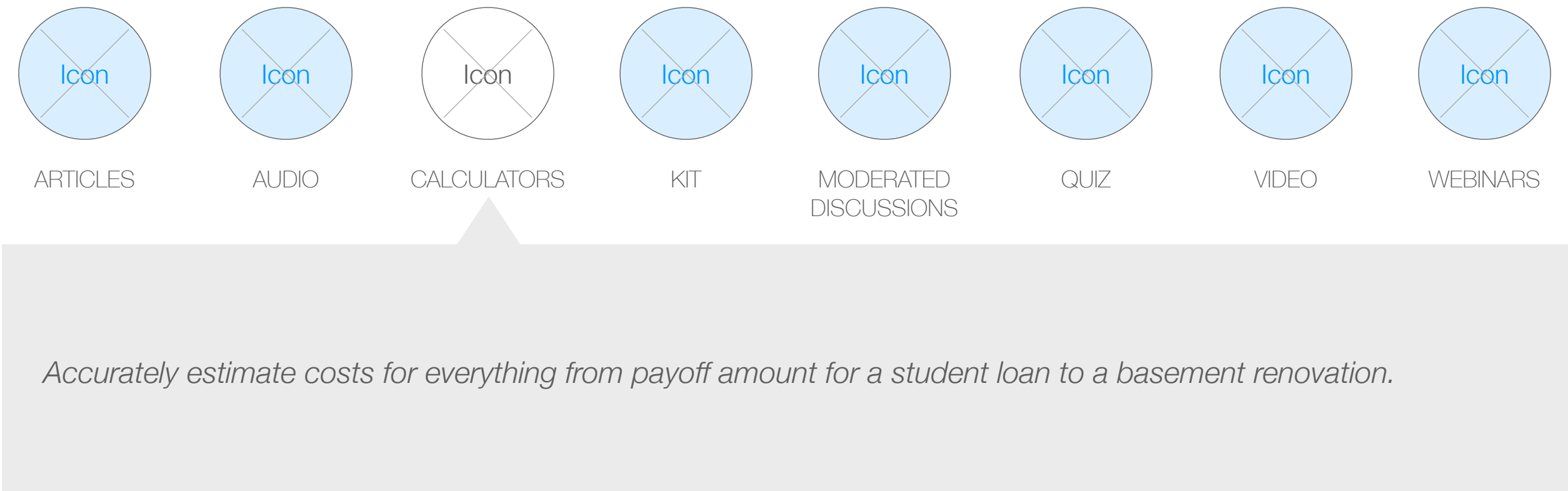
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About LifeCare: Desktop 2

Notes

- 1

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LifeCare Logo

Client Logo

Open [Company] Intranet | HR Professional | Welcome, John (Sign Out)

Explore

My Life

Contact Us

Search

About LifeCare

Image or Graphic

XX

Care Providers

XX

Care & Wellness Articles

XX

LifeMart Deals

A History of Helping Employees

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FOUNDED

1984

MEMBERS

51 million

SPECIALISTS

200

HEADQUARTERS

2 Armstrong Rd
Shelton, CT

“Quote regarding LifeCare’s mission and founding principle to help employees maintain a quality work/life balance.”

- Peter Burki, LifeCare Chairman and CEO

Service Referrals from Qualified Specialists

Our specialists are educated in their specific category of expertise. Lawyers, teachers, social workers —they are truly qualified to provide the best service possible, 24/7.

Content Continues

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About LifeCare

Image or Graphic

XX

Providers

XX

Articles

XX

Deals

A History of Helping Employees

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque auctor lacus in pulvinar laoreet. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus sed est non lacus hendrerit vulputate ut in sem. Nullam leo nisi, vulputate vitae malesuada et, lobortis eget nunc. Fusce sodales felis vitae fringilla tristique. Pellentesque adipiscing condimentum dui, ac sollicitudin dolor vehicula a. Suspendisse rhoncus consectetur libero, eu porta leo condimentum ac. Etiam porta urna bibendum rutrum pellentesque. Donec congue egestas lorem, at venenatis nisl adipiscing vitae. Morbi a erat vel lorem ornare pellentesque. Aliquam feugiat mauris eu pulvinar ultricies. Nam sollicitudin urna eget purus pellentesque sodales. Proin sagittis, enim sit amet vestibulum imperdiet, lacus elit laoreet dolor, in rutrum felis enim at lorem. Etiam dignissim felis at fermentum cursus. Nulla eget mauris eu orci facilisis pulvinar non nec ante.

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Our specialists are educated in their specific category of expertise. Lawyers, teachers, social workers —they are truly qualified to provide the best service possible, 24/7.

Get the Most Out of LifeCare

We offer a wide variety of content for the most comprehensive approach to finding care. You'll see

Content Continues

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Notes

About LifeCare: Tablet & Mobile

LifeCare Logo

Client Logo

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Content Continues

1

Icon

ARTICLE

Icon

AUDIO

Icon

CALCULATOR

Icon

KIT

Articles cover everything from finances to fitness, and are perfect for printing.

Icon

MODERATED DISCUSSION

Icon

QUIZ

Icon

VIDEO

Icon

WEBINAR

LifeMart Icon

Did We Mention the Deals?

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Content Continues

Get the Most Out of LifeCare

We offer a wide variety of content for the most comprehensive approach to finding care. You'll see these symbols throughout the site, so you can find the care you need quickly.

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Articles cover everything from finances to fitness, and are perfect for printing.

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MODERATED DISCUSSION

Icon

QUIZ

Icon

VIDEO

Icon

WEBINAR

LifeMart Icon

Content Continues

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About LifeCare: Tablet & Mobile 2

Notes

1 Each content icon may be clickable to display additional info or a definition of that type of content. "Article" is open by default. Clicking another icon closes the open definition and opens the new one.

Icon

ARTICLE

Icon

AUDIO

Icon

CALCULATOR

Icon

KIT

Icon

MODERATED DISCUSSION

Icon

QUIZ

Icon

VIDEO

Icon

WEBINAR

A panel of experts discuss topics related to your well-being.

LifeCare Logo

Client Logo

Open [Company] Intranet | HR Professional | Welcome, John (Sign Out)

Explore

My Life

Contact Us

Search

1

Page Title

Image or Video

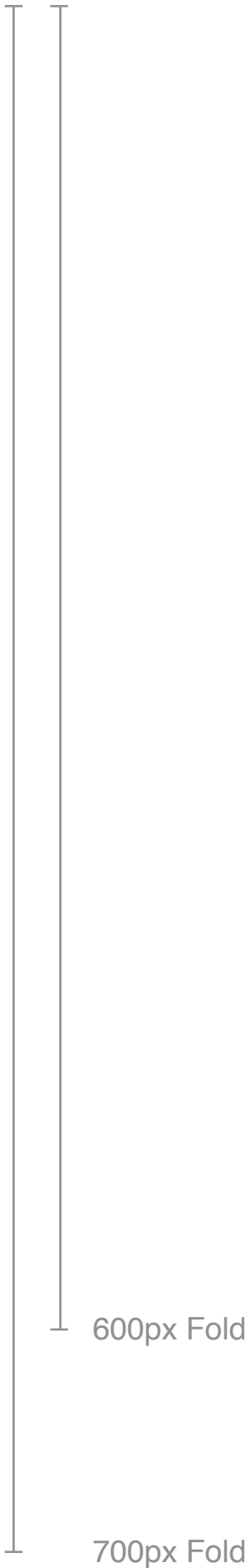
Content Title

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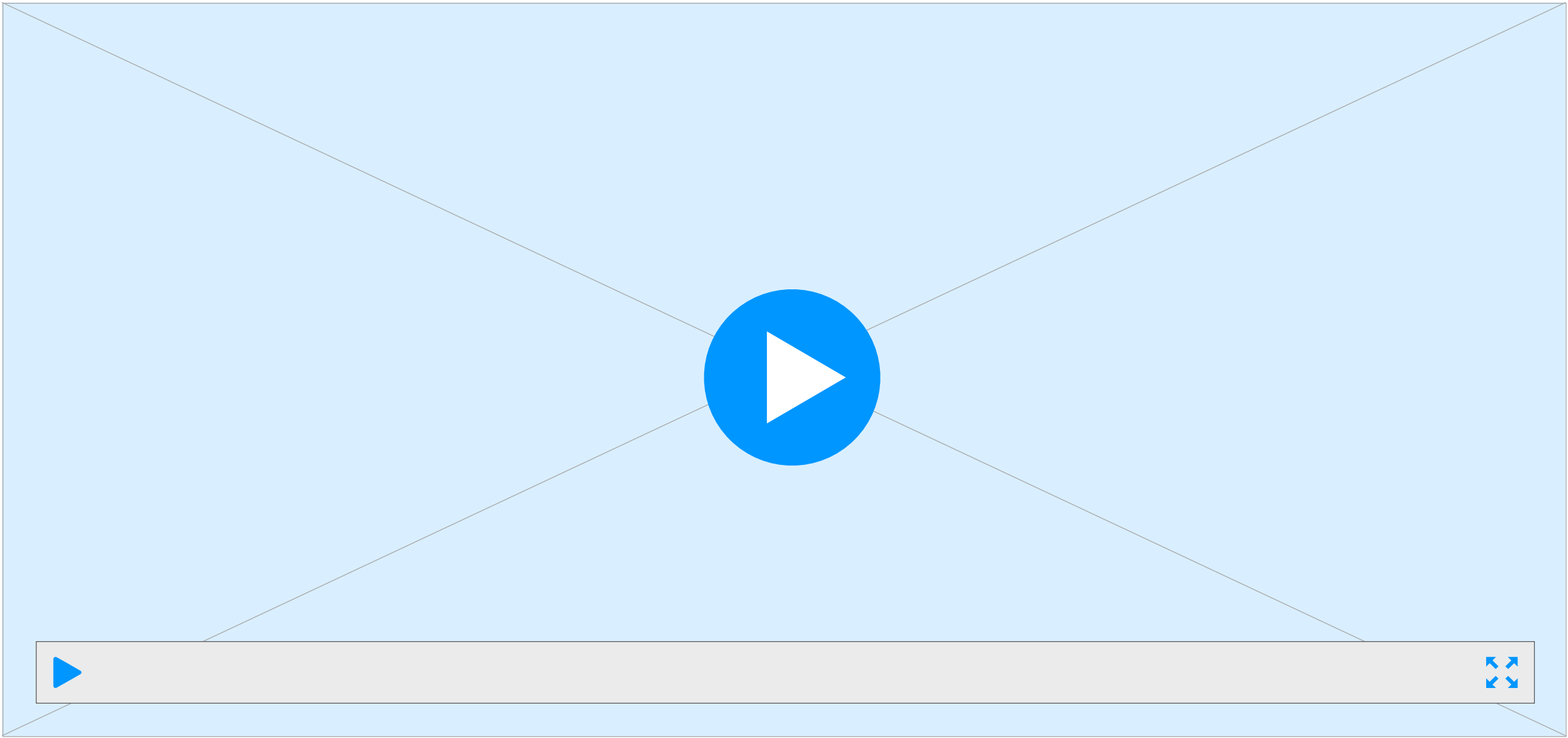


Generic Content 1 : Desktop

Notes

- 1

The featured image area may display either an image or contain an embedded Vimeo video. If the page contains a video, it can be played inline or expanded and viewed in full screen. The page will also contain a “View Transcript” link below the main content area. Inline viewing is not available on mobile.



Content Title

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[View Transcript](#) ▼

- 2

Clicking “View Transcript” opens the transcript content in a scrollable window allowing the user to view both the video and transcript at the same time. The transcript also includes a print button which opens a printable view of the transcript in a new window and triggers the browser’s print utility. Print is not visible on mobile.

[View Transcript](#) ▲

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LifeCare Logo


Client Logo

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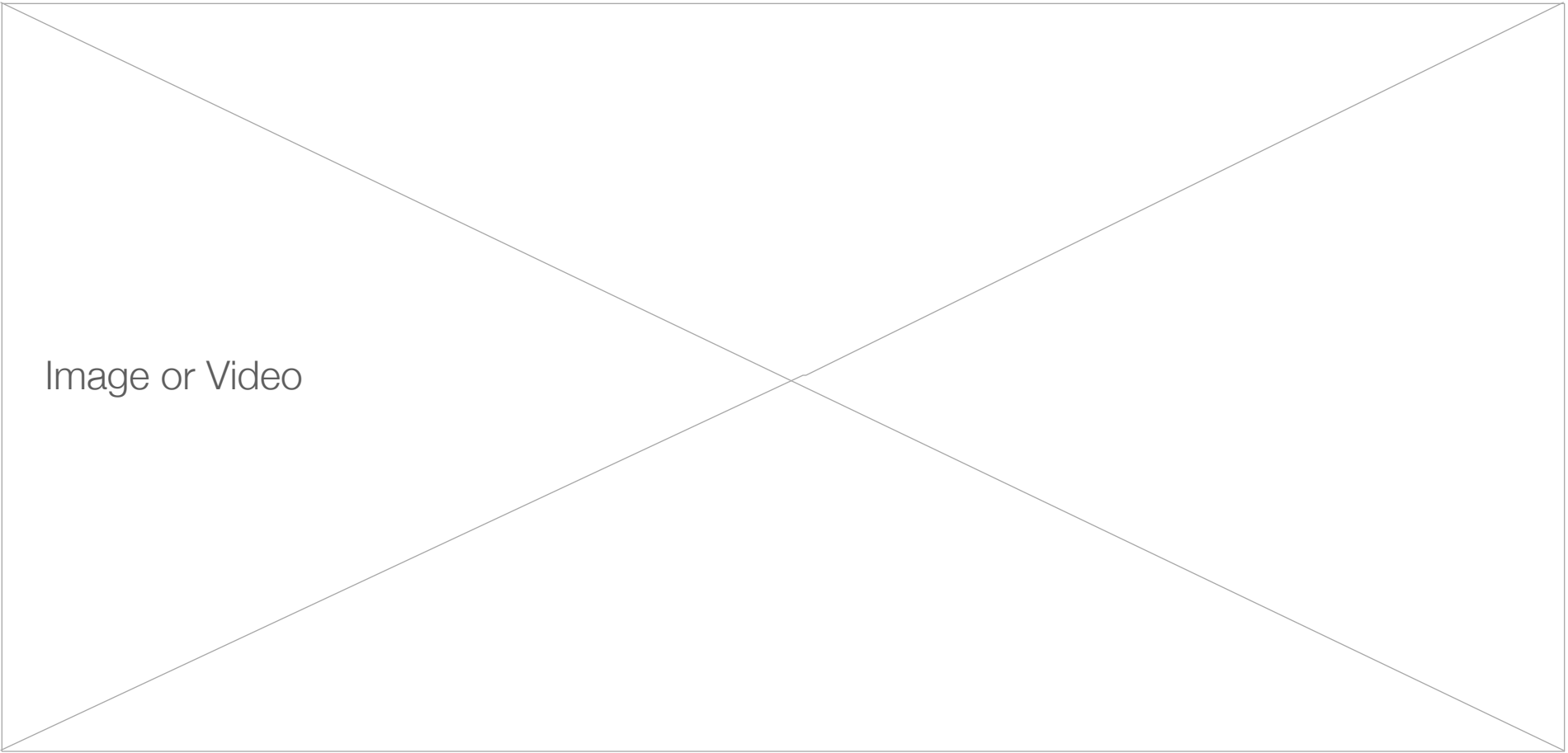
Explore

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Page Title




Content Title


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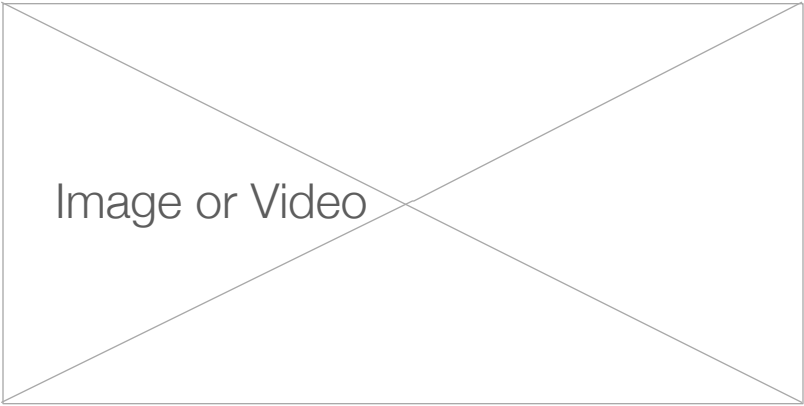
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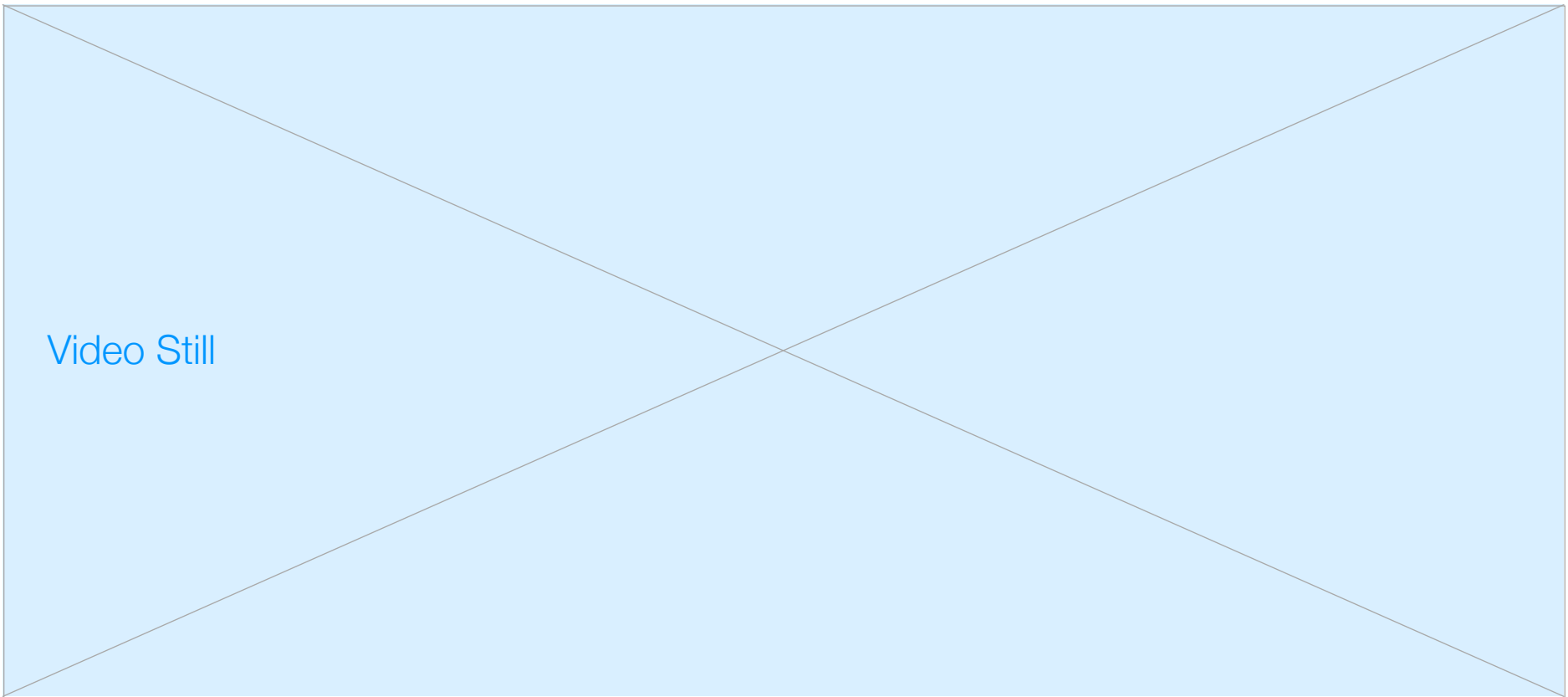
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- 1

Pages with multiple visual areas do not play videos inline like the previous templates, in an effort to keep a clean content hierarchy and stay 508 compliant. Instead, if one of these blocks of content is highlighting a video, the image displayed will be a still of the video and becomes a link to the video detail page. There's also a separate link to the video detail page under the copy block.



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600px Fold

700px Fold

404 Page: Desktop

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"Return to the previous page" links to the page the user was on prior to receiving the 404 error.
- 2

"Visit our Home page" links to the Home page.
- 3

"Visit our Contact Us page" links to the Contact Us page.

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Notes

404 Page: Tablet & Mobile

First We'll Gather Your Feedback

While we value your input, we are not able to reply to all feedback submissions. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque auctor lacus in pulvinar laoreet.

- 1
- Please address the following fields:
- [field title]

[field title]

[field title]

2

I need this type of care
This field is required

Select a category

Select a subcategory

I need this type of care
This field is required

Child care

Select a subcategory

Relevant details
This field is required

Provide any additional context that may help us find you the right care.

250 characters left

3

A selection is required

For

Myself

My family member

+ Add a Family Member

Someone else

4

Relevant details
Max characters reached

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0 characters left

5

I'd like to be called between
Call window must be at least 1 hour

+

11 am

–

and

+

11 am

–

I'd like to be called between
Call window cannot be more than 6 hours

+

11 am

–

and

+

6 pm

–

Form Error States

Notes

1

Summary of all form errors appears after the user clicks the form's "Submit" button.

2

Any missed required fields with open inputs (drop downs, text fields) get the error message, "This field is required" with the input area outlined in red. If the field has multiple input areas, only the blank ones are highlighted in red. Required field errors appear after the user clicks the form's "Submit" button.

3

If the required field is selection based (radio or checkboxes), the related error message is, "A selection is required". Required field errors appear after the user clicks the form's "Submit" button.

4

All open text fields include a maximum character count. If the user reaches the max characters while typing, the counter at the top turns red and the error message, "Max characters reached" appears under the field title. These appear while a form is being filled out, independent of clicking the "Submit" button.

5

All time picker errors appear as a user interacts with the time picker. Selecting the same time for the start and end of a timeframe triggers, "Call window must be at least 1 hour" to appear under the field title. Selecting an end time that is 7 or more hours after the selected start time triggers, "Call window cannot be more than 6 hours" to appear. The user may still interact with the time picker while these error messages are visible. Fixing the cause of either issue will cause the error message to disappear. If an error message is still visible when "Submit" is clicked, the associated field title appears in the error summary and the error message stays visible under the associated form field.

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