

UX Design Document

GCcollab Account Request Membership User Workflow

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GCcollab Account Request Membership User Workflow

1.1 Workflows

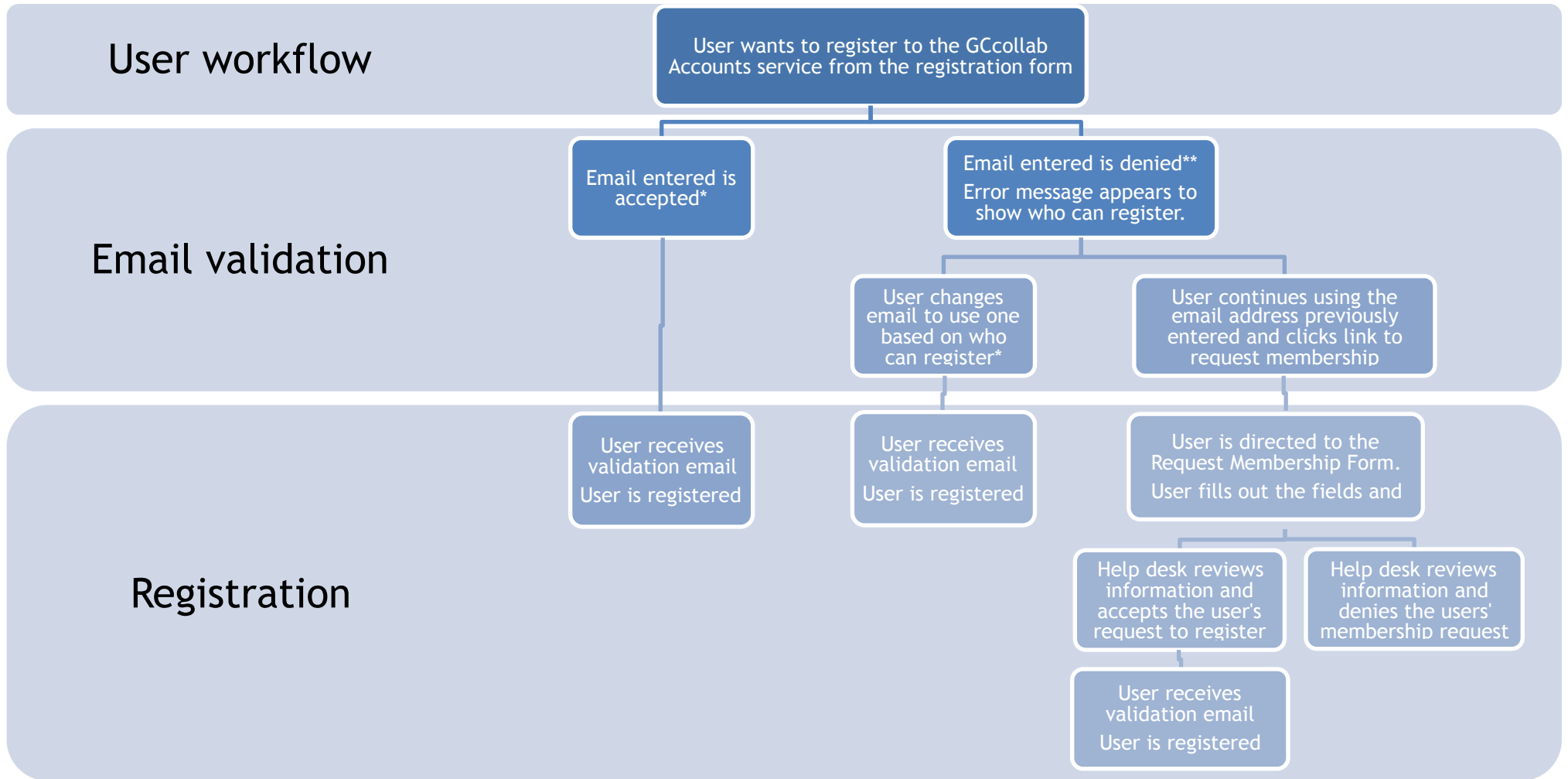
General workflows are captured below:

User workflows – registration process

There are 3 user workflow when creating an account with the GCcollab Accounts service.

* The email is accepted, it is included in the list of whitelisted email addresses (e.g., government, academic institutions, etc.)

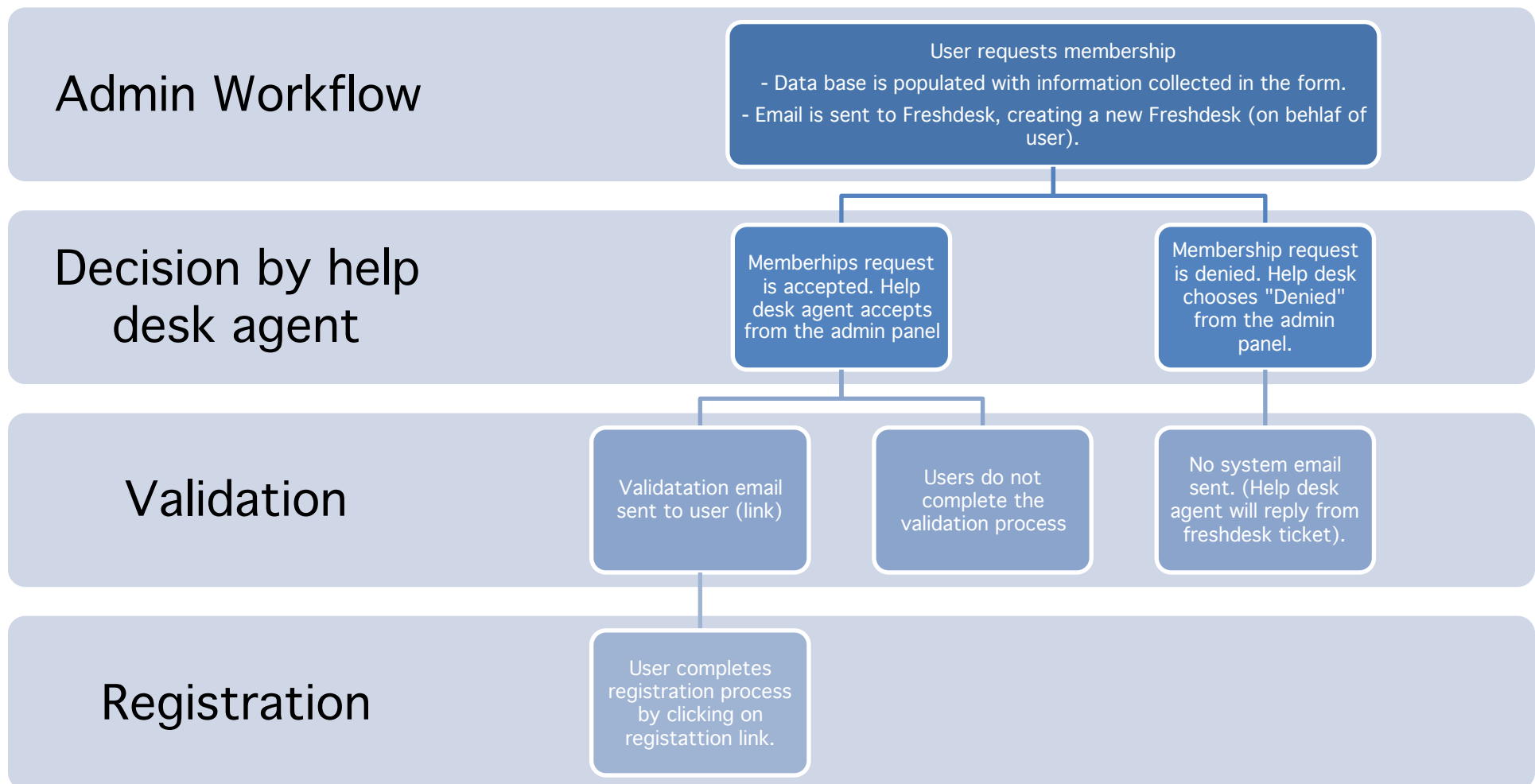
** The email is denied, it is not part of the list of whitelisted email addresses (e.g., personal emails)



Workflow to accept/deny a membership request

When a user requests a membership, the information collected in the form will:

1. Be entered in the database.
2. Send an email on freshdesk to create a new ticket. The user's email used in the form will be used to populate the "From" field, so that the Freshdesk ticket is created under that user's name.



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GCcollab Account Request Membership User Workflow

2.1 Softcopy for interactions

SOFT COPY CONTENT for key interactions:

Content for Help Information Boxes

Email entered is accepted (?) hover button

1. **First Name, Last Name:**

Provide your first and last name, as you they appear on your government issued IDs (i.e., John Doe).

2. **Email:**

Please use the email address provided to you by your institution, organization or business, if applicable (i.e., John.Doe@canada.ca).

Who can register?

- Canadian public servants (federal, provincial, territorial and municipal) can register by using their government email addresses.
- Academics and students of all Canadian universities and colleges can register using their institution email addresses.

3. **Password:**

Your password must:

- Be at least 8 characters in length
- Contain at least 1 lowercase and 1 uppercase letter
- Contain at least 1 special character (!@#\$%^&*)
- Contain at least 1 number (0–9)

Your password should:

- Be adequately complex and not contain simple patterns like “abc123”
- Not contain words from the dictionary
- Not contain personal data (like your Social Security number or address)

Copy: Email entered is denied

When the user enters an email that is not whitelisted, the following error message will appear:

The email address used to register is not included in our list of pre-approved emails or domain.

Who can register?

- Canadian public servants (federal, provincial, territorial and municipal) can register by using their government email addresses
- Academics and students of all Canadian universities and colleges can register using their institution email addresses.

Copy: once Request for Membership forms (Steps) are completed

Your request to become a member has been submitted!

If you do not receive the email, please contact the GCcollab help desk.

GCcollab is hosted by the Government of Canada, facilitates collaboration between academics, students, Canadian public servants, as well as other key communities.

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3.1 Wireframe walkthroughs

To be read left to right. Covers registration with a whitelisted email, condition that creates a Request for Membership (email not part of whitelist) and requirements for Requesting a Membership. Some fields shown are not final.

The image displays two wireframe screenshots of the GCcollab Account registration process. Both screenshots show a registration form titled "Register to create an account" with a language selector "EN" in the top right corner. The form includes fields for "First and last name", "Email", "What is your occupation?", "Password", and "Confirm password". A checkbox for "I agree with the terms and conditions" is located below the password fields. A "Register" button and a "Return to sign in" link are at the bottom of the form.

Wireframe 1 (Valid email 1.1): The "First and last name" field contains the text "John Paul Doe". A tooltip is displayed above the field with the text: "Provide your first and last name, as you they appear on your government issued IDs (I.e., John Doe)." The "Email" field is empty. The "What is your occupation?" field is a dropdown menu. The "Password" and "Confirm password" fields are empty. The "I agree with the terms and conditions" checkbox is unchecked. The "Register" button is disabled (greyed out).

Wireframe 2 (Valid email 1.2): The "First and last name" field contains the text "John Paul Doe". The "Email" field is empty. A tooltip is displayed above the "Email" field with the text: "Please use the email address provided to you by your institution, organization or business, if applicable (I.e., John.Doe@canada.ca).". Below the tooltip, under the heading "Who can register?", there are two bullet points: "Canadian public servants (federal, provincial, territorial and municipal) can register by using their government email addresses." and "Academics and students of all Canadian universities and colleges can register using their institution email addresses." The "What is your occupation?" field is a dropdown menu. The "Password" and "Confirm password" fields are empty. The "I agree with the terms and conditions" checkbox is unchecked. The "Register" button is disabled (greyed out).

Both wireframes include a footer with the text "Help / Contact Us Terms and Conditions" and the Government of Canada logo.

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GCcollab Account Request Membership User Workflow


GCcollab Account EN


(Valid email 1.3)


Register


to create an account

* First and last name 


* Email 

* What is your occupation? (Identify one only, please) 


* Password 


Confirm password

I agree with the [terms and conditions](#) 

Register

[Return to sign in](#)

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GCcollab Account EN


(Valid email 1.4)


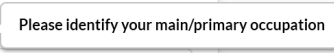
Register


to create an account

* First and last name 


* Email 

* What is your occupation? (Identify one only, please)   Please identify your main/primary occupation


* Password 


Confirm password

I agree with the [terms and conditions](#) 

Register

[Return to sign in](#)

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GCcollab Account Request Membership User Workflow

GCcollab Account EN

(Valid email 1.5)

Register

to create an account

*** First and last name**

*** Email**

 ✓

*** What is your occupation? (Identify one only, please)**

Academic

Institution

University

University

Concordia University

*** Password**


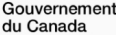

Confirm password

I agree with the [terms and conditions](#)

Register

[Return to sign in](#)

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GCcollab Account EN

(Valid email 1.6)

Register

to create an account

*** First and last name**

*** Email**

 ✓

*** What is your occupation? (Identify one only, please)**

Academic

Institution

University

University

Concordia University

*** Password**

Your password must:

- Be at least 8 characters in length
- Contain at least 1 lowercase and 1 uppercase letter
- Contain at least 1 special character (!@#\$%^&*)
- Contain at least 1 number (0-9)

Confirm password

Your password should:


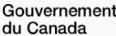

- Be adequately complex and not contain simple patterns like "abc123"
- Not contain words from the dictionary
- Not contain personal data (like your Social Security number or address)

I agree with the [terms and conditions](#)

Register

[Return to sign in](#)

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GCcollab Account Request Membership User Workflow


GCcollab Account EN


(Valid email 1.8)


Register


to create an account

* First and last name 


* Email 


* What is your occupation? (Identify one only, please) 


Academic 



Institution

University 



University


Concordia University 

* Password 


Confirm password


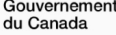

  

I agree with the [terms and conditions](#) 

Register

[Return to sign in](#)

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GCcollab Account EN


(Valid email 1.9)


Register


to create an account

* First and last name 


* Email 


* What is your occupation? (Identify one only, please) 


Academic 



Institution

University 



University


Concordia University 

* Password 


Confirm password


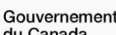

  

I agree with the [terms and conditions](#) 

Register

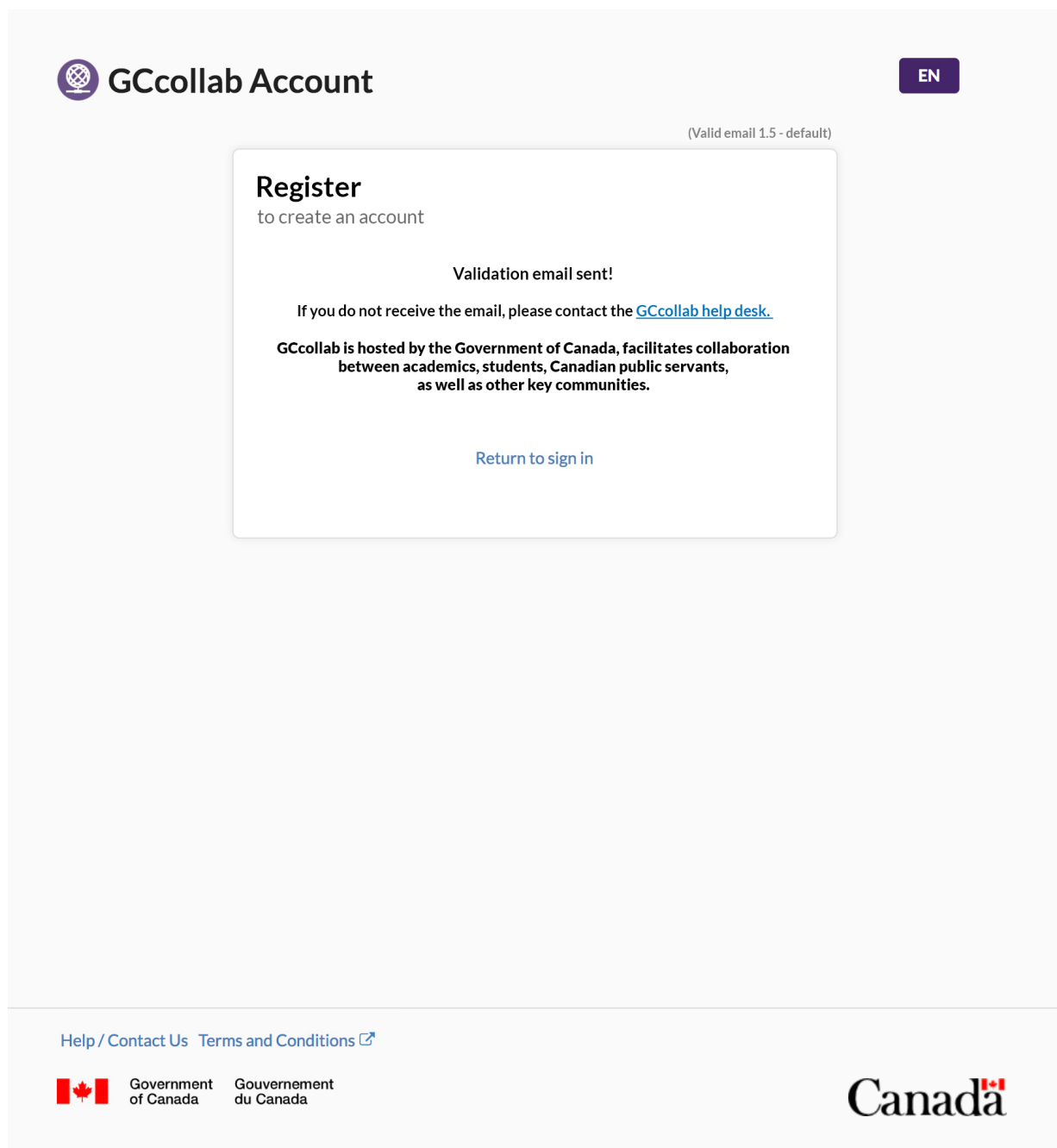
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Screens for case where an email address is not whitelisted, showing error message.


 EN


(Invalid email 2.1a - default)


Register

to create an account

Possible progress indicator



* First and last name 


* Email 

* What is your occupation? (Identify one only, please) 

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 EN


(Invalid email 2.1b)


Register

to create an account

Possible progress indicator

* First and last name 

* Email 


 

The email address used to register is not included in our list of pre-approved emails or domain.

Who can register?



- Canadian public servants (federal, provincial, territorial and municipal) can register by using their government email addresses.
- Academics and students of all Canadian universities and colleges can register using their institution email addresses.

[Request a Membership](#)

* What is your occupation? (Identify one only, please) 

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GCcollab Account Request Membership User Workflow

Screens showing the Request Membership path and requirements if email not whitelisted


 EN


(Request a Membership 3.1)


Request a Membership

Possible progress indicator

to create an account

* First and last name 

* Email 

* Address of Residence  Please use your legal address as stated on your (Passport? Driver's license?)



Number	Apt. #	Street/RR
<input type="text"/>	<input type="text"/>	<input type="text"/>


City Province/State

Country Postal Code

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 EN


(Request a Membership 3.2)


Request a Membership

Possible progress indicator

to create an account

* First and last name 

* Email 

* Address of Residence 



Number	Apt. #	Street/RR
<input type="text" value="1264"/>	<input type="text" value="33"/>	<input type="text" value="John Doe Lane"/>

City Province/State

Country Postal Code

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GCcollab Account Request Membership User Workflow

GCcollab Account EN

(Request a Membership 3.3)

Request a Membership

Possible progress indicator
to create an account

How did you hear about GCcollab?

Other

*What is your occupation? (Identify one only, please) ⓘ

Institution

What is the website URL of the Institution?



* Password ⓘ

Confirm password

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GCcollab Account EN

(Request a Membership 3.4)

Request a Membership

Possible progress indicator
to create an account

How did you hear about GCcollab?

Other

Please provide more information:

Found it on Google

*What is your occupation? (Identify one only, please) ⓘ

Institution

What is the website URL of the Institution?



* Password ⓘ

Confirm password

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GCcollab Account Request Membership User Workflow

 EN

(Request a Membership 3.5)

Request a Membership

Possible progress indicator

to create an account

How did you hear about GCcollab?

Other

Please provide more information:

Found it on Google

*What is your occupation? (Identify one only, please)

Academic

Institution

Concordia University

What is the website URL of the Institution?

https://www.concordia.ca/academics/undergraduate/design.html


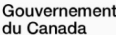

* Password


Confirm password

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 EN

(Request a Membership 3.6)

Request a Membership

Possible progress indicator

to create an account

How did you hear about GCcollab?

Other

Please provide more information:

Found it on Google

*What is your occupation? (Identify one only, please)

Academic

Institution

Concordia University

What is the website URL of the Institution?

https://www.concordia.ca/academics/undergraduate/design.html




* Password

Confirm password

I agree with the [terms and conditions](#)

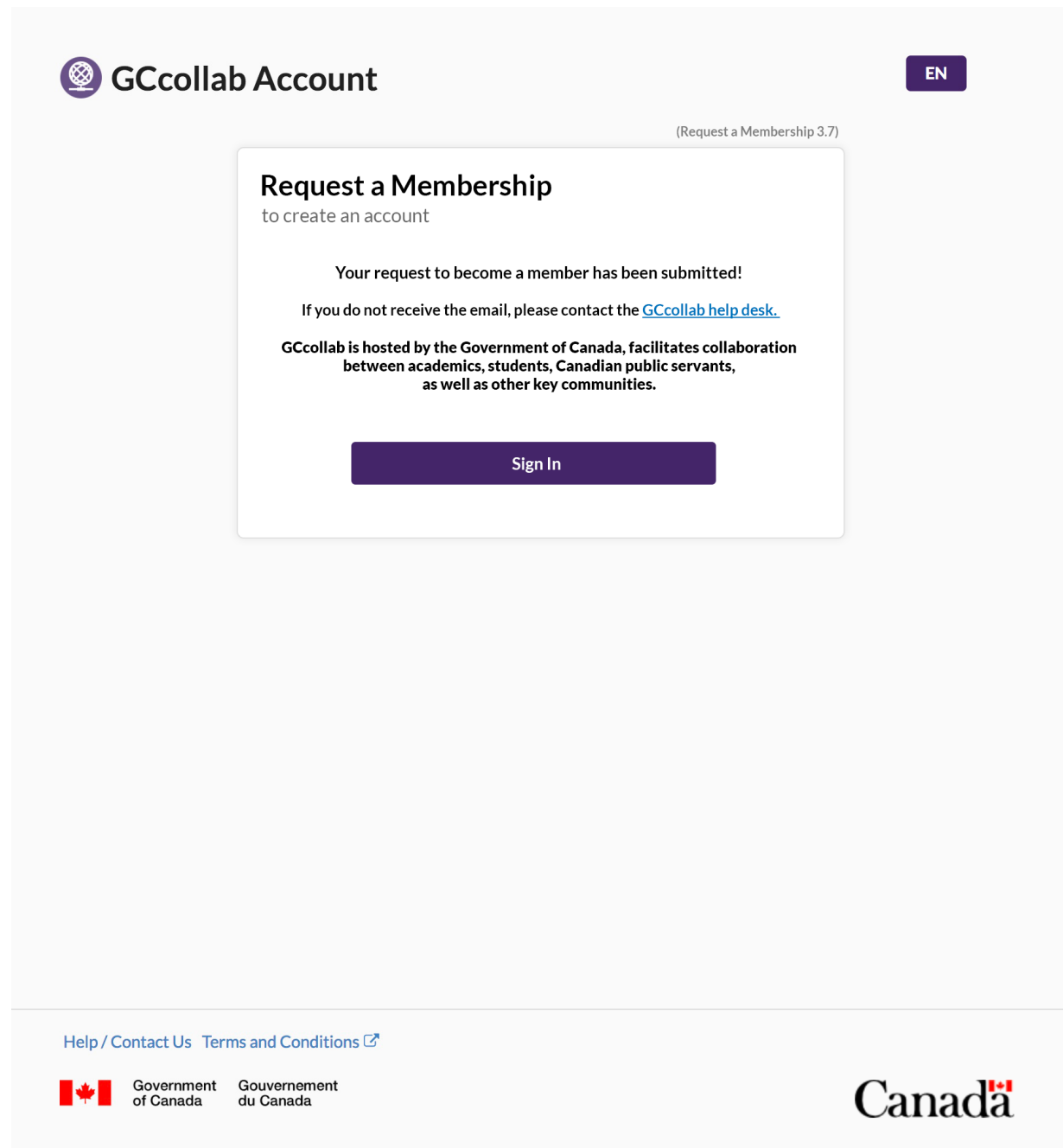
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4.1 References

Github Wireframes for Request Access - DRAFT 01 #30

<https://github.com/gctools-outils-gc/concierge/issues/30>

Rocketchat new_accounts_page group

https://message.gccollab.ca/group/new_accounts_page

Canada Post Address guidelines:

<https://www.canadapost.ca/tools/pg/manual/PGaddress-e.asp?ecid=murl10006450#1416993>