UX Design Document
GCcollab Account Request Membership User Workflow

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UX Design Document
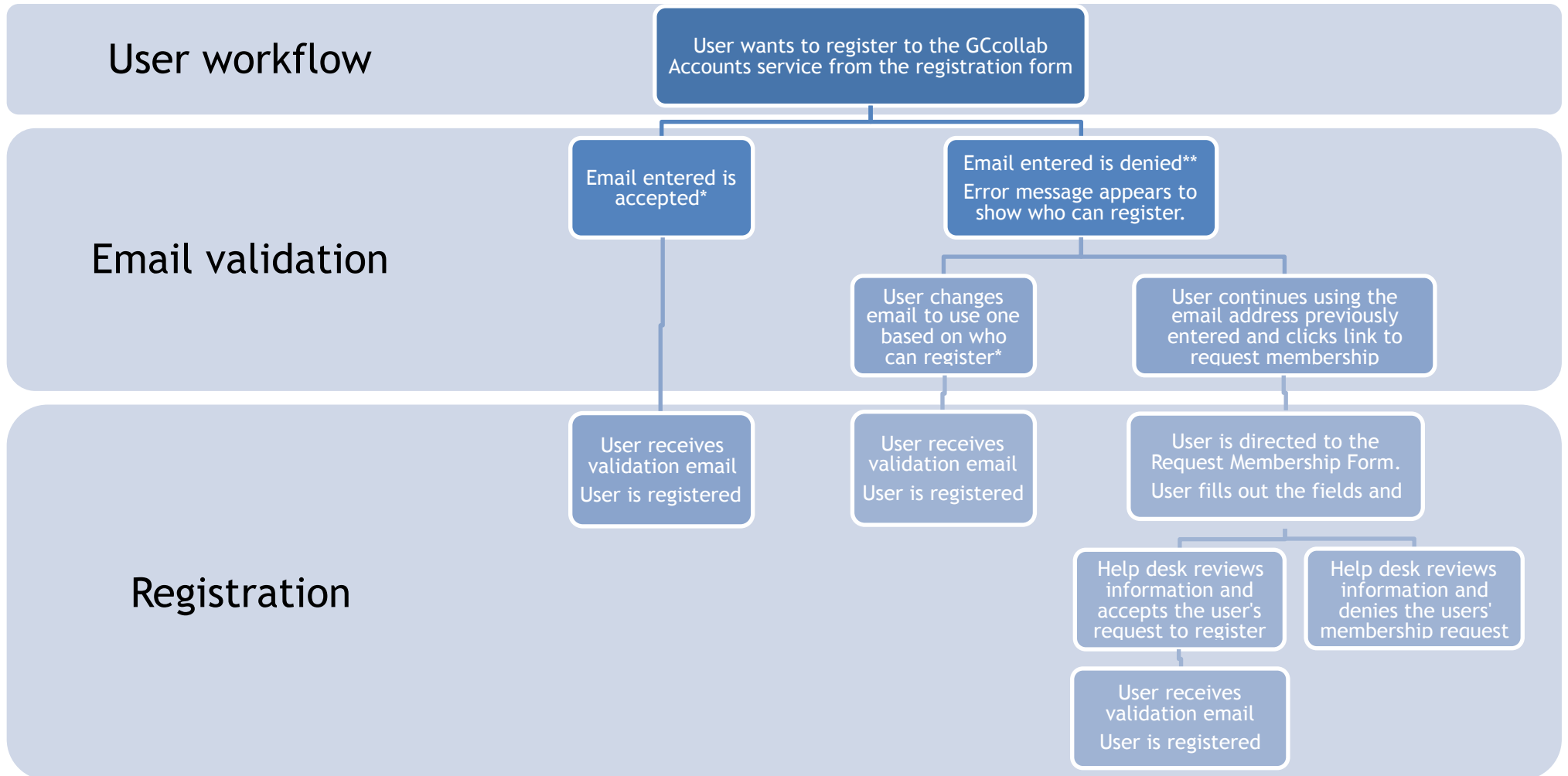# GCcollab Account Request Membership User Workflow

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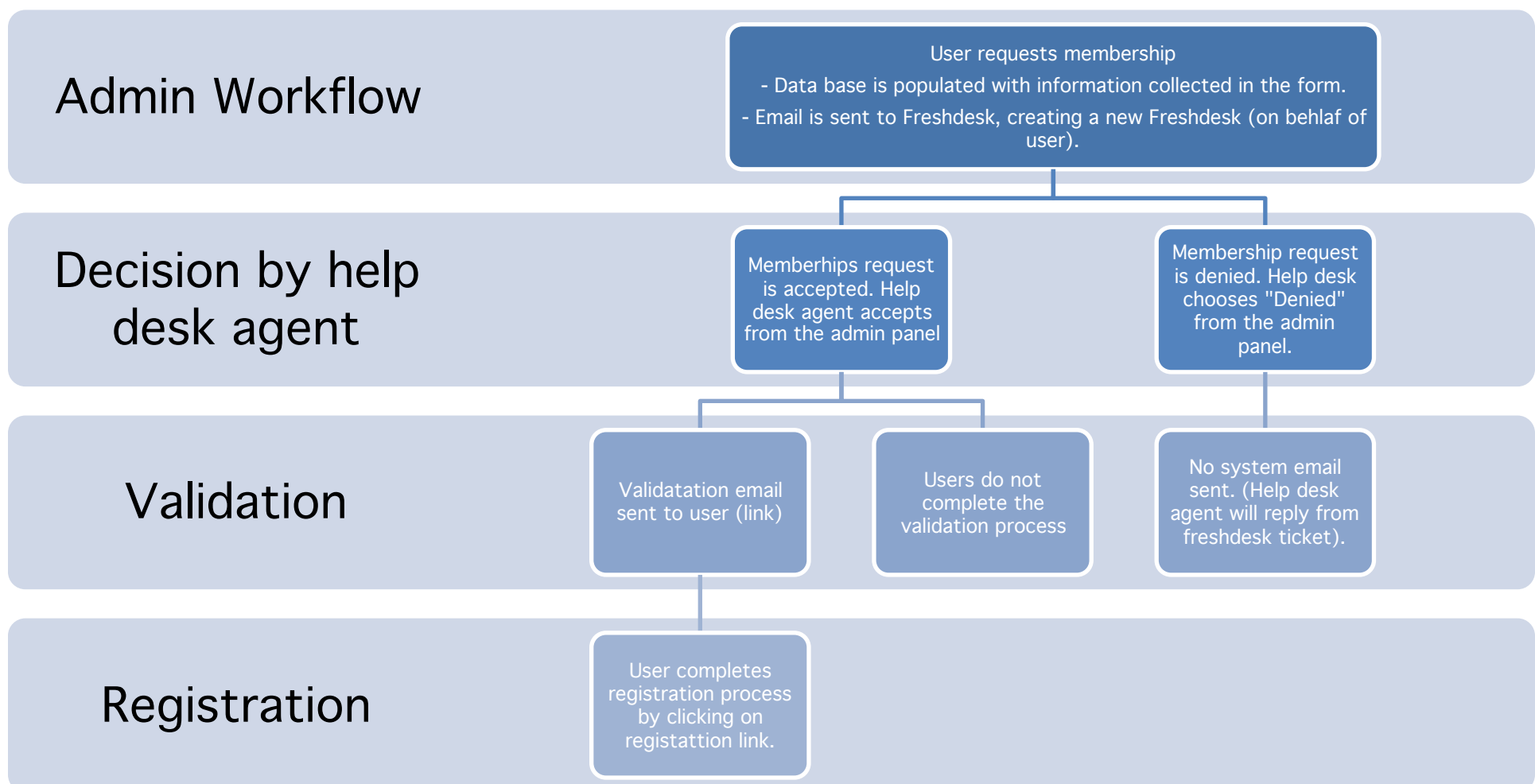** The email is denied, it is not part of the list of whitelisted email addresses (e.g., personal emails)

User workflow

User wants to register to the GCcollab Accounts service from the registration form

Email validation

Email entered is accepted*

Email entered is denied**
Error message appears to show who can register.

User changes email to use one based on who can register*

User continues using the email address previously entered and clicks link to request membership

Registration

User receives validation email
User is registered

User receives validation email
User is registered

User is directed to the Request Membership Form.
User fills out the fields and

Help desk reviews information and accepts the user's request to register

Help desk reviews information and denies the users' membership request

User receives validation email
User is registered

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.

Admin Workflow

User requests membership
- Data base is populated with information collected in the form.
- Email is sent to Freshdesk, creating a new Freshdesk (on behlaf of user).

Decision by help desk agent

Memberhips request is accepted. Help desk agent accepts from the admin panel.

Membership request is denied. Help desk chooses "Denied" from the admin panel.

Validation

Validatation email sent to user (link)

Users do not complete the validation process

No system email sent. (Help desk agent will reply from freshdesk ticket).

Registration

User completes registration process by clicking on registattion link.

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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.

GCcollab Account — EN

(Valid email 1.1a)

Register
to create an account

Possible progress indicator

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

John Paul Doe

* **Email** ❓

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

▼

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GCcollab Account — EN

(Valid email 1.1b)

Register
to create an account

Possible progress indicator

* **First and last name** ❓

John Paul Doe

* **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.

John.Doe

* **What is you**

▼

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⊛ GCcollab Account

EN

(Valid email 1.1d)

Register
to create an account

Possible progress indicator

∗ **First and last name** ❓

John Paul Doe

∗ **Email** ❓

John.Doe@canada.ca ✅

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

Please identify your main/primary occupation

▼

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GCcollab Account

EN

Register
to create an account

Possible progress indicator

* First and last name ❓

John Paul Doe

* Email ❓

John.Doe@canada.ca ✅

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

Academic ▼

Institution

University ▼

University

Concordia University ▼

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GCcollab Account

EN

Register
to create an account

Possible progress indicator

* 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)

Confirm password

☐ I agree with the terms and conditions ⧉

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GCcollab Account

EN

(Valid email 1.3)

Register
to create an account

Possible progress indicator

* Password ❓

●●●●●●●●●●●●●●●●●●●● 👁 ✅

Confirm password

●●●●●●●●●●●●●●●●●● 👁 ✅

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GCcollab Account

EN

(Valid email 1.4)

Register
to create an account

Possible progress indicator

* Password ❓

●●●●●●●●●●●●●●●●●●●● 👁 ✅

Confirm password

●●●●●●●●●●●●●●●●●● 👁 ✅

☑ I agree with the terms and conditions ⧉

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GCcollab Account Request Membership User Workflow

GCcollab Account

EN

(Valid email 1.5 - default)

Register
to create an account

Validation email sent!

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

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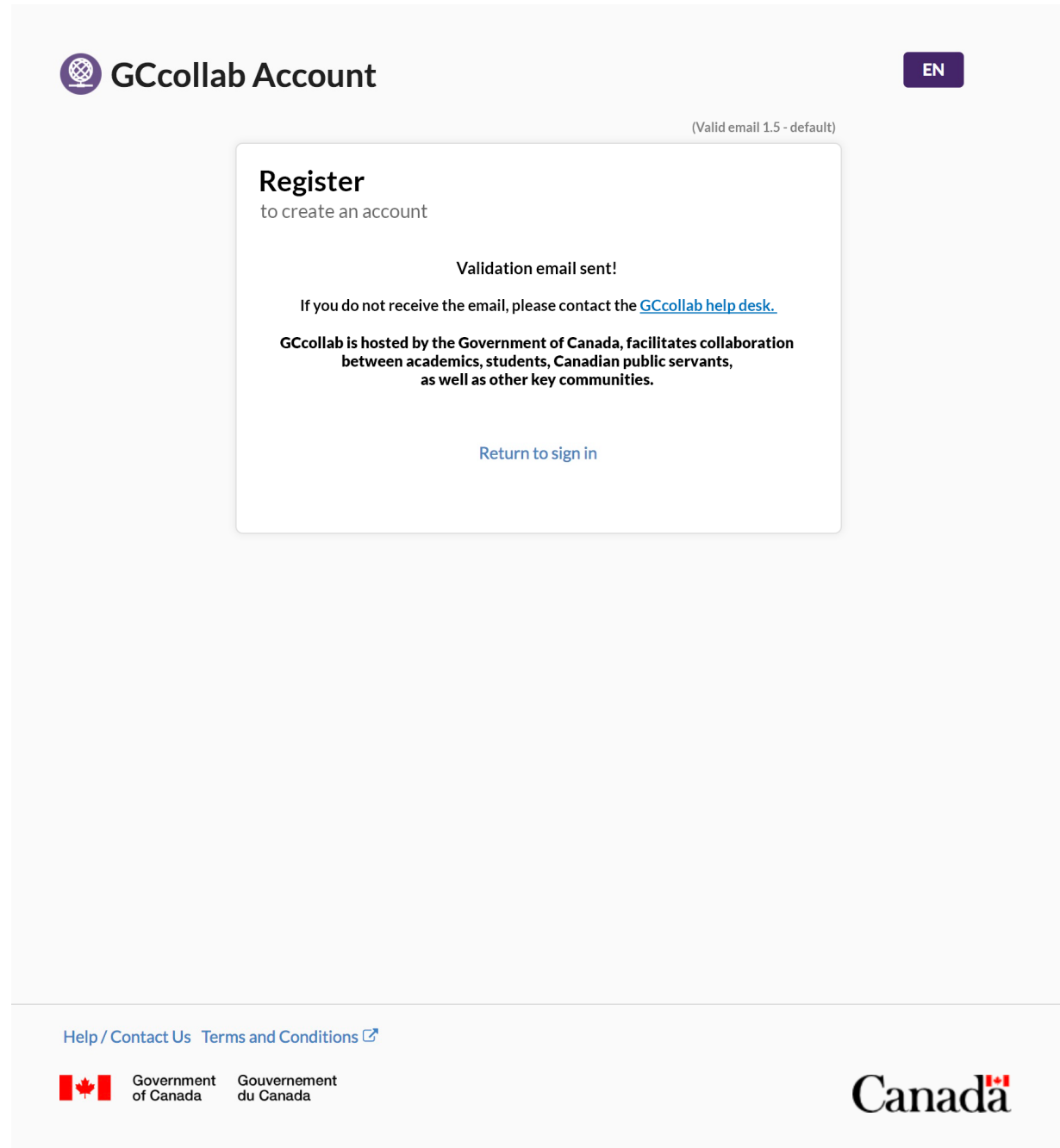
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Screens for case where an email address is not whitelisted, showing error message.

GCcollab Account

EN

(inValid email 2.1a - default)

Register
to create an account

* **First and last name** ❓

John Paul Doe

* **Email** ❓

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

▼

Possible progress indicator

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GCcollab Account

EN

(inValid email 2.1b)

Register
to create an account

* **First and last name** ❓

John Paul Doe

* **Email** ❓

John.Paul.Doe@unlisted.com   ✖

> 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)** ❓

▼

Possible progress indicator

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

GCcollab Account

(Request a Membership 3.1)

Request a Membership
to create an account

Possible progress indicator

* First and last name ❓

John Paul Doe

* Email ❓

John.Paul.Doe@unlisted.com

* Address of Residence ❓

> Please use your legal address as stated on your (Passport? Driver's license?)

Number	Apt. #	Street/RR

City

Province/State

Country

Postal Code

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GCcollab Account

(Request a Membership 3.2)

Request a Membership
to create an account

Possible progress indicator

* First and last name ❓

John Paul Doe

* Email ❓

John.Paul.Doe@unlisted.com

* Address of Residence ❓

Number	Apt. #	Street/RR
1264	33	John Doe Lane

City

Vankleek Hill

Province/State

ON

Country

Canada

Postal Code

K0B 1G0

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GCcollab Account Request Membership User Workflow

GCcollab Account

(Request a Membership 3.3)

Request a Membership
to create an account

Possible progress indicator

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
to create an account

Possible progress indicator

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 a Membership 3.5)

Request a Membership
to create an account

Possible progress indicator

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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GCcollab Account

EN

(Request a Membership 3.6)

Request a Membership
to create an account

Possible progress indicator

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

******************** 👁 ✅
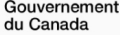
☑ I agree with the terms and conditions 🔗
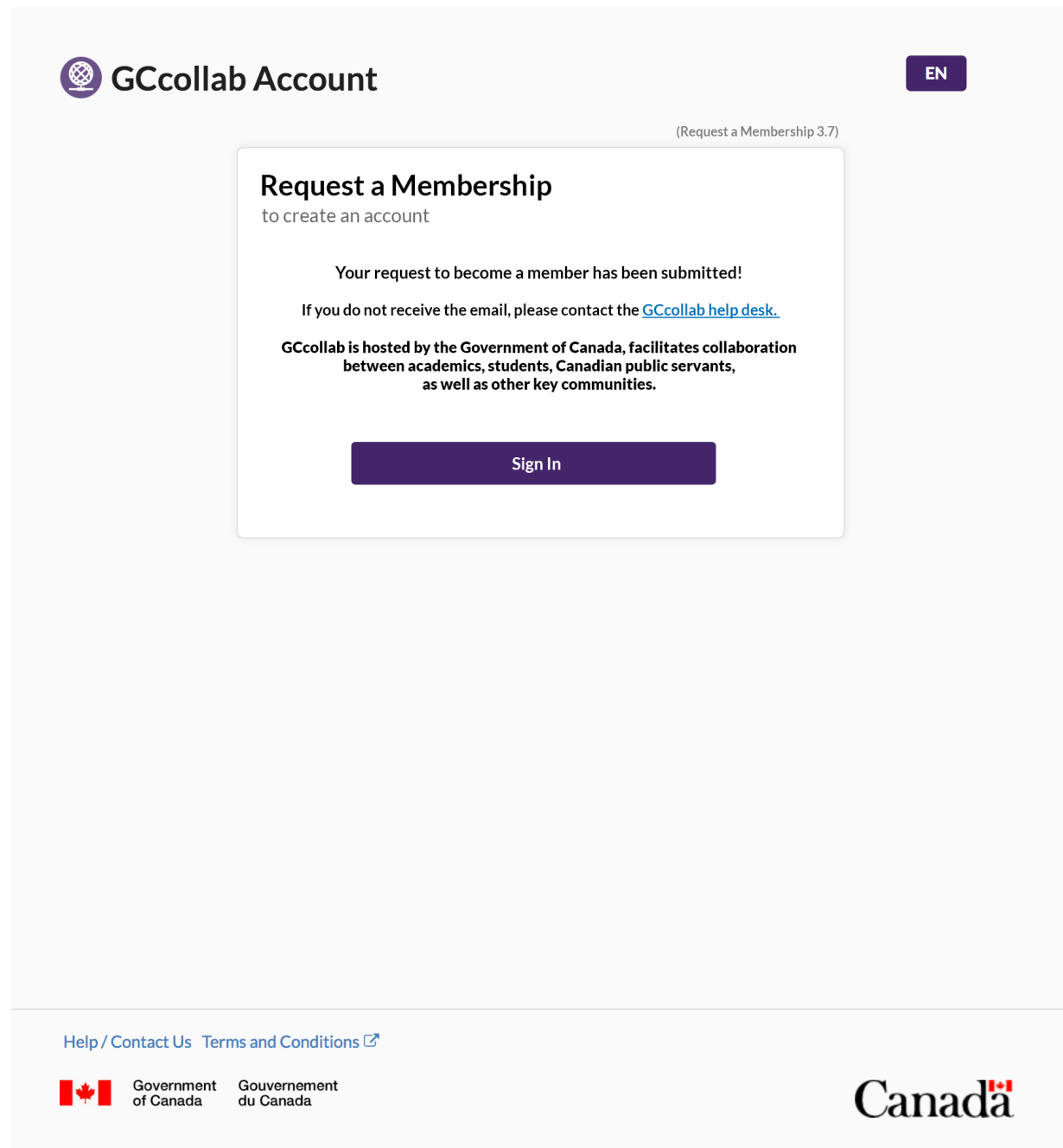
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(Request a Membership 3.7)

Request a Membership
to create an account

Your request to become a member has been submitted!

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4.1 References

Github Wireframes for Request Access - DRAFT 01 #30

https://github.com/gctools-outilsgc/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