**Email DMC**

**Editorial and branding review**

VERSION CONTROL INFORMATION

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| --- | --- | --- | --- | --- |
| **Ver #** | **Date** | **Expected release** | **Update Description** | **Reviser** |
| 1.2 | 10/1/14 | 4.2 | Create editorial doc. | K. Cozy |
| 1.1 | 12/22/14 | 4.2 | Add alerts when email is not configured. Changed out screen shots; edited copy accordingly. | K. Roberts |
| 1.2 | 12/30/14 | 4.2 | Added text alert for email failure; removed several error messages scenarios. | K. Roberts |
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**Key:**

Black copy = Teamsite content, English

Green copy = Non-Teamsite content, English

Orange copy = Teamsite content, Spanish

Purple copy = Non-Teamsite content, Spanish

Blue copy = instructions to developers, designers, etc.

Red copy = variations, error link copy

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# Email DMC – share/email icon

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| **See chart for editorial** | |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Screen elements** | **Editorial copy—read left to right** | | | | | Header | Button: Flyout menu  Accessibility Label: Menu  Accessibility Hint: Return to Dashboard | Title  Member ID Card | | Share icon  Accessibility Label: Share card  Accessibility Hint: Tap to email card | |  | KP Logo icon  Accessibility Label: Kaiser Permanente Logo | | (i)  Accessibility label: Information icon  Accessibility hint: Tap for more information | | | DMC Card content | [Content varies by plan and region – see data analysis document] | | | | |

# Email DMC Action sheet

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|  | |  |  | | --- | --- | | **Screen elements** | **Editorial copy—read left to right** | | Button | Email Card | | Button | Cancel | | Alert when email not configured - iOS | Unable to send. Please ensure your email is set up and email provider is available. | | Alert or text when email not configured - Android | No email account is set up. Configure now? [OK] | |

# Email DMC – Consent screen

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| **See chart for editorial** | |  |  |  | | --- | --- | --- | | **Screen elements** | **Editorial copy—read left to right** | | | Header (Teamsite content) | **Privacy Warning** | | | Text (Teamsite content) | If you share this card by email, your personal health information will no longer be protected by the secure Member ID Card application.  Once you have sent the email, delete the message from your “Sent” folder.  Please accept only if you are sure you want to send this information in an email. | | |  |  |  | | Buttons | Cancel | Accept | |  |  |  | |  |  |  | |

# Email DMC – Card selection

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| **See chart for editorial** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Screen elements** | **Editorial copy—read left to right** | | | | | | Header | Button: Cancel  Accessibility Label: Cancel  Accessibility Hint: Returns you to Member ID card | Title  Email Card | | |  | | **Header** | Choose Cards to Share | | | | | | Member cardholder name | [member first name last name] | | [select card] | | | | Proxy cardholder name | [proxy first name last name] | | [select card] | | | | Proxy cardholder name | [proxy first name last name] | | [select card] | | | | Proxy cardholder name | [proxy first name last name] | | [select card] | | | | Header | Email Cards To: | | | | Email address | [Email Address] | | | | | | Email address | [Confirm Email Address] | | | | | | Email client chooser Android | Choose your email program [list available email programs with icons] | | |  | | | Text | You can send cards to one email address at a time.  To send a card to another address, choose the card again and provide a new address. | | |  | | | Button | Send | | | | | |  |  | | |  | | |  |  | | |  | | |

# Email DMC – Error messages (No card selected)

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| |  |  | | --- | --- | | **Screen: Card Selection** |  | | **Scenario** | **Message** | | Incorrect email formatting – message (but not button) is Teamsite | Check the format of the address.  [OK] | | Mismatch between email entries – message (but not button) is Teamsite | The email addresses do not match.  [OK] | | Timeout for sending the card to another email address – message (but not button) is Teamsite | To email the card again, please start over.  [OK] | | Back-end failure. After send button is tapped, logging doesn’t happen on back end. | We are having technical difficulties. Please try again later.  [OK] | | Alert or text when email not configured - Android | **\*\*DEFAULT MESSAGE FOR PLATFORM\*\*** | | Alert or text when email not configured - iOS | Your email account has not been set up or is not currently available. [OK] | |  |  | |  |  | |  |  | |  |  | |  |  | |

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# Email DMC – Email content

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| |  |  | | --- | --- | | Email “to” line | [email address(es) of recipient(s)] | | Email subject line – Teamsite content | Information from Kaiser Permanente | | Email body copy – Teamsite content | Attached to this email you will find one (or more) Kaiser Permanente membership cards.  If you have received this email in error, please delete the message and attachments. | | Attachments | [jpg or pdf of dmc card] | | Attachment progress indicator | Attaching file | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  | |

**Note to legal review:** I chose “Information from Kaiser Permanente” as the subject line for a couple reasons. (1) I did not want to mention member information in the subject line as that might pose privacy issues, and (2) I didn’t want to say “Health information from Kaiser Permanente” as members might think it was just a mailing such as Partners in Health, and they might just consider that marketing or spam. I opted for a vague subject line that would get the user to open the mail to find out what it is about.