November 22, 2011

Retail Partner Cards :: credit card application

UI Specifications

About this document:

This document serves as a preliminary outline that provides an overview of the information architecture and user experience for applying online for a credit card.

The interactions described and the labels used are descriptive of the types of content that will appear. Visual design and final copy are conveyed using design comps and copy deck(s)

Please note that all copy and labels are FPO.

Role	Team Member	Reviewed
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Copywriter		
Designer		
HTML Developer	Bruce Christie	
QA Specialist	Juan Diego	

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Version	Notes	Owner
1	Apply existing UI to new template	SB
2	Internal revisions	SB

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BRAND LOGO

Secure Application
Your privacy and security are important.

1 ENTER INFORMATION | 2 VERIFY INFORMATION | 3 ACCOUNT STATUS

CREDIT CARD

Step 1: Apply for a [Credit Card]

FAQs

Before You Apply

You should be able to answer YES to the following:
- I am 18 years of age or older
- I have a valid Social Security Number

[1] Terms and Conditions

- [card benefit]
- [card benefit]
- [card benefit]

Your Contact Information

*required field

*Email: ?

NOTE: If you provide an email address:
(1) Citibank, N.A. may use your email address to contact you about your account and to send you information about products and services you might find useful, and (2) Citibank, N.A. will provide your email address to Sears Holdings Corporation, who may use it to send you news about the latest merchandise, promotions, and sales.

Email Policy

*First Name:
Middle Initial:
*Last Name:
Suffix: None ▼

(No P.O. Boxes)
*Street Address: ?
Apartment/Suite:
*City:
*State: Select One ▼
*Zip Code:
*Home Phone Number: - - ?
Mobile Phone Number: - - ?
Business Phone Number: - -

Your Financial Information

*Annual Salary and Wages***: $ .00 ?

***Alimony, child support or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

PRIMARY ACTION(S)

1. Text

Your Financial Information

*Annual Salary and Wages***: $ [ ] .00 ?

***Alimony, child support or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

Other Annual Income***: $ [ ] .00 ?

*Resident Status: Select One ▼

*Monthly Mortgage or Rent Payment: $ [ ] .00

Your Personal & Security Information

*Date of Birth: MM DD YYYY

*Social Security Number: [ ] - [ ] - [ ] ?

*Photo ID Type: ◯ Driver's License ◯ State ID ◯ Other

*Driver License Number of Photo ID Number: [ ]

*State: Select One ▼

Important Information

You must have a computer equipped with at least a 128-bit security encrypted enabled browser and either a printer, a drive, or other storage device in order to view and retain a copy of the Credit Card Disclosures, Terms and Conditions of Offer, Card Agreement and our notice about what we do with your personal information. To request a paper copy of those documents, write to: Credit Program, P.O. Box 653054, Dallas, TX 75265-3054.

☐ *I confirm that I have the software and equipment that satisfies the requirements mentioned above, and I agree to receive electronically the Credit Card Disclosures, Terms and Conditions of Offer, Card Agreement and notice about what you do with my personal information.

☐ *I confirm that I have read the Credit Card Disclosures which contain important rate, fee and other cost information.

☐ *I confirm that I have read and agree to the Terms and Conditions of Offer and the terms set forth in the Card Agreement.

CONTINUE

PRIMARY ACTION(S)

1. Text

BRAND LOGO

Secure Application
Your privacy and security are important.

1 ENTER INFORMATION | 2 VERIFY INFORMATION | 3 ACCOUNT STATUS

CREDIT CARD

[1] Terms and Conditions

- [card benefit]
- [card benefit]
- [card benefit]

Step 1: Apply for a [Credit Card]

FAQs

Before You Apply

You should be able to answer YES to the following:

- I am 18 years of age or older
- I have a valid Social Security Number

Application Error(s) Below

Your Contact Information

*required field

*Email: ?

NOTE: If you provide an email address:
(1) Citibank, N.A. may use your email address to contact you about your account and to send you information about products and services you might find useful, and (2) Citibank, N.A. will provide your email address to Sears Holdings Corporation, who may use it to send you news about the latest merchandise, promotions, and sales.

Email Policy

▼ First Name is a required field. Numbers and special characters are not allowed.

*First Name:

Middle Initial:

▼ Last Name is a required field. Numbers, hyphens and special characters are not allowed.

*Last Name:

Suffix: None ▼

▼ Street Address is a required field. Special characters, such as & and (), are not allowed. For an apartment number. please use the Apartment/Suite field.

(No P.O. Boxes)

*Street Address: ?

Apartment/Suite:

▼ City is a required field. Numbers, periods and special characters such as '&' and '()' are not allowed.

*City:

▼ State is a required field. Please select one from the menu.

*State: Select One ▼

▼ Zip Code is a required field. Please enter all 5 digits.

*Zip Code:

▼ Home Phone Number is a required field. Please re-enter a valid 10 digit Home Phone Number.

*Home Phone Number: - - ?

Mobile Phone Number: - - ?

Business Phone Number: - -

PRIMARY ACTION(S)

1. Text

Your Financial Information

▼ Annual Salary and Wages is a required field.

*Annual Salary and Wages***: $ [ ] .00 ?

***Alimony, child support or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

Other Annual Income***: $ [ ] .00 ?

▼ Resident Status is a required field.

*Resident Status: Select One ▼

▼ Monthly Mortgage or Rent Payment is a required field.

*Monthly Mortgage or Rent Payment: $ [ ] .00

Your Personal & Security Information

▼ Re-enter the Month of Birth using numbers only.
Re-enter the Day of Birth using numbers only.
Re-enter the Year of Birth using numbers only.

*Date of Birth: [MM] [DD] [YYYY]

▼ Social Security Number is a required field. Please enter using numbers only.

*Social Security Number: [ ] - [ ] - [ ] ?

▼ Photo ID Type is a required field.

*Photo ID Type: ◯ Driver's License ◯ State ID ◯ Other

▼ Driver License Number or Photo ID Number is a required field. Please enter using numbers only.

*Driver License Number of Photo ID Number: [ ]

▼ State is a required field. Please select one from the menu.

*State: Select One ▼

Important Information

You must have a computer equipped with at least a 128-bit security encrypted enabled browser and either a printer, a drive, or other storage device in order to view and retain a copy of the Credit Card Disclosures, Terms and Conditions of Offer, Card Agreement and our notice about what we do with your personal information. To request a paper copy of those documents, write to: Credit Program, P.O. Box 653054, Dallas, TX 75265-3054.

☐ *I confirm that I have the software and equipment that satisfies the requirements mentioned above, and I agree to receive electronically the Credit Card Disclosures, Terms and Conditions of Offer, Card Agreement and notice about what you do with my personal information.

☐ *I confirm that I have read the Credit Card Disclosures which contain important rate, fee and other cost information.

☐ *I confirm that I have read and agree to the Terms and Conditions of Offer and the terms set forth in the Card Agreement.

CONTINUE

PRIMARY ACTION(S)

1. Text

BRAND LOGO

Secure Application
Your privacy and security are important.

1 ENTER INFORMATION | 2 VERIFY INFORMATION | 3 ACCOUNT STATUS

CREDIT CARD

Step 2: Verify Your Information

Please verify your information…

Please take a moment to ensure the information you provide is correct. Note: Some special characters are not allowed and may have been automatically removed.

[1] Terms and Conditions

- [card benefit]
- [card benefit]
- [card benefit]

Your Contact Information

Make Changes

Email:	bob@mail.com
First Name:	Bob
Middle Initial:	I
Last Name:	Miller
Suffix:	Jr.
Street Address:	123 Main Street
Apartment/Suite:	1A
City:	New York
State:	NY
Zip Code:	01234
Home Phone Number:	212-555-1212
Mobile Phone Number:	212-555-1212
Business Phone Number:	212-555-1212

Your Financial Information

Make Changes

Annual Salary and Wages:	$1,000,000.00
Other Annual Income:	$1,000.00
Residence Status:	Owner
Monthly Mortgage or Rent Payment:	$1234.00

Your Personal and Secuirty Information

Make Changes

Social Security Number:	111-22-3333
Date of Birth:	01/01/1965
Photo ID Type:	Driver's License
Photo ID Number:	12312312
State Issued:	NY

By choosing the Submit button below, I hereby submit my request for a credit card.

SUBMIT APPLICATION

PRIMARY ACTION(S)

1. Text

BRAND LOGO

Secure Application
Your privacy and security are important.

1 ENTER INFORMATION | 2 VERIFY INFORMATION | 3 ACCOUNT STATUS

CREDIT CARD

Step 3: Approved

Congratulations, you have been approved for a [Brand] Credit Card® account.

Account Number: 1234123412341234

Credit Limit: $0,000.00

[1] Terms and Conditions

- [card benefit]
- [card benefit]
- [card benefit]

Please write down the account number or print this page for future reference. You will receive your credit card in the 7 –10 business days.

In order to protect the privacy of your information, please take a moment to ensure your cache is cleared. Find out how to clear your cache.

THANK YOU

PRIMARY ACTION(S)

1. Text

BRAND LOGO

Secure Application
Your privacy and security are important.

1 ENTER INFORMATION | 2 VERIFY INFORMATION | 3 ACCOUNT STATUS

CREDIT CARD

Step 3: Confirmation

Your application has been received, but further processing is required at this time. We will contact you within 2 weeks by US mail regarding our decision.

Thank you for requesting a [Brand] Credit Card®.

[1] Terms and Conditions

In order to protect the privacy of your information, please take a moment to ensure your cache is cleared. Find out how to clear your cache.

- [card benefit]
- [card benefit]
- [card benefit]

THANK YOU

PRIMARY ACTION(S)

1. Text

BRAND LOGO

Secure Application
Your privacy and security are important.

1 ENTER INFORMATION | 2 VERIFY INFORMATION | 3 ACCOUNT STATUS

CREDIT CARD

[1] Terms and Conditions

- [card benefit]
- [card benefit]
- [card benefit]

Step 3: Declined

[Applicant's Name]
Reference #: 111111TEST001
Report Code #: 26

We are unable to process your application with the information provided. Please call the [Brand] Credit Card® New Accounts Processing Center at 1-000.000.0000 with the reference number and report code above to complete your application.

House of Operation:
Monday through Saturday 7am – 3am EST
Sunday 7am –1pm EST

Thank you for requesting a [Brand] Credit Card®.

In order to protect the privacy of your information, please take a moment to ensure your cache is cleared. Find out how to clear your cache.

THANK YOU

PRIMARY ACTION(S)

1. Text

January 13, 2012

Citi Retail Services :: Mobile Thin Client (generic)

UI Specifications

About this document:

This document serves as a preliminary outline that provides an overview of the information architecture and user experience for Mobile Thin Client (generic).

The interactions described and the labels used are descriptive of the types of content that will appear. Visual design and final copy are conveyed using design comps and copy deck(s)

Please note that all copy and labels are FPO.

Role	Team Member	Reviewed
IA	Scott Briefer	X
Copywriter	Morgan Sobel	X
Designer	Dan Boyle	X
QA Specialist	Juan Diego	

Role	Team Member	Reviewed
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Account Manager	Tyrone Murphy	X
Planning Director	Christopher-Ian Reichel	X
Creative Director	Joanna Pena-Bickley	X

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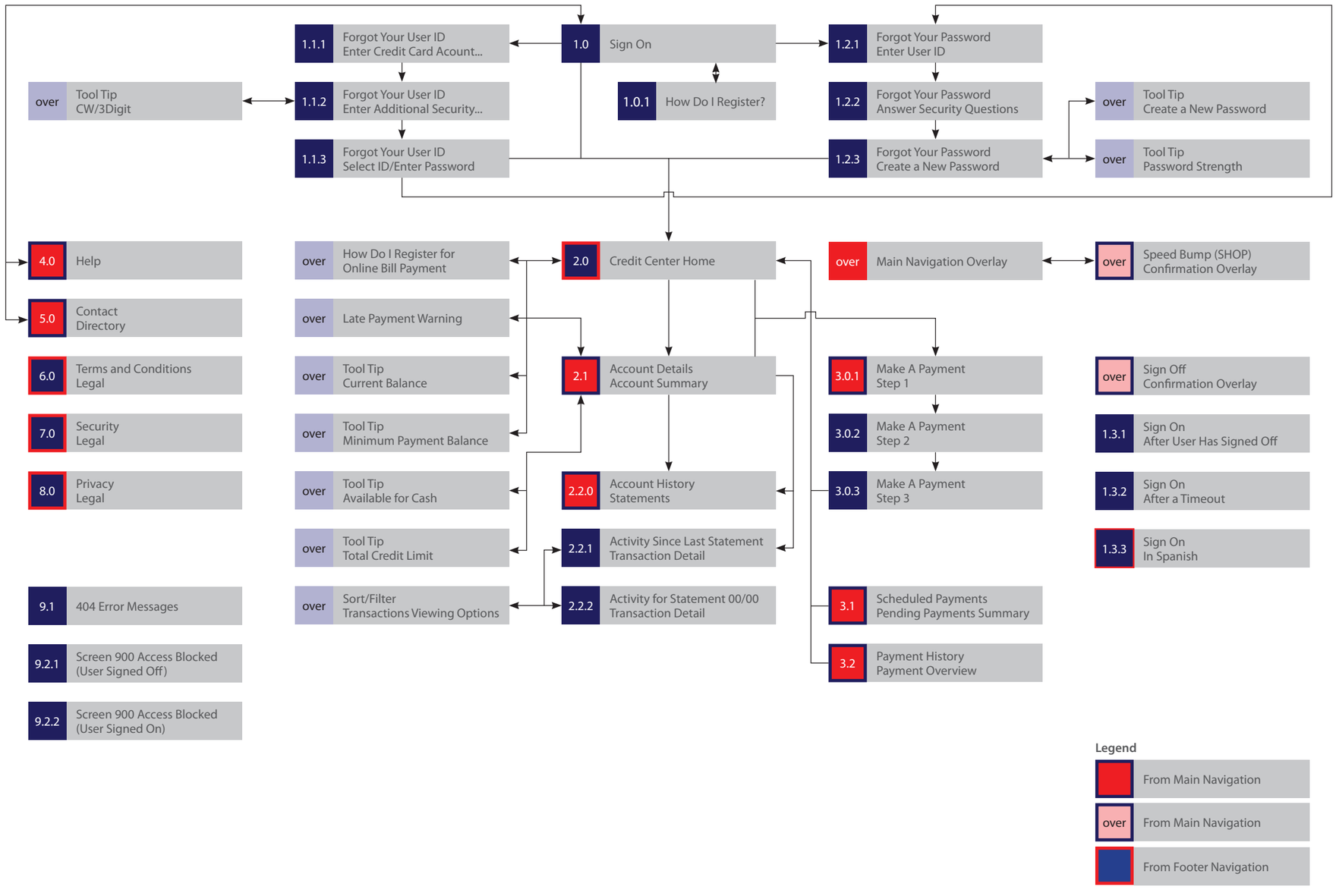
VERSION CONTROL

Version	Notes	Owner
0.1	Initial general version based on THD Mobile Thin Client	SB
0.2	Internal revisions	SB
0.3	Client comments	SB
0.4	Client comments and internal revisions	SB


1.1.1 Forgot Your User ID Enter Credit Card Acount...
1.0 Sign On
1.2.1 Forgot Your Password Enter User ID
over Tool Tip CW/3Digit
1.1.2 Forgot Your User ID Enter Additional Security...
1.0.1 How Do I Register?
1.2.2 Forgot Your Password Answer Security Questions
over Tool Tip Create a New Password
1.1.3 Forgot Your User ID Select ID/Enter Password
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over Tool Tip Password Strength
4.0 Help
over How Do I Register for Online Bill Payment
2.0 Credit Center Home
over Main Navigation Overlay
over Speed Bump (SHOP) Confirmation Overlay
5.0 Contact Directory
over Late Payment Warning
6.0 Terms and Conditions Legal
over Tool Tip Current Balance
2.1 Account Details Account Summary
3.0.1 Make A Payment Step 1
over Sign Off Confirmation Overlay
7.0 Security Legal
over Tool Tip Minimum Payment Balance
3.0.2 Make A Payment Step 2
1.3.1 Sign On After User Has Signed Off
8.0 Privacy Legal
over Tool Tip Available for Cash
2.2.0 Account History Statements
3.0.3 Make A Payment Step 3
1.3.2 Sign On After a Timeout
over Tool Tip Total Credit Limit
2.2.1 Activity Since Last Statement Transaction Detail
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over Sort/Filter Transactions Viewing Options
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Legend
From Main Navigation
over From Main Navigation
From Footer Navigation

HEADER :: Signed Off State

HEADER :: Signed On State

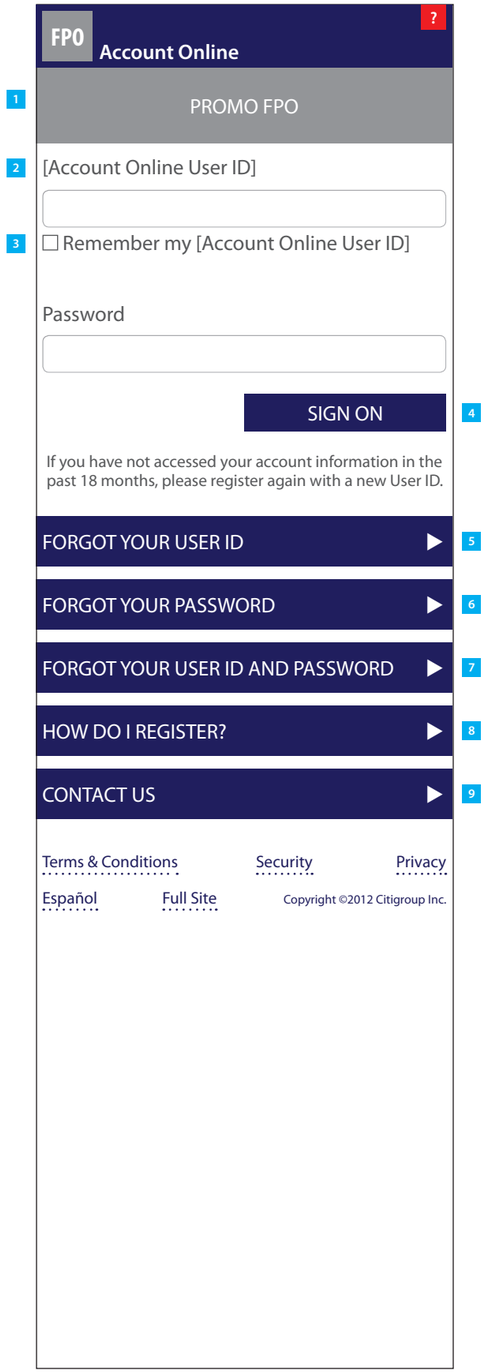
FOOTER :: Signed Off State

FOOTER :: Signed On State

ANNOTATIONS

Window Page Title
HEADERS/FOOTERS :: Signed Off and Signed Out States Throughout

	Description	Interaction	Rules	Notes
1.	[Partner] approved artwork			*Artwork is customizable per branding requirements.*
2.	*Help* button	**onTap** links to *4.0 Help* screen		*Button color is customizable, and consistent with all similar buttons throughout.*
3.	Header background			*Background color is customizable.*
4.	[Partner] approved artwork	**onTap** links to *Account Online Home* screen	For security reasons, this link is only available after the user has signed on.	*Artwork is customizable per branding requirements.*
5.	*Sign Off* button	**onTap** user is asked to confirm their decision (*Sign Off Confirmation* overlay), then signed off and linked to *1.3.1 Sign On* screen		*Button color is customizable, and consistent with all similar buttons throughout.*
6.	*Menu* button	**onTap** *Menu* overlay slides into position.		*Button color is customizable, and consistent with all similar buttons throughout.*
7.	*Terms & Condition* link	**onTap** links to *6.0 Terms & Conditions* screen		*Link color is customizable, and consistent with all similar links throughout.*
7.	*Security* link	**onTap** links to *7.0 Security* screen		*Link color is customizable, and consistent with all similar links throughout.*
7.	*Privacy* link	**onTap** links to *8.0 Privacy* screen		*Link color is customizable, and consistent with all similar links throughout.*
8.	*Español* link	**onTap** links to Spanish version of the site		*Link color is customizable, and consistent with all similar links throughout.*
9.	*Full Site* link	**onTap** opens a new browser window addressed to the full version (non thin client) of the site		*Link color is customizable, and consistent with all similar links throughout.*
10.	*Home* link	**onTap** links to *2.0 Account Online Home* screen	For security reasons, this link is only available after the user has signed on.	*Link color is customizable, and consistent with all similar links throughout.*

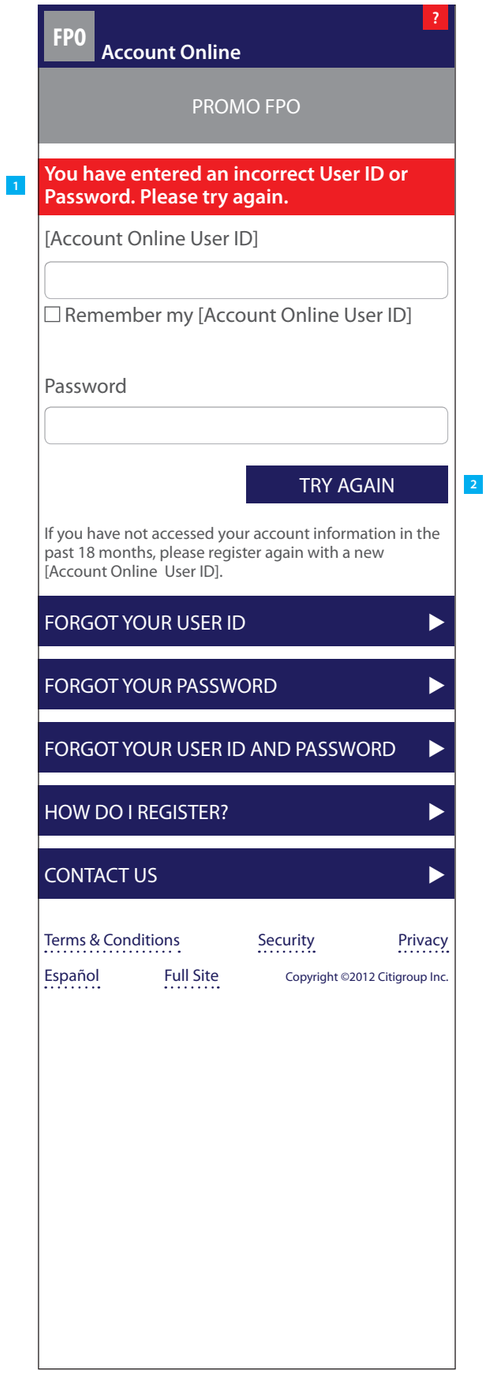


ANNOTATIONS

Window Page Title
1.0/SIGN ON :: Validation Entry Point

Page Context / How I Got Here / Page Notes
User has either entered or linked to url in their mobile browser.

	Description	Interaction	Rules	Notes
1.	Promotional offers can be offered to the customer at sign on and sign off	**onTap** can link to promotional specific web site/page		
2.	*[Account Online User ID]* label and field	User must input the *[Account Online User ID]* they setup when enrolling in Account Online		*Field label is customizable.*
3.	*Remember my [Account Online User ID]* checkbox	**onCheck** enables user to store their *[Account Online User ID]* on successful sign on, so when they return they only have to enter their password		
4.	*Sign On* button	**onTap** validates user ID and password and links user to *2.0 Account Online Home*	If user has entered information that can't be validated they are returned to this page with an inline error message.	*Button color is customizable, and consistent with all similar buttons throughout.*
5.	*Forgot Your User ID* link	**onTap** links user to *1.1.0 Forgot Your User ID* screen		*Button color is customizable, and consistent with all similar buttons throughout.*
6.	*Forgot Your Password* link	**onTap** links user to *1.2.0 Forgot Your Password* screen		*Button color is customizable, and consistent with all similar buttons throughout.*
7.	*Forgot Your User ID and Password* link	**onTap** links user to *1.1.0 Forgot Your User ID* screen	Note: Step 3 in this process (1.1.2) is replaced with screen 1.1.3 to accommodate the user having forgot both ID and password.	*Button color is customizable, and consistent with all similar buttons throughout.*
8.	*How Do I Register* link	**onTap** links user to *1.2.0 Forgot Your Password* screen		*Button color is customizable, and consistent with all similar buttons throughout.*
9.	*Contact Us* link	**onTap** links user to *1.2.0 Forgot Your Password* screen		*Button color is customizable, and consistent with all similar buttons throughout.*

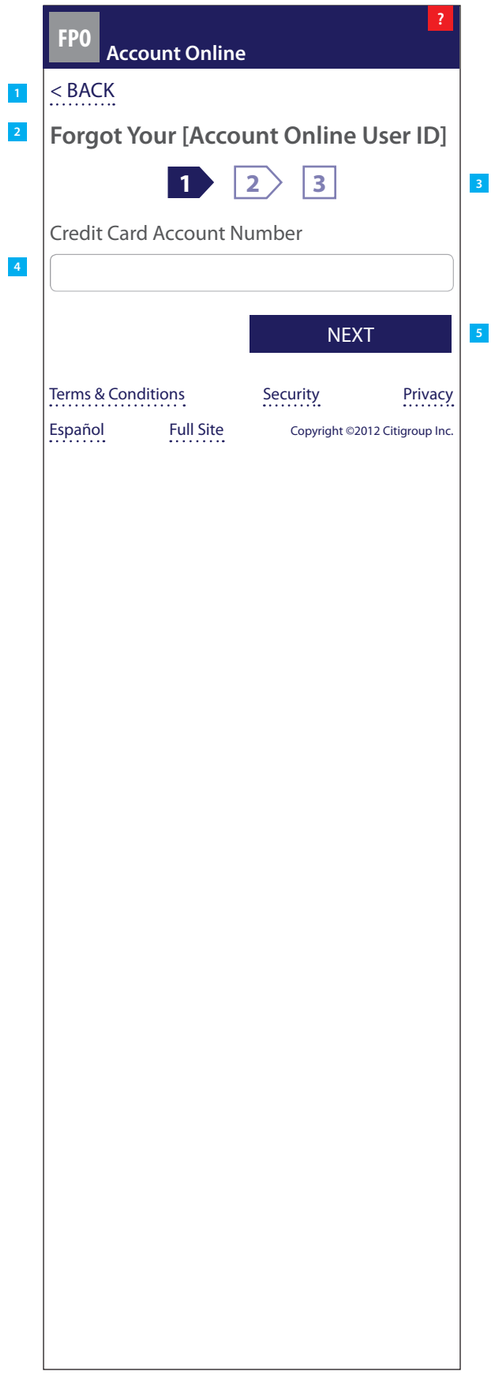


ANNOTATIONS

Window Page Title
1.0/SIGN ON :: Global Error Message Showing

Page Context / How I Got Here / Page Notes
User has entered incorrect information and/or global error message is showing.

	Description	Interaction	Rules	Notes
1.	Error message		Error message shows when the user inputs incorrect information.	
2.	*Try Again* button	**onTap** validates user ID and password and links user to *2.0 Account Online Home*	If user has entered information that can't be validated they are returned to this page with an inline error message.	Sign On *button is changed to* Try Again *to reflect that this isn't the user's first try.* *Button color is customizable, and consistent with all similar buttons throughout.*

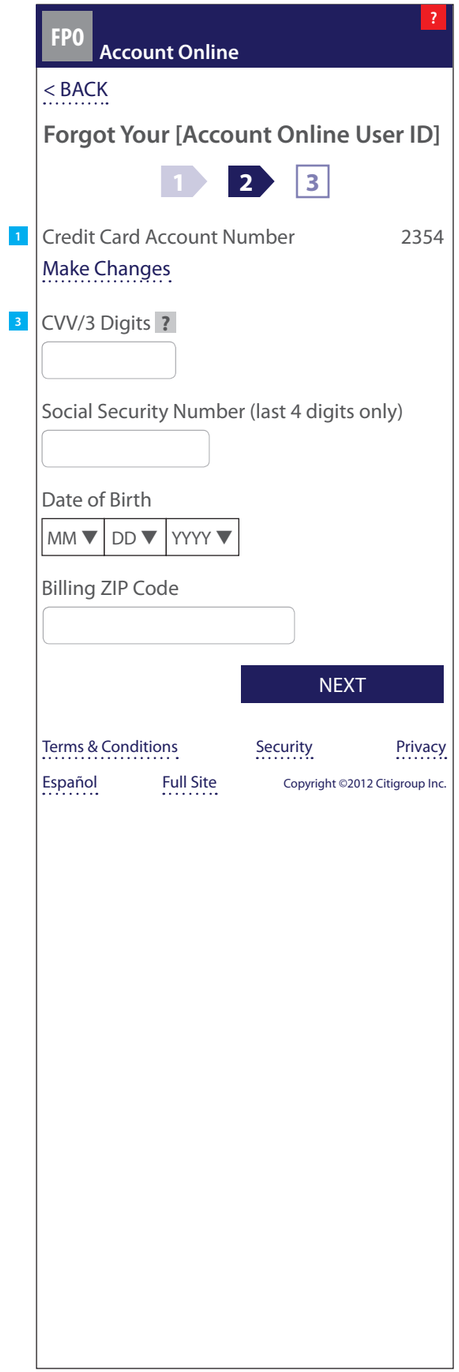


ANNOTATIONS

Window Page Title
1.1.1 FORGOT YOUR USER ID :: Enter Credit Card Account Number

Page Context / How I Got Here / Page Notes
User has tapped on either the *Forgot Your User ID* or *Forgot Your User ID and Password* button from *1.0 Sign On* screen.

	Description	Interaction	Rules	Notes
1.	*Back* button	**onTap** links back to previous screen		*Button color is customizable, and consistent with all similar buttons throughout.*
2.	Page header			*The page header color is customizable, and consistent with all similar headers throughout.*
3.	Progress Indicator		Contextual progress indicator (non-clickable) used for all interactions that require multiple steps.	*Progress bar color is customizable, and consistent with all similar progress bars throughout.*
4.	*Credit Card Account Number* form field	User inputs appropriate information	Field is mandatory.	*Labels should be left-align and on top of input field throughout.*
5.	*Next* button	**onTap** moves the user to the next step in the process.		*Button color is customizable, and consistent with all similar buttons throughout.*



ANNOTATIONS

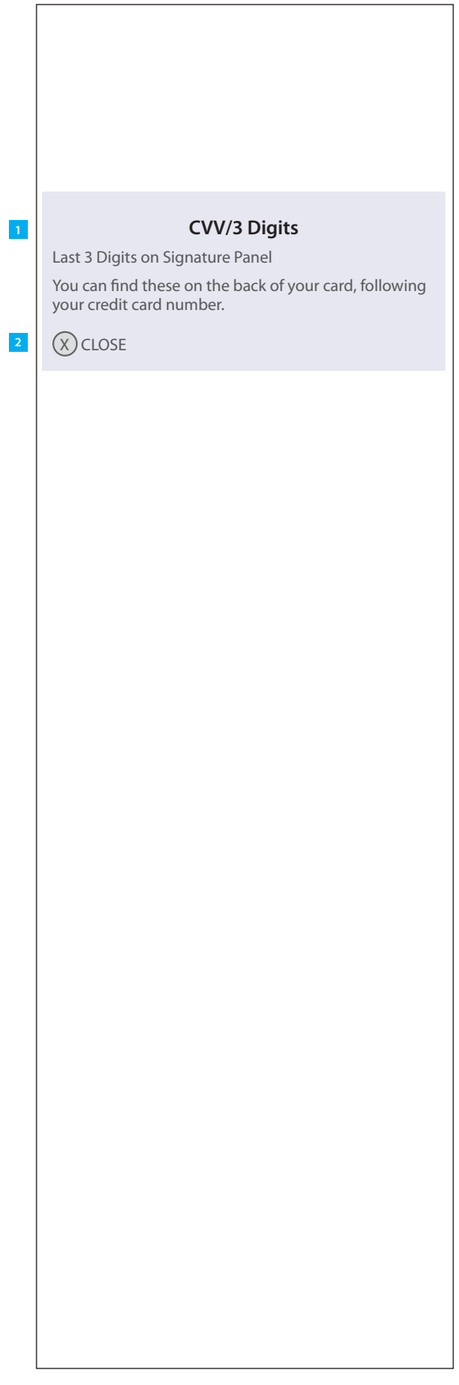
Window Page Title

1.1.2 FORGOT YOUR USER ID :: Enter Additional Security Information

Page Context / How I Got Here / Page Notes

Step 2 in the *Forgot Your User ID* process.

	Description	Interaction	Rules	Notes
1.	*Credit Card Account Number*		The last 4 digits of the user's credit card number is shown.	
2.	*Make Changes* button	**onTap** offers the user the option to change their credit card account number		*Button color is customizable, and consistent with all similar buttons throughout.*
3.	*CVV/3 Digits* field	User inputs appropriate information from the back of their credit card	Field is mandatory	*Labels should be left-align and on top of input field throughout.*
4.	*CVV/3 Digits* tool tip	**onTap** *CVV/3 Digits* tool tip overlay appears		
5.	*Social Security Number* field	User inputs their *Social Security Number*	Field is mandatory	*Labels should be left-align and on top of input field throughout.*
6.	*Date of Birth* drop down	User chooses from a series of drop down menus their *Date of Birth*	Field is mandatory	*Labels should be left-align and on top of input field throughout.*
7.	*ZIP Code* field	User inputs their *ZIP Code*	Field is mandatory	*Labels should be left-align and on top of input field throughout.*
8.	*NEXT* button	**onTap** moves the user to step 3 in the *Forgot Your User ID* process		*Button color is customizable, and consistent with all similar buttons throughout.*

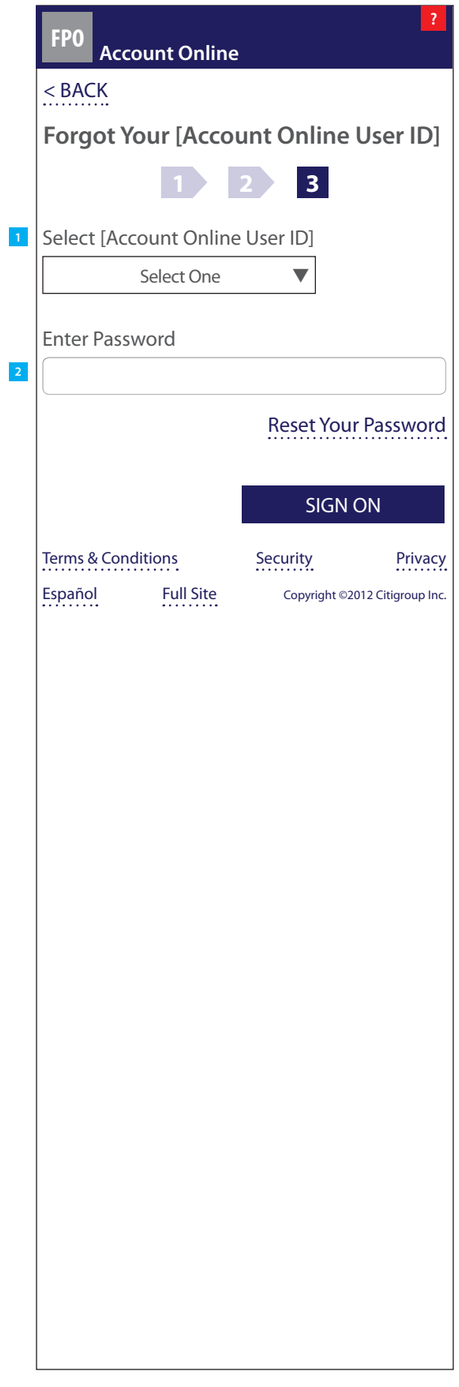


ANNOTATIONS

Window Page Title
TOOL TIP OVERLAY :: Tool Tip Overlay Style Throughout

Page Context / How I Got Here / Page Notes
User has clicked on a tool tip. (*CVV/3 Digits* showing.)

	Description	Interaction	Rules	Notes
1.	Tool tip		Tool tips are overlaid above the user's current screen and are anchored to the user's current vertical position on the screen.	
2.	*CLOSE* button	**onTap** tool tip is closed		*Button color is customizable, and consistent with all similar buttons throughout.*



ANNOTATIONS

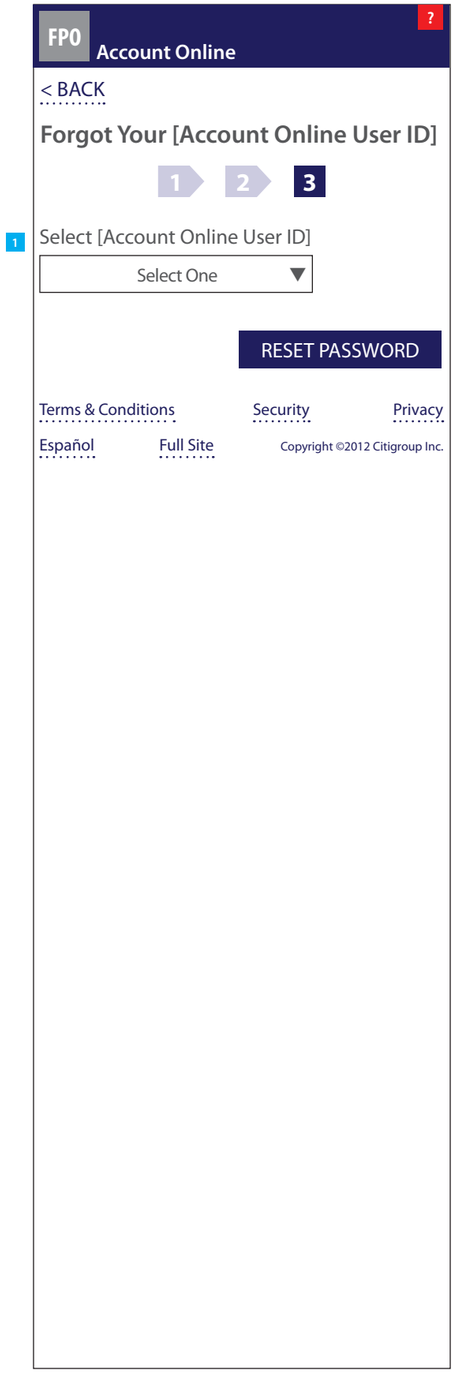
Window Page Title

1.1.3 FORGOT YOUR USER ID :: Select ID and Enter Password

Page Context / How I Got Here / Page Notes

Step 3 in the *Forgot Your User ID* process.

	Description	Interaction	Rules	Notes
1.	*Select [Account Online User ID]* drop down menu	User chooses from the drop down menu the user ID they wish to sign on with	Drop down menu is populated with User IDs associated with the credit card account number	
2.	*Enter Password* field	User inputs their *Password*		*Labels should be left-align and on top of input field throughout.*
3.	*Reset Your Password* link	**onTap** user is linked to *1.2.0 Forgot Your Password*	If the user doesn't remember their password and didn't choose the *Forgot Your User ID and Password* option on the *1.0 Sign On* screen, the option to reset their password is offered here by clicking on the *Reset Your Password* link.	*If on* 1.0 Sign On *page the user chose the* Forgot Your User ID and Password *option, this page appears with the changes shown on the next page:* 1.1.3 Forgot Your User ID :: User Has Forgotten Both ID and Password. *Button color is customizable, and consistent with all similar buttons throughout.*
4.	*SIGN ON* button	**onTap** validates user ID and password and links user to *2.0 Account Online Home*		*Button color is customizable, and consistent with all similar buttons throughout.*



ANNOTATIONS

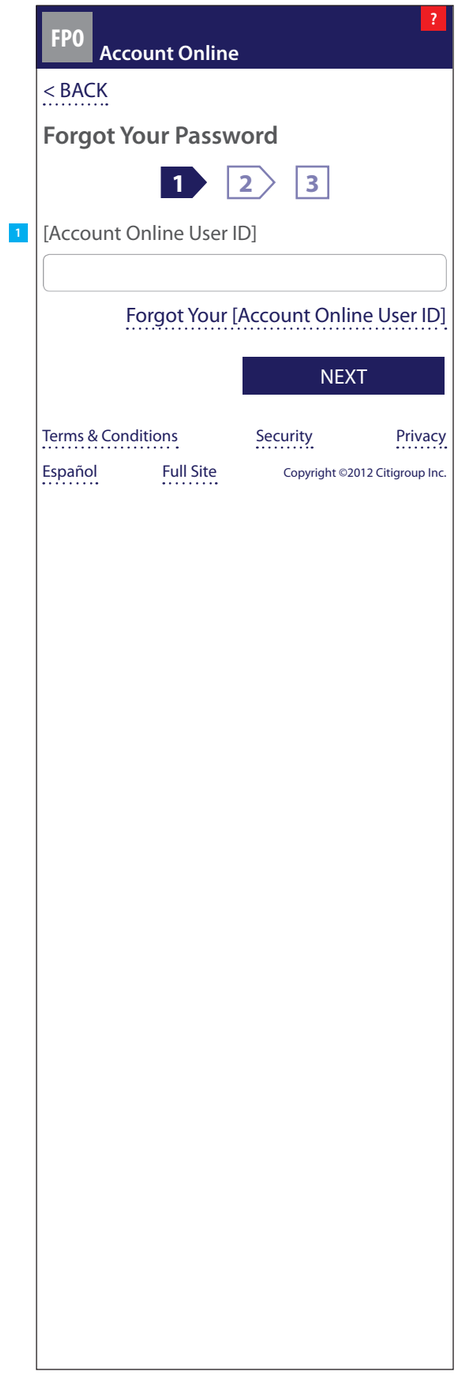
Window Page Title

1.1.3 (alternative) FORGOT YOUR USER ID :: User Has Forgotten Both ID and Password

Page Context / How I Got Here / Page Notes

Step 3 in the *Forgot Your User ID* process when the user has chosen *Forgot Your User ID and Password* on the inital *1.0 Sign On* page.

	Description	Interaction	Rules	Notes
1.	*Select [Account Online User ID]* drop down menu	User chooses from the drop down menu the user ID they wish to sign on with	Drop down menu is populated with User IDs associated with the credit card account number	
2.	*RESET PASSWORD* button	**onTap** links user to the *1.2.0 Forgot Your Password* page	Although the User ID is selected - and therefore known - on this screen, for security reasons we can not pre-populate the next step in the *Forgot Your User ID and Password* process with this information.	*Button color is customizable, and consistent with all similar buttons throughout.*



ANNOTATIONS

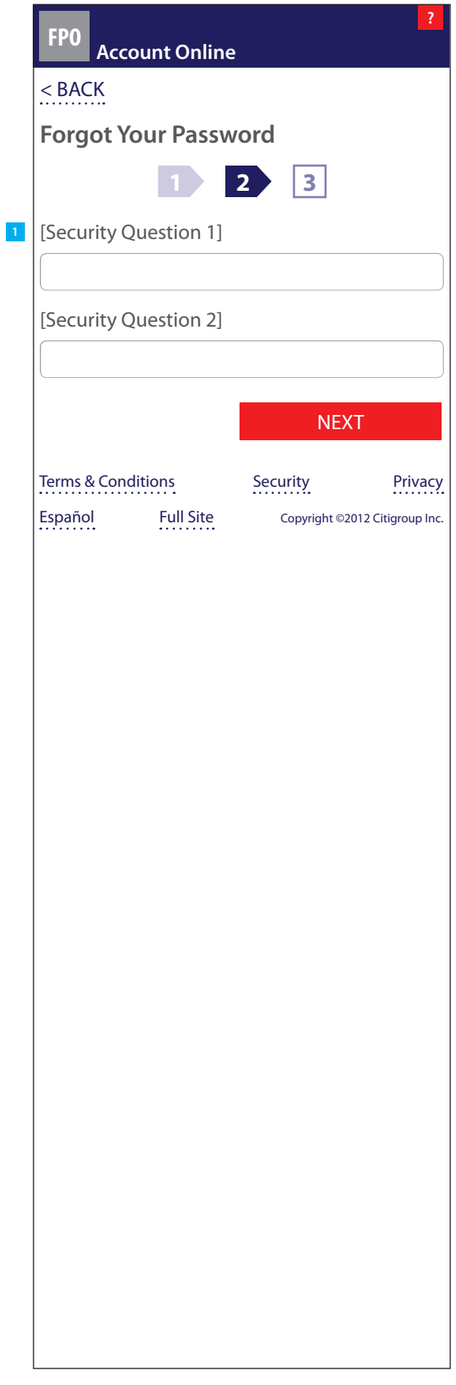
Window Page Title

1.2.1/FORGOT YOUR PASSWORD :: Enter User ID

Page Context / How I Got Here / Page Notes

User has arrived here either by clicking on the *Forgot Your Password* button from *1.0 Sign On*, or as the next step in the *Forgot Your User ID and Password* process.

	Description	Interaction	Rules	Notes
1.	*[Account Online User ID]* label and field	User must input the *[Account Online User ID]* they setup when enrolling in Account Online	NOTE: For security reasons, if the user has arrived here from *Forgot Your User ID and Password*, the user's ID is NOT automatically filled in despite having optained that information in the previous screen.	*Field label is customizable.*
2.	*Forgot Your [Account Online User ID]* link	**onTap** user is linked to *1.1.0 Forgot Your User ID*	If the user doesn't remember their user ID, the option to find it is offered by clicking on the *Forgot Your [Account Online User ID]* link.	*Button color is customizable, and consistent with all similar buttons throughout.*
3.	*NEXT* button	**onTap** moves the user to step 2 in the *Forgot Your Password* process		*Button color is customizable, and consistent with all similar buttons throughout.*

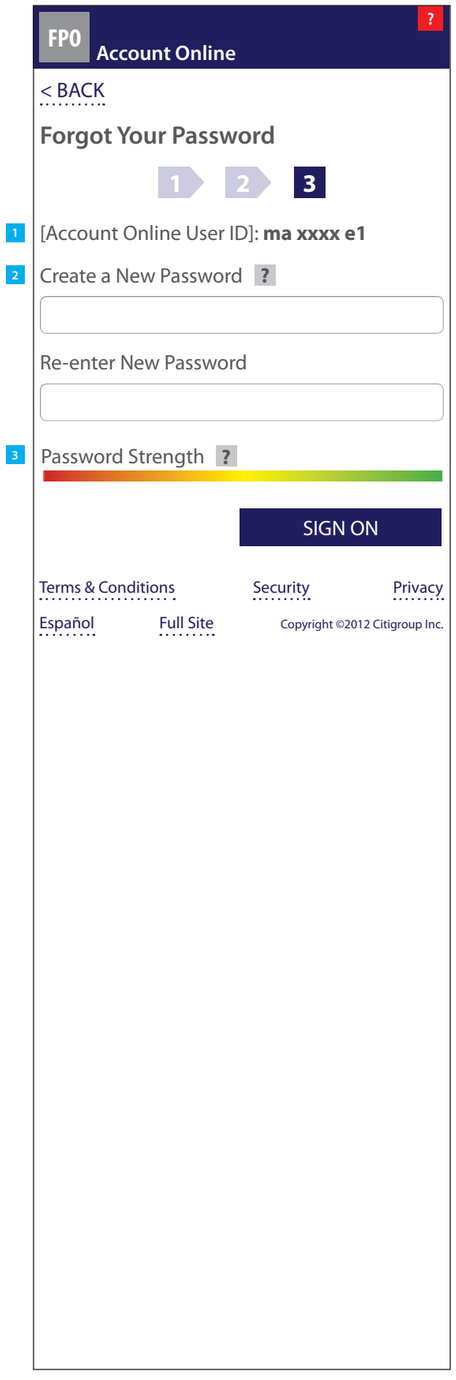


ANNOTATIONS

Window Page Title
1.2.2/FORGOT YOUR PASSWORD :: Answer Security Questions

Page Context / How I Got Here / Page Notes
Step 2 in the *Forgot Your Password* process.

	Description	Interaction	Rules	Notes
1.	*[Security Question 1]* and *[Security Question 2]* labels and fields	User must input the answer to two pre-defined (Account Online), customizable security questions	Field label copy (security questions) are pulled from Account Online.	*Field labels are customizable.*
2.	*NEXT* button	**onTap** moves the user to step 3 in the *Forgot Your Password* process		*Button color is customizable, and consistent with all similar buttons throughout.*



ANNOTATIONS

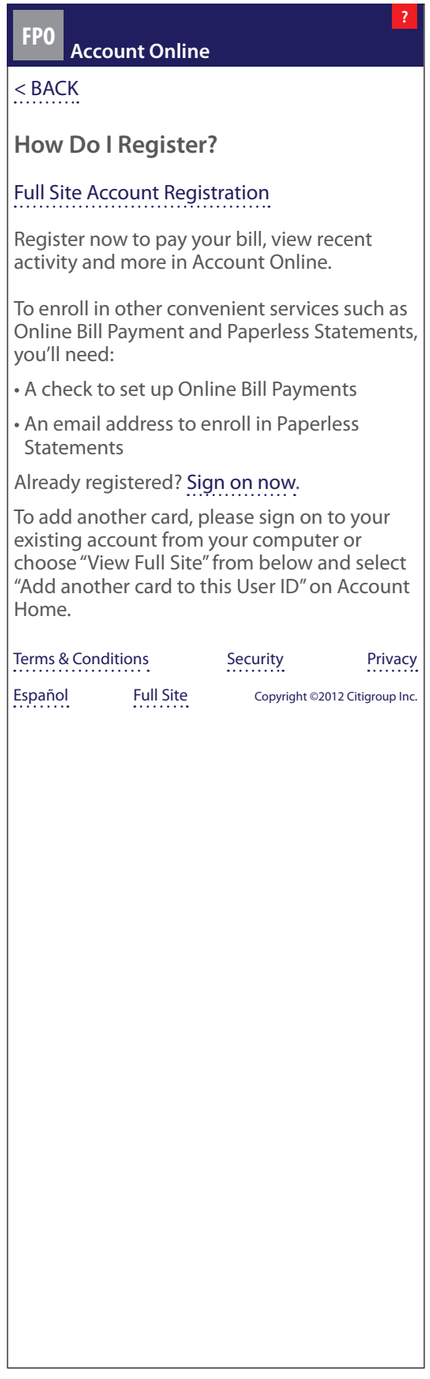
Window Page Title

1.2.3/FORGOT YOUR PASSWORD :: Create a New Password

Page Context / How I Got Here / Page Notes

Step 3 in the *Forgot Your Password* process.

	Description	Interaction	Rules	Notes
1.	*[Account Online User ID]*		The user ID chosen in the previous step is shown here.	*Field labels is customizable.*
2.	*[Create a New Password]* and *[Re-enter New Password]* labels and fields	User is required to enter a new password and confirm their password by re-entering the same password	If password entered by the customer does not meet password syntax requirements, a error message is displayed advising customer to change their password.	*Field labels is customizable.*
3.	*Password Strength* meter		The color of the *Password Strength* meter changes to reflect the strength of the password as the user inputs their choice.	*The meter includes a tooltip detailing how to improve your password strength.*
4.	*SIGN ON* button	**onTap** updates user's password and links user to *2.0 Account Online Home*		*Button color is customizable, and consistent with all similar buttons throughout.*

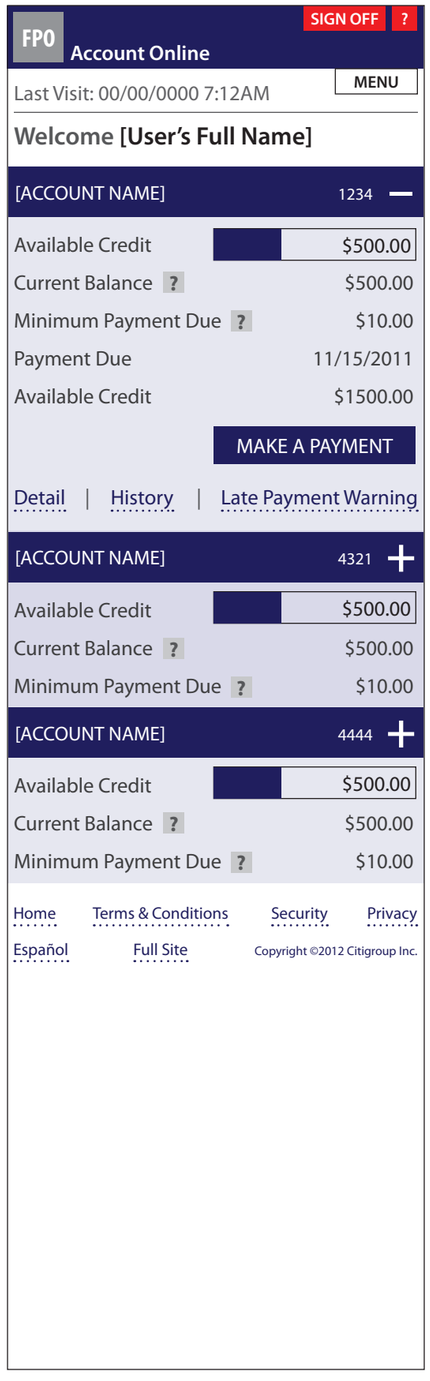


ANNOTATIONS

Window Page Title
1.0.1/How Do I Register? :: Registration Instructions

Page Context / How I Got Here / Page Notes
User tapped on a link to this page.

	Description	Interaction	Rules	Notes
1.	*Full Site Account Registration* link	**onTap** opens a new browser window and links to full site as user cannot create an account from the thin client		*Link color is customizable, and consistent with all similar links throughout.*
2.	*Sign on now* link	**onTap** links to *1.0 Sign On* screen		*Link color is customizable, and consistent with all similar links throughout.*



ANNOTATIONS

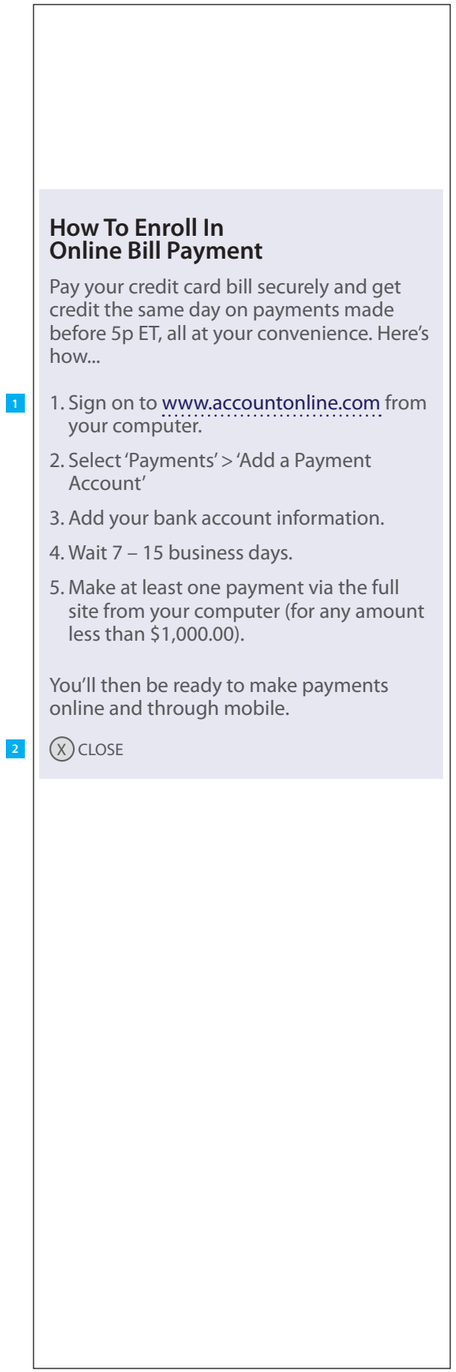
Window Page Title

2.0/Account Online HOME :: Default View

Page Context / How I Got Here / Page Notes

User has signed on. This is the default view of the home page.

	Description	Interaction	Rules	Notes
1.	*Last Visit* information		The user's *Last Visit* information is shown in the format provided.	*This subhead's color is customizable, and consistent with all similar subheads throughout.*
2.	*Welcome [User's Full Name]*		The *[User's Full Name]* is shown as a part of the *Welcome* message.	*The header color is customizable, and consistent with all similar headers throughout.*
3.	*[Account Name]* header, *[last 4 digits]* and '+/–' expand/collapse buttons	**onTap** (entire header area is active) account information field expands/collapses. NOTE: Only one account is expanded at a time. Expanding another account automatically collapses the account currently showing	Default position (shown) is for main account to be expanded and all other accounts to be collapsed. NOTE: Only one account is expanded at a time. Expanding another account automatically collapses the account currently showing.	*Account header color is customizable, and consistent with all similar headers throughout.* *Account name can either be the standard name or one customized by the user (nickname) in the full site version. Nicknames are limited to 11 characters per online restrictions.*
4.	*Available Credit* amount and meter		Meter reflects the available credit against the total credit.	*Meter color is customizable.*
5.	Primary account information			*Primary account expanded showing key information for that account.*
6.	*Make A Payment* button	**onTap** if user has signed up for online bill payment, they are taken to *3.0 Make A Payment*. If user hasn't signed up, the *How to Enroll…* overlay appears (see following)		*Button color is customizable, and consistent with all similar buttons throughout.*
7.	*Detail*, *History* and *Late Payment Warning* links	**onTap** user is linked to either: *2.1 Account Details*, *2.2 Account History*, or the *Late Payment Warning* overlay appears		*Link color is customizable, and consistent with all similar links throughout.*
8.	Additional *[Account Name]* headers, *[last 4 digits]* and '+/–' expand/collapse buttons	**onTap** (entire header area is active) account information expands/collapses	Additional accounts shown in their default collapsed state.	*Account header color is customizable.*

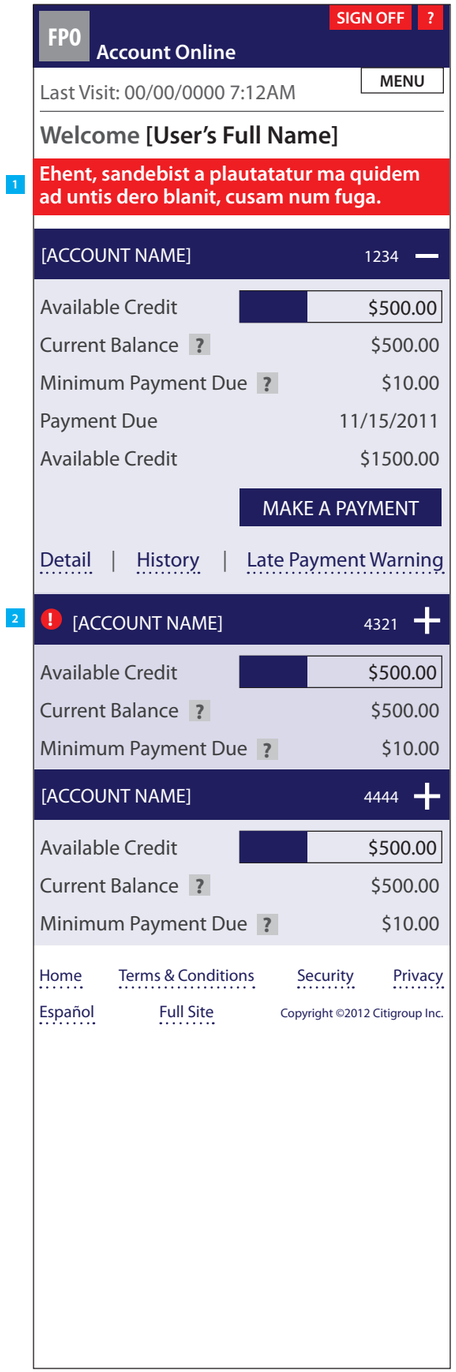


ANNOTATIONS

Window Page Title
OVERLAY :: How To Enroll In Online Bill Payment

Page Context / How I Got Here / Page Notes
Users who are NOT enrolled in the online bill payment program and have clicked on the *Make A Payment* button are shown this overlay.

	Description	Interaction	Rules	Notes
1.	*www.accountonline.com* link	**onTap** opens a new browser window addressed to the registration page in the site's full view version		*Link color is customizable, and consistent with all similar links throughout.*
2.	*CLOSE* button	**onTap** overlay is closed		*Button color is customizable, and consistent with all similar buttons throughout.*

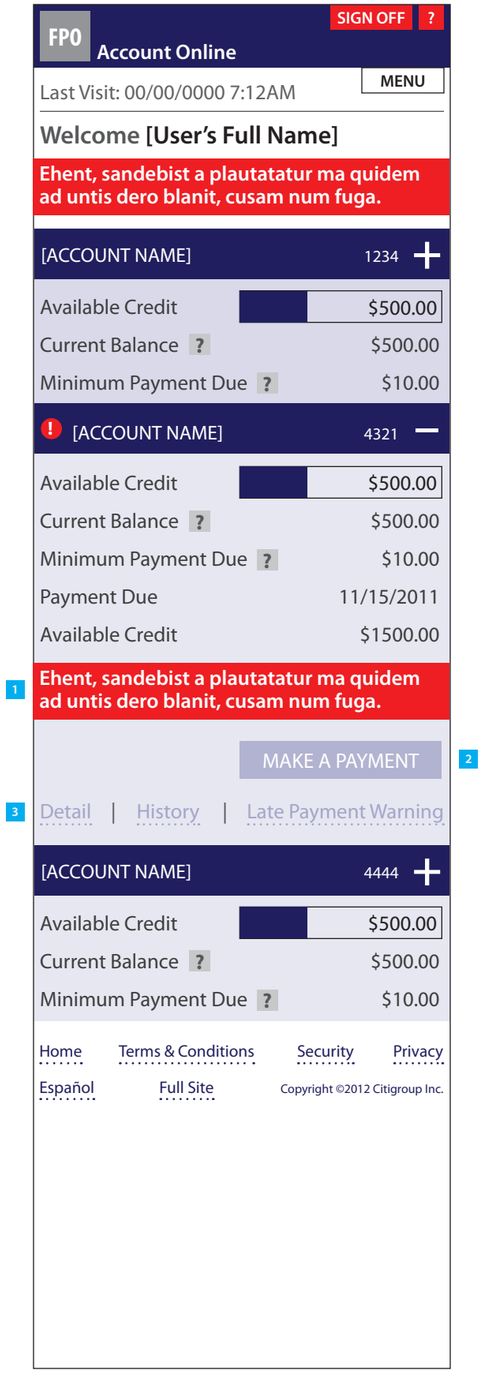


ANNOTATIONS

Window Page Title
2.0/Account Online HOME :: Global Error Message Showing

Page Context / How I Got Here / Page Notes
Global error message and error icon shows when there is an issue associated with one of the user's account.

	Description	Interaction	Rules	Notes
1.	Global error message			*Please reference the* Error Message Matrix *for all global error messages.*
2.	Error icon		Error icon showing that there is an error message associated with this account.	



ANNOTATIONS

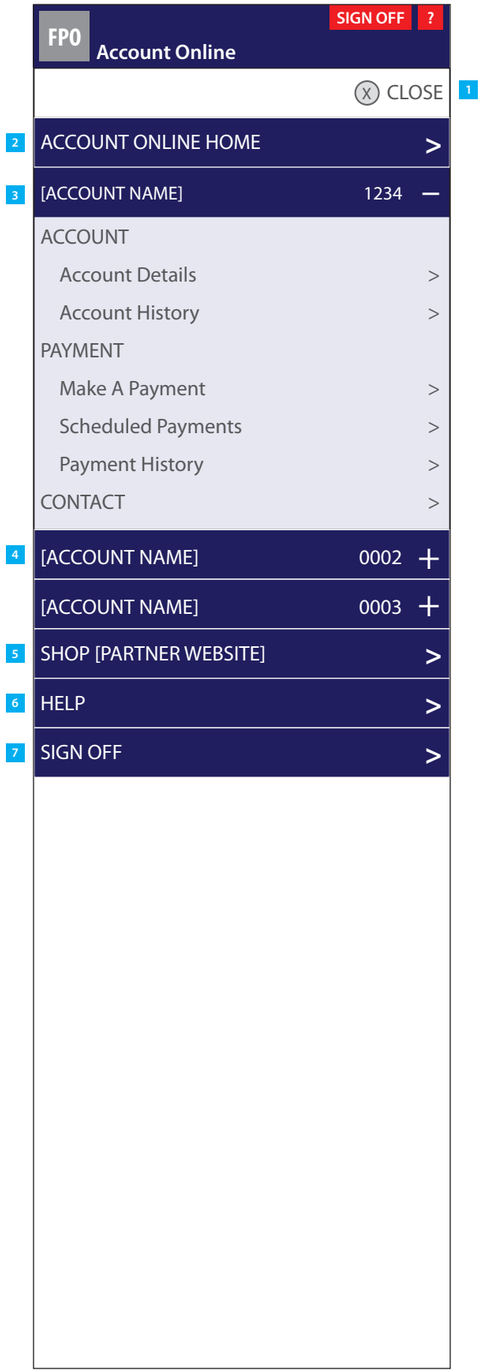
Window Page Title

2.0/Account Online HOME :: Global Error Message Showing

Page Context / How I Got Here / Page Notes

Global error message and error icon shows when there is an issue associated with one of the user's account.

	Description	Interaction	Rules	Notes
1.	Account specific error message			*Please reference the* Error Message Matrix *for all account specific error messages.*
2.	*Make A Payment* button dimmed	button is dimmed and therefore not functional	When there is an error message associated with an account, the *Make A Payment* button is dimmed and not functional.	*Button color is customizable, and consistent with all similar buttons throughout.*
2.	*Detail, History* and *Late Payment Warning* links/ button are dimmed	links/button is dimmed and therefore not functional	When there is an error message associated with an account, the *Detail, History* and *Late Payment Warning* links/button are dimmed and not functional.	*Link/button colors are customizable, and consistent with all similar links/buttons throughout.*



ANNOTATIONS

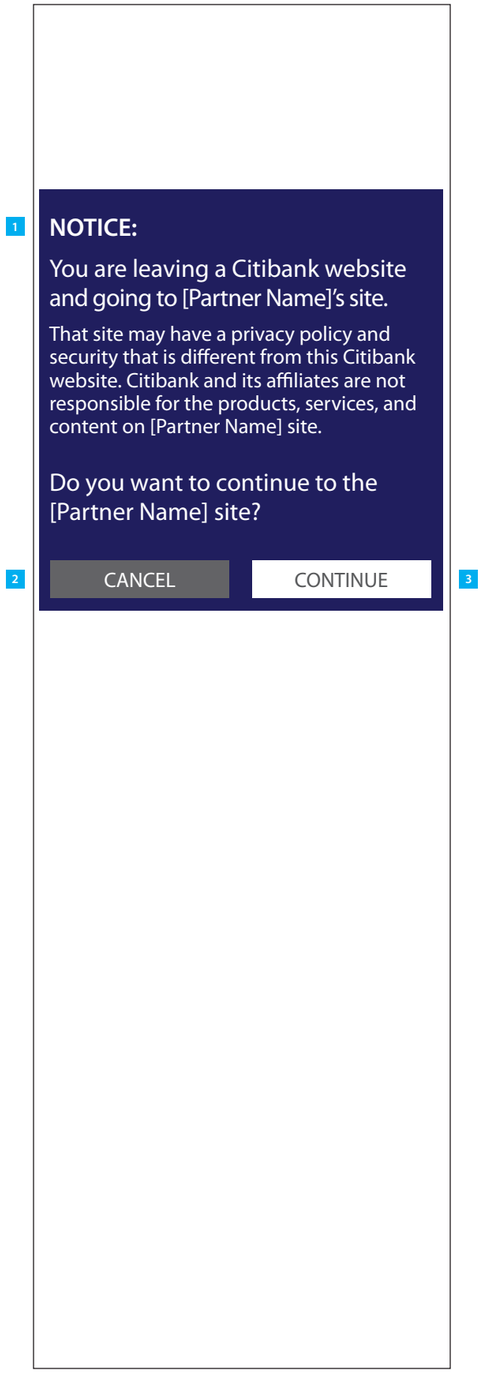
Window Page Title

NAVIGATION OVERLAY

Page Context / How I Got Here / Page Notes

Global menu overlay. Menu is available throughout site when the user is signed on. Menu slides down from the top.

	Description	Interaction	Rules	Notes
1.	*Close* button	**onTap** menu overlay slides back up		*Customizable.*
2.	*Account Online Home* link	**onTap** (entire header area is active) menu overlay slides back up and user is linked to *2.0 Account Online Home*		*Customizable.*
3.	*[Account Name]* header, *[last 4 digits]* and '+/–' expand/collapse buttons	**onTap** (entire header area is active) account information field expands/collapses. NOTE: Only one account is expanded at a time. Expanding another account automatically collapses the account currently showing.	Default position (shown) is for main account to be expanded and all other accounts to be collapsed. NOTE: Only one account is expanded at a time. Expanding another account automatically collapses the account currently showing.	*Account name can either be the standard name or one customized by the user (nickname) in the full site version. Nicknames are limited to 11 characters per online restrictions.* *Customizable.*
4.	*Additional [Account Name]* header, *[last 4 digits]* and '+/–' expand/collapse buttons	**onTap** (entire header area is active) account information field expands/collapses.	Default position (shown) is for main account to be expanded and all other accounts to be collapsed.	*Account name can either be the standard name or one customized by the user (nickname) in the full site version. Nicknames are limited to 11 characters per online restrictions.* *Customizable.*
5.	Optional *Shop [Partner Website]* link	**onTap** (entire header area is active) user is asked to confirm their decision (Speed Bump), then linked to the *[Partner Website]*		*This feature is optional.* *Customizable.*
6.	*Help* link	**onTap** (entire header area is active) menu overlay slides back up and user is linked to *4.0 Help*		*Customizable.*
7.	*Sign Off* button	**onTap** (entire header area is active) user is asked to confirm their decision (*Sign Off Confirmation* overlay), then they are signed off and linked to *1.3.1 Sign On*		*Customizable.*

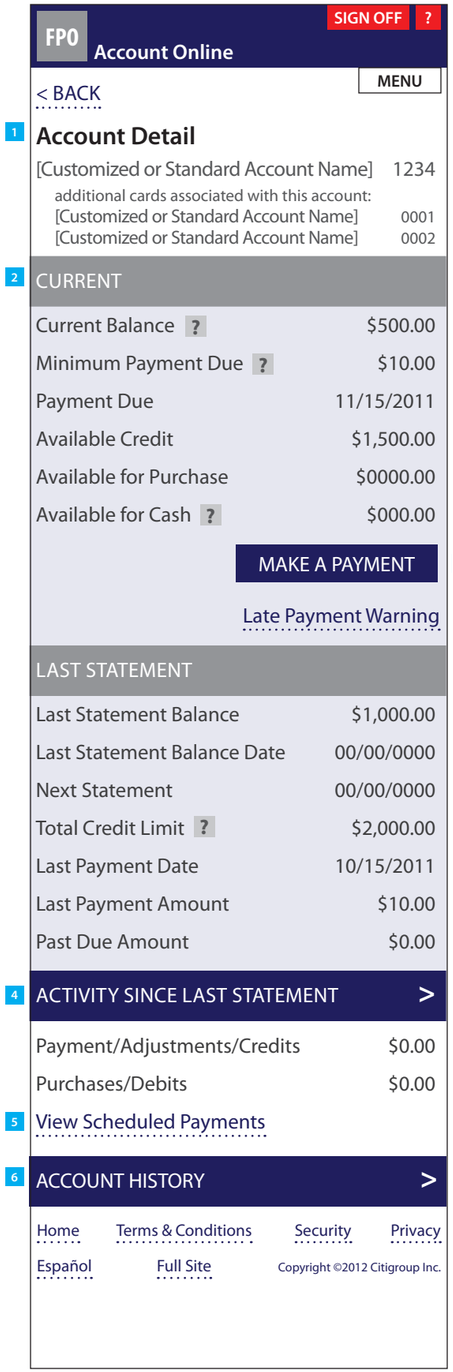


ANNOTATIONS

Window Page Title
SPEED BUMP OVERLAY :: Leaving Citibank Website

Page Context / How I Got Here / Page Notes
Users have clicked on a button/link that is directing their browser outside of the Citibank security umbrella.

	Description	Interaction	Rules	Notes
1.	*Speed Bump* overlay			*Background color is customizable, and consistent with all similar backgrounds throughout.*
2.	*CANCEL* button	**onTap** overlay is closed		*Button color is customizable, and consistent with all similar buttons throughout.*
3.	*CONTINUE* button	**onTap** opens a new browser window addressed to the link the user requested in the previous screen		*Button color is customizable, and consistent with all similar buttons throughout.*



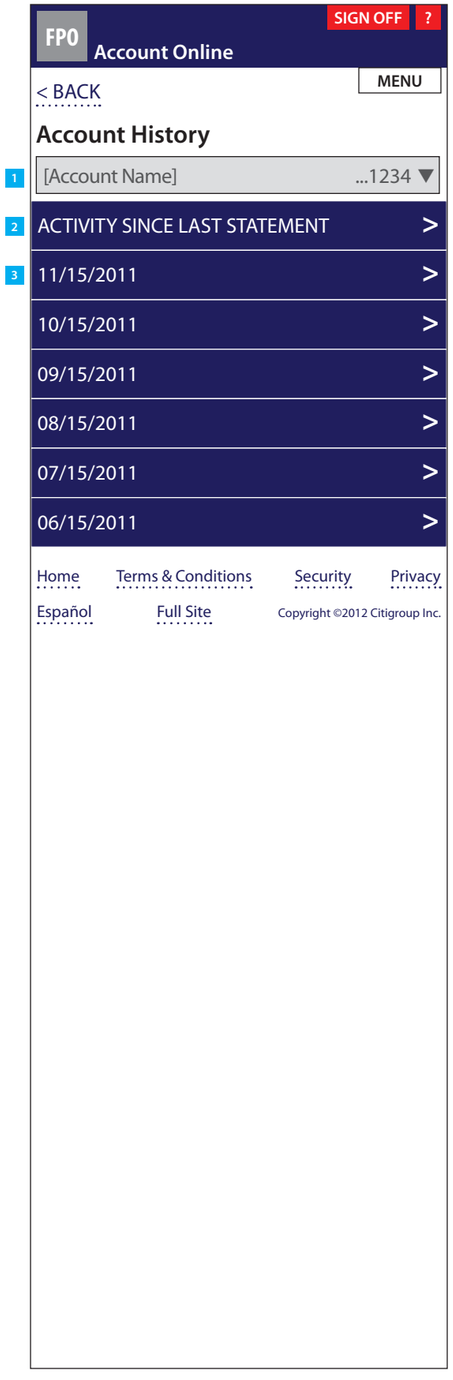
ANNOTATIONS

Window Page Title

2.1/ACCOUNT DETAIL :: Account Summary

Page Context / How I Got Here / Page Notes

	Description	Interaction	Rules	Notes
1.	Header		Header shows account name and all associated credit cards to that account.	*The header color is customizable, and consistent with all similar headers throughout.*
2.	*Account Details*		The *Account Detail* screen offers the user extensive detail pertaining to the specific account.	
3.	*Make A Payment* button	**onTap** if user has signed up for online bill payment, they are taken to *3.0 Make A Payment*. If user hasn't signed up, the *How to Enroll…* overlay appears		*Button color is customizable, and consistent with all similar buttons throughout.*
4.	*Activity Since Last Statement* header/link	**onTap** (entire header area is active) user is linked to *2.2.1 Activity Since Last Statement*		*Link color is customizable, and consistent with all similar links throughout.*
5.	*View Scheduled Payments* link	**onTap** user is linked to *3.1 Scheduled Payments*		*Link color is customizable, and consistent with all similar links throughout.*
6.	*Account History* header/ link	**onTap** (entire header area is active) user is linked to *2.2.0 Account History*		*Link color is customizable, and consistent with all similar links throughout.*



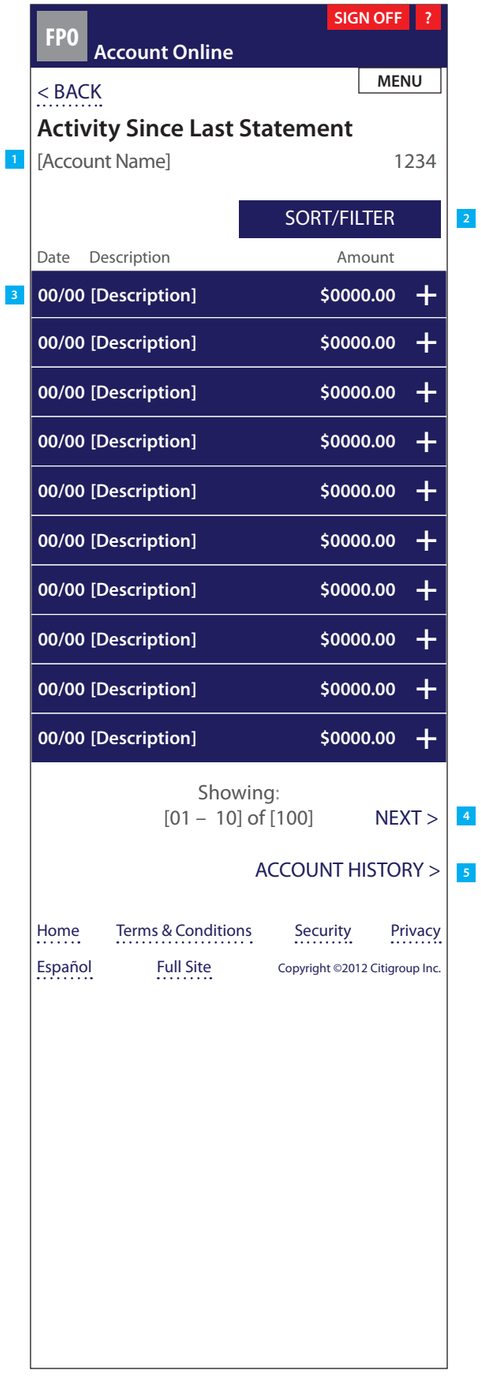
ANNOTATIONS

Window Page Title

2.2.0/ACCOUNT HISTORY :: Statements Directory

Page Context / How I Got Here / Page Notes

	Description	Interaction	Rules	Notes
1.	*Account Name* drop down menu	**OnTap** opens drop down menu allowing the user to select one of the credit cards associated with the account		
2.	*Activity Since Last Statement* link	**onTap** (entire header area is active) user is linked to *2.2.1 Activity Since Last Statement*		*Link color is customizable, and consistent with all similar links throughout.*
3.	Links to the 6 previous statements	**onTap** (entire header area is active) user is linked to *2.2.2 Activity For Statement [00/00/0000]*		*Link color is customizable, and consistent with all similar links throughout.*



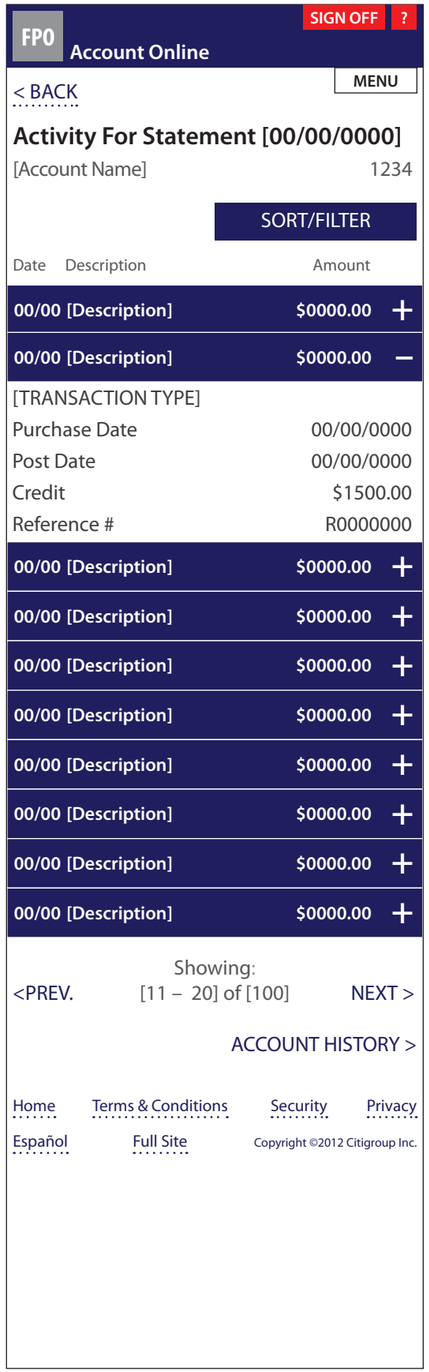
ANNOTATIONS

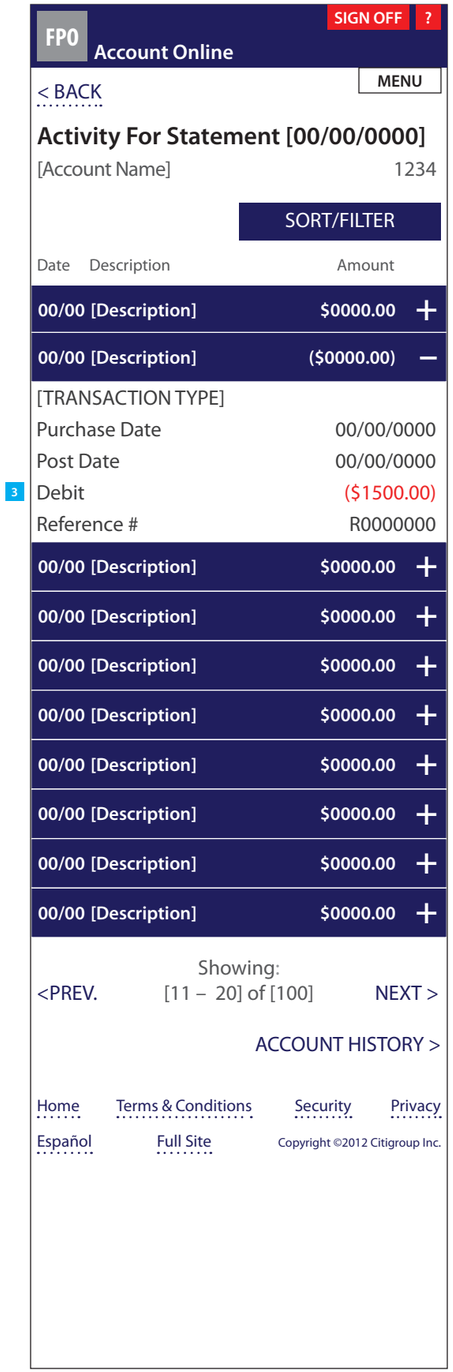
Window Page Title

2.2.1/ACTIVITY SINCE LAST STATEMENT :: Recent Transactions

Page Context / How I Got Here / Page Notes

	Description	Interaction	Rules	Notes
1.	*[Account Name]* subhead, *[last 4 digits]*			*Account name can either be the standard name or one customized by the user (nickname) in the full site version. Nicknames are limited to 11 characters per online restrictions.*
2.	*Sort/Filter* button	**onTap** the Sort/Filter overlay appears		*Button color is customizable, and consistent with all similar buttons throughout.*
3.	Transaction header (date, description, amount) and '+/–' button	**onTap** (entire header is active) the transaction detail is expanded	All transactions are collapsed by default.	*Button color is customizable, and consistent with all similar buttons throughout.*
4.	Number of transactions and *Next* button	**onTap** loads the next set of transactions	PREV. and NEXT buttons are used to move through their transactions, 10 at a time when there is a need to move forward and/or back through their transactions.	*User is shown the number of transactions against the total number of transactions.* *NOTE: The PREV. and NEXT buttons are only shown when needed. If there are 10 or less transactions then the PREV. and NEXT buttons aren't displayed. If the user is at either end of their list of transactions then the appropriate button isn't displayed.* *Button color is customizable, and consistent with all similar buttons throughout.*
5.	*Account History* link	**onTap** user is linked to *2.2.0 Account History*		*Link color is customizable, and consistent with all similar links throughout.*





ANNOTATIONS

Window Page Title

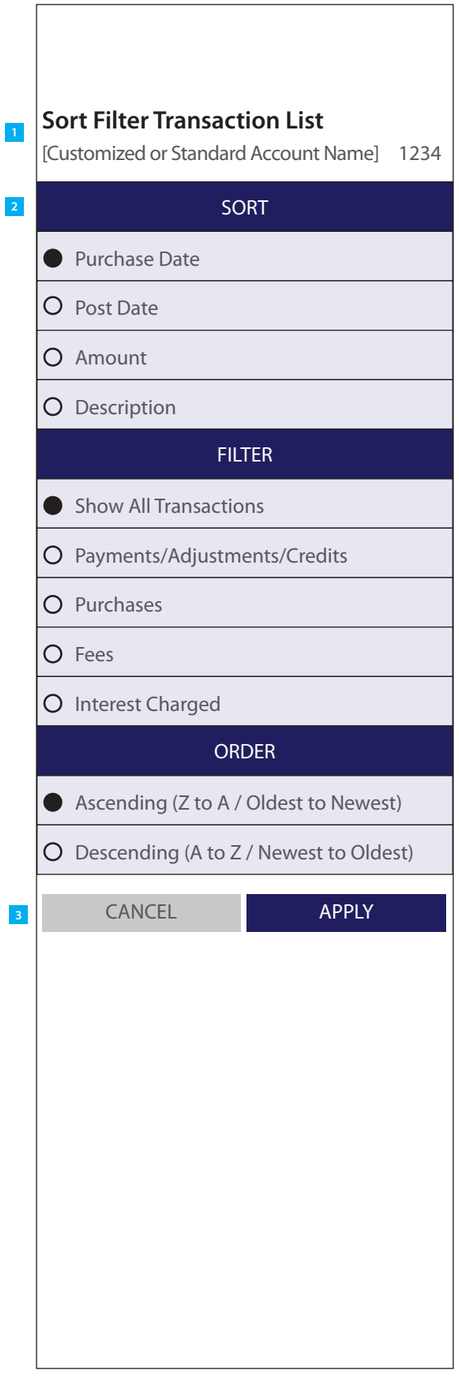
2.2.1/ACTIVITY FOR STATEMENT 00/00/0000 :: Recent Transactions

Page Context / How I Got Here / Page Notes

NOTE: Activity for Statement [00/00/0000] and Activity Since Last Statement (previous page) are identical in functionality. The differences are in the header. Activity for Statement [00/00/0000] is for one of the 6 most recent statements and Activity Since Last Statement is unique in that it's specific to just the last statement.

In addition to similar functionality, there are some differences in how these pages are drawn as they are showing different states of the page. This page shows a transaction expanded where as the previous page shows all transactions collapsed. The PREV. and NEXT buttons are also shown in different states.

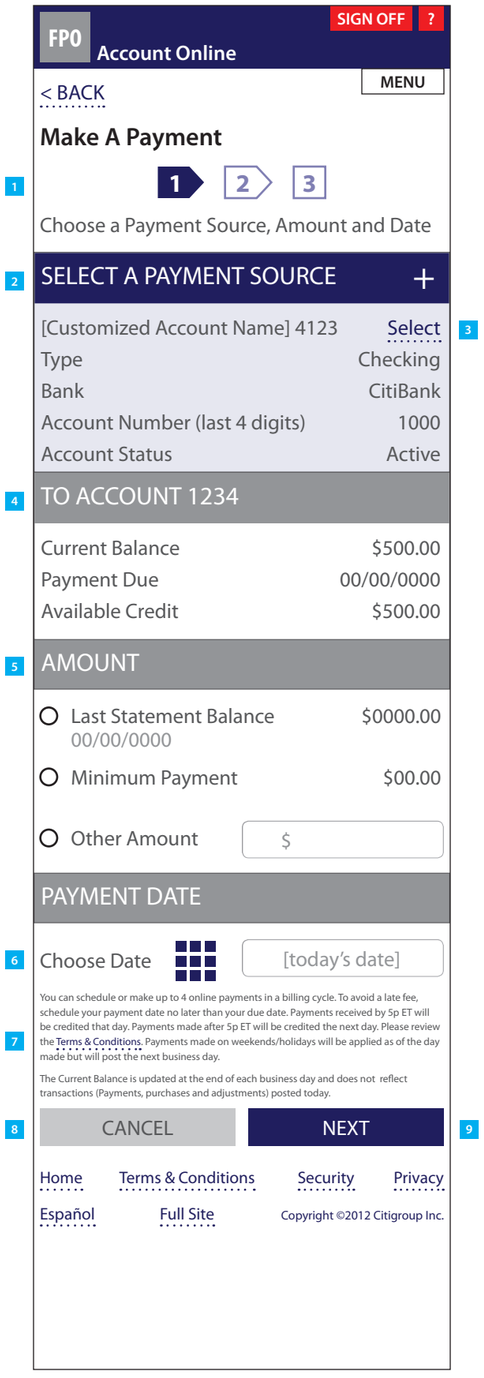
	Description	Interaction	Rules	Notes
1.	Transaction information			*Shown is an expanded transaction.*
2.	Prev. / *Next* button	**onTap** loads the previous/ next set of transactions	PREV. and NEXT buttons are used to move through their transactions, 10 at a time when there is a need to move forward and/or back through their transactions.	*User is shown the number of transactions against the total number of transactions.* *NOTE: The PREV. and NEXT buttons are only shown when needed. If there are 10 or less transactions then the PREV. and NEXT buttons aren't displayed. If the user is at either end of their list of transactions then the appropriate button isn't displayed.* *Button color is customizable, and consistent with all similar buttons throughout.*
3.	*Credit/Debit*		When the transation amount is negative, the label changes from *Credit* to *Debit*, the amount is shown in red and contained within parentheses.	



ANNOTATIONS

Window Page Title
2.2.3/SORT/FILTER :: Transaction Viewing Options Overlay
Page Context / How I Got Here / Page Notes

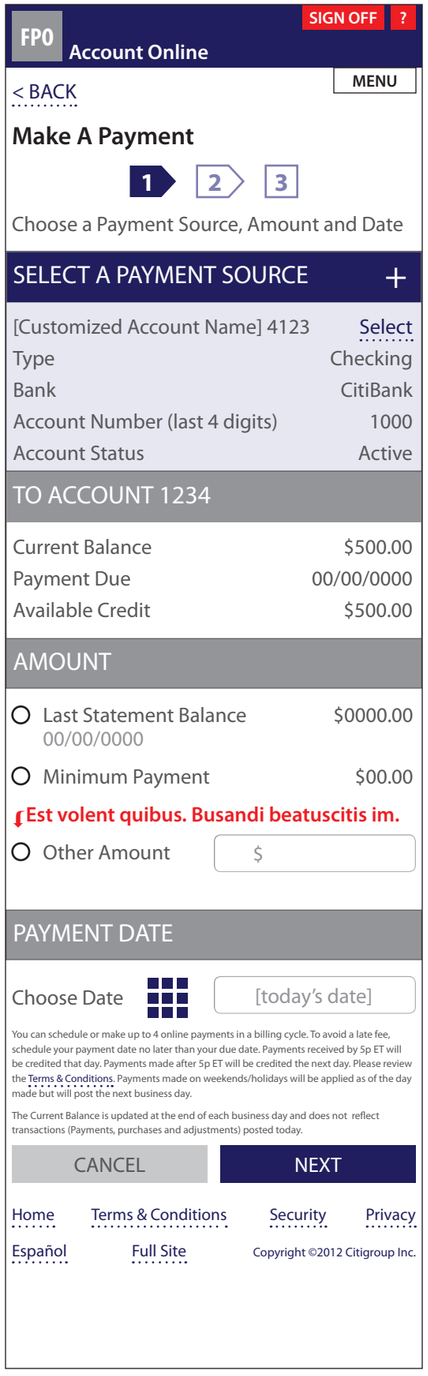
	Description	Interaction	Rules	Notes
1.	Header		Header showing page name and account name with all associated credit cards to that account.	
2.	Sort/Filter options	**onTap** (entire line area is active) the user's choice from each section is selected	The user can quickly sort, filter and order transactions for the primary card or narrow the selection down to a specific additional card.	
3.	*Cancel* button	**onTap** the requested action is cancelled and the user is returned to the *Statement* page they came from		*Button color is customizable, and consistent with all similar buttons throughout.*
4.	*Apply* button	**onTap** the requested sort/filter/order options are applied and the user is returned to the *Statement* page they came from		*Button color is customizable, and consistent with all similar buttons throughout.*



ANNOTATIONS

Window Page Title
3.0.1/MAKE A PAYMENT :: Step 1: Default View

	Description	Interaction	Rules	Notes
1.	Progress Indicator		Progress indicator informs the user where they are in the process.	*Customizable.*
2.	*Payment Source* header and '+/–' button	**onTap** (entire header is active) the *Payment Source* detail is expanded/ collapsed	Default position is partially expanded to show primary account details. If the user has more than one payment source then the option to expand further is shown by the '+' button.	*Header color is customizable, and consistent with all similar headers throughout.*
3.	*Select* button	**onTap** *Payment Source* collapses and the header changes to reflect that the user has selected a payment source account		
4.	*To Account* header and information		*To Account* shows which account funds will be applied to and key information.	*Header color is customizable, and consistent with all similar headers throughout.*
5.	*Amount* header and payment amount options	**onTap** the user can select one of three payment amount options. *Other Amount* requires the user to add an amount		*Header color is customizable, and consistent with all similar headers throughout.*
6.	*Choose Date* button and input field	**onTap** a date picker (browser willing and specific) is offered to facilitate the date input process. The user also has the option to type in the date using the MM/DD/ YYYY format		[Current Month] > 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 CLOSE
7.	*Terms & Conditions* link	**onTap** user is linked to *6.0 Terms & Conditions*		
8.	*Cancel* button	**onTap** the user is offered a confirmation overlay (see *Confirm Cancel Overlay*)and if accepted returns the user to *2.0 Account Online Home*		*Button color is customizable, and consistent with all similar buttons throughout.*
9.	*Next* button	**onTap** evaluates the data for errors and if none are found, progresses the user to Step 2 of the *Make A Payment* process		*Button color is customizable, and consistent with all similar buttons throughout.*

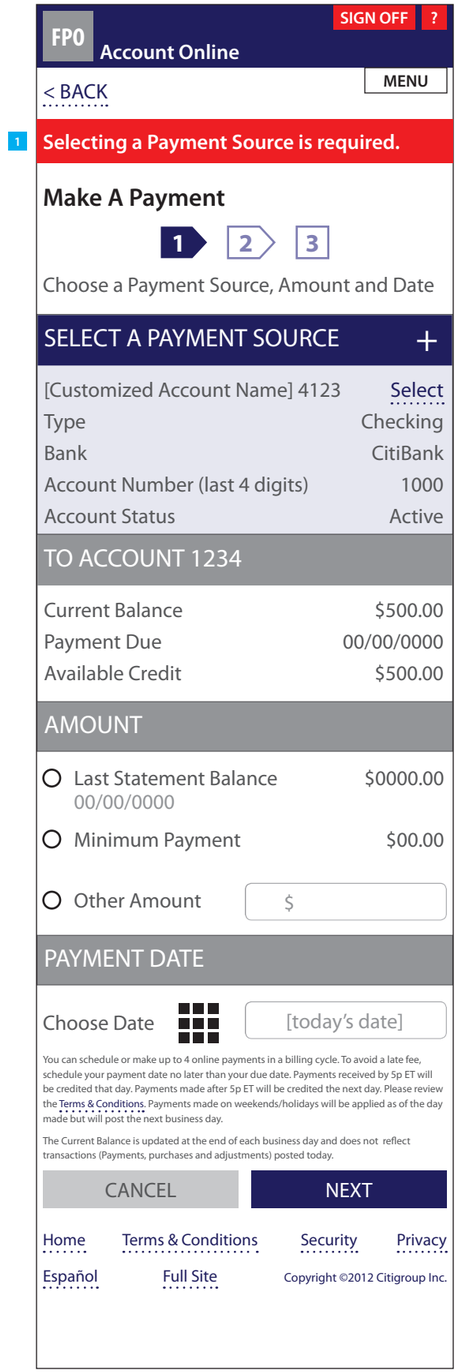


ANNOTATIONS

Window Page Title
3.0.1/MAKE A PAYMENT :: Step 1: Inline Error Message Showing

Page Context / How I Got Here / Page Notes

	Description	Interaction	Rules	Notes
1.	Inline error message			*Please reference the* Error Message Matrix *for all inline error messages.*

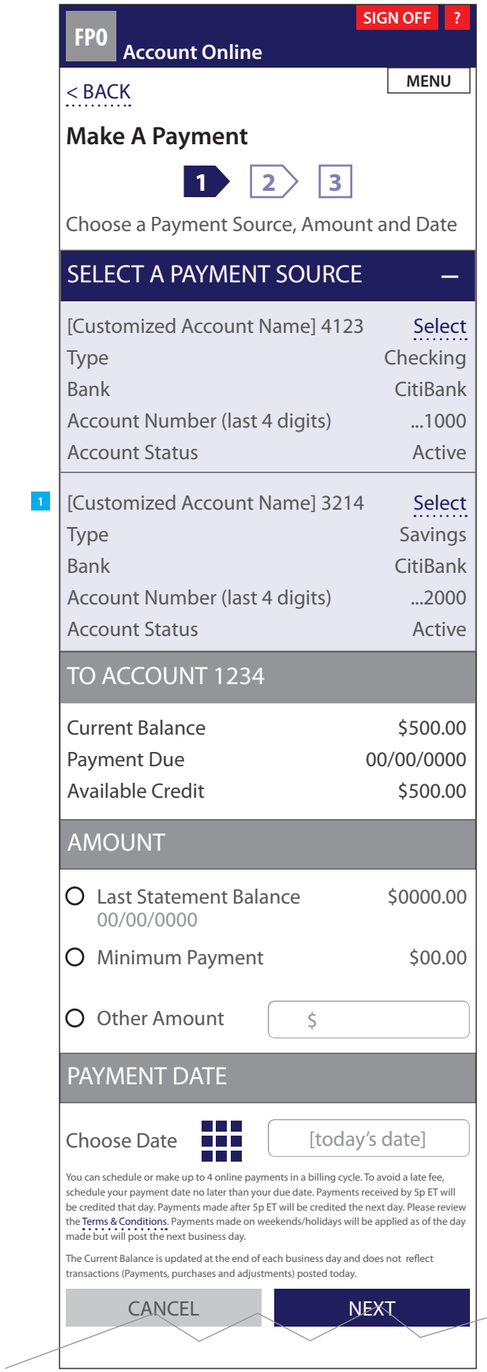


ANNOTATIONS

Window Page Title
3.0.1/MAKE A PAYMENT :: Step 1: Global Error Message Showing

Page Context / How I Got Here / Page Notes

	Description	Interaction	Rules	Notes
1.	Global error message			*Please reference the* Error Message Matrix *for all global error messages.*

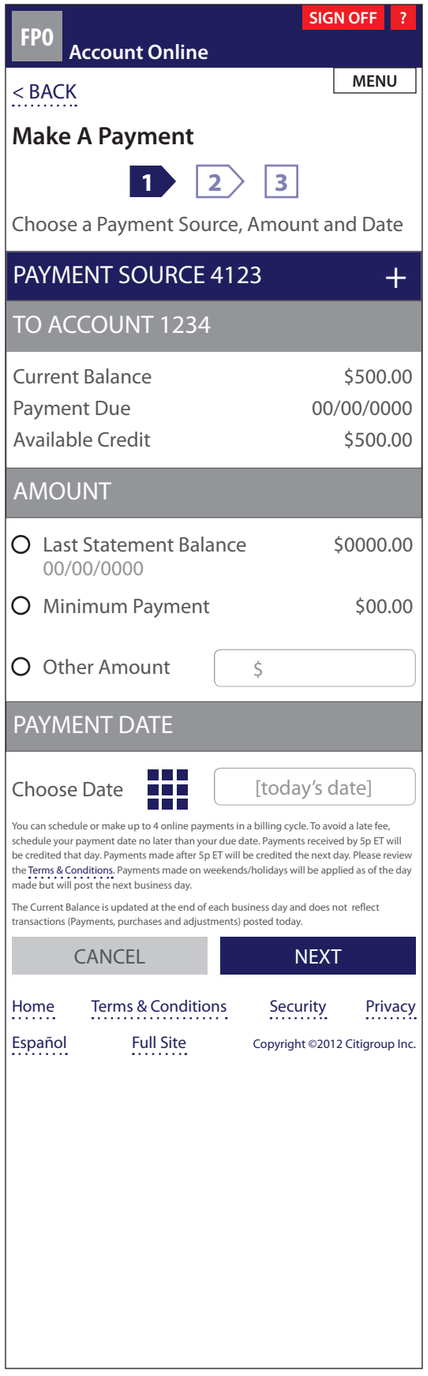


ANNOTATIONS

Window Page Title
3.0.1/MAKE A PAYMENT :: Step 1: Payment Source Expanded

Page Context / How I Got Here / Page Notes
User has tapped on the *Payment Source* '+/–' expand/collapse button to show additional payment sources.

	Description	Interaction	Rules	Notes
1.	Additional payment sources showing		The user can quickly select a different payment source by tapping on the *Select* button.	

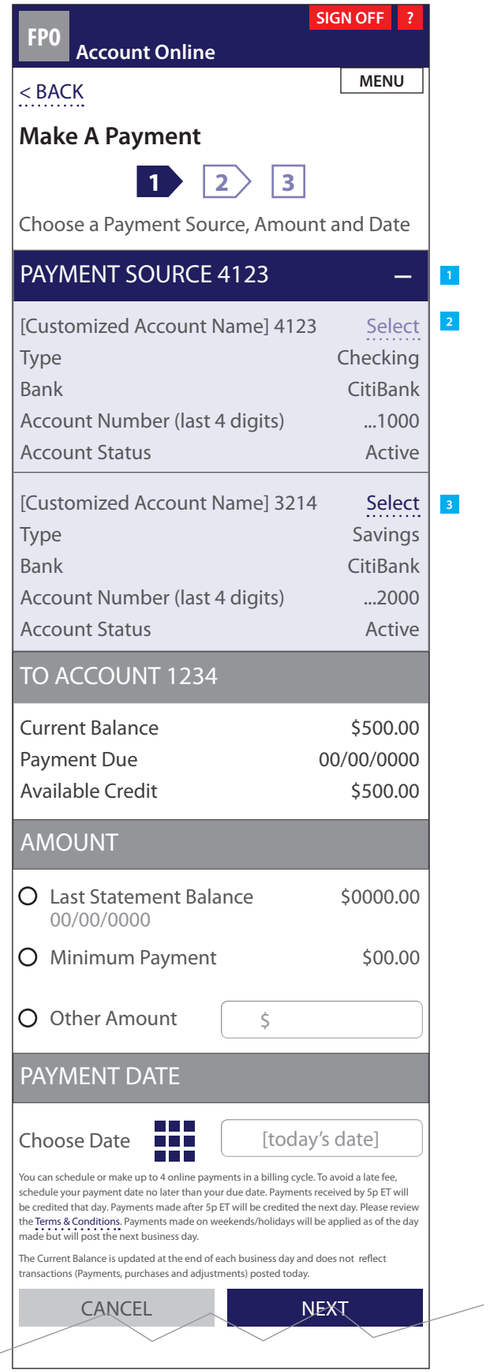


ANNOTATIONS

Window Page Title
3.0.1/MAKE A PAYMENT :: Step 1: Payment Source Selected

Page Context / How I Got Here / Page Notes
User has selected a *Payment Source*.

	Description	Interaction	Rules	Notes
1.	*Payment Source* collapsed		*Payment Source* collapses and header changes to reflect that the user has made a selection. Users can change the *Payment Source* by retapping on the header or '+/–' button (see following page).	



ANNOTATIONS

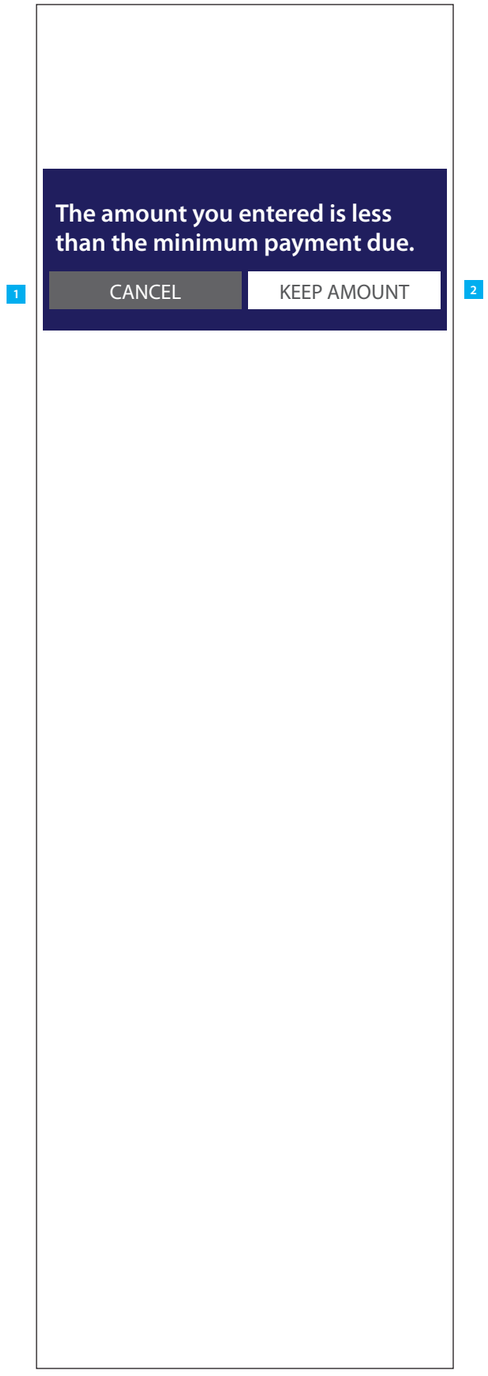
Window Page Title

3.0.1/MAKE A PAYMENT :: Step 1: User Wishes to Change Payment Source

Page Context / How I Got Here / Page Notes

User has tapped on the *Payment Source* '+/–' expand/collapse button to show all payment sources. Payment source that had been selected is shown dimmed out.

	Description	Interaction	Rules	Notes
1.	*Payment Source* header (payment source selected state shown)	**onTap** Payment Source field expands/collapses	The user can change payment source by tapping on the header and expanding the payment source information.	The user has already selected a payment source therefore the *Select* button is dimmed out. The user has the option to select a different payment source and/or proceeding with the *Make A Payment* process.
2.	*Select* button (dimmed/ selected state)		User had previously chosen this payment source as shown by the dimmed out *Select* button	
3.	*Select* button (active state)	**onTap** *Payment Source* collapses and the header changes to reflect that the user has selected a different payment source account		

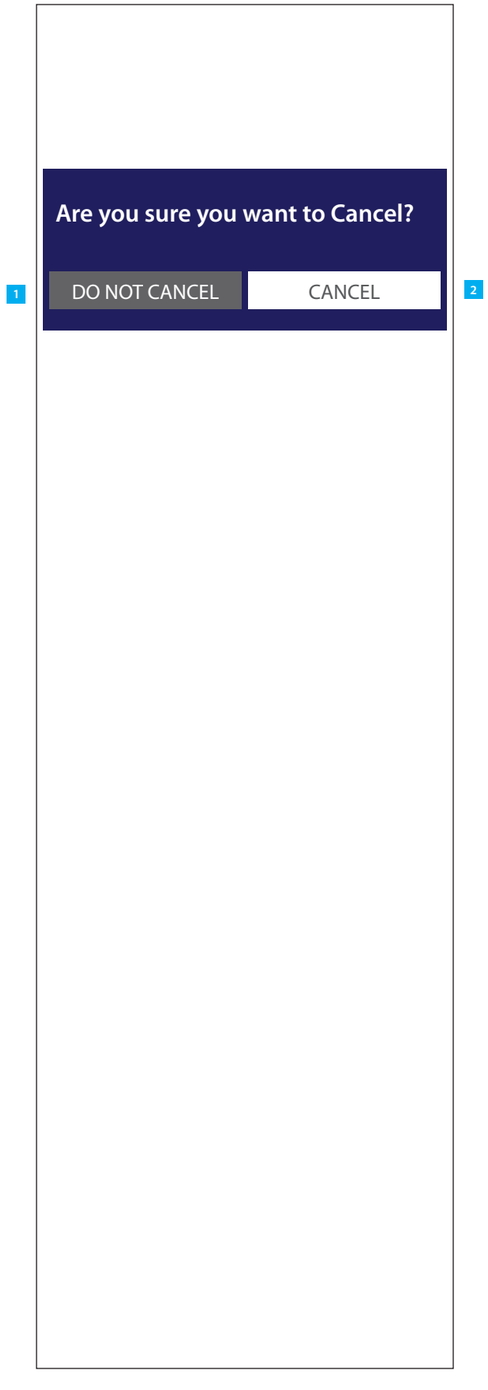


ANNOTATIONS

Window Page Title
3.0.1/MAKE A PAYMENT :: Payment Error Message/Confirmation

Page Context / How I Got Here / Page Notes
User has attempted to make a payment by selecting *Other Amount*, inputted an amount less than the minimum payment and tapping on the *Next* button.

	Description	Interaction	Rules	Notes
1.	*Cancel* button	**onTap** returns the user to the previous screen		*Button color is customizable, and consistent with all similar buttons throughout.*
2.	*Keep Amount* button	**onTap** accepts the *Other Amount* inputted by the user and moves them to step 2 in the *Make A Payment* process	If the user inputs an amount in the *Other Amount* field less than the minimum payment and taps on the *Next* button, they receive the confirmation message shown.	*Button color is customizable, and consistent with all similar buttons throughout.*

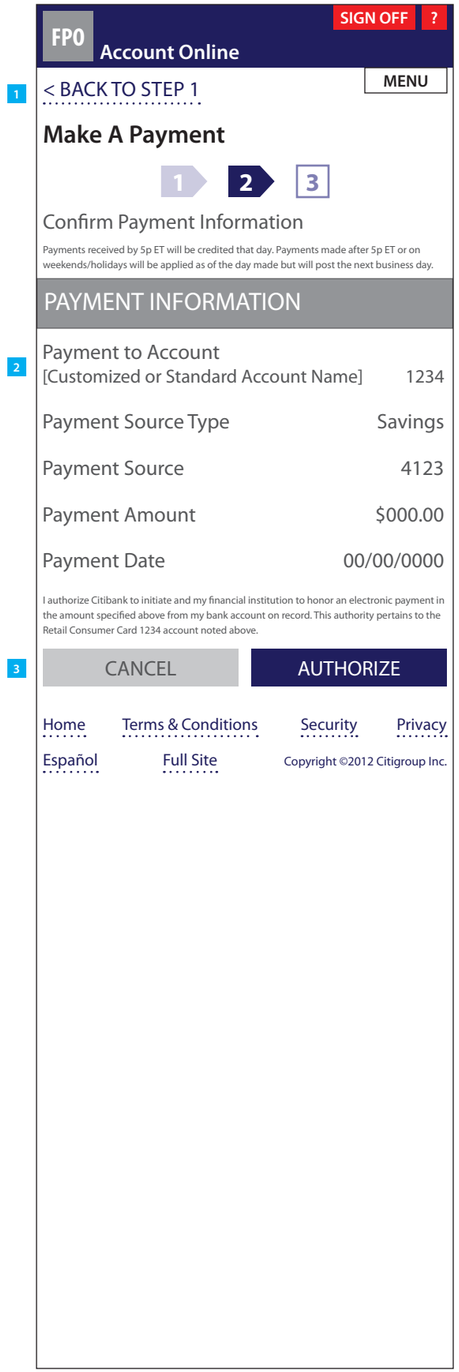


ANNOTATIONS

Window Page Title
CANCEL :: Confirm Cancel Overlay

Page Context / How I Got Here / Page Notes
User has requested to *Cancel* an action.

	Description	Interaction	Rules	Notes
1.	*Do Not Cancel* button	**onTap** returns the user to the previous screen		*Button color is customizable, and consistent with all similar buttons throughout.*
2.	*Cancel* button	**onTap** clears any pending action and links the user to *2.0 Account Online Home*		*Button color is customizable, and consistent with all similar buttons throughout.*



ANNOTATIONS

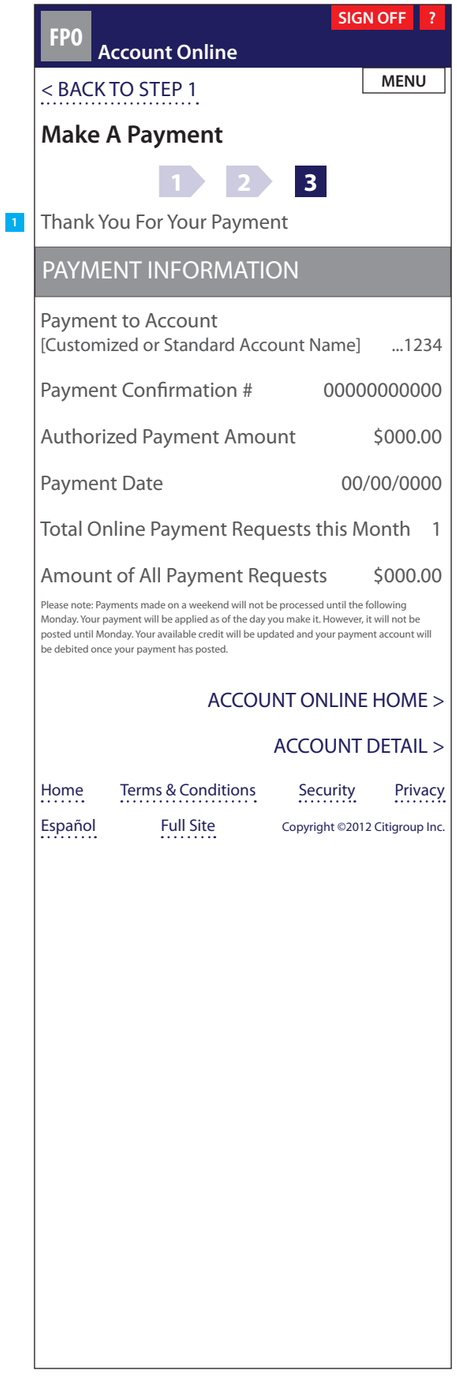
Window Page Title

3.0.2/MAKE A PAYMENT :: Step 2

Page Context / How I Got Here / Page Notes

Step 2 in the *Make A Payment* process.

	Description	Interaction	Rules	Notes
1.	*Back to Step 1* link	**onTap** clears all input data and returns user to step 1 of the *Make A Payment* process		
2.	Summary		The user is given a summary of the input data so that they can confirm all the details are correct before submitting their payment for authorization.	
3.	*Cancel* button	**onTap** the user is offered a confirmation overlay (see *Confirm Cancel Overlay*)and if accepted returns the user to *2.0 Account Online Home*		*Button color is customizable, and consistent with all similar buttons throughout.*
4.	*Authorize* button	**onTap** progresses the user to Step 3 of the *Make A Payment* process		*Button color is customizable, and consistent with all similar buttons throughout.*

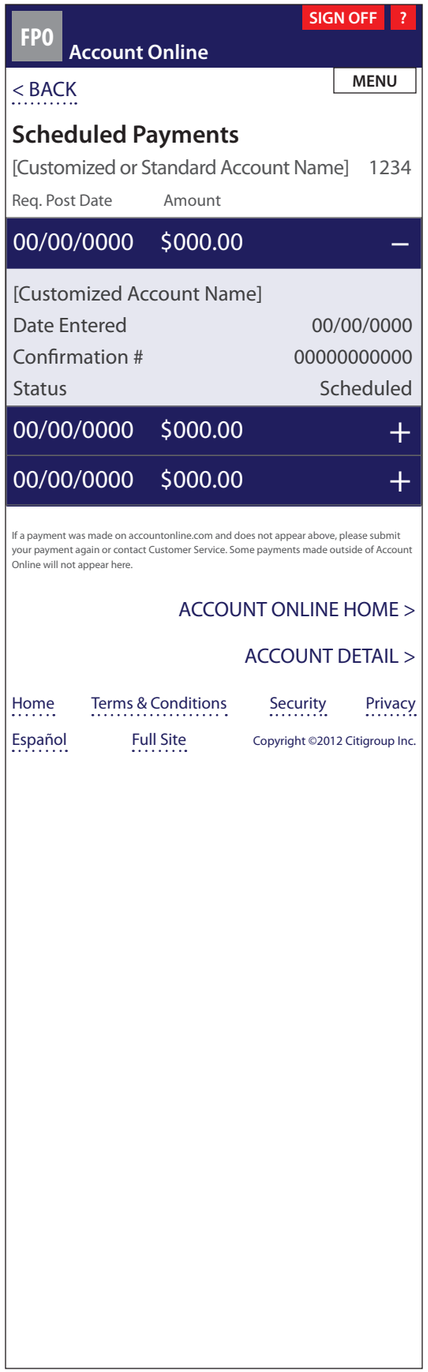


ANNOTATIONS

Window Page Title
3.0.3/MAKE A PAYMENT :: Step 3

Page Context / How I Got Here / Page Notes
Step 3 in the *Make A Payment* process.

	Description	Interaction	Rules	Notes
1.	Confirmation copy		The user is given a confirmation message when they have submitted their payment.	
2.	*Account Online Home* link	OnTap user is linked to *2.0 Account Online Home*		*Link color is customizable, and consistent with all similar links throughout.*
3.	*Account Detail* link	**onTap** user is linked to *2.1 Account Detail*		*Link color is customizable, and consistent with all similar links throughout.*



ANNOTATIONS

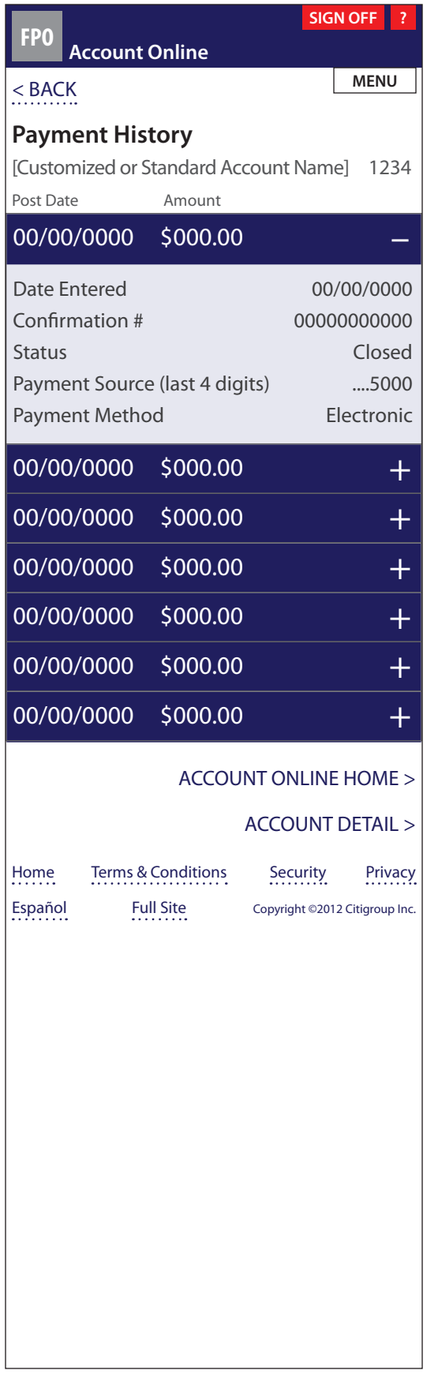
Window Page Title

3.1/SCHEDULED PAYMENTS :: Pending Payments Summary

Page Context / How I Got Here / Page Notes

Scheduled Payments are displayed collapsed by default. The user has tapped on a scheduled payment for more details.

	Description	Interaction	Rules	Notes
1.	*[Account Name]* subhead		The account name associated with the list of scheduled payments is shown.	*Account name can either be the standard name or one customized by the user (nickname) in the full site version. Nicknames are limited to 11 characters per online restrictions.*
2.	Scheduled payment header (Req. Post Date, Amount) and '+/–' expand/collapse button	**onTap** (entire header area is active) scheduled payment information field expands/collapses. NOTE: Only one account is expanded at a time. Expanding another account automatically collapses the scheduled payment currently showing	Scheduled Payments are displayed collapsed by default. The user can tap on a Payment for more detail.	*Header color is customizable, and consistent with all similar headers throughout.*

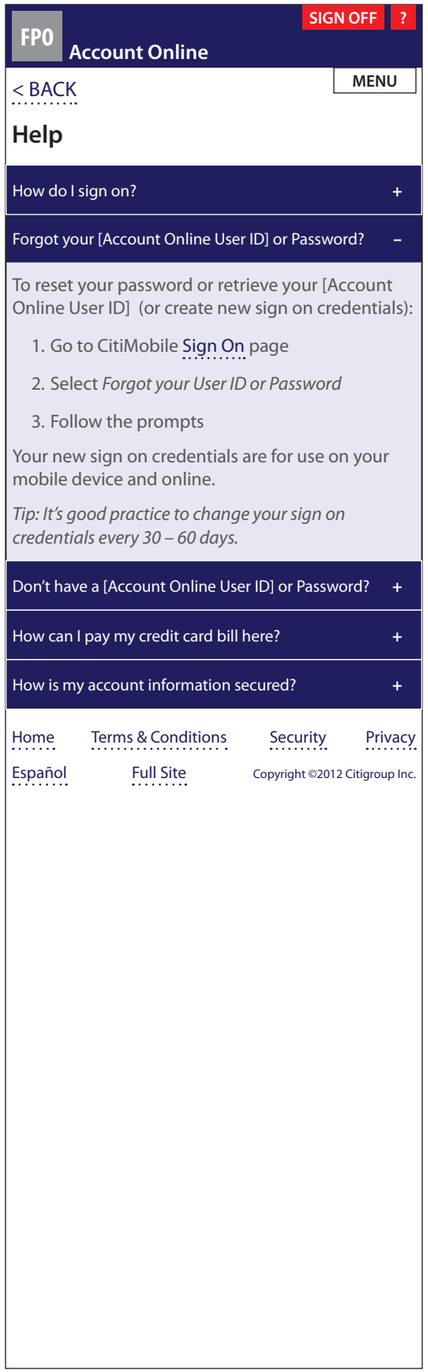


ANNOTATIONS

Window Page Title
3.2/PAYMENT HISTORY :: Payment Overview

Page Context / How I Got Here / Page Notes
This page functions identically to the previous, Scheduled Payments. The only difference is that Scheduled Payments shows pending transactions while Payment History shows a history of transactions specific to the requested account.

Description	Interaction	Rules	Notes



ANNOTATIONS

Window Page Title

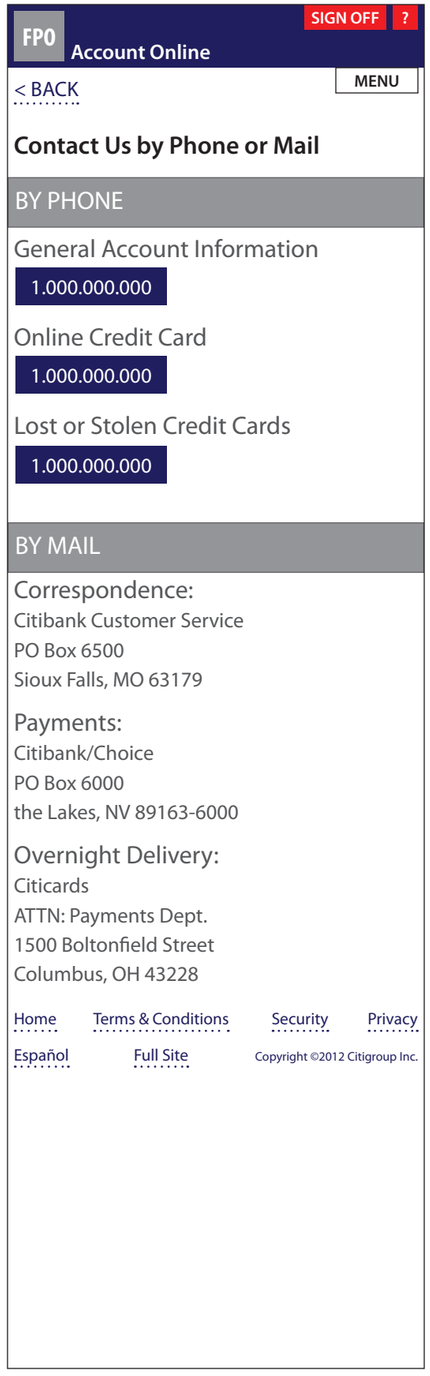
4.0/HELP :: Help Page

Page Context / How I Got Here / Page Notes

The *Help* page is accessible to users who are both signed on and off. Masthead and footer adjust to the user's logged in status. (Shown here the user is logged in.)

In addition, the default expand/collapse position for all questions when the user first lands on this page is collapses. (Shown here one question has been expanded.)

	Description	Interaction	Rules	Notes
1.	Question header and '+/–' expand/collapse button (collapsed version shown)	**onTap** the question expands to reveal the answer	Only one question is expanded at a time. Expanding another automatically collapses the question currently showing.	*Header color is customizable, and consistent with all similar headers throughout.*
2.	Another question header and '+/–' expand/collapse button (expanded version shown)	**onTap** the question collapses to hide the answer	Only one question is expanded at a time. Expanding another automatically collapses the question currently showing.	*Header color is customizable, and consistent with all similar headers throughout.*



ANNOTATIONS

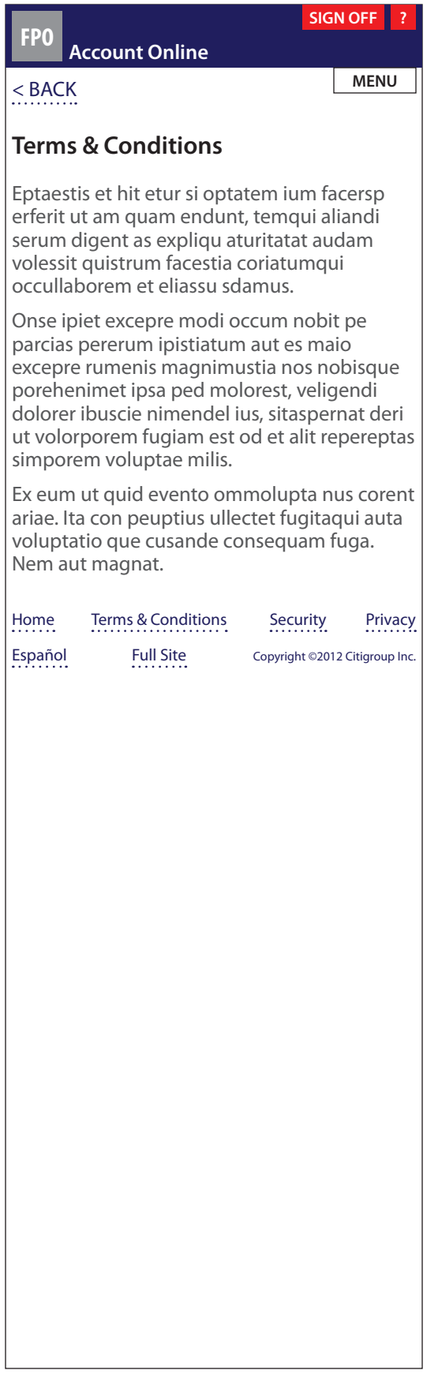
Window Page Title

5.0/CONTACT :: Directory

Page Context / How I Got Here / Page Notes

Directory is dependant on where the user linked to this page from. Shown here is a general director and is not intended to represent all instances of this page.

	Description	Interaction	Rules	Notes
1.	Phone number button	**onTap** dials phone number	Where appropriate, phone numbers are tap to dial.	*Button color is customizable, and consistent with all similar buttons throughout.*



ANNOTATIONS

Window Page Title
6.0/TERMS & CONDITIONS :: Legal Text

Page Context / How I Got Here / Page Notes
The *Terms & Conditions* page is accessible to users who are both signed on and off. Masthead and footer adjust to the user's logged in status. (Shown here the user is logged in.)

	Description	Interaction	Rules	Notes
1.	*Terms & Conditions* copy			*Refer to copy deck for approved copy.*

ANNOTATIONS

Window Page Title

7.0/SECURITY :: Legal Text

Page Context / How I Got Here / Page Notes

The *Security* page is accessible to users who are both signed on and off. Masthead and footer adjust to the user's logged in status. (Shown here the user is logged in.)

	Description	Interaction	Rules	Notes
1.	*Security* copy			*Refer to copy deck for approved copy.*

ANNOTATIONS

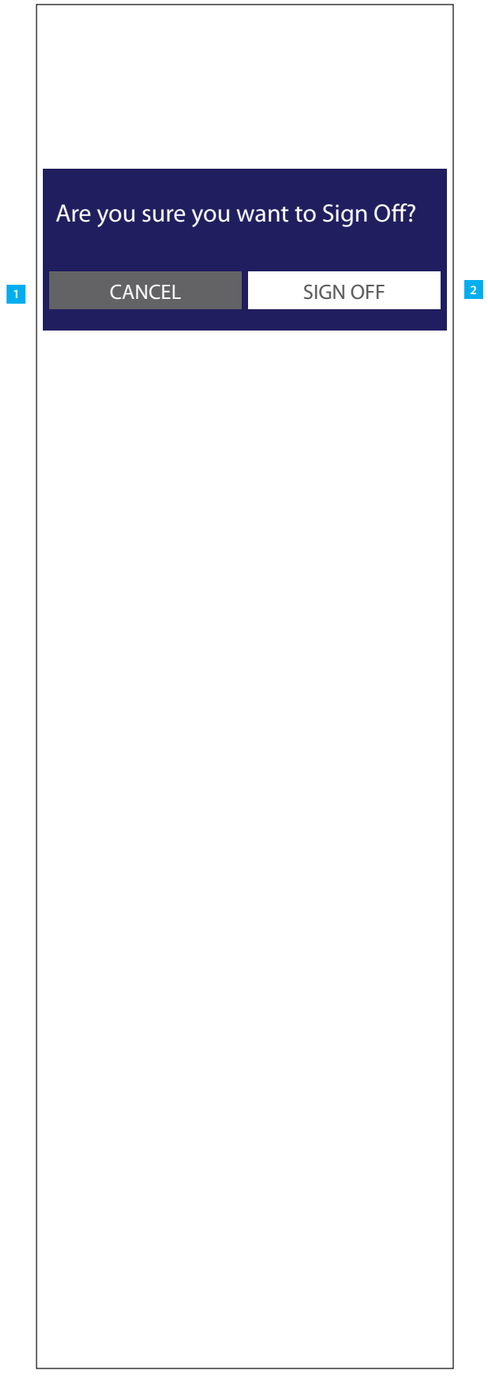
Window Page Title

8.0/PRIVACY :: Legal Text

Page Context / How I Got Here / Page Notes

The *Privacy* page is accessible to users who are both signed on and off. Masthead and footer adjust to the user's logged in status. (Shown here the user is logged in.)

	Description	Interaction	Rules	Notes
1.	*Privacy* copy			*Refer to copy deck for approved copy.*

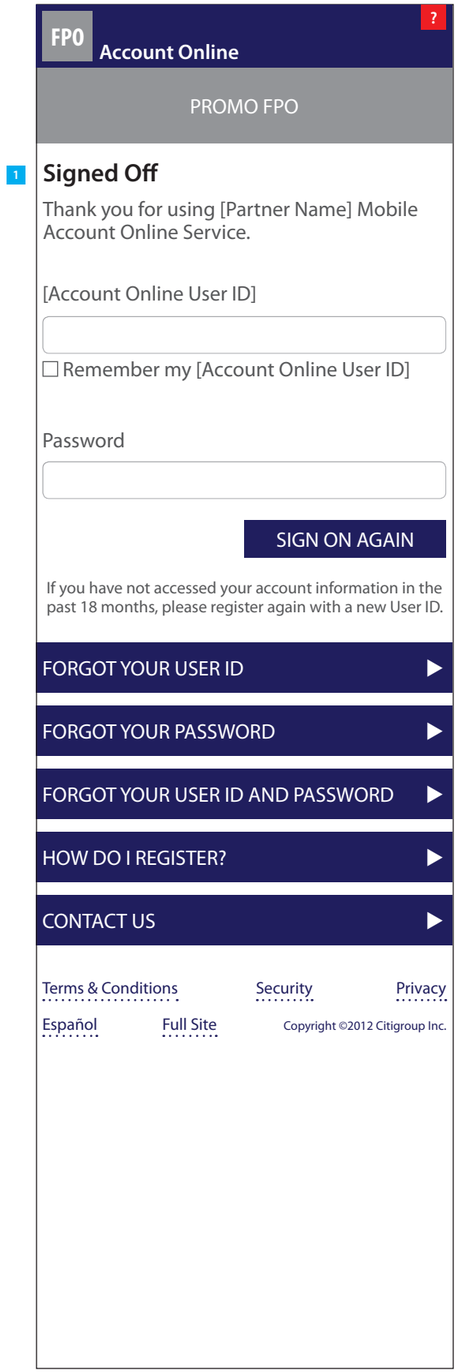


ANNOTATIONS

Window Page Title
SIGN OFF :: Confirmation Overlay

Page Context / How I Got Here / Page Notes
User has requested to *Sign Off*.

	Description	Interaction	Rules	Notes
1.	*Cancel* button	**onTap** returns the user to the previous screen		*Button color is customizable, and consistent with all similar buttons throughout.*
2.	*Sign Off* button	**onTap** clears any pending action and links the user to *1.3.1 Sign On After User Has Signed Off*		*Button color is customizable, and consistent with all similar buttons throughout.*

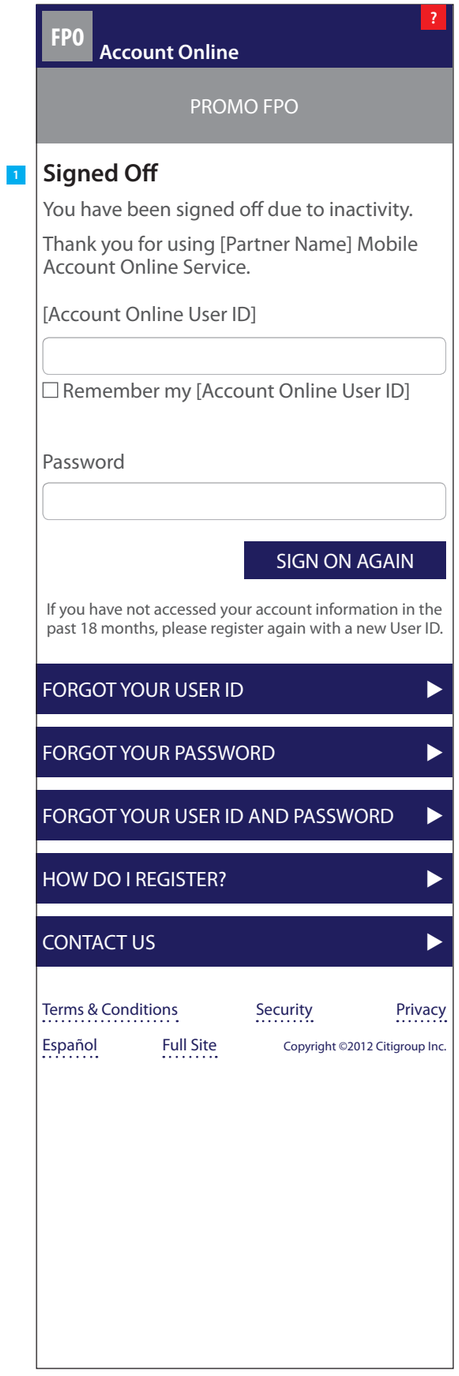


ANNOTATIONS

Window Page Title
1.3.1/SIGN ON :: Sign On After User Has Signed Off

Page Context / How I Got Here / Page Notes
User has signed off.

	Description	Interaction	Rules	Notes
1.	*Signed Off* header and copy			*Refer to copy deck for approved partner specific copy.*

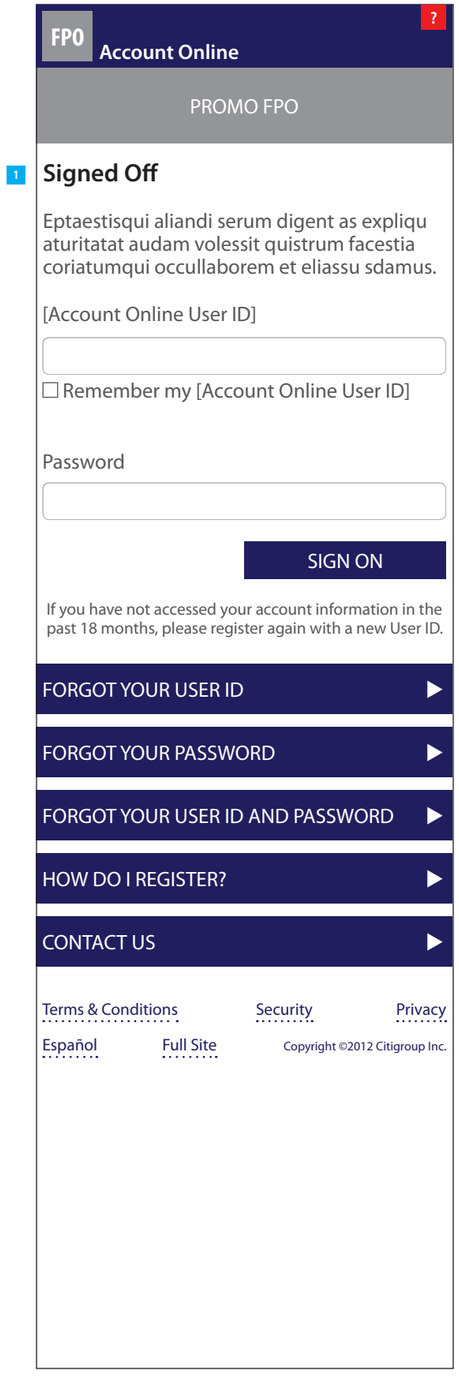


ANNOTATIONS

Window Page Title
1.3.2/SIGN ON :: Sign On After a Timeout

Page Context / How I Got Here / Page Notes
User has been signed off due to inactivity.

	Description	Interaction	Rules	Notes
1.	*Signed Off* header and copy			*Refer to copy deck for approved partner specific copy.*

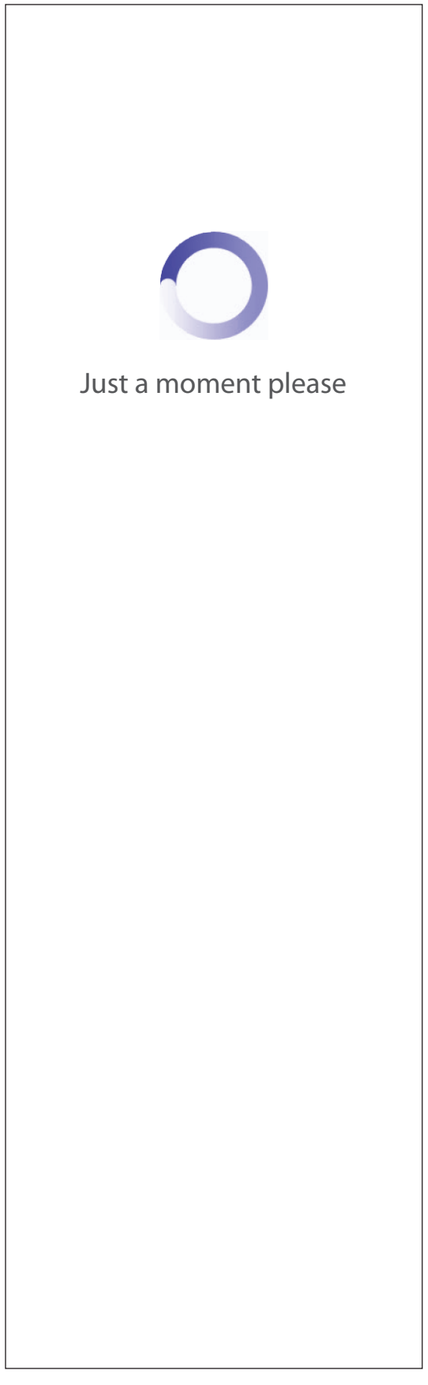


ANNOTATIONS

Window Page Title
1.3.3/SIGN ON :: Español

Page Context / How I Got Here / Page Notes
User has been signed off by tapping on the *Español* link in the footer.

	Description	Interaction	Rules	Notes
1.	All Copy	same as previous		*Please refer to the Español copy deck for all copy.*

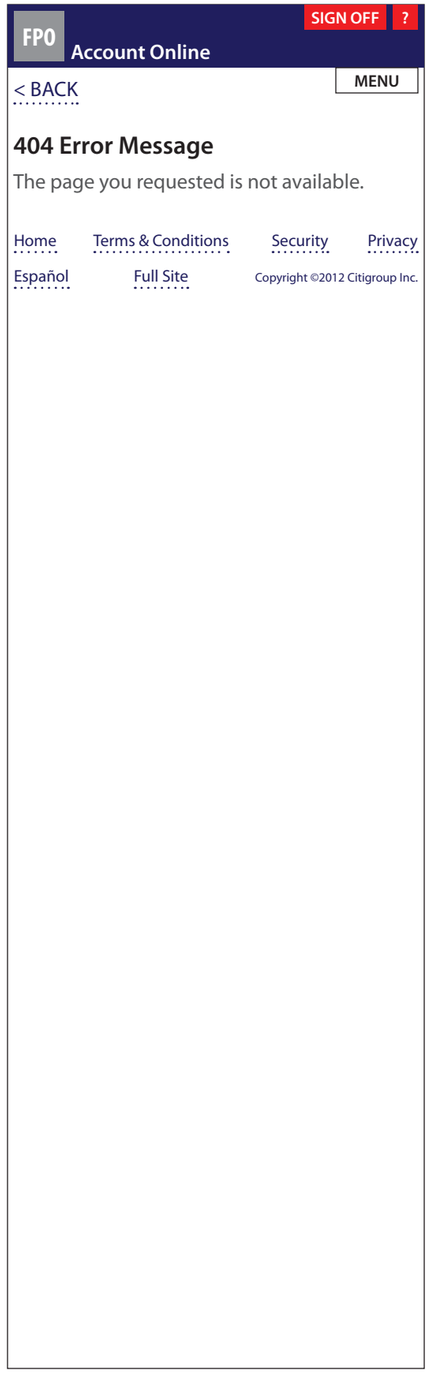


ANNOTATIONS

Window Page Title
PAGE LOADING

Page Context / How I Got Here / Page Notes
When the download time is extensive, to reassure users, a page loading, “Just a moment please” screen is provided.

Description	Interaction	Rules	Notes

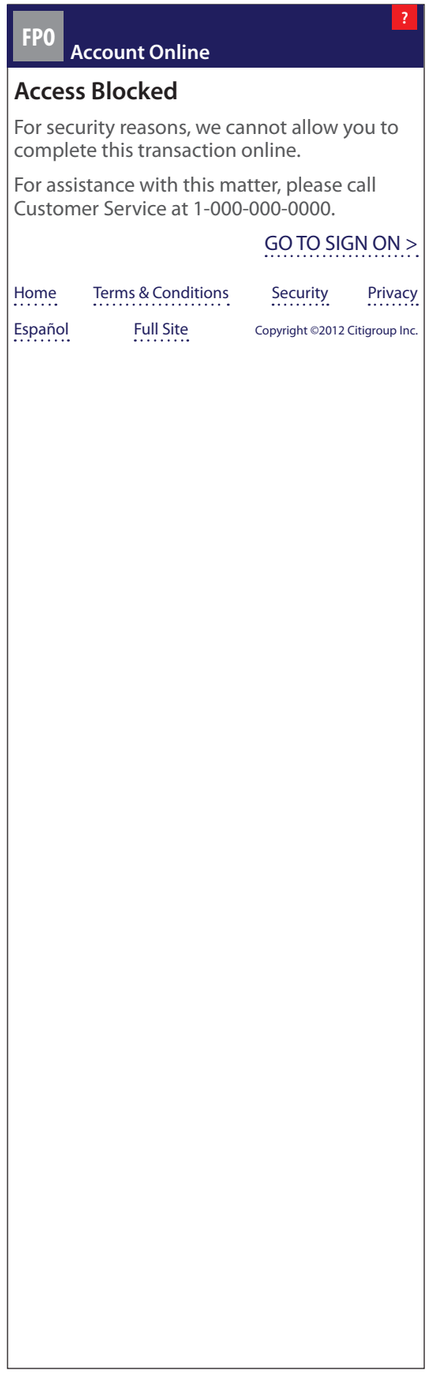


ANNOTATIONS

Window Page Title
9.0/404 ERROR MESSAGE

Page Context / How I Got Here / Page Notes

Description	Interaction	Rules	Notes

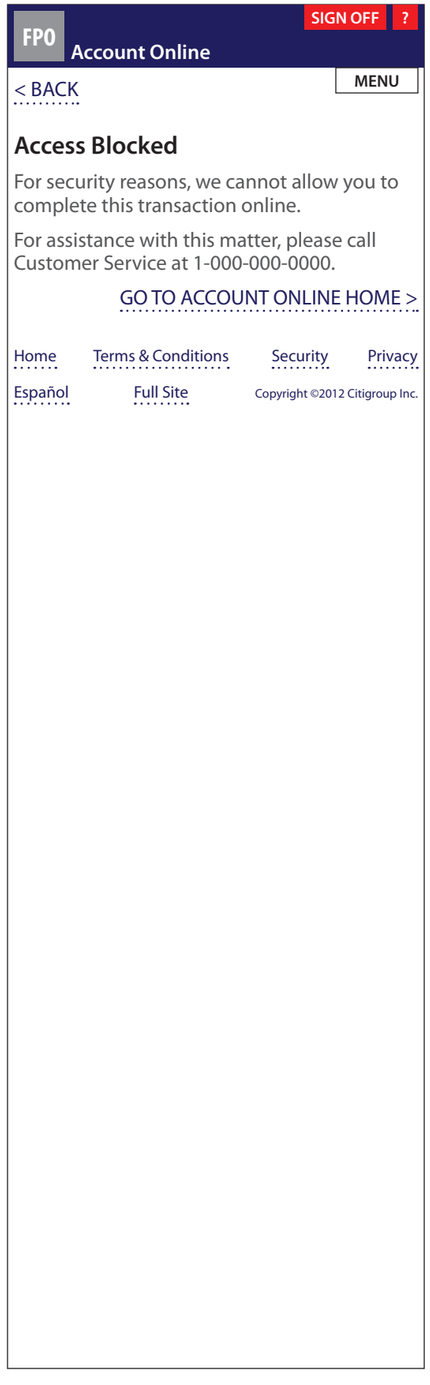


ANNOTATIONS

Window Page Title
9.1/SCREEN 900 :: Online Access Blocked (User Signed Off)

Page Context / How I Got Here / Page Notes

	Description	Interaction	Rules	Notes
1.	*Go To Sign On* link	**OnTap** user is taken to *1.0 Sign On*		



ANNOTATIONS

Window Page Title
9.1.1/SCREEN 900 :: Online Access Blocked (User Signed On)

Page Context / How I Got Here / Page Notes

	Description	Interaction	Rules	Notes
1.	*Go To Account Online Home* link	**OnTap** user is taken to *2.0 Account Online Home*		