

My Account Registration - Visual Design

53 Screens







Amit C.



Stefan M.



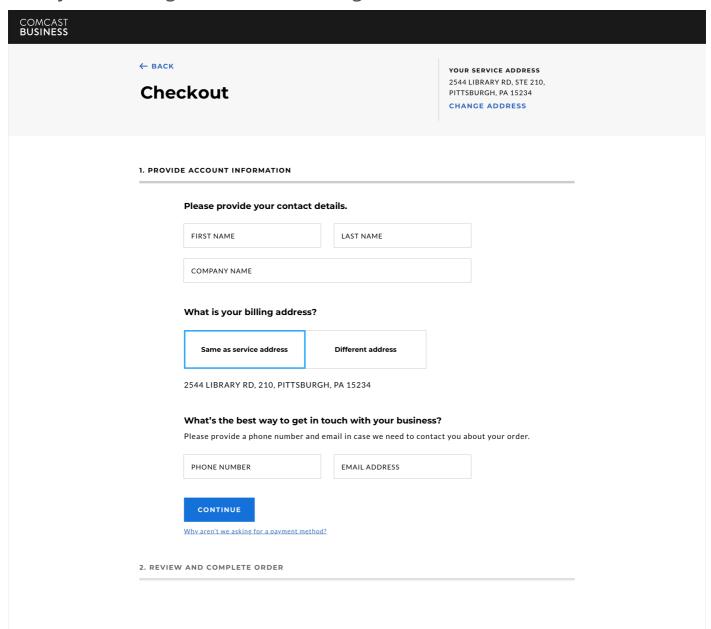
Sasha T.



Vinton L. Noriko P.



Contact Details in Buy Flow





Primary User Registration

Following the current user flow starting at the Offer Details page, and into My Account Registration in its future, optimized state.

Thanks! We'll send your order confirmation to nathan.roberts@ctownsend.com.

Let's set up My Account

YOUR INSTALLATION DATE: Saturday, January 02, 2021 10:00 AM - 12:00 PM

WE MAY CONTACT YOU AT:

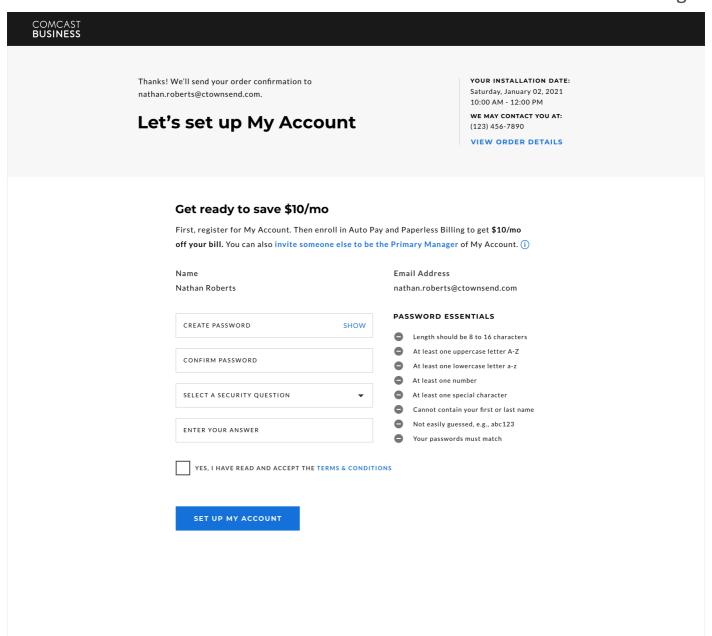
(123) 456-7890 VIEW ORDER DETAILS

My Account lets you manage your installation appointment, download your contract, set up Auto Pay, and more—anytime, anywhere. You can also invite someone else to be the Primary Manager of My Account (i)

PASSWORD ESSENTIALS CREATE PASSWORD CONFIRM PASSWORD At least one uppercase letter A-Z At least one lowercase letter a-Z At least one number At least one special character Cannot contain your first or last Not easily guessed, e.g., abc123	me	Email A	ddress
CONFIRM PASSWORD Length should be 8 to 16 charact At least one uppercase letter A-2 At least one lowercase letter a-2 At least one number At least one special character Cannot contain your first or last ENTER YOUR ANSWER	than Roberts	nathan.r	oberts@ctownsend.com
At least one uppercase letter A-Z At least one lowercase letter a-Z At least one number SELECT A SECURITY QUESTION At least one special character Cannot contain your first or last Not easily guessed, e.g., abc123	REATE PASSWORD		ORD ESSENTIALS
At least one lowercase letter a-z At least one number At least one special character Cannot contain your first or last Not easily guessed, e.g., abc123		⊜ Leng	gth should be 8 to 16 characte
At least one lowercase letter a-z At least one number At least one special character Cannot contain your first or last Not easily guessed, e.g., abc123		At I	east one uppercase letter A-Z
ELECT A SECURITY QUESTION At least one special character Cannot contain your first or last NTER YOUR ANSWER Not easily guessed, e.g., abc123	ONFIRM PASSWORD	♠ At I	east one lowercase letter a-z
Cannot contain your first or last Not easily guessed, e.g., abc123		At le	east one number
NTER YOUR ANSWER Not easily guessed, e.g., abc123	ELECT A SECURITY QUESTION	▼	east one special character
NTER YOUR ANSWER		Can	not contain your first or last n
_	NTER YOUR ANSWER	Not	easily guessed, e.g., abc123
Or Your passwords must match	NTER TOOK ANSWER	You	r passwords must match
	YES, I HAVE READ AND AGREE TO THE TE	RMS OF SERVICE.	
YES, I HAVE READ AND AGREE TO THE TERMS OF SERVICE.	1		

Dynamic / Promo Copy

The user has completed their order, the copy dynamically updates to speak to other My Account benefits.



Pre-Invite a User copy

Invite a user has been determined out of scope for the initial launch

Thanks! We'll send your order confirmation to nathan.roberts@ctownsend.com.

Let's set up My Account

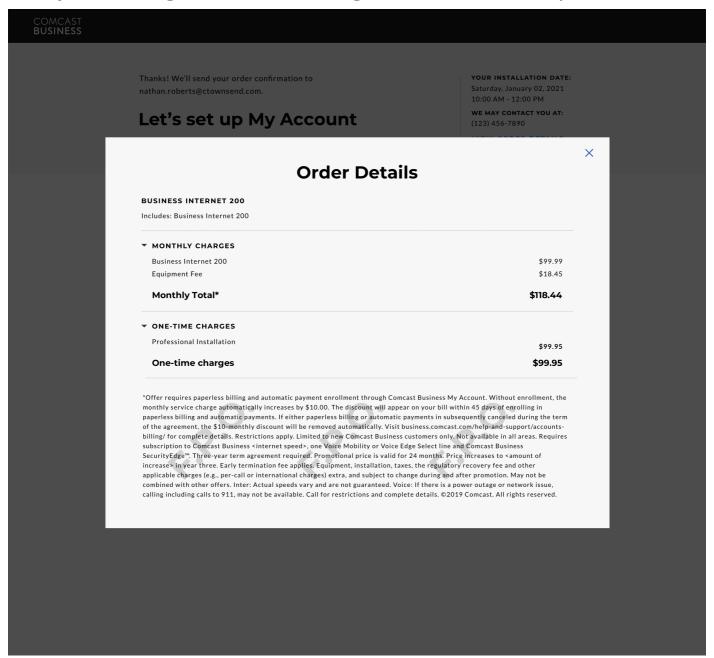
YOUR INSTALLATION DATE: Saturday, January 02, 2021 10:00 AM - 12:00 PM

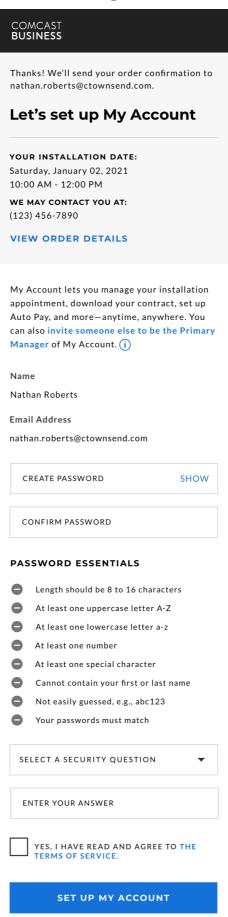
WE MAY CONTACT YOU AT: (123) 456-7890

VIEW ORDER DETAILS

My Account lets you manage your installation appointment, download your contract, set up Auto Pay, and more—anytime, anywhere.

Name	Email Address
Nathan Roberts	nathan.roberts@ctownsend.com
CREATE PASSWORD SHOW	PASSWORD ESSENTIALS Length should be 8 to 16 characters
CONFIRM PASSWORD	At least one lowercase letter A-Z At least one lowercase letter a-z
SELECT A SECURITY QUESTION ▼	At least one number At least one special character Cannot contain your first or last name
ENTER YOUR ANSWER	Not easily guessed, e.g., abc123 Your passwords must match
YES, I HAVE READ AND AGREE TO THE TERMS OF SERVICE	ε.
SET UP MY ACCOUNT	







Order Details

BUSINESS INTERNET 200

Includes: Business Internet 200

▼ MONTHLY CHARGES

\$99.99 Business Internet 200 Equipment Fee \$18.45

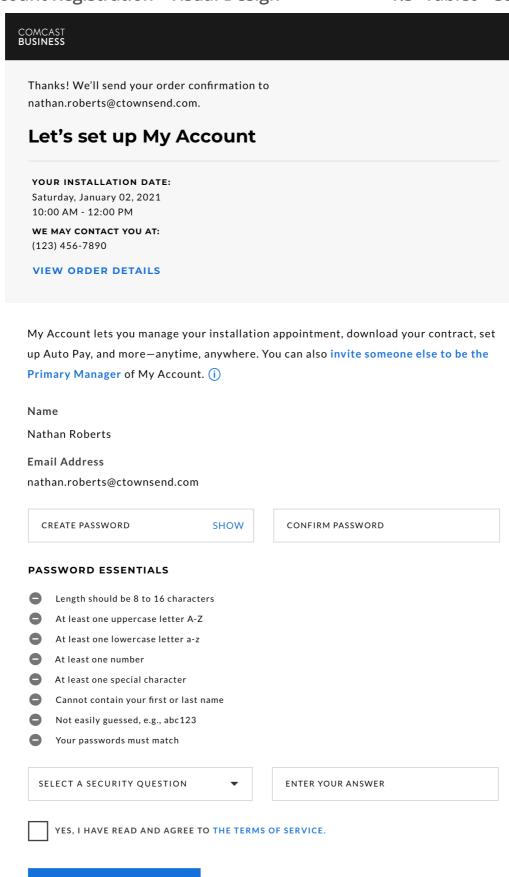
\$118.44 **Monthly Total***

▼ ONE-TIME CHARGES

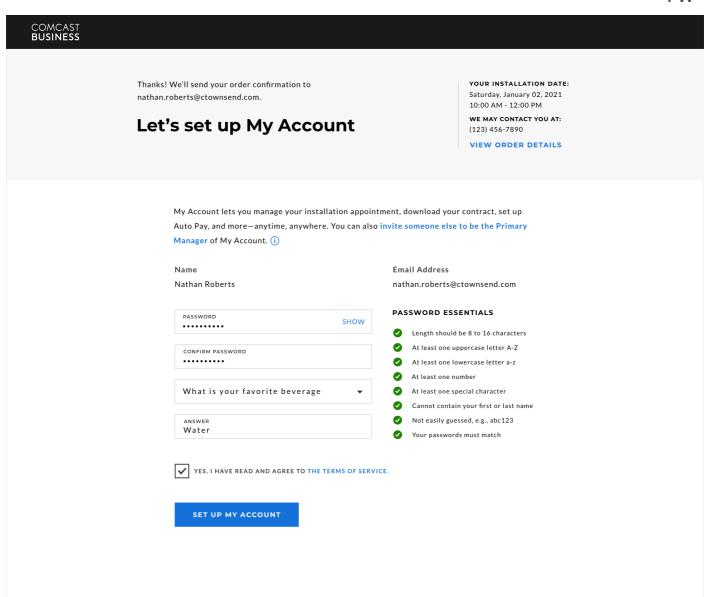
Professional Installation \$99.95

One-time Total \$99.95

*Offer requires paperless billing and automatic payment enrollment through Comcast Business My Account. Without enrollment, the monthly service charge automatically increases by \$10.00. The discount will appear on your bill within 45 days of enrolling in paperless billing and automatic payments. If either paperless billing or automatic payments in subsequently canceled during the term of the agreement, the \$10monthly discount will be removed automatically. Visit business.comcast.com/help-and-support/ accounts-billing/ for complete details. Restrictions apply. Limited to new Comcast Business customers only. Not available in all areas. Requires subscription to Comcast Business <internet speed>, one Voice Mobility or Voice **Edge Select line and Comcast Business** SecurityEdge™. Three-year term agreement required. Promotional price is valid for 24 months. Price increases to <amount of increase> in year three. Early termination fee applies. Equipment, installation, taxes, the regulatory recovery fee and other applicable charges (e.g., per-call or international charges) extra, and subject to change during and after promotion. May not be combined with other offers. Inter: Actual speeds vary and are not guaranteed. Voice: If there is a power outage or network issue, calling including calls to 911, may not be available. Call for restrictions and complete details. ©2019 Comcast. All rights reserved.



SET UP MY ACCOUNT



Invalid Password Errors

The user enters an invalid password. When the user tabs out of the field, the password will validate. Any requirement that is not being met will be shown under Password Essentials.

Thanks! We'll send your order confirmation to nathan.roberts@ctownsend.com.

Let's set up My Account

YOUR INSTALLATION DATE: Saturday, January 02, 2021 10:00 AM - 12:00 PM

WE MAY CONTACT YOU AT:

VIEW ORDER DETAILS

Cannot contain your first or last nameNot easily guessed, e.g., abc123

✓ Your passwords must match

My Account lets you manage your installation appointment, download your contract, set up
Auto Pay, and more—anytime, anywhere. You can also invite someone else to be the Primary
Manager of My Account. (1)

Name

Email Address

nathan.roberts@ctownsend.com

PASSWORD

PASSWORD

SHOW

PASSWORD

Length should be 8 to 16 characters

At least one uppercase letter A-Z

At least one lowercase letter a-z

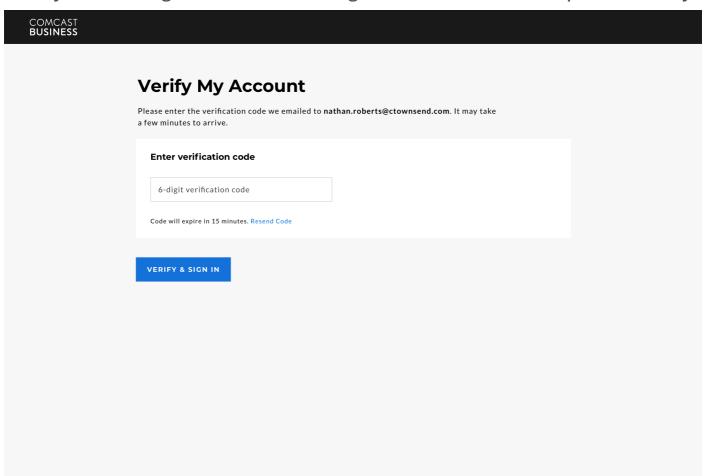
At least one number

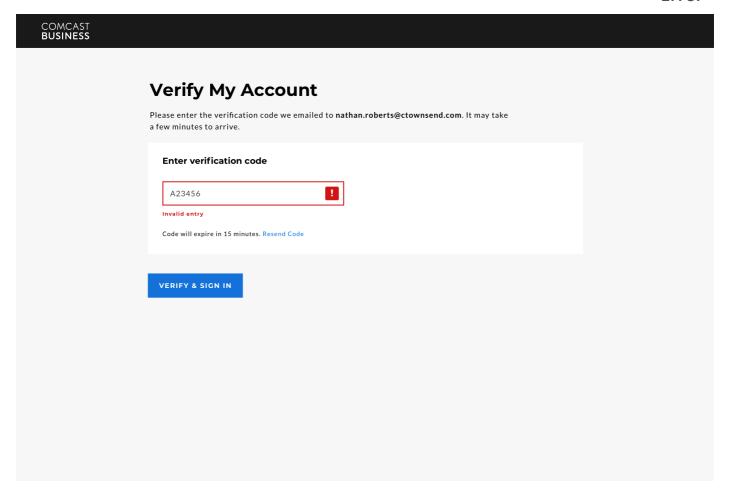
At least one special character

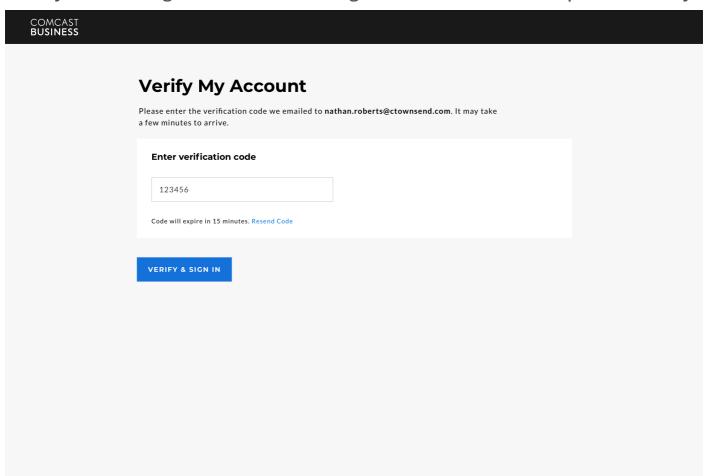
YES, I HAVE READ AND AGREE TO THE TERMS OF SERVICE.

SET UP MY ACCOUNT

Water









Verify My Account

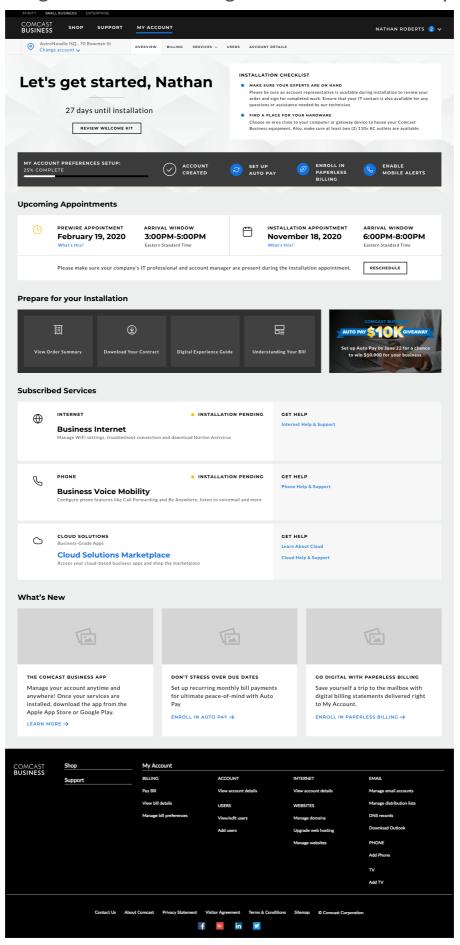
Please enter the verification code we emailed to nathan.roberts@ctownsend.com. It may take a few minutes to arrive.

Enter verification code

123456

Code will expire in 15 minutes. Resend Code

VERIFY & SIGN IN



Tooltip for Primary Manager

Incorporating a tooltip to explain the Primary Manager more in-depth to the user.

Thanks! We'll send your order confirmation to nathan.roberts@ctownsend.com.

Let's set up My Account

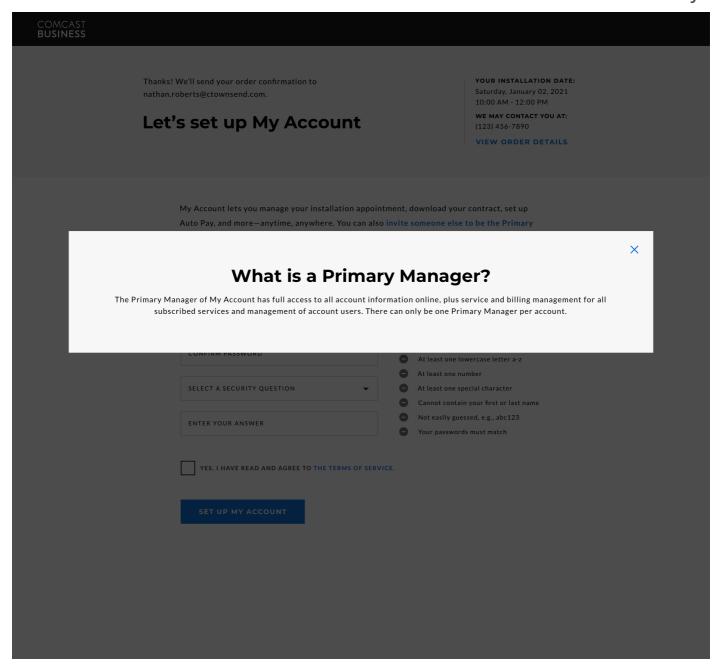
YOUR INSTALLATION DATE: Saturday, January 02, 2021 10:00 AM - 12:00 PM

WE MAY CONTACT YOU AT:

VIEW ORDER DETAILS

My Account lets you manage your installation appointment, download your contract, set up Auto Pay, and more—anytime, anywhere. You can also invite someone else to be the Primary Manager of My Account. (i)

CREATE PASSWORD SHOW Length At leas At leas	D ESSENTIALS
CREATE PASSWORD Length At leas At leas At leas	
CONFIRM PASSWORD At leas At leas	should be 0 to 14 shorests
CONFIRM PASSWORD At leas At leas	should be 8 to 16 characte
At leas	t one uppercase letter A-Z
	t one lowercase letter a-z
SELECT A SECURITY QUESTION ◆ At least	t one number
	t one special character
Cannot	t contain your first or last n
ENTER YOUR ANSWER	sily guessed, e.g., abc123
	asswords must match



Self-Install-Kit Copy

The user has completed their order, and selected the Self-Install-Kit. The confirmation page reflects that by replacing the installation information with SIK information.

Thanks! We'll send your order confirmation to nathan.roberts@ctownsend.com.

Let's set up My Account

GET READY TO SELF INSTALL

Your Getting Started Kit will arrive in the next 2-7 business days.

Track your shipment by setting up My Account.

VIEW ORDER DETAILS

CREATE PASSWORD SHOW PASSWORD ESSENTIA Length should be 8 to At least one uppercase	
At least one uppercase	
CONFIRM PASSWORD At least one lowercase At least one number	
SELECT A SECURITY QUESTION At least one special ch Cannot contain your fi	
ENTER YOUR ANSWER Not easily guessed, e.g Your passwords must r	



Thanks! We'll send your order confirmation to nathan.roberts@ctownsend.com.

Let's set up My Account

GET READY TO SELF INSTALL

Your Getting Started Kit will arrive in the next 2-7 business days.

Track your shipment by setting up My Account.

VIEW ORDER DETAILS

Name		Ema	il Address
Nathan Roberts		nath	an.roberts@ctownsend.com
CREATE PASSWORD	SHOW	PAS	SWORD ESSENTIALS
			Length should be 8 to 16 characters
CONFIRM PASSWORD			At least one uppercase letter A-Z
CONTINUE PASSWORD			At least one lowercase letter a-z
			At least one number
SELECT A SECURITY QUESTION	•		At least one special character
			Cannot contain your first or last nam
ENTER YOUR ANSWER			Not easily guessed, e.g., abc123
ENTER TOOK AMOUNT			Your passwords must match

Prewire Copy



Thanks! We'll send your order confirmation to nathan.roberts@ctownsend.com.

Let's set up My Account

YOUR PREWIRE DATE:

Friday, January 01, 2021 10:00 AM - 12:00 PM

YOUR INSTALLATION DATE: Saturday, January 02, 2021

Saturday, January 02, 2021 10:00 AM - 12:00 PM

WE MAY CONTACT YOU AT: (123) 456-7890

VIEW ORDER DETAILS

My Account lets you manage your installation appointment, download your contract, set up Auto Pay, and more—anytime, anywhere. You can also invite someone else to be the Primary Manager of My Account. (i) Name Email Address nathan.roberts@ctownsend.com Nathan Roberts PASSWORD ESSENTIALS CREATE PASSWORD SHOW Length should be 8 to 16 characters At least one uppercase letter A-Z CONFIRM PASSWORD At least one lowercase letter a-z At least one number SELECT A SECURITY QUESTION Cannot contain your first or last name Not easily guessed, e.g., abc123 ENTER YOUR ANSWER Your passwords must match YES, I HAVE READ AND AGREE TO THE TERMS OF SERVICE.

Invite a User

The user invites someone else to be the Primary Manager of their account.

COMCAST BUSINESS Thanks! We'll send your order confirmation to YOUR INSTALLATION DATE: Saturday, January 02, 2021 nathan.roberts@ctownsend.com. 10:00 AM - 12:00 PM WE MAY CONTACT YOU AT: Let's set up My Account (123) 456-7890 VIEW ORDER DETAILS My Account lets you manage your installation appointment, download your contract, set up Auto Pay, and more—anytime, anywhere. I would like to be Primary Manager of My Account. (i) Enter the information of the person who will be the Primary Manager of My Account. We will email an invitation to the new Primary Manager. The invitation will expire in 10 days. FIRST NAME LAST NAME EMAIL ADDRESS CONFIRM EMAIL ADDRESS SEND INVITE

Thanks! We'll send your order confirmation to nathan.roberts@ctownsend.com.

Let's set up My Account

YOUR INSTALLATION DATE: Saturday, January 02, 2021 10:00 AM - 12:00 PM

WE MAY CONTACT YOU AT:

(123) 456-7890

VIEW ORDER DETAILS

My Account lets you manage your installation appointment, download your contract, set up

Auto Pay, and more—anytime, anywhere. I would like to be Primary Manager of My Account. (i)

Enter the information of the person who will be the Primary Manager of My Account.

We will email an invitation to the new Primary Manager. The invitation will expire in 10 days.

FIRST NAME Tiffany	Welles
EMAIL ADDRESS tiffany.welles@email.com	CONFIRM EMAIL ADDRESS tiffany.welles@email.com

SEND INVITE

Thanks! We'll send your order confirmation to nathan.roberts@ctownsend.com.

Let's set up My Account

YOUR INSTALLATION DATE:

Saturday, January 02, 2021 10:00 AM - 12:00 PM

WE MAY CONTACT YOU AT:

(123) 456-7890

VIEW ORDER DETAILS

My Account lets you manage your installation appointment, download your contract, set up Auto Pay, and more—anytime, anywhere. I would like to be Primary Manager of My Account. (i)

LAST NAME

EMAIL ADDRESS

CONFIRM EMAIL ADDRESS

SEND INVITE



Thanks! We'll send your order confirmation to nathan.roberts@ctownsend.com.

Let's set up My Account

YOUR INSTALLATION DATE:

Saturday, January 02, 2021 10:00 AM - 12:00 PM

WE MAY CONTACT YOU AT:

(123) 456-7890

VIEW ORDER DETAILS

My Account lets you manage your installation appointment, download your contract, set up Auto Pay, and more—anytime, anywhere. I would like to be Primary Manager of My Account. (i)

FIRST NAME LAST NAME

EMAIL ADDRESS CONFIRM EMAIL ADDRESS

SEND INVITE

Subject: You've been designated as the Primary Manager for a new Comcast Business account

Date: Friday, January 31, 2020 at 2:33:59 PM Eastern Daylight Time

From: Comcast Business To: Tiffany Welles

COMCAST **BUSINESS**

Welcome to My Account. Let's get you all set up.



The Primary Manager of your company's Comcast Business account has added you as a user on My Account.

My Account gives you simplified access to your Comcast Business services. Day or night, desktop or device.

ACTIVATE MY ACCOUNT

For account security, this activation link will expire in 24 hours.

Thank you for being a valued Comcast Business customer.

Sincerely,

Comcast Business

COMCAST BUSINESS









⊘ Thanks! Your invitation has been sent.

We have sent an invitation to **Tiffany Welles** at **tiffany.welles@email.com** to be the Primary Manager of My Account. This invitation will expire in 10 days.



Check out what's new

Explore our business technology solutions, featured deals, and more.

VISIT OUR HOMEPAGE →



Comcast Business Support

Get product information and tips on how to make the most of your new services, manage your account, and request assistance.

 $\mathsf{VISIT}\;\mathsf{SUPPORT}\;\!\to\;\!$



Join the conversation

Find solutions, share knowledge, and get answers from customers and experts.

VISIT FORUMS →





Thanks! Your invitation has been sent.

We have sent an invitation to Tiffany Welles at tiffany.welles@email.com to be the Primary Manager of My Account. This invitation will expire in 10 days.



Check out what's new

Explore our business technology solutions, featured deals, and more.

LEARN MORE →



Comcast Business Support

Get product information and tips on how to make the most of your new services, manage your account, and request assistance.

VISIT SUPPORT →



Join the conversation

Find solutions, share knowledge, and get answers from customers and experts.

VISIT FORUMS →



Invited User Invite Fails

The user completes their order, and invites a primary manager to register on the confirmation page.

However, the invite fails.



COMCAST BUSINESS

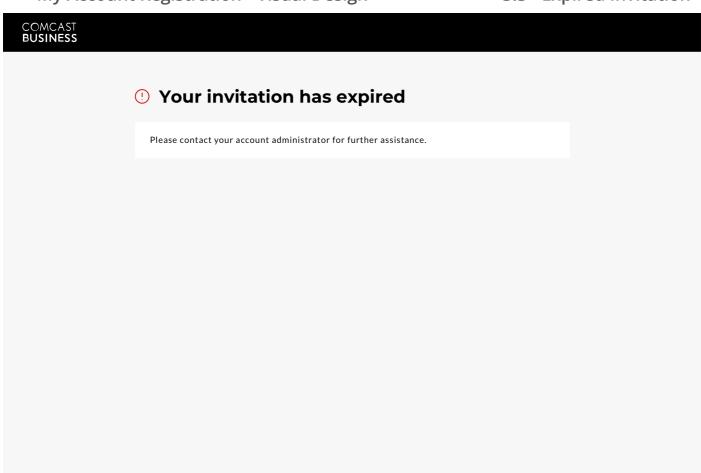
① Error sending invitation

We were unable to send a Primary Manager invitation to the requested individual. However, you will be able to assign the role through My Account after your services are installed. To do so, set up My Account and add them as a user. Once they register, you can designate them as the Primary Manager.

SET UP MY ACCOUNT

If invitation expires without Invitee registering

- Purchaser and Invitee will receive email notifications with remediation instructions
- Remediation path: Purchaser will need to complete primary registration, then transfer the role to Invitee in My Account





Link My Account

In this scenario the user already has an account. The confirmation page dynamically updates to show this information. The user is asked to sign in and link their new account.



Thanks! We'll send your order confirmation to nathan.roberts@ctownsend.com.

Let's set up My Account

YOUR INSTALLATION DATE: Saturday, January 02, 2021 10:00 AM - 12:00 PM

WE MAY CONTACT YOU AT:

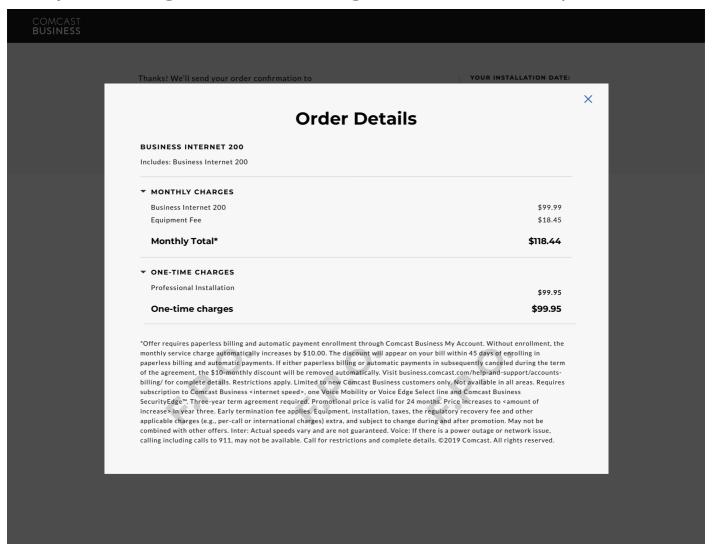
(123) 456-7890

VIEW ORDER DETAILS

Link your new service to My Account

The email address you entered is associated with another account. Sign into My Account to link these accounts for easy access to all your accounts with a single sign-in.

SIGN IN TO MY ACCOUN





COMCAST BUSINESS

Thanks! We'll send your order confirmation to nathan.roberts@ctownsend.com.

Let's set up My Account

YOUR INSTALLATION DATE:

Saturday, January 02, 2021 10:00 AM - 12:00 PM

WE MAY CONTACT YOU AT:

(123) 456-7890

VIEW ORDER DETAILS

Link your new service to My Account

The email address you entered is associated with another account. Sign into My Account to link these accounts for easy access to all your accounts with a single sign-in.

SIGN IN TO MY ACCOUNT



Order Details

BUSINESS INTERNET 200

Includes: Business Internet 200

▼ MONTHLY CHARGES

\$99.99 Business Internet 200 Equipment Fee \$18.45

\$118.44 **Monthly Total***

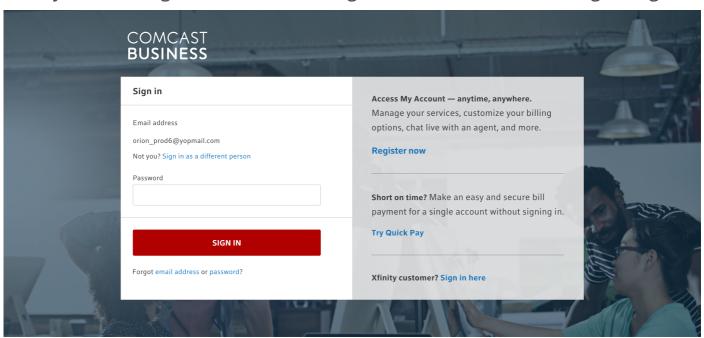
▼ ONE-TIME CHARGES

Professional Installation \$99.95

One-time Total \$99.95

*Offer requires paperless billing and automatic payment enrollment through Comcast Business My Account. Without enrollment, the monthly service charge automatically increases by \$10.00. The discount will appear on your bill within 45 days of enrolling in paperless billing and automatic payments. If either paperless billing or automatic payments in subsequently canceled during the term of the agreement, the \$10monthly discount will be removed automatically. Visit business.comcast.com/help-and-support/ accounts-billing/ for complete details. Restrictions apply. Limited to new Comcast Business customers only. Not available in all areas. Requires subscription to Comcast Business <internet speed>, one Voice Mobility or Voice **Edge Select line and Comcast Business** SecurityEdge™. Three-year term agreement required. Promotional price is valid for 24 months. Price increases to <amount of increase> in year three. Early termination fee applies. Equipment, installation, taxes, the regulatory recovery fee and other applicable charges (e.g., per-call or international charges) extra, and subject to change during and after promotion. May not be combined with other offers. Inter: Actual speeds vary and are not guaranteed. Voice: If there is a power outage or network issue, calling including calls to 911, may not be available. Call for restrictions and complete details. ©2019 Comcast. All rights reserved.

BAU



Get the most out of My Account



Pay Your Bill Online

Pay your Comcast Business services and Cloud Solutions bills easily online with 24/7 access.



Manage Your Account

Configure users, managers and permission-based access, as well as manage your services.



Download the App

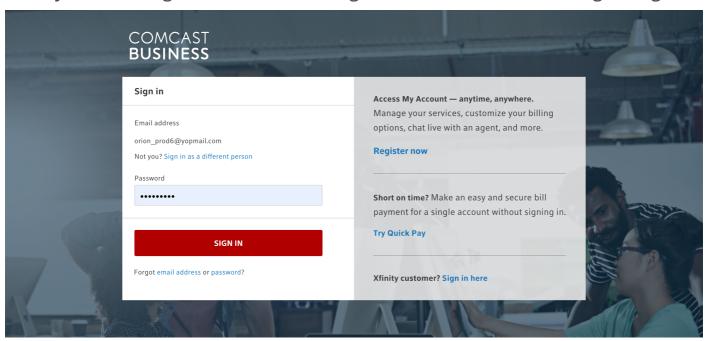
Manage your account anytime and anywhere with the Comcast Business App—an innovative all-in-one tool designed with your business in mind.



Access Cloud Solutions

Gain productivity with cloud-based business apps like Microsoft Office 365. All backed by expert consultation and ongoing support.

Not yet a Comcast Business customer? Find the best solution for your company.



Get the most out of My Account



Pay Your Bill Online

Pay your Comcast Business services and Cloud Solutions bills easily online with 24/7 access.



Manage Your Account

Configure users, managers and permission-based access, as well as manage your services.



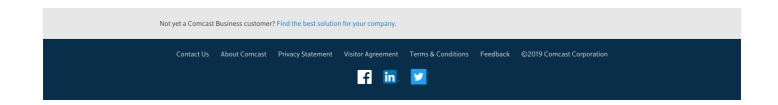
Download the App

and anywhere with the Comcast Business App—an innovative all-in-one tool designed with your business in mind.



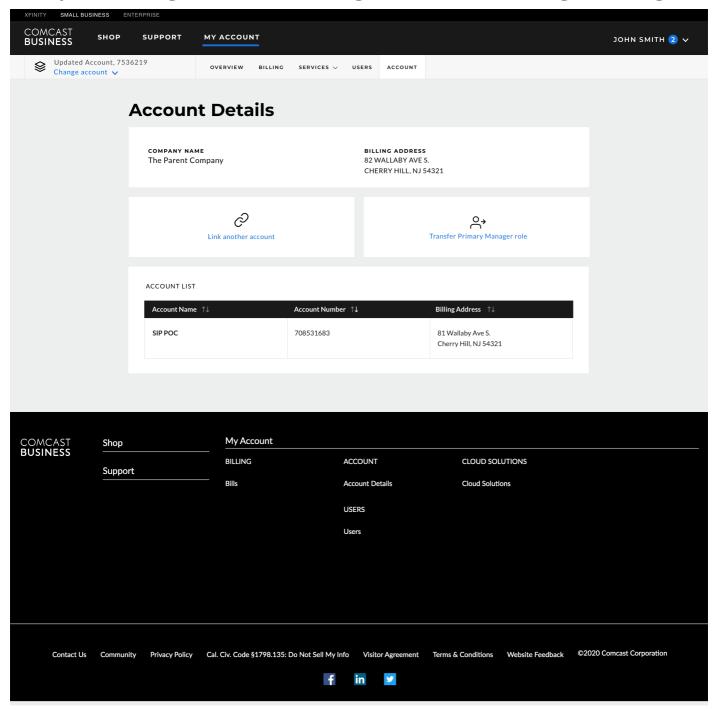
Access Cloud Solutions

Gain productivity with cloud-based business apps like Microsoft Office 365. All backed by expert consultation and ongoing support.

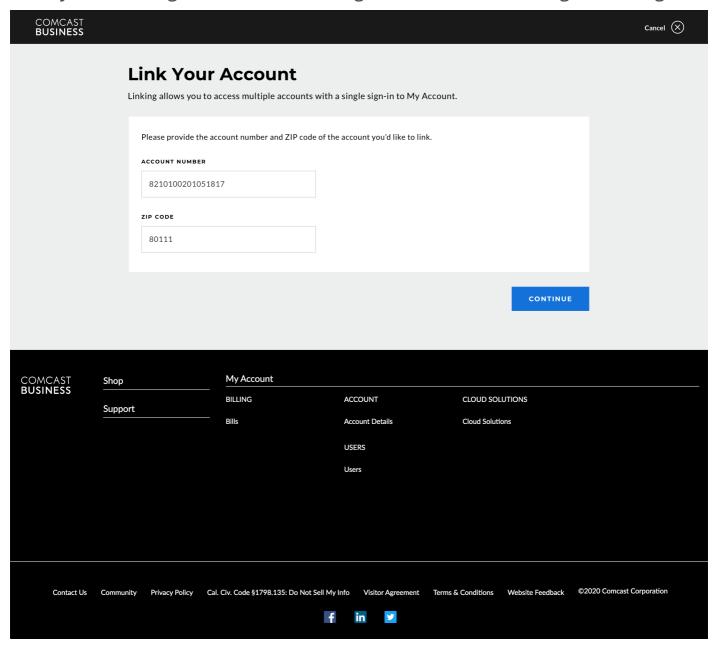


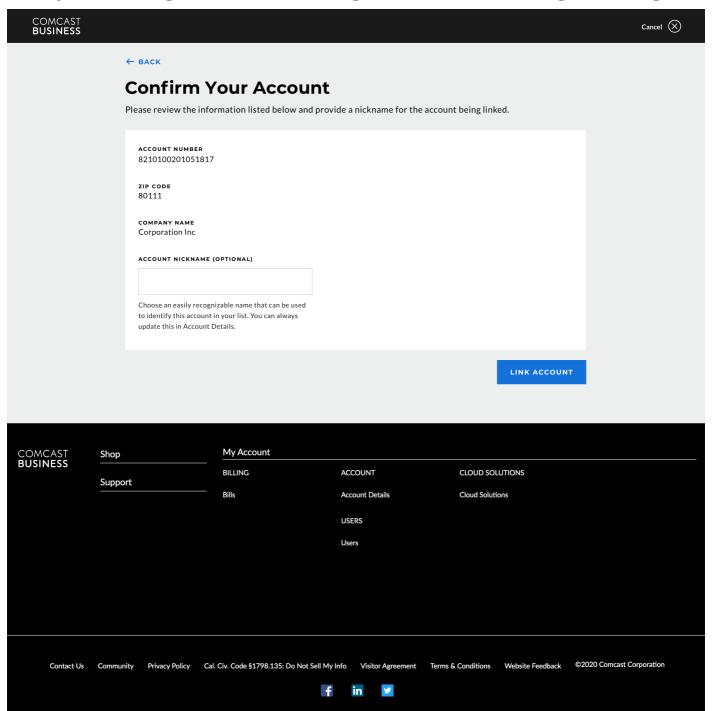
in My Account Registration - Visual Design

4.3 - Designs - Linking O-S



COMCAST BUSINESS						Cancel 🛞
	Li	nk You	r Account			
		Linking allows you to access multiple accounts with a single sign-in to My Account.				
	ı	Please provide the	e account number and ZIP co	de of the account you'd like to link.		
	,	ACCOUNT NUMBER				
	2	ZIP CODE				
					CONTINUE	
COMCAST BUSINESS	Shop		My Account			
BUSINESS	Support		BILLING	ACCOUNT	CLOUD SOLUTIONS	
			Bills	Account Details	Cloud Solutions	
				USERS		
				Users		
Contact Us	Community	Privacy Policy	Cal. Civ. Code §1798.135: Do No	t Sell My Info Visitor Agreement	Terms & Conditions Website Feedback (2020 Comcast Corporation
f in M						





in My Account Registration - Visual Design

4.7 - Designs - Linking O-S

