



Verizon SUMS Quick-Hit Design Advice

February 15, 2013





Purpose of This Deck

Communicate short-term and medium-term recommendations for low-invasive UI enhancements for the UIS administration portions of the SUMS application



Requirements for Short-Term Recommendations

- » Ultra quick-hit recommendations for inclusion in the version of SUMS being presented at HIMSS
- » Synthesized information received from SUMS team at 5:00 PM into actionable recommendations that same night
- » Primary requirements:
 - Make the user feel comfortable with providing the last 4 digits of their SSN and the Year/Month of their birthday
 - Communicate that the User ID and Nickname they select will be used in the From field of SUMS messages the user sends



Already Offered



Before

UIS Universal ID registration

Please enter your contact information

Enter appropriate profile information in the fields below to continue your registration.

Prefix	<input type="text" value="Mr"/>	Suffix:	<input type="text"/>
Name	<input type="text" value="First Name"/>	<input type="text" value="Middle Name"/>	<input type="text" value="Last Name"/>
Nick Name	<input type="text"/>		
Month & Year of Birth	<input type="text" value="Select Month"/>	<input type="text" value="Select Year"/>	
Email Address	<input type="text"/>		
Country	<input type="text" value="USA"/>		
Address	<input type="text" value="Street 1"/>		
	<input type="text" value="Street 2"/>		
	<input type="text" value="Street 3"/>		
	<input type="text" value="City"/>	<input type="text" value="Select State"/>	<input type="text" value="Zipcode"/>
Phone Number	The telephone number entered below will be used to deliver the One-time Password (OTP) that is generated on each login. Please choose your preferred OTP delivery method.		
	<input type="text" value="Phone"/>	<input type="text" value="+1"/>	<input type="text"/>
			<input checked="" type="radio"/> SMS <input type="radio"/> IVR

Please create your username and password

You may choose a username from the suggested names below or create your own unique username. The system will verify username availability.

Desired Username	<input type="text"/>
Password	<input type="text"/>
Confirm Password	<input type="text"/>

INFORMATION

Username Rules

Enter a unique username or select from the suggested usernames.
Must be at least 6 characters

Password Rules

Must be at least 8 characters
Must contain at least 1 lower case letter
Must contain at least 1 upper case letter
Must contain at least 1 special character
Must contain at least 1 number (0-9)

Social Security <i>(Last 4 digits only)</i>	<input type="text"/>
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REGISTER

CANCEL

After 5 hours

- » Grouping of form sections is more pronounced
- » SSN and username prompts are revised
- » “Let us confirm your identity” section
- » Email address and phone number prompts grouped together

UIS Universal ID registration

CONTACT INFORMATION

Prefix: Suffix:

Name:

Nick Name: Displayed in messages sent via SUMS

Month & Year of Birth:

Country:

Address:

City: ZIP Code:

The phone number and email you provide will be used to deliver the one-time password that is generated on each login.

Email Address:

Phone Number:

SMS IVR

YOUR NEW USER ID

Username will be displayed in the "From" field in SUMS correspondence.

Desired Username:

Password:

Confirm Password:

INFORMATION

Username Rules
Enter a unique username or select from the suggested usernames.
Must be at least 6 characters

Password Rules
Must be at least 8 characters
Must contain at least 1 lower case letter
Must contain at least 1 upper case letter
Must contain at least 1 special character
Must contain at least 1 number (0-9)

LET US CONFIRM YOUR IDENTITY

Month & Year of Birth:

Last 4-digits of SSN: XXX-XX-

INFORMATION

Granting access to sensitive messages requires us to do a one-time proof of your identity with a government authority.

Your information is never stored, shared or sold to anyone.

Other Elements

- » Remove the word "Please" from titles
- » Changed order of cancel and register button
- » All fields are now required so that red asterisks are not necessary
- » SMS and IVR radio buttons have been removed because users would not recognize them anyway and the option is on the login screen
- » Would need more information to support use of country code dropdown.



Other Low Hanging Fruit



Stronger

- » Groupings use language that guide users
- » Identity information is all grouped and labeled for its purpose, with disclaimers called out
- » Fields are larger and labels use more familiar language
- » Clicks and time are saved, conversions are maximized

verizon

Login with an entry key sent for Username Password Enter via

remember my username on this computer forgot password?

SUMS TOUR CASE STUDIES NEED HELP?

1 of 3 Setup your new SUMS account

Username @sums.com

Password

Retype Password ✓

Others will see me as nickname

Password must be 8+ characters, mixing upper and lower case, numbers, and symbols

2 of 3 We will send you an entry pass for each login

Via email to you@domain.com

Via texts/calls to main mobile ### ### ####

3 of 3 For sensitive medical messages, we need a one-time proof of identity with a government authority.

My name is First Last

Medical License Number I don't have a medical license

My birthdate is Birth month Birth year

My social security is XXX-XX-

My Current primary residence Street 1 Street 2 Street 3 City State Zip code

Your security is our priority, We will never share or sell your personal information to anyone.

Cancel Register

1 of 3 Setup your new SUMS account

Username @sums.com

Password

Retype Password

Others will see me as

Password must be 8+ characters, mixing upper and lower case, numbers, and symbols

2 of 3 We will send you an entry pass for each login

Via email to

Via texts/calls to

3 of 3 For sensitive medical messages, we need a one-time proof of identity with a government authority.

My name is

Medical License Number I don't have a medical license

My birthdate is

My social security is XXX-XX-

My Current primary residence

Your security is our priority, We will never share or sell your personal information to anyone.

Via email to

Via texts/calls to

3 of 3 For sensitive medical messages, we need a one-time proof of identity with a government authority.

My name is

Medical License Number I don't have a medical license

My birthdate is

My social security is XXX-XX-

My Current primary residence

Your security is our priority,
We will never share or sell your
personal information to anyone.



Future Considerations



Login Form

- » Include login functionality on the main landing page
- » Leverages direction from the UIS design initiative (Unlock Button plugin model)



Login with an entry key sent for

Enter via 


remember my username on this computer

SUMS

TOUR

CASE STUDIES

NEED H

Email to work mail...ab@ve... 

Call to main mobile...1720

Call to main mobile...1720

[dont have a device](#)

REAL-TIME MESSAGING

Get the power of real-time, anywhere messaging to clinicians, care teams, and patients.

[SIGN UP FOR AN ACCOUNT](#)

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Higher-Effort Recommendations

- » Consider the use of IFRAME's and CSS enhancements to go from current 2-page approach to the "Unlock Button" approach