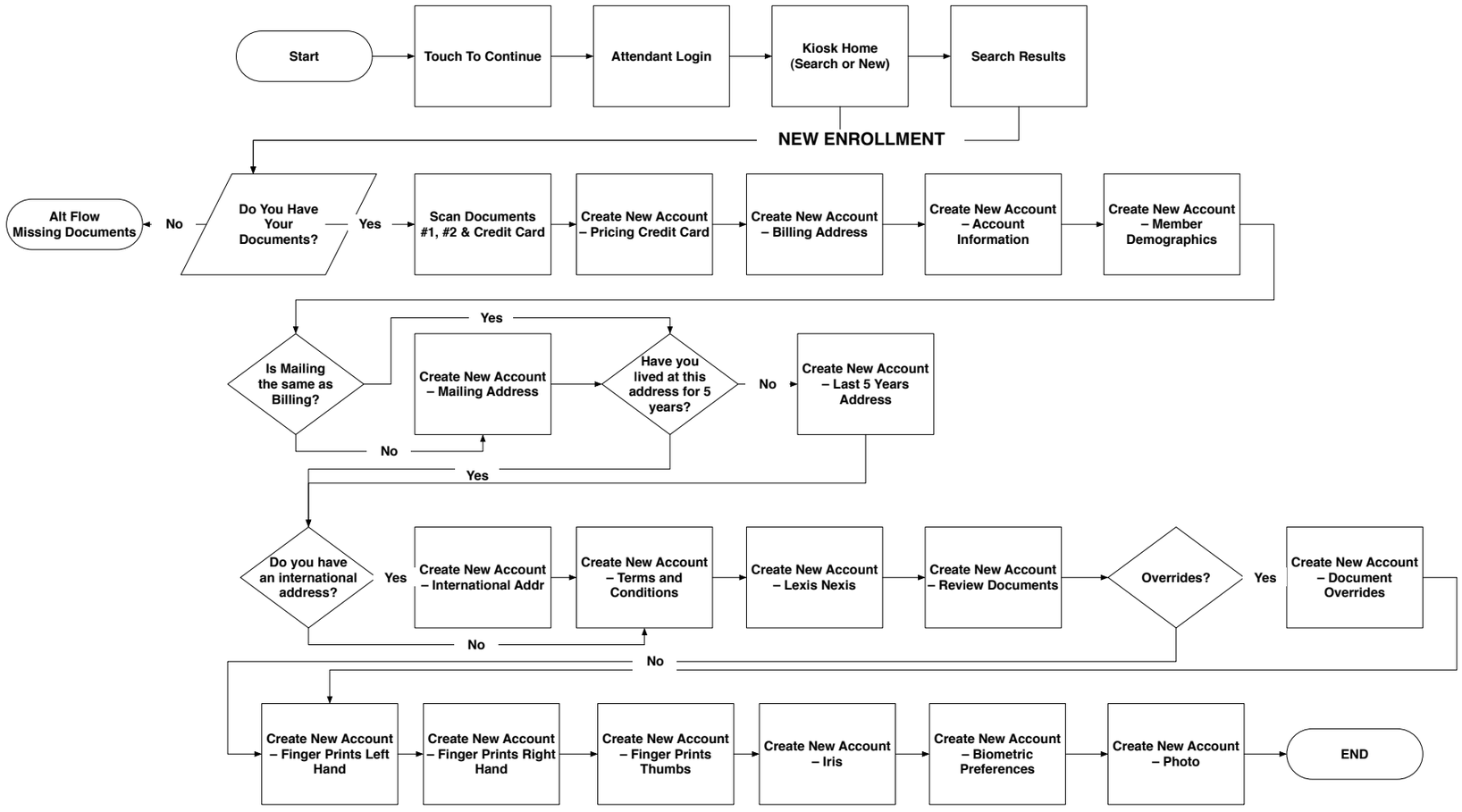
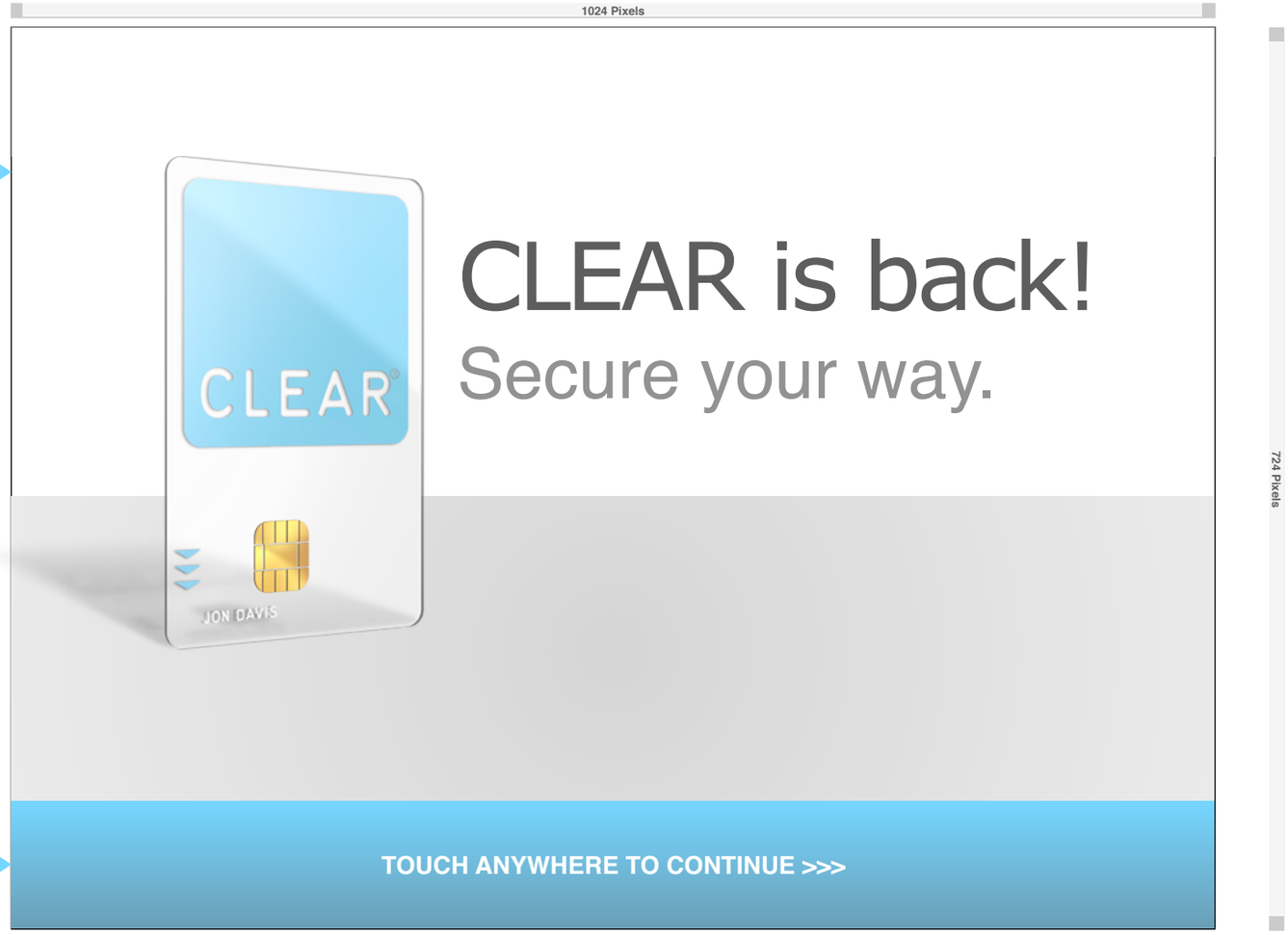
FlyClear Kiosks - New Enrollment Complete - Workflow & Wireframes

MODIFICATION DATE:	Wed Aug 11 2010
COMPANY:	Clear.com
CREATOR:	Mohit SantRam / Omnigon Communications, LLC
FILE NAME:	Clear_Kiosk_SitemapWireframes_v2.3_081110_NewEnrollment.graffle
VERSION HISTORY:	2.3
DESCRIPTION:	Refined Sitemap & Wireframes for the redesigned FlyClear Kiosks.


Start
Touch To Continue
Attendant Login
Kiosk Home (Search or New)
Search Results
NEW ENROLLMENT
Alt Flow Missing Documents
No
Do You Have Your Documents?
Yes
Scan Documents #1, #2 & Credit Card
Create New Account – Pricing Credit Card
Create New Account – Billing Address
Create New Account – Account Information
Create New Account – Member Demographics
Yes
Is Mailing the same as Billing?
Create New Account – Mailing Address
Have you lived at this address for 5 years?
No
Create New Account – Last 5 Years Address
No
Yes
Do you have an international address?
Yes
Create New Account – International Addr
Create New Account – Terms and Conditions
Create New Account – Lexis Nexis
Create New Account – Review Documents
Overrides?
Yes
Create New Account – Document Overrides
No
No
Create New Account – Finger Prints Left Hand
Create New Account – Finger Prints Right Hand
Create New Account – Finger Prints Thumbs
Create New Account – Iris
Create New Account – Biometric Preferences
Create New Account – Photo
END

NOTES:

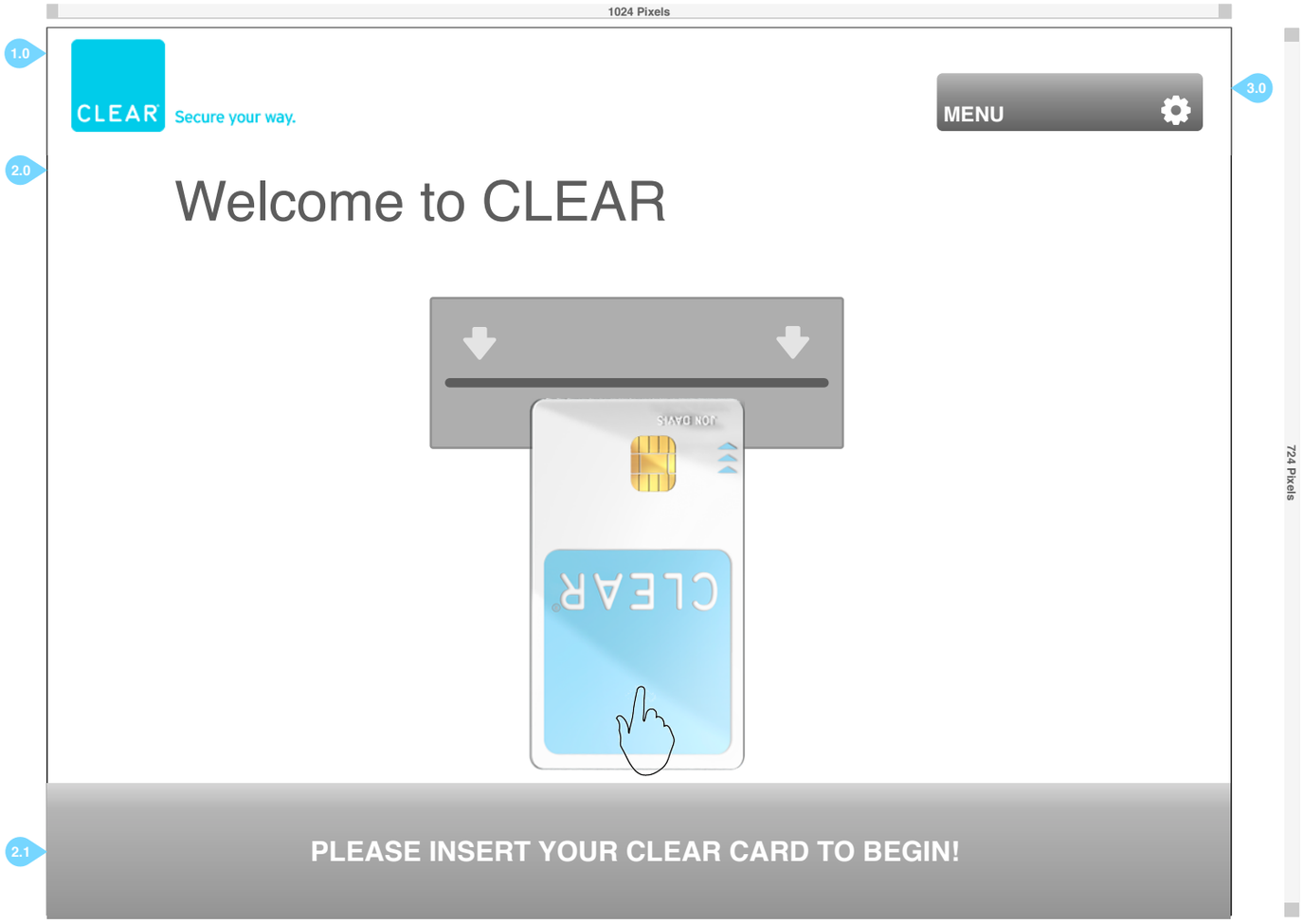


NOTES:

CLEAR Enrollment Kiosks will be monitored by CLEAR Attendants. New and Existing CLEAR users will be guided through the enrollment process.

1.0) DYNAMIC LEAD
This screen will display a Dynamic Lead animation while the kiosk is not in use. A user may press anywhere on the screen to advance to the login page.

2.0) TOUCH ANYWHERE TO CONTINUE
Touching anywhere on the screen will advance the



NOTES:

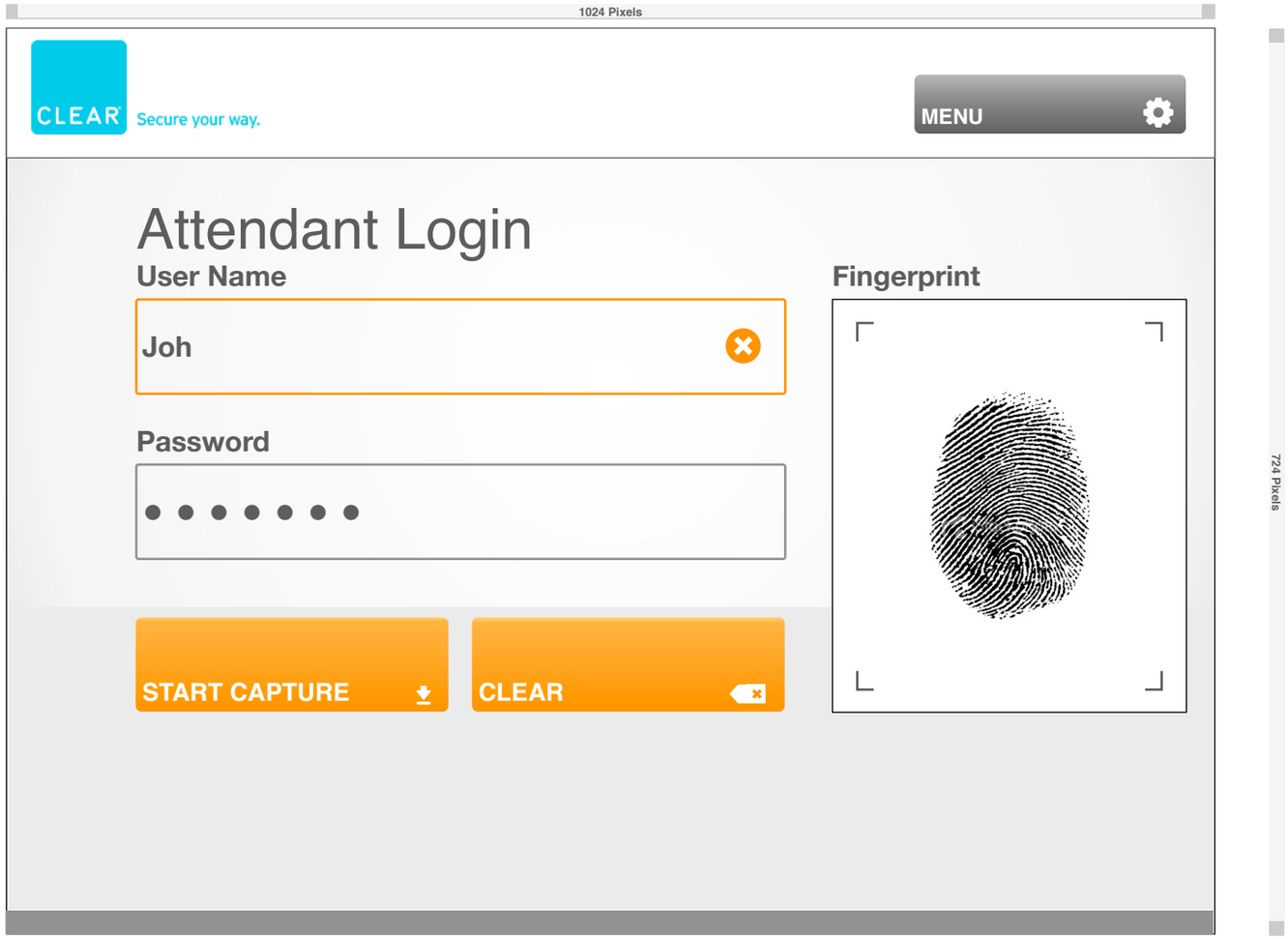
CLEAR Verification Kiosks will be monitored by CLEAR Attendants. New and Existing CLEAR users will be guided through the verification process if they assistance.

1.0) CLEAR LOGO
The CLEAR logo will always be displayed.

2.0) WELCOME TO CLEAR
Users are welcomed to CLEAR and prompted to insert their CLEAR card into the card reader. They must insert their card or they cannot continue. This page will be displayed for 30 seconds, if a CLEAR card is not inserted, the screen will revert to the Splash Screen.

2.1) PLEASE INSERT YOUR CLEAR CARD TO BEGIN
Users must insert their CLEAR card to begin the Verification process.

3.0) MENU
The contextual Menu allows users to access several user level actions. The user will only see actions for which they have access privileges.



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1.0) CLEAR LOGO
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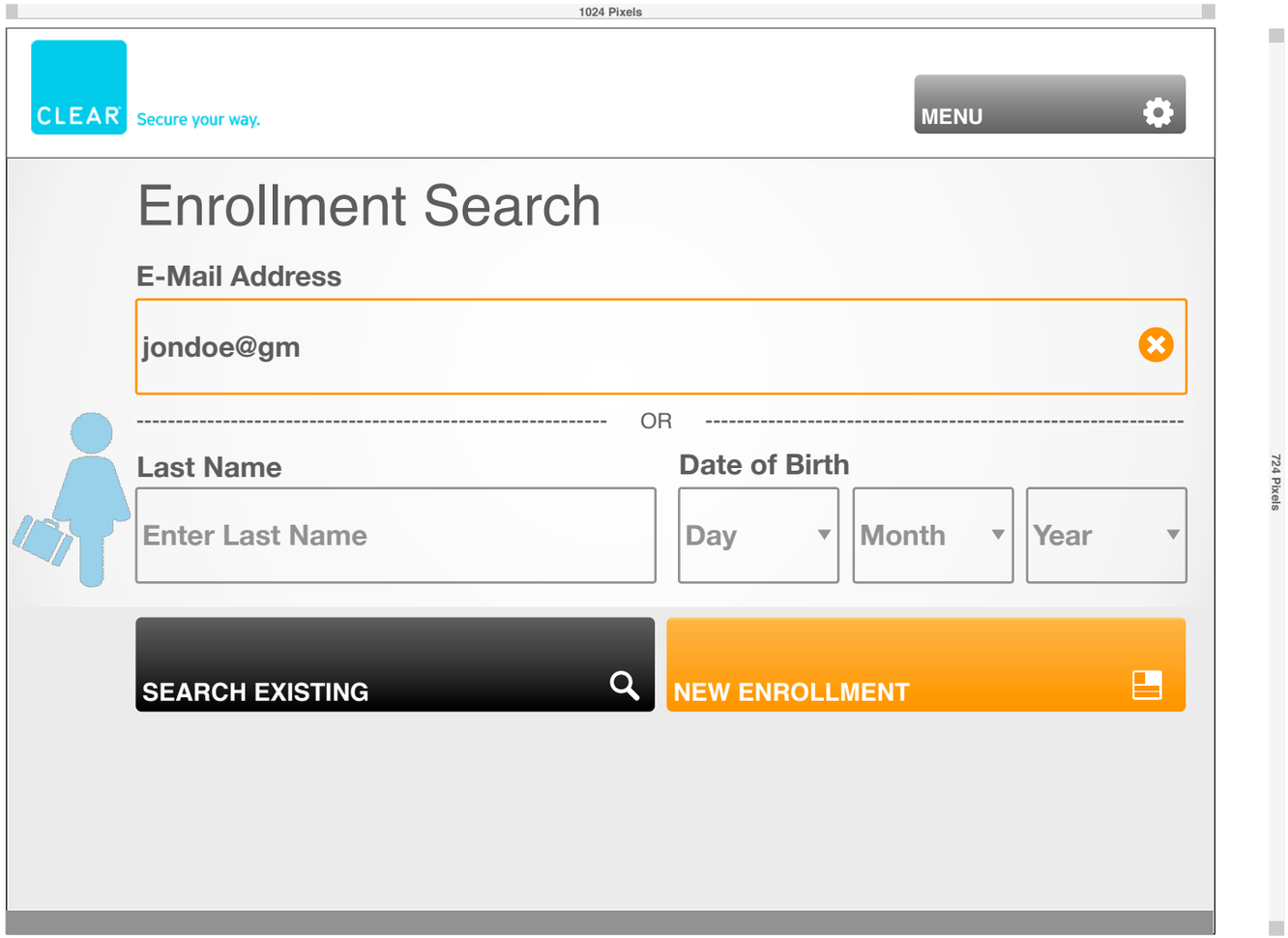
2.0) ATTENDANT LOGIN
The Attendant will be asked to enter in their User Name and their Password via the keyboard.

2.1) START CAPTURE & CLEAR
The Attendant will also be required to scan in their fingerprint. they must press the Start Capture button and place their fingerprint on the scanner.

3.0) MENU
The contextual Menu allows users to access several system level actions. These actions include Log Out, Restart. Shutdown, User Management and Diagnostic Mode. The user will only see actions for which they have access privileges.

4.0 FINGERPRINT PREVIEW
Users will see a preview of their fingerprint after a successful scan.



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1.0) CLEAR LOGO
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2.0) ENROLLMENT SEARCH
The Attendant will be able to search for an existing CLEAR customer by entering their E-Mail Address **OR** their Last Name **AND** Date of Birth.

2.1) E-MAIL ADDRESS
E-Mail Address **OR** Last Name **AND** Date of Birth is required to conduct a search.

2.2) LAST NAME & DATE OF BIRTH
E-Mail Address **OR** Last Name **AND** Date of Birth is required to conduct a search.

2.3) SEARCH EXISTING & NEW ENROLLMENT
Search Enrollment will search on the entered data, starting with the value within E-Mail Address first, then Last Name **AND** Date of Birth. New Enrollment will create a new user account.

3.0) MENU
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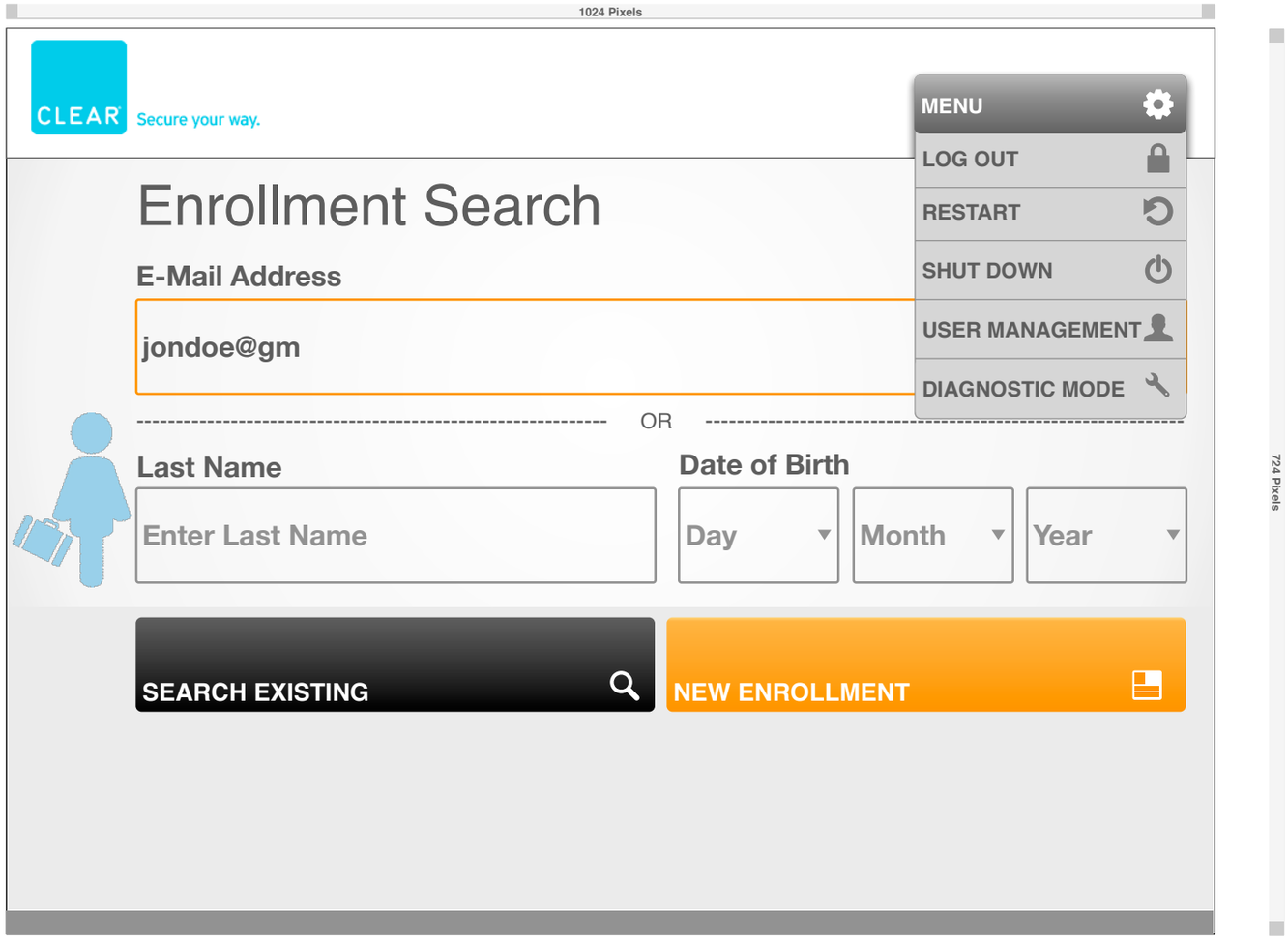

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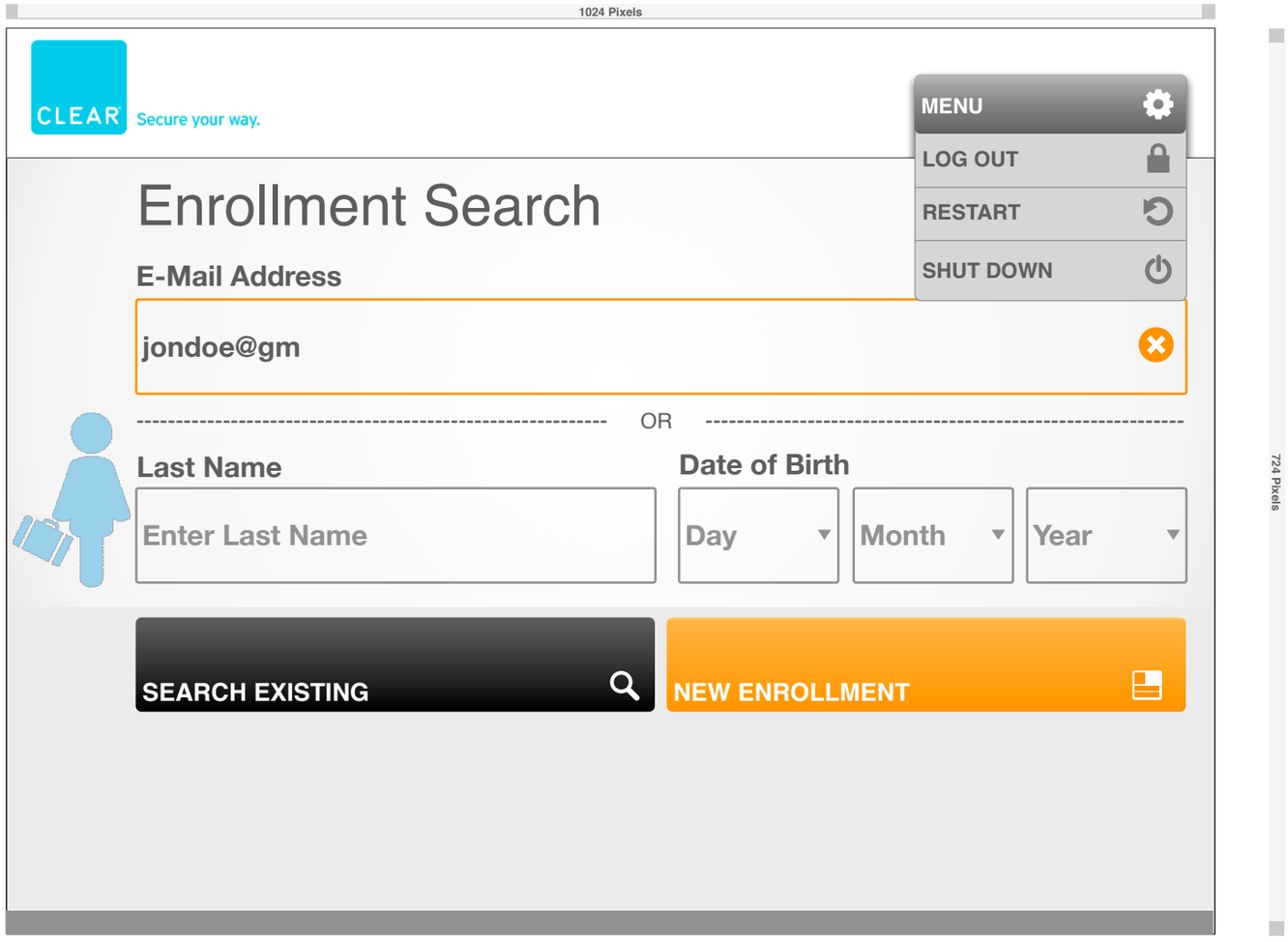

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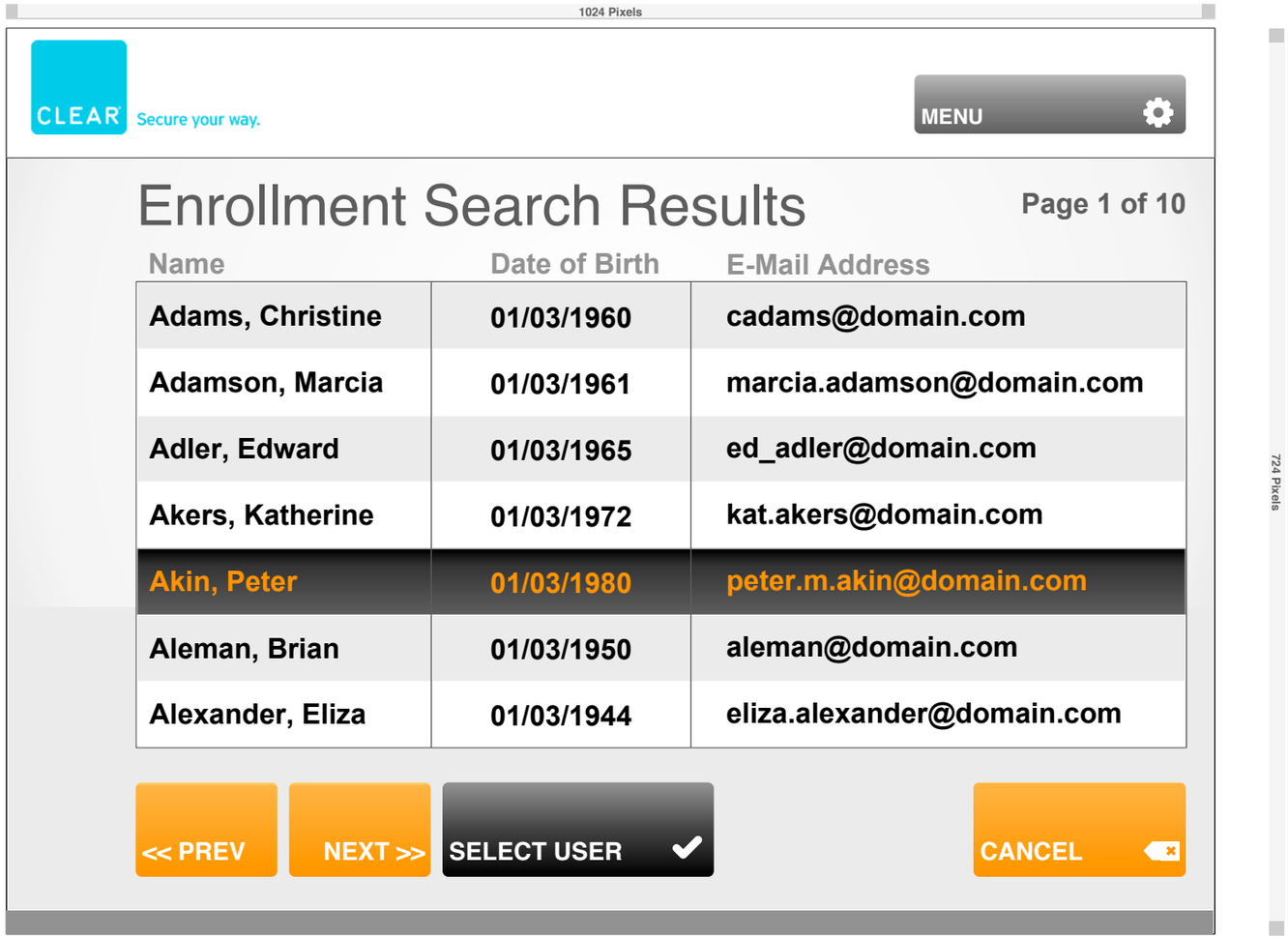

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1.0) CLEAR LOGO
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2.0) ENROLLMENT SEARCH RESULTS
Search Results are displayed.

2.1) NAME, DATE OF BIRTH & E-MAIL ADDRESS
The Search Results will include Name, Date of Birth and E-Mail Address.

2.2) SELECTED ROW
The selected row will be highlighted when pressed.

2.3) PREV, NEXT, SELECT USER & CANCEL
Prev will navigate to the previous page and next to the subsequent page within the Search Results. Once a user has been highlighted, the Select User button will navigate to the next page within the enrollment process. Cancel will end the search and return the user to the main screen.

3.0) MENU
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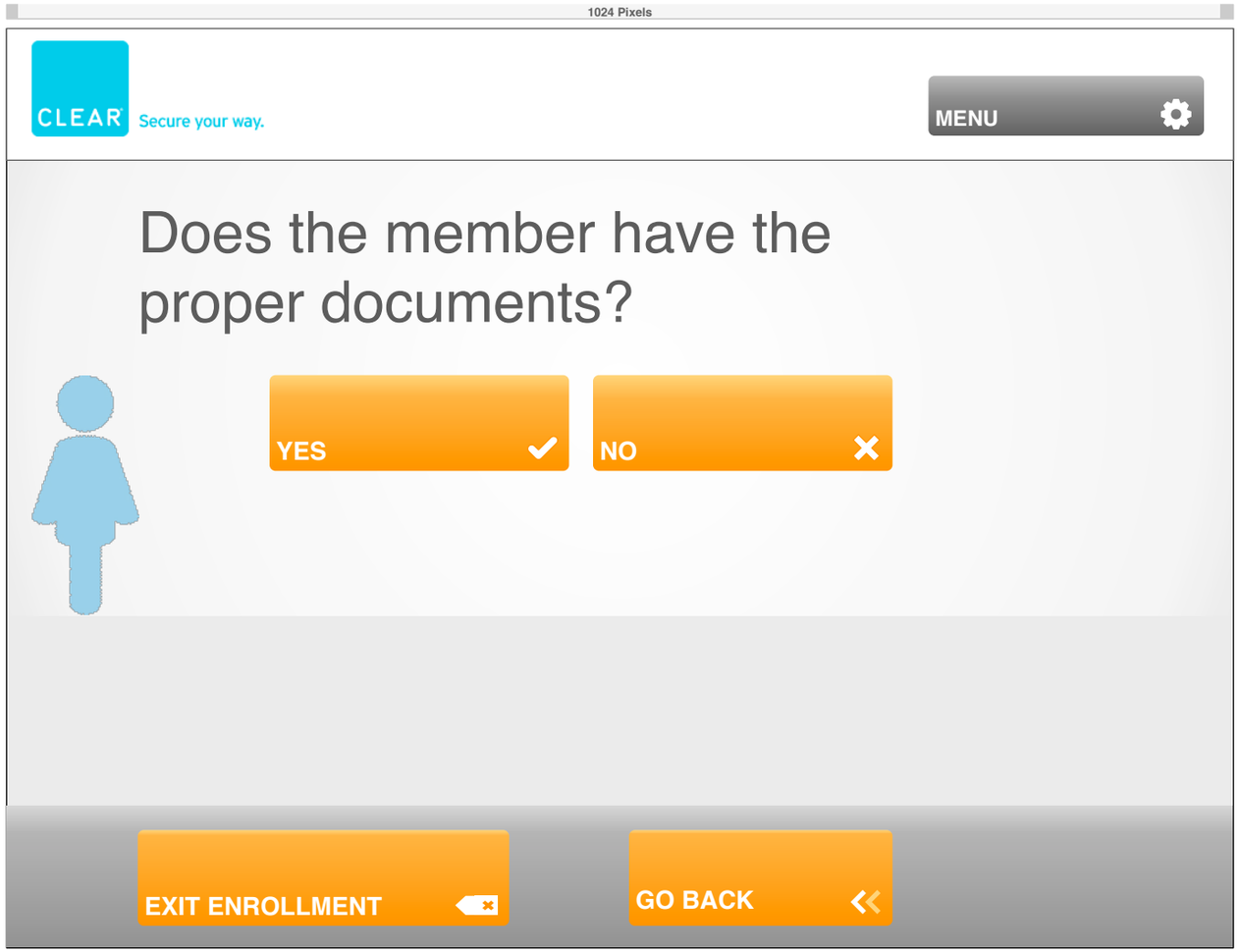

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1.0) CLEAR LOGO
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2.0) PROPER DOCUMENTS
The Attendant is prompted to make sure that the user has the standard identification and travel documents are present.

2.1) YES & NO
Pressing Yes will move to the next step, scanning while No will return the user to the main screen.

2.2) EXIT ENROLLMENT & GO BACK
Exit Enrollment will end the current new enrollment and return the user to the main screen. Go Back will traverse to the previous screen.

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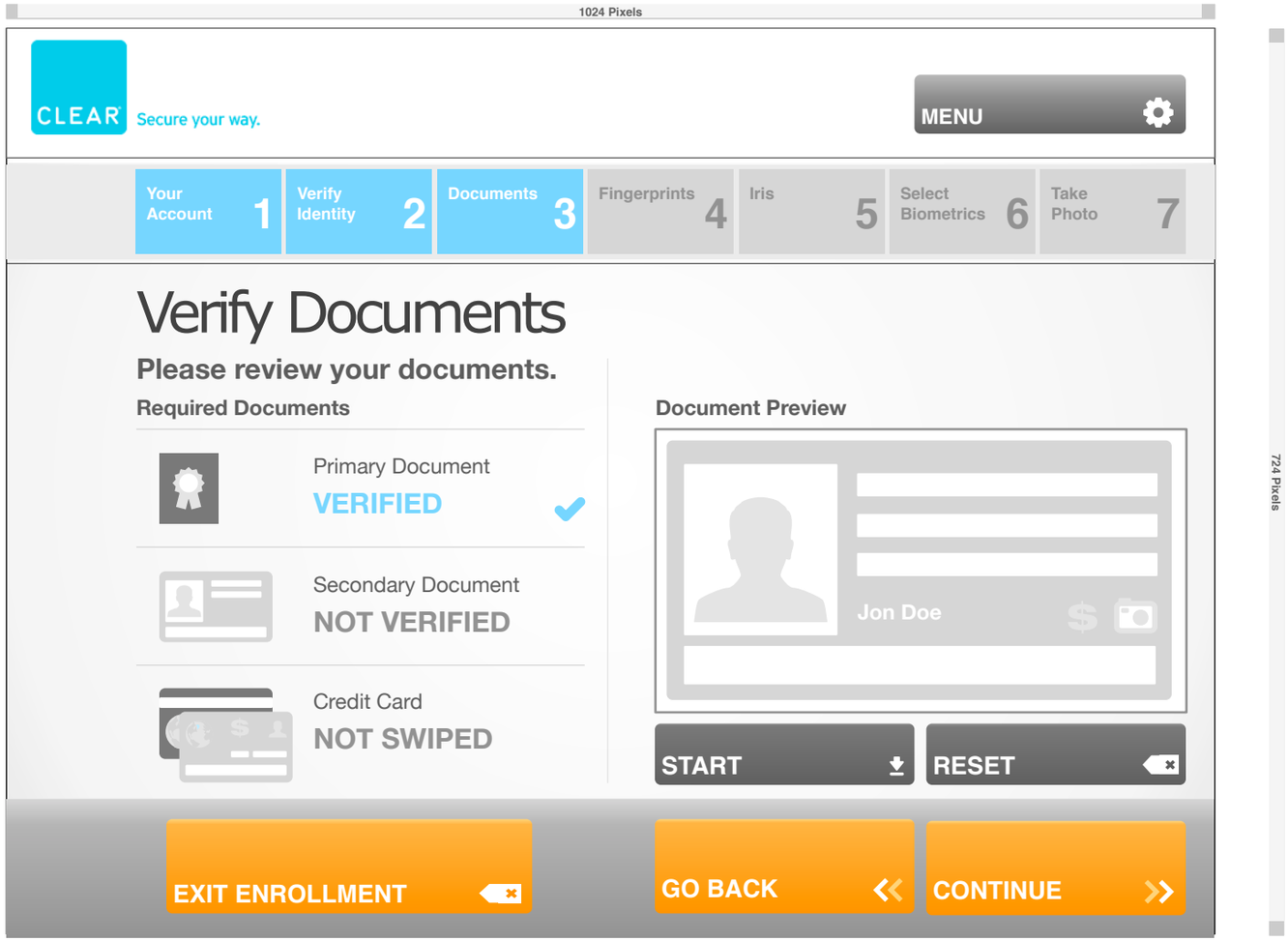

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1.0) CLEAR LOGO
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2.0) SEVEN STEPS OF ENROLLMENT
The seven steps of enrollment are displayed to the user. The current step will be the last blue button from left to right.

2.1) VERIFY DOCUMENTS
Users will scan, Verify and Authenticate their travel and identification documents at the kiosk with the Attendant.

2.2) PRIMARY DOCUMENT
The Primary Document will traditionally be the user's Passport.

2.3) SECONDARY DOCUMENT
The Secondary Document can be several items, though traditionally the user's Driver's License or State/Province/Country Identification card.

2.4) CREDIT CARD
A valid Credit Card must be used to process payment.

2.5) EXIT ENROLLMENT, GO BACK & CONTINUE
Exit Enrollment will end the current enrollment process and return the user to the main screen. Go Back will navigate to the previous page and the Continue button will navigate to the next page within the enrollment process.

3.0) MENU
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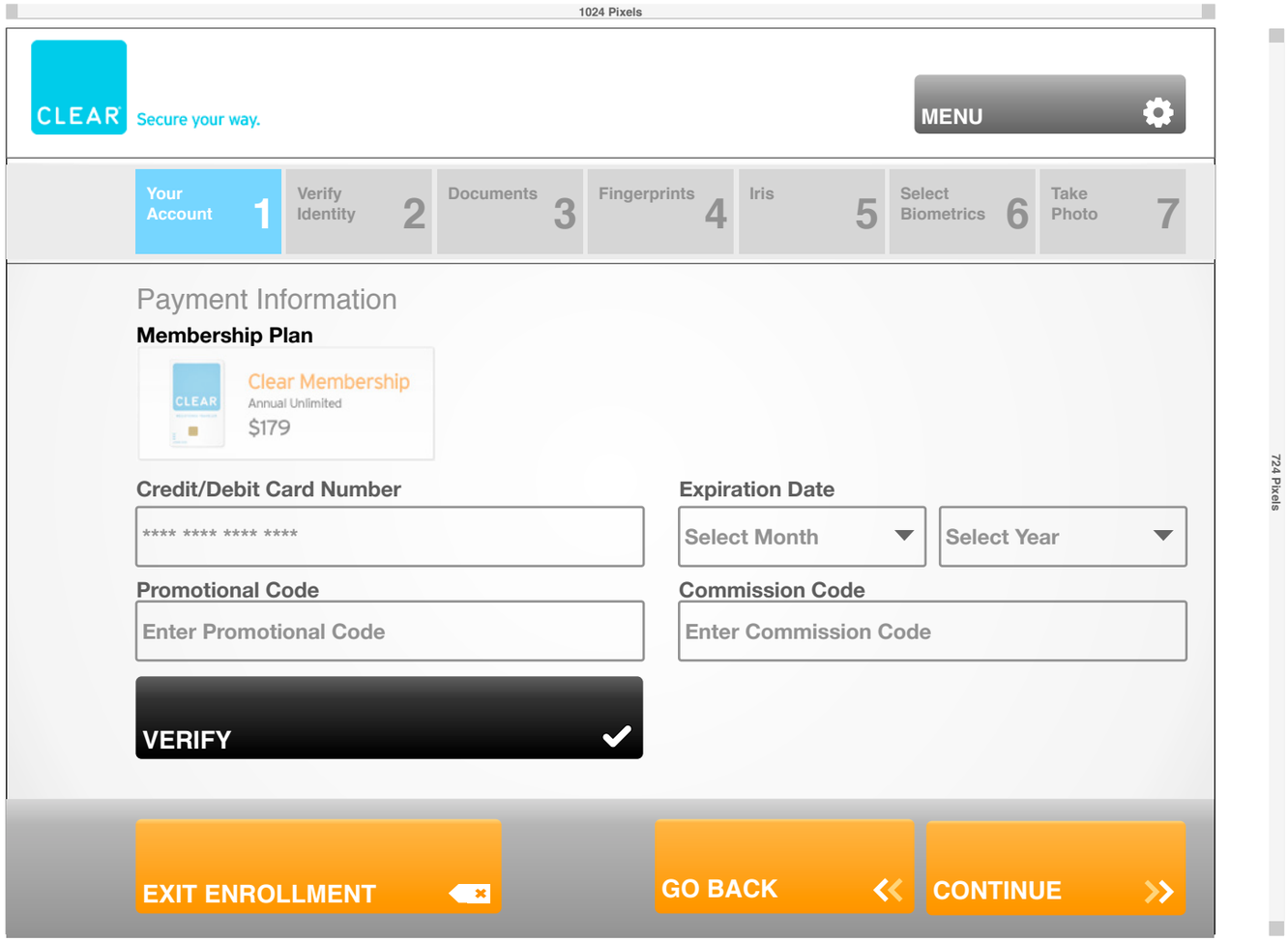
4.0) DOCUMENT PREVIEW
Users will see a preview of their document after a successful scan.

4.1) START & RESET
The Attendant will be required to scan in the User's documents. Using the Start and Reset buttons, they will initiate the iAuthenticate device. A preview of their scan will be visible within the Document Preview area.



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2.1) PAYMENT INFORMATION
Users must submit a valid credit card and expiration date to continue.

2.2) MEMBERSHIP PLAN
The currently selected Membership Plan will be displayed. At the current time, $179 will purchase and annual unlimited CLEAR card for an individual.

2.3) CREDIT CARD NUMBER & EXPIRATION DATE
The user must submit their valid Credit/Debit Card number and Expiration Date.

2.4) PROMOTIONAL CODE & COMMISSION CODE
Promotional and Commission Codes must be listed if the user has them available.

2.5) VERIFY
The Verify button will check the value within the Promotional Code field. If valid, the price of the annual membership plan will be decreased.

2.6) EXIT ENROLLMENT, GO BACK & CONTINUE
Exit Enrollment will end the current enrollment process and return the user to the main screen. Go Back will navigate to the previous page and the Continue button will navigate to the next page within the enrollment process.

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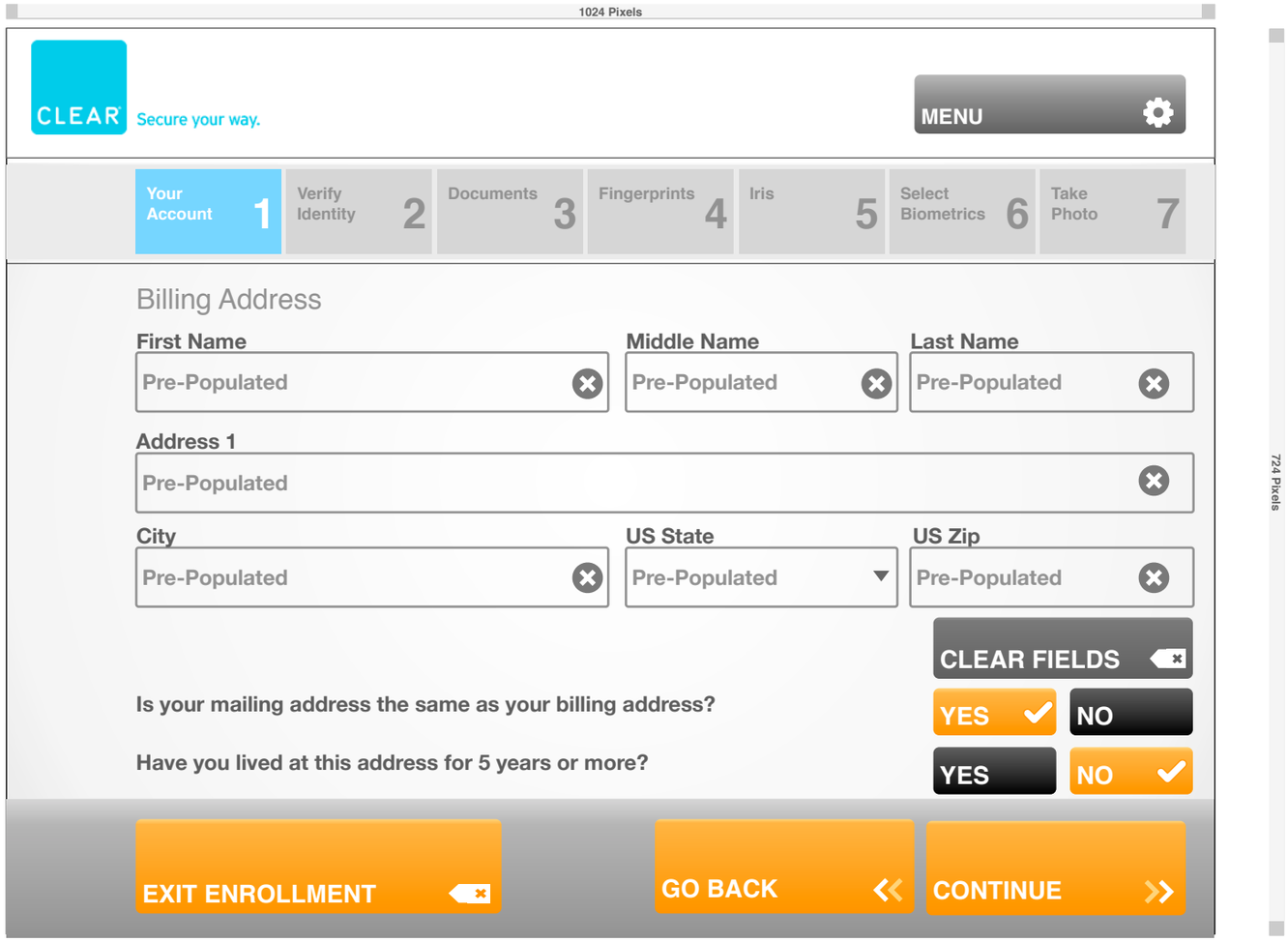

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2.1) Billing Address
Users must submit a valid billing address to continue.

2.2) FIRST NAME, MIDDLE NAME & LAST NAME
The user's names will be pre-populated if known, they will be blank if they are not known.

2.3) ADDRESS 1
The user's current address will be pre-populated if known, it will be blank if it is not known.

2.4) CITY, US STATE & US ZIP
City, US State and US Zip will be pre-populated if known, blank if not.

2.5) CLEAR FIELDS
Clear Fields will reset the form and remove the values stored within the fields on this page.

2.6) MAILING ADDRESS
If the user's Mailing Address is the same as the billing address, they will not see the Billing Address entry screen.

2.7) 5 YEARS OR MORE
If the applicant has not lived in the same address for the last five years, they will be prompted to enter in past addresses so their identity can be verified.

2.8) EXIT ENROLLMENT, GO BACK & CONTINUE
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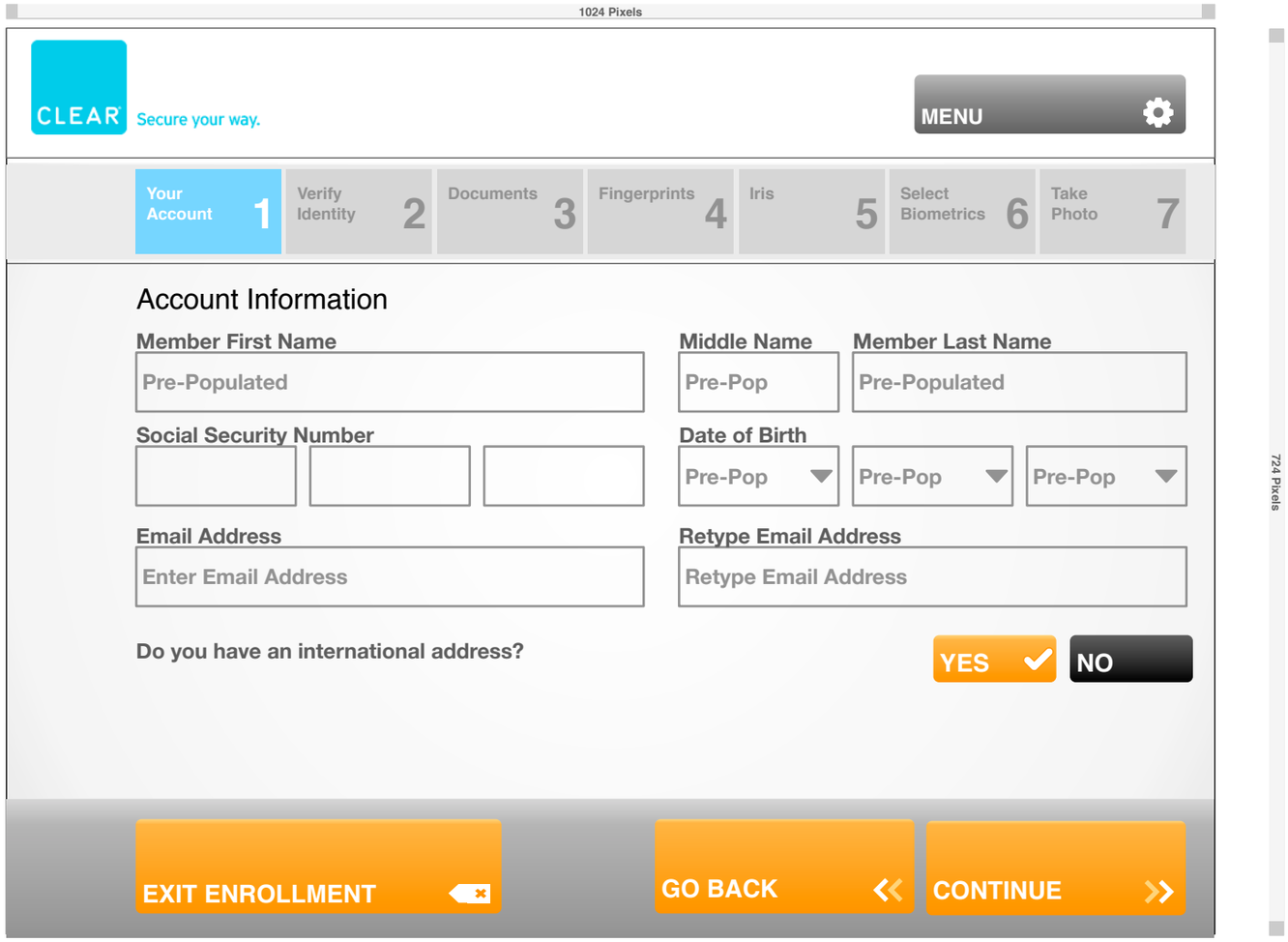

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2.0) SEVEN STEPS OF ENROLLMENT
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2.1) ACCOUNT INFORMATION
Users must submit valid personal information to continue.

2.2) FIRST NAME, MIDDLE NAME & LAST NAME
The user's names will be pre-populated if known, they will be blank if they are not known.

2.3) SOCIAL SECURITY NUMBER & DATE OF BIRTH
The user's Social Security Number and Date of Birth will be pre-populated if known, they will be blank if they are not known.

2.4) E-MAIL ADDRESS & RETYPE E-MAIL ADDRESS
The user will be asked to enter their current E-Mail Address and verify it within the Retype E-Mail Field.

2.5) INTERNATIONAL ADDRESS
If the user has an International Address they will be prompted to enter it.

2.6) EXIT ENROLLMENT, GO BACK & CONTINUE
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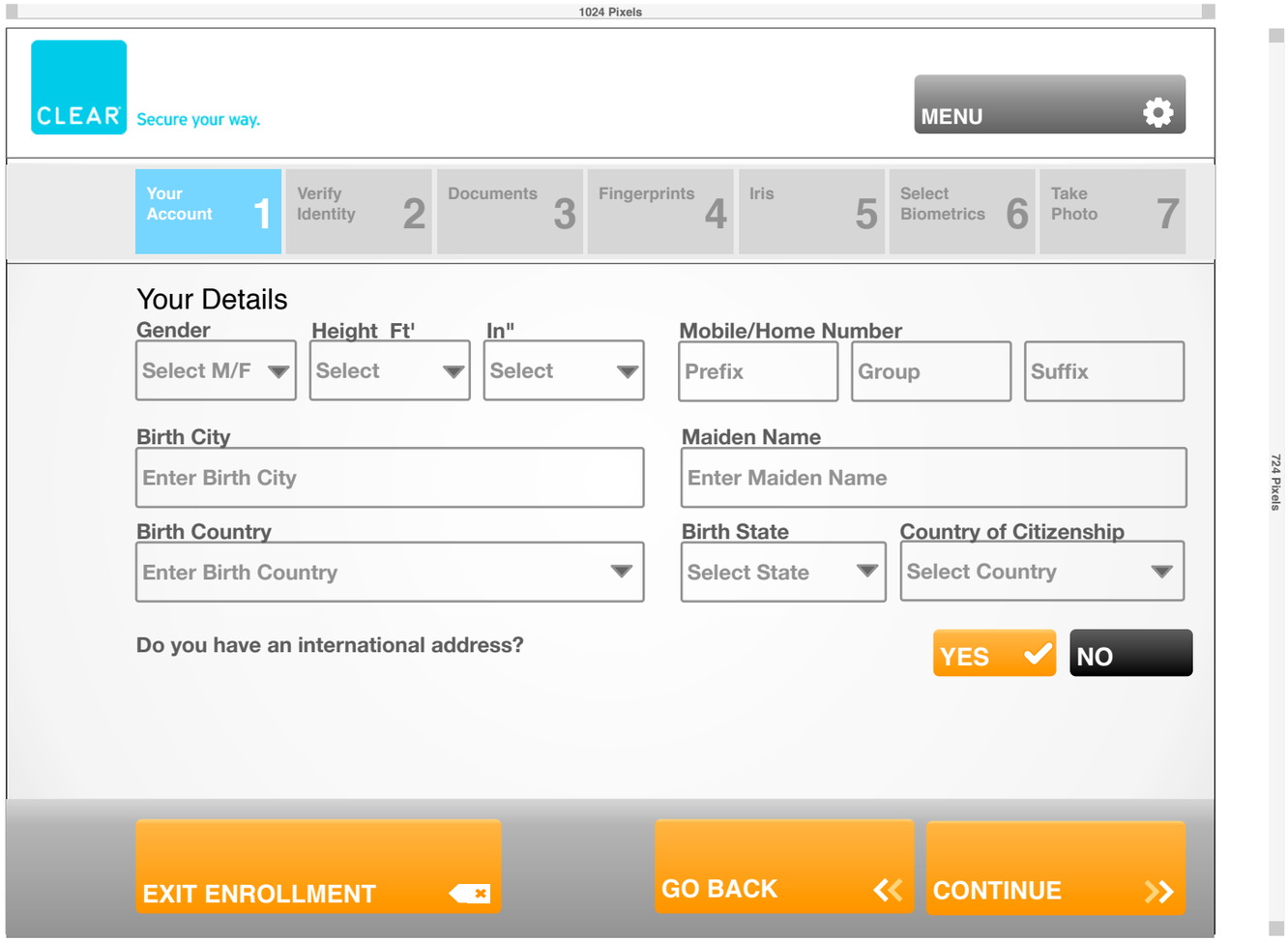

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2.0) SEVEN STEPS OF ENROLLMENT
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2.1) YOUR DETAILS
Users must submit valid personal information to continue.

2.2) GENDER, HEIGHT & MOBILE/HOME NUMBER
The user must enter in their Gender, Height in Feet and Inches and their Mobile or Home telephone number.

2.3) BIRTH CITY & MAIDEN NAME
Birth City is the city in which the person was born. If the user is female, and her current last name is not her Maiden Name, the Maiden Name can be entered here.

2.4) BIRTH COUNTRY, BIRTH STATE & COUNTRY OF CITIZENSHIP
Birth Country is the country in which the person was born and Birth State is the the state in which they were born. Country of Citizenship is the where their current Passport is issued.

2.5) INTERNATIONAL ADDRESS
If the user has an International Address they will be prompted to enter it.

2.6) EXIT ENROLLMENT, GO BACK & CONTINUE
Exit Enrollment will end the current enrollment process and return the user to the main screen. Go Back will navigate to the previous page and the Continue button will navigate to the next page within the enrollment process.

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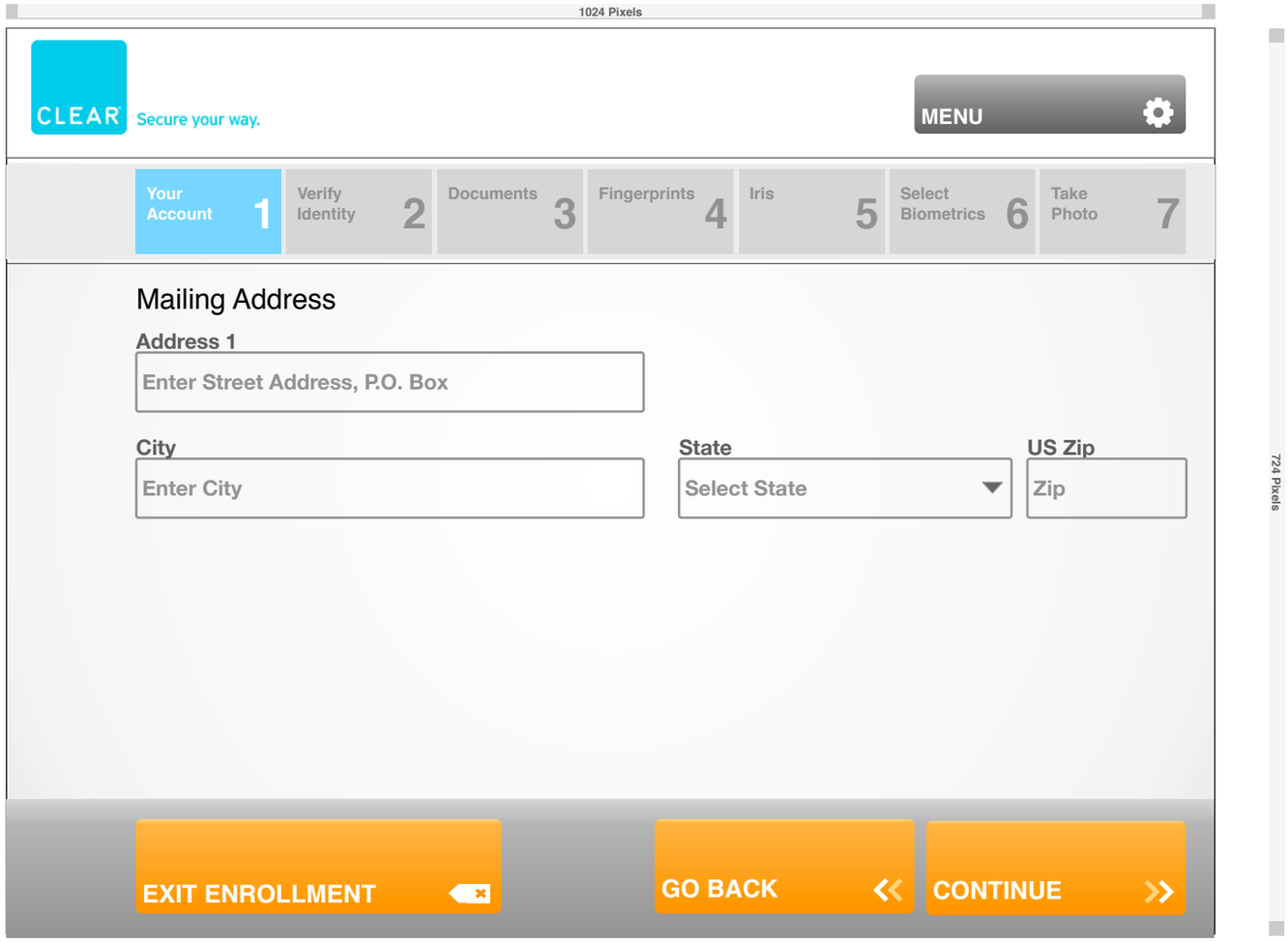
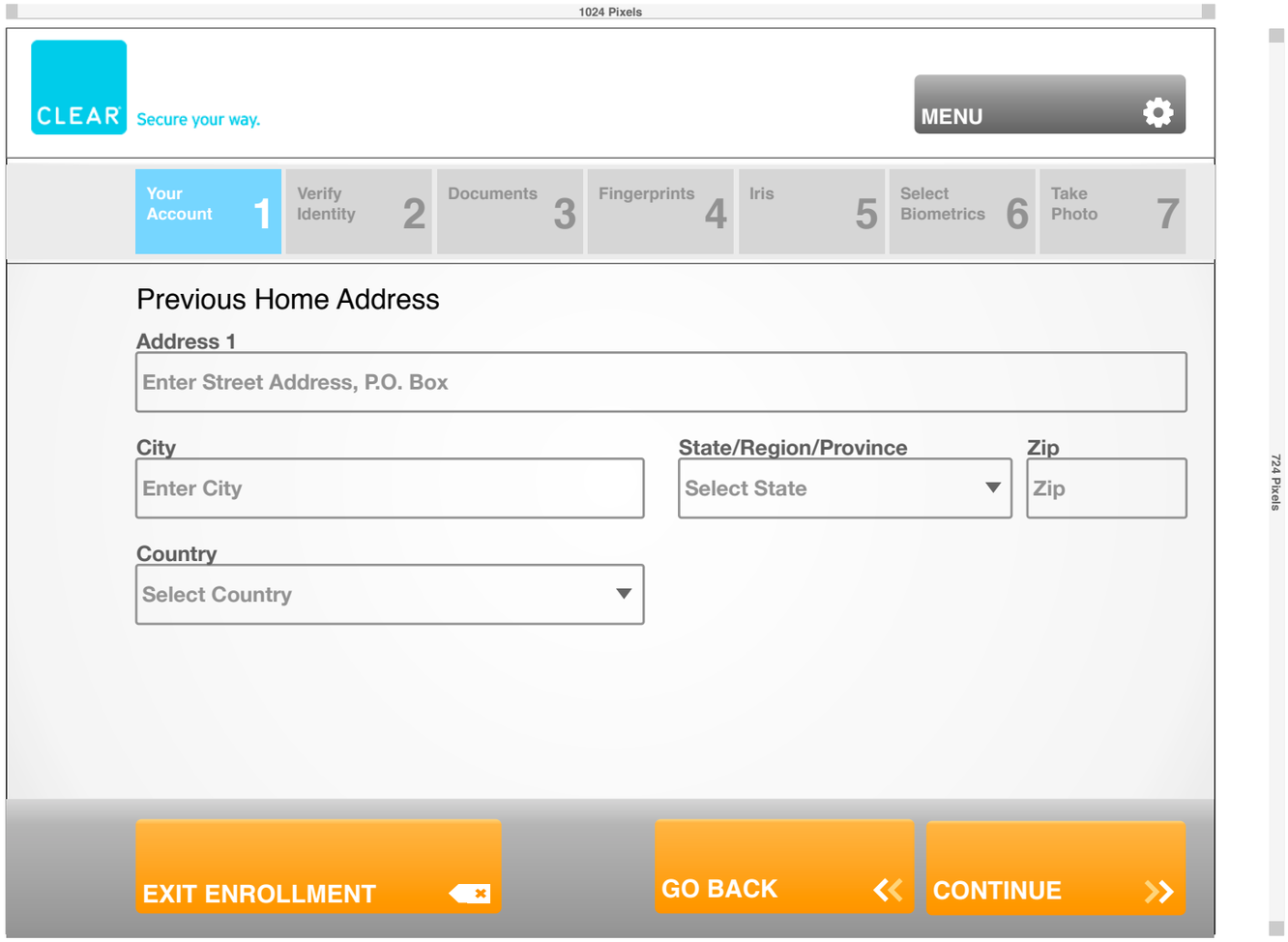

1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Mailing Address
Address 1
Enter Street Address, P.O. Box
City
Enter City
State
Select State
US Zip
Zip
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

NOTES: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CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Previous Home Address
Address 1
Enter Street Address, P.O. Box
City
Enter City
State/Region/Province
Select State
Zip
Zip
Country
Select Country
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

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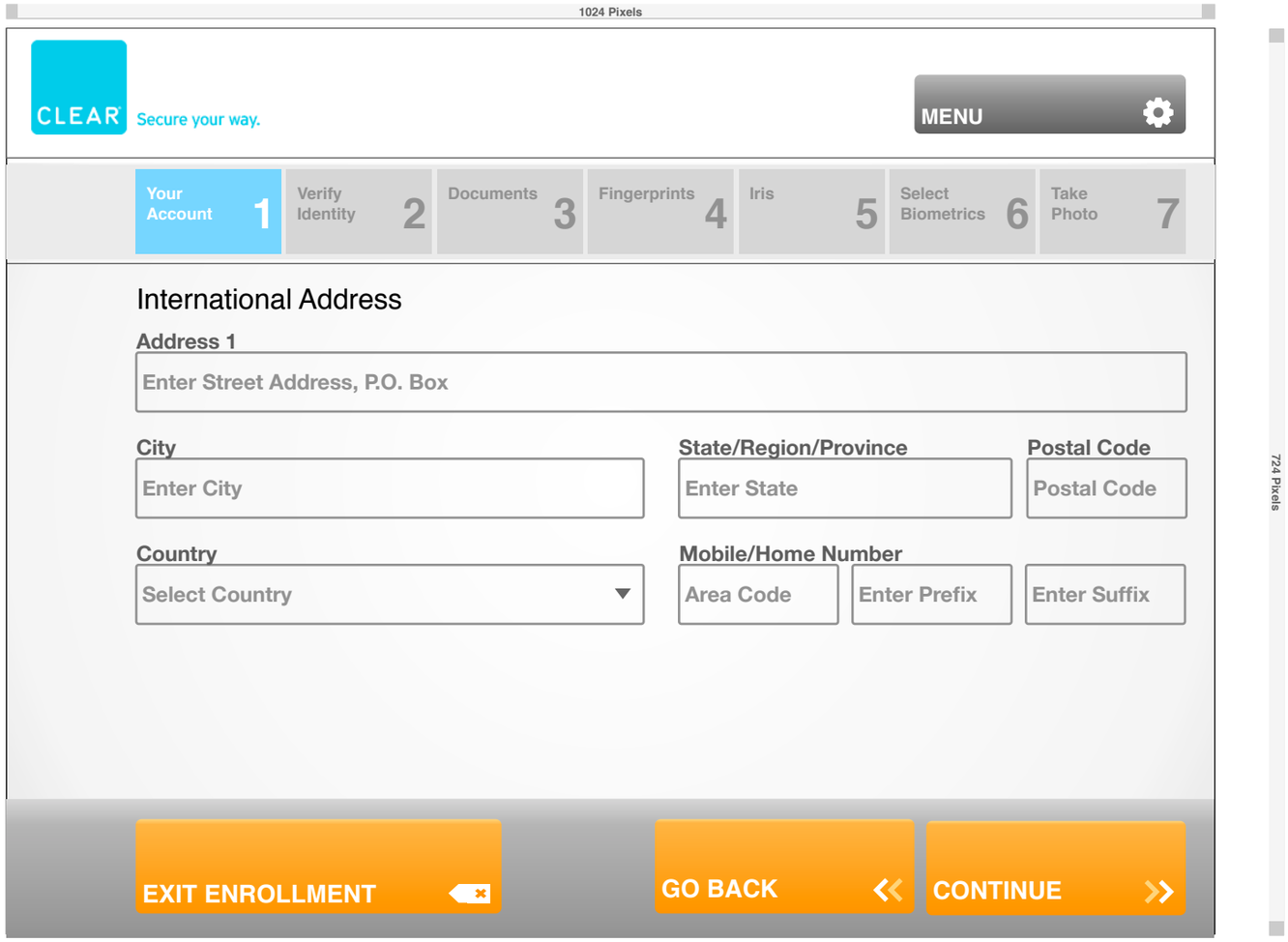
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Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
International Address
Address 1
Enter Street Address, P.O. Box
City
Enter City
State/Region/Province
Enter State
Postal Code
Postal Code
Country
Select Country
Mobile/Home Number
Area Code
Enter Prefix
Enter Suffix
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

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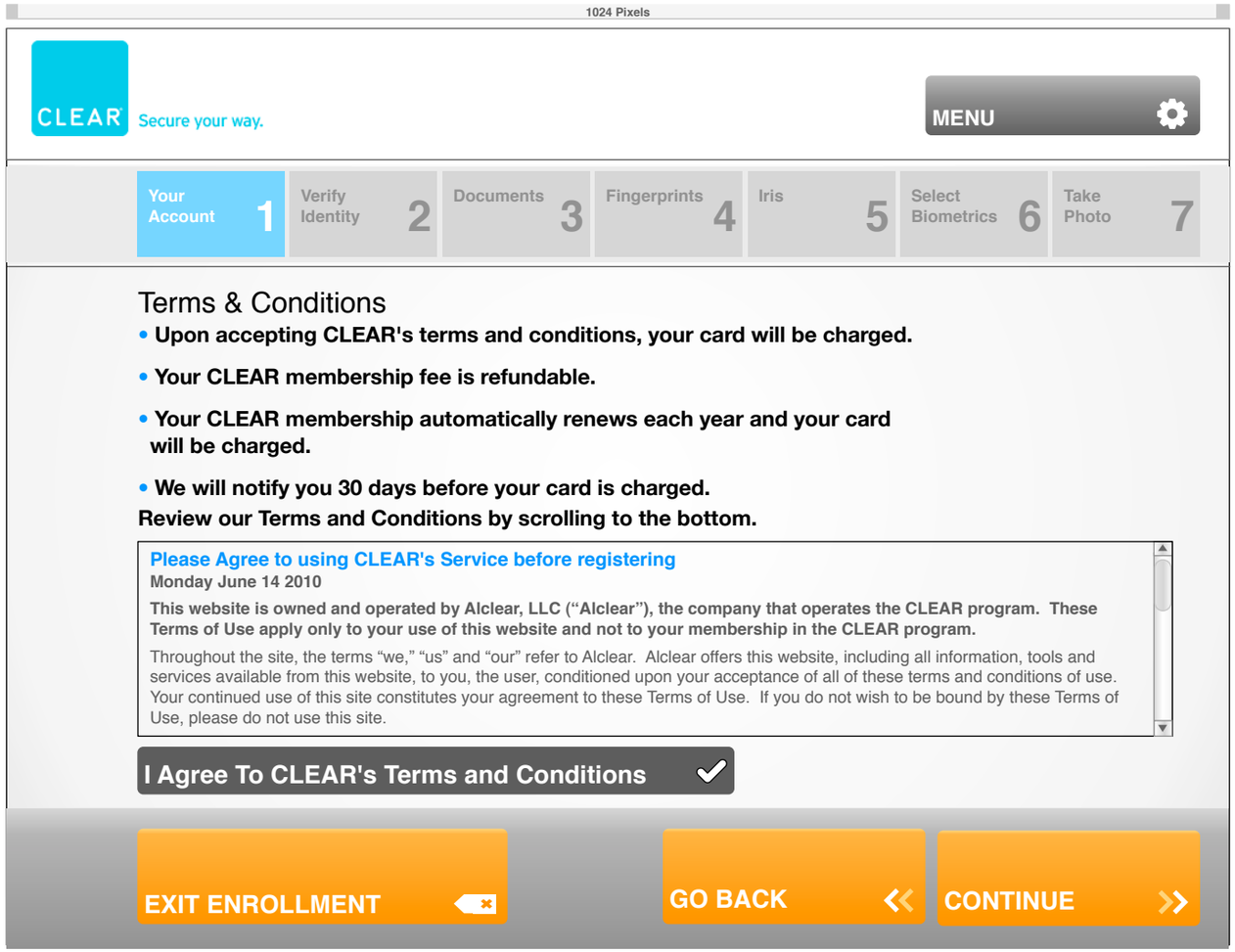
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CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Terms & Conditions
• Upon accepting CLEAR's terms and conditions, your card will be charged.
• Your CLEAR membership fee is refundable.
• Your CLEAR membership automatically renews each year and your card will be charged.
• We will notify you 30 days before your card is charged.
Review our Terms and Conditions by scrolling to the bottom.
Please Agree to using CLEAR's Service before registering
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I Agree To CLEAR's Terms and Conditions
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

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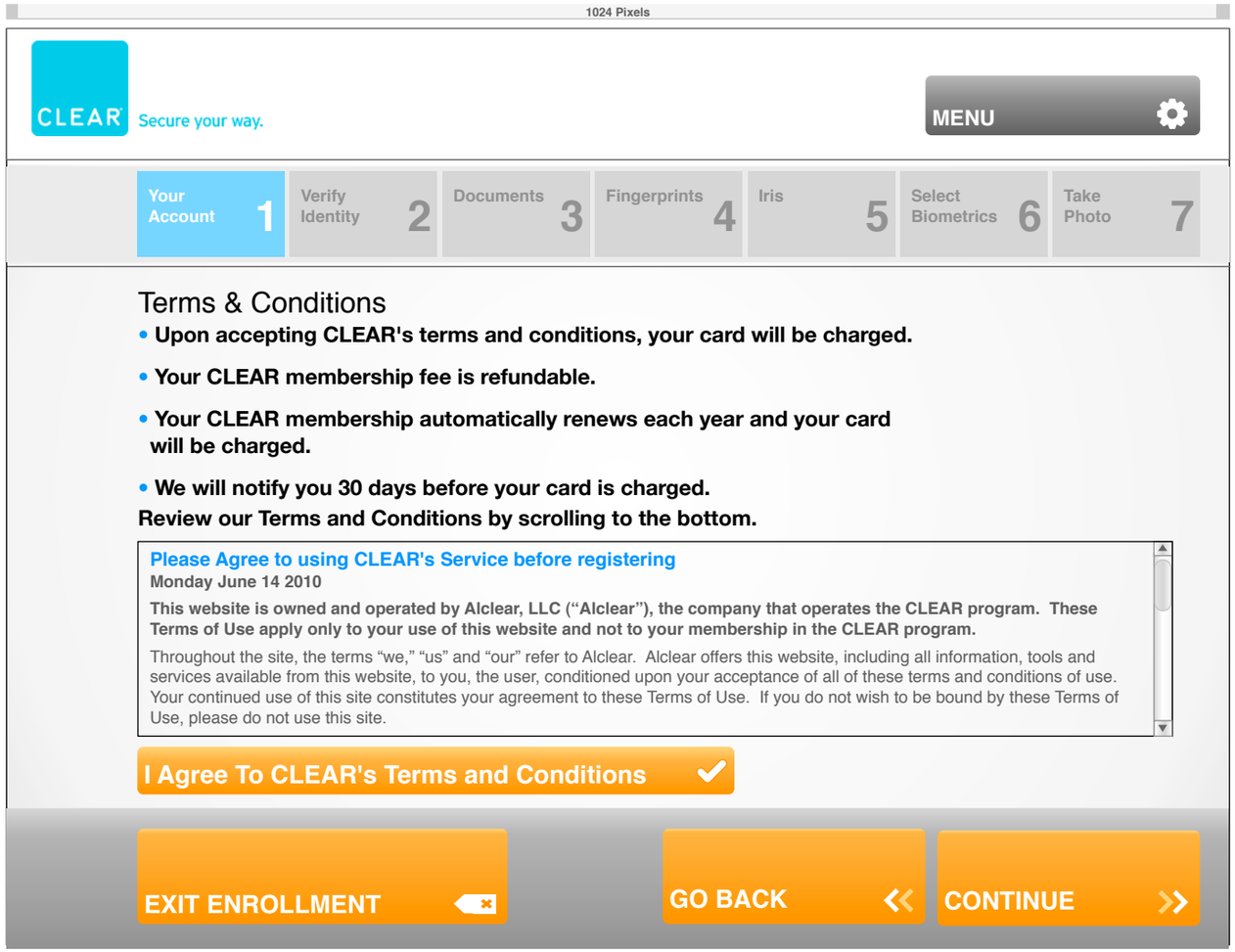
1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Terms & Conditions
• Upon accepting CLEAR's terms and conditions, your card will be charged.
• Your CLEAR membership fee is refundable.
• Your CLEAR membership automatically renews each year and your card will be charged.
• We will notify you 30 days before your card is charged.
Review our Terms and Conditions by scrolling to the bottom.
Please Agree to using CLEAR's Service before registering
Monday June 14 2010
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I Agree To CLEAR's Terms and Conditions
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

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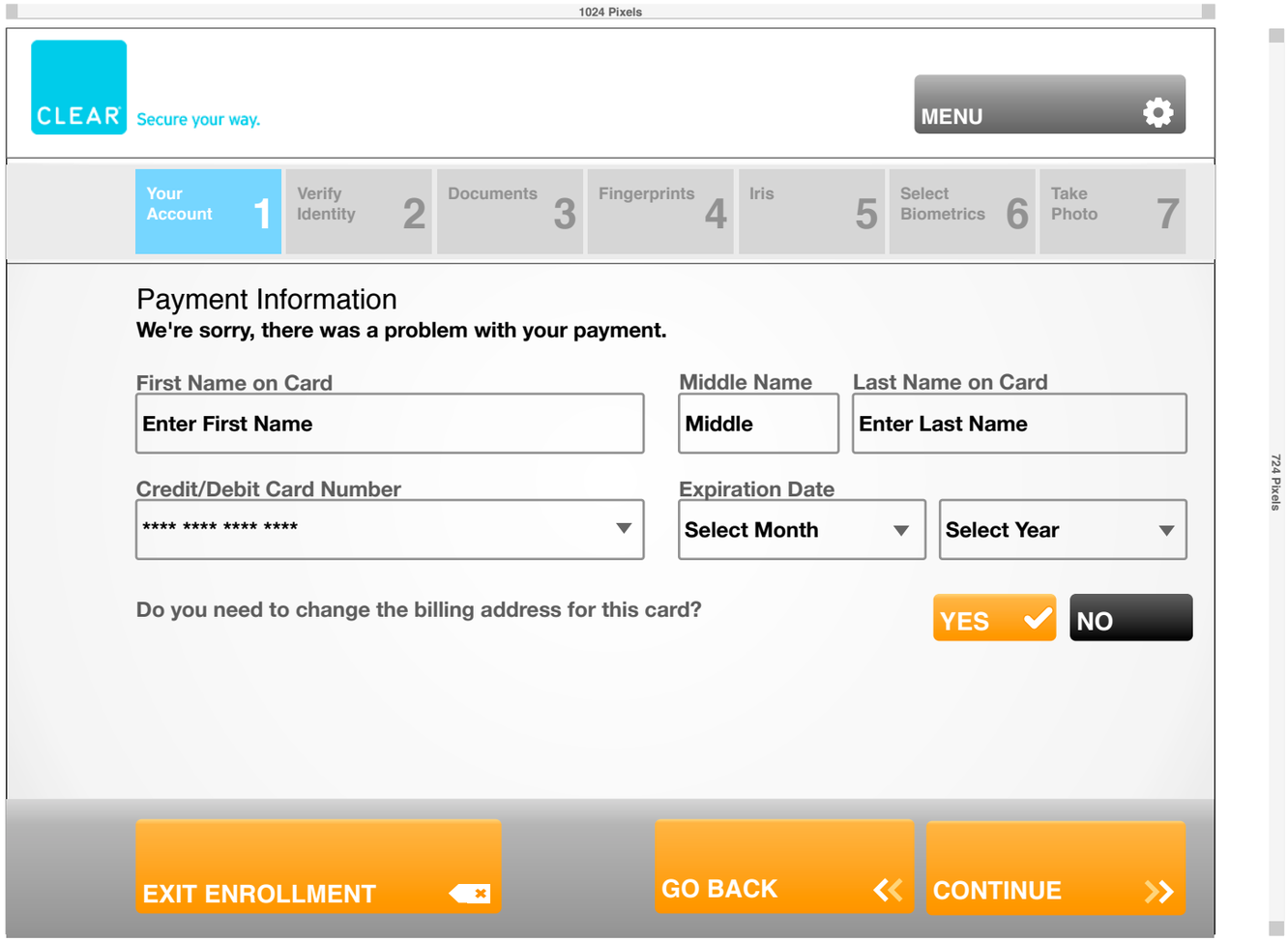
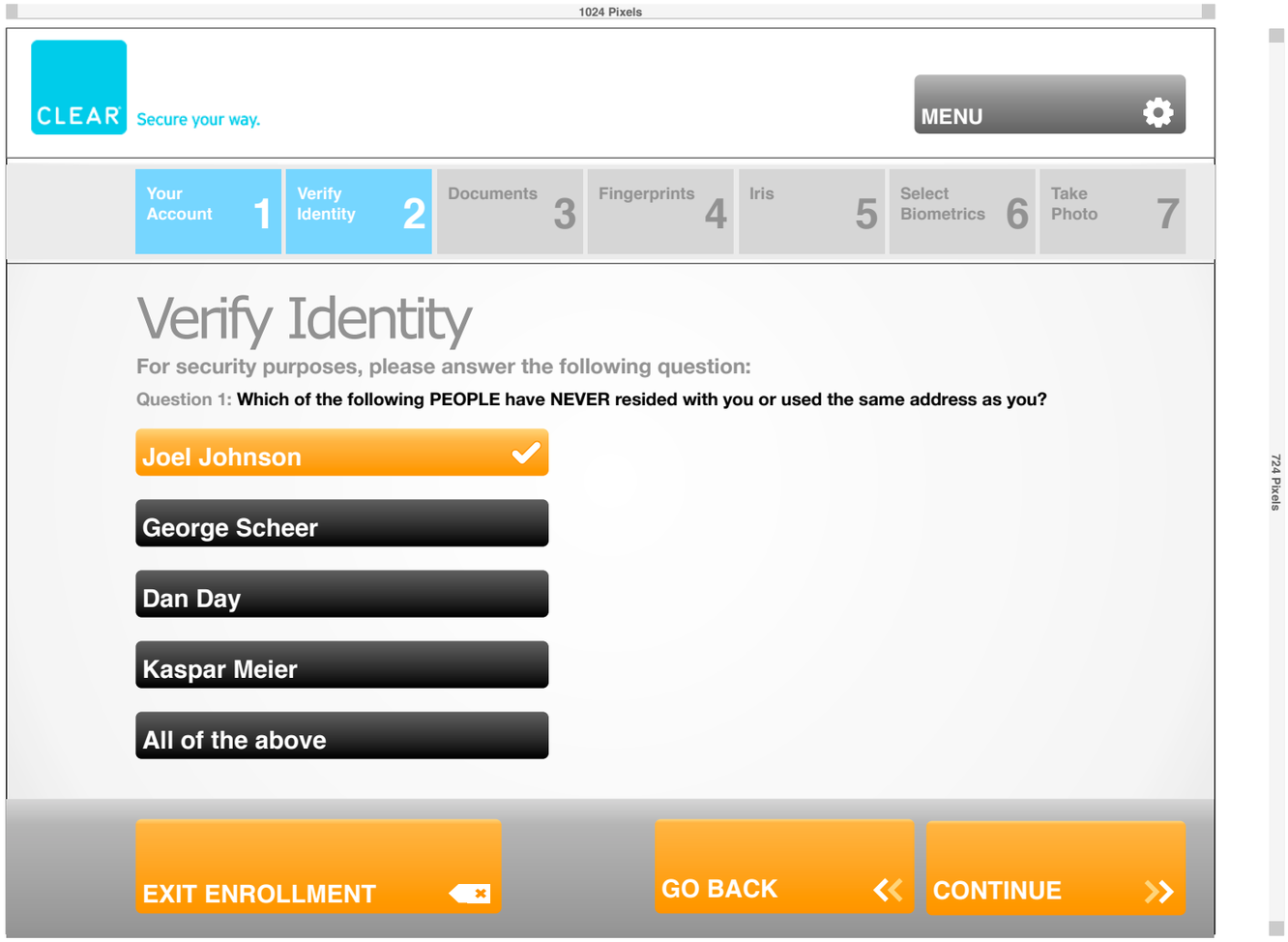
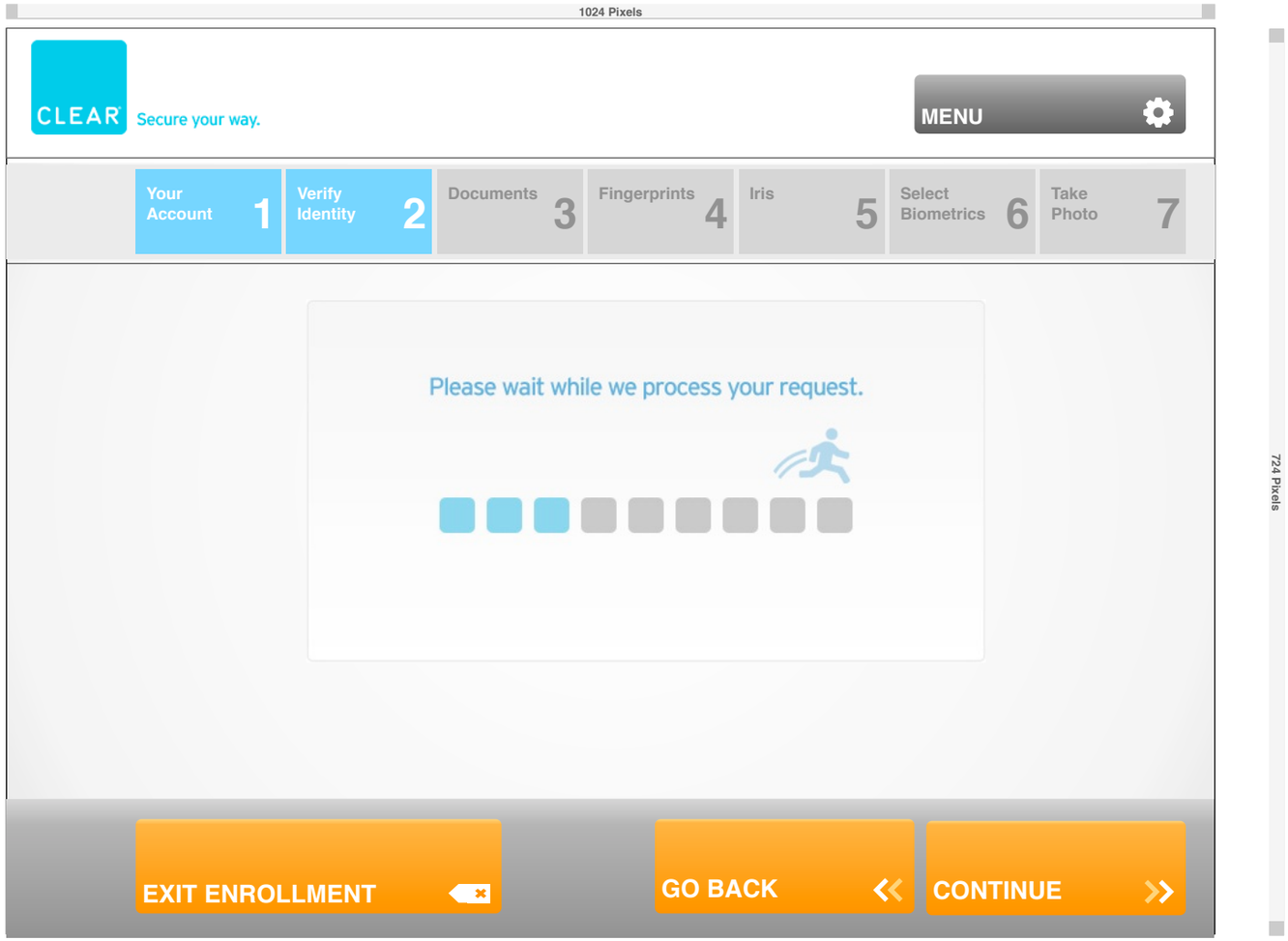

1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Payment Information
We're sorry, there was a problem with your payment.
First Name on Card
Enter First Name
Middle Name
Middle
Last Name on Card
Enter Last Name
Credit/Debit Card Number
**** **** **** ****
Expiration Date
Select Month
Select Year
Do you need to change the billing address for this card?
YES
NO
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

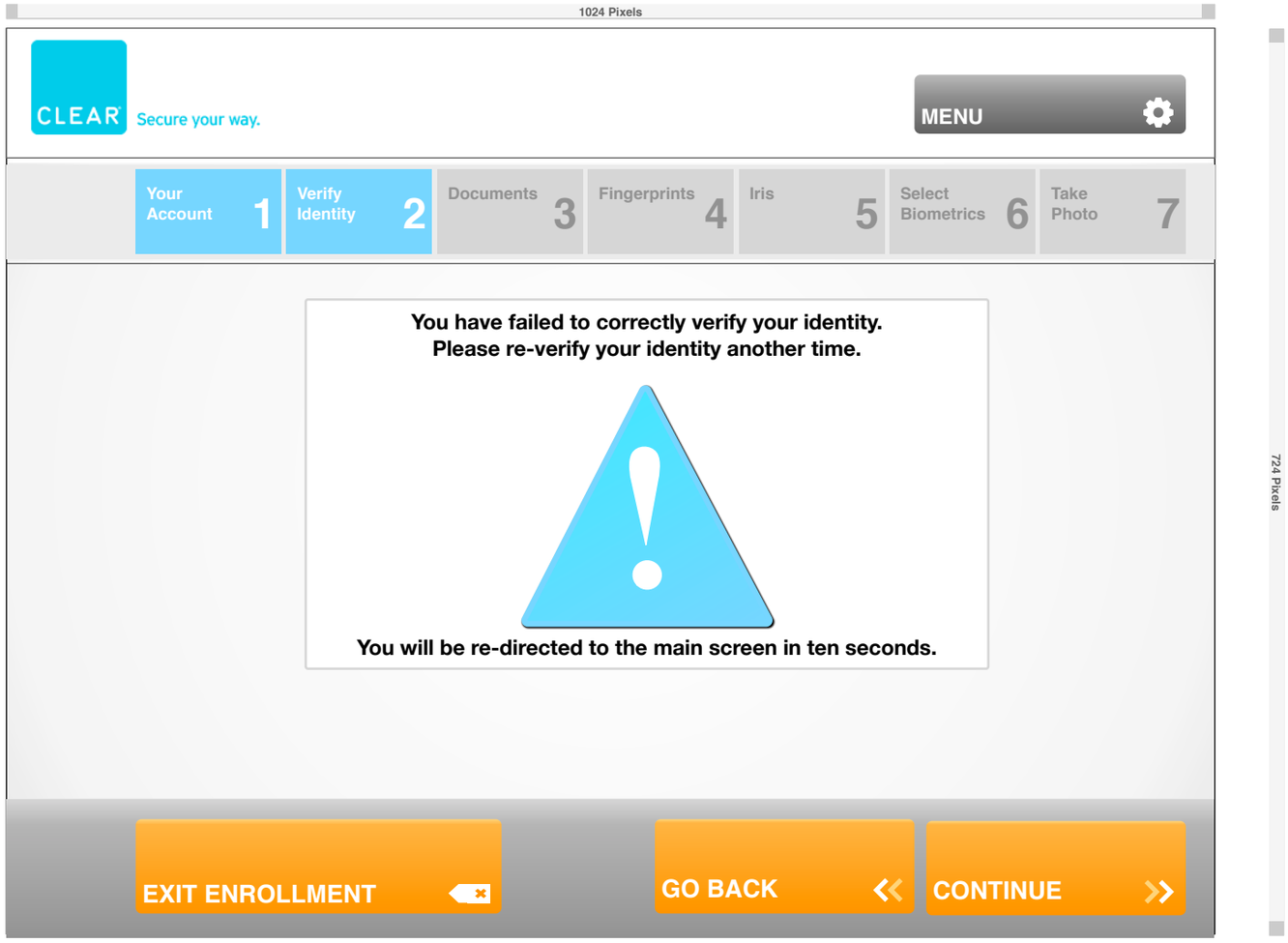
NOTES:


1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Verify Identity
For security purposes, please answer the following question:
Question 1: Which of the following PEOPLE have NEVER resided with you or used the same address as you?
Joel Johnson
George Scheer
Dan Day
Kaspar Meier
All of the above
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

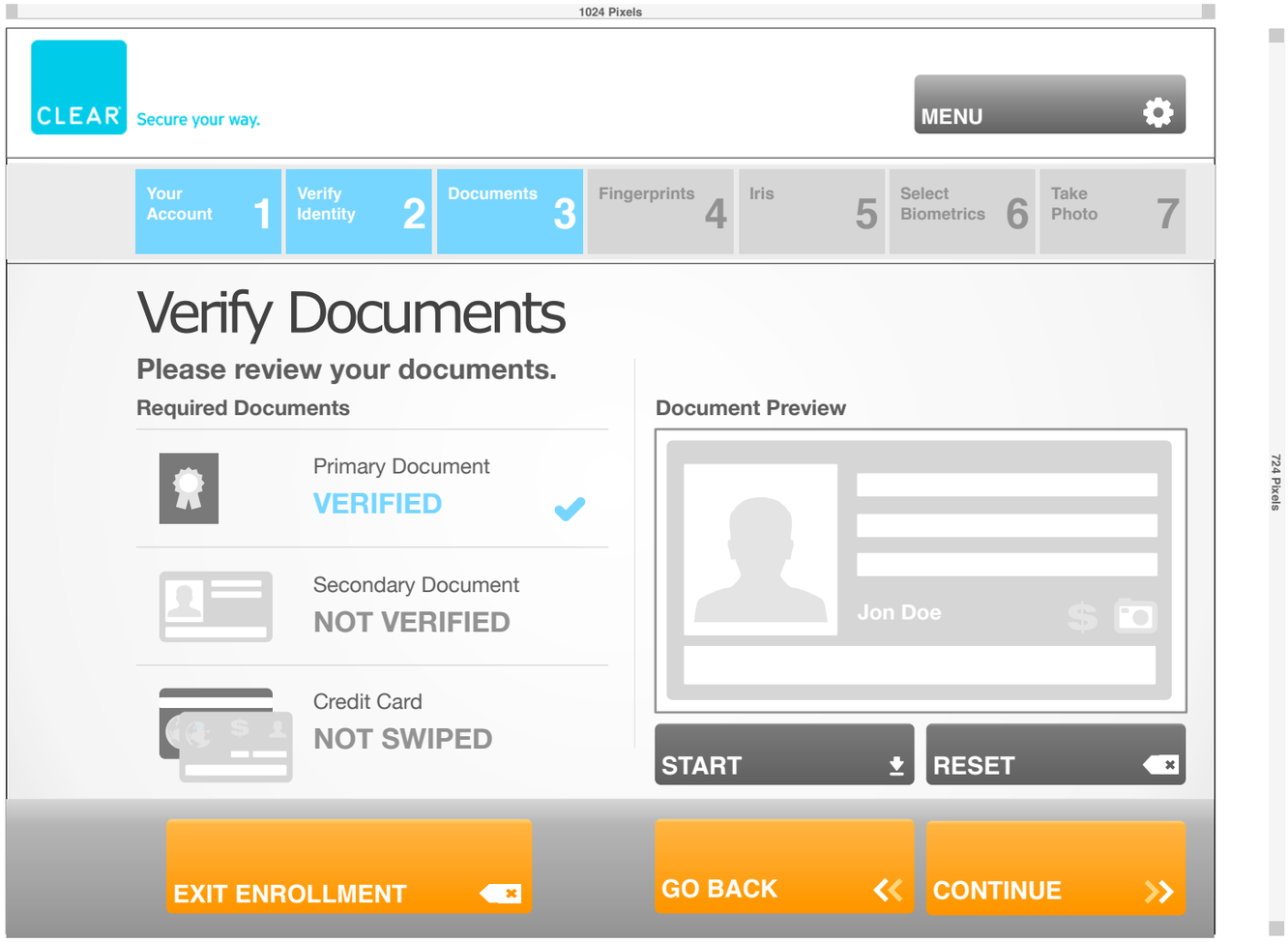
NOTES:


1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Please wait while we process your request.
724 Pixels
EXIT ENROLLMENT
GO BACK
CONTINUE

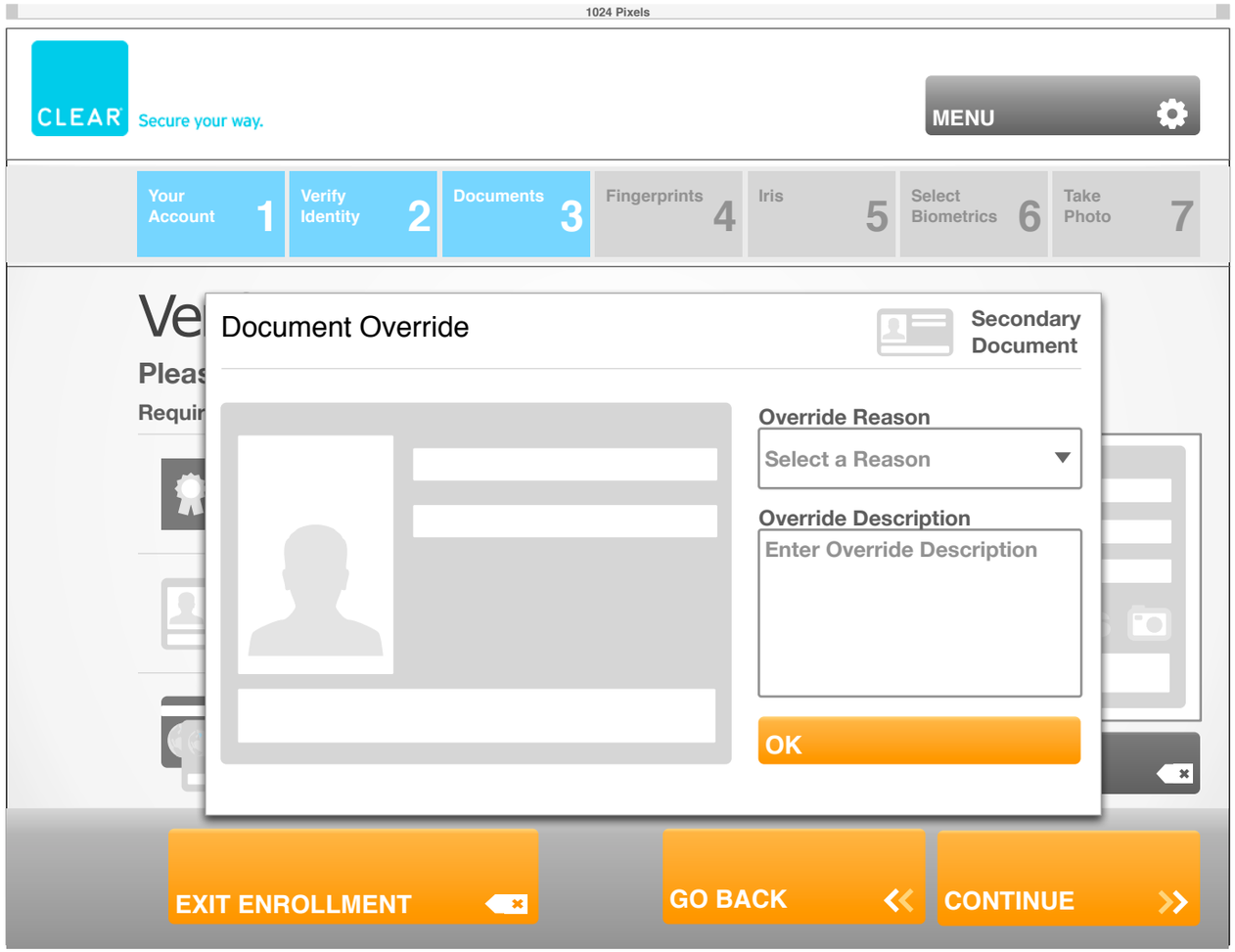
NOTES:


1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
You have failed to correctly verify your identity.
Please re-verify your identity another time.
You will be re-directed to the main screen in ten seconds.
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

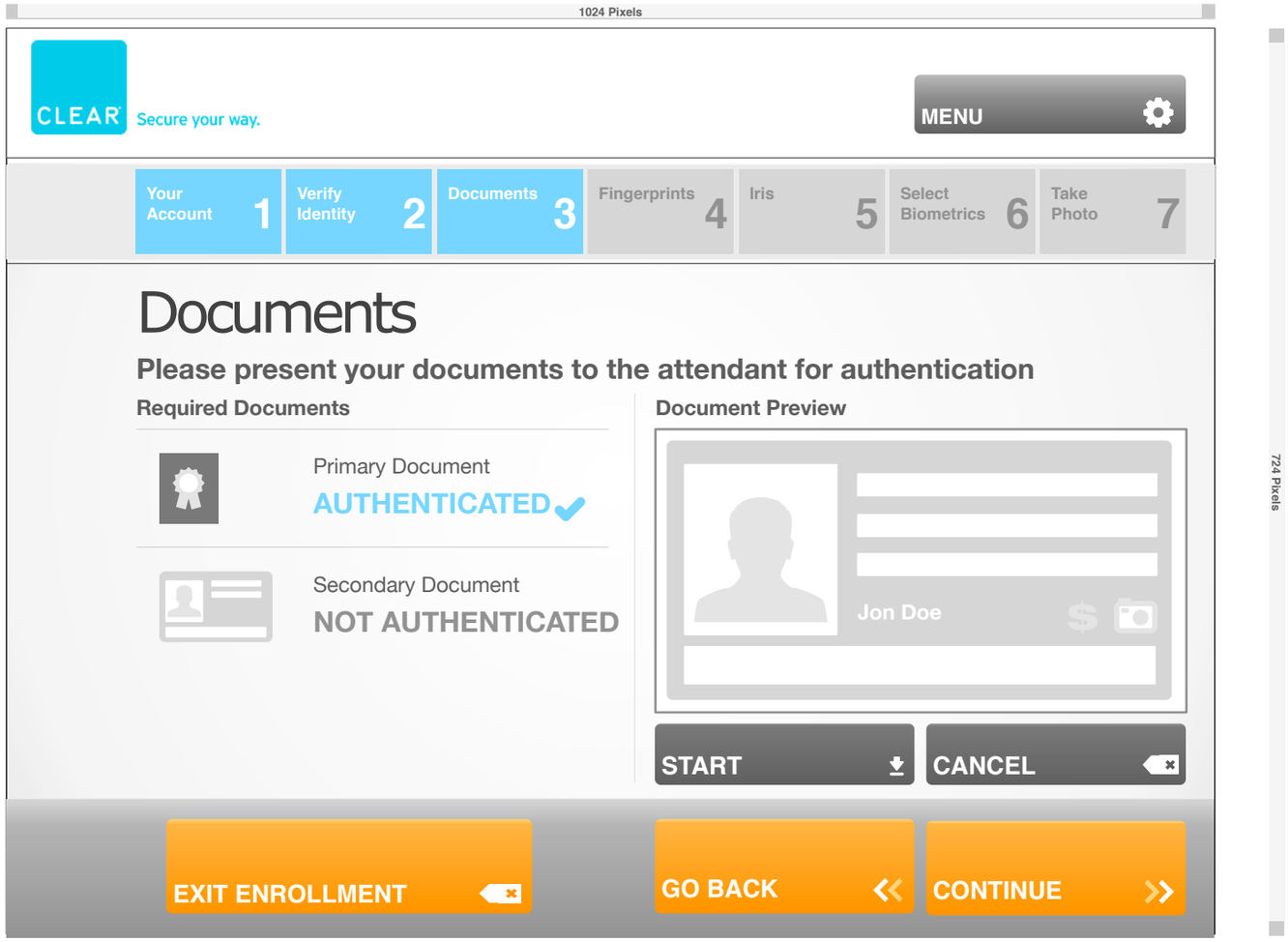
NOTES:


1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Verify Documents
Please review your documents.
Required Documents
Primary Document
VERIFIED
Secondary Document
NOT VERIFIED
Credit Card
NOT SWIPED
Document Preview
Jon Doe
START
RESET
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

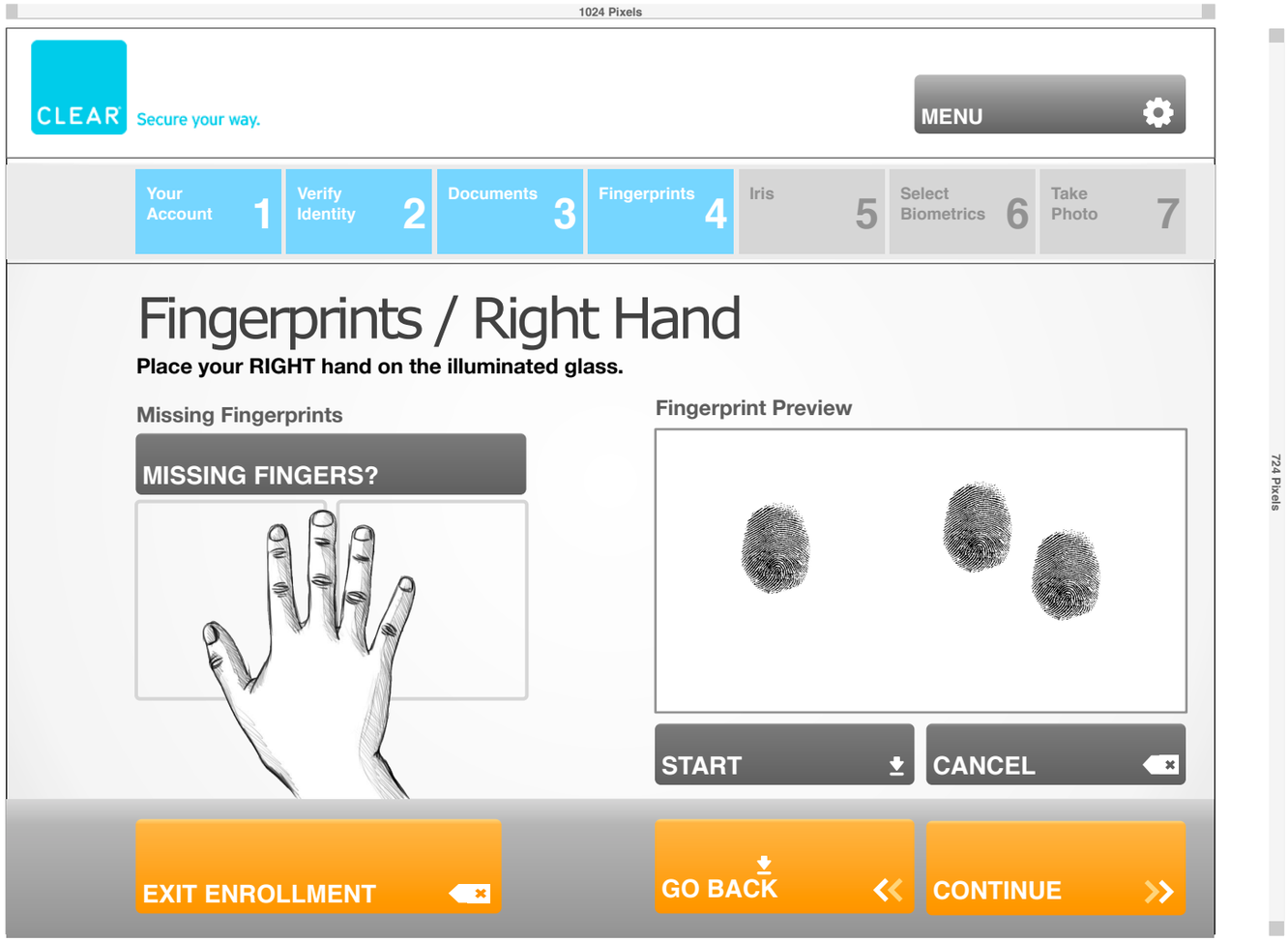
NOTES:


1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Document Override
Secondary Document
Override Reason
Select a Reason
Override Description
Enter Override Description
OK
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

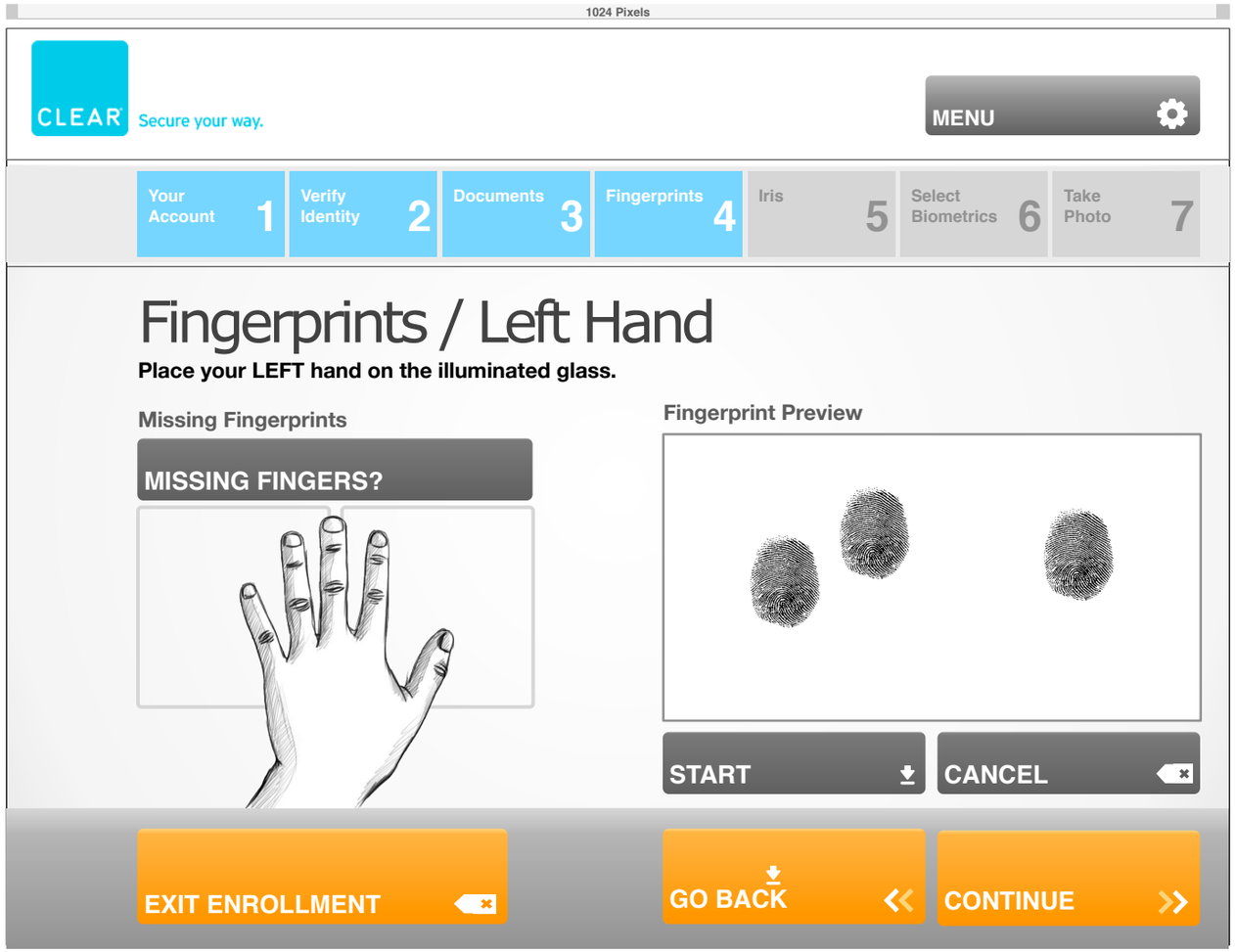
NOTES:


1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Documents
Please present your documents to the attendant for authentication
Required Documents
Primary Document
AUTHENTICATED
Secondary Document
NOT AUTHENTICATED
Document Preview
Jon Doe
START
CANCEL
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

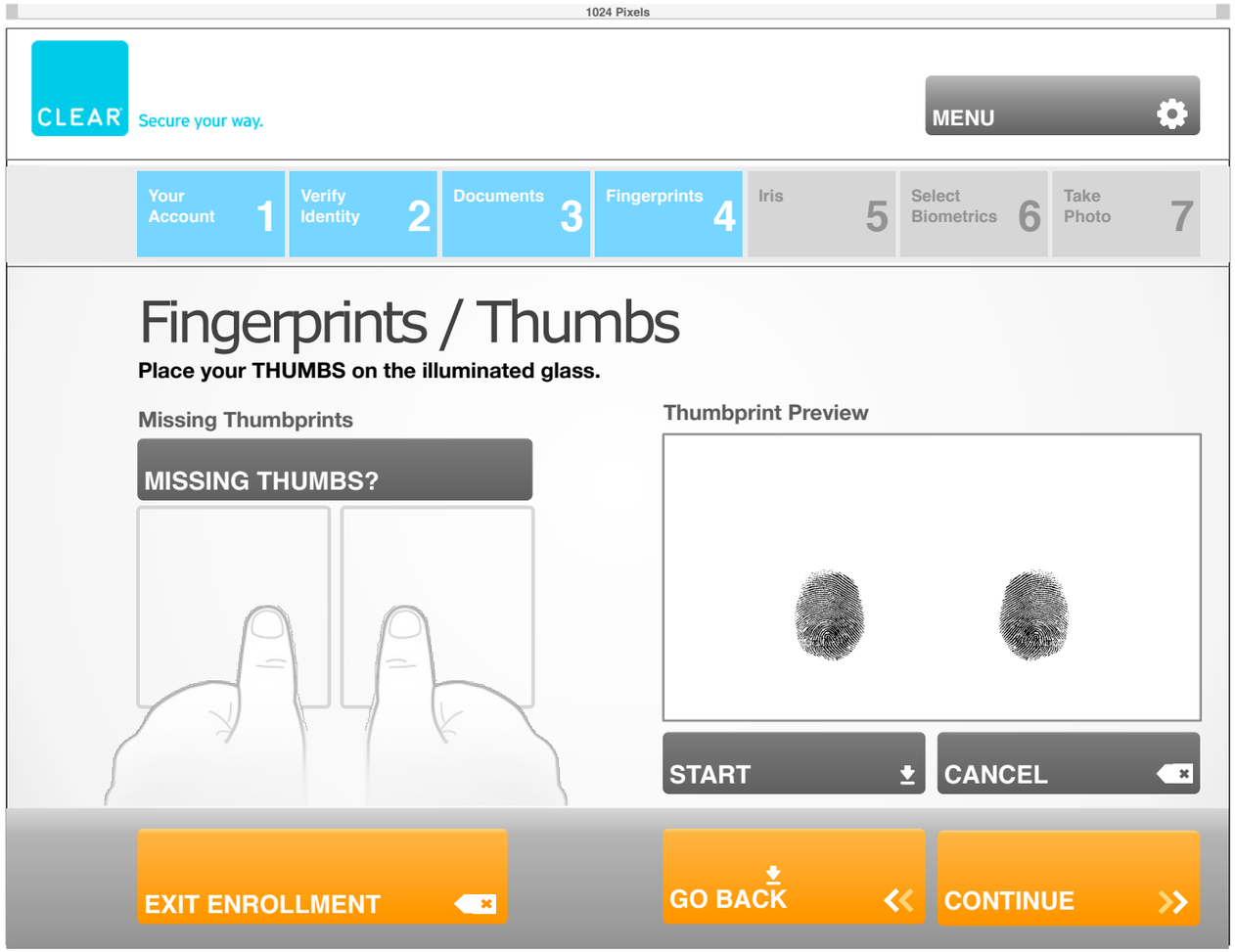
NOTES:


1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Fingerprints / Right Hand
Place your RIGHT hand on the illuminated glass.
Missing Fingerprints
MISSING FINGERS?
Fingerprint Preview
START
CANCEL
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

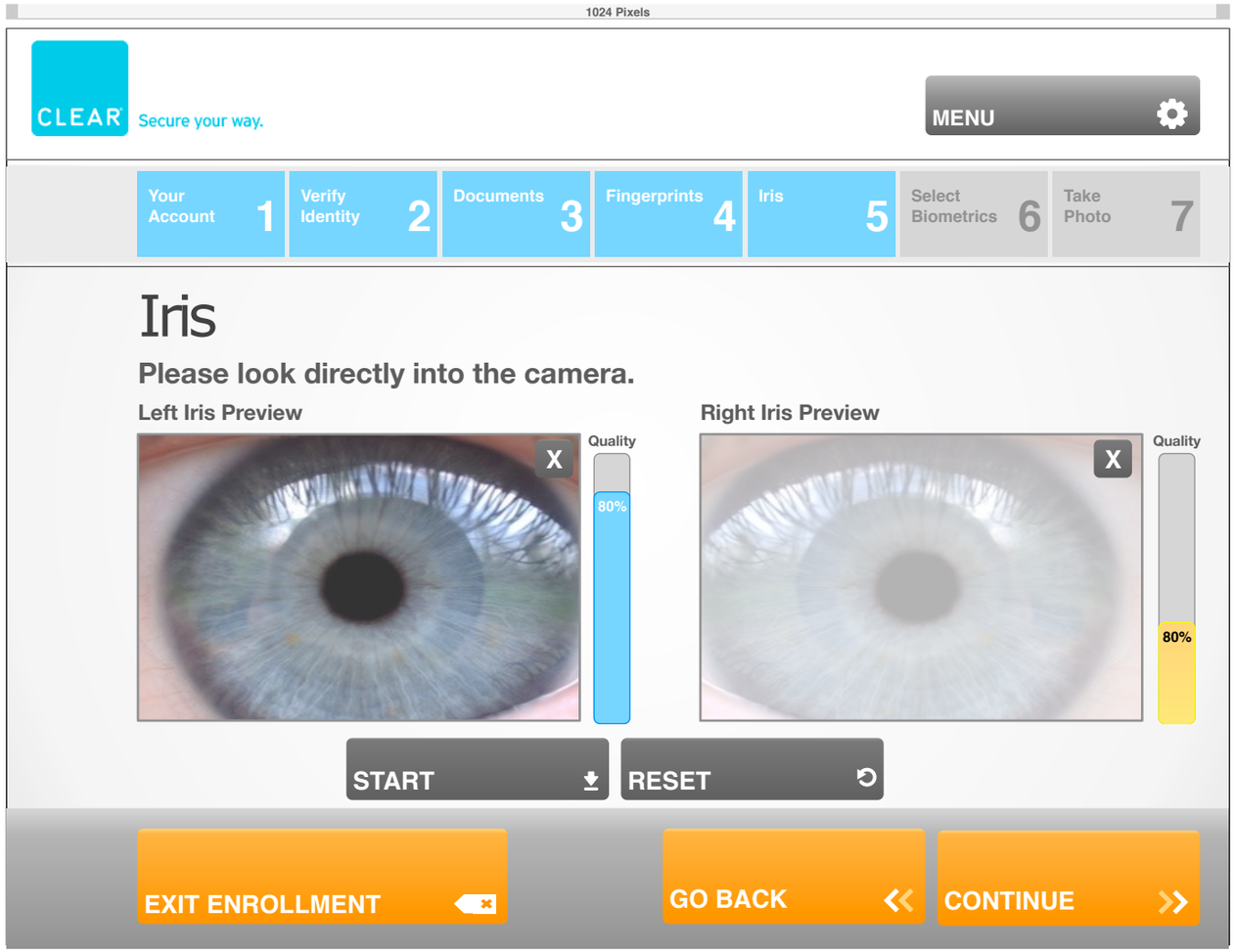
NOTES:


1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Fingerprints / Left Hand
Place your LEFT hand on the illuminated glass.
Missing Fingerprints
MISSING FINGERS?
Fingerprint Preview
START
CANCEL
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

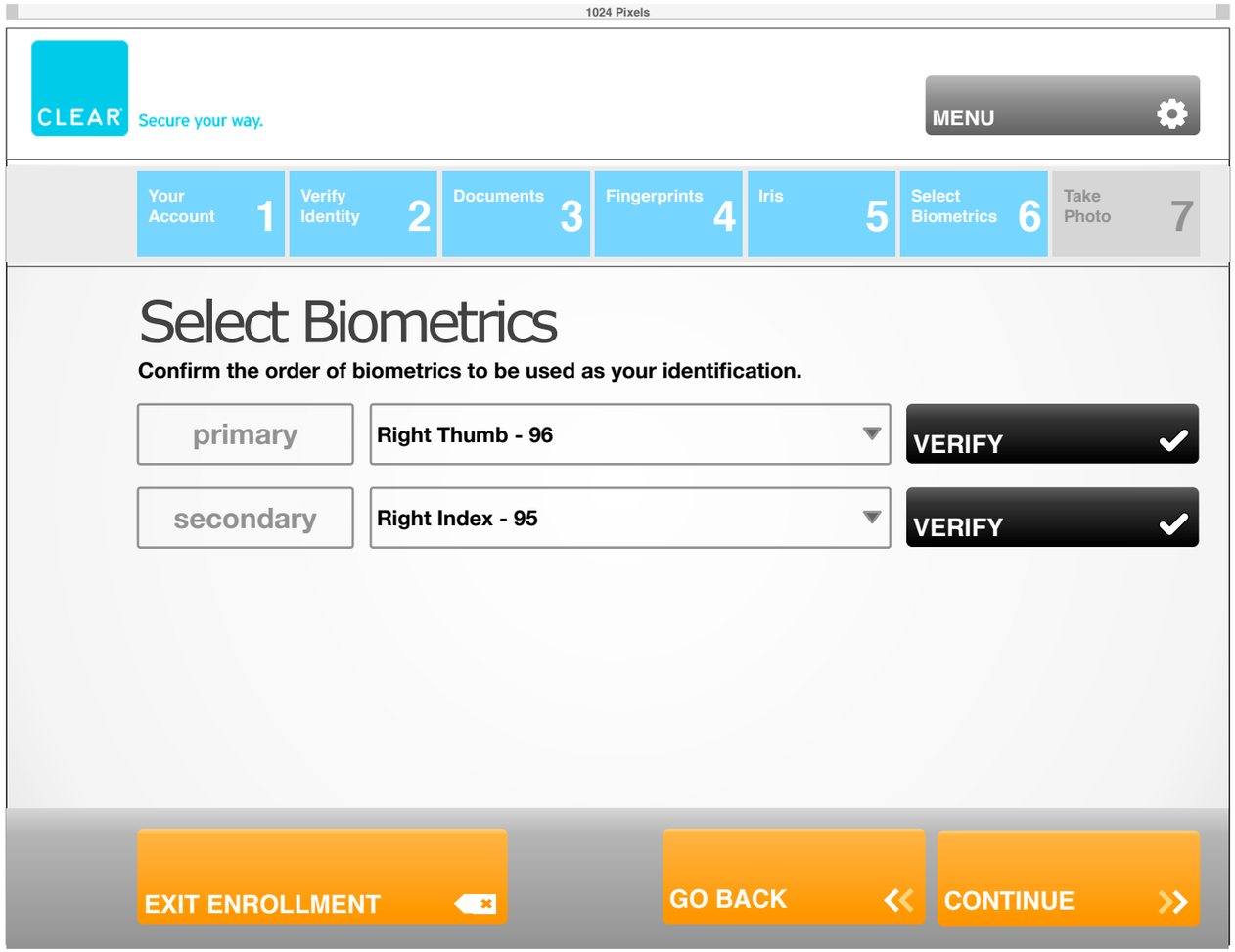
NOTES:


1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Fingerprints / Thumbs
Place your THUMBS on the illuminated glass.
Missing Thumbprints
MISSING THUMBS?
Thumbprint Preview
START
CANCEL
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

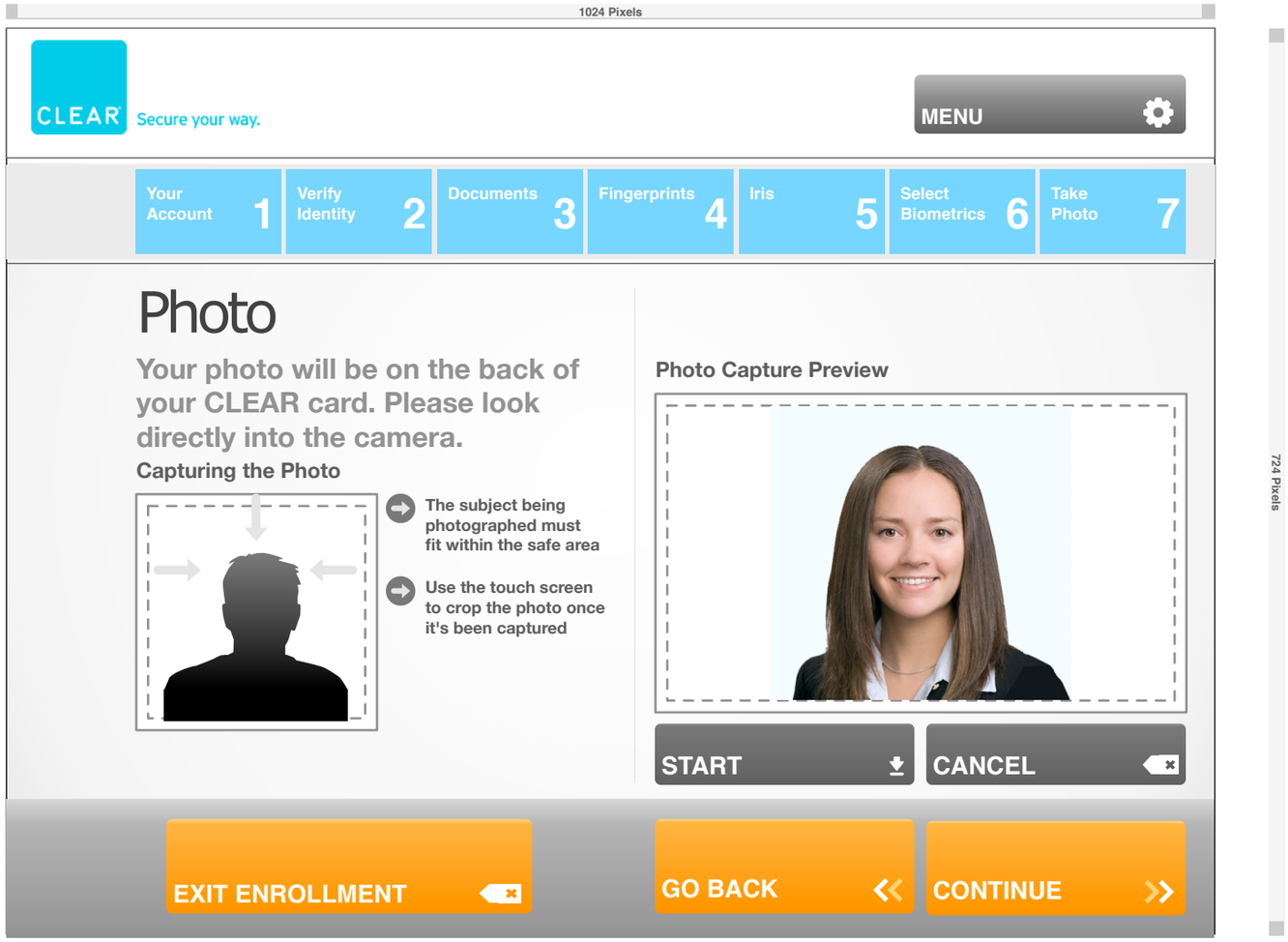
NOTES:


1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Iris
Please look directly into the camera.
Left Iris Preview
Quality
80%
Right Iris Preview
Quality
80%
724 Pixels
START
RESET
EXIT ENROLLMENT
GO BACK
CONTINUE

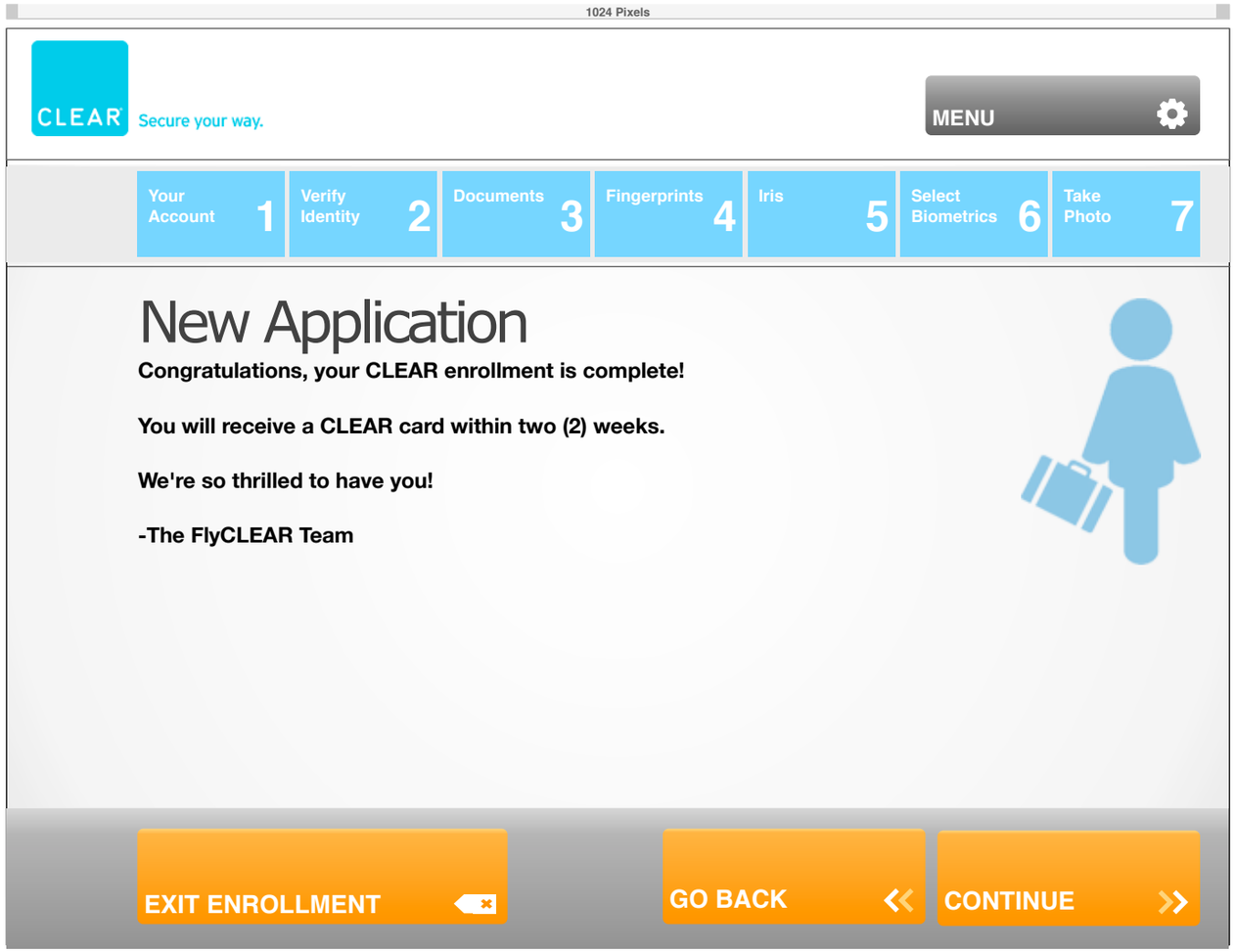
NOTES:


1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Select Biometrics
Confirm the order of biometrics to be used as your identification.
primary
Right Thumb - 96
VERIFY
secondary
Right Index - 95
VERIFY
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

NOTES:


1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
Photo
Your photo will be on the back of your CLEAR card. Please look directly into the camera.
Capturing the Photo
The subject being photographed must fit within the safe area
Use the touch screen to crop the photo once it's been captured
Photo Capture Preview
START
CANCEL
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

NOTES:


1024 Pixels
CLEAR
Secure your way.
MENU
Your Account 1
Verify Identity 2
Documents 3
Fingerprints 4
Iris 5
Select Biometrics 6
Take Photo 7
New Application
Congratulations, your CLEAR enrollment is complete!
You will receive a CLEAR card within two (2) weeks.
We're so thrilled to have you!
-The FlyCLEAR Team
EXIT ENROLLMENT
GO BACK
CONTINUE
724 Pixels

NOTES: