



United Water

Project CRIA

Template E: Multi-Step Forms

Wireframes & Pages

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DOCUMENT: Wireframes & Pages: E

VERSION: 1.0

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About This Document

What is a wireframe?

Wireframes are a page blueprint prior to the visual design used to illustrate the flow of information, document all objects to be included on the page and show the behavior and states of some of these objects. They are not meant to reflect actual design or content.

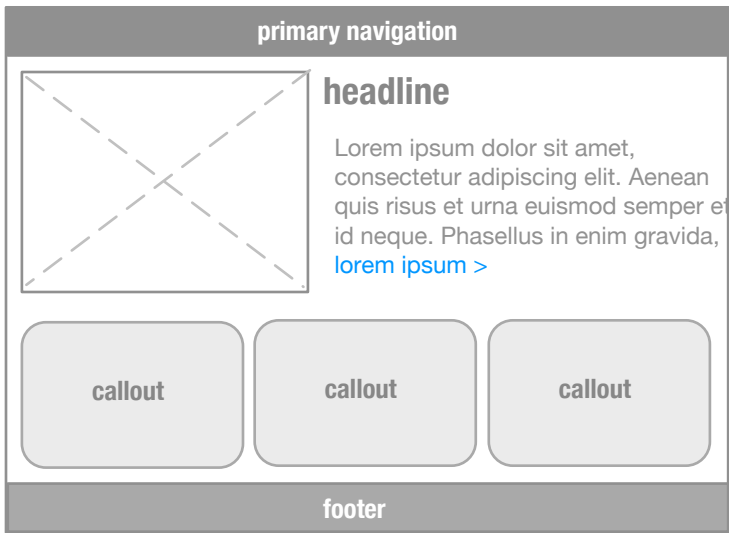
Design aspects for consideration

- Representation of selected content and functionality that will reside on a page to bring the strategic concept to life.
- An allocation of page real estate to illustrate priority and placement.
- Intent of copy - indicative of the eventual design. This includes titles, labels, links, prompts and instructions.
- Schematic that identifies key page areas (modules).
- Direction for visual design explorations.

Aspects not for wireframe review

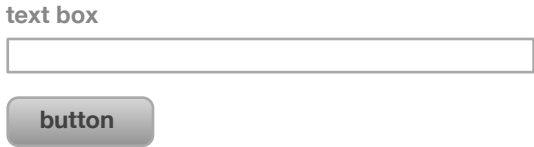
- Final copy or branding treatments
- The design/look&feel of the page
- Representation of the specific photography to be used
- The final layout of future content and functionality

Wireframe example

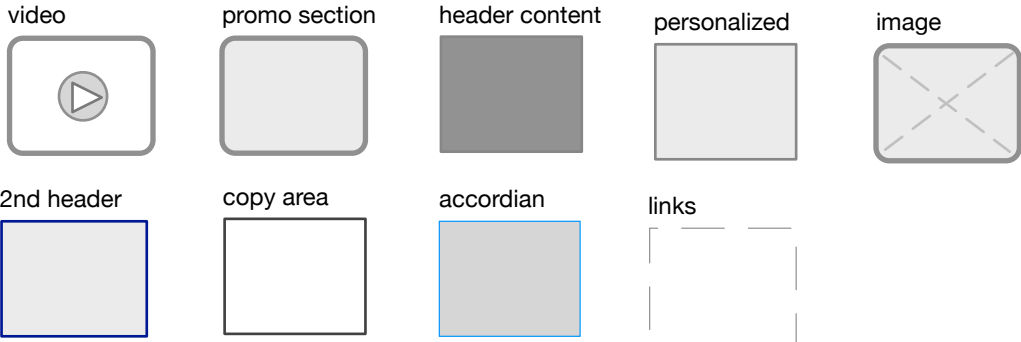


Legend

form elements



modular elements





United Water

Sitemap ID: E

Page Listing

SITEMAP ID: E

- L1.2.1 Water Service: Start Service Step 1
- L1.2.1 Water Service: Start Service Step 2
- L1.2.1 Water Service: Start Service Step 3
- L1.2.1 Water Service: Start Service Confirmation
- L1.2.2 Water Service: Stop Service Step 1
- L1.2.2 Water Service: Stop Service Step 2
- L1.2.2 Water Service: Stop Service Step 3
- L1.2.2 Water Service: Stop Service Certain?
- L1.2.2 Water Service: Stop Service Confirmation



United Water

Wireframes: E

Desktop/Tablet/Mobile

designated header

[step #1]

E.1

[step #2]

[step #3]

E.2

em ipsum dolor sit amet, consectetur adipiscing elit. Integer nec
o. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla

[header]

[text box]

[text box] ?

☐ [checkbox]

[drop down]

[radio button selection]

☐ [radio button]

☐ [radio button]

[hyperlink]

[telephone number]

[save & complete later](#)

continue to [step #x]

Template E (Desktop)

This shows how template E: ‘Multi-Step Forms’ will work on desktop devices.

Screens

- L1.2.1. Add New Service
- L1.2.2. Stop Service

Message States

‘Your application will be saved.’
‘Field errors if user tries to proceed and their is an error within a field or field not filled out

Unique Widgets

annotations

- E.1. Wizard to demonstrate the step that the user is on. The user can go back selecting any previous step but not forward until they have completed the previous step.
- E.2. Explanation of intention
- E.3. Form field that can contain (a) text box (b) text box with hover over (c) checkbox (d) dropdown (e) radio buttons (f) hyperlink (g) telephone number (h) ‘save & complete later’ button (i) continue button

designated header

[step #1]

E.1

[step #2]

[step #3]

E.2

[header]

[text box]

E.3

[text box] ?

☐ [checkbox]

[drop down]

[radio button selection]

☐ [radio button]

☐ [radio button]

[\[hyperlink\]](#)

[telephone number]

- -

[save & complete later](#)

continue to [step #x]

Template E (Tablet)

This shows how template E: ‘Multi-Step Forms’ will work on tablet devices.

Screens

- L1.2.1. Add New Service
- L1.2.2. Stop Service

Message States

‘Your application will be saved.’
‘Field errors if user tries to proceed and their is an error within a field or field not filled out

Unique Widgets

- E.1. Wizard to demonstrate the step that the user is on. The user can go back selecting any previous step but not forward until they have completed the previous step.
- E.2. Explanation of intention
- E.3. Form field that can contain (a) text box (b) text box with hover over (c) checkbox (d) dropdown (e) radio buttons (f) hyperlink (g) telephone number (h) ‘save & complete later’ button (i) continue button

designated header

[step #1]

E.1

[step #2]

[step #3]

E.2

em ipsum dolor sit amet, consectetur adipiscing elit. Integer nec
o. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla

E.3

[header]

[text box]

[text box]

[text box]

[radio button header]

[title]

[dropdown header]

[telephone number]

lorem ipsum [\[hyperlink\]](#)

continue to [step #x]

[save & complete later](#)

Template E (Mobile)

This shows how template E: ‘Multi-Step Forms’ will work on mobile devices.

Screens

- L1.2.1. Add New Service
- L1.2.2. Stop Service

Message States

‘Your application will be saved.’
‘Field errors if user tries to proceed and their is an error within a field or field not filled out

Unique Widgets

annotations

- E.1. Wizard to demonstrate the step that the user is on. The user can go back by selecting any previous step but not forward until they have completed the previous step.
- E.2. Explanation of intention
- E.3. Form field that can contain (a) text box (b) text box with hover over (c) checkbox (d) dropdown (e) radio buttons (f) hyperlink (g) telephone number (h) ‘save & complete later’ button (i) continue button



United Water

Wireframes: E

Desktop & Mobile

L1.2.1. Water Service: Start Service (step 1)

designated header

billing & payments

water service

add new water service >

stop service

additional services >

water service FAQs >

appointments

your info

billing FAQs

add new water service

1

Step #1
Personal
Information

Step #2
Service
Information

Step #3
Billing
Information

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum

personal information

first name

last name

social security number

start service address

address 1

address 2

city

state

zip code

do you own or rent?

own

rent

is your mailing address the same as your service address?

yes

no

upload address proof document

contact information

primary number

home

secondary number

home

annotations

Template E

1. Wizard to demonstrate the step that the user is on. The user can go back selecting any previous step but not forward until they have completed the previous step.

2. On hover, 'zip code' question icon displays information related to the zip code the form refers to. Zip code entry drives dynamic form for region specific questions.

3. If the user selects that they rent, the additional fields appear (a) landlord name (b) landlord phone number (c) start date of lease (d) end date of lease

4. If the mailing address is different than the service address, the additional fields appear (a) mailing address 1 (b) mailing address 2 (c) city (d) state (e) zip code

5. On hover, 'upload address proof document' question icon displays information related to the types of documents that can be uploaded.

6. Telephone number type includes (a) home (b) mobile (c) work (d) other. For phase 2, this will allow for SMS messaging

L1.2.1. Water Service: Start Service (step 1) [bottom]

designated header

billing & payments

water service

add new water service >

stop service

additional services >

water service FAQs >

appointments

your info

billing FAQs

add new water service

statezip code

?

1

do you own or rent? 2

own

rent

is your mailing address the same as your service address? 3

yes

no

upload address proof document ? 4

contact information

primary type

home

5

secondary type

home

email address * 6

emergency contact information

emergency contact name (not in your household)

emergency contact phone number

save & complete later 7

continue to step #2 8

annotations

Template E

1. On hover, 'zip code' question icon displays information related to the zip code the form refers to. Zip code entry drives dynamic form for region specific questions.

2. If the user selects that they rent, the additional fields appear (a) landlord name (b) landlord phone number (c) start date of lease (d) end date of lease

3. If the mailing address is different than the service address, the additional fields appear (a) mailing address 1 (b) mailing address 2 (c) city (d) state (e) zip code

4. On hover, 'upload address proof document' question icon displays information related to the types of documents that can be uploaded.

5. Telephone number type includes (a) home (b) mobile (c) work (d) other. For phase 2, this will allow for SMS messaging

6. Email address is mandatory.

7. 'save and complete later' hyperlink allows the user to save the form and complete later. Upon returning to this section within the site, the user will see this screen first.

8. 'continue to step #2' button continues the user onto the next step in the wizard. Form elements must be correct in order to continue.

L1.2.1. Water Service: Start Service (step 2)

designated header

billing & payments

water service

add new water service >

stop service

additional services >

water service FAQs >

appointments

your info

billing FAQs

add new water service

1

Step #1
Personal
Information

Step #2
Service
Information

Step #3
Billing
Information

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum

visit information

when is it an appropriate time to visit the property?

day am/pm

when is it an appropriate time to contact you about this request?

hour am/pm

moving information

When did/will you become responsible for water usage on the property?

month day year

is water currently running when you open the tap?

☐ yes

☐ no

do you currently have or have you previously had service with us? 2

☐ yes

☐ no

are you moving out of this property? 3

☐ yes

☐ no

what is the structure's heat source? ? 4

save & complete later 5

continue to step #3 6

annotations

Template E

1. Wizard to demonstrate the step that the user is on. The user can go back selecting any previous step but not forward until they have completed the previous step.

2. If the user has had previous service or a previous service stop, the following fields appear (a) account number (b) address 1 (c) address 2 (d) state (e) city (f) zip code

3. This question only appears when 'yes' is selected on the previous question.

4. Heat source is only required for Bethel and Pennsylvania. On hover, 'heat source' question icon displays information related to understanding the heat source. Options are: (a) Electric (b) Electric Heater (c) Fireplace (d) Gas (e) Kerosene (f) Kitchen Stove (g) No Heat (h) Oil (i) Portable Oil Heater (j) Water - NO SEVERANCE (k) Water/Steam (l) Wood Stove

L1.2.1. Water Service: Start Service (step 3)

designated header

billing & payments

water service

add new water service >

stop service

additional services >

water service FAQs >

appointments

your info

billing FAQs

add new water service

Step #1
Personal
Information

Step #2
Service
Information

Step #3
Billing
Information

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum

billing information

Your newly started service will be signed up for ebilling and be delivered to your email address. If you would like to receive printed bills in your postal mailbox instead, please check the box below.

Can we use the email address provided in step #1 please?

email address

alias@email.com

☐ receive printed bills

would you like to sign up for direct debit?

☒ yes

☐ no

☐ Lorem ipsum [terms & conditions](#)

[save & complete later](#)

complete!

annotations

Template E

1. Wizard to demonstrate the step that the user is on. The user can go back selecting any previous step but not forward until they have completed the previous step.
2. Automatic paperless billing section allows for an editable e-mail field and the ability to choose to receive paper billing.
3. If the user selects 'yes' for 'direct debit,' the direct debit form is displayed without the account # field.
4. 'terms & conditions' hyperlink opens a copy block to display an in-line terms and conditions section.
5. 'save and complete later' hyperlink allows the user to save the form and complete later. Upon returning to this section within the site, the user will see this screen first.
6. 'complete' button is only active once the user has entered all the required information.

L1.2.1. Water Service: Start Service Confirmation

designated header

billing & payments

water service

add new water service >

stop service

additional services >

water service FAQs >

appointments

your info

billing FAQs

add new water service

Step #1
Personal
Information

Step #2
Service
Information

Step #3
Billing
Information

✓

Your start service request is being processed.

A customer service representative will contact you shortly.

ok

1

annotations

Template E

1. 'OK' button takes user to the 'my account' screen.

L1.2.2. Water Service: Stop Service (step 1)

designated header

billing & payments

water service

add new water service >

stop service

additional services >

water service FAQs >

appointments

your info

billing FAQs

stop water service

DISCLAIMER: the date on this page has a 24 hour delay and any payment or change can take up to a day to be reflected on this page.

home

office

tenant 1

more accounts

Step #1
Personal
Information

Step #2
Stop Service
Information

Step #3
Mailing/
Forwarding info

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum

personal information

customer first name

customer last name

account number ?

primary number *

email

Are you requesting the stop service on somebody else’s behalf? 2

yes

no

save & complete later 3

continue to step #2

annotations

Template E

- 1. Wizard to demonstrate the step that the user is on. The user can go back selecting any previous step but not forward until they have completed the previous step.
- 2. If the person ordering service is not the same, the following fields appear (a) first name (b) last name (c) primary telephone number (d) email (e) reason for request [text field]
- 3. ‘save and complete later’ hyperlink allows the user to save the form and complete later. Upon returning to this section within the site, the user will see this screen first.
- 4. ‘continue to step #2’ button is only active once the user has entered all the required information.

L1.2.2. Water Service: Stop Service (step 2)

designated header

billing & payments

water service

add new water service >

stop service

additional services >

water service FAQs >

appointments

your info

billing FAQs

stop water service

DISCLAIMER: the date on this page has a 24 hour delay and any payment or change can take up to a day to be reflected on this page.

home

office

tenant 1

more accounts

Step #1
Personal
Information

Step #2
Stop Service
Information

Step #3
Mailing/
Forwarding info

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum

stop service date

requested stop date

month

day

year

address of property to stop service

address 1

address 2

city

state

zip code

?

save & complete later

continue to step #3

annotations

Template E

- 1. Wizard to demonstrate the step that the user is on. The user can go back selecting any previous step but not forward until they have completed the previous step.
- 2. On hover, 'zip code' question icon displays information related to which zip code the form is referring to.
- 3. 'save and complete later' hyperlink allows the user to save the form and complete later. Upon returning to this section within the site, the user will see this screen first.
- 4. 'continue to step #3' button is only active once the user has entered all the required information.

L1.2.2. Water Service: Stop Service (step 3)

designated header

navigation

stop water service

DISCLAIMER: the date on this page has a 24 hour delay and any payment or change can take up to a day to be reflected on this page.

home

office

tenant 1

more accounts

Step #1
Personal
Information

Step #2
Stop Service

Step #3
Mailing/
Forwarding info

The below information is needed for us to send the final bill.

mailing/forwarding information

address 1

address 2

city

state

zip code

☐ Lorem ipsum [terms & conditions](#)

[save & complete later](#)

complete


annotations

Template E

1. Wizard to demonstrate the step that the user is on. The user can go back selecting any previous step but not forward until they have completed the previous step.
2. On hover, 'zip code' question icon displays information related to which zip code the form is referring to.
3. 'terms & conditions' hyperlink opens a copy block to display an in-line terms and conditions section.
4. 'save and complete later' hyperlink allows the user to save the form and complete later. Upon returning to this section within the site, the user will see this screen first.
5. 'complete' button is only active once the user has entered all the required information.

navigation

DISCLAIMER: the date on this page has a 24 hour delay and any payment or change can take up to a day to be reflected on this page.

 = upcoming appointment

[more accounts](#)

Step #1 Personal Information

1

Step #3 Mailing/ Forwarding info

mailing/forwarding information

XXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXX

zip code

XX ▼

XXXXXX

?

2

☒ Lorem ipsum [terms & conditions](#) 3

3



are you sure you want to stop service?

cancel

4

yes

Template E

1. Wizard to demonstrate the step that the user is on. The user can go back selecting any previous step but not forward until they have completed the previous step.
2. On hover, 'zip code' question icon displays information related to which zip code the form is referring to.
3. 'terms & conditions' hyperlink opens a copy block to display an in-line terms and conditions section.
4. 'cancel' button returns the user to the 'Water Service: Stop Service' landing page.
5. 'yes' button cancels service.

L1.2.2. Water Service: Stop Service Confirmation

designated header

navigation

stop water service

DISCLAIMER: the date on this page has a 24 hour delay and any payment or change can take up to a day to be reflected on this page.

home

office

tenant 1

more accounts

Step #1
Personal
Information

1

Step #2
Stop Service

Step #3
Mailing/
Forwarding info

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum

✓

Your service stop request is being processed.

A customer service representative will contact you shortly.

ok

2

annotations

Template E

- 1. Wizard to demonstrate the step that the user is on. The user can go back selecting any previous step but not forward until they have completed the previous step.
- 2. 'ok' button takes the user to the 'my account' screen.

Mobile: Template E

designated header

water service: start service

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

1

[step #1]

[step #2]

[step #3]

moving information

date moving/moving into property

month

day

year

date service to be moved to their name

month

day

year

is this service currently on?

yes no

do you currently have or have had service with us?

yes no

is there a current service to stop?

yes no

continue to step #x

2

save & complete later

3

annotations

Template E

- 1. Wizard to demonstrate the step that the user is on. The user can go back selecting any previous step but not forward until they have completed the previous step.
- 2. 'continue to step #X moves the user through the wizard.
- 3. 'save & complete later' hyperlink stores the information and allows the user to return at a later date to complete the form.