NYC.ID

User Interface UI Flows

NYC.ID RELEASE 2.0

NYC.ID UI FLOW-v9.0

Document

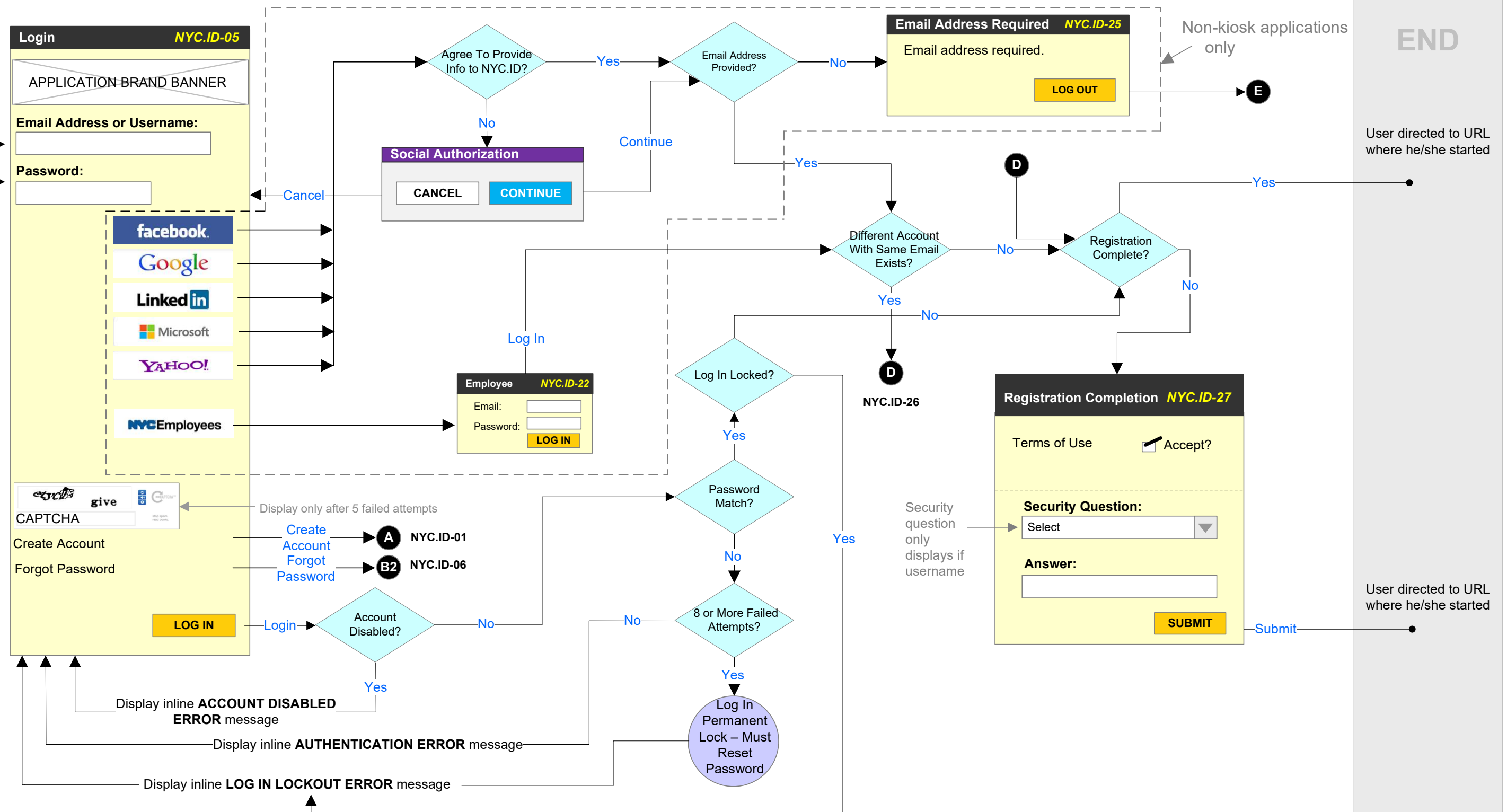| Title of Document	User Interface (UI) Flows
Purpose	The User Interface Flows map out the screen by screen interaction between users and the application.

Owner/Author

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USER INTERFACE FLOW (A) Create Account

BEGIN

END

User selects "Create Account"

Create Account — NYC.ID-01

APPLICATION BRAND BANNER

Email Address or Username:

Confirm Email Address or Username:

First Name: **MI:**

Last Name:

Password:

Confirm Password:

Security Question
Select ▾

Answer

Display Answers: ◉ Show ○ Hide

☐ NYC.ID Terms of Use, the overall Terms of Use for NYC.gov, and the Privacy Policy for NYC.gov?

✓ I'm not a robot — reCAPTCHA — Privacy - Terms

CREATE ACCOUNT

Account Exists? — No → Is Username? — Yes →

Account Exists? — Yes ↓

Social Account Exists? — Yes → NYC.ID-06 (B2)

Social Account Exists? — No ↓

Account Active? — No → NYC.ID-06 (B2)

Account Active? — Yes ↓

Deactivated accounts can be reactivated by resetting passwords via email

Is Username? — Yes → Display inline **USER EXISTS** message

Is Username? — No ↓

Email Validated? — Yes → Display inline **VALIDATED USER EXISTS** message

Email Validated? — No →

Is Username? — No → Is Kiosk Mode? — Yes →

Is Kiosk Mode? — No →

Account Created — NYC.ID-02

Success message.

CONTINUE — Continue → User directed to URL specified by "target" parameter

Confirmation Email Sent — NYC.ID-12

Your account was created. You cannot log in until your email address is confirmed.

User Email: Validate — NYC.ID-E-A

EMAIL: Thank you message. Click to validate.

VALIDATE ACCOUNT

Validate Account ↓

Email Validated? — Yes →

Email Validated? — No ↓

Validation Link Expired? — Yes →

Validation Link Expired? — No →

Email Address Confirmed — NYC.ID-03

Success message. Your account has been validated.

CONTINUE — Continue → User directed to URL specified by "target" parameter

Validation Failed — NYC.ID-04

Instructional text (dependent on specific type of validation failure).

Email Address:

✓ I'm not a robot — reCAPTCHA — Privacy - Terms

SEND EMAIL

(C) (H) (B2) (B1) (C)

NYC.ID-SESS-01

Display inline **TERMS OF USE** text — Terms of Use

Other links open in new browser

Display only after 3 attempts from same IP address in 1 minute

USER INTERFACE FLOW **B1** Login

Login *NYC.ID-05*

APPLICATION BRAND BANNER

Email Address or Username:

Password:

C — User selects "Login" from a screen or is redirected by trying to access a URL that requires user to be logged in
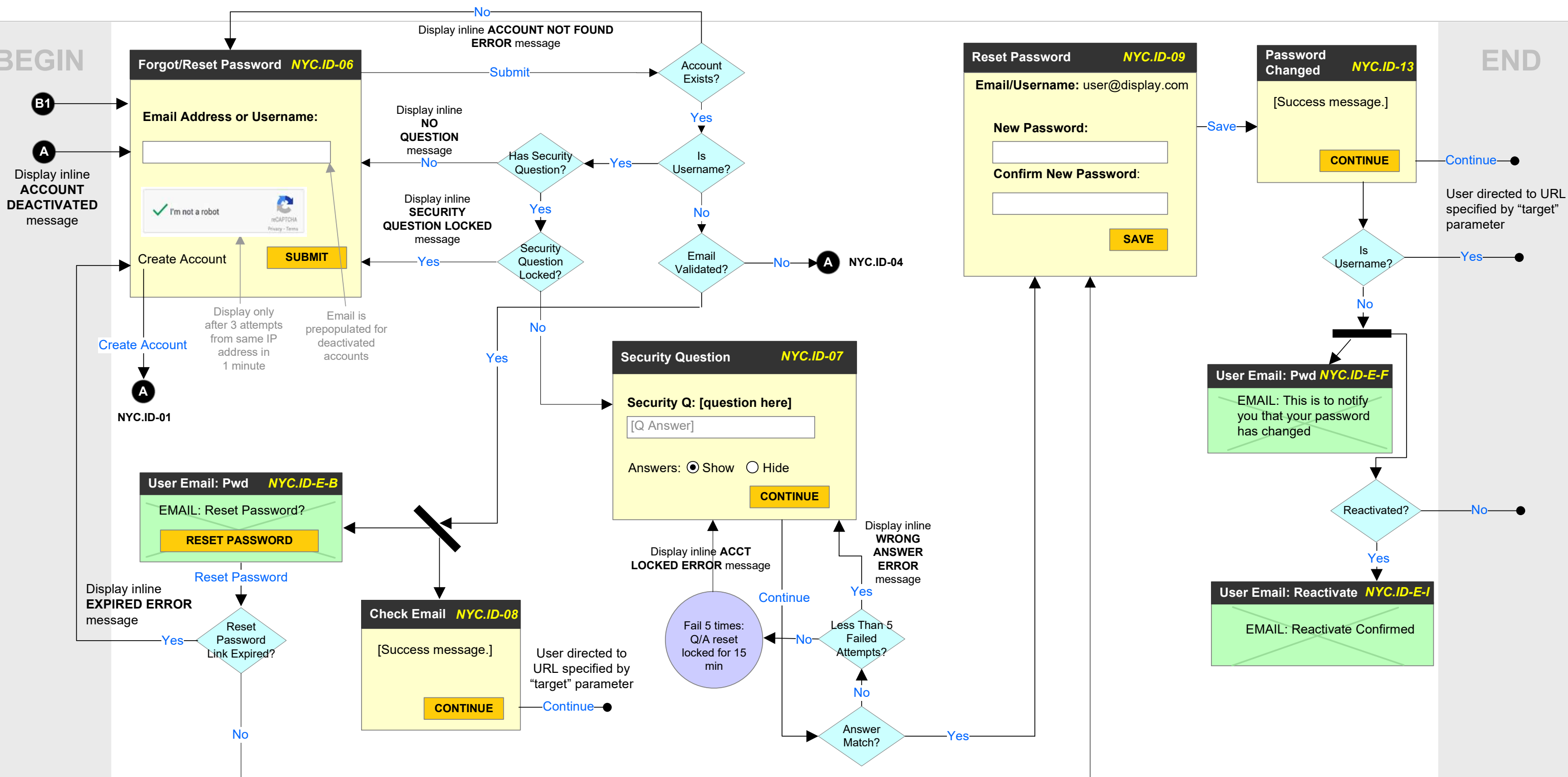
facebook.

Google

Linked in

Microsoft

YAHOO!

NYCEmployees

CAPTCHA — *Display only after 5 failed attempts*

Create Account → **A** NYC.ID-01

Forgot Password → **B2** NYC.ID-06

LOG IN — Login

Agree To Provide Info to NYC.ID?
— Yes →
— No ↓
— Cancel ←

Social Authorization
CANCEL | CONTINUE

Email Address Provided?
— No →
— Continue ↓

Email Address Required *NYC.ID-25*
Email address required.

LOG OUT → **E**

Non-kiosk applications only

User directed to URL where he/she started

Employee *NYC.ID-22*
Email:
Password:
LOG IN

Log In →

D

Different Account With Same Email Exists?
— No →
— Yes ↓

Registration Complete?
— Yes →
— No ↓

D NYC.ID-26

Log In Locked?
— Yes ↓
— No →

Password Match?
— No ↓
— Yes →

8 or More Failed Attempts?
— No ←
— Yes ↓

Account Disabled?
— No →
— Yes ↓

Registration Completion *NYC.ID-27*

Terms of Use   ✔ Accept?

Security question only displays if username →

Security Question:
Select ▼

Answer:

SUBMIT — Submit

User directed to URL where he/she started

Yes →

Log In Permanent Lock – Must Reset Password

Display inline **ACCOUNT DISABLED ERROR** message

Display inline **AUTHENTICATION ERROR** message

Display inline **LOG IN LOCKOUT ERROR** message

USER INTERFACE FLOW **B2** Forgot Password

B1

A
Display inline **ACCOUNT DEACTIVATED** message

No

Display inline **ACCOUNT NOT FOUND ERROR** message

Forgot/Reset Password *NYC.ID-06*

Email Address or Username:

[ ] reCAPTCHA — ✓ I'm not a robot

Display only after 3 attempts from same IP address in 1 minute

Email is prepopulated for deactivated accounts

Create Account

SUBMIT

Create Account

A
NYC.ID-01

Submit

Account Exists?

Yes

Is Username?

Yes — No

Email Validated? — No — **A** NYC.ID-04

Display inline **NO QUESTION** message

Has Security Question? — No

Yes

Display inline **SECURITY QUESTION LOCKED** message

Security Question Locked? — Yes

No

Yes

User Email: Pwd *NYC.ID-E-B*

EMAIL: Reset Password?

RESET PASSWORD

Reset Password

Display inline **EXPIRED ERROR** message

Reset Password Link Expired? — Yes

No

Check Email *NYC.ID-08*

[Success message.]

CONTINUE — Continue

User directed to URL specified by "target" parameter

Security Question *NYC.ID-07*

Security Q: [question here]

[Q Answer]

Answers: ⦿ Show   ◯ Hide

CONTINUE

Continue

Display inline **ACCT LOCKED ERROR** message

Display inline **WRONG ANSWER ERROR** message

Fail 5 times: Q/A reset locked for 15 min

Less Than 5 Failed Attempts? — No

Yes — No

Answer Match? — Yes

No

Reset Password *NYC.ID-09*

Email/Username: user@display.com

New Password:

[   ]

Confirm New Password:

[   ]

SAVE

Save

Password Changed *NYC.ID-13*

[Success message.]

CONTINUE — Continue

User directed to URL specified by "target" parameter

Is Username? — Yes

No

User Email: Pwd *NYC.ID-E-F*

EMAIL: This is to notify you that your password has changed

Reactivated? — No

Yes

User Email: Reactivate *NYC.ID-E-I*

EMAIL: Reactivate Confirmed

BEGIN

END

USER INTERFACE FLOW **C** Account Profile

BEGIN

END

If a username is changed to an email, the email will replace the username

Logged-in User selects "Account Profile" link

Email Validated? — **Yes**

No

A

NYC.ID-04

Session time limit passes

Timeout *NYC.ID-SESS-01*

Session is about to expire. Keep active?

LOG OUT   **STAY LOGGED IN**

Logout

E

Account Profile   *NYC.ID-10*

Account Profile: user@display.com

< Back

EMAIL ADDRESS

New Email Address:

Confirm New Email Address:

Current Password:

SAVE 1

SECURITY QUESTION

Security Question:

Answer:

Current Password:

SAVE 2

Display Answers: ● Show   ○ Hide

PASSWORD

Current Password:

New Password:

Confirm New Password:

SAVE 3

NAME

First Name: **MI:**

Last Name:

SAVE 4

Logout — Logout → **E**

NYC.gov accounts only

Deactivate Tab not shown. See Flow G.

User directed to selected application

App 1
App 2

Display inline **EMAIL UPDATE** message

Save 1

H   **G**

Save 2

Display inline **CHANGES SAVED** message

Display inline **CHANGES SAVED** message

Save 3

B2

NYC.ID-E-F

Save 4

Display inline **CHANGES SAVED** message

Old Email: Email Change Requested   *NYC.ID-E-D*

EMAIL: The email address used to log in to your NYC.gov account was changed

New Email: Email Change Confirmation   *NYC.ID-E-C*

EMAIL: The email address or username used to log in to your NYC.gov account was changed.

VALIDATE ACCOUNT

Validate Account

NYC.ID-05

B1 ← No — Authenticated? — Yes → Validation Link Expired? — No → Validation Failed? — No →

Yes

Yes

Display inline **INVALID CONFIRMATION LINK** message

Old Email: Email Change Success   *NYC.ID-E-G*

EMAIL: The email change to your NYC.ID account was successful.

New Email: Email Change Success   *NYC.ID-E-E*

EMAIL: The email address change to your NYC.gov account was successfully confirmed.

USER INTERFACE FLOW

D Link Accounts

NOTE: This flow applies when linking a social account to an existing NYC.gov account or a social account to an existing social account. To link a NYC.gov account to an existing social account, a user will be required to reset his or her password. To learn more, refer to Flow A.

BEGIN

END

Link Accounts

NYC.ID-26

B1

Displays if matches social account

facebook.

Google

Linked in

Microsoft

YAHOO!

NYCEmployees

Email address:
user@display.com

Password:

give CAPTCHA

Displays if matches NYC.gov account

LINK ACCOUNTS

B1

USER INTERFACE FLOW (E) Logout

NYC.ID Logout — *NYC.ID-16*

B1

C

G

You are now logged out.

USER INTERFACE FLOW **F** **Feedback**

Feedback

NYC.ID-21

Email Address or Phone Number is required to receive a response.

What application are you using? Select ▼

Topic: Select ▼

First Name:

Last Name:

Email Address: user@gmail.com

Phone Number:

Comments:

SUBMIT

✓ I'm not a robot reCAPTCHA Privacy - Terms

Disclaimer:
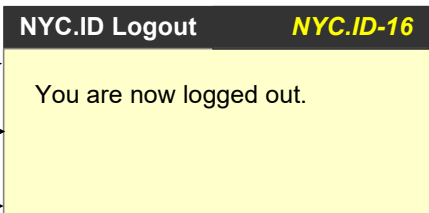
Logged-in User selects "Report an Issue" link from any NYC.ID screen or "Report an Incident" from email. Opens in new browser.

Email address prepopulated

Submit

Display inline **THANK YOU** message

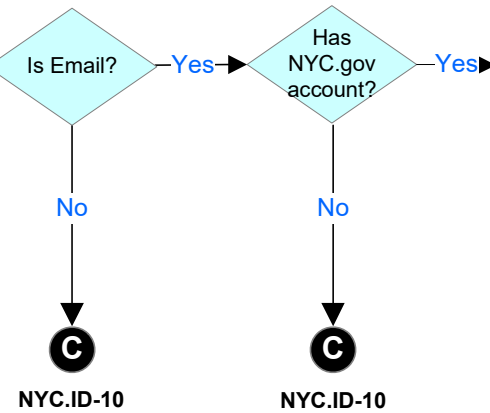Display only after 3 attempts from same IP address in 1 minute

USER INTERFACE FLOW (G) Account Profile: Deactivate

BEGIN

Logged-in User selects "Account Profile" link

Is Email? —No→ (C) NYC.ID-10

—Yes→ Has NYC.gov account? —No→ (C) NYC.ID-10

—Yes→

Account Profile *NYC.ID-10*

Account Profile: user@display.com

CHANGE EMAIL ADDRESS

CHANGE PASSWORD

OPTIONAL NAME FIELDS

SECURITY QUESTION

See Flow C

< Back

Logout —Logout→ (E)

DEACTIVATE

Deactivating your account will prevent you from logging in, but will not delete your account or the data associated with it. You may reactivate your account by resetting your password via email.
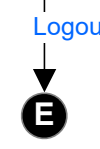
DEACTIVATE

App 1
App 2
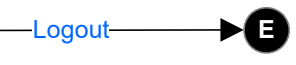
END

User directed to selected application

Timeout *NYC.ID-SESS-01*

Session is about to expire. Keep active?
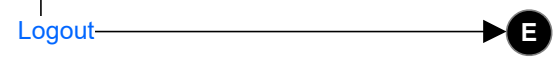
LOG OUT   **STAY LOGGED IN**

Logout

(E)

Deactivate

Deactivate Warn *NYC.ID-23*

Deactivate Warning message.

DEACTIVATE   **CANCEL**

Deactivate

Logout —→ (E)

User Email: Deactivate *NYC.ID-E-H*

EMAIL: Deactivate Confirmed

H Email Address Required

Application does not allow un-validated users

Is Username?

Yes

No
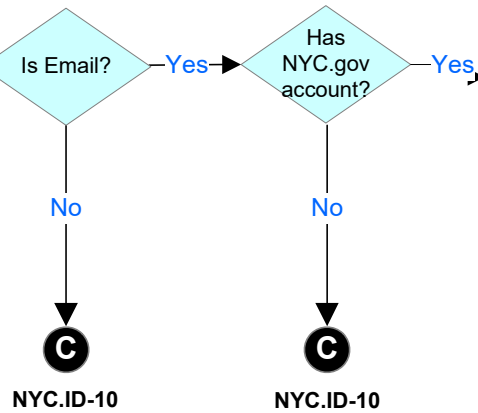
A NYC.ID-04

Email Address Required *NYC.ID-11*

The application you tried to access requires an email address. You may change your username to an email address in your Profile.

CONTINUE TO PROFILE

C NYC.ID-10
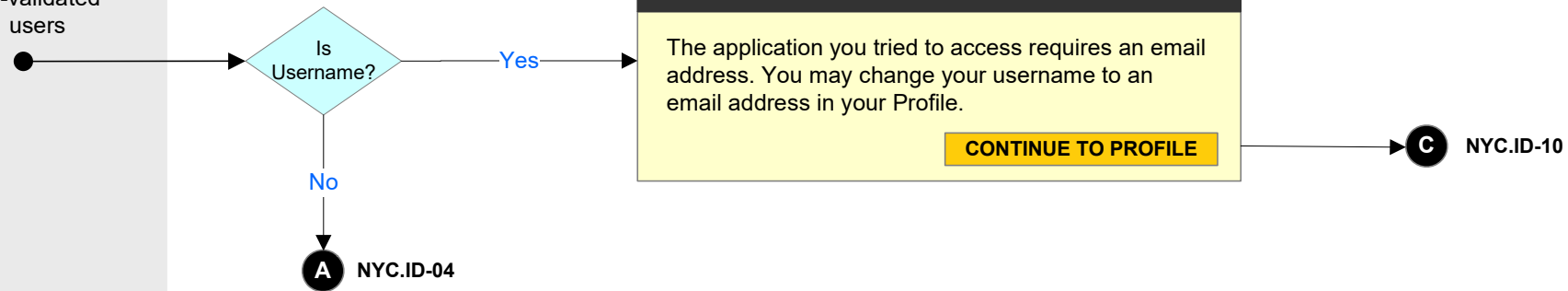
USER INTERFACE FLOW

I Account Profile: Enable 2-Step Verification

BEGIN

END

Logged-in User selects "Account Profile" link

Is Email? —Yes→ Has NYC.gov account? —Yes→

No ↓

No ↓

C
NYC.ID-10

C
NYC.ID-10

Account Profile | **NYC.ID-10**

Account Profile: user@display.com

< Back
Logout

CHANGE EMAIL ADDRESS

CHANGE PASSWORD

OPTIONAL NAME FIELDS

SECURITY QUESTION

DEACTIVATE ACCOUNT → See Flow C

See Flow G

2-Step Verification

2-Step Verification is an extra layer of security designed to ensure that you're the only person who can access your account, even if someone knows your password. We don't charge a message delivery fee, but your carrier may charge standard message and data rates. Click Remove Device to remove the 2-Step Verification device associated with your account.

Current Password:
[   ]

Enable

Logout → **E**

User directed to selected application

App 1
App 2

Timeout | **NYC.ID-SESS-01**

Session is about to expire. Keep active?

LOG OUT | **STAY LOGGED IN**

Logout ↓

E

Enable ↓

2-Step Verification Warning

Are you sure you want to enable 2-Step Verification? After you click Enable, on your next login, you will be prompted to secure your account with a 2-Step Verification method.

Enable | **CANCEL**

Enable ↓   Logout →

E

Screen Confirmation | **NYC.ID-E-H**

Confirmation: 2-Step Verification has been enabled. On your next login, you will be prompted to secure your account with a a 2-Step Verification method.

USER INTERFACE FLOW   **J**   Complete 2-Step Verification Setup

Logged-in
User Has
Enabled 2
Step
Verification

User directed to
selected
application

Select Authentication Method

Phone (sms/voice) ▼

To keep your account secure, a verification code will
be sent whenever you log in from an unknown device.

County/Region: *

United States ▼

Phone number: *

[   ]

Get code by:

: ● Text Message ○ Voice Call

[Get the Code]

OR

Select Authentication Method

Time Based Authentication ▼

Step 1
Scan the QR code using your authenticator app

[QR code]

Step 2
Enter the code generated by your authenticator app

[   ]

☐ Remember this Computer

**After logging in, you can download and save
backup codes from your Profile Update Screen**

[Submit]

Complete Set Up

Select Authentication Method

Phone (sms/voice) ▼

A verification code has been to your phone number.

Enter Code

[   ]
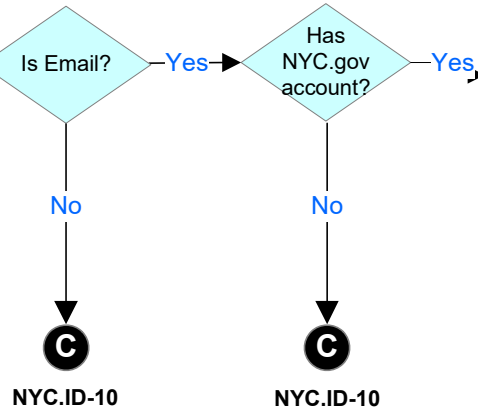
☐ Remember this Computer

[Submit]

USER INTERFACE FLOW

I — Account Profile: Remove Verification Method or Disable 2-Step Verification

BEGIN

END

Is Email? —Yes→ Has NYC.gov account? —Yes→

Logged-in User selects "Account Profile" link

No ↓ **C** NYC.ID-10

No ↓ **C** NYC.ID-10

Account Profile — *NYC.ID-10*

Account Profile: user@display.com

CHANGE EMAIL ADDRESS

CHANGE PASSWORD

OPTIONAL NAME FIELDS

SECURITY QUESTION

} → See Flow C

DEACTIVATE ACCOUNT → See Flow G

< Back

Logout —Logout→ **E**

2-Step Verification

2-Step Verification is an extra layer of security designed to ensure that you're the only person who can access your account, even if someone knows your password. We don't charge a message delivery fee, but your carrier may charge standard message and data rates. Click Remove Device to remove the 2-Step Verification device associated with your account.

Current Password:

[   ]

Remove Device   **Disable**

App 1
App 2

User directed to selected application

Remove Device ↓

Disable ↓

Timeout — *NYC.ID-SESS-01*

Session is about to expire. Keep active?

LOG OUT   **STAY LOGGED IN**

Logout ↓ **E**

Screen Confirmation

The 2-Step Verification associated with your account has been removed. On your next login, you will be prompted to re-secure your account with a 2-Step Verification method.

Screen Confirmation

2-Step Verification has been disabled

NYC.ID UI Flow-v9.0.vsd 5/17/2024

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*Screens skip numbers