

# Login and Registration

Feature Guide

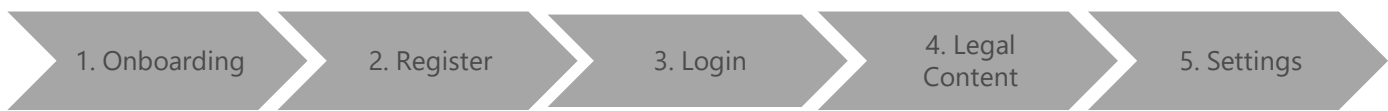




# Login and Registration Feature Guide

For the user to engage with and participate in the Vitality programme, they must register their account on the mobile app. To start the journey, the member needs to first download the Vitality app for the specific local market from the app store on their mobile phone.

The high-level login and registration (L&R) mobile experience is defined below:



## 1. Onboarding

The first time the user accesses the app three onboarding screens, informing the user of the Vitality offering available upon registration, will be displayed.

Scenario	Content
Know Your Health	Informs the user that an overview of their health status can be determined by completing assessments and tasks.
Improve Your Health	Informs the user that through Vitality Active Rewards, they can track their activities and targets.
Enjoy Weekly Rewards	Informs the user that upon reaching their weekly targets, they could earn rewards.

The user can skip these screens if they want to and will then be directed to the login screen.

If the user toggled the 'Remember me' function to 'On' during the registration process, these screens will not display when they open the app the second time. If the toggled it to 'Off', these screens will appear during every subsequent visit ahead of the login screen.



## 2. Registration

The first time a user opens the app they need to register their account to access the app. The user needs to tap on the 'Register' link on the login screen and will then be required to complete a registration form.

The member needs to enter the following information before the 'Register' button will become active:

- Email address: The user needs to enter the email address that the insurer used when they sent the insurer code to the user. This address will be used as the user's username. The system will validate the format of the email address.
- Password: Create and confirm a password. The password needs to be at least 7 characters and contain numbers, uppercase and lowercase letters. The system will validate the password.
- Insurer code: The user should have received their insurer code from their employer and needs to capture that number in this field. The system will validate that the insurer code and the email address entered matches the corresponding details received from the insurer during the enrolment process. If it does not match an error message will be displayed.

If the user is unable to register or already exists, corresponding error messages will be displayed.

## 3. Login

If the user successfully registered, but did not set the 'Remember me' toggle to 'On', the user will be required to log in using their existing user credentials when opening the app.

If the user's login credentials are incorrect an error message will be displayed.

### 3.1. Forgot password

In the case that the user is unable to login due to a forgotten password, they can reset it using the associated email address. If the user enters an email address that is not registered, a pop-up message explaining this error will be displayed.

If the email address entered was valid, the app will notify that an email has been sent to them with instructions to reset the password.

### 3.2. Reset password

Upon receiving the password reset email, the user is directed to create and confirm a new password with which they can log in.

### 3.3. Forced app updates



If a new app version has been released, the member will not be able to log in until he/she has downloaded the latest app. Members will view a message informing them that a new version of the app is available for download.

### **3.4. Cancelled member**

If a member's Vitality membership has been cancelled, the member will be:

- During the carrier reinstatement period: Able to log in to the app and view a cancellation message.
- After the carrier reinstatement period: Unable to log in to the app.

## **4. Legal Content**

To proceed upon registering or logging in, the user will need to agree to the stipulated terms and conditions. If the user disagrees, the user will be logged out and will be unable to continue until the terms and conditions has been accepted.

The user will be required to accept the terms and conditions every time the legal content changes.

## **5. Settings**

In this section, the user selects communication preferences, privacy and security settings. The user can also access the Vitality app's privacy statement from this screen.

If the user selects 'Next' without setting any preferences to 'On', a confirmation message will be displayed. The member is able to go back to the settings screen to change preferences or continue without setting any preferences. The user will then be directed to the home screen.

# Coins No Game Feature Guide

The AR2020 Coins No Game consists of several new journeys which focus on the members experience with the Vitality app for markets making the transition to AR2020 CNG from an older version of the gameplay construct.

These journeys include:

1. **First-time user journey**
  - a. The journey that a new user to Vitality will experience when logging into the app for the first time
2. **Transitioning user journey**
  - a. The journey that an existing member will experience when logging into the app for the first time after the transition has been made from old to the new construct
3. **First-time Get Active Goal journey**
  - a. The journey that a member will experience when entering Get Active Goals for the first time
4. **Weekly Lifestyle Goal journey**
  - a. The journey that a transitioning member will experience when entering the Weekly Lifestyle Goal card for the first time
5. **Reward selection journey**
  - a. The journey that a member will experience to select a reward

## First-time user journey

Refers to a member who is experiencing the Vitality program for the very first time. The high-level journey is as follows:



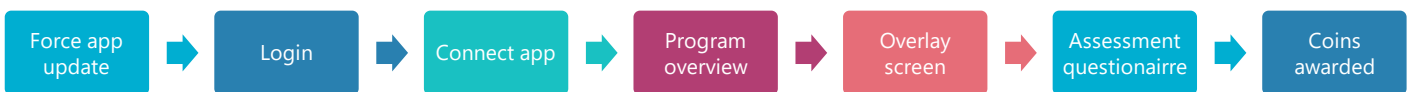
- **Registration:** The member is required to register on the Vitality app. This is existing functionality which has been re-used
- **Login:** After registration, the member is required to login to the Vitality app. This will happen automatically after successful registration
- **Legal Content:** The member is presented with a once-off Terms and Conditions screen which they need to agree to followed by their preferences for receiving communications
- **Connect app:** For iOS, the member is required to connect their Apple Health app. For Android, the member may either choose Google Fit, Samsung Health or defer the app connection to a later stage
- **Overlay screen:** The overlay screen informs the member that they will be required to complete a series of question to personalize their experience

- **Assessment questionnaire:** A series of 3 short questions will need to be completed by the member
- **Program overview:** The program overview informs the member (on a high-level), what is required for the member to unlock rewards
- **Coins Awarded:** Coins are awarded to the member for completing the onboarding journey.

The member is required to complete the full onboarding journey to be awarded coins. Upon coins being awarded, the member is taken to the For you > Activities screen

## Transitioning user journey

Refers to an active member who has engaged with the program previously and is entering the application for the first time after adoption of AR2020 Coins No Game. The high-level journey is as follows for the transitioning user is as follows:



- **Force app update:** Upon a member logging in to the Vitality app for the first time after a market has adopted AR2020 Coins No Game, the member will be required to update their app to the latest version
- **Login:** The member is required to login to the Vitality app. This will happen automatically after successful registration
- **Connect app:** For iOS, the member is required to connect their Apple Health app. For Android, the member may either choose Google Fit, Samsung Health or defer the app connection to a later stage
- **Program overview:** The program overview informs the member (on a high-level), what is new with the updated app and Vitality program
- **Overlay screen:** The overlay screen informs the member that they will be required to complete a series of question to personalize their experience
- **Assessment questionnaire:** A series of 3 short questions will need to be completed by the member
- **Coins Awarded:** Coins are awarded to the member for completing the onboarding journey.

The member is required to complete the full onboarding journey to be awarded coins. Upon coins being awarded, the member is taken to the For you > Activities screen

## First-time Get Active Goal Journey

The high-level journey is as follows for a member experiencing Get Active Goals for the first time (where Active Rewards has not previously been activated):



- **Get Active Goal card:** The card which the member accesses via For You > Activities, in order to gain access to their Get Active Goals
- **Overlay screen:** This only appears for a transitioning member who has not previously engaged with Active Rewards.
- **Onboarding screen:** Informs the member about Get Active Goals and how it works and allows the member to activate Get Active Goals
- **Get Active Goal:** Provides details of when the members Get Active Goals will commence as well as the members target

## Weekly Lifestyle Goal Journey

The high-level journey a member will experience when entering the Weekly Lifestyle Goals card after making the transition:



- **Weekly Lifestyle Goal card:** The card which the member accesses via For You > Activities, in order to gain access to their Weekly Lifestyle Goals
- **Overlay screen:** This only appears for a transitioning member and advises them that Weekly Lifestyle Goal is an additional feature for the member to earn coins
- **Weekly Lifestyle Goals selection:** The home section of Weekly Lifestyle Goals allowing the member to partake in the feature

## Reward selection journey



The high-level journey that a member will experience to select a reward:



- **Track weekly goals:** Track the weekly physical activity and WLG targets to earn coins
- **Track coin threshold:** Track the coin threshold value and earn coins that accumulate towards the threshold
- **Earn a reward:** Earn enough coins to meet the threshold target to qualify for a reward
- **Select a reward:** Choose a reward from any qualifying partner