

Profile and Settings

Feature Guide



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Through the Profile and Settings features, the user will be able to manage profile and settings options related to their account.

The high-level Profile and settings mobile experience is defined below:



1. Member profile

The member profile screen allows the user to select which link they want to access:

Scenario	Content
Personal details	Allows the user to change their personal details
Membership details	Allows the user to view their membership details
Events feed	Allows the user to see events feed
Settings	Allows the user to select their preferred settings
Help	Allows the user to search the FAQ content

The user can also view their QR code or barcode (if configured for the local market) on this screen. This code can be used as proof of identification at qualifying partners.

2. Personal details

2.1. Landing page

The person details screen displays user personal details and it allows the user to edit their profile picture.

2.2. Change email address

The change email address screen is used to change the email address that is used for option 1) all Vitality communications as well as login, option 2) only Vitality communications, option 3) only username for login. The option selected depends on two factors:

- If Vitality is responsible to send email communication to members
- If Vitality is the identity provider for the mobile app and / or the Vitality Member Portal.



The user must enter their Vitality password to confirm the change of their email address.

2.3. Change photo

This screen is used to change the user's profile picture. The user may select between taking a photo using their device camera or selecting existing images from their gallery. Users must give permission to the mobile app to access their photos in line with standard mobile app functionality.

3. Membership Details

3.1. Membership details

The screen displays the member's membership details.

3.2. Number descriptions

The user can view definitions of their membership number and customer number on these screens..

4. Events feed

4.1. No events activity

This screen is used to show the user there is no events activity recorded for the selected month.

4.2. Events activity

The events activity screens show event activity/activities logged on the relevant dates in a specific month. The user refreshes the events feed to update the events feed.

4.3. Events categories

This screen displays a list of events activities the user can choose from. The user can select one or more events activity or select to view "All Events".

5. Settings

5.1. Landing page

The settings landing page provides the user with options to select their preferred settings, such as communication preferences, privacy and security settings.

5.2. Logout

The logout screen gives the user an option to cancel the logout request and an option to logout as planned

5.3. Communication preferences

The screen is used to enable/disable email communication to receive important information and updates. It is also used to allow push notifications so that the user can be notified about important information. If applicable, the member can also change their communications email address with Vitality on this screen.



5.4. Privacy settings

The privacy settings screen is used to switch Analytics and Crash Reports on and off

5.5. Privacy statement

The screen shows the privacy statement

5.6. Security settings

The screen provides the user with an option to switch on Touch ID (IOS) / Fingerprint (Android) to securely verify the user identity so Vitality can access the user private information. Using Touch ID (IOS) / Fingerprint (Android) means that the user does not have to type in their password each time to access the app. If applicable, the member can also change their username email address with Vitality and their password on this screen.

5.7. Touch ID

The user is prompted their password as part of the authentication process when enabling the fingerprint feature. The user is required to provide the correct password associated with their Vitality account.

5.8. Change password

The change password screen is used to change the user passwords. When the user has successfully changed their password, a confirmation email is sent to their account.

5.9. Terms and conditions

The user views the terms and conditions using this screen

5.10. Feedback

This screen is used to submit the user feedback. The user chooses the feedback type they want to submit and they can also upload an attachment of the feedback they are submitting.

The carrier can specify the email address that each feedback type should be sent to.