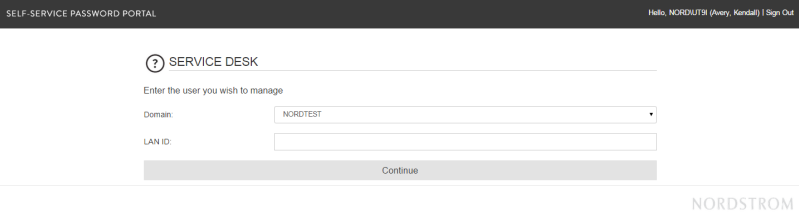
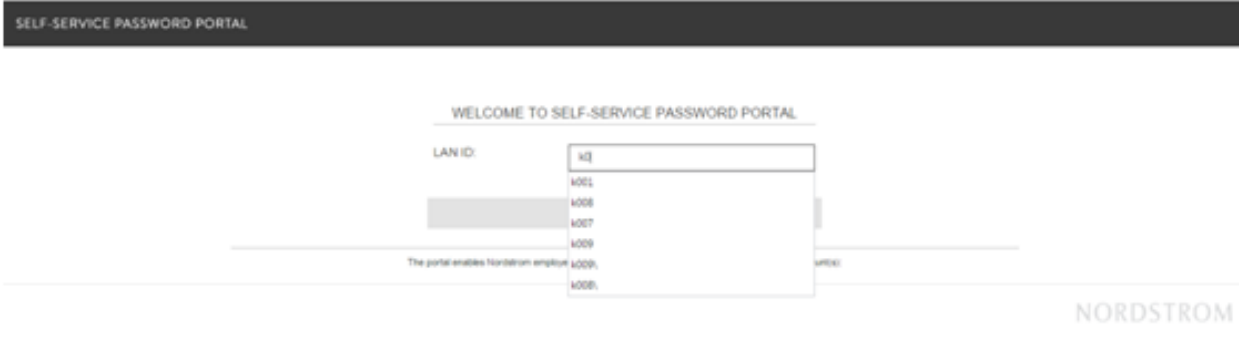
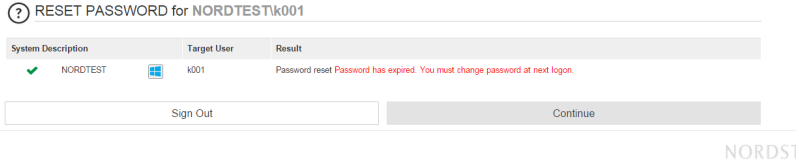
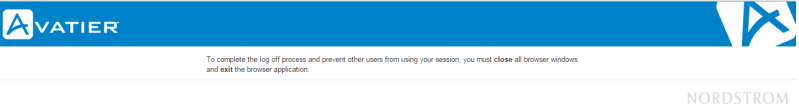
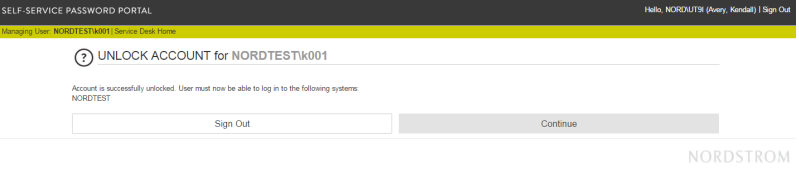
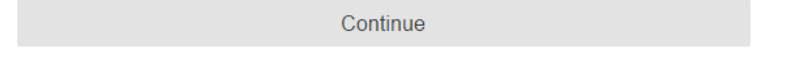


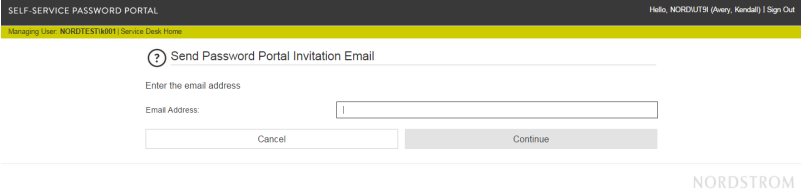
Copy Changes

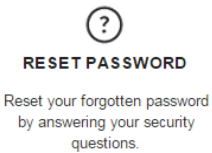
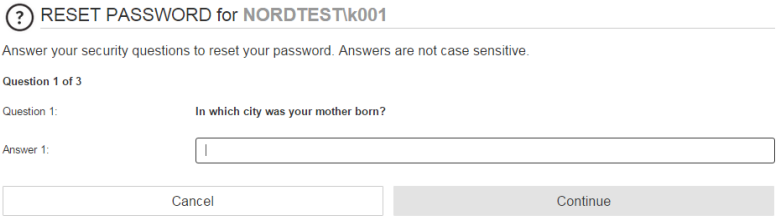
- All 'Continue' and 'Cancel' buttons should act consistently. Ideally 'Continue' should only be used in reference to a step in a process.

Page	Current Text	Change To	Score
SD: Sign In Screen	<p>"Enter the user you wish to manage"</p> 	"Enter the employee's LAN ID to manage his or her account"	2
	"Continue"	"Manage Account"	1
Heuristics:	<ul style="list-style-type: none"> Remove the suggestion dropdown under input fields 		

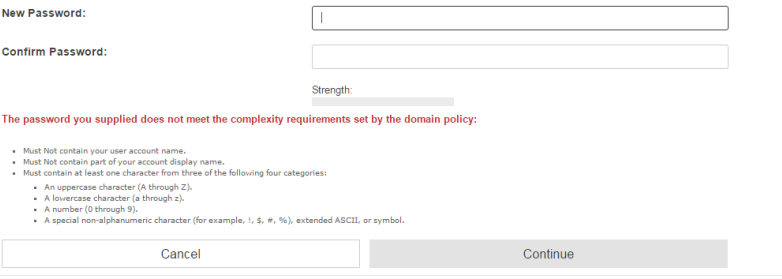

<p>SD: Home Screen</p>	<p>"Service Desk Home"</p> 	<p>"Manage Another User"</p>	<p>2</p>
	<p>"Send Invitation"</p>	<p>"Send Enrollment Invitation"</p>	<p>1</p>
	<p>"Unenroll"</p>	<p>"Unenroll User"</p> <p>"Unenroll XXXX"</p>	<p>1</p>
<p>Heuristics:</p>	<ul style="list-style-type: none"> • Include verbiage on when to send enrollment invitation to user. 		
	<ul style="list-style-type: none"> • Change text on 'Service Desk Home' to 'Switch User'/'Manage Another User' etc. 		

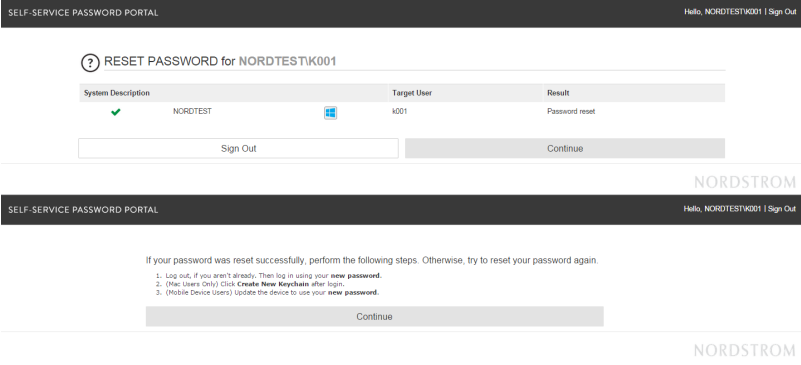
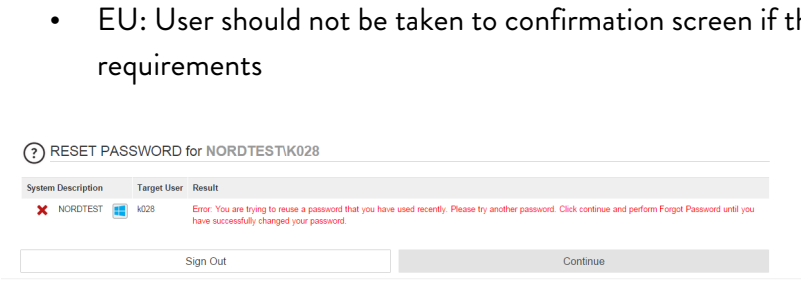
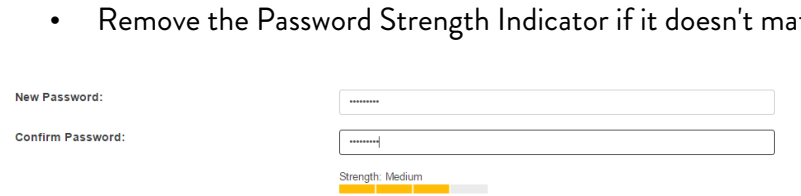
SD: Password Reset	Password Reset		
SD: Password Reset Confirmation Page	<p>Which happened? Is the password expired or reset?</p>  <p>The screenshot shows a confirmation page for a password reset. At the top, it says 'RESET PASSWORD for NORDTESTk001'. Below that is a table with columns 'System Description', 'Target User', and 'Result'. The 'Result' column contains the text 'Password reset Password has expired. You must change password at next logon.' At the bottom, there are 'Sign Out' and 'Continue' buttons, and the 'NORDSTROM' logo.</p>	"Password reset. User must change password at next logon"	2
	"Continue"	"Return to Home"	2
SD: Sign Out Page	<ul style="list-style-type: none"> SD: 'Sign Out' page not Nordstrom branded  <p>The screenshot shows a sign-out page with the 'AVATIER' logo at the top. Below the logo, there is a message: 'To complete the log off process and prevent other users from using your session, you must close all browser windows and exit the browser application.' At the bottom, there is the 'NORDSTROM' logo.</p>		
SD: Unlock Account	<p>"Account is successfully unlocked. User must now be able to log in to the following systems: NORDTEST"</p>  <p>The screenshot shows a confirmation page for an account unlock. At the top, it says 'UNLOCK ACCOUNT for NORDTESTk001'. Below that, it says 'Account is successfully unlocked. User must now be able to log in to the following systems: NORDTEST'. At the bottom, there are 'Sign Out' and 'Continue' buttons, and the 'NORDSTROM' logo.</p>	"Account is successfully unlocked. The user is able to log in to the following system(s):	1
Heuristic	<ul style="list-style-type: none"> Be definite in the action that occurred and include on confirmation page. <p>If your account was successfully unlocked, you should be able to log in again.</p>  <p>The screenshot shows a confirmation page with a 'Continue' button at the bottom.</p>	Remove this page	

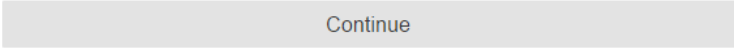
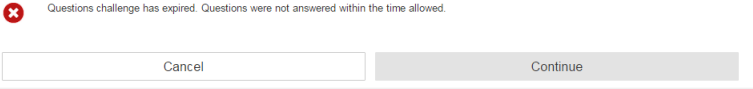
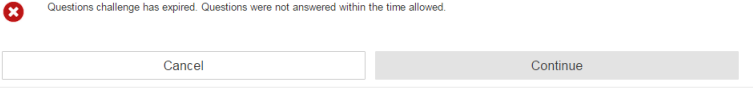
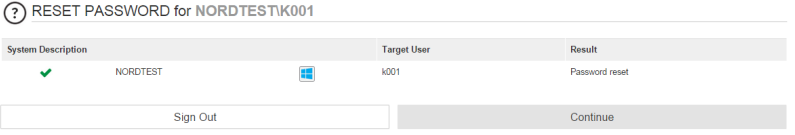
	"Continue"	"Return to Home"	2
SD: Account Information	"Continue"	"Return to Home"	2
SD: Send Invitation	<p>"Enter the email address:"</p> 	"Enter email address for NORD\XX2X (Deer, John):"	1
	"Continue"	"Send Invitation"	2
SD: Send Invitation Confirmation	"Enrollment Request email sent to"	"Enrollment invitation sent to"	1
	"Continue"	"Return to Home"	2

<p>EU: Home Page</p> <p><i>Heuristic</i></p>	<ul style="list-style-type: none"> Text on main page should be clickable, not only the icon.  <p>(This entire area should be clickable.)</p>		
<p>EU: Security Questions</p> <p><i>Heuristic:</i></p>	<ul style="list-style-type: none"> All 'Continue' and 'Cancel' buttons should act consistently. Ideally 'Continue' should only be used in reference to a step in a process. 		
<p>EU: Security Questions Saved</p>	<p>"Continue"</p>	<p>"Return to Home"</p>	<p>2</p>


<p>Password Reset</p>	<p>"Create a new password. Your new password must meet the requirements below:</p> <p>MUST contain at least 1 character from the following categories:</p> <ul style="list-style-type: none"> • An uppercase character (A through Z). • A lowercase character (a through z). • A number (0 through 9). • MUST NOT: <ul style="list-style-type: none"> ○ Contain your LAN ID. ○ Contain part of your name. ○ Be your current or 4 previous passwords." 	<p>"YOUR NEW PASSWORD MUST CONTAIN AT LEAST:</p> <ul style="list-style-type: none"> • One lowercase character. • One uppercase character. • One number. • Seven characters minimum. <p>YOUR NEW PASSWORD MUST NOT</p> <ul style="list-style-type: none"> • Contain your LAN ID or name. • Be your current 	<p>1</p>
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		or four previous passwords."	
	"Continue"	"Save Password" "Save"	2
Heuristics:	<ul style="list-style-type: none"> Password error message does not specify which error the user has made (Ex. Make sure your password is at least 7 characters long) 		
	<ul style="list-style-type: none"> After password has been reset, same page loads again without button, then loads a new page to show status. A Loading icon on the second page should indicate a change is happening (Prevent users from leaving before reaching the validation stage). 		
	<ul style="list-style-type: none"> EU: Include success/failure text on success/failure page/ Remove secondary confirmation pages 		

	 <p>SELF-SERVICE PASSWORD PORTAL Hello, NORDTESTK001 Sign Out</p> <p>RESET PASSWORD for NORDTESTK001</p> <table border="1"> <thead> <tr> <th>System Description</th> <th>Target User</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>✓ NORDTEST</td> <td>K001</td> <td>Password reset</td> </tr> </tbody> </table> <p>Sign Out Continue</p> <p style="text-align: right;">NORDSTROM</p> <hr/> <p>SELF-SERVICE PASSWORD PORTAL Hello, NORDTESTK001 Sign Out</p> <p>If your password was reset successfully, perform the following steps. Otherwise, try to reset your password again.</p> <ol style="list-style-type: none"> Log out, if you aren't already. Then log in using your new password. (Mac Users Only) Click Create New Keychain after login. (Mobile Device Users) Update the device to use your new password. <p style="text-align: center;">Continue</p> <p style="text-align: right;">NORDSTROM</p>	System Description	Target User	Result	✓ NORDTEST	K001	Password reset		
System Description	Target User	Result							
✓ NORDTEST	K001	Password reset							
	<ul style="list-style-type: none"> EU: User should not be taken to confirmation screen if they don't meet the password requirements  <p>RESET PASSWORD for NORDTESTK028</p> <table border="1"> <thead> <tr> <th>System Description</th> <th>Target User</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>✗ NORDTEST</td> <td>K028</td> <td>Error: You are trying to reuse a password that you have used recently. Please try another password. Click continue and perform Forgot Password until you have successfully changed your password.</td> </tr> </tbody> </table> <p>Sign Out Continue</p>	System Description	Target User	Result	✗ NORDTEST	K028	Error: You are trying to reuse a password that you have used recently. Please try another password. Click continue and perform Forgot Password until you have successfully changed your password.		
System Description	Target User	Result							
✗ NORDTEST	K028	Error: You are trying to reuse a password that you have used recently. Please try another password. Click continue and perform Forgot Password until you have successfully changed your password.							
	<ul style="list-style-type: none"> Remove the Password Strength Indicator if it doesn't match our password requirements  <p>New Password: <input type="password" value="*****"/></p> <p>Confirm Password: <input type="password" value="*****"/></p> <p>Strength: Medium</p>								
<p>EU: Account Unlock</p> <p>Heuristics:</p>	<ul style="list-style-type: none"> Remove redundant text in security questions (Question 1: Answer 1) <p>Question 1 of 3</p> <p>Question 1:</p> <p>Answer 1:</p>								
	<ul style="list-style-type: none"> Eliminate 'IF' statements after action has occurred. Be definite in the action that occurred. 								

	<p>If your account was successfully unlocked, you should be able to log in again.</p> 		
<p>General</p> <p>Heuristics:</p>	<p>EU: User should know where they will be taken in case of time out error</p> <ul style="list-style-type: none"> • Include text such as "Questions were not answered within the time allowed. We're going to take you back to the log in screen so you can try again!" (Emily is much better at this stuff than me) <hr/>  <ul style="list-style-type: none"> • After Time Out Error take user back to log in screen. Currently the two buttons take the user to different locations. Remove 'Cancel' button and give user only one option to continue. <hr/> 		
	<ul style="list-style-type: none"> • Button text should describe the action being taken (Ex. 'Continue' -> 'Return to Home') 		

- All success notifications should include a green check mark, or other visual indicator to demonstrate the action has occurred.

System Description	Target User	Result
 NORDTEST	 k001	Password reset

(Ex. Account Unlocked doesn't have this

checkmark)

- SD: 'Sign Out' page not Nordstrom branded

