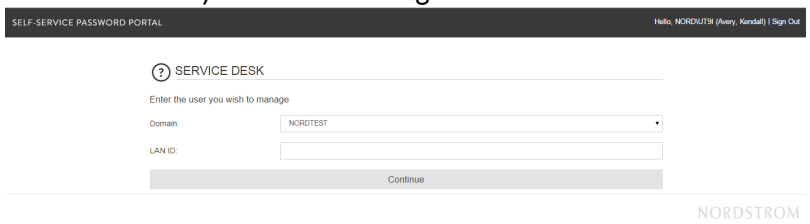
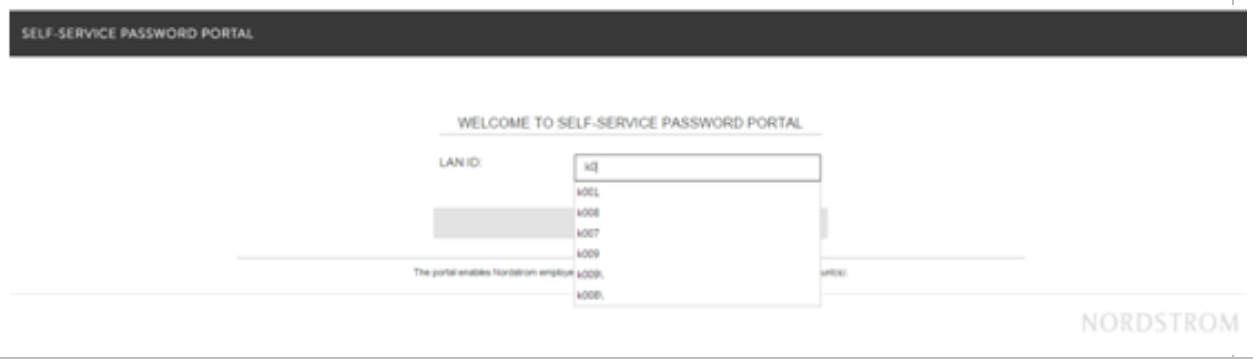
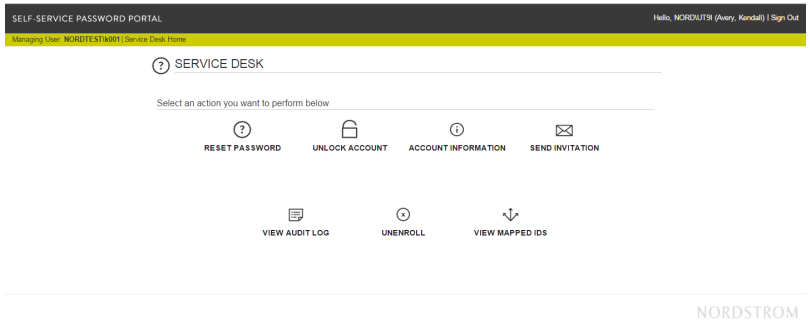
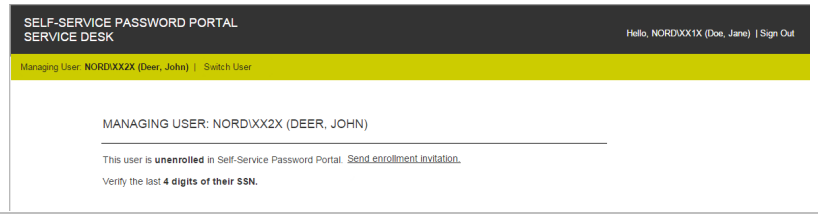
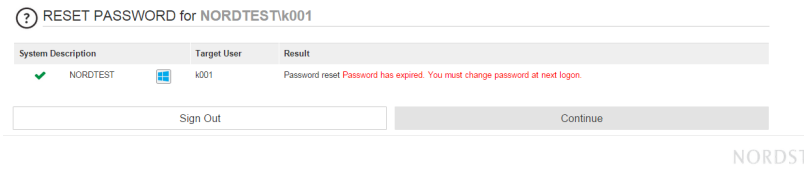
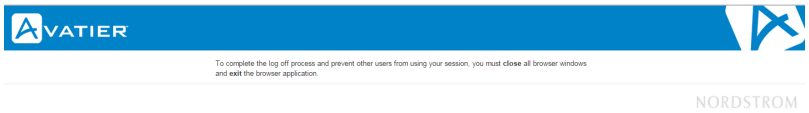
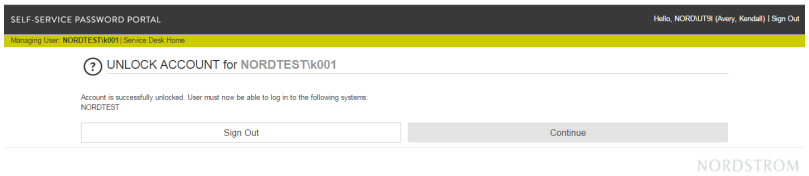
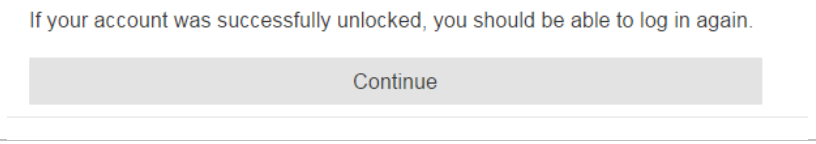
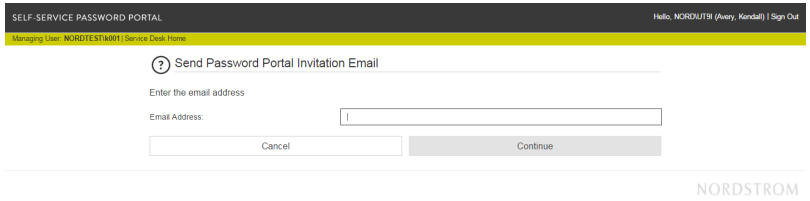
Copy Changes

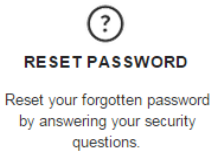
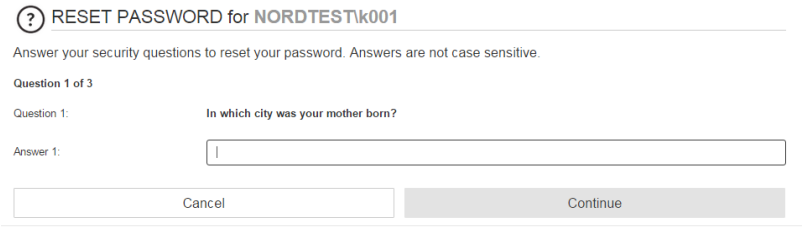
- All 'Continue' and 'Cancel' buttons should act consistently. Ideally 'Continue' should only be used in reference to a step in a process.

Page	Current Text	Change To	Score
SD: Sign In Screen	"Enter the user you wish to manage" 	"Enter the employee's LAN ID to manage his or her account"	2
	"Continue"	"Manage Account"	1
Heuristics:	• Remove the suggestion dropdown under input fields 		

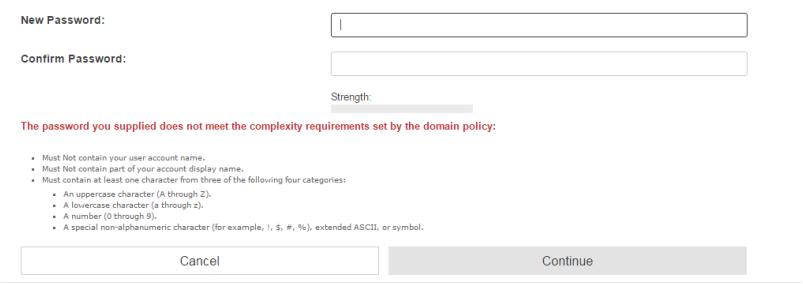
SD: Home Screen	"Service Desk Home" 	"Manage Another User"	2
	"Send Invitation"	"Send Enrollment Invitation"	1
	"Unenroll"	"Unenroll User" "Unenroll XXXX"	1
Heuristics:	• Include verbiage on when to send enrollment invitation to user. 		
	• Change text on 'Service Desk Home' to 'Switch User'/'Manage Another User' etc. 		

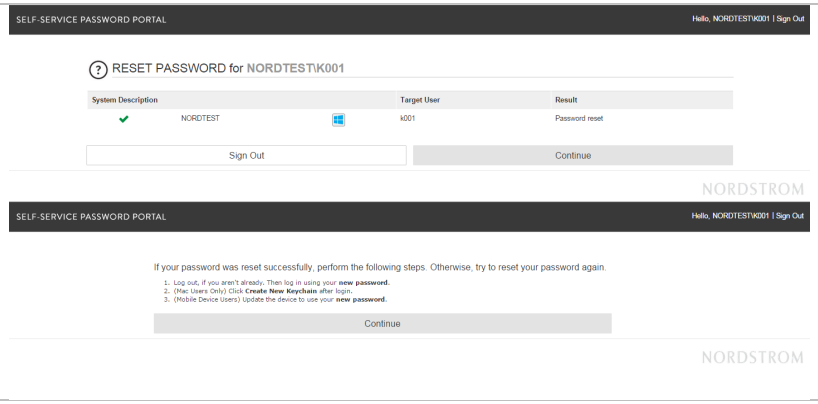
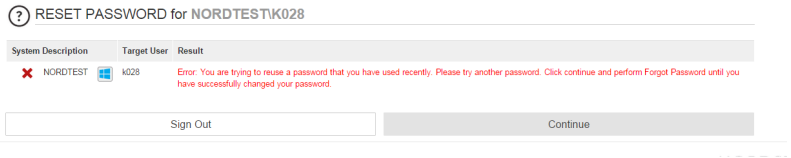
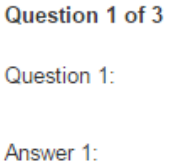
SD: Password Reset	Password Reset		
SD: Password Reset Confirmation Page	Which happened? Is the password expired or reset? 	"Password reset. User must change password at next logon"	2
	"Continue"	"Return to Home"	2
SD: Sign Out Page	• SD: 'Sign Out' page not Nordstrom branded 		
SD: Unlock Account	"Account is successfully unlocked. User must now be able to log in to the following systems: NORDTEST" 	"Account is successfully unlocked. The user is able to log in to the following system(s): • NORDTEST"	1
Heuristic	• Be definite in the action that occurred and include on confirmation page. 	Remove this page	

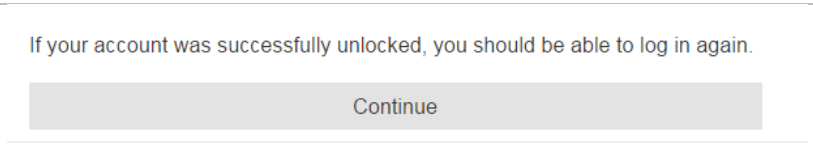
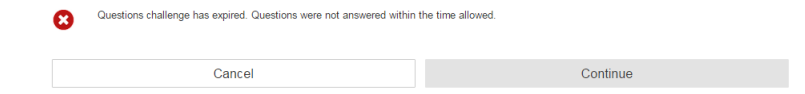
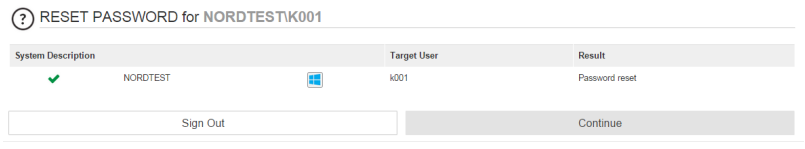
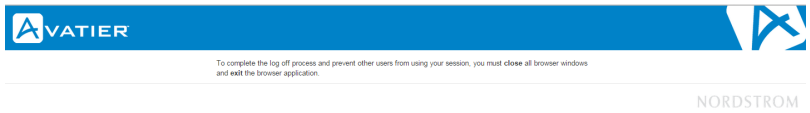
	"Continue"	"Return to Home"	2
SD: Account Information	"Continue"	"Return to Home"	2
SD: Send Invitation	"Enter the email address:"  	"Enter email address for NORD\XX2X (Deer, John):"	1
	"Continue"	"Send Invitation"	2
SD: Send Invitation Confirmation	"Enrollment Request email sent to"	"Enrollment invitation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

EU: Home Page *Heuristic*	• Text on main page should be clickable, not only the icon.  (This entire area should be clickable.)		
EU: Security Questions *Heuristic:*	• All 'Continue' and 'Cancel' buttons should act consistently. Ideally 'Continue' should only be used in reference to a step in a process.  		
EU: Security Questions Saved	"Continue"	"Return to Home"	2

Password Reset	"Create a new password. Your new password must meet the requirements below:
	
	MUST contain at least 1 character from the following categories:
	
	• An uppercase character (A through Z).
	• A lowercase character (a through z).
	• A number (0 through 9).
	
	• MUST NOT:
	  ○ Contain your LAN ID.
	  ○ Contain part of your name.
	  ○ Be your current or 4 previous passwords."
		"YOUR NEW PASSWORD MUST CONTAIN AT LEAST:
		
		• One lowercase character.
		
		• One uppercase character.
		
		• One number.
		
		• Seven characters minimum.
		
		YOUR NEW PASSWORD MUST NOT
		
		• Contain your LAN ID or name.
		
		• Be your current
			1

		or four previous password s."	
	"Continue"	"Save Password" "Save"	2
Heuristics:	• Password error message does not specify which error the user has made (Ex. Make sure your password is at least 7 characters long) 		
	• 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). 		
	• EU: Include success/failure text on success/failure page/ • Remove secondary confirmation pages		

			
	• EU: User should not be taken to confirmation screen if they don't meet the password requirements 		
	• Remove the Password Strength Indicator if it doesn't match our password requirements 		
EU: Account Unlock *Heuristics:*	• Remove redundant text in security questions (Question 1: Answer 1) 		
	• Eliminate 'IF' statements after action has occurred. Be definite in the action that occurred.		

			
General			
Heuristics:	EU: User should know where they will be taken in case of time out error • 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)  • 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. 		
	• 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. (Ex. Account Unlocked doesn't have this checkmark)		
	• SD: 'Sign Out' page not Nordstrom branded