



KP Retail Kiosk Project - Phase 3.1 iPad Application

Doc: Annotated Wireframes
Code: PR12140

Date: Monday July 22, 2013
Version: 1.0

KP Retail Kiosk Project - Phase 3.1

Code: PR12140 Date: Friday July 26, 2013
Version: 1.0

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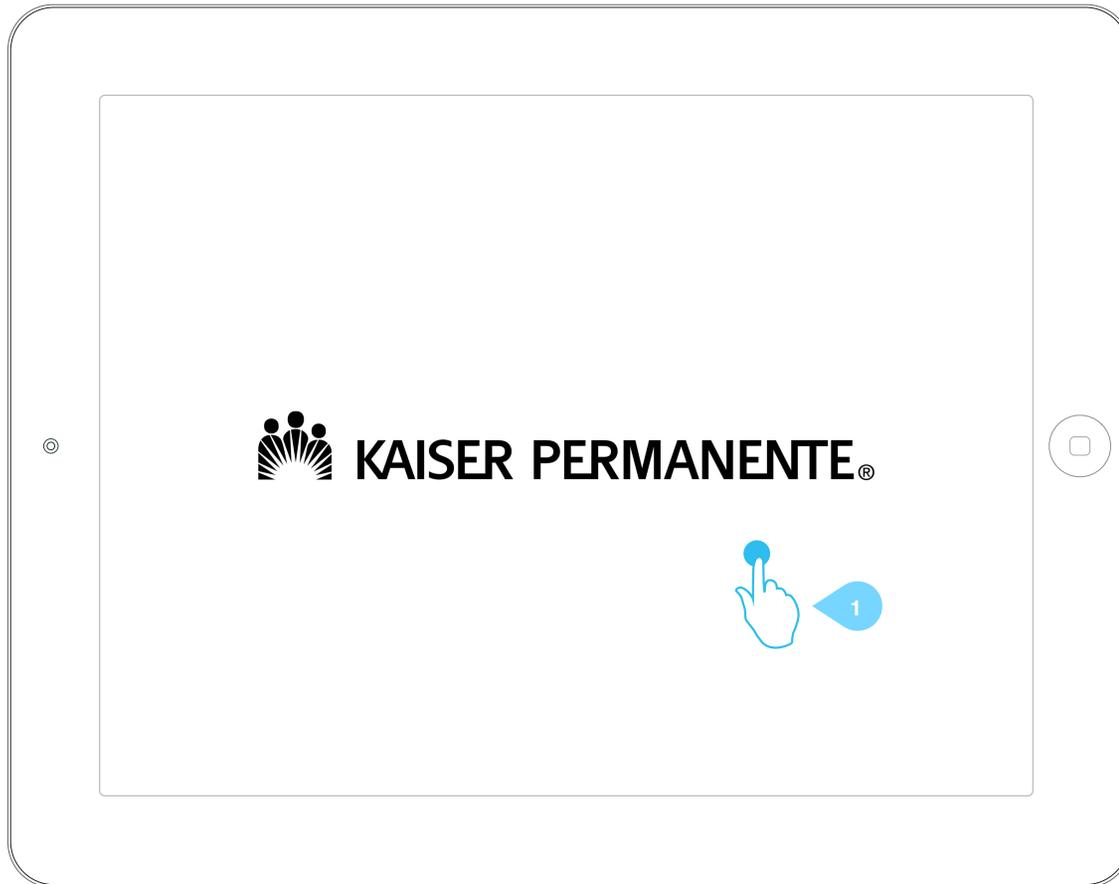
Information Architecture

Please see file: KP Retail Kiosk 3.1 - IA V2.0
Format: Tabloid (11"x17")

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1. Splash Screen



Annotations

1. **Animated Splash Screen**
Tap to activate screen

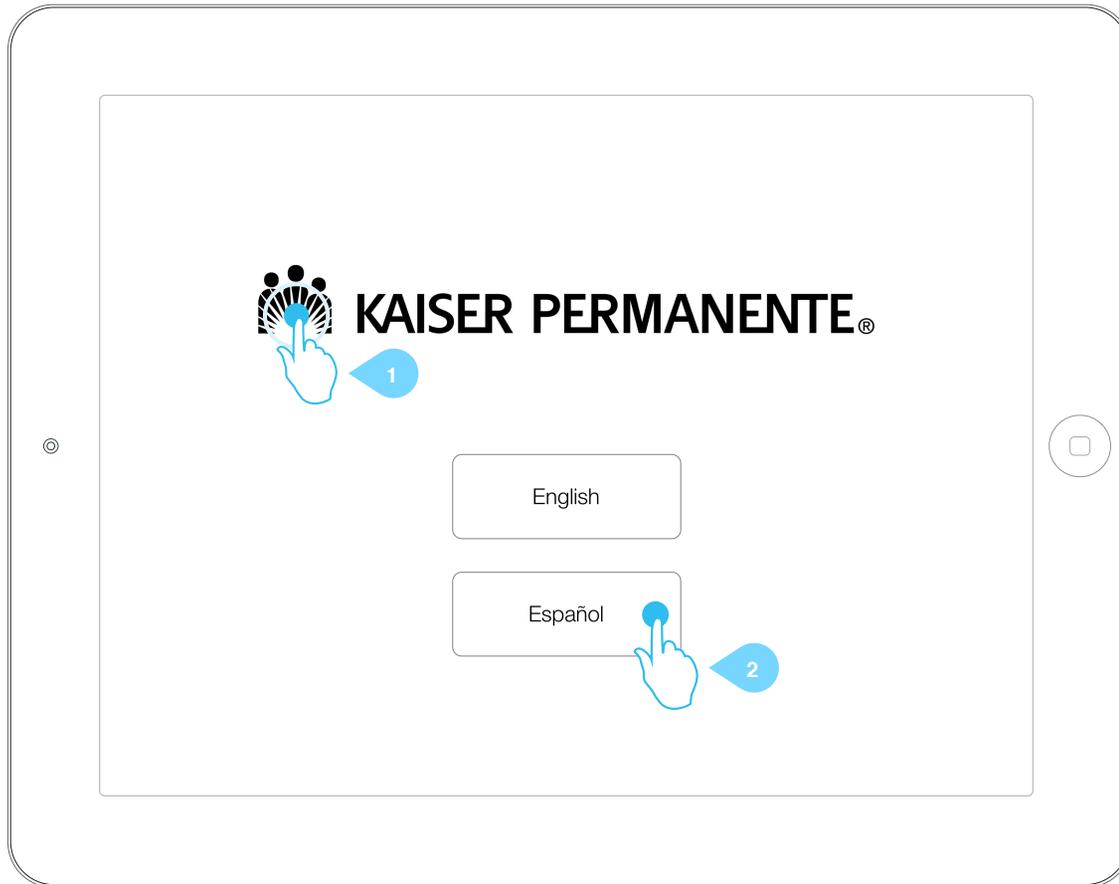
Note:

This screen is animated and is for branding purposes to attract attention. It is only required after an extended period of inactivity.

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2. Select Your Language



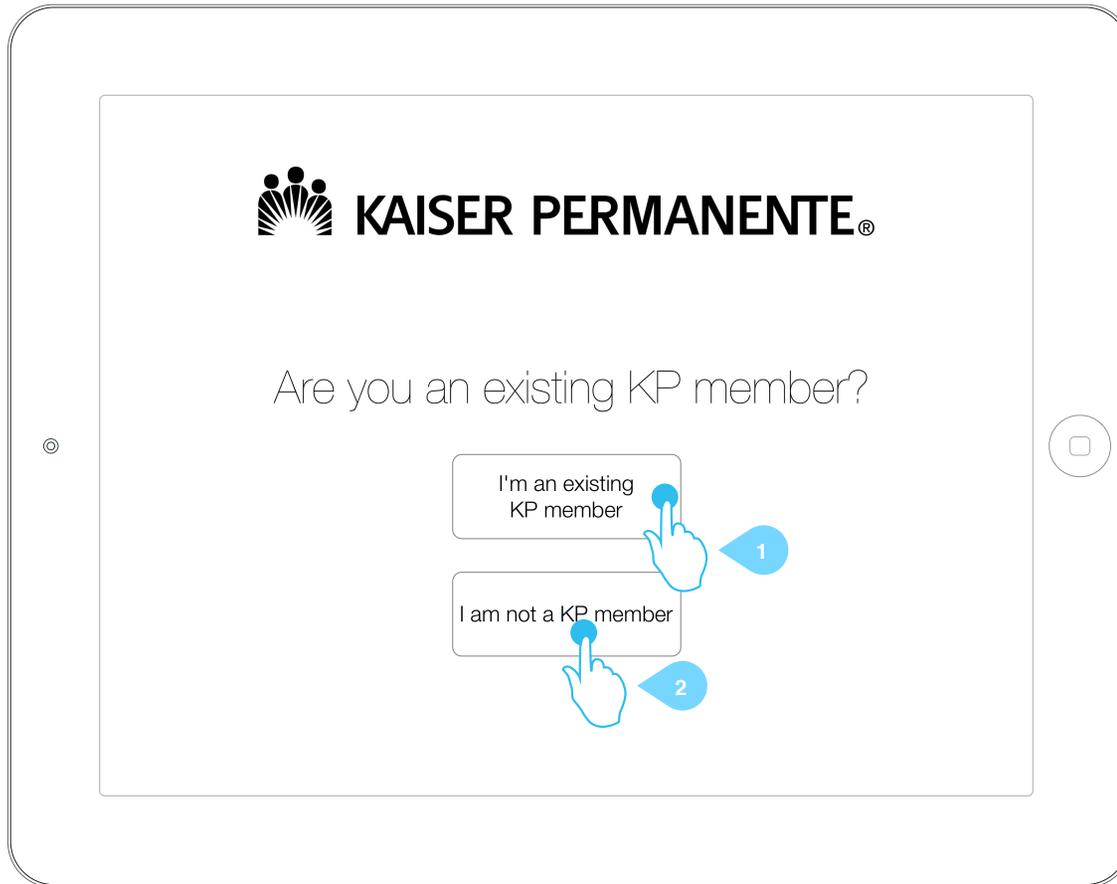
Annotations

- 1. Load Admin Section**
*Tap and hold logo for 5 seconds to prompt admin password.
Go to [33. Admin Modal Password Entry](#).*
- 2. Select Language**
*Tap English to load English language pack
Tap Espanol to load Spanish language pack*

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3. Are you an existing KP member?



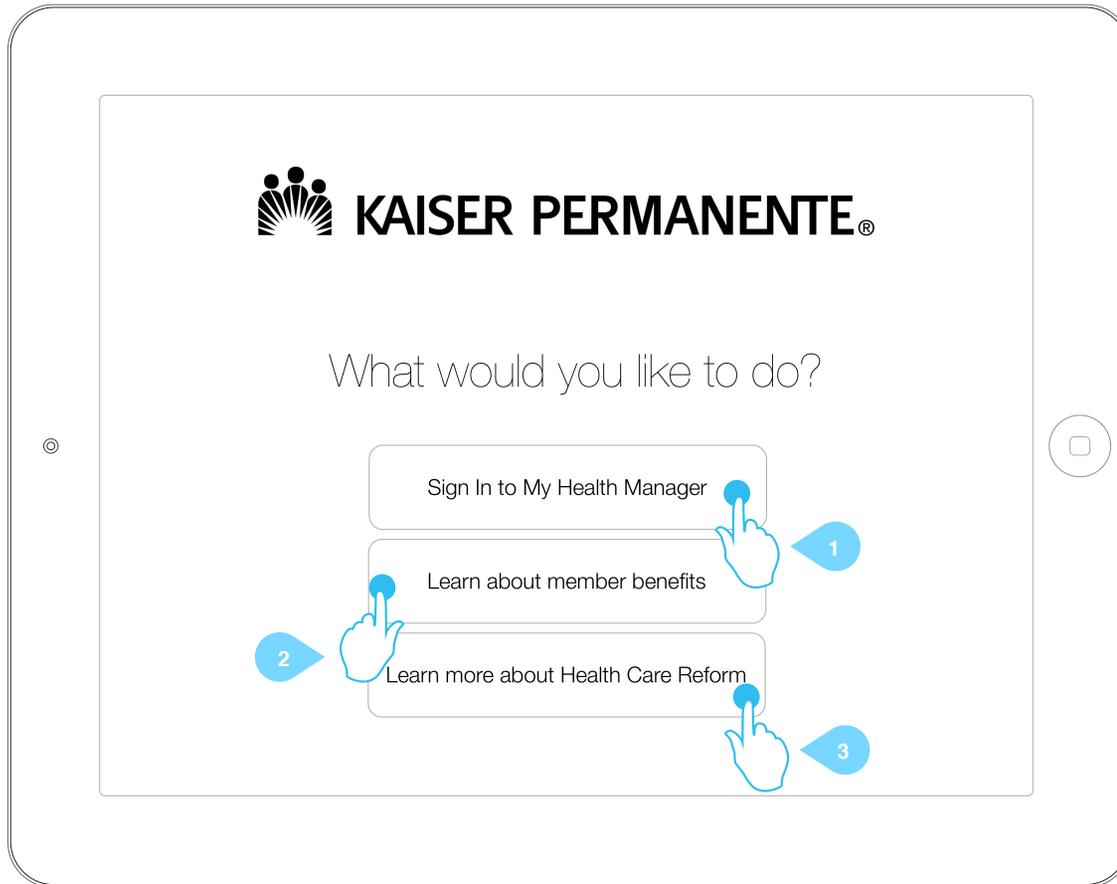
Annotations

1. I'm an existing KP member
Tap to go to 4. I'm here to:
2. I'm am not a KP member
Tap to go to 5. Insurance Status

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4. I'm here to:



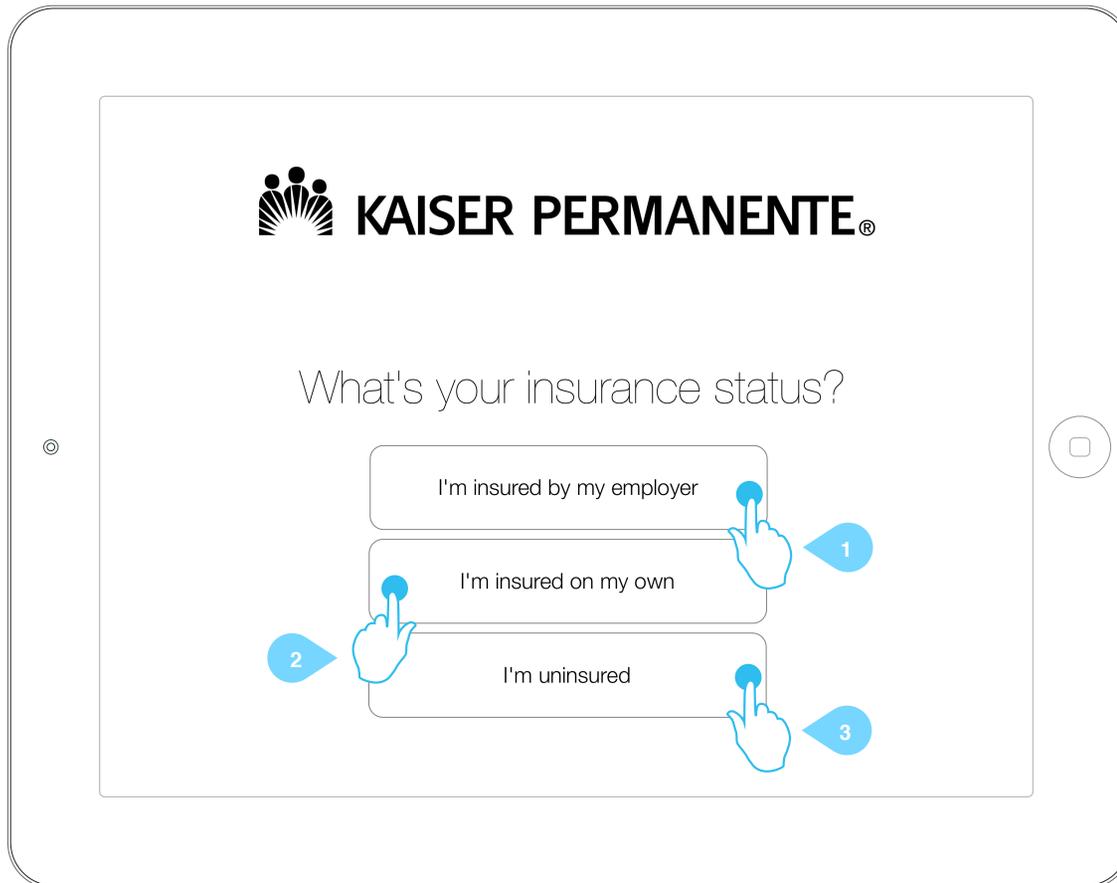
Annotations

1. **Sign in to My Health Manager**
Tap to go to 6_Sign into My Health Manager
2. **Learn about member benefits**
Tap to go to 13_Our Care Model
3. **Learn more about Health Care Reform**
Tap to go to 7_Overview of HCR

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5. Insurance Status



Annotations

1. **I'm insured by my employer**
Tap to go to [Z_Overview of HCB](#)
2. **I'm insured on my own**
Tap to go to [Z_Overview of HCB](#)
3. **I'm uninsured**
Tap to go to [Z_Overview of HCB](#)

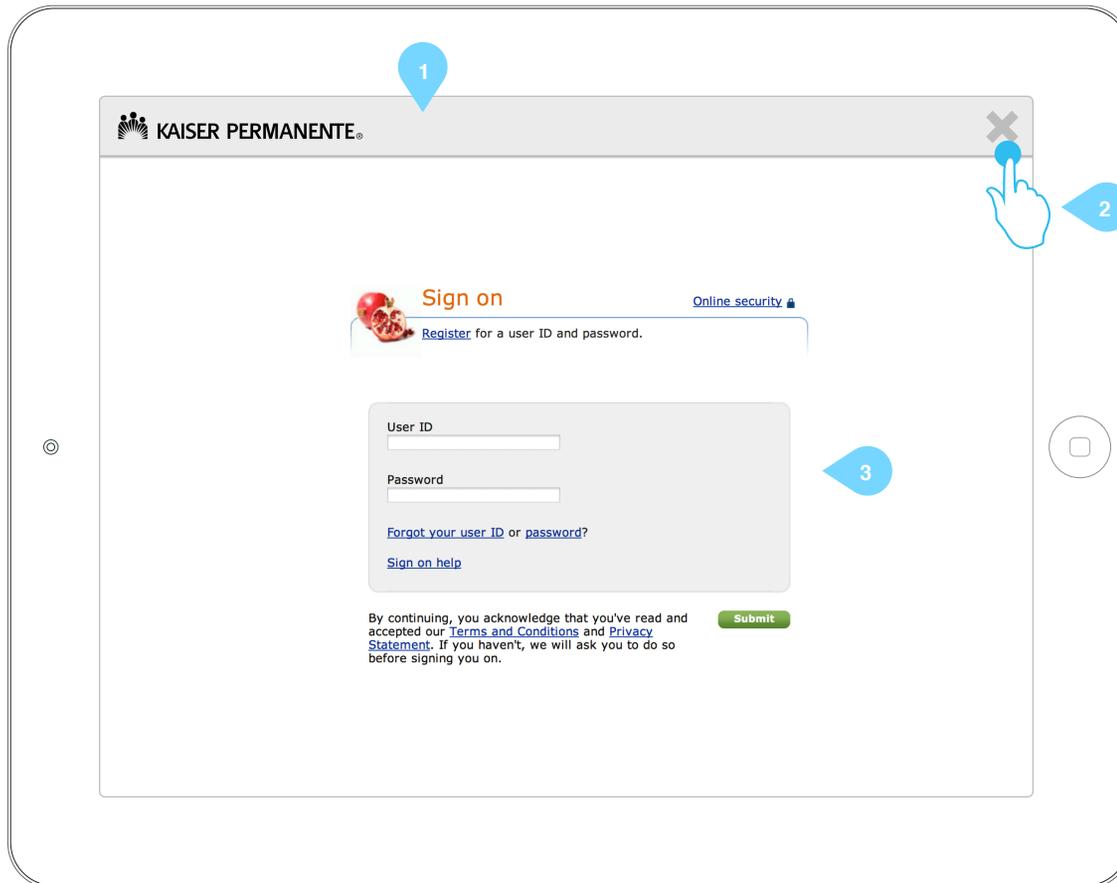
Note:

Each selection represents a different user type that is defined in the IA document as three separate silos despite using the same structure and template because there may be slight wording changes in the content for each user type.

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6. Sign into My Health Manager



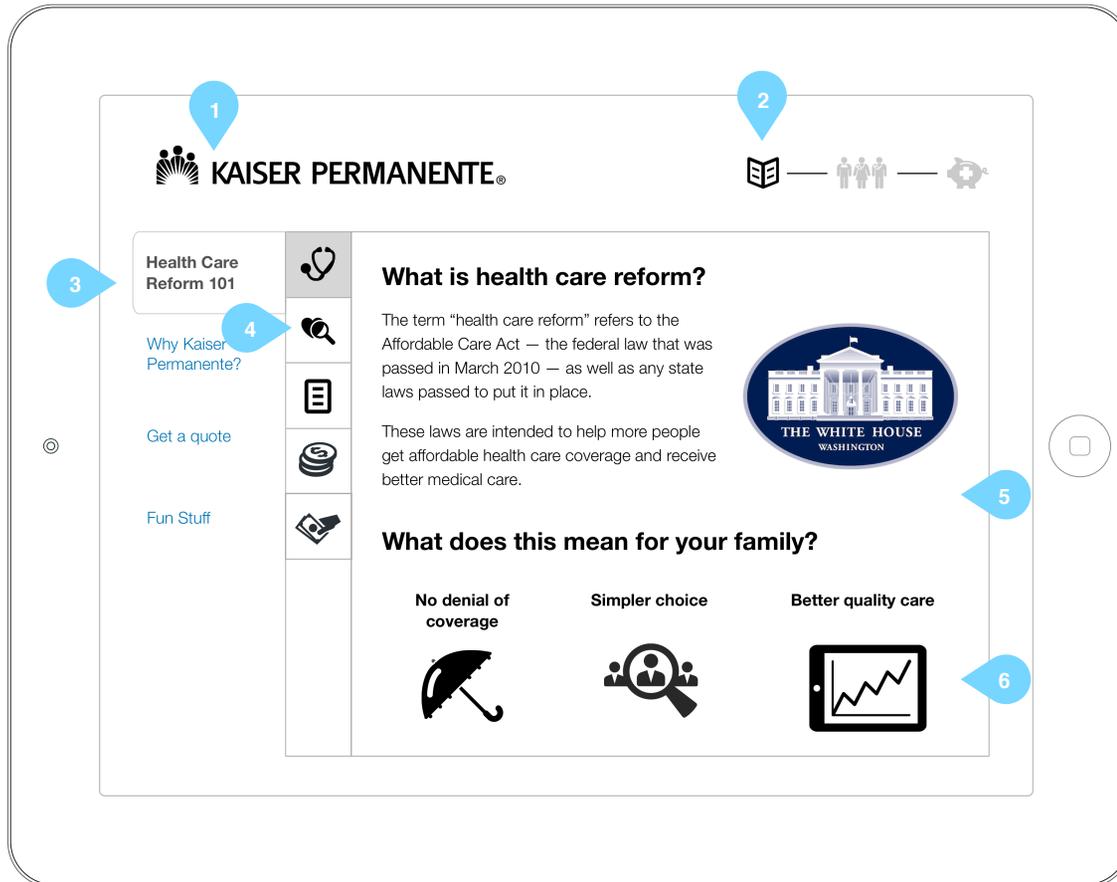
Annotations

- 1. Header**
This window is a web view. The header is designed to frame the web view and allow the user to go back to the app. The web view may scroll but the header must remain fixed.
- 2. Close X**
Tap this close the web view and return to the previous screen
- 3. Web View content**
Load My Health Manager in a web view. The web view is scrollable.

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7. Overview of HCR



Annotations

- 1. Load Admin Section**
Tap and hold logo for 5 seconds to prompt admin password. This function is app-wide. Go to [33. Admin Modal Password Entry](#).
- 2. Visual Progress**
A visual indicator to show the user where they are in the process of the entire application experience. These are NOT clickable.
- 3. Tier 1 Navigation**
Tap this to navigate between major content sections.
 - HCR101 (starting [7. Overview of HCR](#))
 - Why KP? (starting [13. Our care model](#))
 - Get a quote (starting [20. Get a quote](#))
 - Fun stuff (starting [23. Recipes](#))
- 4. Tier 2 Navigation**
Tap this to change between minor content in a major section. These are represented by icons but may be changed to text pending client decision.

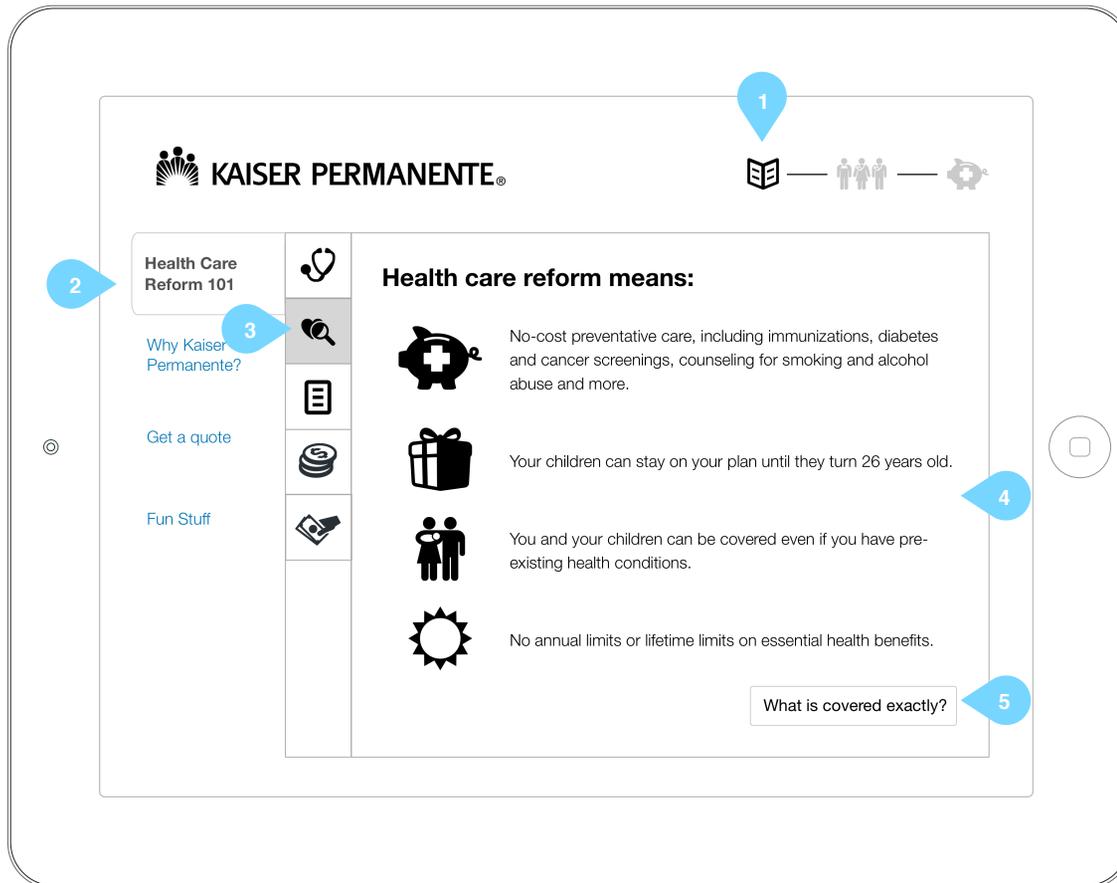
The current minor content section is highlighted visually to communicate to the user a position in the experience.
- 5. Content Area**
The content is still being determined by the client. This is just an example and does not represent what will be final content design.
- 6. Button**
Each content area WILL have a button or clickable image that will move the user to the next minor content screen in the order.

Tap this particular button will move the user to [8. HCR Means](#)

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8. HCR Means



Annotations

- 1. Visual Progress**
A visual indicator to show the user where they are in the process of the entire application experience.
- 2. Tier 1 Navigation**
Tap this to navigate between major content sections.
 - HCR101 (starting [7. Overview of HCR](#))
 - Why KP? (starting [13. Our care model](#))
 - Get a quote (starting [20. Get a quote](#))
 - Fun stuff (starting [23. Recipes](#))
- 3. Tier 2 Navigation**
Tap this to change between minor content in a major section. These are represented by icons but may be changed to text pending client decision.

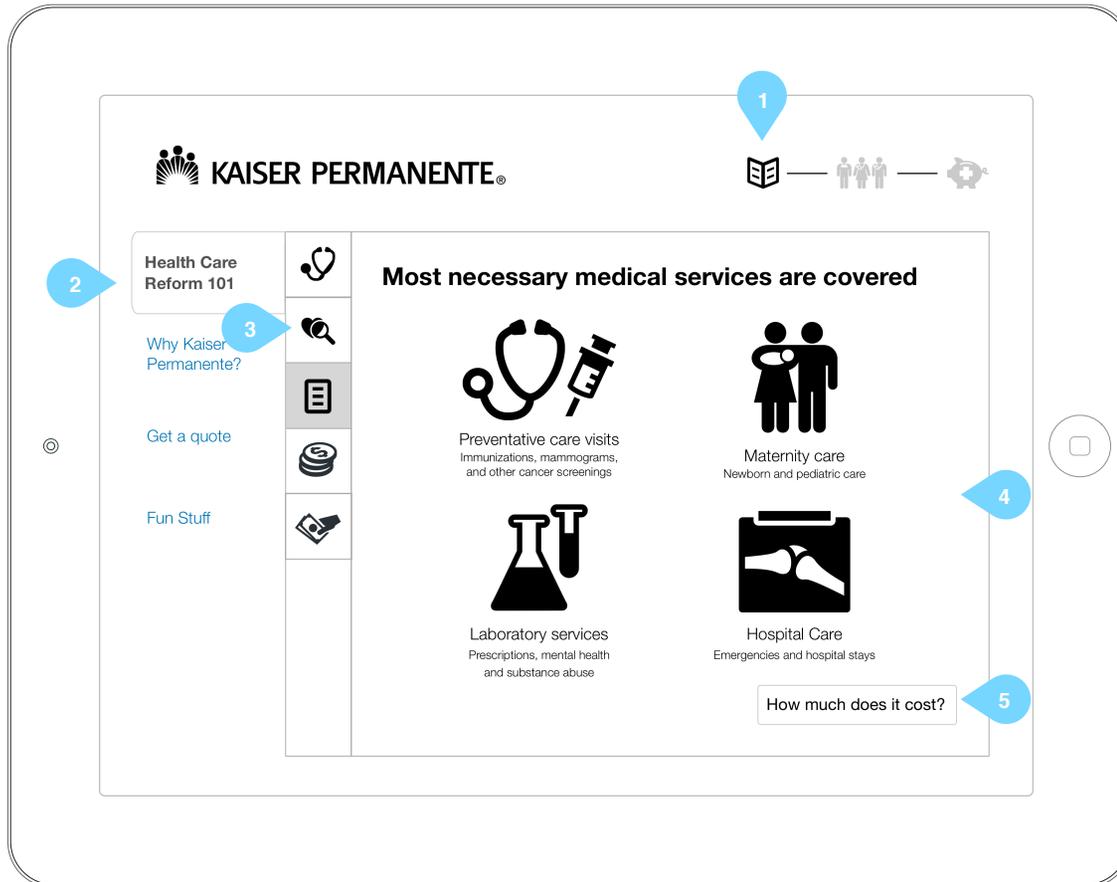
The current minor content section is highlighted visually to communicate to the user a position in the experience.
- 4. Content Area**
The content is still being determined by the client. This is just an example and does not represent what will be final content design.
- 5. Button**
Each content area WILL have a button or clickable image that will move the user to the next minor content screen in the order.

Tap this particular button will move the user to [9. What does HCR include?](#)

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9. What does HCR Include?



Annotations

- 1. Visual Progress**
A visual indicator to show the user where they are in the process of the entire application experience.
- 2. Tier 1 Navigation**
Tap this to navigate between major content sections.
 - HCR101 (starting [7. Overview of HCR](#))
 - Why KP? (starting [13. Our care model](#))
 - Get a quote (starting [20. Get a quote](#))
 - Fun stuff (starting [23. Recipes](#))
- 3. Tier 2 Navigation**
Tap this to change between minor content in a major section. These are represented by icons but may be changed to text pending client decision.

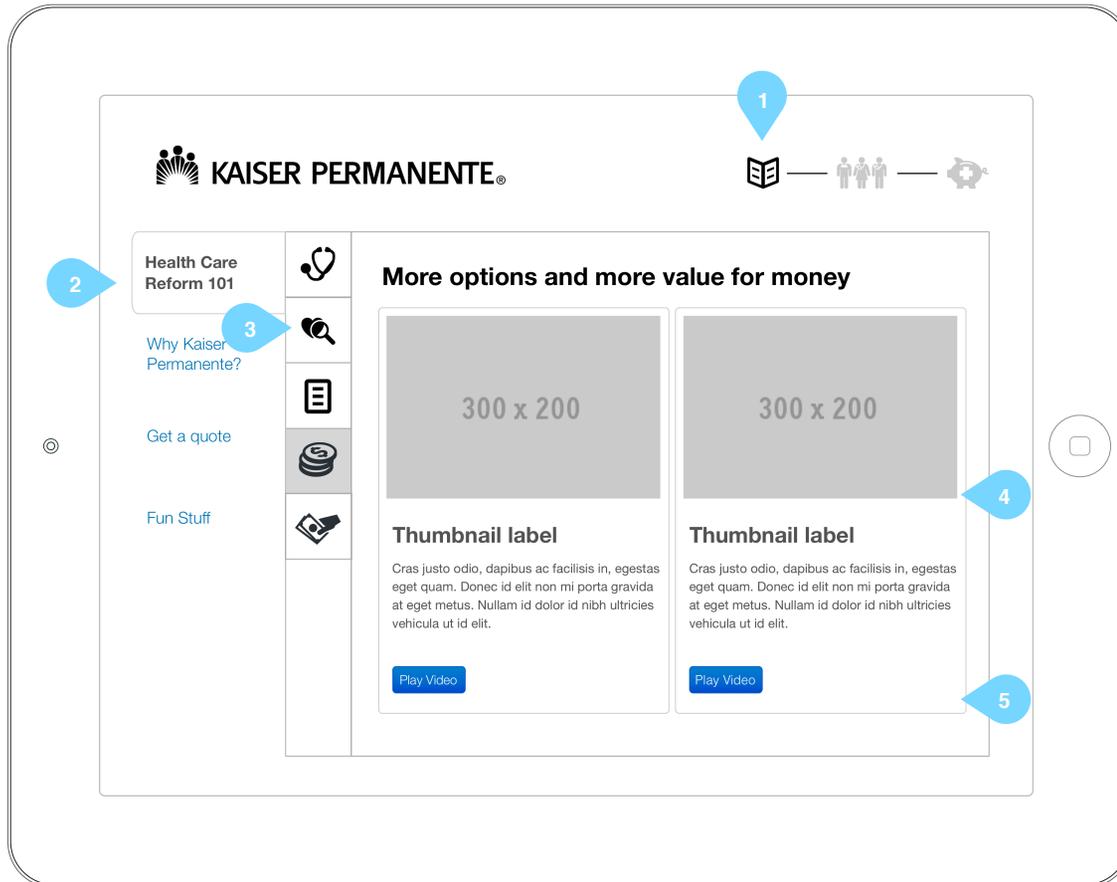
The current minor content section is highlighted visually to communicate to the user a position in the experience.
- 4. Content Area**
The content is still being determined by the client. This is just an example and does not represent what will be final content design.
- 5. Button**
Each content area WILL have a button or clickable image that will move the user to the next minor content screen in the order.

Tap this particular button will move the user to [10. HCR Options and Value](#)

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10. HCR Options and Value



Annotations

- 1. Visual Progress**
A visual indicator to show the user where they are in the process of the entire application experience.
- 2. Tier 1 Navigation**
Tap this to navigate between major content sections.
 - HCR101 (starting [7. Overview of HCR](#))
 - Why KP? (starting [13. Our care model](#))
 - Get a quote (starting [20. Get a quote](#))
 - Fun stuff (starting [23. Recipes](#))
- 3. Tier 2 Navigation**
Tap this to change between minor content in a major section. These are represented by icons but may be changed to text pending client decision.

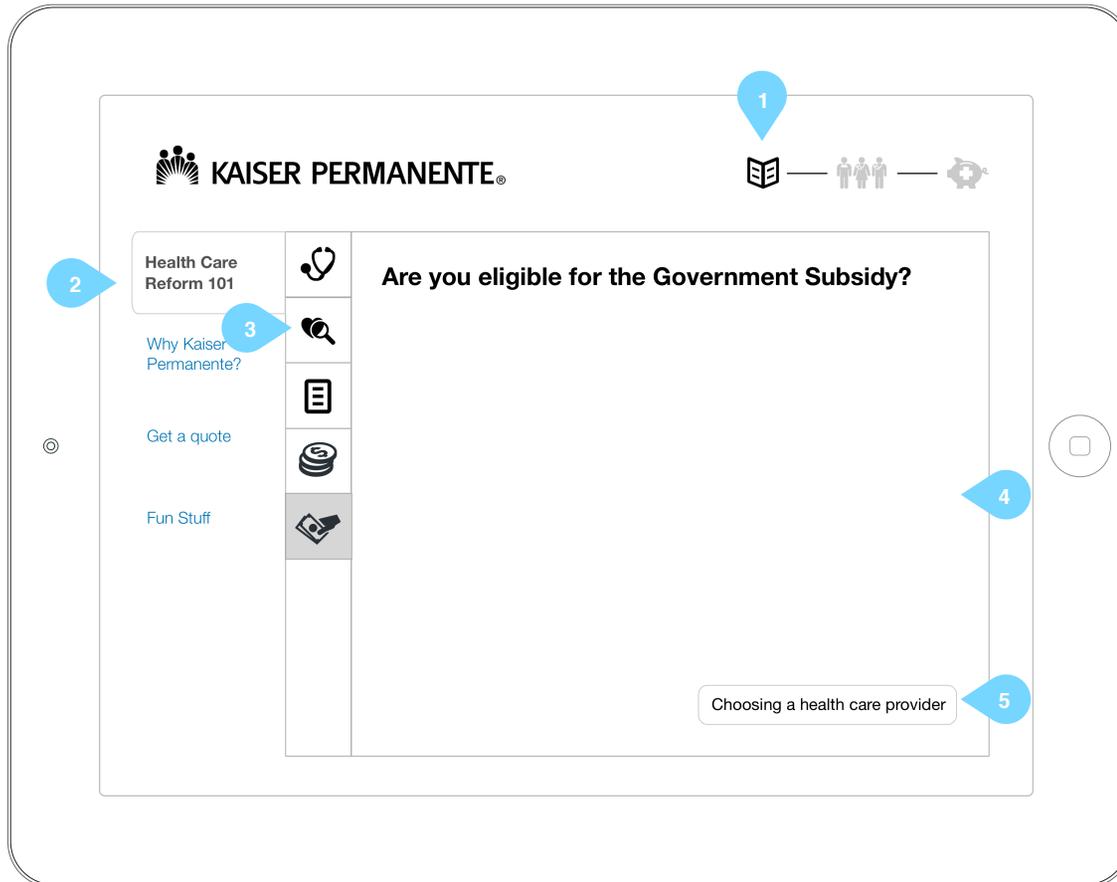
The current minor content section is highlighted visually to communicate to the user a position in the experience.
- 4. Content Area**
The content is still being determined by the client. This is just an example and does not represent what will be final content design.
- 5. Button**
Each content area WILL have a button or clickable image that will move the user to the next minor content screen in the order.

Tap this particular button will move the user to [11. HCR Government Subsidy](#)

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11. HCR Government Subsidy Info



Annotations

- 1. Visual Progress**
A visual indicator to show the user where they are in the process of the entire application experience.
- 2. Tier 1 Navigation**
Tap this to navigate between major content sections.
 - HCR101 (starting [7. Overview of HCR](#))
 - Why KP? (starting [13. Our care model](#))
 - Get a quote (starting [20. Get a quote](#))
 - Fun stuff (starting [23. Recipes](#))
- 3. Tier 2 Navigation**
Tap this to change between minor content in a major section. These are represented by icons but may be changed to text pending client decision.

The current minor content section is highlighted visually to communicate to the user a position in the experience.
- 4. Content Area**
The content is still being determined by the client. This is just an example and does not represent what will be final content design.
- 5. Button**
Each content area WILL have a button or clickable image that will move the user to the next minor content screen in the order.

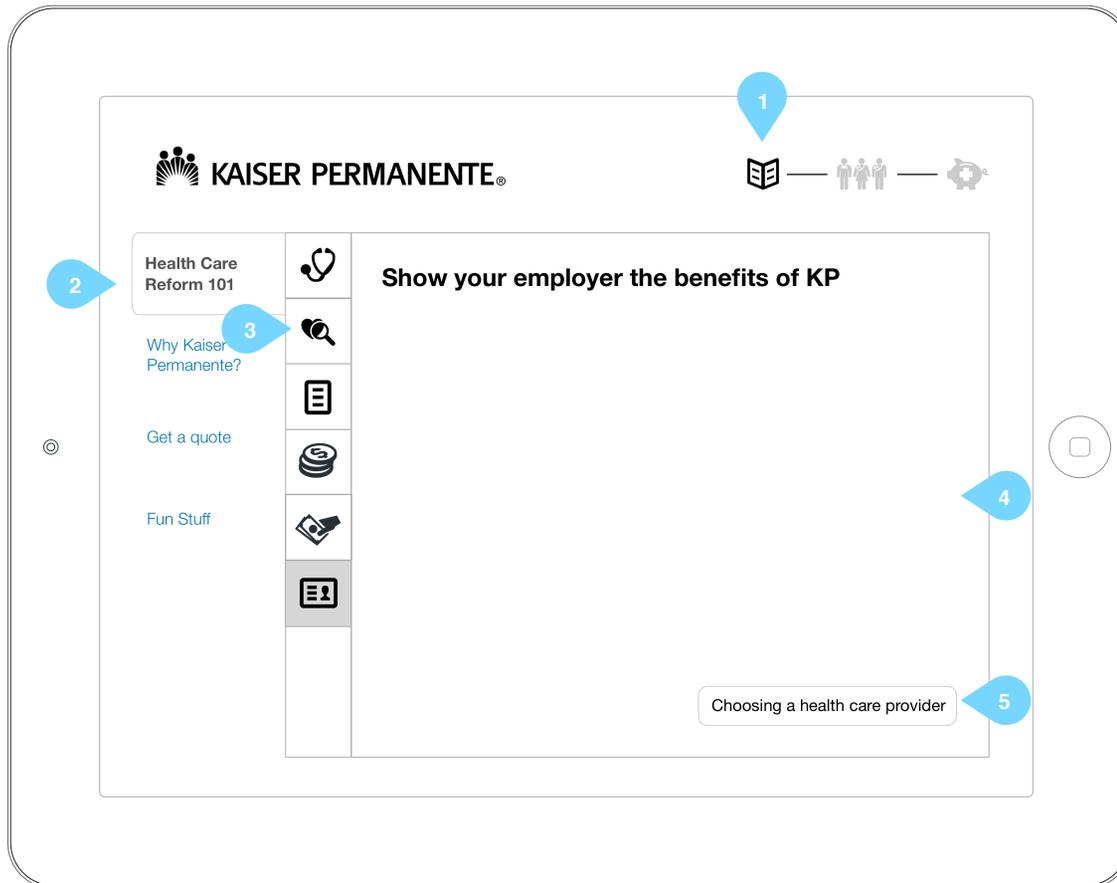
If the user is "Insured by employer", they will progress to [12. Employer/Employee Information](#) before continuing to [13. Our Care Model](#).

If the user is anything else, they will progress to [13. Our Care Model](#)

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12. Employer/Employee Information



Annotations

- 1. Visual Progress**
A visual indicator to show the user where they are in the process of the entire application experience.
- 2. Tier 1 Navigation**
Tap this to navigate between major content sections.
 - HCR101 (starting [7. Overview of HCR](#))
 - Why KP? (starting [13. Our care model](#))
 - Get a quote (starting [20. Get a quote](#))
 - Fun stuff (starting [23. Recipes](#))
- 3. Tier 2 Navigation**
Tap this to change between minor content in a major section. These are represented by icons but may be changed to text pending client decision.

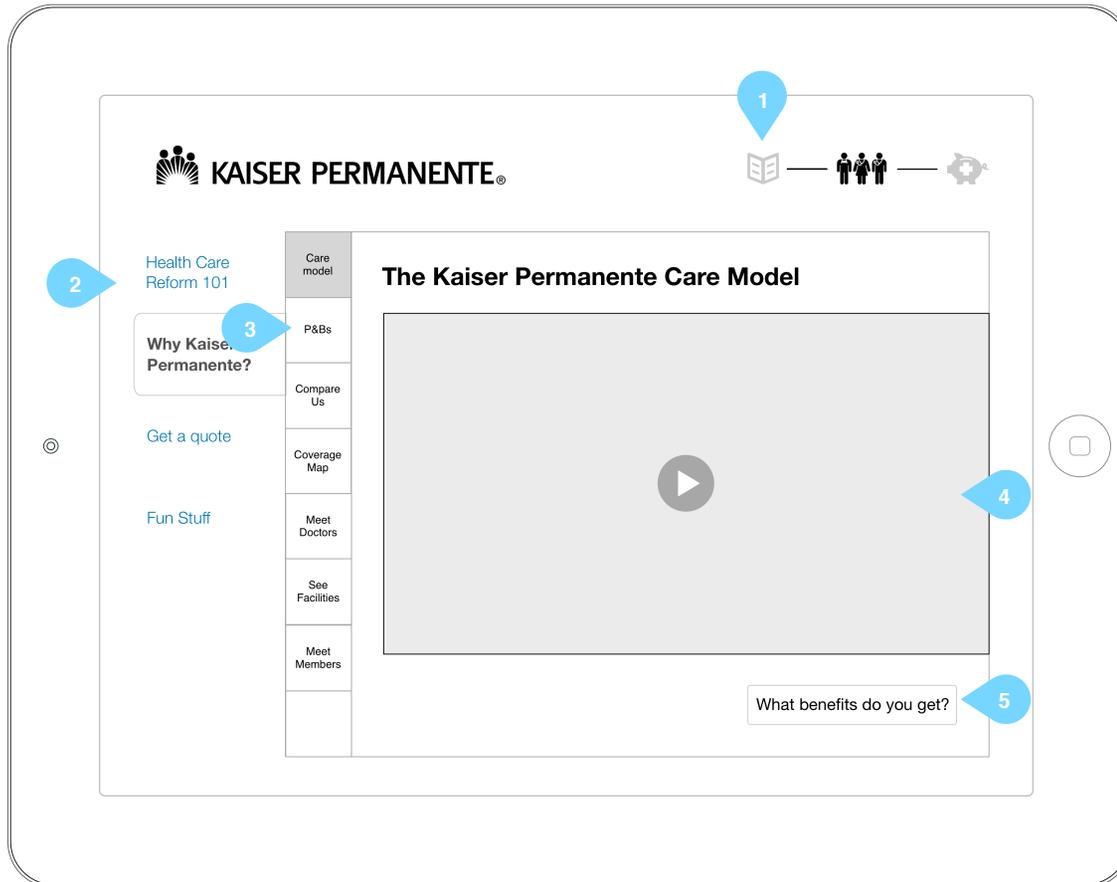
The current minor content section is highlighted visually to communicate to the user a position in the experience.
- 4. Content Area**
The content is still being determined by the client. This is just an example and does not represent what will be final content design.
- 5. Button**
Each content area WILL have a button or clickable image that will move the user to the next minor content screen in the order.

Tap this particular button will move the user to [13. Our Care Model](#)

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13. Our Care Model



Annotations

- 1. Visual Progress**
A visual indicator to show the user where they are in the process of the entire application experience.
- 2. Tier 1 Navigation**
Tap this to navigate between major content sections.
 - HCR101 (starting [7. Overview of HCR](#))
 - Why KP? (starting [13. Our care model](#))
 - Get a quote (starting [20. Get a quote](#))
 - Fun stuff (starting [23. Recipes](#))
- 3. Tier 2 Navigation**
Tap this to change between minor content in a major section. These are represented by icons but may be changed to text pending client decision.

The current minor content section is highlighted visually to communicate to the user a position in the experience.
- 4. Content Area**
The content is still being determined by the client. This is just an example and does not represent what will be final content design.

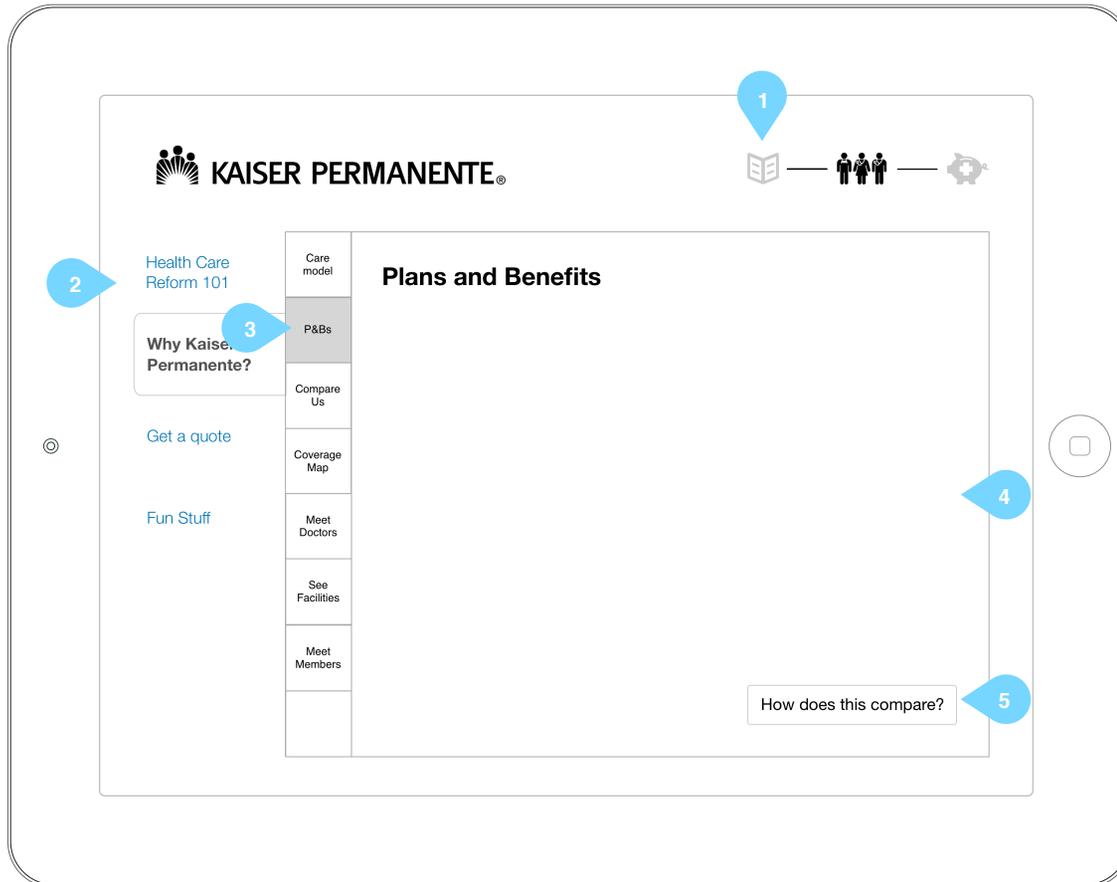
This particular example has video but is unclear what content will be provided. This could be play full screen or in the window. TBD.
- 5. Button**
Each content area WILL have a button or clickable image that will move the user to the next minor content screen in the order.

Tap this particular button will move the user to [14. Plans and Benefits](#)

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14. Plans and Benefits



Annotations

- 1. Visual Progress**
A visual indicator to show the user where they are in the process of the entire application experience.
- 2. Tier 1 Navigation**
Tap this to navigate between major content sections.
 - HCR101 (starting [7. Overview of HCR](#))
 - Why KP? (starting [13. Our care model](#))
 - Get a quote (starting [20. Get a quote](#))
 - Fun stuff (starting [23. Recipes](#))
- 3. Tier 2 Navigation**
Tap this to change between minor content in a major section. These are represented by icons but may be changed to text pending client decision.

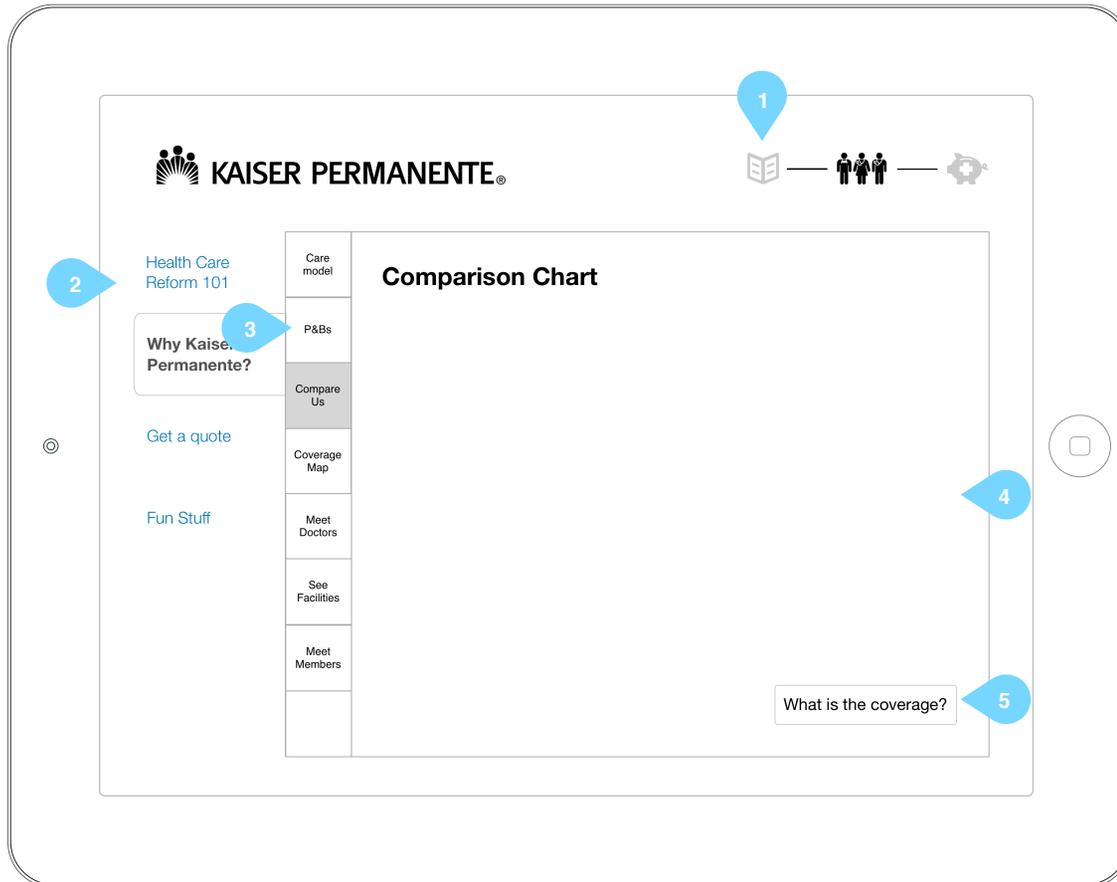
The current minor content section is highlighted visually to communicate to the user a position in the experience.
- 4. Content Area**
The content is still being determined by the client. This is just an example and does not represent what will be final content design.
- 5. Button**
Each content area WILL have a button or clickable image that will move the user to the next minor content screen in the order.

Tap this particular button will move the user to [15. Comparison](#)

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15. Comparison



Annotations

- 1. Visual Progress**
A visual indicator to show the user where they are in the process of the entire application experience.
- 2. Tier 1 Navigation**
Tap this to navigate between major content sections.
 - HCR101 (starting [7. Overview of HCR](#))
 - Why KP? (starting [13. Our care model](#))
 - Get a quote (starting [20. Get a quote](#))
 - Fun stuff (starting [23. Recipes](#))
- 3. Tier 2 Navigation**
Tap this to change between minor content in a major section. These are represented by icons but may be changed to text pending client decision.

The current minor content section is highlighted visually to communicate to the user a position in the experience.
- 4. Content Area**
The content is still being determined by the client. This is just an example and does not represent what will be final content design.
- 5. Button**
Each content area WILL have a button or clickable image that will move the user to the next minor content screen in the order.

Tap this particular button will move the user to [16. Coverage Map](#).

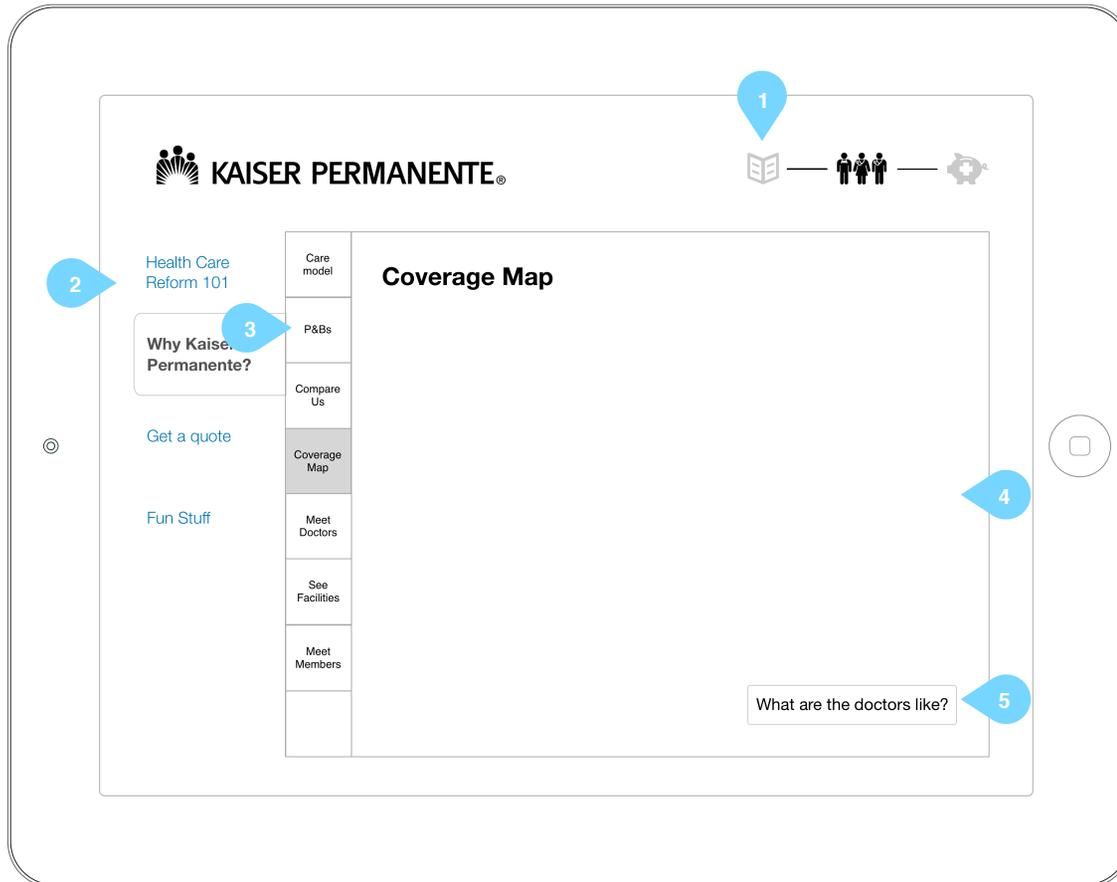
Note:

Data for this coverage map is accessed via KP's Location API

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16. Coverage Map



Annotations

- 1. Visual Progress**
A visual indicator to show the user where they are in the process of the entire application experience.
- 2. Tier 1 Navigation**
Tap this to navigate between major content sections.
 - HCR101 (starting [7. Overview of HCR](#))
 - Why KP? (starting [13. Our care model](#))
 - Get a quote (starting [20. Get a quote](#))
 - Fun stuff (starting [23. Recipes](#))
- 3. Tier 2 Navigation**
Tap this to change between minor content in a major section. These are represented by icons but may be changed to text pending client decision.

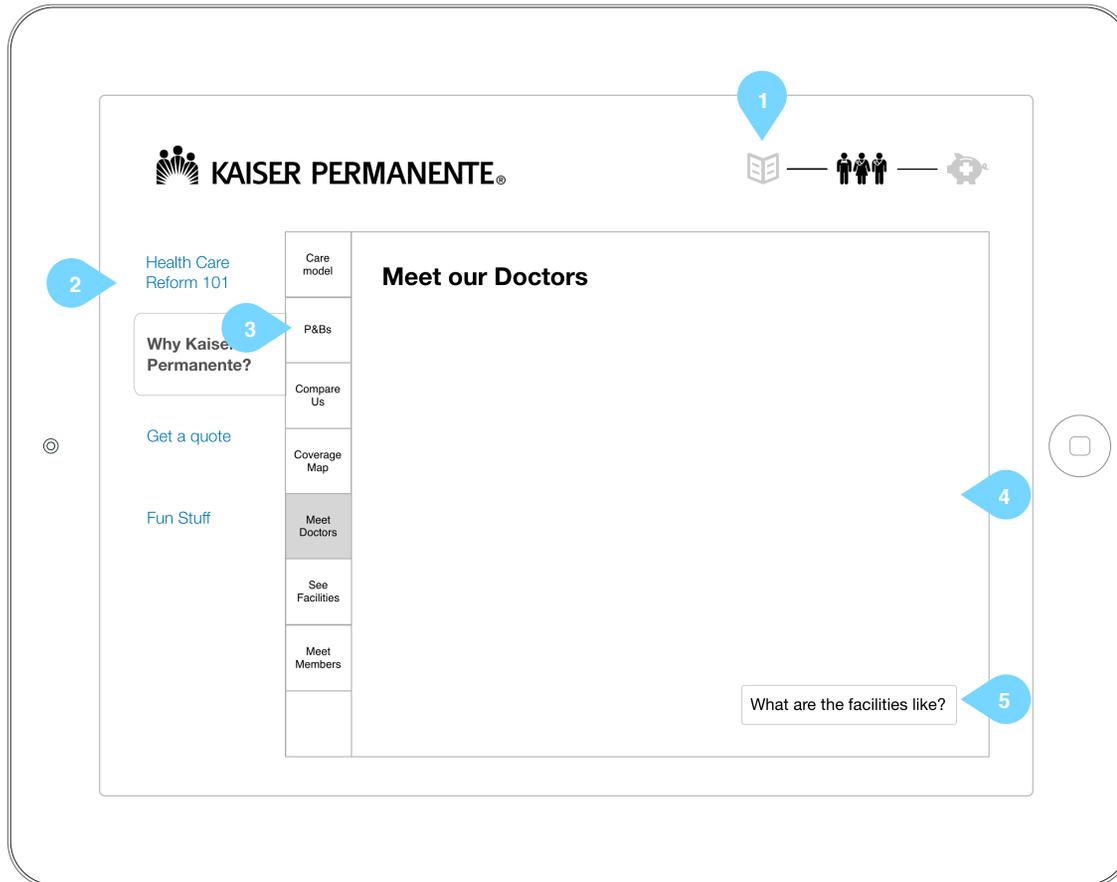
The current minor content section is highlighted visually to communicate to the user a position in the experience.
- 4. Content Area**
The content is still being determined by the client. This is just an example and does not represent what will be final content design.
- 5. Button**
Each content area WILL have a button or clickable image that will move the user to the next minor content screen in the order.

Tap this particular button will move the user to [17. Meet our Doctors](#)

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17. Meet our Doctors



Annotations

- 1. Visual Progress**
A visual indicator to show the user where they are in the process of the entire application experience.
- 2. Tier 1 Navigation**
Tap this to navigate between major content sections.
 - HCR101 (starting [7. Overview of HCR](#))
 - Why KP? (starting [13. Our care model](#))
 - Get a quote (starting [20. Get a quote](#))
 - Fun stuff (starting [23. Recipes](#))
- 3. Tier 2 Navigation**
Tap this to change between minor content in a major section. These are represented by icons but may be changed to text pending client decision.

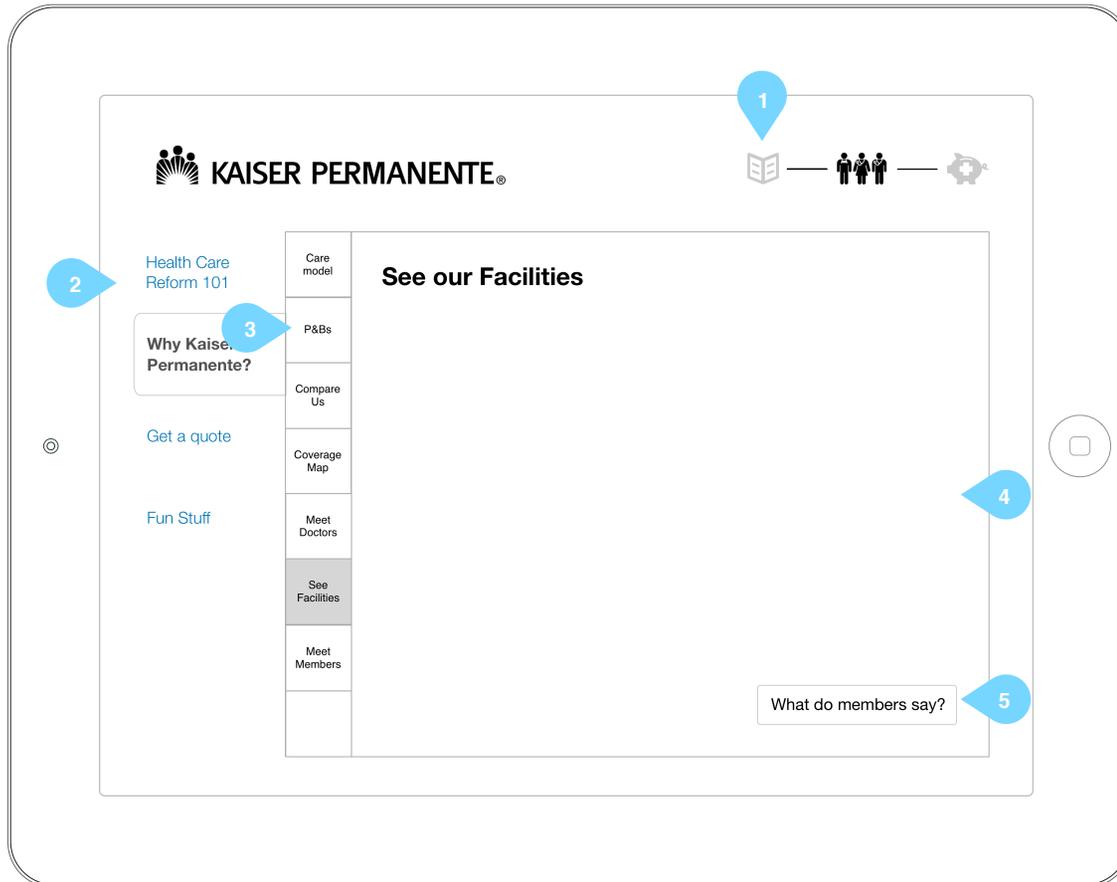
The current minor content section is highlighted visually to communicate to the user a position in the experience.
- 4. Content Area**
The content is still being determined by the client. This is just an example and does not represent what will be final content design.
- 5. Button**
Each content area WILL have a button or clickable image that will move the user to the next minor content screen in the order.

Tap this particular button will move the user to [18. See our Facilities](#)

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18. See our Facilities



Annotations

- 1. Visual Progress**
A visual indicator to show the user where they are in the process of the entire application experience.
- 2. Tier 1 Navigation**
Tap this to navigate between major content sections.
 - HCR101 (starting [7. Overview of HCR](#))
 - Why KP? (starting [13. Our care model](#))
 - Get a quote (starting [20. Get a quote](#))
 - Fun stuff (starting [23. Recipes](#))
- 3. Tier 2 Navigation**
Tap this to change between minor content in a major section. These are represented by icons but may be changed to text pending client decision.

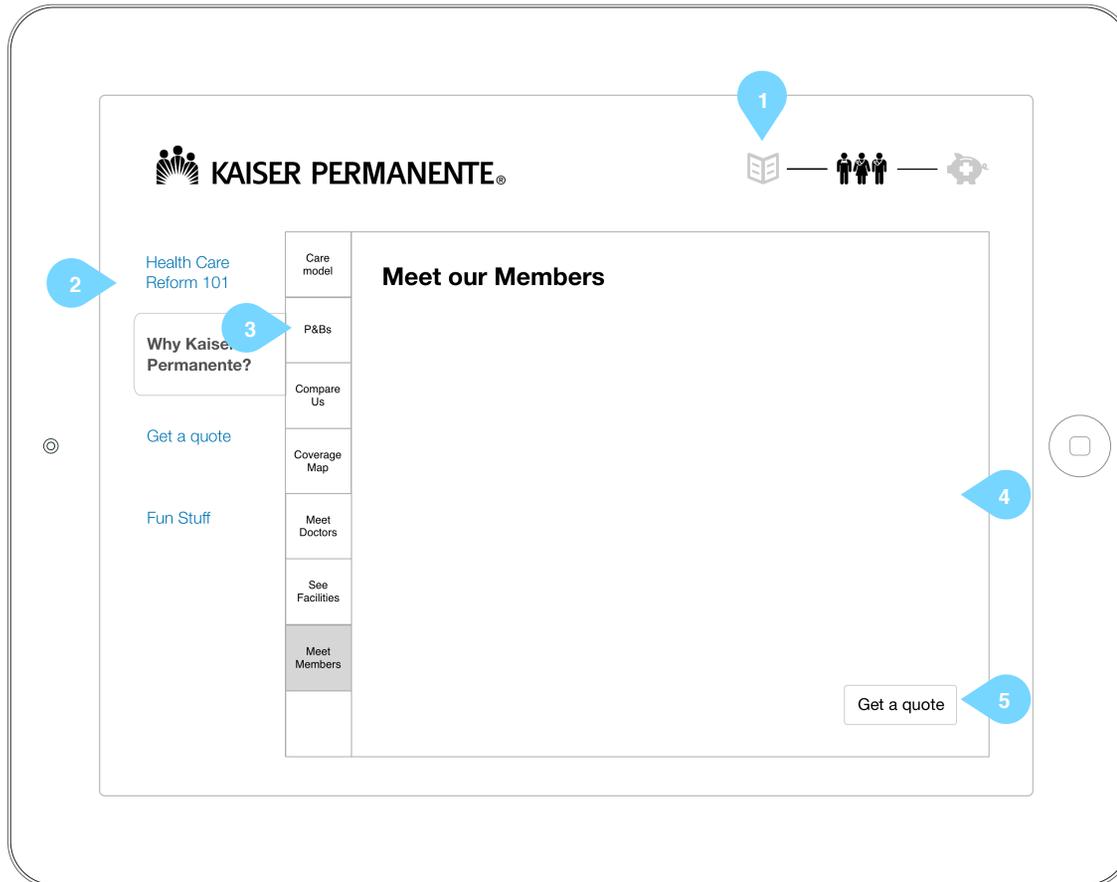
The current minor content section is highlighted visually to communicate to the user a position in the experience.
- 4. Content Area**
The content is still being determined by the client. This is just an example and does not represent what will be final content design.
- 5. Button**
Each content area WILL have a button or clickable image that will move the user to the next minor content screen in the order.

Tap this particular button will move the user to [19. Meet our Members](#)

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19. Meet our Members



Annotations

- 1. Visual Progress**
A visual indicator to show the user where they are in the process of the entire application experience.
- 2. Tier 1 Navigation**
Tap this to navigate between major content sections.
 - HCR101 (starting [7. Overview of HCR](#))
 - Why KP? (starting [13. Our care model](#))
 - Get a quote (starting [20. Get a quote](#))
 - Fun stuff (starting [23. Recipes](#))
- 3. Tier 2 Navigation**
Tap this to change between minor content in a major section. These are represented by icons but may be changed to text pending client decision.

The current minor content section is highlighted visually to communicate to the user a position in the experience.
- 4. Content Area**
The content is still being determined by the client. This is just an example and does not represent what will be final content design.
- 5. Button**
Each content area WILL have a button or clickable image that will move the user to the next minor content screen in the order.

Tap this particular button will move the user to [20. Get a Quote](#)

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20. Get a Quote

KAISER PERMANENTE®

Health Care Reform 101

Why Kaiser Permanente?

Get a quote

Fun Stuff

Get a quote

First Name: Your first name | Surname: Your last name | Email Address: Enter your email address

Date of Birth: MM | DD | YY

Phone Number: Enter your phone number

ZIP Code: Enter ZIP code | Select County

Submit

©

Annotations

- Contact Form**
Tap any field to prompt the keyboard and allow for content entry.
- Email address**
Tap to enter email address. Icon changes to green when the field condition of 'valid email syntax' is met.
- Phone number**
Tap to enter phone number. Icon changes to green when the field condition of 'valid phone syntax' is met.
- Date of Birth**
Tap to select from drop down list of numbers
- ZIP Code**
Tap to select and enter ZIP code. Upon entry of ZIP code, data cross-references with KP ZIP Data to check for cross-county conflict
- Select County**
Tap to select county. This field only appears if ZIP has multiple counties
- Submit Button**
Tap to submit the form data to KPIF and go to [21. Quote Confirmation with Survey](#)

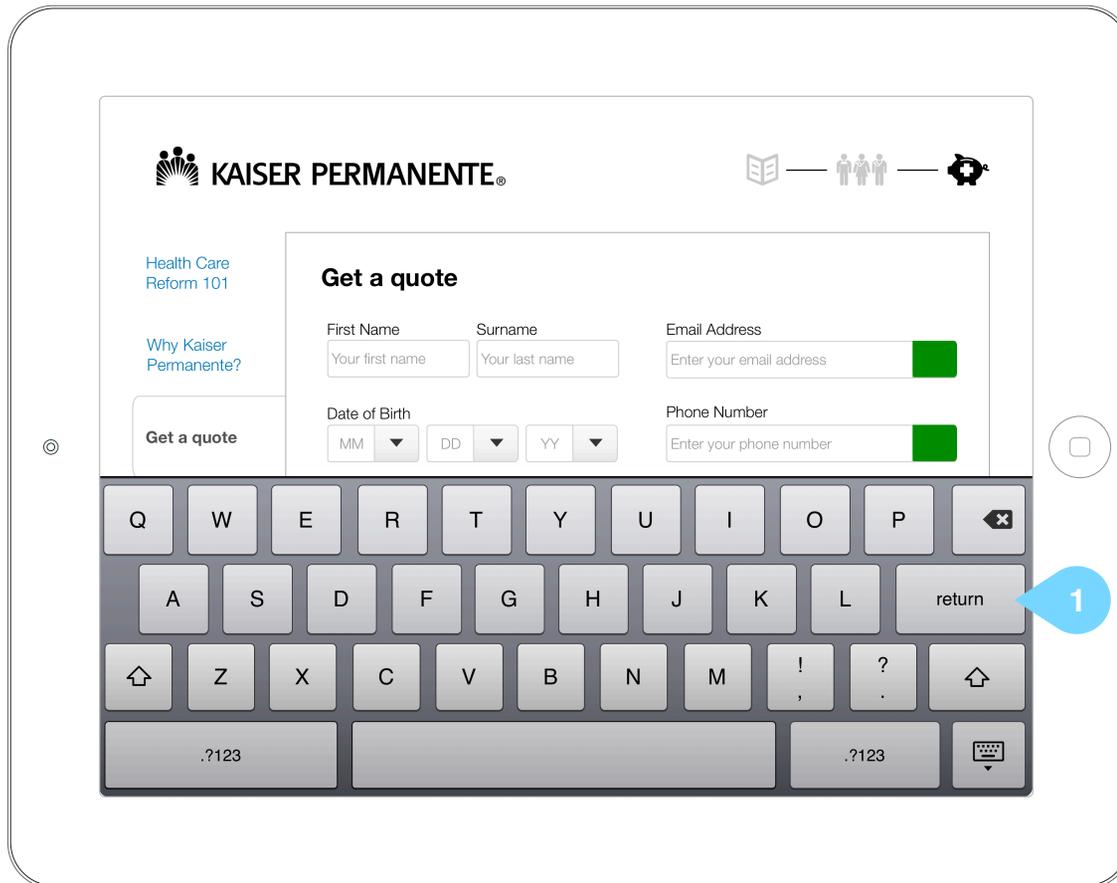
Note:

The submit button is not activated until all form fields are entered as all form fields are compulsory

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20a. Get a Quote Keyboard



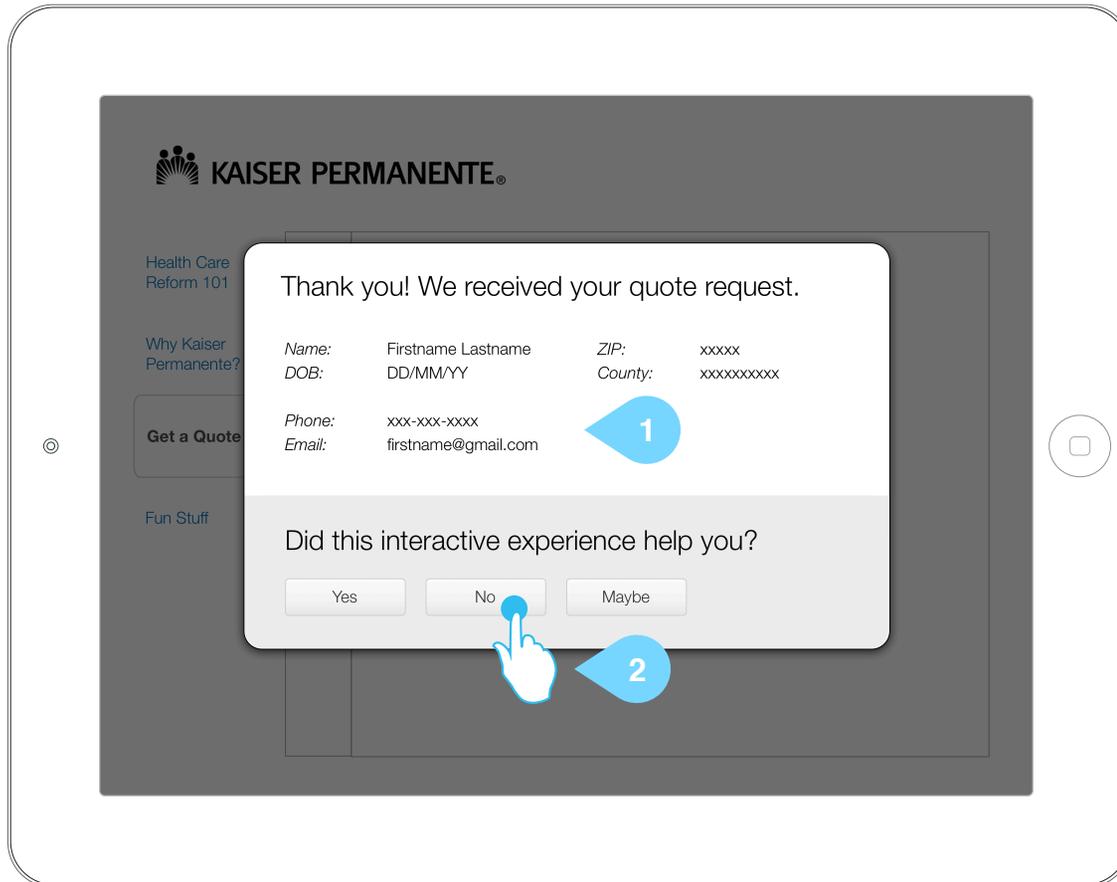
Annotations

1. **Keyboard**
Tap any field to prompt the keyboard and allow for content entry.

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21. Quote Confirmation



Annotations

- Thank you**
Display the entered quote information of the user
- Survey**
Tap an option in order to close the modal window and go to [22. Survey Confirmation](#).
Send the response to KP.

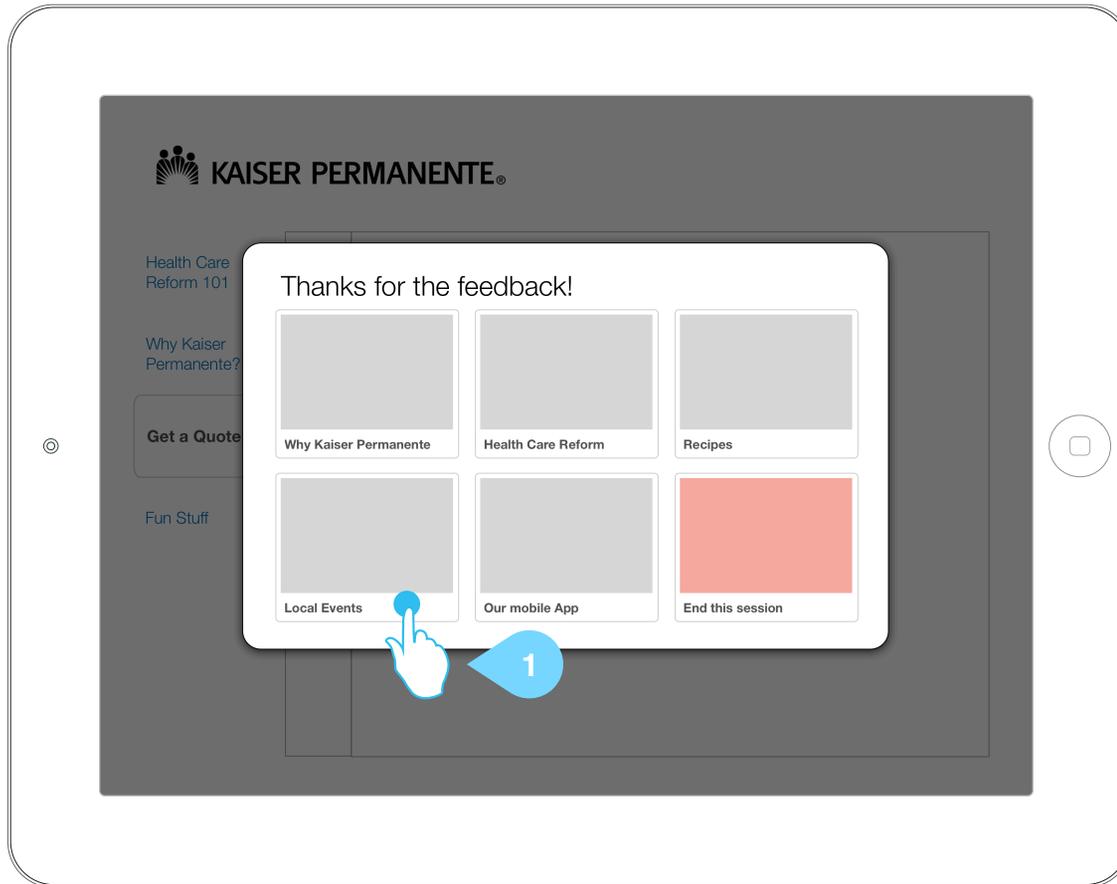
Note:

Time this screen out if no activity after a certain period of time and return to [1. Splash Screen](#)

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22. Survey Confirmation



Annotations

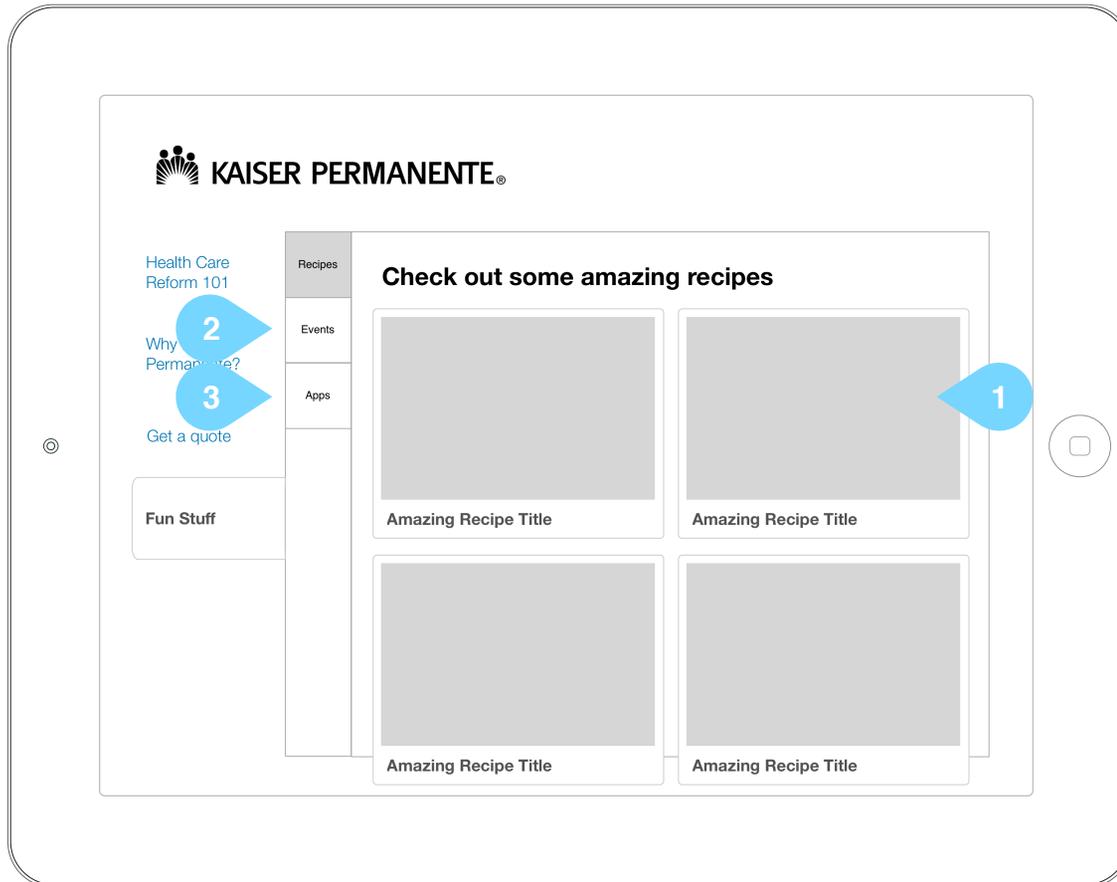
1. Select a tile

- Tap a tile to go to the corresponding page
- Why Kaiser Permanente - [13. Our Care Model](#)
 - Health Care Reform - [7. Overview of HCR](#)
 - Recipes - [23. Recipes](#)
 - Local Events - [25. Events](#)
 - Our mobile App - [26. Apps](#)
 - End this session - [1. Splash Screen](#)

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23. Recipes



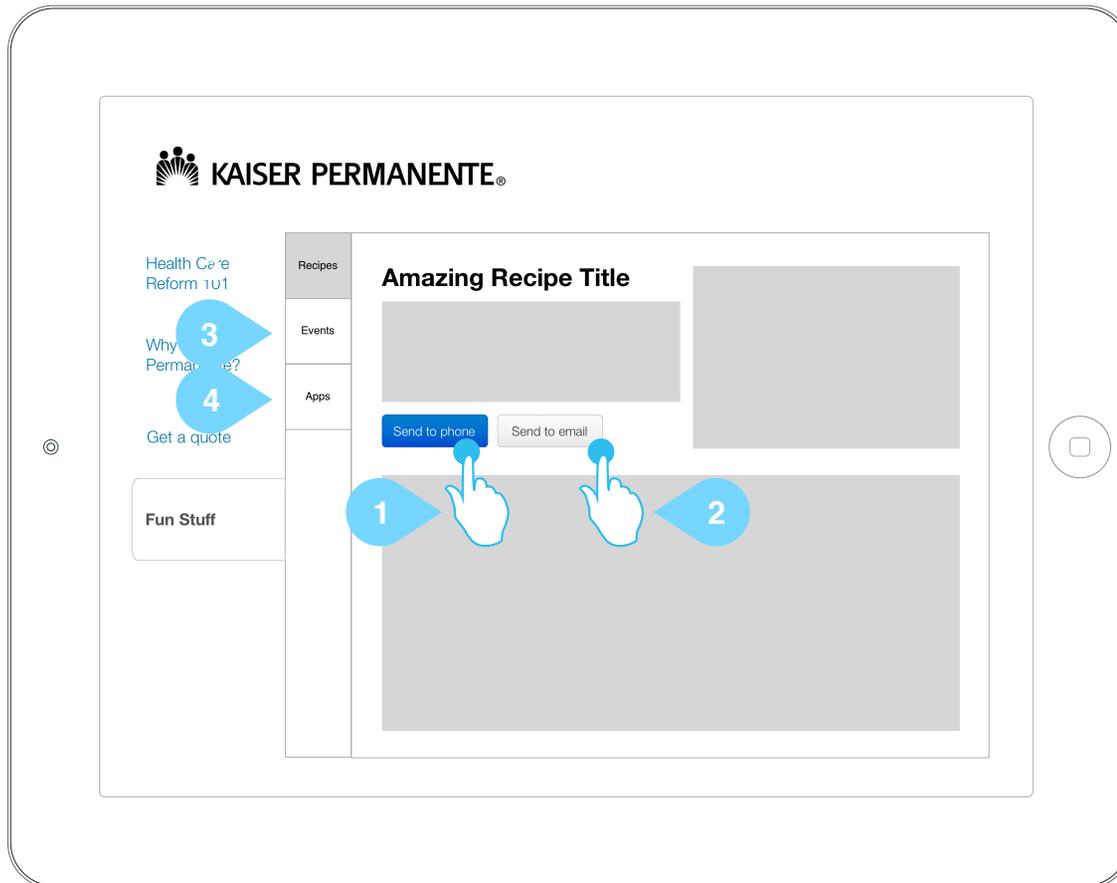
Annotations

- 1. Recipe Tile**
Tap this to access detailed view at [24. Recipe Detail View](#)
- 2. Events**
Tap this to access [25. Events](#)
- 3. Apps**
Tap this to access [26. Apps](#)

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24. Recipe Detail View



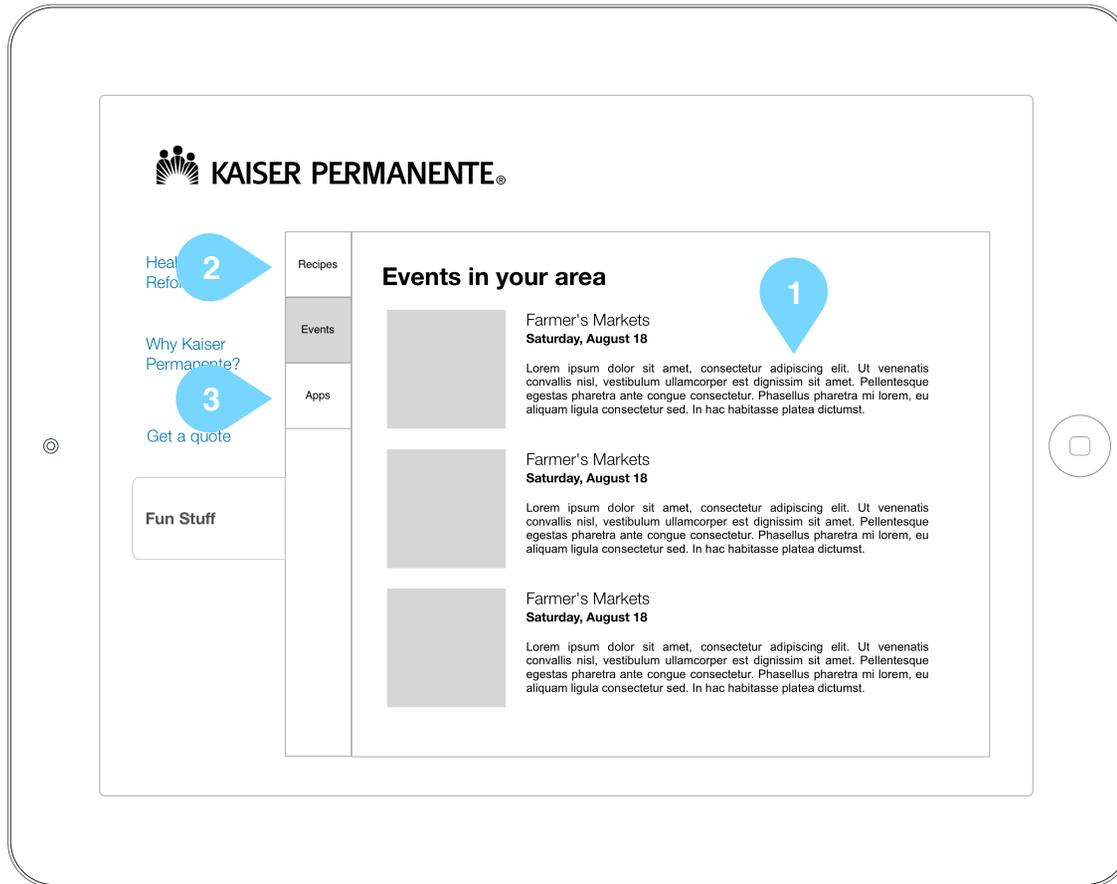
Annotations

- 1. Send to Phone**
Tap this to go to 28. Enter your phone number
- 2. Send to email**
Tap this to go to 28. Enter your phone number
- 3. Events**
Tap this to access 25. Events
- 4. Apps**
Tap this to access 26. Apps

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25. Events



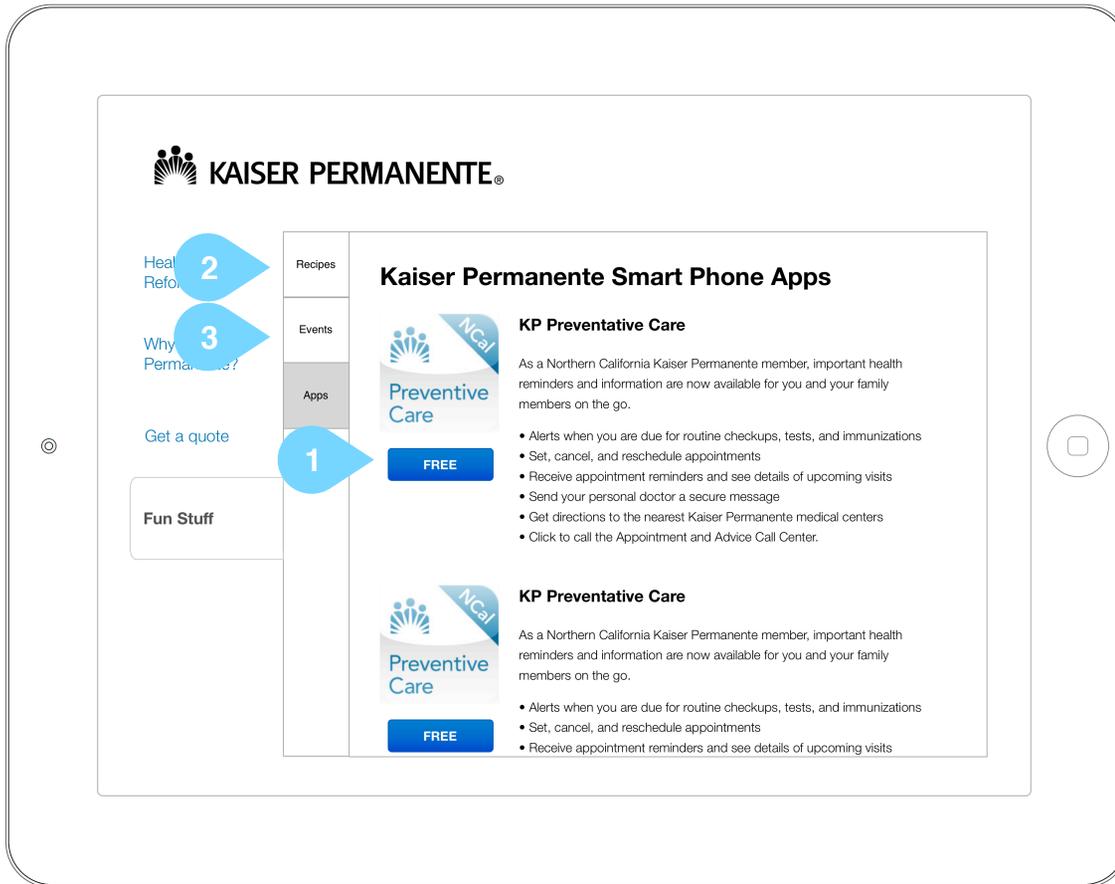
Annotations

1. **Event Tile**
Display event detail. There is no detail view for this content.
2. **Recipes**
Tap this to access [23.Recipes](#)
3. **Apps**
Tap this to access [26.Apps](#)

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26. Apps



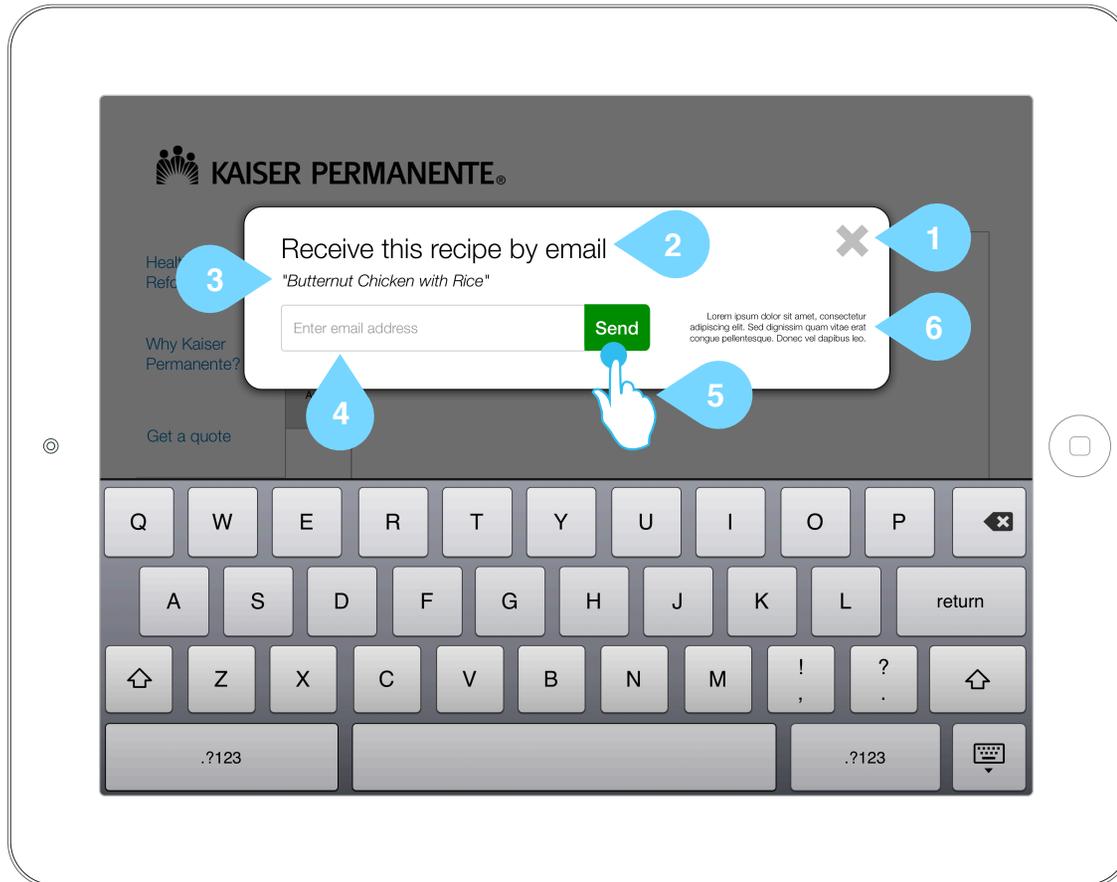
Annotations

- 1. FREE Button**
Tap this to go to [28. Enter your phone number](#)
The url of the App will be sent to the user's phone via SMS.
- 2. Recipes**
Tap this to access [23. Recipes](#)
- 3. Events**
Tap this to access [25. Events](#)

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27. Enter your email address



Annotations

- 1. X**
Tap to cancel the modal and return to the previous screen
- 2. Show selected communication type**
Display the communication type for confidence
- 3. Show selected recipe**
Display the recipe that was selected for reassurance
- 4. Enter your email address**
Tap this to prompt the text keyboard
- 5. Send**
Tap to submit the request and forward the related information to the inputted phone number.

The send button changes to green when the field condition of 'valid email syntax' is met.

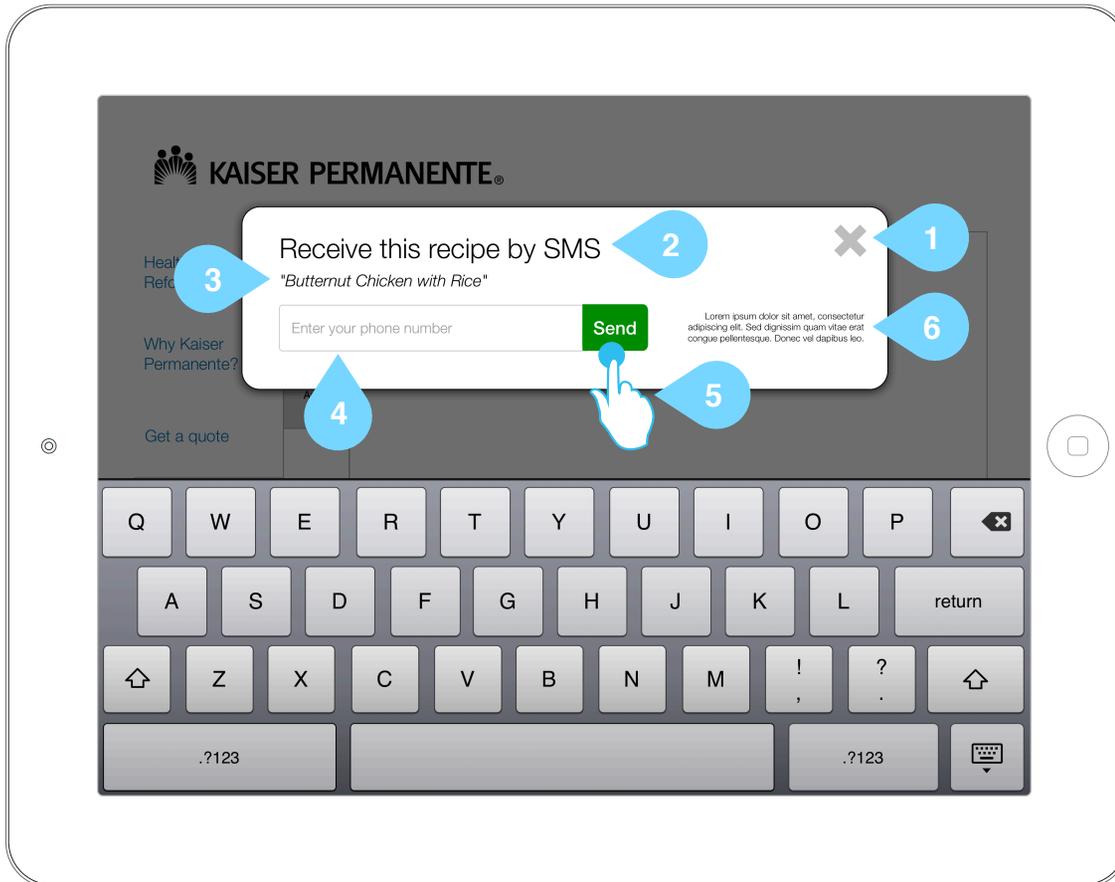
If the syntax is not met, the form cannot be submitted.

Upon successful submission, go to [39. Recipe Email Confirmation](#)
- 6. Privacy Policy**
Display the privacy policy

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28. Enter your phone number



Annotations

- 1. X**
Tap to cancel the modal and return to the previous screen
- 2. Show selected communication type**
Display the communication type for confidence
- 3. Show selected recipe**
Display the recipe that was selected for reassurance
- 4. Enter your email address**
Tap this to prompt the text keyboard
- 5. Send**
Tap to submit the request and forward the related information to the inputted phone number.

The send button changes to green when the field condition of 'valid SMS syntax' is met.

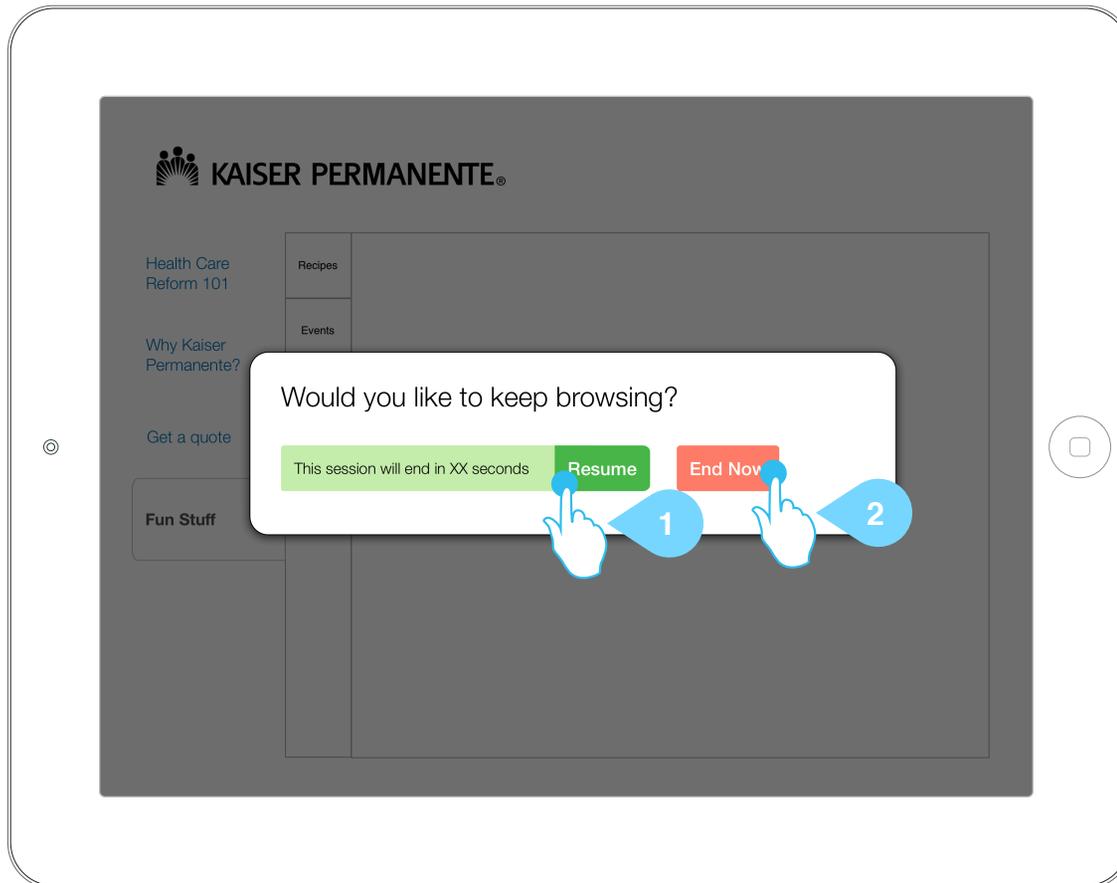
If the syntax is not met, the form cannot be submitted.

Upon successful submission, go to [40. Recipe SMS Confirmation](#)
- 6. Privacy Policy**
Display the privacy policy

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29. Time Out Modal



Annotations

- Resume**
Tap this to continue browsing the experience on the same screen
- End Now**
Tap this to end the session and return to [1_Splash_Screen](#)

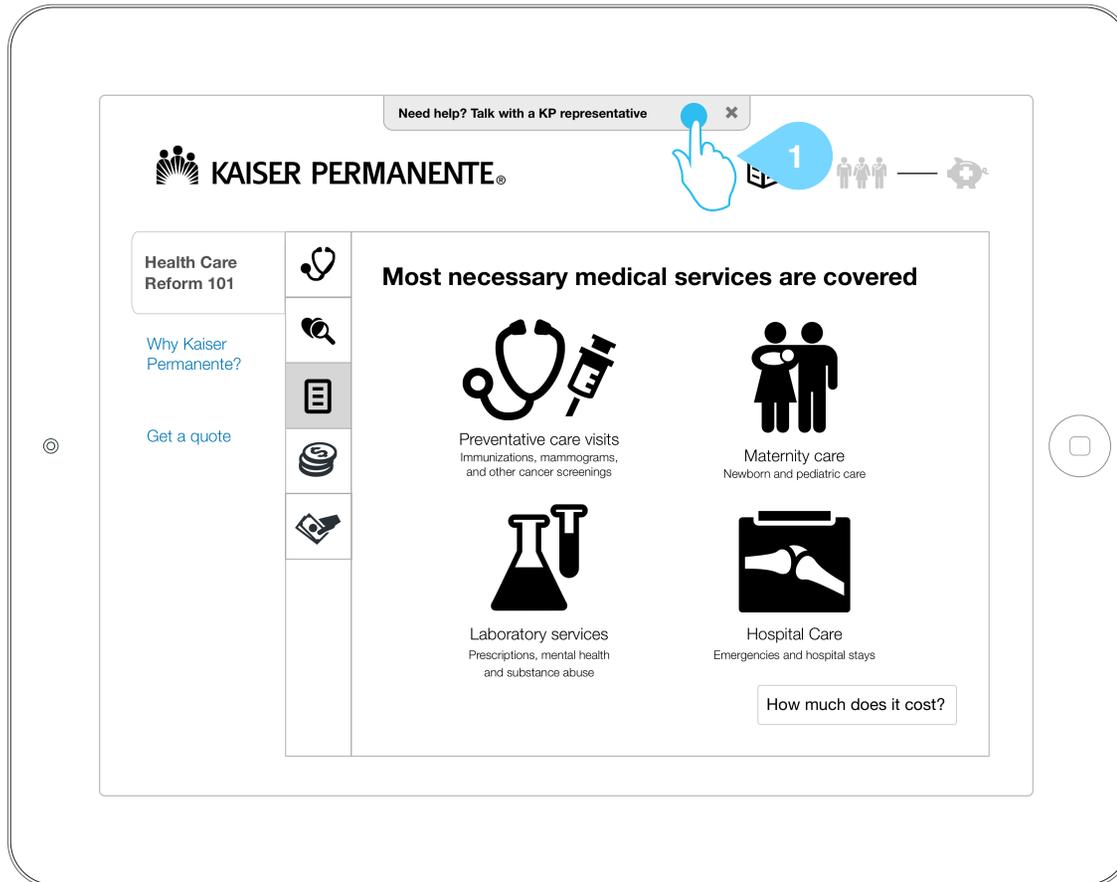
Note:

Display this notification after a determined amount of inactive time. The time remaining for the user to resume is count down in the description text.

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30. Help Notification



Annotations

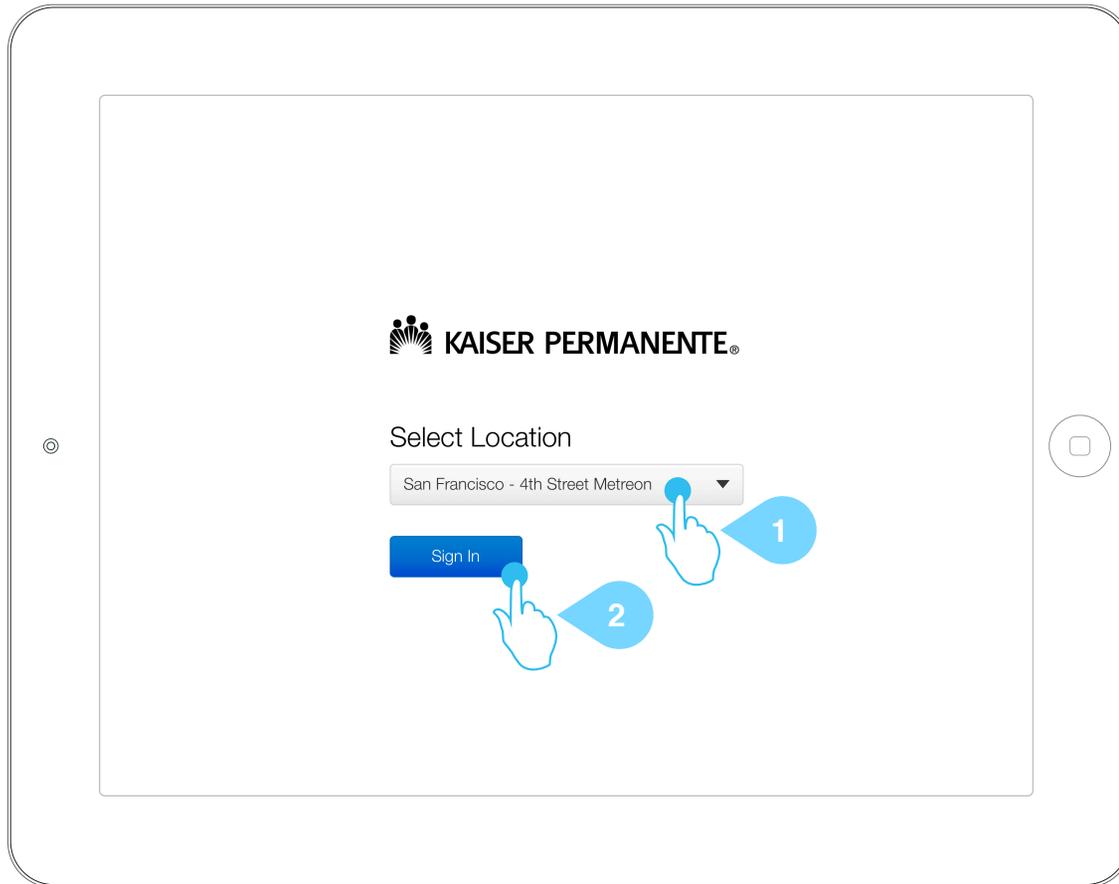
- Pop-up Notification**
Automatically display this notification after X seconds
Tap the X to close this notification

This may also time out after 5 seconds

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31. Admin Startup



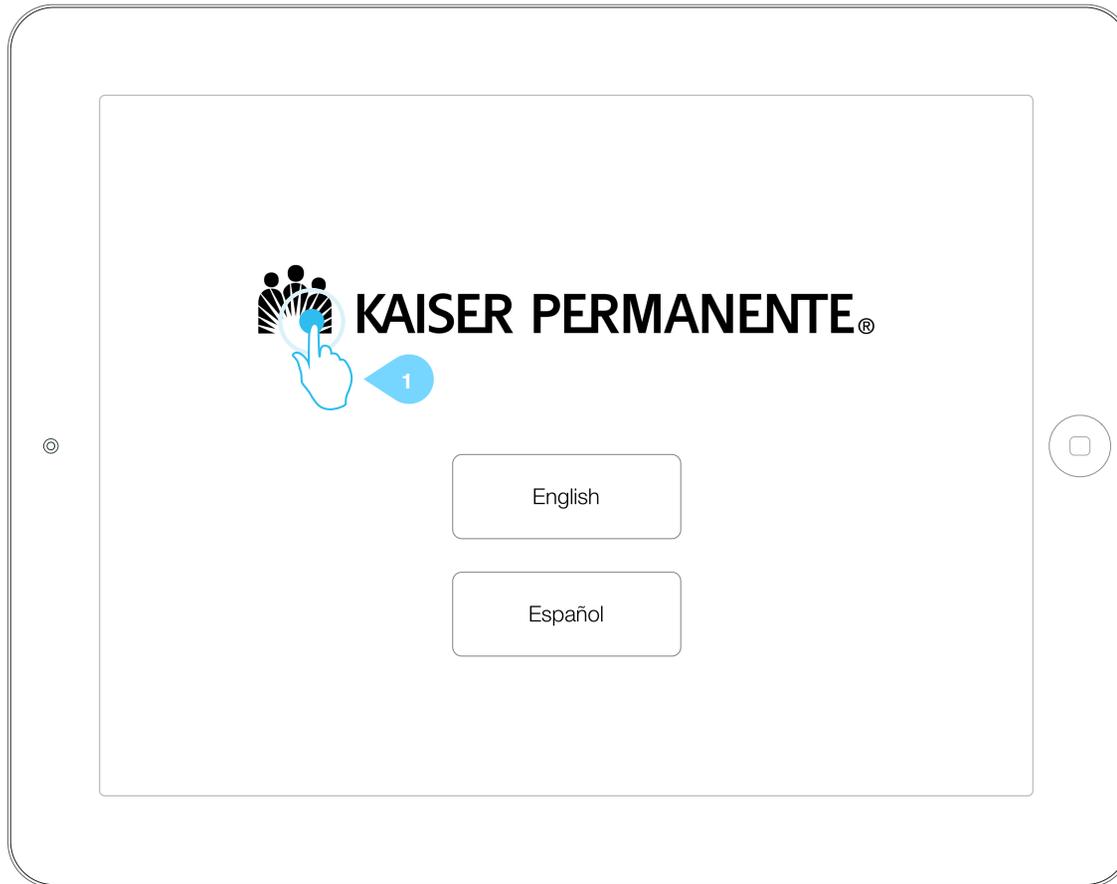
Annotations

- 1. Select Location**
*Tap to open a list-menu of locations
Tap again to make a selection*
- 2. Sign In**
Tap this to enter the system as the selected location

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32. Admin Entry



Annotations

1. **Load Admin Section**

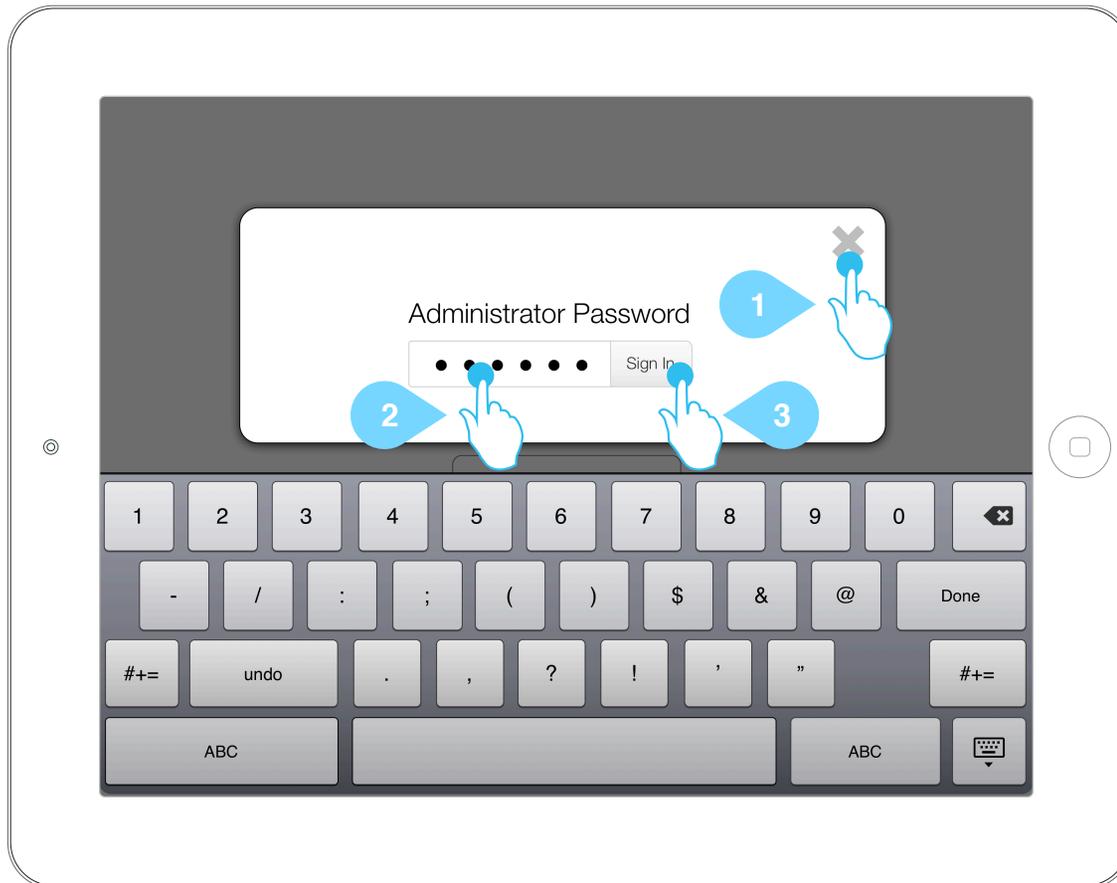
Tap and hold logo for 5 seconds to prompt admin password as seen in [33. Admin Modal Password Entry](#).

The KP rep user must return to this home screen in order to gain access into the admin area.

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33. Admin Modal Password Entry



Annotations

- X**
Tap the X to close this modal view and return to the previous screen
- Enter Password**
*Tap to activate text field and prompt numerical keyboard
Password is numerical*
- Sign In**
Tap this authenticate the user.

Success goes to [35. Admin Modal Dashboard](#)
Failure goes to [34. Admin Password Error](#)

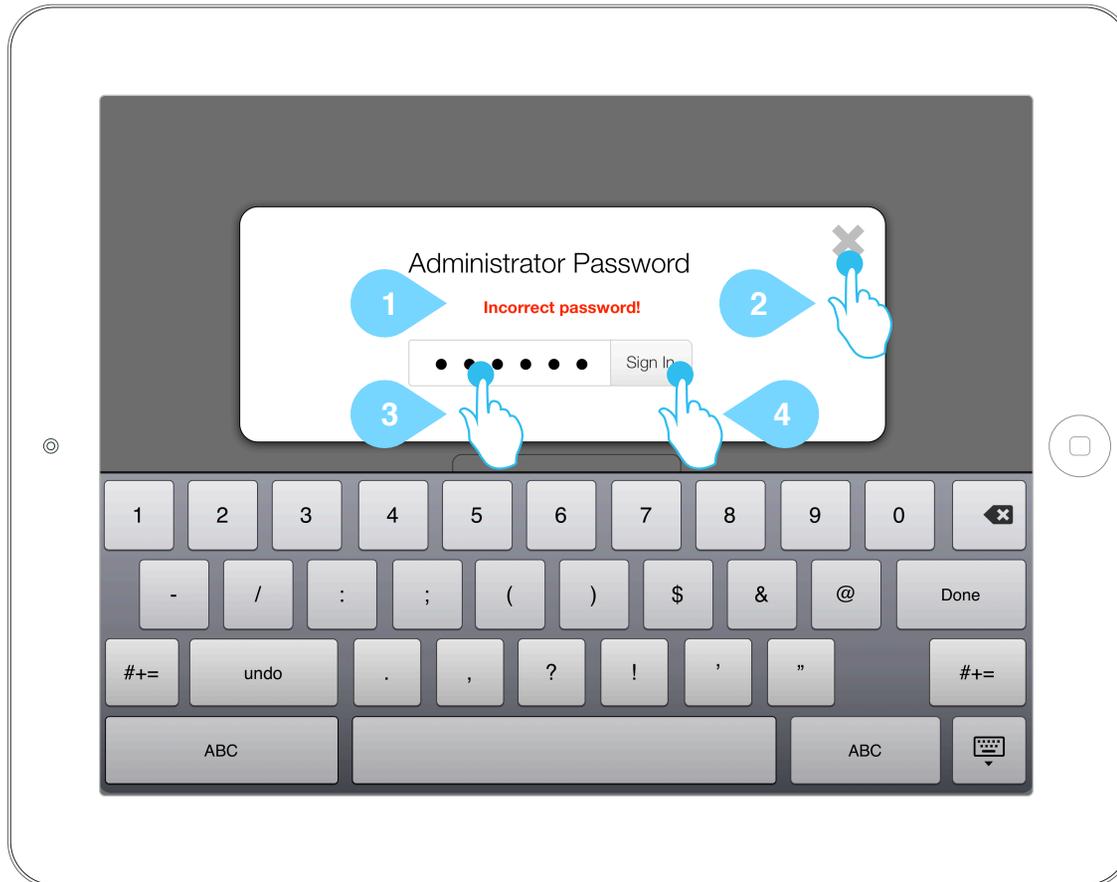
Note:

This window times-out after x seconds and returns to the previous screen

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34. Admin Error Message



Annotations

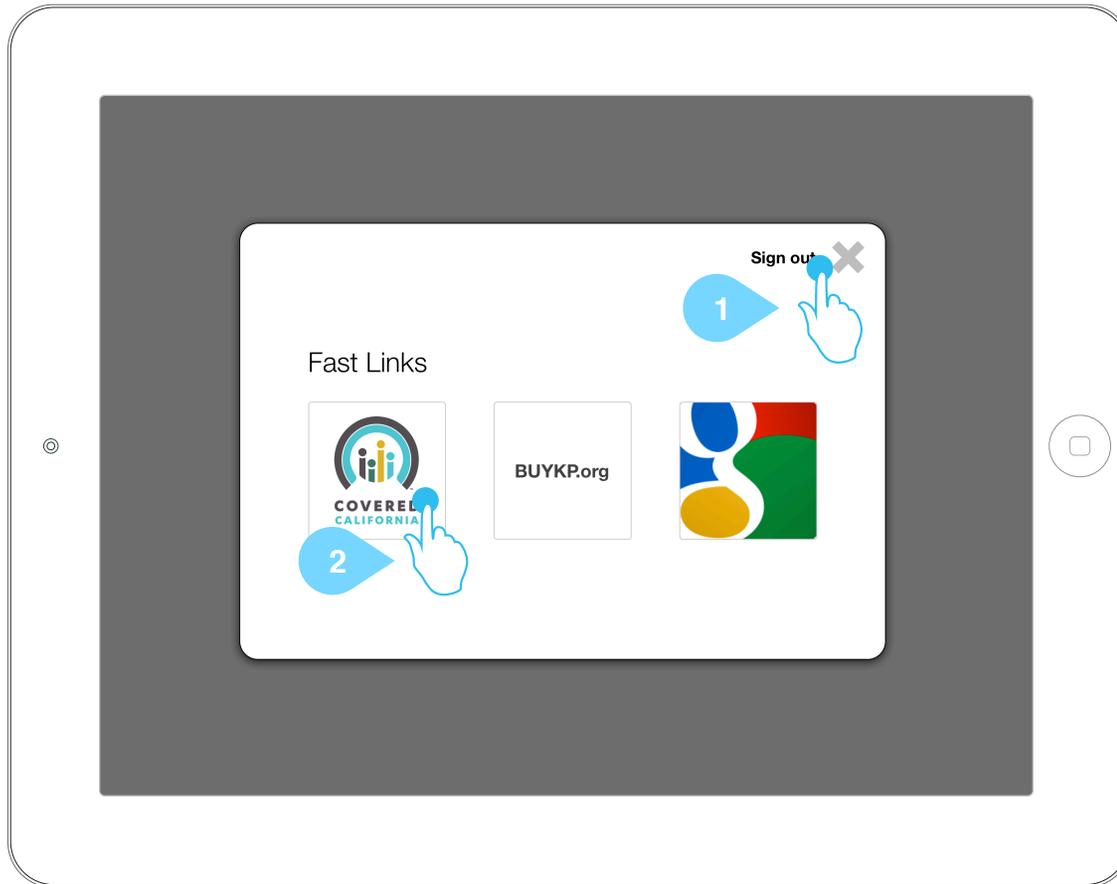
- Incorrect password**
Display prominent text to notify user of an incorrect password
- X**
Tap this to close this modal view and return to the previous screen
- Password Field**
Tap this to prompt the keyboard, delete the current entry and allow re-entry of the user password
- Sign In**
Tap this authenticate the user.

Success goes to [35. Admin Modal Dashboard](#)
Failure goes to [34. Admin Password Error](#)

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35. Admin Modal Dashboard



Annotations

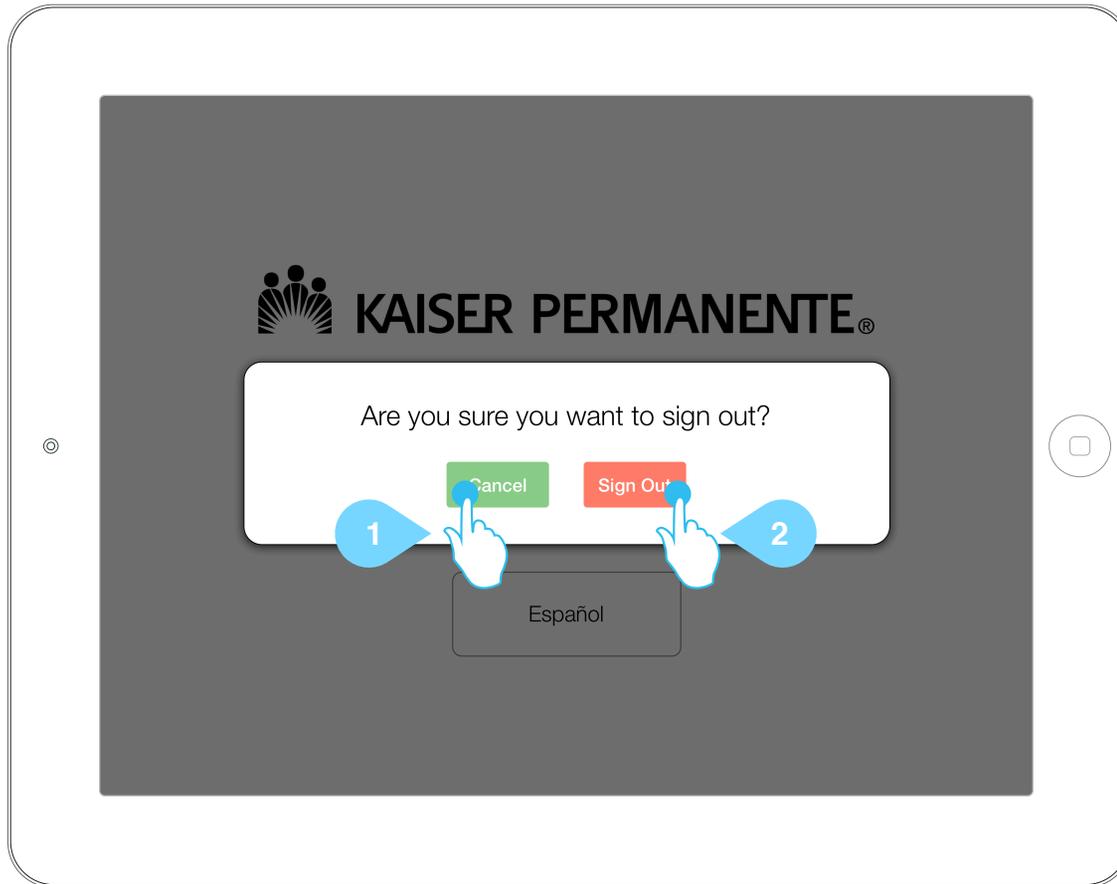
- 1. Sign Out X**
Tap this exit the authenticated modal view and return to [2. Select Your Language](#)
- 2. Fast Links**
Tap this to navigate to the corresponding URL that loads as per [36. Admin Webview](#)

URLS are yet to be supplied by the client.

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36. Admin Sign Out Confirmation



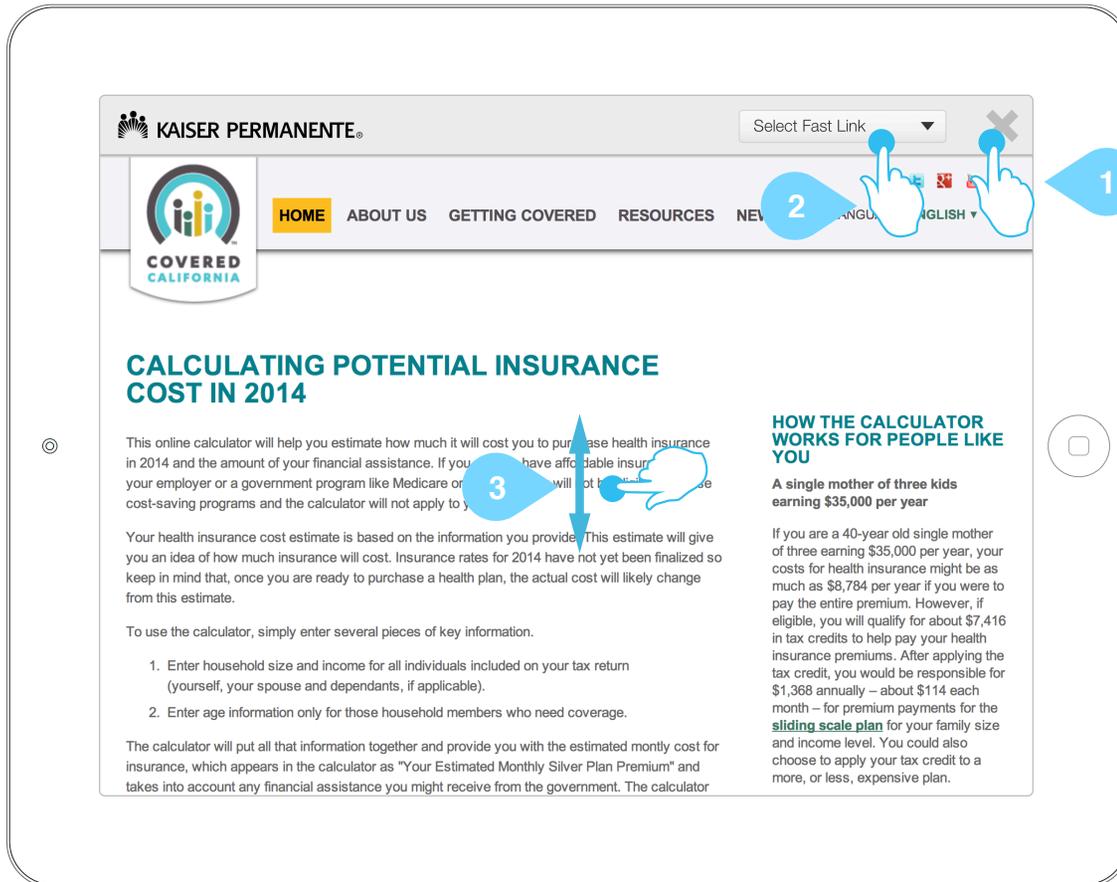
Annotations

1. **Cancel**
Tap this to return to the previous screen
2. **Sign Out**
Tap this to complete the sign out and return to [2. Select Your Language](#)

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37. Admin Web View



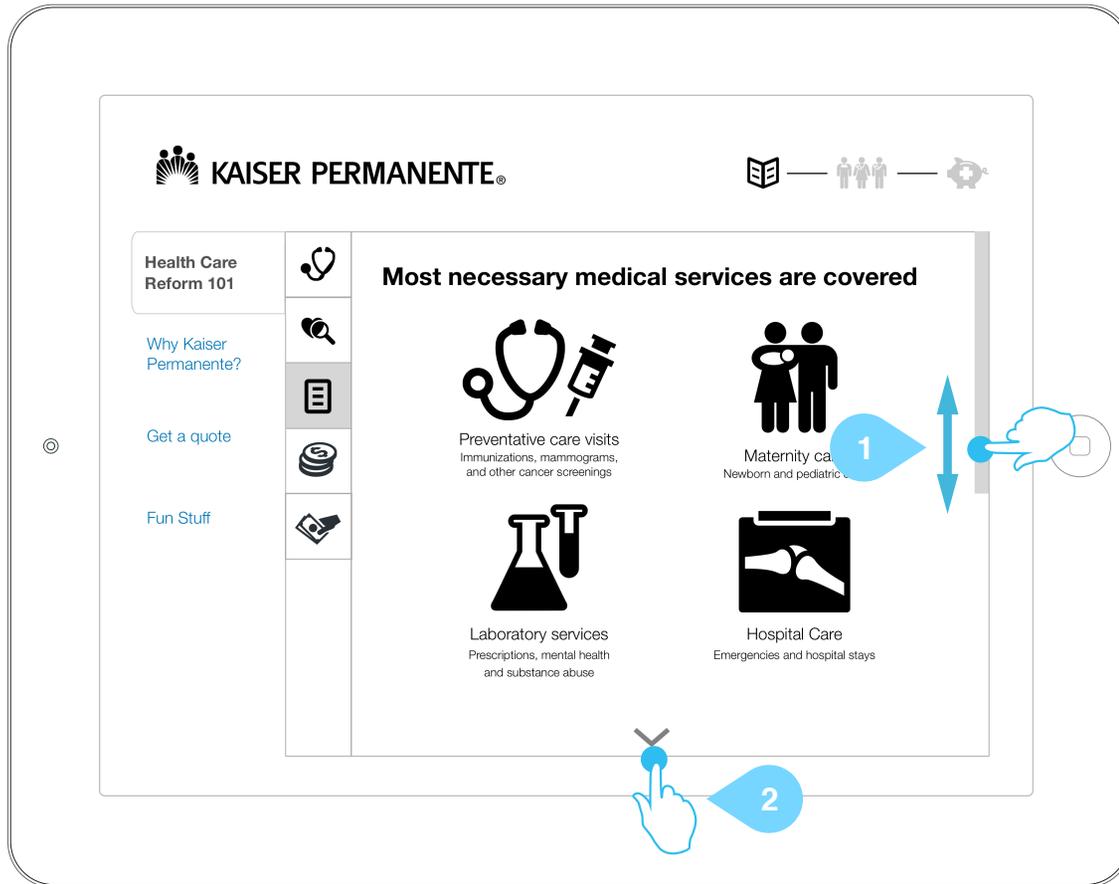
Annotations

- 1. X**
Tap this to leave this web view and return to 35_Admin Modal Dashboard
- 2. Select Fast Link**
Tap this to open a list-menu. The items in this menu are the same options available on 35_Admin Modal Dashboard but save the user having to go back a screen to change URLs.
Tap again to make a selection and go to that URL
- 3. Vertical Scroll**
Swipe to scroll the web view content

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38. Scroll Example



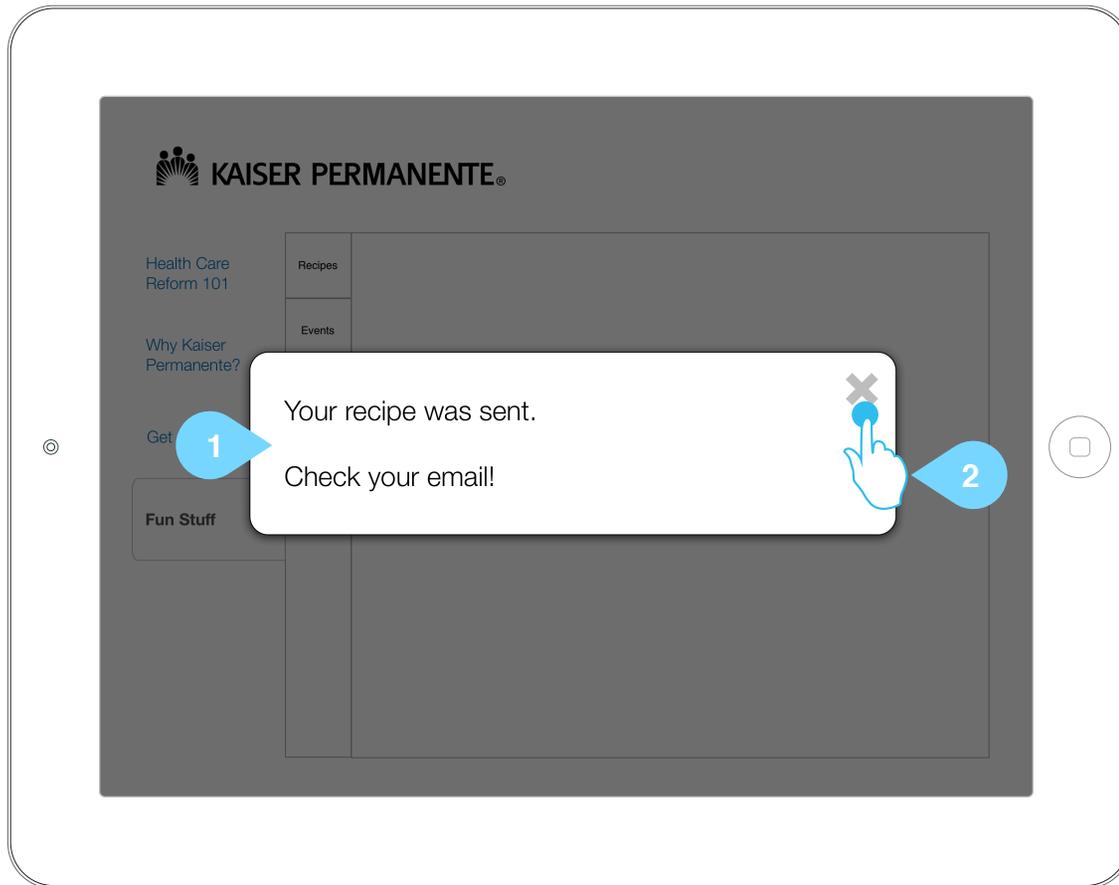
Annotations

- Vertical Scroll**
Swipe to scroll the web view content
- Down Arrow**
Tap to scroll 1 page/panel at a time. Removed at the end if there are no more pages to scroll.

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39. Recipe Email Confirmation



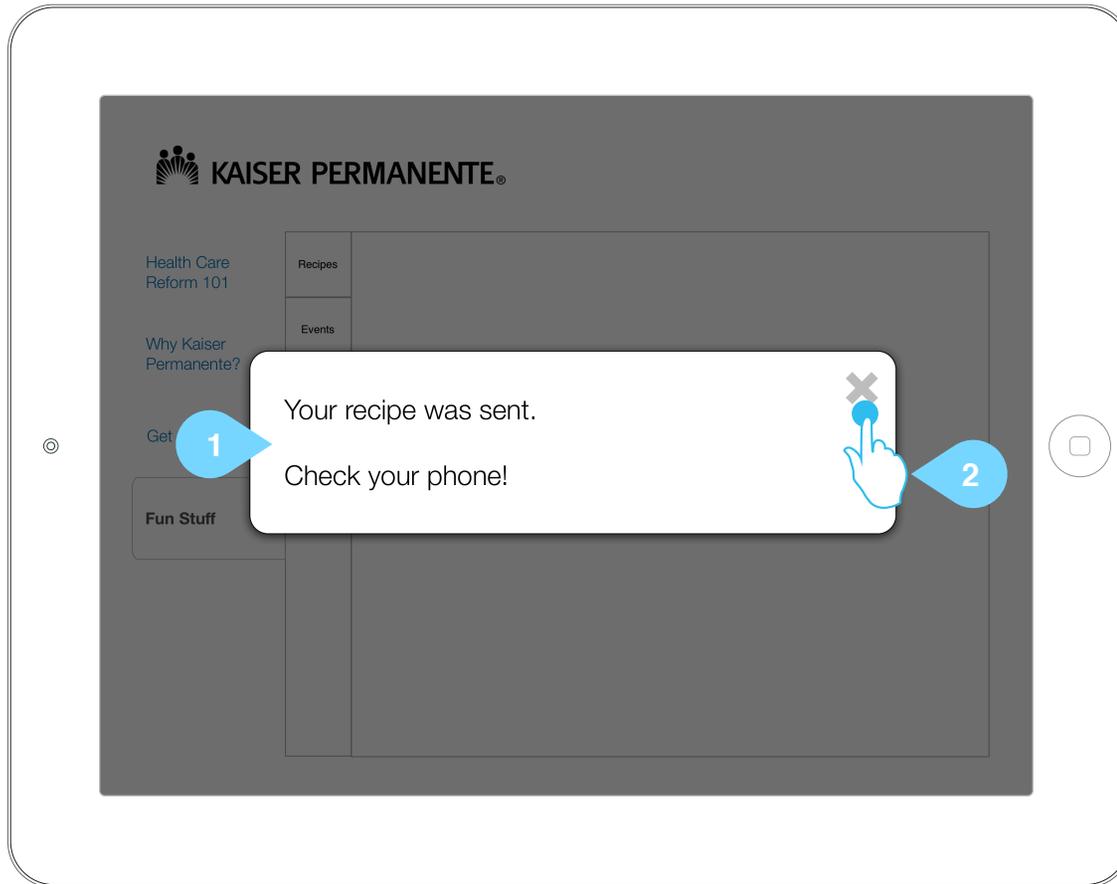
Annotations

1. **Confirmation Message**
Display message and automatically disappear after 3 seconds
2. **X**
Tap the X to close this modal view and return to the previous screen

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40. Recipe SMS Confirmation



Annotations

- 1. Confirmation Message**
Display message and automatically disappear after 3 seconds
- 2. X**
Tap the X to close this modal view and return to the previous screen