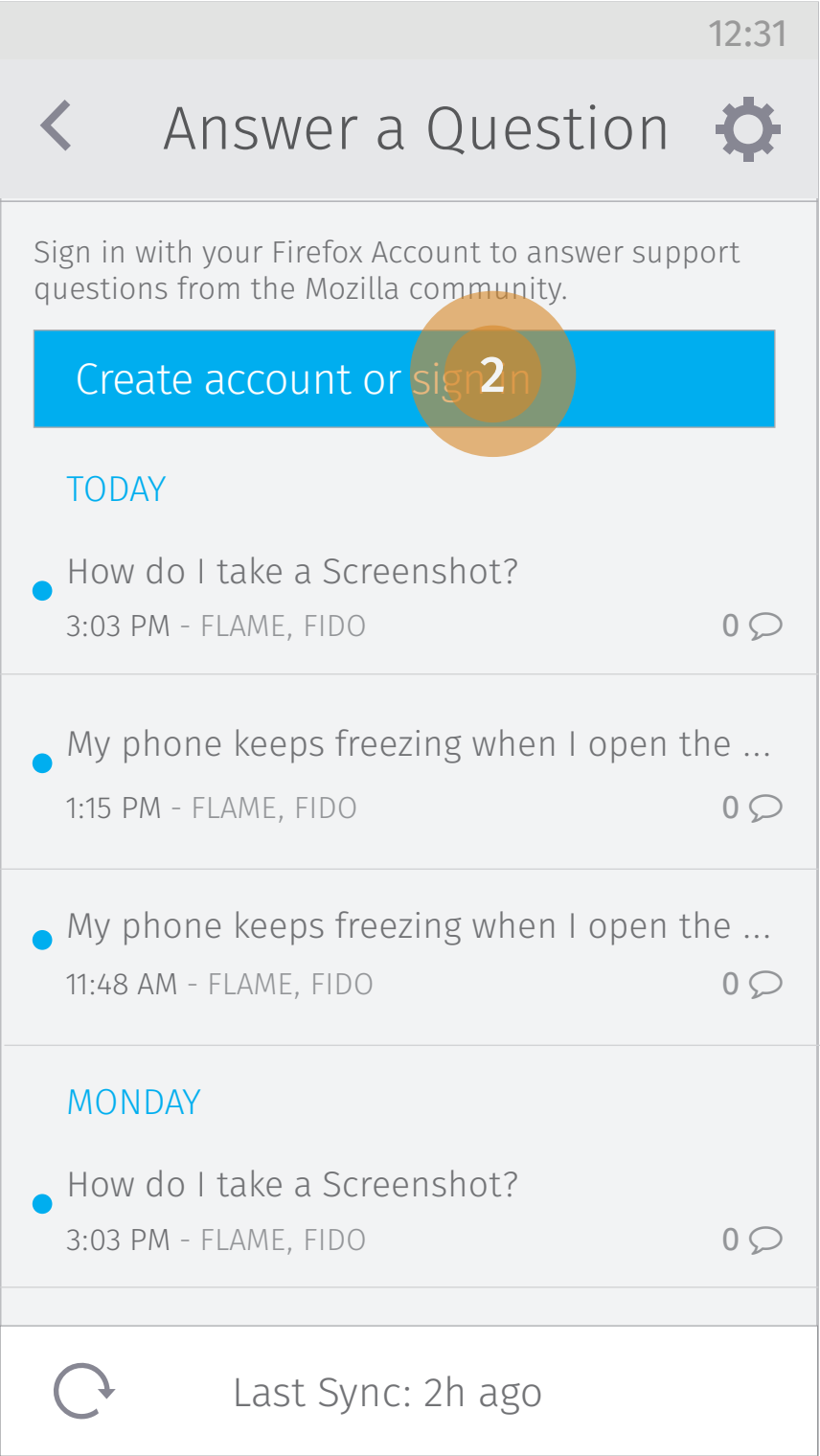# Firefox OS

Buddy Up - Sign Up/In

Version 1.0 January 26, 2015

Questions? E-mail the author or firefoxos-ux@mozilla.com
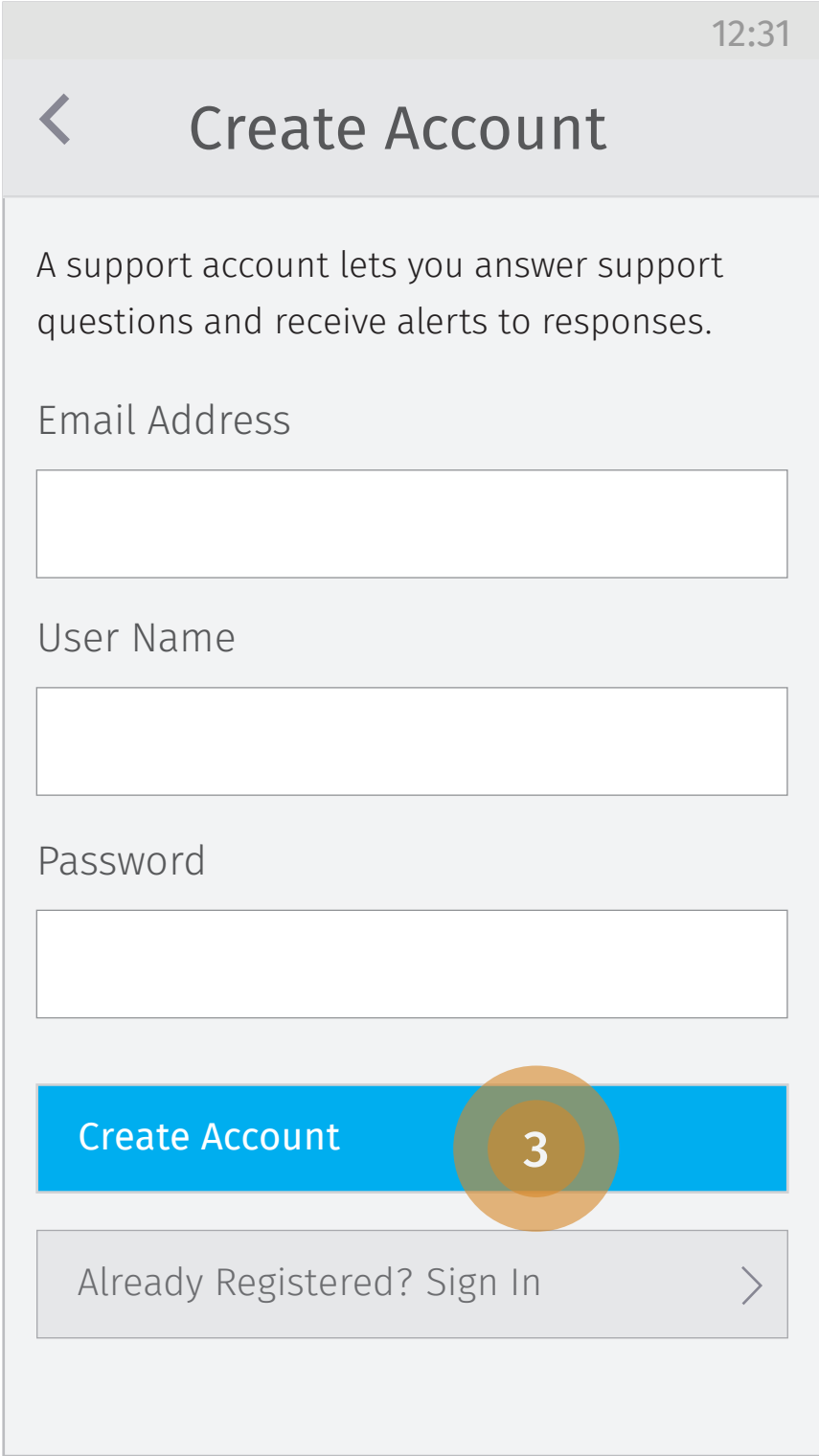
Create Account

1. Tap Create Account

	12:31
‹ Answer a Question ⚙	

Sign in with your Firefox Account to answer support questions from the Mozilla community.

Create account or sign in (2)

TODAY

• How do I take a Screenshot?
3:03 PM - FLAME, FIDO   0 💬

• My phone keeps freezing when I open the ...
1:15 PM - FLAME, FIDO   0 💬

• My phone keeps freezing when I open the ...
11:48 AM - FLAME, FIDO   0 💬

MONDAY

• How do I take a Screenshot?
3:03 PM - FLAME, FIDO   0 💬

↻ Last Sync: 2h ago

User taps on the 'Create Account or Sign In' button.

2. Enter Information and Tap Create

	12:31
‹ Create Account	

A support account lets you answer support questions and receive alerts to responses.

Email Address

[   ]

User Name

[   ]

Password

[   ]

Create Account (3)

Already Registered? Sign In ›
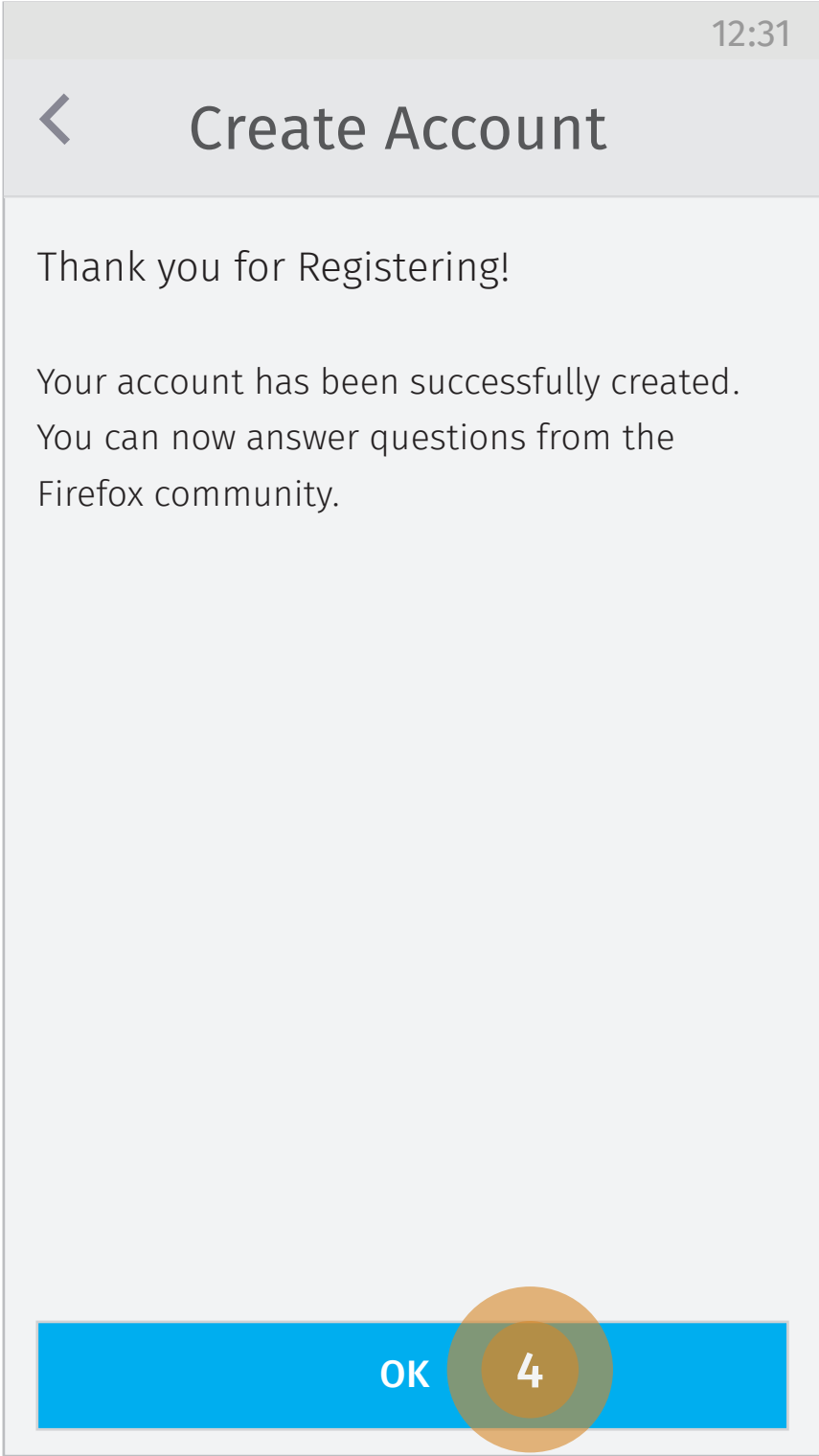
User inputs the create account information and taps the create button.

If the user already has an account, they will tap the "Already Registered" button.

3. Tap OK

	12:31
‹ Create Account	

Thank you for Registering!

Your account has been successfully created. You can now answer questions from the Firefox community.

OK (4)

A confirmation screen will appear to inform the user that they have successfully created the account.

4. Account Created
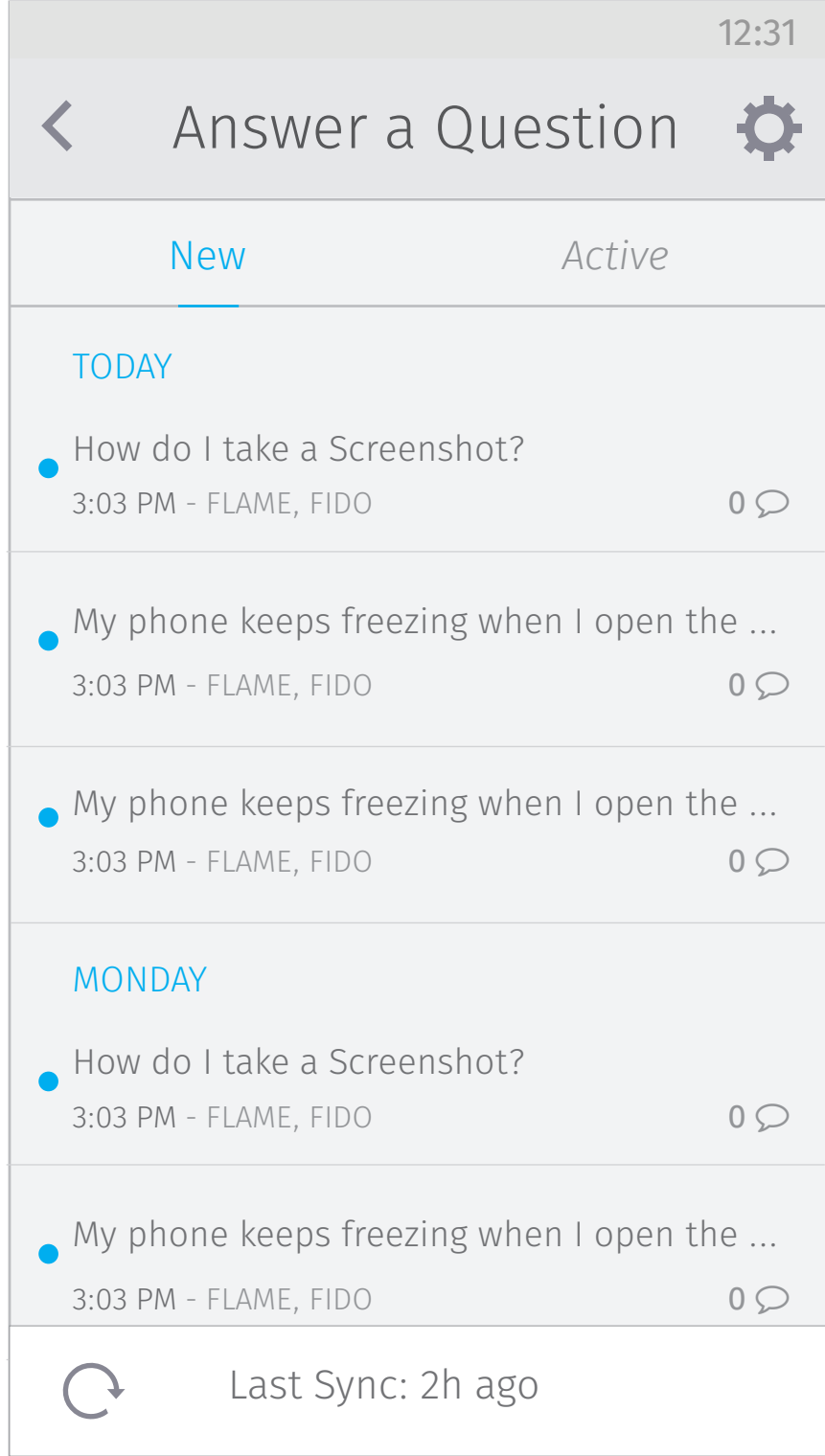
	12:31
‹ Answer a Question ⚙	

New   *Active*

TODAY

• How do I take a Screenshot?
3:03 PM - FLAME, FIDO   0 💬

• My phone keeps freezing when I open the ...
3:03 PM - FLAME, FIDO   0 💬

• My phone keeps freezing when I open the ...
3:03 PM - FLAME, FIDO   0 💬

MONDAY

• How do I take a Screenshot?
3:03 PM - FLAME, FIDO   0 💬

• My phone keeps freezing when I open the ...
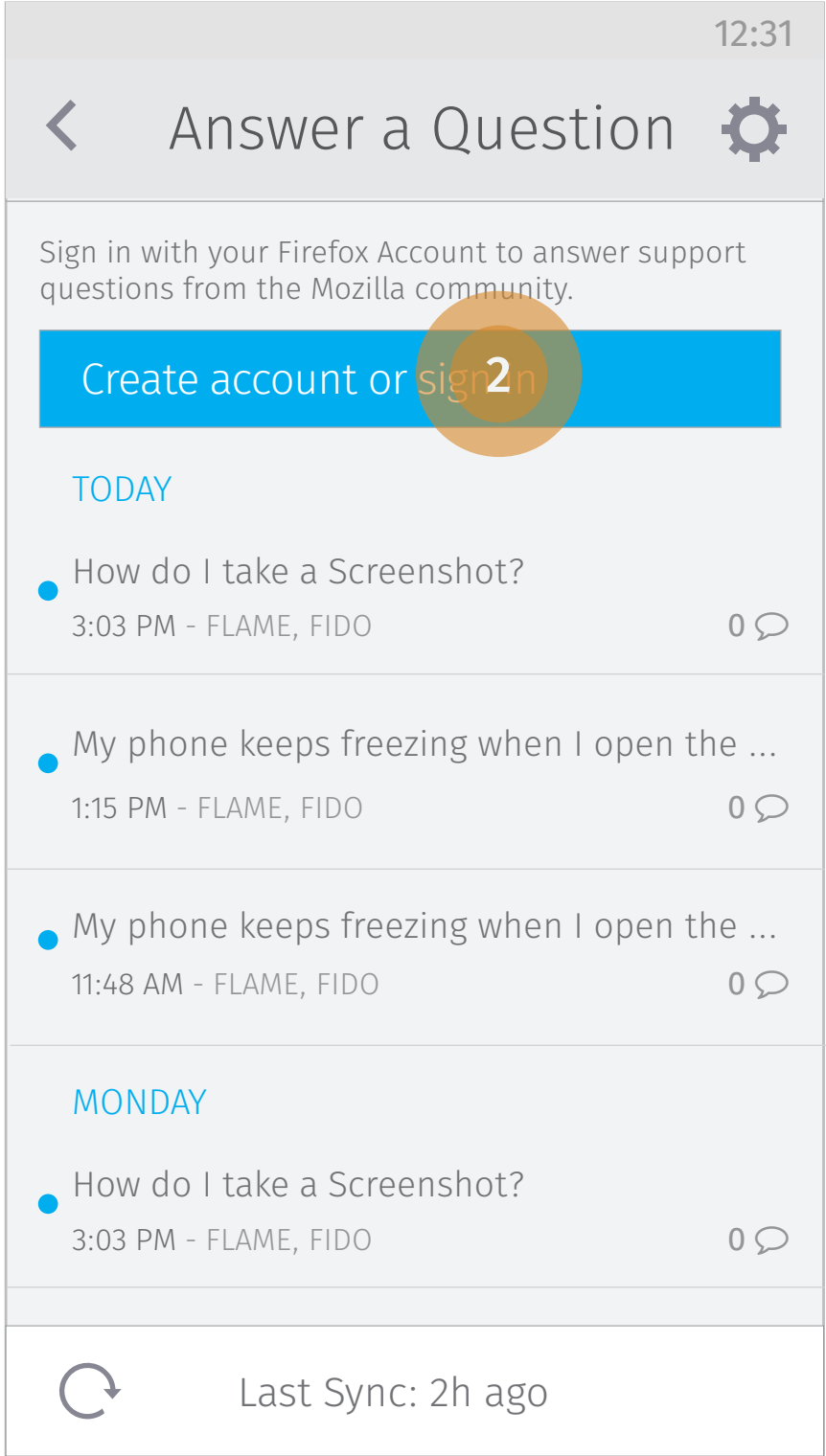3:03 PM - FLAME, FIDO   0 💬

↻ Last Sync: 2h ago

User can now answer community questions and act as a helper.

Create Account - With Account Confirmation [1/2]

1. Tap Create Account

	12:31
← Answer a Question ⚙	

Sign in with your Firefox Account to answer support questions from the Mozilla community.

Create account or sign in ②

TODAY

• How do I take a Screenshot?
3:03 PM - FLAME, FIDO   0 💬

• My phone keeps freezing when I open the ...
1:15 PM - FLAME, FIDO   0 💬

• My phone keeps freezing when I open the ...
11:48 AM - FLAME, FIDO   0 💬

MONDAY

• How do I take a Screenshot?
3:03 PM - FLAME, FIDO   0 💬

↻ Last Sync: 2h ago

User taps on the 'Create Account or Sign In' button.

2. Enter Information and Tap Create

	12:31
← Create Account	

A support account lets you answer support questions and receive alerts to responses.

Email Address

[   ]

User Name

[   ]

Password

[   ]

Create Account ③

Already Registered? Sign In →
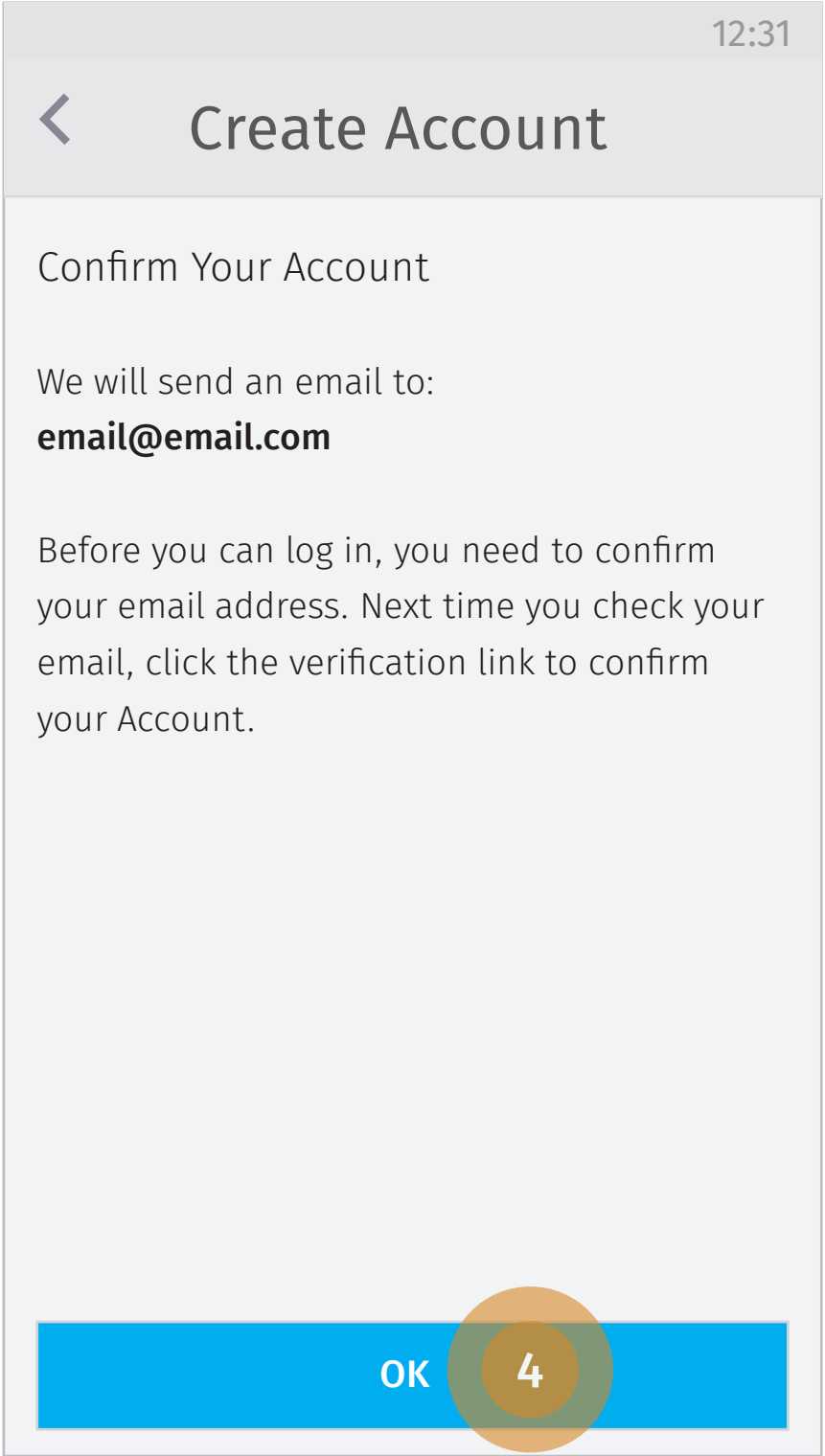
User inputs the create account information and taps the create button.

If the user already has an account, they will tap the "Already Registered" button.

3. Tap OK

	12:31
← Create Account	

Confirm Your Account

We will send an email to:
email@email.com

Before you can log in, you need to confirm your email address. Next time you check your email, click the verification link to confirm your Account.

OK ④

The email confirmation screen will inform the user that they need to confirm their account before they can use helper functionalities.

4. User Needs to Confirm Account

Ⓐ

	12:31
← Answer a Question ⚙	

Click the verification link in your email to confirm your account:
email@email.com

Cancel Account Confirmation

TODAY

• How do I take a Screenshot?
3:03 PM - FLAME, FIDO   0 💬

• My phone keeps freezing when I open the ...
1:15 PM - FLAME, FIDO   0 💬

• My phone keeps freezing when I open the ...
11:48 AM - FLAME, FIDO   0 💬

MONDAY

How do I take a Screenshot?

↻ Last Sync: 2h ago
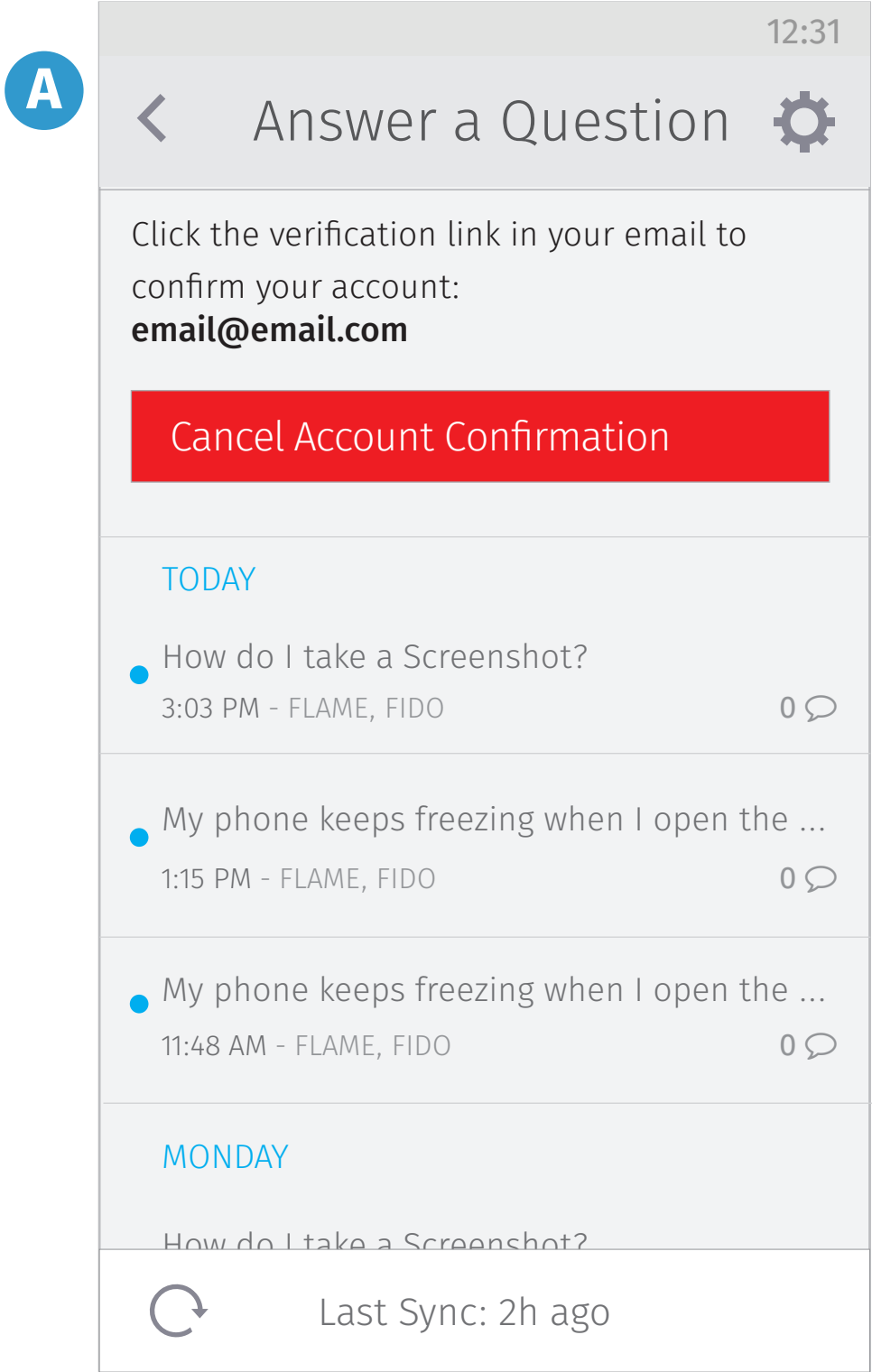
The reminder and cancellation of the account will remain to let users know what action they need to take.

Notes

Ⓐ When the user returns to this screen, the page will be refreshed. If the user has confirmed their email, they will see the full Answer a Question screen
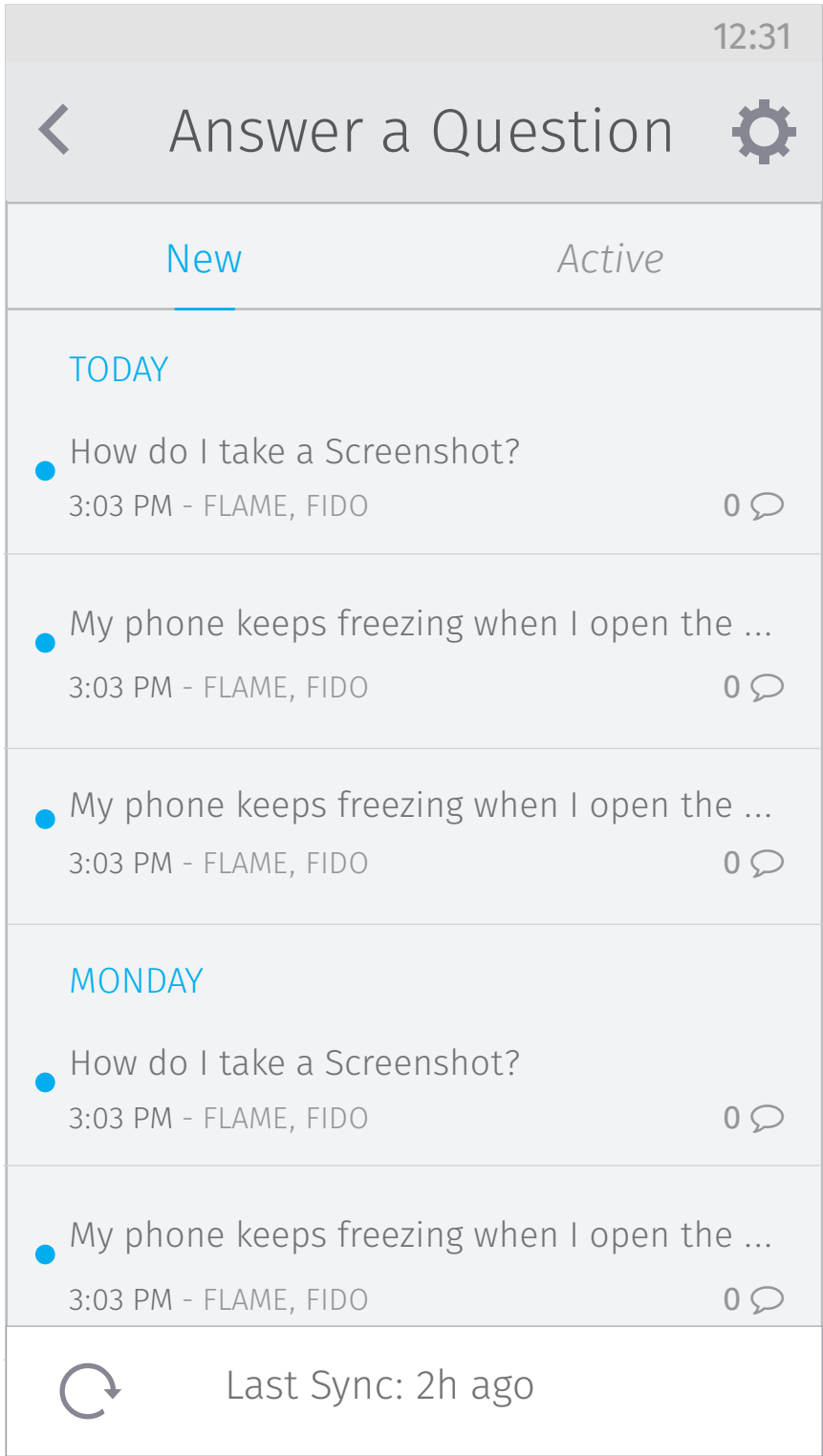
Create Account - With Account Confirmation [2/2]

5. Taps Link in Confirmation Email

6. Account Created

CONFIMS
ACCOUNT
——————→

User taps confirm through their email.

Phone mockup

12:31

< **Answer a Question** ⚙

New   *Active*

TODAY

• How do I take a Screenshot?
3:03 PM - FLAME, FIDO   0 💬

• My phone keeps freezing when I open the ...
3:03 PM - FLAME, FIDO   0 💬

• My phone keeps freezing when I open the ...
3:03 PM - FLAME, FIDO   0 💬

MONDAY

• How do I take a Screenshot?
3:03 PM - FLAME, FIDO   0 💬

• My phone keeps freezing when I open the ...
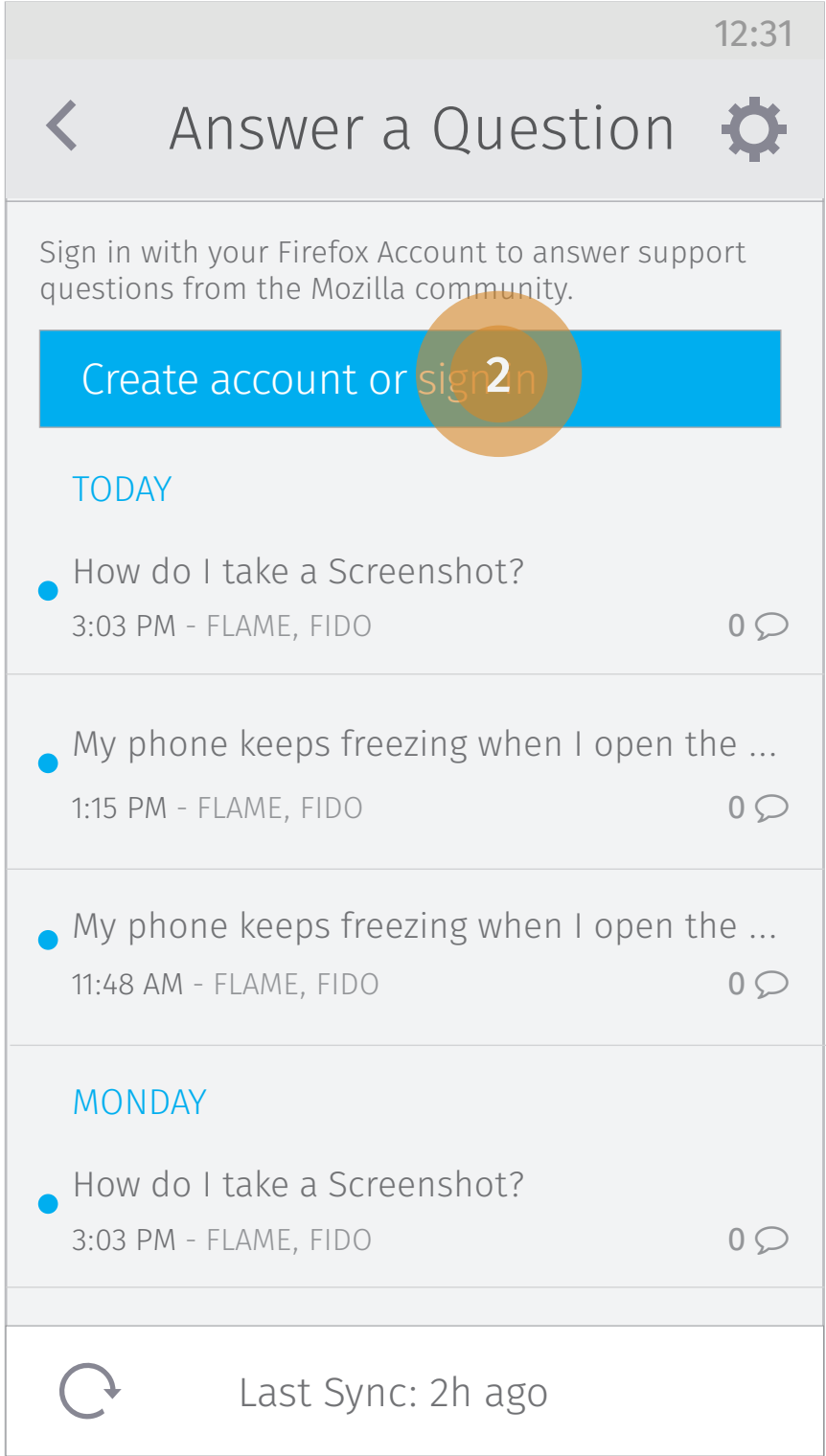3:03 PM - FLAME, FIDO   0 💬

↻   Last Sync: 2h ago

Notes

A When the user returns to their screen, the page will be refreshed. If the user has confirmed their email, they will see the full Answer a Question screen.
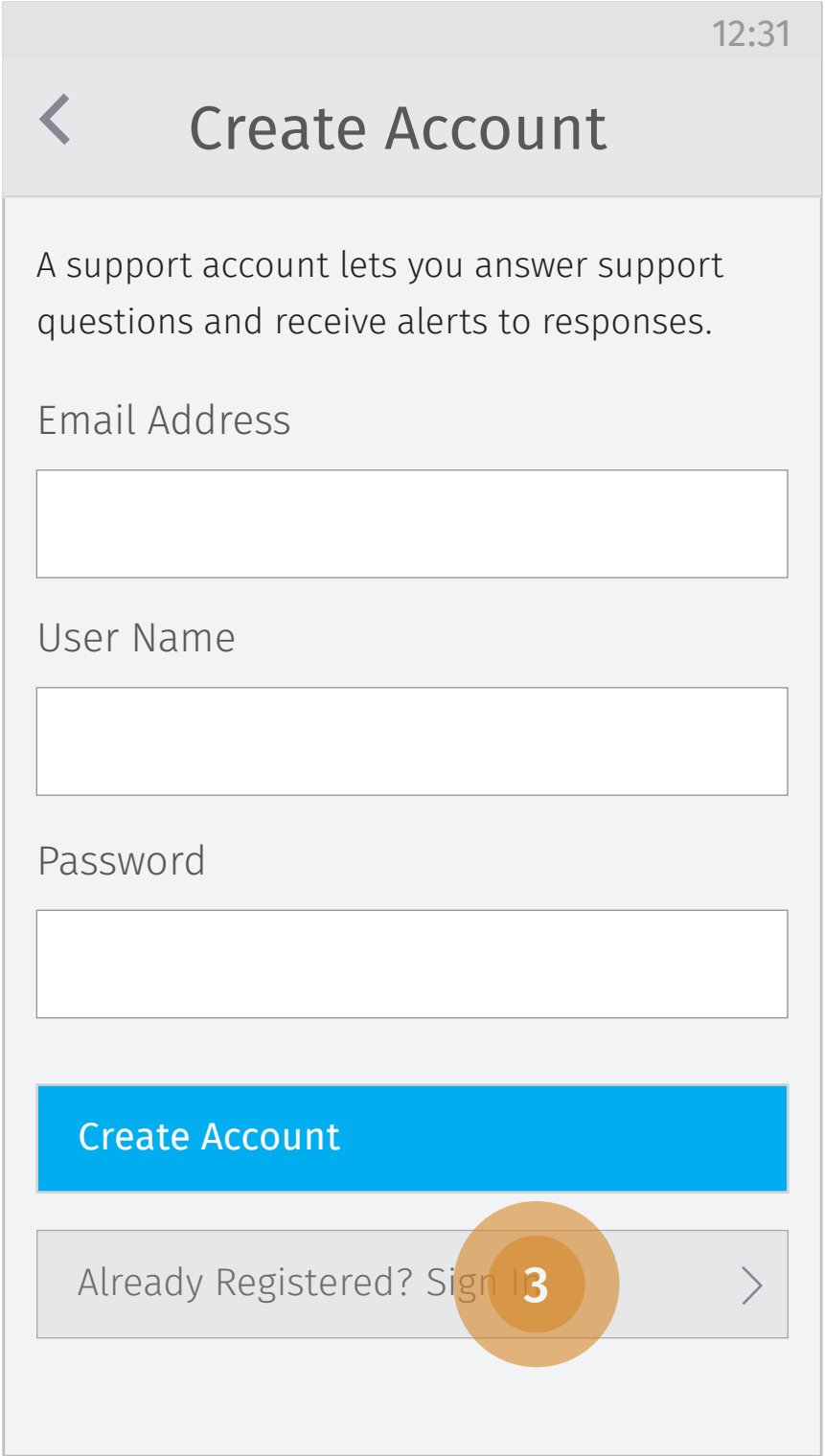
Sign In

A

1. Tap 'Create Account or Sign In'

12:31

‹ Answer a Question ⚙

Sign in with your Firefox Account to answer support questions from the Mozilla community.

Create account or sign in **2**

TODAY

How do I take a Screenshot?
3:03 PM - FLAME, FIDO   0 💬

My phone keeps freezing when I open the …
1:15 PM - FLAME, FIDO   0 💬

My phone keeps freezing when I open the …
11:48 AM - FLAME, FIDO   0 💬

MONDAY

How do I take a Screenshot?
3:03 PM - FLAME, FIDO   0 💬

↻   Last Sync: 2h ago

User taps on the 'Create Account or Sign In' button.

2. Select 'Sign In' Button

12:31

‹ Create Account

A support account lets you answer support questions and receive alerts to responses.

Email Address

[   ]

User Name

[   ]

Password

[   ]

Create Account

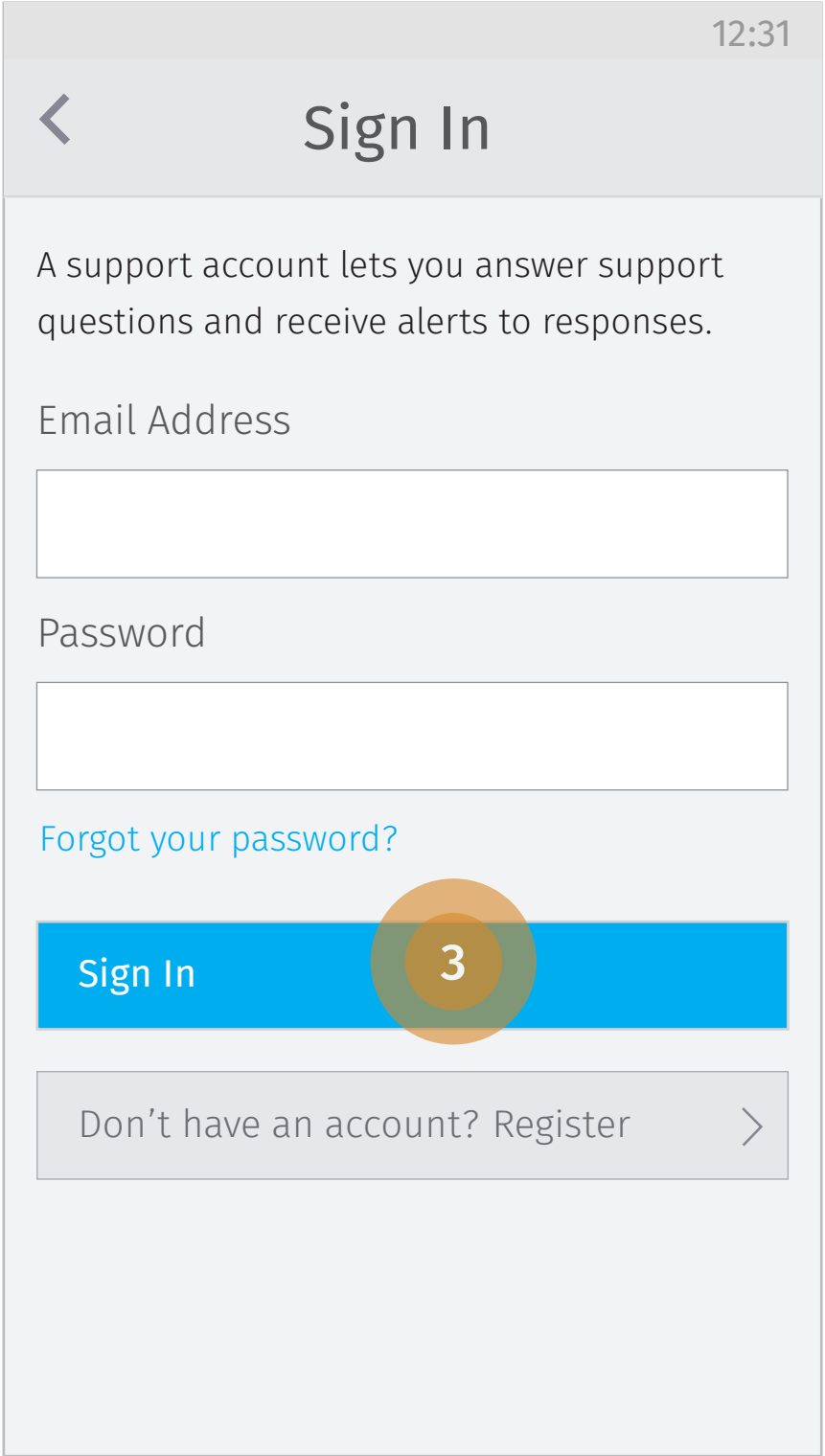Already Registered? Sign … **3** ›

User inputs the create account information and taps the create button.

If the user already has an account, they will tap the "Already Registered" button.
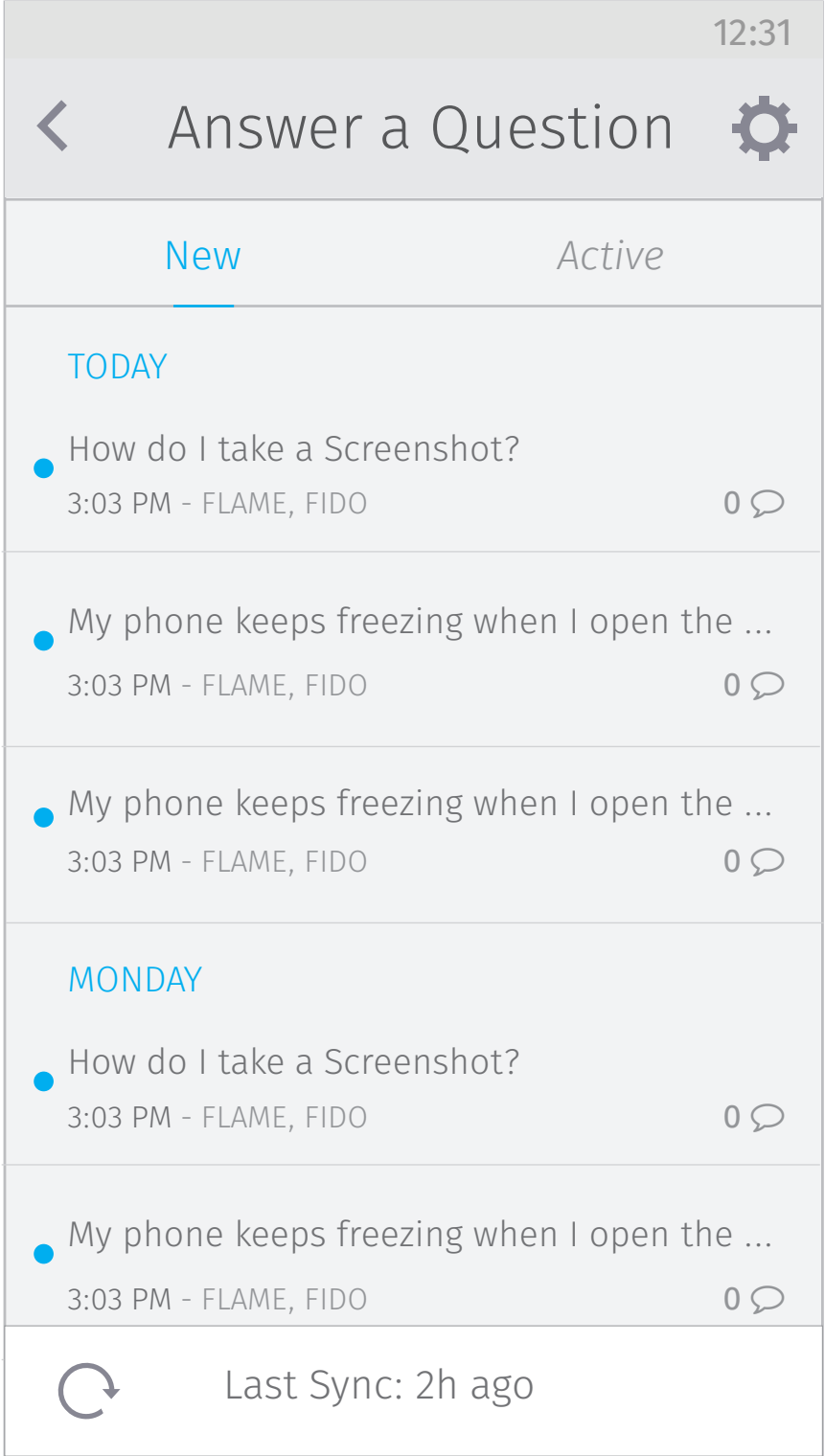
3. Enter Information and tap 'Sign In'

12:31

‹ Sign In

A support account lets you answer support questions and receive alerts to responses.

Email Address

[   ]

Password

[   ]

Forgot your password?

Sign In **3**

Don't have an account? Register ›

User inputs their account information and taps the sign in button.

If the user doesn't have an account, they will tap the "Don't have an account" button to return to screen 2.

4. User is Signed In

12:31

‹ Answer a Question ⚙

New   Active

TODAY

How do I take a Screenshot?
3:03 PM - FLAME, FIDO   0 💬

My phone keeps freezing when I open the …
3:03 PM - FLAME, FIDO   0 💬

My phone keeps freezing when I open the …
3:03 PM - FLAME, FIDO   0 💬

MONDAY

How do I take a Screenshot?
3:03 PM - FLAME, FIDO   0 💬

My phone keeps freezing when I open the …
3:03 PM - FLAME, FIDO   0 💬

↻   Last Sync: 2h ago

User can now answer community questions and act as a helper.

Forgot Password [1/2]

1. Tap 'Forgot your password?'

```
                                          12:31
  ‹        Sign In

  A support account lets you answer support
  questions and receive alerts to responses.

  Email Address
  ┌──────────────────────────────────┐
  │                                  │
  └──────────────────────────────────┘

  Password
  ┌──────────────────────────────────┐
  │                                  │
  └──────────────────────────────────┘
  Forgot your password?   ③

  ┌──────────────────────────────────┐
  │            Sign In               │
  └──────────────────────────────────┘

  ┌──────────────────────────────────┐
  │ Don't have an account? Register  › │
  └──────────────────────────────────┘



```

User taps on the 'Forgot your password' button.

2. Enter Email and Tap 'Reset'

```
                                          12:31
  ✕      Reset Password

  Forgotten your password? Enter your email
  address below, and we'll send you instructions
  for setting a new one.

  Email Address
  ┌──────────────────────────────────┐
  │                                  │
  └──────────────────────────────────┘




  ┌──────────────────────────────────┐
  │        Reset Passwor ③           │
  └──────────────────────────────────┘
```

User enters the email address for the account and taps 'Reset Password'.

3. Tap 'Ok'

```
                                          12:31
  ✕      Reset Password

  We've sent an email to your account. Please
  follow the link in the email to reset your
  password.





  ┌──────────────────────────────────┐
  │             Ok  ③                │
  └──────────────────────────────────┘
```

An email will be sent to the user with a link to reset their password.

4. Taps 'Reset' link in Email

RESETS PASSWORD
THROUGH EMAIL
——————————————→

User taps the reset link provided in the email received.

Notes

Ⓐ

5. Enter New Password and Tap 'Reset'

	12:31
✕ Reset Password	

Enter your new password.

New Password

[   ]

Confirm New Password

[   ]

Reset Password 3

User taps on the 'Create Account or Sign In' button.

6. Tap 'Ok'

	12:31
✕ Reset Password	

Success!

You've successfully changed your password.

Ok 3

7. Enter Information and tap 'Sign In'

	12:31
‹ Sign In	

A support account lets you answer support questions and receive alerts to responses.

Email Address

[   ]

Password

[   ]

Forgot your password?

Sign In 3

Don't have an account? Register ›

User inputs their account information and taps the sign in button.

8. User is Signed In

	12:31
‹ Answer a Question ⚙	

New   *Active*

TODAY

● How do I take a Screenshot?
3:03 PM - FLAME, FIDO   0 💬

● My phone keeps freezing when I open the ...
3:03 PM - FLAME, FIDO   0 💬

● My phone keeps freezing when I open the ...
3:03 PM - FLAME, FIDO   0 💬

MONDAY

● How do I take a Screenshot?
3:03 PM - FLAME, FIDO   0 💬

● My phone keeps freezing when I open the ...
3:03 PM - FLAME, FIDO   0 💬

↻ Last Sync: 2h ago

User can now answer community questions and act as a helper.