



POC 3.0

**Reset Voicemail Password v1.00**

Content Document

---

Last Saved on Tuesday, March 25, 2008

Prepared by Bob Chapman

Legal review by Lisa McGowan



## Table of Contents

Overview statement..... 3

Revision History ..... 3

POC 3.0—Reset Voicemail Password ..... 4

    Page 2—Acct Info-not CRU-1 ..... 5

    Page 3—VM Reset-not CRU-2..... 6

    Page 4—VM Reset-not CRU-iPhone..... 8

    Page 5—Thanks-not CRU-3 ..... 9

    Page 6—BAN .....10

    Page 7—FAN.....11

    Page 8—User Permissions.....12

    Page 9—Acct Info-CRU-1 .....13

    Page 10—VM Reset-CRU-2.....14

    Page 5—Email Msg-Reflector .....16

    Page 12—Email Msg-Status.....18

    Page 13—Blue Device-MSG .....19

Additional Notes .....20



## **Overview statement**

This document contains the content that is necessary for POC 3.0, Reset Voicemail Password. This content was released on 25 March 2008.

## **Revision History**

Date	Version	Description	Author
2008-03-25	1.0	Version 1.0	Bob Chapman



### ***POC 3.0—Reset Voicemail Password***

This content document created from the version 1.1 of the wireframe document saved March 10, 2008.

#### **Definition of Content Types**

<b>Element</b>	<b>Description</b>
Page Header	The top line of the main body of a page.
Subhead	A secondary copy element usually indicating a subtopic within the page.
Body	A tertiary style of copy usually in the form of sentences or paragraphs within the main body of the page.
Label	Identification for some other element, such as a graphic or body text.
Legal	Disclaimers, required instructions, or information required by Legal.
Table Element	Content within a table such as a description, a dynamically-driven name of a product or service, and so forth.
Control	Form element usually user-input driven.
Option	The name or information related to an option button.
Check Box	The name or information related to a check box.
Error	Error message.
List Option	The choices within a drop-down list, with each option requiring a URL.
Link	When there are separate text-based links that function as a call to action.
Button	A graphic call to action.
Alt Text	Meta content that is not immediately visible on the page, but can substitute for graphics and assists accessibility and search engine optimization.

**NOTE:** Content with < > indicates dynamic content.



Page 2—Acct Info-not CRU-1			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
2-C1	Link	<a href="#">Phones &amp; Devices</a> <a href="#">Reset Voicemail Password</a>	The text "Phones & Devices" is universal on left menus.

Page 3—VM Reset-not CRU-2			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
3-C1	Error	<p>F14 (Type 1) The characters used for the password were incorrect. Correct the entry and click <b>Submit</b>.</p> <ul style="list-style-type: none"> <li>Only use four numeric characters for the password.</li> </ul> <p>F15 (Type 2) The confirmation did not match the password. Re-enter both and click <b>Submit</b>.</p> <ul style="list-style-type: none"> <li>Type the same entry in <b>New Password</b> and <b>Confirm New Password</b>.</li> </ul> <p>F16 (Type 3) Depending on which text box is blank: Required information is missing. Enter all information and click <b>Submit</b>.</p> <ul style="list-style-type: none"> <li><b>New Password</b> is blank.</li> </ul> <p>[or this] Required information is missing. Enter all information and click <b>Submit</b>.</p> <ul style="list-style-type: none"> <li><b>Confirm New Password</b> is blank.</li> </ul> <p>F17 (Type 4) Required information is missing. Enter all information and click <b>Submit</b>.</p> <ul style="list-style-type: none"> <li><b>New Password</b> is blank.</li> <li><b>Confirm New Password</b> is blank.</li> </ul>	
3-C2	Option	<p>Top Option Button <b>Premier Online Care sets and sends the new password.</b></p> <p>Bottom Option Button <b>You set the new password.</b></p>	
3-C3	Body	<p>When setting the new password, type the password in <b>New Password</b> and <b>Confirm New Password</b> and click <b>Submit</b>. Only use four numeric characters for the password.</p>	



Page 3—VM Reset-not CRU-2			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
3-C4	Body	Either Premier Online Care or you may choose this new password. Premier Online Care sends the new password to the wireless number by text message. Resetting the password does not erase voicemail messages saved in the mailbox.	



Page 4—VM Reset-not CRU-iPhone			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
4-C1	Body	This wireless number uses an Apple iPhone™. Reset voicemail passwords for this number by calling AT&T Customer Care at 800-845-9681 inside the United States. When outside the United States, call Customer Care at 916-843-4685	

Page 5—Thanks-not CRU-3			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
5-C1	Body	We sent a new password in a text message to the device with the wireless number in this request.	

Page 6—BAN			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
N/A		[n/a]	No content for this page.

Page 7—FAN			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
N/A		[n/a]	No content for this page.



Page 8—User Permissions			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
N/A		[n/a]	No content for this page.

Page 9—Acct Info-CRU-1			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
9-C1	Link	<a href="#">Phones &amp; Devices</a> <a href="#">Reset Voicemail Password</a>	The text "Phones & Devices" is universal on left menus.

Page 10—VM Reset-CRU-2			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
10-C1	Error	<p>F14 (Type 1) The characters used for the password were incorrect. Correct the entry and click <b>Submit</b>.</p> <ul style="list-style-type: none"> <li>Only use four numeric characters for the password.</li> </ul> <p>F15 (Type 2) The confirmation did not match the password. Re-enter both and click <b>Submit</b>.</p> <ul style="list-style-type: none"> <li>Type the same entry in <b>New Password</b> and <b>Confirm New Password</b>.</li> </ul> <p>F16 (Type 3) Depending on which text box is blank: Required information is missing. Enter all information and click <b>Submit</b>.</p> <ul style="list-style-type: none"> <li><b>New Password</b> is blank.</li> </ul> <p>[or this] Required information is missing. Enter all information and click <b>Submit</b>.</p> <ul style="list-style-type: none"> <li><b>Confirm New Password</b> is blank.</li> </ul> <p>F17 (Type 4) Required information is missing. Enter all information and click <b>Submit</b>.</p> <ul style="list-style-type: none"> <li><b>New Password</b> is blank.</li> <li><b>Confirm New Password</b> is blank.</li> </ul>	
10-C2	Option	<p>Top Option Button <b>Premier Online Care sets and sends the new password.</b></p> <p>Bottom Option Button <b>You set the new password.</b></p>	
10-C3	Body	<p>When setting the new password, type the password in <b>New Password</b> and <b>Confirm New Password</b> and click <b>Submit</b>. Only use four numeric characters for the password.</p>	

Page 10—VM Reset-CRU-2			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
10-C4	Body	Either Premier Online Care or you may choose this new password. Premier Online Care sends the new password to the wireless number by text message. Resetting the password does not erase voicemail messages saved in the mailbox.	

Page 5—Email Msg-Reflector			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
11-C1	Body	We sent the new password in a text message to the device with the wireless number in this request.	For the content following this opening sentence, see differing scenarios if this account is an SBNC or not. These scenarios are in an "F4" tag information.  See replacement paragraph text shown in C2 if the password cannot be sent (legacy AT&T account).
11-F4	Body	<p><b>For non-SBNCs:</b></p> <p style="text-align: center;"><b>Request ID:</b> &lt;Request ID&gt;  <b>Foundation Account:</b> &lt;FAN&gt;  <b>Requested for:</b> &lt;first name&gt; &lt;family name&gt;  &lt;CTN&gt;  <b>Billing Account:</b> &lt;BAN&gt;  <b>Requested by:</b> &lt;first name&gt; &lt;family name&gt;  &lt;email address&gt;  &lt;contact telephone number&gt;</p> <p>Resetting the password does not erase voicemail messages saved in the mailbox.</p> <p><b>For SNBCs:</b></p> <p style="text-align: center;"><b>Request ID:</b> &lt;Request ID&gt;  <b>Requested for:</b> &lt;first name&gt; &lt;family name&gt;  &lt;CTN&gt;  <b>Billing Account:</b> &lt;BAN&gt;  <b>Requested by:</b> &lt;first name&gt; &lt;family name&gt;  &lt;email address&gt;  &lt;contact telephone number&gt;</p> <p>Resetting the password does not erase voicemail messages saved in the mailbox.</p>	Required by FR-151-10.4.  The information in the reflector email changes if this is an SBNC.

Page 5—Email Msg-Reflector			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
11-C2	Body	The system cannot send the new voicemail password by text messaging to the wireless number shown below. For security reasons you will receive the new password in a separate email message. Relay the new password to the user of this wireless number.	For legacy AT&T only.



Page 12—Email Msg-Status			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
12-C1	Body	We completed the voicemail password reset request.	
12-C2	Body	The requested voicemail password reset was not successful. When inside the United States, contact Customer Care with your questions at 800-845-9681. When outside the United States, call Customer Care at 916-843-4685	



Page 13—Blue Device-MSG			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
13-C1	Body	Premier Online Care reset a voicemail password based on the <b>Request ID</b> below. Please relay the new voicemail password to the wireless user. The wireless number for this request was not included in this email message for security reasons.	"C1" is not shown on the wireframe for page 13, but this text needs to be on the page somewhere.



***Additional Notes***