



Master Copy Deck (MCD)

CFTM_Ph2_Package1_PushChallenge

(DCX)

Version 0.2.4_Oct22_2019

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Risks, Assumptions and Other Considerations

Risks

- *Failure to gather feedback and approvals in a reasonable period of time will compromise the project schedule*
- *Changes in project direction or additional design to accommodate any of the above risks will compromise the project schedule*

Assumptions

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Revision History

Date	Version	Name	Description of Changes
May 31/2019	0.01	Daniel Wolgelerenter	First draft
May 31	0.02	DW	Minor style tweaks in response to Matt's feedback
June3	0.03	Dw	Content tweaked after team review – especially 2.1, 2.2 and 2.5 Errors corrected after review with Matt, plus "proceed" changed to "continue" on 2.5 Denial screen
June 6	0.04	DW	Changed header on 2.1, 2.2, revised 2.4 Changed "authentication" to "verification" throughout
June24	0.05	DW	Incorporates Cassandra feedback
July 12/15	0.06	DW	Changes "verification requests" to " identity confirmation requests"
July 16, 2019	0.7/0.8	DW	Changes made based on Noman and Laura feedback, Matt and Nisha still to vet
July 16, 2019	0.9	DW	Changes made after DCX team review
July22, 2019	01.0	DW	DCX and Matt review, changes made
Aug19, 2019	0.1.1	DW	Changes made after LOB review, post-user testing
Aug. 26, 2019	0.1.2	DW	<ul style="list-style-type: none"> - Removed option to select OTP on MA request sent screen online - Option to select OTP upon challenge expiry and new request sent pages online - Updates to Error pages based on TS feedback
Sept. 4, 2019	1.3	DW	Content tweaks base don content and VD reviews
Sept. 11	1.4	DW	Changes made after DCX and LOB review – takes out Device name in dynamic copy
Sept. 16, 2019	1.5	DW	Further changes made to challenge screens based on DCX feedback.
Sept. 20, 2019	1.6	DW	After changing name of service to "verification with mobile prompts", adjusts phrasing throughout to refer to verification prompts, changes headers to refer to "security" verification, not identity verification – keeps "identity verification" concept for body copy
Sept.23., 2019	1.7	DW	Adds new error message and screens 5.4 and 5.5 for incompatible devices edge cases

Date	Version	Name	Description of Changes
Sept.23., 2019	1.8	DW	Adds animation description accessibility alt text to 2.1 and 2.2
Sept. 23, 2019	1.9	DW	Changed second error message header on 5.3 to align with first; took out all crossed out text and highlighting in main text; removed second sentence in error screen on 5.5; animation accessibility removed after consultation with Aidan Tierney
Sept 25, 2019	2.0	Dw	Minor tweaks
Oct. 2, 2019	2.1	DW	Changes made to CTAs to send new request after VD reviews (2.3, 2.4 and error screens), copy adjusted on new request, expired request and too many request screens
Oct. 3, 2019	2.2	DW	Minor changes made based on LOB feedback. Removed access card/username copy for lockscreens that was included for Android by mistake, 2.5B – removed dynamic copy; changed "Learn more" link to FAQ question and link on 3.2, removed 5.3 error message –descoped – after DCX review
Oct. 8, 2019	2.3	Dw	Minor changes after final review by Nisha

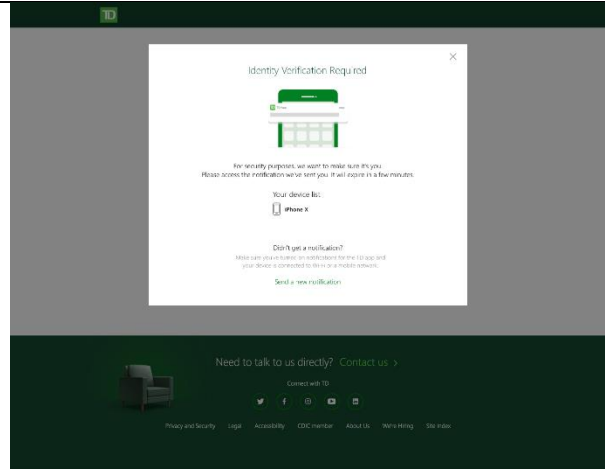
Approvals

Date	Approver	Approval Email/Comments
	Anand Kannan	
	Matthew Lee	
	Nisha Rana	
	Liz Ditta	
	Olga Ziman Sabbagh	
	Catherine Sharpe	
	Nasim Sarir	

2.0 UAP Responsive (Browser)Pages

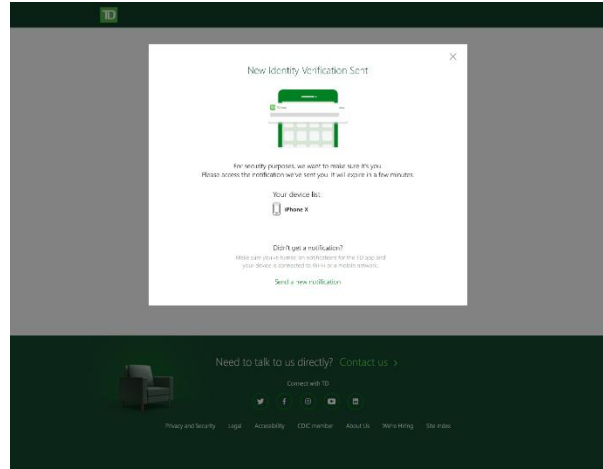
2.1 Approval Request interstitial - Challenge screen

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
	Header	Security Verification Required	Vérification de sécurité requise		



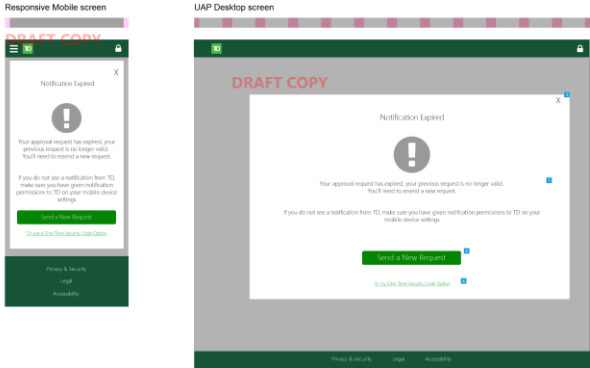
<p>Message</p> <p>Accessibility alt text removed after consultation</p> <p>Device name removed for MCD V1.4</p>	<p>For security purposes, we want to make sure it's you. Please access the notification we've sent to your device(s) to continue. It will expire in a few minutes.</p> <p>Your device list</p> <p>{device type}</p> <p>{Device type}</p>	<p>Pour des raisons de sécurité, nous souhaitons vérifier votre identité. Accédez à l'avis que nous avons envoyé sur votre (vos) appareil(s) pour continuer. Il expirera dans quelques minutes.</p> <p>Liste de votre appareil</p> <p>{device type}</p> <p>{Device type}</p>	<p>Animation shows a TD App notification on a mobile device. Notification is tapped to reveal a prompt. Prompt is tapped to approve security verification.</p>	
<p>Message</p>	<p>Didn't get a notification?</p>	<p>Vous n'avez pas reçu d'avis?</p>		
<p>Body copy</p>	<p>Make sure you've allowed notifications for TD in your device settings and your device is connected to Wi-Fi or a mobile network.</p>	<p>Assurez-vous d'avoir autorisé les avis de la TD dans les paramètres de votre appareil et que ce dernier est connecté à un réseau Wi-Fi ou mobile.</p>		
<p>CTA link</p>	<p>Send a new notification</p>	<p>Envoyer un nouvel avis</p>		
<p>iOS notification</p>	<p>TD CANADA</p> <p>Confirm your identity to {log in/change your password/add a phone number}.</p>	<p>TD CANADA</p> <p>Confirmez votre identité pour {log in/change your password/add a phone number}.</p>		
<p>Android notification</p>	<p>TD Canada</p> <p>Confirm your identity to {log in/change your password/add a phone number}</p>	<p>TD Canada</p> <p>Confirmez votre identité pour {log in/change your password/add a phone number}</p>		

2.2 Approval Request interstitial - New approval request

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
	Header	New Security Approval Notification Sent	Nouvel avis d'approbation de sécurité envoyé		
	Message LOB request - removed dynamic use case copy for login/PW change/# add Accessibility alt text removed after consultation	<p>Please access the new notification we sent you. Open it and approve the prompt to confirm your identity. It will expire in a few minutes.</p> <p>Your device list {device type} {Device type}</p>	<p>Accédez au nouvel avis que nous avons envoyé. Ouvrez-le et validez l'avis pour confirmer votre identité. Il expirera dans quelques minutes.</p> <p>Liste de <u>vos</u> appareils {device type} {Device type}</p>	Animation shows a TD App notification on a mobile device. Notification is tapped to reveal a prompt. Prompt is tapped to approve security verification.	
	Message	Didn't get a notification?	Vous n'avez pas reçu d'avis?		
	Body copy	Make sure you've allowed notifications for TD in your device settings and your device is connected to Wi-Fi or a mobile network.	Assurez-vous d'avoir autorisé les avis de la TD dans les paramètres de votre appareil et que ce dernier est connecté à un réseau Wi-Fi ou mobile.		
	CTA link	Send a new notification	Envoyer un nouvel avis		
	iOS lock screen	TD CANADA Confirm your identity to {log in/change your	TD CANADA Confirmez votre identité pour {log		

	notification //username and card # would be partially obscured	password/add a phone number}.	in/change your password/add a phone number}.		
	Android lock screen notification	TD Canada Confirm your identity to {log in/change your password/add a phone number}.	TD Canada Confirmez votre identité pour {log in/change your password/add a phone number}.		

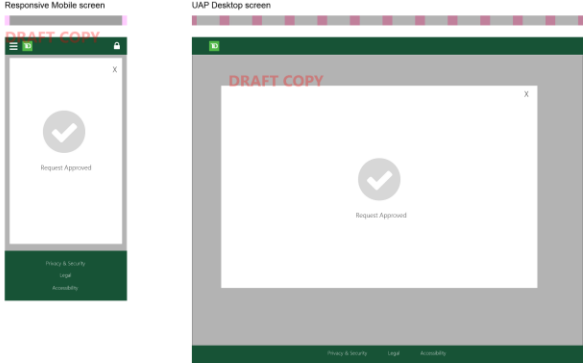
2.3 Approval Request interstitial - Request expired after X seconds

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
 <p>The visual reference shows two screenshots of the 'Notification Expired' interstitial. The left screenshot is for a responsive mobile screen, and the right is for a UAP desktop screen. Both screens display a 'DRAFT COPY' watermark, a notification icon, and text explaining that the approval request has expired and providing instructions on how to request a new one. A 'Send a New Request' button is visible on both screens.</p>	Header	Security Approval Notification Expired	L'avis d'approbation de sécurité a expiré		
	Message	<p>You need to request a new one.</p> <p>If you don't see a notification from TD, make sure you've allowed notifications for TD in your device settings and your device is connected to Wi-Fi or a mobile network.</p>	<p>Vous devez en demander un autre.</p> <p>Si vous ne voyez pas d'avis de la TD, assurez-vous d'avoir autorisé les avis de la TD dans les paramètres de votre appareil et que ce dernier est connecté à un réseau Wi-Fi ou mobile.</p>		
	CTA	Send a new one	Envoyer un nouvel avis		
	Message copy	<p>Or, you can request a one-time security code by text or voice message.</p>	<p>Ou vous pouvez demander un code de vérification à usage unique par message texte ou vocal.</p>		
	CTA	Request code	Demander un code		

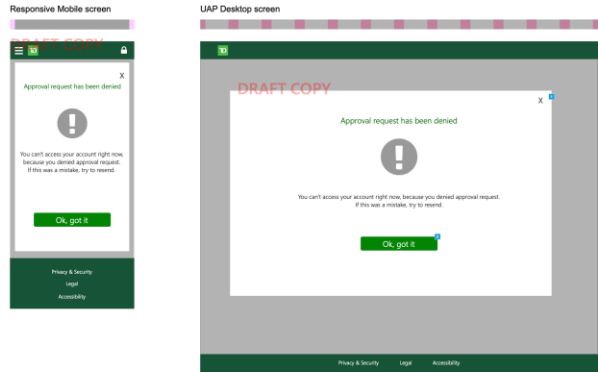
2.4 Approval Request interstitial - Too many requests sent

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
	Header	You've Requested Too Many Security Notifications	Vous avez demandé trop d'avis de sécurité		
	Message //changed to add tip copy and align with CFTM1	Please access the last one we sent you.	Accédez au dernier avis envoyé.		
	Message copy	If you can't access the last notification we sent, you can request a one-time security code by text or voice message.	Si vous ne pouvez pas accéder au dernier avis envoyé, vous pouvez demander un code de vérification à usage unique par message texte ou vocal.		
	CTA	Request code	Demander un code		

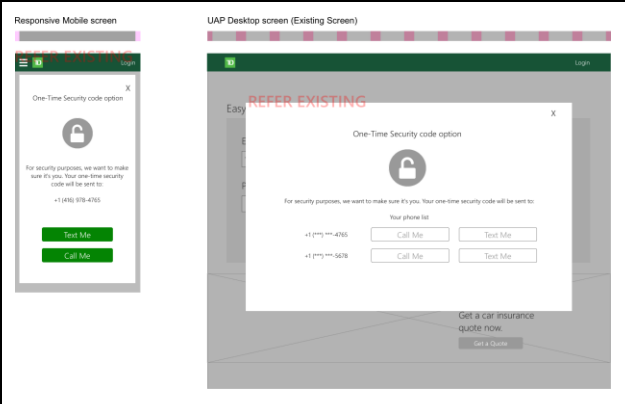
2.5A Approval Request interstitial - Request Approved

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
					
	<p>Message – second sentence removed after LOB review</p>	<p>Thanks for confirming your identity.</p>	<p>Merci d’avoir confirmé votre identité.</p>		

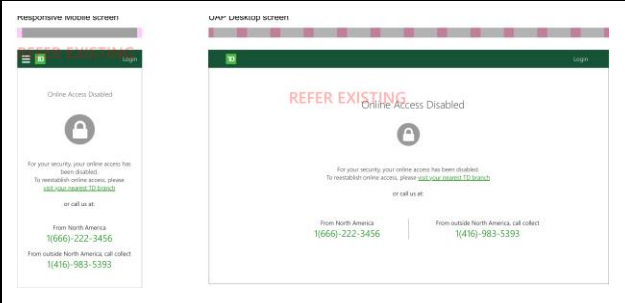
2.5B Approval Request interstitial - Request denied

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
 <p>The image shows two versions of an interstitial screen. On the left is a 'Responsive Mobile screen' and on the right is a 'UAP Desktop screen'. Both screens display a red 'DRAFT COPY' watermark at the top. The mobile screen has a white background with a green header and footer. The desktop screen has a white background with a green header and footer. Both screens feature a large green exclamation mark icon in the center, indicating an error or denial. The text on the mobile screen reads: 'Approval request has been denied. You can't access your account right now, because you denied approval request. If this was a mistake, try to re-send. Ok, got it'. The desktop screen reads: 'Approval request has been denied. You can't access your account right now, because you denied approval request. If this was a mistake, try to re-send. Ok, got it'. Both screens have a green 'Ok, got it' button at the bottom.</p>	Header	Access Denied	Accès refusé		
	Message	Unfortunately, you can't continue right now, because your security verification was denied. If this was a mistake, you can try again.	Malheureusement, vous ne pouvez pas continuer, car votre vérification de sécurité a été refusée. S'il s'agit d'une erreur, vous pouvez réessayer.		
	CTA	OK	OK		

2.6 Approval Request interstitial - Existing OTP screen (no changes)

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
	Existing Screen	BAU	BAU		

2.7 Approval Request interstitial - Existing OTP Lock-Out screen (no changes)

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
	Existing Screen	BAU	BAU		

3.0 Mobile Screens

3.1 Access to approval request on device

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
	<p>iOS lock screen notification</p>	<p>TD CANADA</p> <p>Confirm your identity to {log in/change your password/add a phone number}.</p>	<p>TD CANADA</p> <p>Confirmez votre identité pour {log in/change your password/add a phone number}.</p>		
	<p>Android lock screen notification</p>	<p>TD Canada</p> <p>Confirm your identity to {log in/change your password/add a phone number}.</p>	<p>TD Canada</p> <p>Confirmez votre identité pour {log in/change your password/add a phone number}.</p>		
	<p>Page header</p>	<p>Security Verification</p>	<p>Vérification de sécurité</p>		
	<p>Header</p>	<p>{Confirm Login}</p> <p>{Confirm Password Change}</p> <p>{Confirm Phone Number}</p>	<p>{Confirm Login}</p> <p>{Confirm Password Change}</p> <p>{Confirm Phone Number}</p>		
	<p>Message</p>	<p>Would you like to approve a request from {username or access card#} to</p>	<p>Souhaitez-vous approuver une demande de {username or access card#} pour</p>		

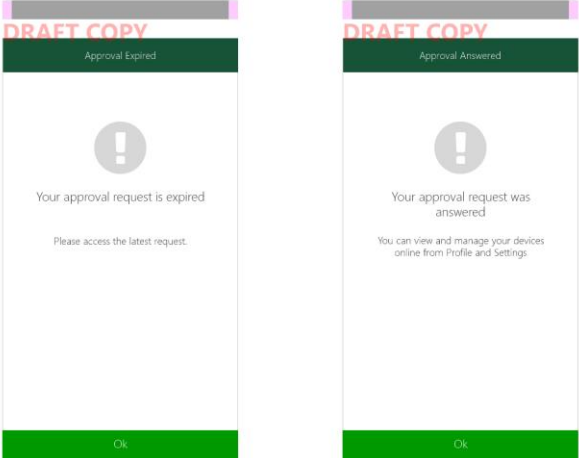
		{log in to your account.} {change your password.} {add a phone number.}		{log in to your account.} {change your password.} {add a phone number.}		
	Label – pending tech review	From {Location}		De {Location}		
	Label- pending tech review	On {Device type and operating system}		Sur {Device type and operating system}		
	CTAs	Deny	Approve	Refuser	Approver	

3.2 Approval Request on Device

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
<p>Approval Request - Approve</p> <p>Approval Request - Approval Challenge complete</p> <p>Approval Request - Challenge denied</p> <p>Transition User action provides feedback for a brief period and the screen is auto dismissed</p> <p>TD App dashboard unauthenticated state</p> <p>TD App Authenticated state</p> <p>From the Request answered screens, user is taken to either the Un Authenticated Dashboard or Authenticated state based on user session with the App</p>	Page header - - Approved	Verification Approved	Vérification approuvée		
	Message	You're all set	Tout est prêt		
	Message— Contextual message removed after LOB review				
	CTA	OK	OK		
	Page header - - Denied	Verification Denied	Vérification refusée		
	Header	Security Verification Denied	Vérification de sécurité refusée		
	Message	We've stopped an attempt to {log in to your account.} {change your password.} {add a phone number.} Your account is safe, and you don't need to do	Nous avons stoppé une tentative visant à {log in to your account.} {change your password.} {add a phone number.}		

		anything else.	Votre compte est protégé et vous n'avez rien d'autre à faire.		
	Tip content/message //Need link to public site within app container	Learn more about how you can protect your account.	En savoir plus sur la façon dont vous pouvez protéger votre compte.		
	CTA	OK	OK		
	Screen header of public site within app	TD Security Guarantee	Garantie de sécurité de la TD		

3.3 Approval requests – Edge Cases – Expired and Invalid

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
 <p>This screen is accessed via an expired notification or if user actions on an Expired Approval Request</p> <p>This screen is accessed via a notification. The challenge / request is accessed from an already responded notification.</p>	Page Header	Request Expired	Demande expirée		
	Header	Verification Prompt Expired	Avis de vérification expiré		
	CTA	OK	OK		
	Page header	Request No Longer Valid	La demande n'est plus valide		
	Header	Verification Prompt Answered	Vous avez répondu à l'avis de vérification		
	Message – Backlogged- subject to TS ability to detect use case	You've already responded to this verification request.	Vous avez déjà répondu à cette demande de vérification.		
	CTA	OK	OK		
Page Header	Account Disabled	Compte désactivé			

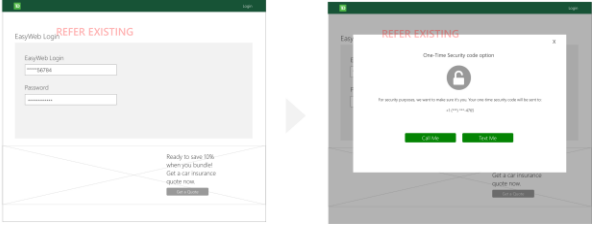
	Message and CTAs	BAU – existing screen	BAU – existing screen		

4.0 Use Case Flows

4.2 Access to Approval Request while in TD App

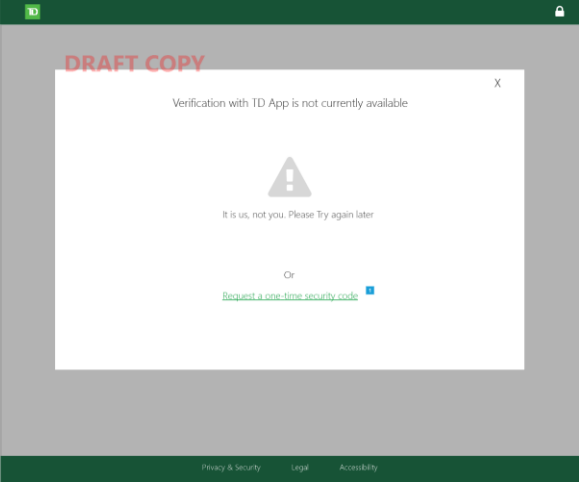
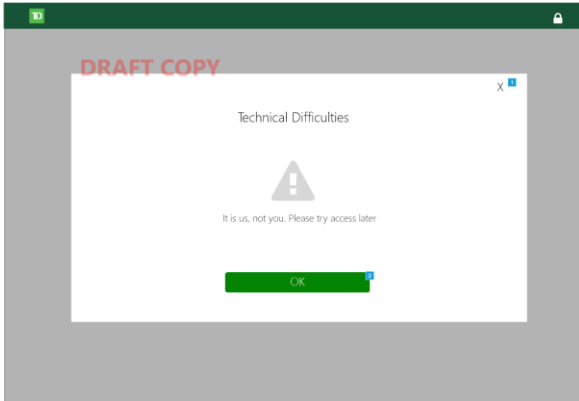
Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
<p>The flowchart illustrates the process of accessing an approval request. It begins with a 'Challenge request' screen, which leads to a 'Draft Copy' screen. From there, the user is notified via a 'Notification Request' screen, which then leads to a 'New Approval Request' screen. The flowchart includes several annotations explaining the user's actions and the system's responses.</p>		//Copy found earlier in MCD	//Copy found earlier in MCD		

4.3 UAP - Existing Scenario - Mobile Approve is not enabled

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
	Existing flow pages	BAU	BAU		

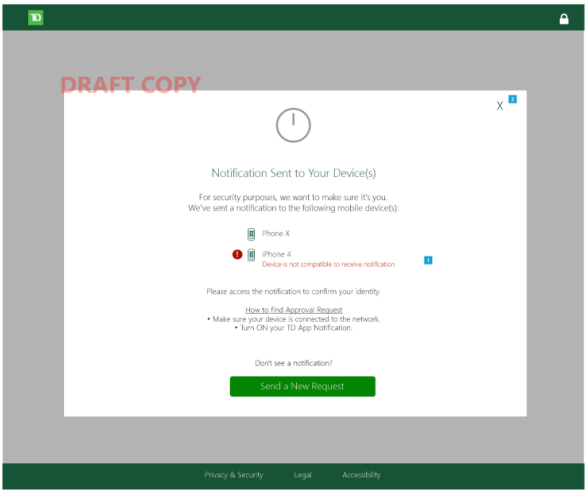
5.0 Error screens

5.1/5.2 UAP - Error Scenario - During approval process – CLARIFY ERROR STATES

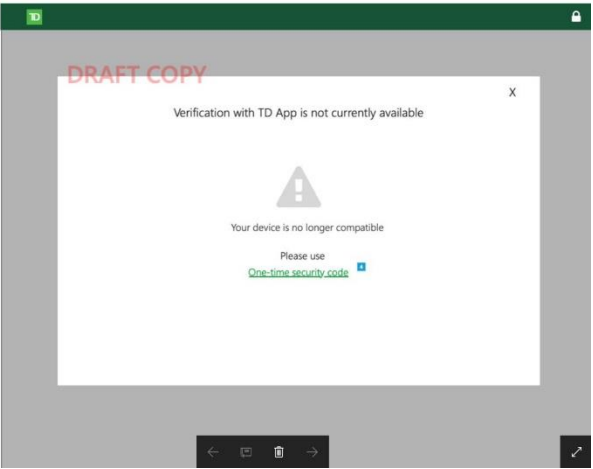
Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
<p>Error Screen - MA not available, refer customer to OTP</p> 	Error 1 header	Verification With Mobile Prompts Unavailable	Vérification avec des avis sur appareil mobile non disponible		
	5.1 use case Policy	<p>Unfortunately, we can't complete your security verification right now using mobile prompts.</p> <p>Instead, you can request a one-time security code by text or voice message.</p>	<p>Malheureusement, nous ne pouvons pas effectuer votre vérification de sécurité avec des avis sur appareil mobile pour le moment.</p> <p>Vous pouvez demander un code de vérification à usage unique par message texte ou vocal.</p>		
	CTA button	Request code	Demander un code		
<p>Error Screen - System / Server Error</p> 	5.2 use case technical issue	<p>Unfortunately, due to technical issues, we can't complete your security verification right now. Please try again later.</p>	<p>En raison de problèmes techniques, nous ne pouvons pas effectuer votre vérification de sécurité pour le moment. Réessayez plus tard.</p>		
	CTA	OK	OK		

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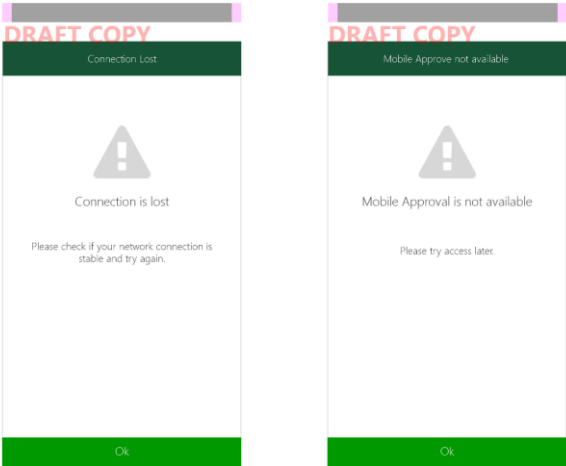
5.3 Device no longer compatible – Out of Scope for this phase

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
	Most of page is BAU	See 2.1 and 2.2	See 2.1 and 2.2		
	Inline error	You can no longer use this device for verification with mobile prompts.			

5.3—Last Device no longer compatible-DESCOPEd

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
	Header	Verification With Mobile Prompts Not Available			
	Message	You no longer have a device you can use for verification with mobile prompts. Instead, you can request a one-time security code by text or voice message.			
	CTA	Request code			
	Link	Request a one-time security code			

5.4 Push TSV Challenge - Error Screens

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
 <p>Error due to technical issues. Tapping OK will dismiss the interstitial. User is lead to unauthenticated / authenticated default screen.</p>	Page Header No service	Service Unavailable	Service non disponible		
	Header	Verification With Mobile Prompts Unavailable	Vérification avec des avis sur appareil mobile non disponible		
	Alternate – Service not available and catch all	Unfortunately, we can't complete your security verification right now. Please try again later.	Malheureusement, nous ne pouvons pas effectuer votre vérification de sécurité pour le moment. Réessayez plus tard.		
	CTA	OK	OK		
	Page Header No service	Service Unavailable	Service non disponible		
	Header	Verification With Mobile Prompts Unavailable	Vérification avec des avis sur appareil mobile non disponible		
	Body Copy – technical issues	Unfortunately, due to technical issues, we can't complete your security verification right now. Please try again later.	En raison de problèmes techniques, nous ne pouvons pas effectuer votre vérification de sécurité pour le moment. Réessayez plus tard.		
CTA	OK	OK			

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Help Messages

User Interface

These appear when unexpected conditions occur in the application. These are most often caused by the user.

Message ID	Scenario	English	French	Accessibility

System

System error messages are caused by unexpected conditions in the infrastructure, network or in the interaction of various elements within the network.

Message ID	Scenario	English	French	Accessibility

Project Information

Project Name	Internal
Content Document Version	
Content Document Location	URL to Content Document folder on Project site
Wireframe Version	X.X (MM-DD-YYYY)
Wireframe Location	URL to Wireframe folder on Project site

Colour Legend

Hyperlink	Want to know more? Check out the FAQ!
Dynamic	Your new {chequing/savings/credit card} account will be ready on {date} at {time}!
Notes	// Notes: The following text is only shown in one scenario.
New	This is an example of new text
Resource Documents from CFTM Phase1	https://collaborate.td.com/display/CPAAM/3.4+Wireframes%2C+Visual+Designs%2C+and+Master+Copy+Deck#id-3.4Wireframes,VisualDesigns,andMasterCopyDeck-P10-CFTM-Errors_TouchID_FaceID_MCD