



Master Copy Deck (MCD)

CFTM_Ph2_PK4_Awareness

Wolgelerenter, Daniel(DCX)
Version 0.1.0

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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

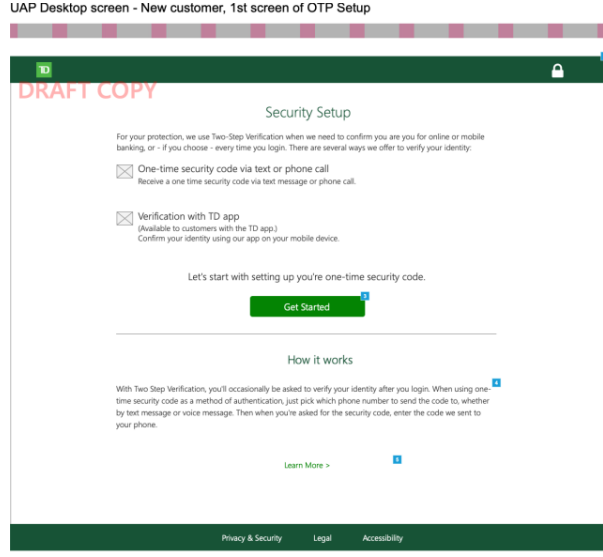
Date	Version	Name	Description of Changes
July23, 2019	0.01	Daniel Wolgelerenter	First Draft
Aug. 19, 2019	0.02	DW	Revised based on user testing, LOB feedback
Aug. 27, 2019	0.03	Dw	Aligns to new Nisha wires, screens removed
Aug 30, 2019	0.04	DW	Revised after PK3 review with Nisha
Sept. 4, 2019	0.05	DW	Revised Sept. 3 with Matt and Nisha, Sept. 4 adds pre- and post launch messaging on 2.1 and 2.2
Sept. 20, 2019	0.06	DW	Aligns phrasing to PK 2 after review changes. 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. 24, 2019	0.07	Dw	Small changes after Matt review – capitalized option headers on 1.2
Oct. 2, 2019	0.08	DW	Small change to link on 3.1 following VD reviews
Oct 15, 2019	0.09	Dw	Changes made after DCX review

Approvals

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

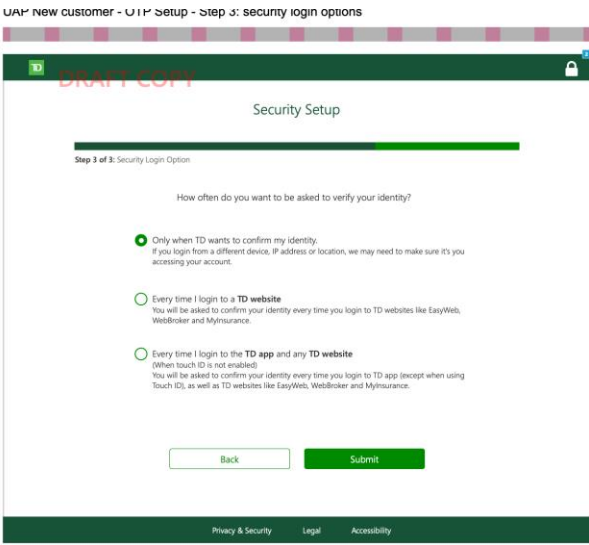
1.0 New customer (new to bank)

1.2 WF New customer, 1st screen of OTP Setup

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
 <p>UAP Desktop screen - New customer, 1st screen of OTP Setup</p>	Header	Security Setup	Configuration de la sécurité		
	Body copy	<p>For your protection, we use Two-Step Verification when we need to confirm who you are for online or mobile banking, or - if you choose - every time you login. There are several ways we offer to verify your identity.</p> <p><input checked="" type="checkbox"/> One-time security code via text or phone call Receive a one time security code via text message or phone call.</p> <p><input checked="" type="checkbox"/> Verification with TD app (Available to customers with the TD app.) Confirm your identity using our app on your mobile device.</p> <p>Let's start with setting up you're one-time security code.</p> <p>Get Started</p> <p>How it works</p> <p>With Two Step Verification, you'll occasionally be asked to verify your identity after you login. When using one-time security code as a method of authentication, just pick which phone number to send the code to, whether by text message or voice message. Then when you're asked for the security code, enter the code we sent to your phone.</p> <p>Learn More ></p> <p>Privacy & Security Legal Accessibility</p>	<p>Pour votre protection, nous utilisons la vérification en deux temps afin de confirmer votre identité pour les services bancaires en ligne ou mobiles ou - si vous le souhaitez - à chaque ouverture de session.</p> <p>Vous pouvez confirmer votre identité de deux façons.</p>		
	Option – header and body copy	<p>Verification With Security Codes</p> <p>Receive a one-time security code by text or voice message to a number you choose. Then enter the security code when asked.</p>	<p>Vérification avec des codes de sécurité</p> <p>Recevez un code de vérification à usage unique par message texte ou vocal au numéro de votre choix. Entrez le code de sécurité quand demandé.</p>		
Option – header and body copy	<p>Verification With Mobile Prompts</p> <p>Use your mobile device to verify confirm who you are for TD online services.</p> <p>All you need is the TD app and access to the Internet to use this feature.</p>	<p>Vérification avec des avis sur appareil mobile</p> <p>Utilisez votre appareil mobile pour confirmer votre identité pour les services bancaires en ligne de la TD.</p> <p>Il suffit de l'appli TD et d'un accès à Internet pour utiliser cette fonction.</p>			

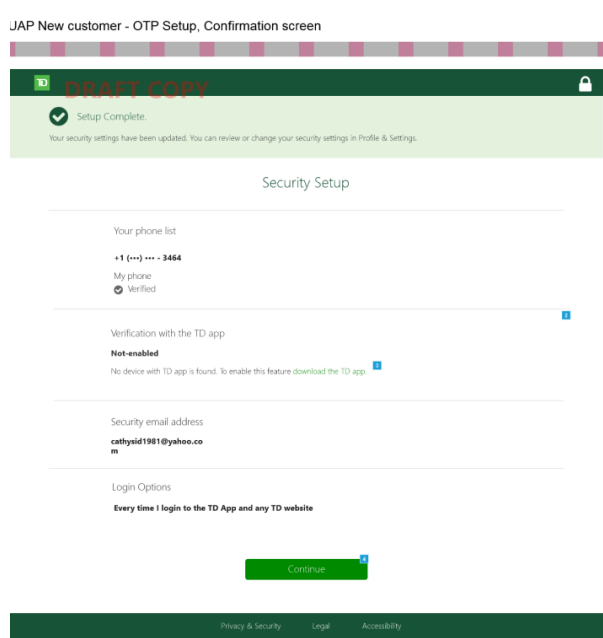
	Body	To get started, we need to set you up to receive one-time security codes and security email alerts.	Pour commencer, vous devez recevoir des codes de vérification à usage unique et des alertes de sécurité par courriel.		
	CTA	Get started	Commencer		
	CTA link	Learn more	En savoir plus		

1.3 WF OTP Setup - Security Login Option

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
	Page header	Security Setup	Configuration de la sécurité		
	Step counter	Step 3 of 3: Security Login Options	Étape 3 de 3 : Sécurité – Options d’ouverture de session		
	Sub header	How often do you want to be asked to confirm your identity?	À quelle fréquence voulez-vous qu’on vous demande de confirmer votre identité?		
	Option	<ul style="list-style-type: none"> Only when TD wants to confirm my identity If you log in from a different device, we may need to send you a one-time security code or a mobile verification prompt to make sure it's you accessing your account. 	<ul style="list-style-type: none"> Seulement lorsque la TD veut confirmer mon identité Si vous ouvrez une session à partir d’un autre appareil, nous pourrions vous envoyer un code de vérification à usage unique ou un avis de vérification sur appareil mobile afin de vérifier que c’est bien vous qui tentez d’accéder à votre compte. 		
	Option	<ul style="list-style-type: none"> Every time I log in to a TD website You can have a one-time security code or a mobile verification prompt required for every login to TD websites like EasyWeb, WebBroker and MyInsurance. 	<ul style="list-style-type: none"> Chaque fois que j’ouvre une session sur un site de la TD Vous pouvez faire en sorte qu’on exige un code de vérification à usage unique ou un avis de vérification sur appareil mobile à chaque ouverture de session sur un site Web de la TD, comme BanqueNet, CourtierWeb et 		

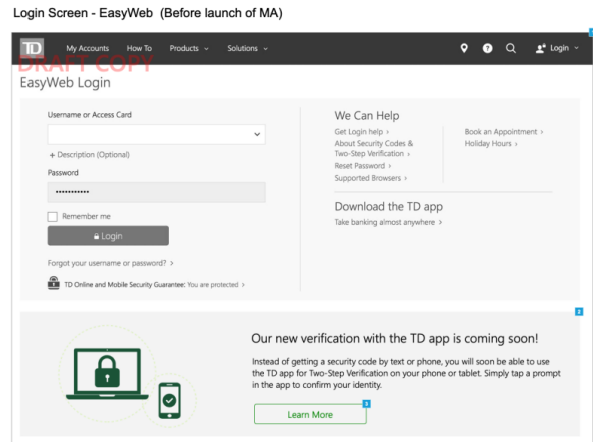
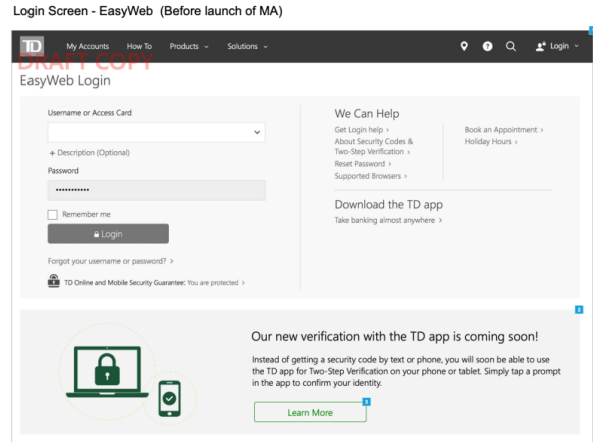
			MonAssurance.		
	Option	<ul style="list-style-type: none"> • Every time I log in to the TD app and any TD website <p>You can have a one-time security code or a mobile verification prompts required for every login to the TD app (except when using Biometric identification), as well as TD websites like EasyWeb, WebBroker and MyInsurance.</p>	<ul style="list-style-type: none"> • Chaque fois que j'ouvre une session dans l'appli TD et sur n'importe quel site de la TD <p>Vous pouvez faire en sorte qu'on exige un code de vérification à usage unique ou un avis de vérification sur appareil mobile à chaque ouverture de session dans l'appli TD (sauf lorsque vous utilisez l'identification biométrique), ainsi que sur les sites Web de la TD, comme BanqueNet, CourtierWeb et MonAssurance.</p>		
	CTAs	Back	Submit	Retour	Soumettre

1.4 WF OTP Setup - Confirmation screen

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
	Page BAU				
	New element #3	Verification with mobile prompts {On/Off}	Vérification avec des avis sur appareil mobile {Activé/Désactivé}		
	Message – no devices with app	You don't have any devices with the TD app.	Aucun appareil n'est associé à l'appli TD.		

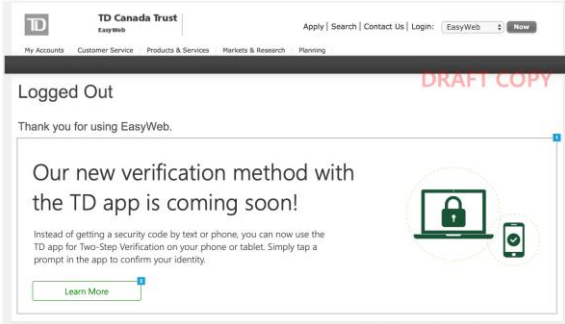
2.0 UAP Login / Logout banner

2.1 WF Login Screen

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
 <p>Login Screen - EasyWeb (Before launch of MA)</p>	Page mostly BAU				
	Element #1 Link	About Two-Step Verification & Verification With Mobile Prompts	À propos de la vérification en deux temps et avec des avis sur appareil mobile		
		Get the TD app	Télécharger l'appli TD		
	Element #4 Link – Post Launch Only – otherwise link is BAU	Bank on the go, and verify confirm your identity without security codes	Effectuez vos opérations bancaires en déplacement et confirmez votre identité sans codes de sécurité.		
 <p>Login Screen - EasyWeb (Before launch of MA)</p>					
	Element #2 Banner and message -- Prelaunch	A new type of Two-Step Verification is coming! Soon you won't need to use one-time security codes when we need to confirm who you are for online services. All you'll need is the TD app on your mobile device.	Un nouveau type de vérification en deux temps va être lancé. Bientôt, vous n'aurez plus besoin d'utiliser de codes de vérification à usage unique afin de confirmer votre identité pour les services en ligne. Il suffit de télécharger l'appli TD sur		

			votre appareil mobile.		
	Element #3 CTA	Learn more	En savoir plus		
	Element #2 Banner and message – at launch	<p>Identity verification with mobile prompts is here!</p> <p>No more security codes when we need to confirm who you are. Just tap a verification prompt on your mobile device.</p> <p>All you need is the TD app and access to the Internet. Plus, setup is quick and easy.</p>	<p>La vérification avec des avis sur appareil mobile est disponible.</p> <p>Plus besoin de codes de sécurité pour confirmer votre identité. Il suffit d'appuyer sur un avis de vérification sur votre appareil mobile.</p> <p>Vous n'avez besoin que de l'appli TD et d'un accès à Internet. De plus, la configuration est rapide et facile.</p>		
	Element #3 CTA	Learn more	En savoir plus		

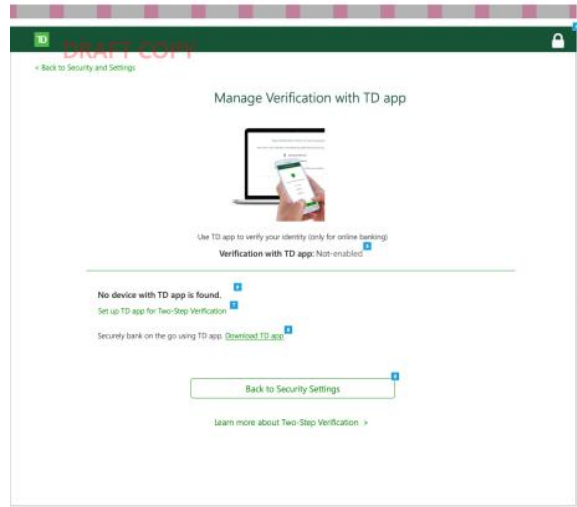
2.2 WF Logout Screen

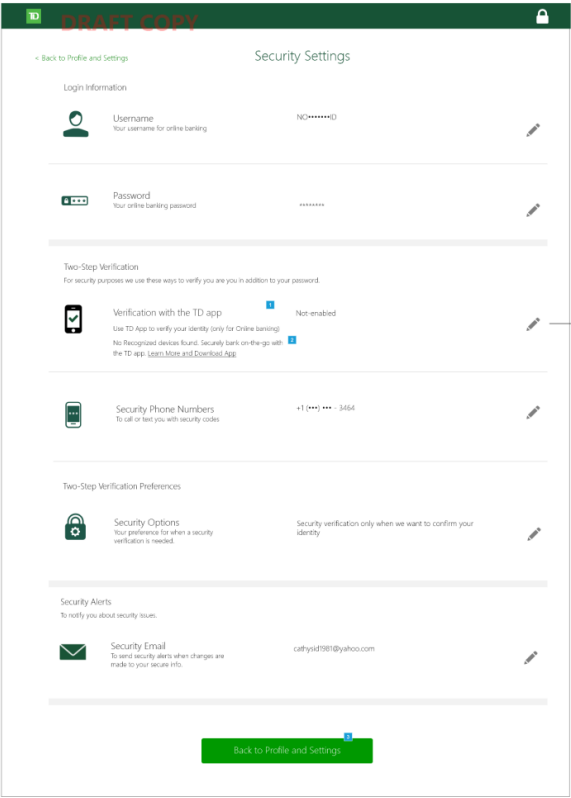
Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
<p>Log Out Screen - EasyWeb</p> 	Page is mostly BAU				
	Banner- prelaunch	<p>A new form of Two-Step Verification is coming!</p> <p>Soon you won't need to use one-time security codes when we need to confirm who you are for online services. All you'll need is the TD app on your mobile device.</p>	<p>Une nouvelle version de la vérification en deux temps va être lancée.</p> <p>Bientôt, vous n'aurez plus besoin d'utiliser de codes de vérification à usage unique afin de confirmer votre identité pour les services en ligne. Il suffit de télécharger l'appli TD sur votre appareil mobile.</p>		
	CTA	<p>Learn more</p>	<p>En savoir plus</p>		
	Banner- at launch	<p>Identity verification with mobile prompts is here!</p> <p>No more security codes when we need to confirm who you are. Just tap a verification prompt on your mobile device.</p> <p>All you need is the TD app and access to the Internet. Plus, setup is quick and easy.</p>	<p>La vérification avec des avis sur appareil mobile est disponible.</p> <p>Plus besoin de codes de sécurité pour confirmer votre identité. Il suffit d'appuyer sur un avis de vérification sur votre appareil mobile.</p> <p>Vous n'avez besoin que de l'appli TD et d'un accès à Internet. De plus, la configuration est rapide et facile.</p>		

	CTA	Learn more	En savoir plus		

3.0 Manage


3.1 UAP Security Settings: No Recognized Devices

Visual Ref	Content Type	English	French	Accessibility English	Accessibility French
	Page Header	Manage Verification With Mobile Prompts	Gérer la vérification avec des avis sur appareil mobile		
	Message/Body Copy	Receive prompts on your phone or tablet when we need to confirm your identity for online services. Make sure you allow notifications from TD in your device settings so you can receive the prompts.	Recevez des avis sur votre téléphone ou votre tablette afin de confirmer votre identité pour les services en ligne. Autorisez les avis de la TD dans les paramètres de votre appareil afin de pouvoir recevoir les avis de vérification.		
	Status	Verification with mobile prompts: Off	Vérification avec des avis sur appareil mobile: Désactivé		
	Message/body copy	You must set up at least one device to receive verification prompts.	Vous devez configurer au moins un appareil pour recevoir des avis de vérification.		
	Element #5	You don't have any devices with the TD app	Aucun appareil n'est associé à l'appli TD.		
	Element # Message and link	To use this feature, download the TD app from the App Store or Google Play. Or Get a text to download TD app	Pour utiliser cette fonction, téléchargez l'appli TD à partir de l'App Store ou de Google Play. Ou Obtenir un message texte pour		


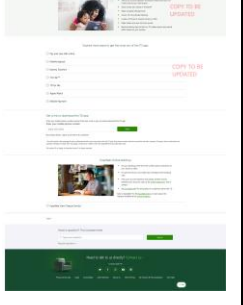
			télécharger l'appli TD		
	CTA	Done	Terminé		
	FAQ link – //goes to public site	Learn more about how we confirm your identity for online services	En savoir plus sur la confirmation de votre identité pour les services en ligne		
	Status message	Verification with mobile prompts {On/Off}	Vérification avec des avis sur appareil mobile {Activé/Désactivé}		
	Message – no devices with app	You don't have any devices with the TD app.	Aucun appareil n'est associé à l'appli TD.		

4.0 Public Site


4.1 Learn More - Public Site

Visual Ref	Ref. #	Content Type	English	French	Chinese – Simplified	Chinese – Traditional	Accessibility English	Accessibility French
		Marketing	Copy coming later in comms MCD or marketing to provide	Copy coming later in comms MCD or marketing to provide				


4.2 Download App – Public Site

Visual Ref	Ref. #	Content Type	English	French	Chinese – Simplified	Chinese – Traditional	Accessibility English	Accessibility French
		Page BAU						
		New bullet point	Use verification with mobile prompts to confirm your identity for online services. Just tap a notification to confirm who you are.	Utilisez la vérification avec des avis sur appareil mobile afin de confirmer votre identité pour les services en ligne. Appuyez sur un avis pour confirmer votre identité.				

4.3 How Can We Help You – FAQ from Login Page

Visual Ref	Ref. #	Content Type	English	French	Chinese – Simplified	Chinese – Traditional	Accessibility English	Accessibility French
		New FAQs	FAQs to be provided in comms or separate MCD	FAQs to be provided in comms or separate MCD				

4.4 Digital Academy – Public Site

Visual Ref	Ref. #	Content Type	English	French	Chinese – Simplified	Chinese – Traditional	Accessibility English	Accessibility French
			Content to be provided in comms doc or by marketing	Content to be provided in comms doc or by marketing				

4.5 Privacy & Security (Public Site)

Visual Ref	Ref. #	Content Type	English	French	Chinese – Simplified	Chinese – Traditional	Accessibility English	Accessibility French
			Marketing to provide	Marketing to provide				

Internal

Internal

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