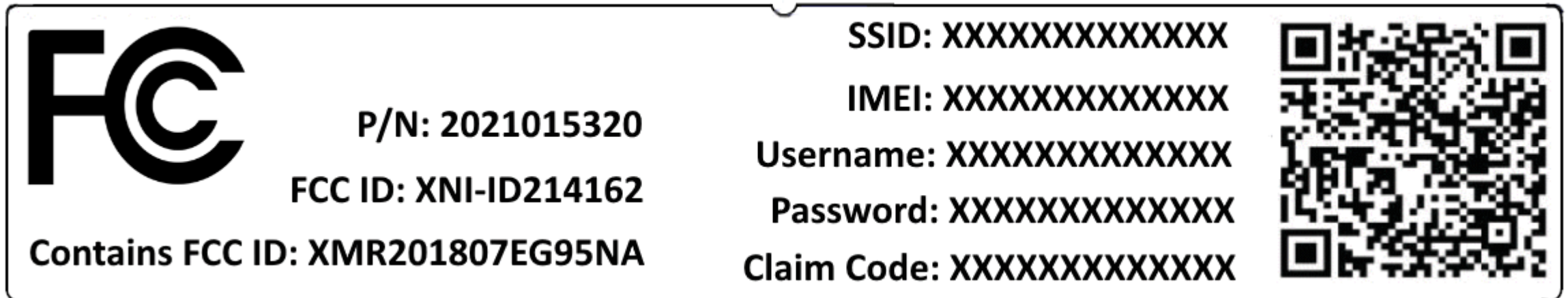


OneControl Hotspot plus telematics

User onboarding Journey

Obtain your claim
code from the router
or from the owner tag



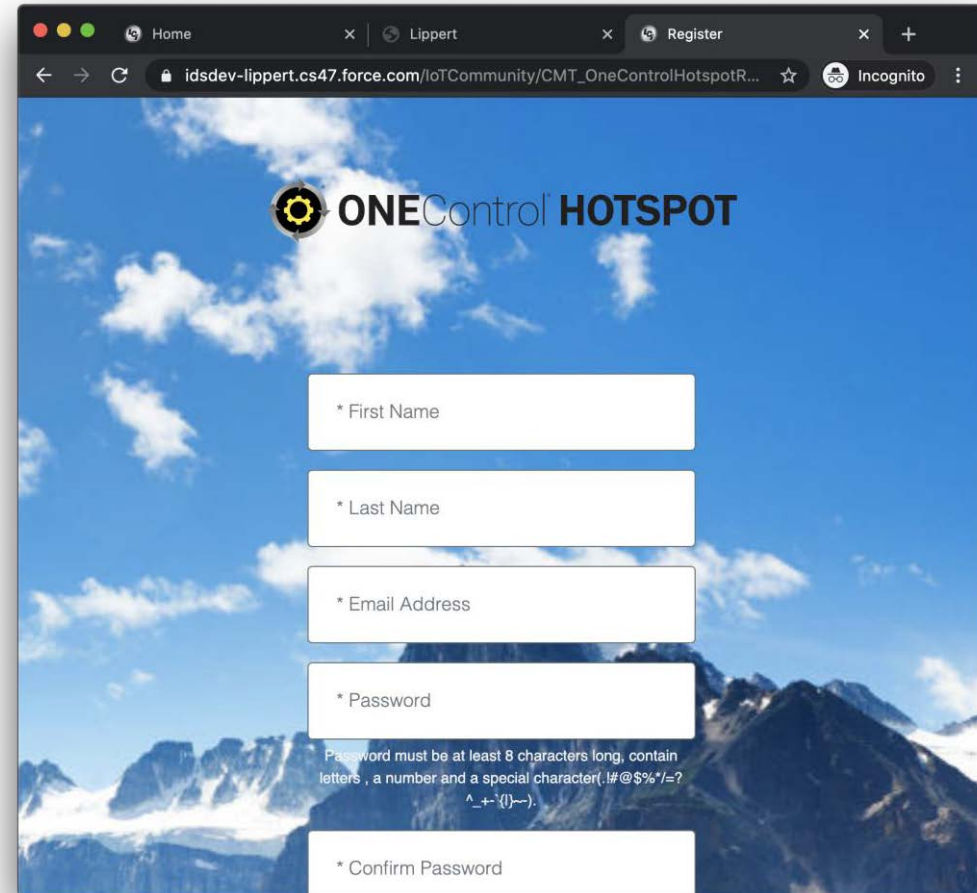
Go to the OneControl
Hotspot community
page to login or register
for an account



Social login can be used, as well as using email for login. The user will click on the "create account" button to register and create a OneControl account.



Registration asks for
Name, email address,
and password.



The screenshot shows a web browser window with the URL `idsdev-lippert.cs47.force.com/IoTCommunity/CMT_OneControlHotspotR...`. The page features a blue sky background with white clouds and a mountain range at the bottom. The logo "ONEControl HOTSPOT" is displayed at the top. Below the logo, there are five input fields for registration: "First Name", "Last Name", "Email Address", "Password", and "Confirm Password". The "Password" field includes a note: "Password must be at least 8 characters long, contain letters, a number and a special character (!#\$%&'/*=? ^_+~{}|~).".

ONEControl HOTSPOT

* First Name

* Last Name

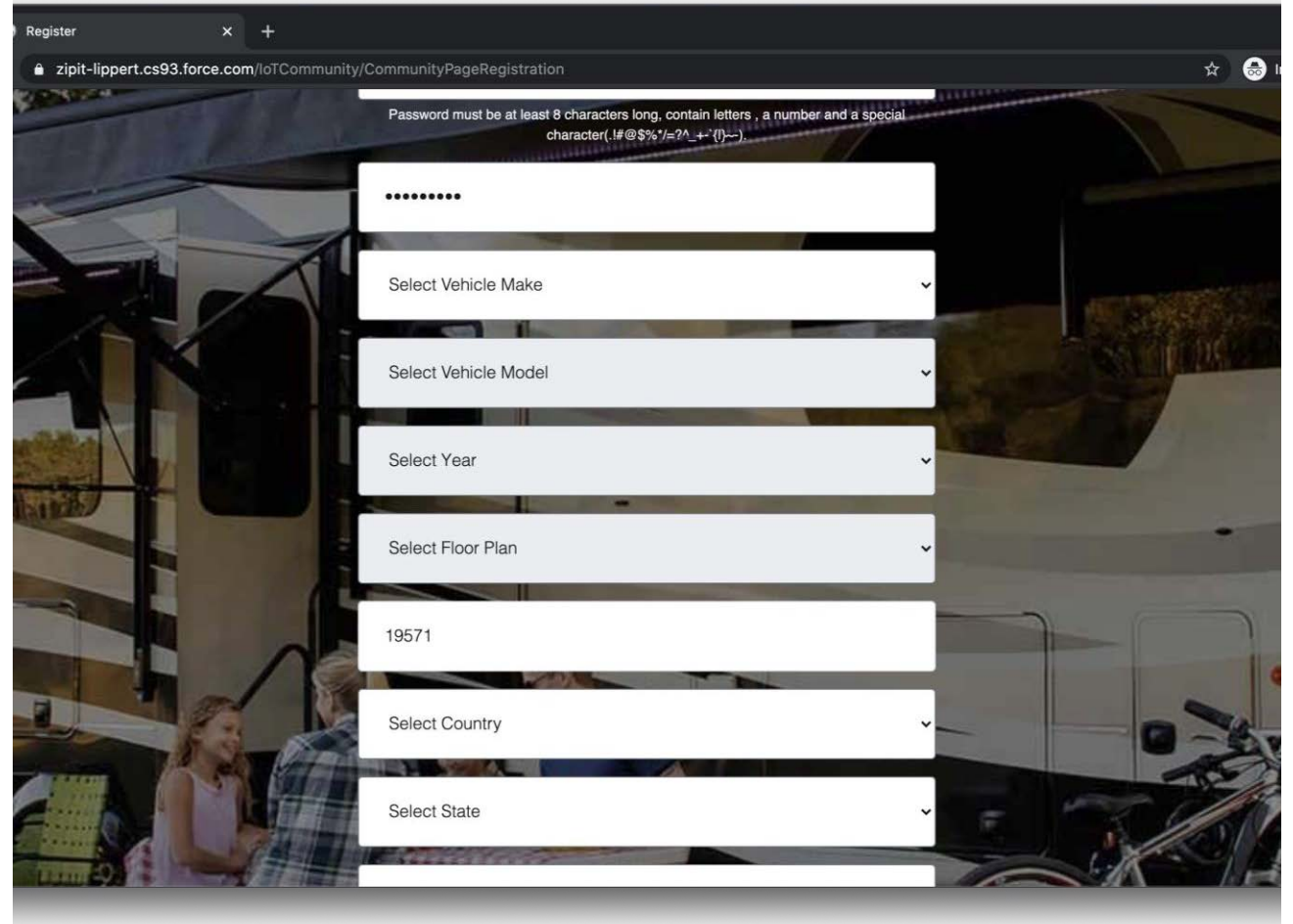
* Email Address

* Password

Password must be at least 8 characters long, contain letters, a number and a special character (!#\$%&'/*=? ^_+~{}|~).

* Confirm Password

We ask for vehicle make, model, year, floorplan, country and state



The image shows a web browser window with a registration form. The browser's address bar displays the URL `zipit-lippert.cs93.force.com/loTCommunity/CommunityPageRegistration`. The page title is "Register". The form consists of several input fields and dropdown menus. At the top, a password requirement message states: "Password must be at least 8 characters long, contain letters , a number and a special character(.!#@\$%'/=?^_+*{}|~).". Below this is a password field with masked characters. The form then includes five dropdown menus labeled "Select Vehicle Make", "Select Vehicle Model", "Select Year", "Select Floor Plan", and "Select Country". The "Select Year" dropdown is currently open, showing the value "19571". At the bottom, there is a "Select State" dropdown menu. The background of the page features a photograph of a white motorhome with a person and a bicycle.

Register

zipit-lippert.cs93.force.com/loTCommunity/CommunityPageRegistration

Password must be at least 8 characters long, contain letters , a number and a special character(.!#@\$%'/=?^_+*{}|~).

.....

Select Vehicle Make

Select Vehicle Model

Select Year

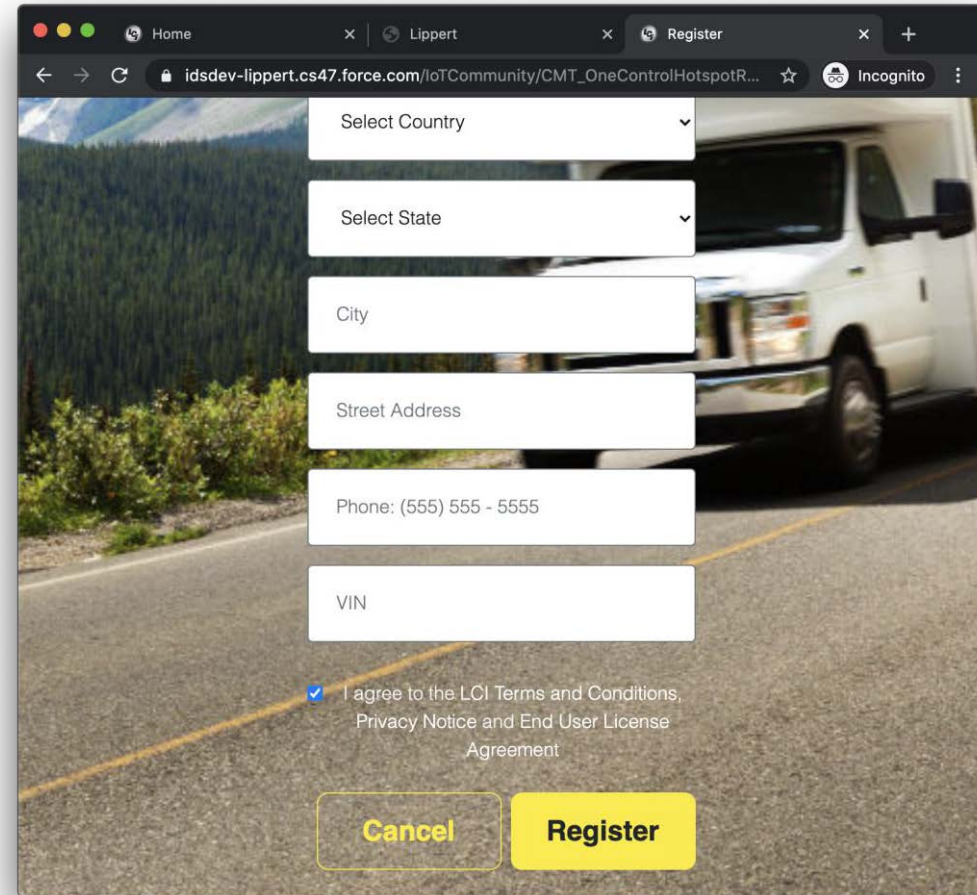
Select Floor Plan

19571

Select Country

Select State

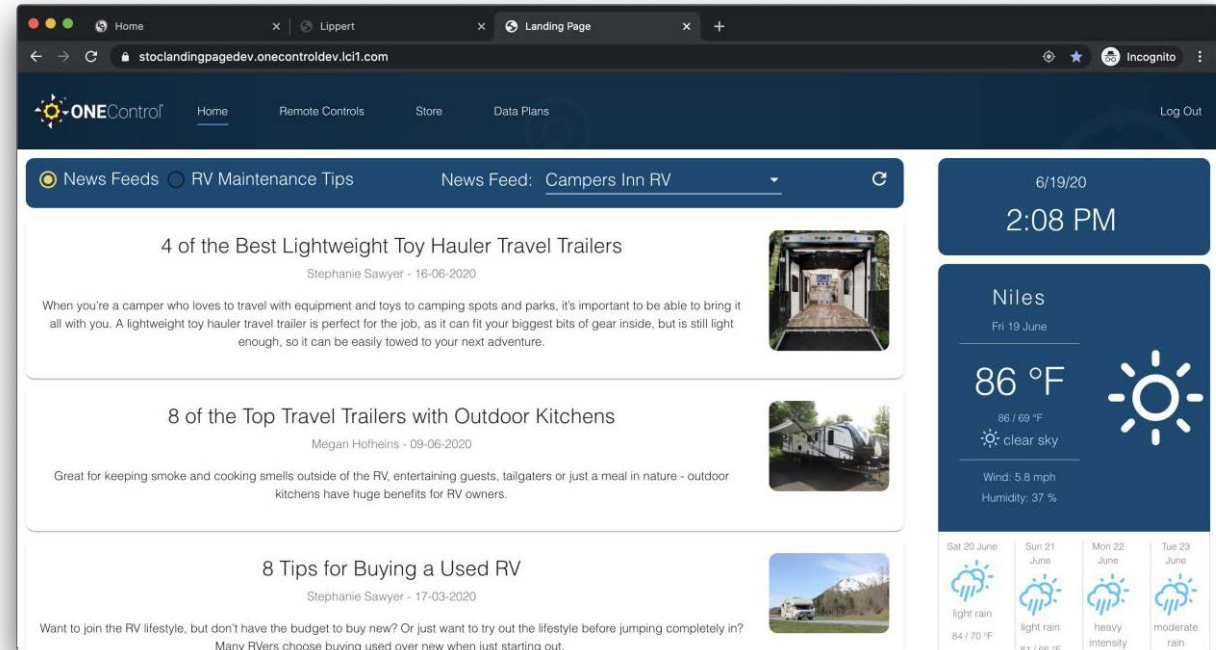
City, street address, phone number and vin number are asked for. Terms and conditions have implicit consent.



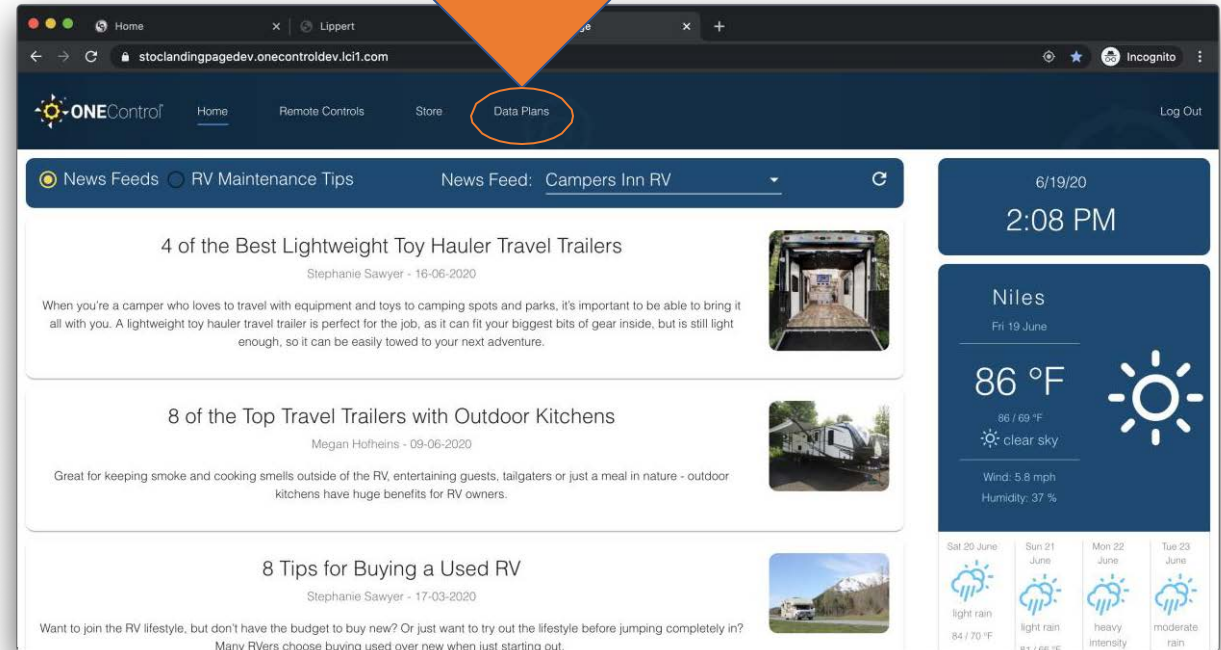
The screenshot shows a web browser window with the following elements:

- Browser Tabs:** Home, Lippert, Register.
- Address Bar:** `idsdev-lippert.cs47.force.com/IoTCommunity/CMT_OneControlHotspotR...`
- Form Fields:**
 - Select Country (dropdown)
 - Select State (dropdown)
 - City
 - Street Address
 - Phone: (555) 555 - 5555
 - VIN
- Terms and Conditions:** ☒ I agree to the LCI Terms and Conditions, Privacy Notice and End User License Agreement
- Buttons:** Cancel, Register

After registration, the user is taken to the OneControl Community home page.

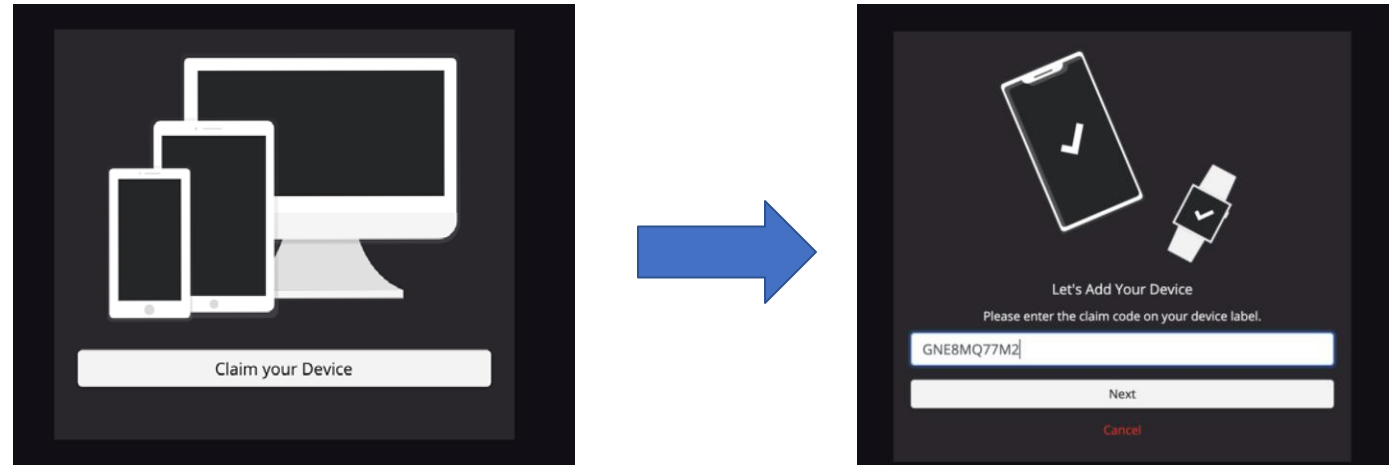


Choose the "Data Plans" tab to continue onboarding.

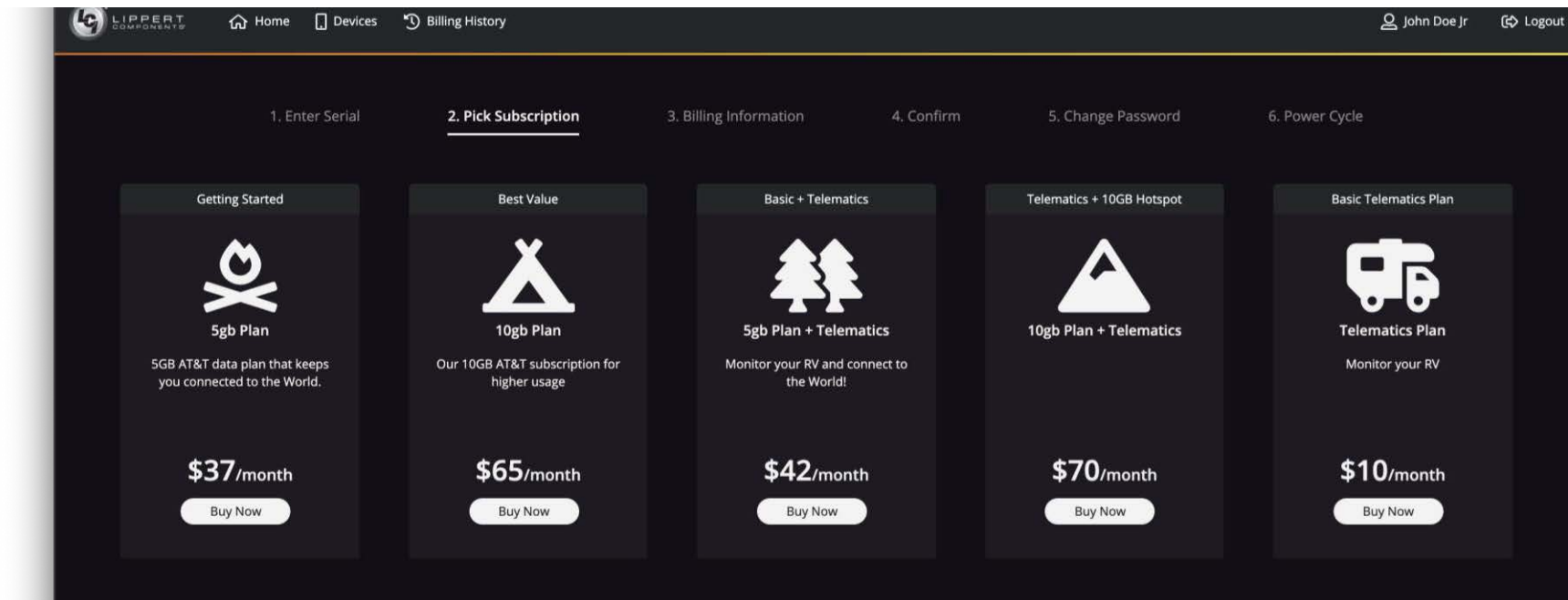


The onboarding for a router begins.

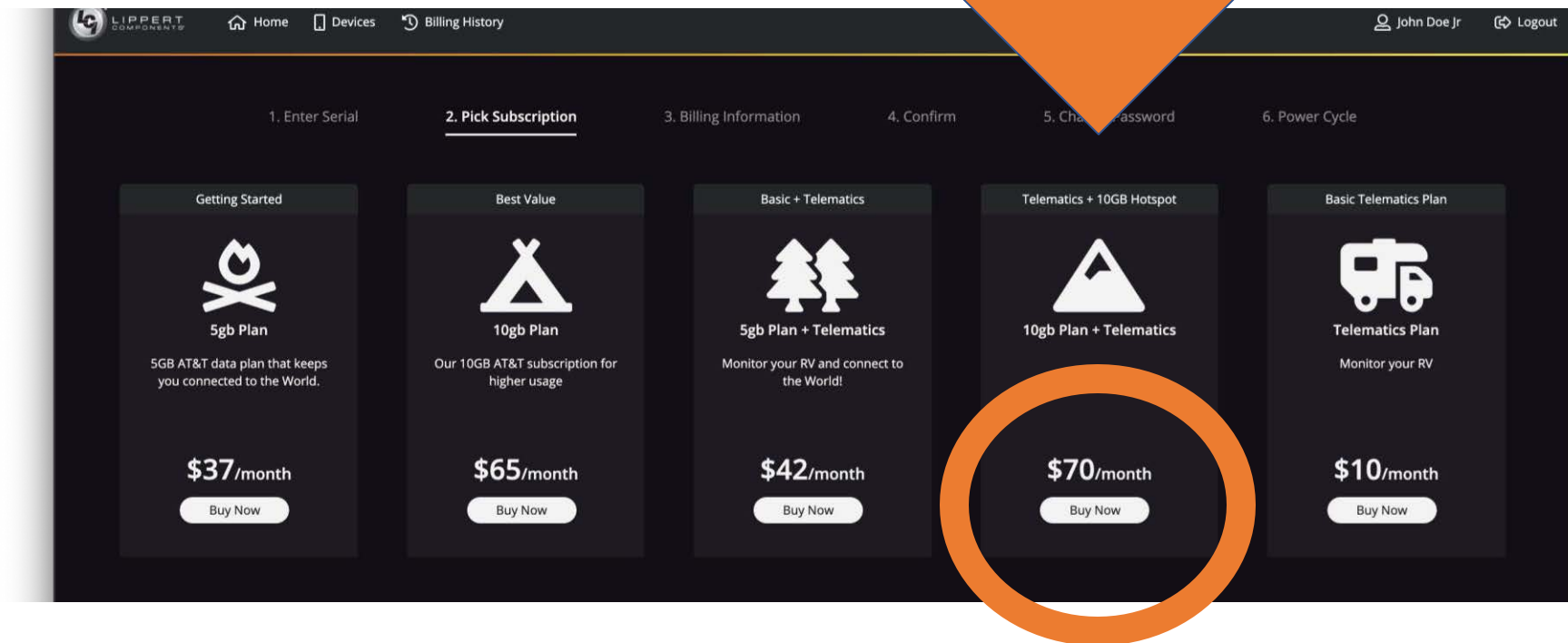
After clicking on the "claim your device" button, a claim code is added



Available data plans
are now shown to the
user



The customer chooses a data plan with both hotspot and telematics



An account is created for the telematics portion of the plan that is managed by Lippert.

The screenshot displays a web browser window with the URL `lippert.stage.zipitls.com/#/add-device`. The browser's address bar shows the site name and a search icon. The page features a dark theme with a navigation bar at the top containing links for Home, Devices, and Billing History, along with a user profile icon for John Doe Jr. Below the navigation bar, a progress indicator shows six steps: 1. Enter Serial, 2. Pick Subscription, 3. Billing Information (current step), 4. Confirm, 5. Change Password, and 6. Power Cycle. The main content area is divided into two columns. The left column, titled 'Checkout', contains three sections: 'Personal Details' with fields for Name, Email, and Phone; 'Shipping Details' with fields for Address Line 1, Address Line 2, City, State, and Postal Code; and 'Payment Details' with a 'Payment Method' section showing a card number and MM / YY CVC. The right column, titled 'Overview', contains two sections: 'Claiming Device' showing a device ID (5000000000000027) and a 'Connect Anywhere Router' link; and 'Subscription' showing the '5gb Plan + Telematics' for \$42.00 / month. At the bottom of the Overview section are 'Verify Payment' and 'Cancel' buttons. The footer of the page indicates it is 'Powered By Zipit' with version 1.11.3.

Home Lippert Terms of Service - Legal Policy TnC

lippert.stage.zipitls.com/#/add-device

Home Devices Billing History John Doe Jr

1. Enter Serial 2. Pick Subscription 3. Billing Information 4. Confirm 5. Change Password 6. Power Cycle

Checkout

Personal Details

Name

Email Phone

Shipping Details

Address Line 1

Address Line 2

City State Postal Code

Payment Details

Payment Method

Card number MM / YY CVC

Overview

Claiming Device

5000000000000027
Connect Anywhere Router

Subscription

5gb Plan + Telematics
\$42.00 / month

Verify Payment
Cancel

Powered By Zipit
Version 1.11.3

Credit card information
for the telematics
portion of the plan is
added and verified by
Lippert

The screenshot displays a web browser window with the URL `lippert.stage.zipitls.com/#/add-device`. The browser's address bar shows the URL, and the page title is "Lippert". The browser's tabs include "Home", "Lippert", "Terms of Service - Legal Policy", "TnC", and "postal code 19571 at DuckDuc". The page features a navigation bar with "Home", "Devices", and "Billing History" links, and a user profile icon for "John Doe Jr".

The main content area is titled "3. Billing Information" and is part of a multi-step process. The steps are: 1. Enter Serial, 2. Pick Subscription, 3. Billing Information, 4. Confirm, 5. Change Password, and 6. Power Cycle. The "Billing Information" step is currently active.

The "Billing Information" step is divided into two main sections: "Checkout" and "Overview".

The "Checkout" section contains three sub-sections:

- Personal Details:** Includes fields for "Name" (Joh Doe Jr), "Email" (jdoe-lci-connectanywhere@m), and "Phone" (9185551235).
- Shipping Details:** Includes fields for "Address Line 1" (1235 Main St), "Address Line 2" (empty), "City" (Midland), "State" (TX), and "Postal Code" (19571).
- Payment Details:** Includes a "Payment Method" field showing a Visa card with the number 4242 4242 4242 4242, the expiration date 08 / 42, and the CVV 951 19571.

The "Overview" section contains two sub-sections:

- Claiming Device:** Shows a device ID of 5000000000000027 and the device name "Connect Anywhere Router".
- Subscription:** Shows the selected plan as "5gb Plan + Telematics" with a monthly cost of \$42.00. Below this, there is a "Verify Payment" button and a "Cancel" link.

The footer of the page indicates it is "Powered By Zipit" and shows the version "Version 1.11.3".

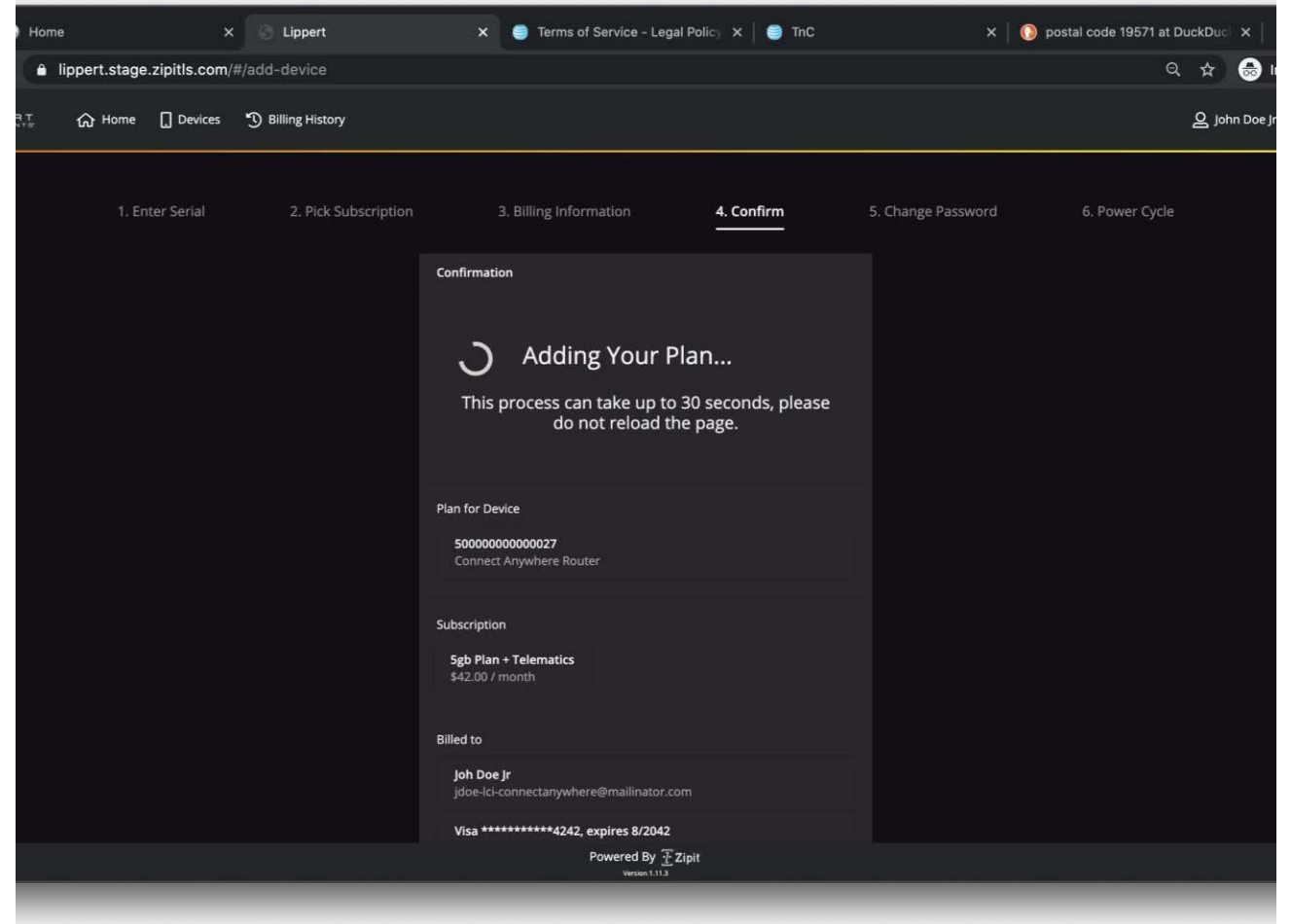
Sign up for telematics
portion of the plan is
confirmed

The screenshot shows a web browser window with the URL `lippert.stage.zipitls.com/#/add-device`. The browser has several tabs open: 'Home', 'Lippert', 'Terms of Service - Legal Policy', 'TnC', and 'postal code 19571 at DuckDuckGo'. The page has a dark theme with a navigation bar at the top containing 'Home', 'Devices', and 'Billing History'. A progress bar at the top of the main content area shows six steps: '1. Enter Serial', '2. Pick Subscription', '3. Billing Information', '4. Confirm' (which is the active step), '5. Change Password', and '6. Power Cycle'. The 'Confirm' step is displayed in a modal window with the following details:

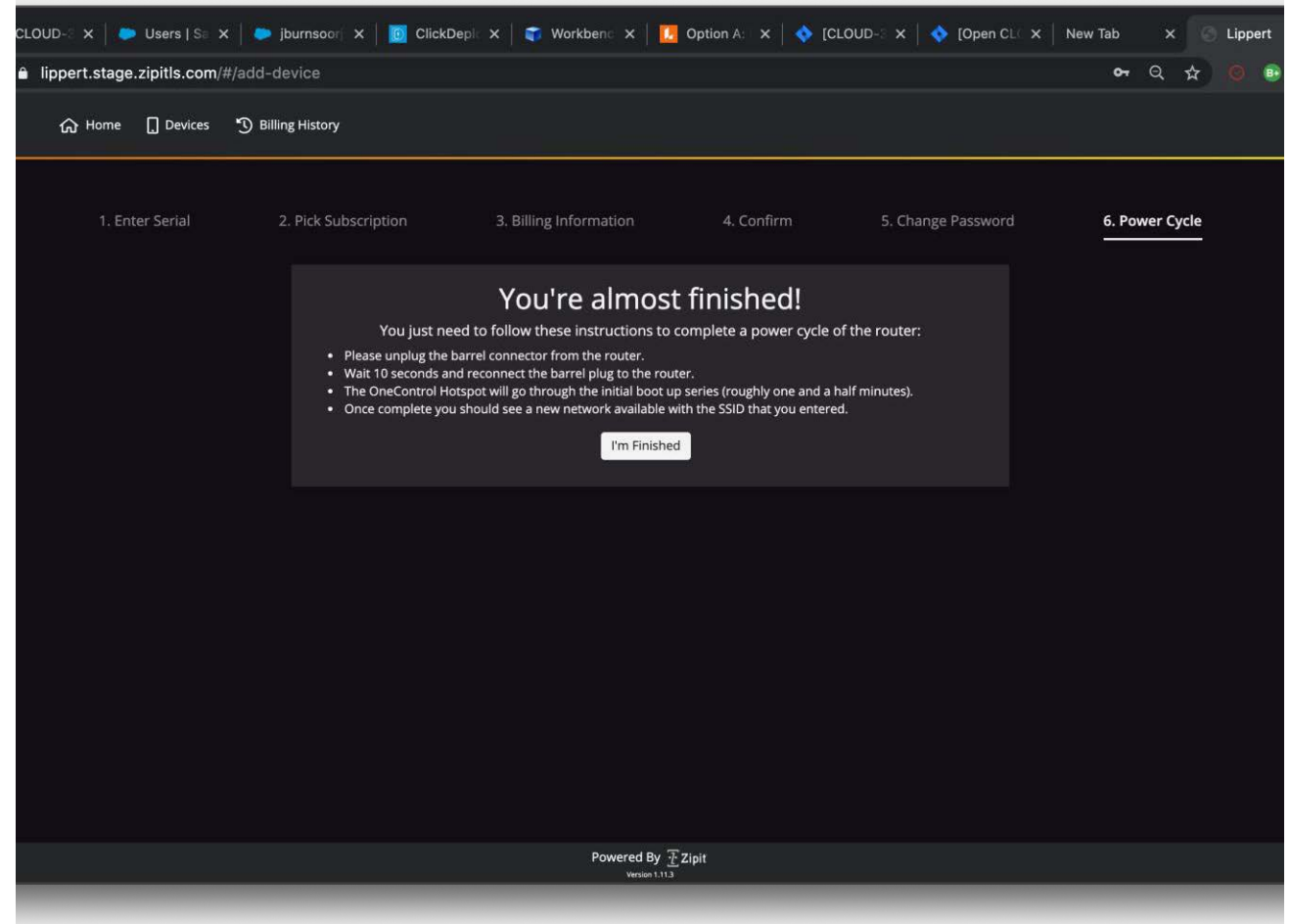
- Confirmation**
- Plan for Device**
 - 5000000000000027
 - Connect Anywhere Router
- Subscription**
 - Sgb Plan + Telematics
 - \$42.00 / month
- Billed to**
 - Joh Doe Jr
 - jdoe-lci-connectanywhere@mailinator.com
 - Visa ****4242, expires 8/2042
- Buttons:** 'Confirm Subscription' (white) and 'Cancel' (red text).

At the bottom of the page, it says 'Powered By Zipit' with the Zipit logo and 'Version 1.11.3'.

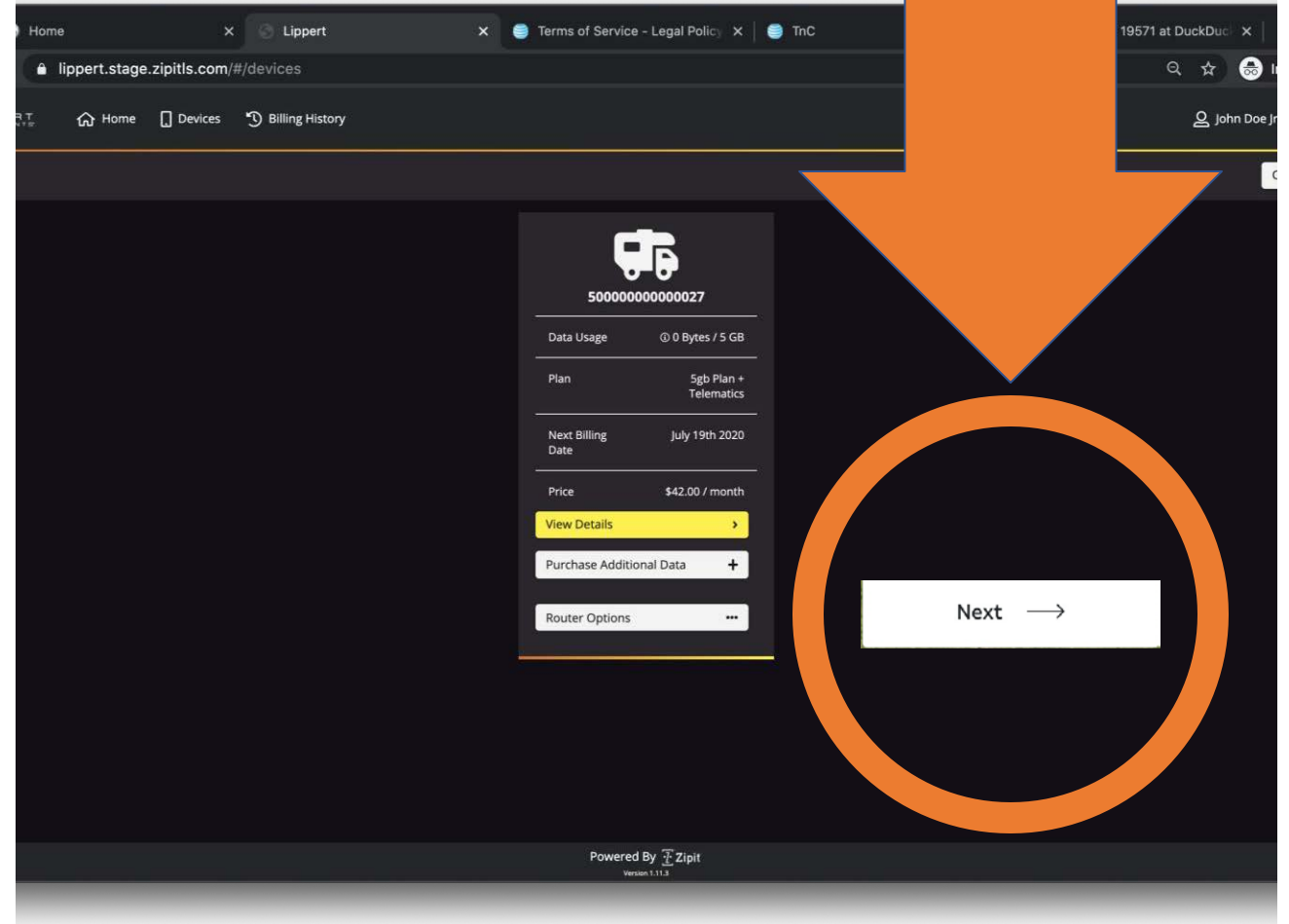
Telematics portion of
the plan is added



The router is power cycled to prepare for first usage



The router is now usable for telematics and the account reflects current telematics plan and account information. The user will now set up wifi portion of their plan by clicking the "next" button



We redirect the user to the Zipit Portal to set up their wifi account with LCI. The user will click on the "Get Started" button to register.

Need Zipit Portal screenshot with a “Get Started” button (similar to the ATT screenshot).

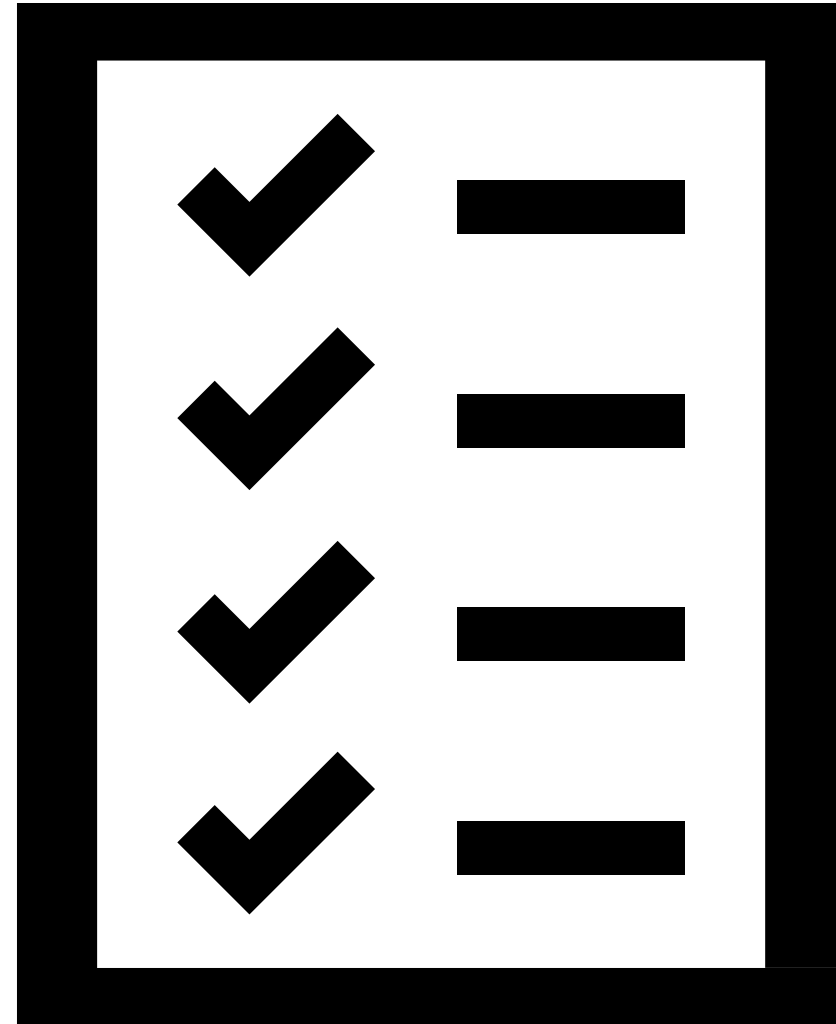
For this user journey, the user needs to set up a new LCI account using the Zip it Portal. The user clicks on the "Get your pass" button to set up their account

Need LCI/Zipit Portal screenshot with a "Get your pass" button (similar to the ATT screenshot).

The user will input the
router details and
register the wifi hotspot
with LCI

Need LCI/Zipit Screen shot for registering

The user will finish
registration with LCI



The user will now log
into their router and
will be able to use wifi

