

# Settings Redesign

Solving significant pain points from VOC and Research

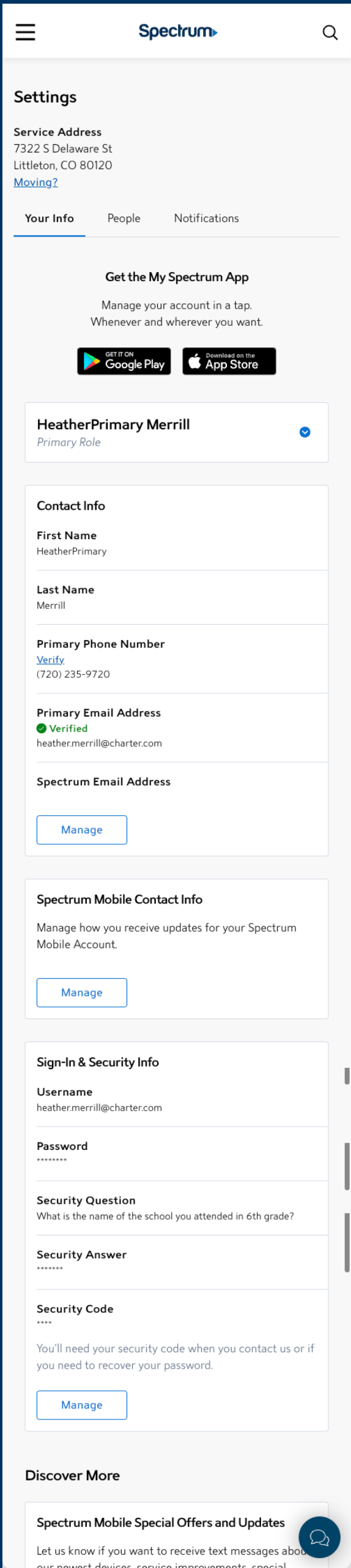
Heather Merrill - ASO Product Design

# Password Reset & Edit Username

## VOC & Research Painpoint

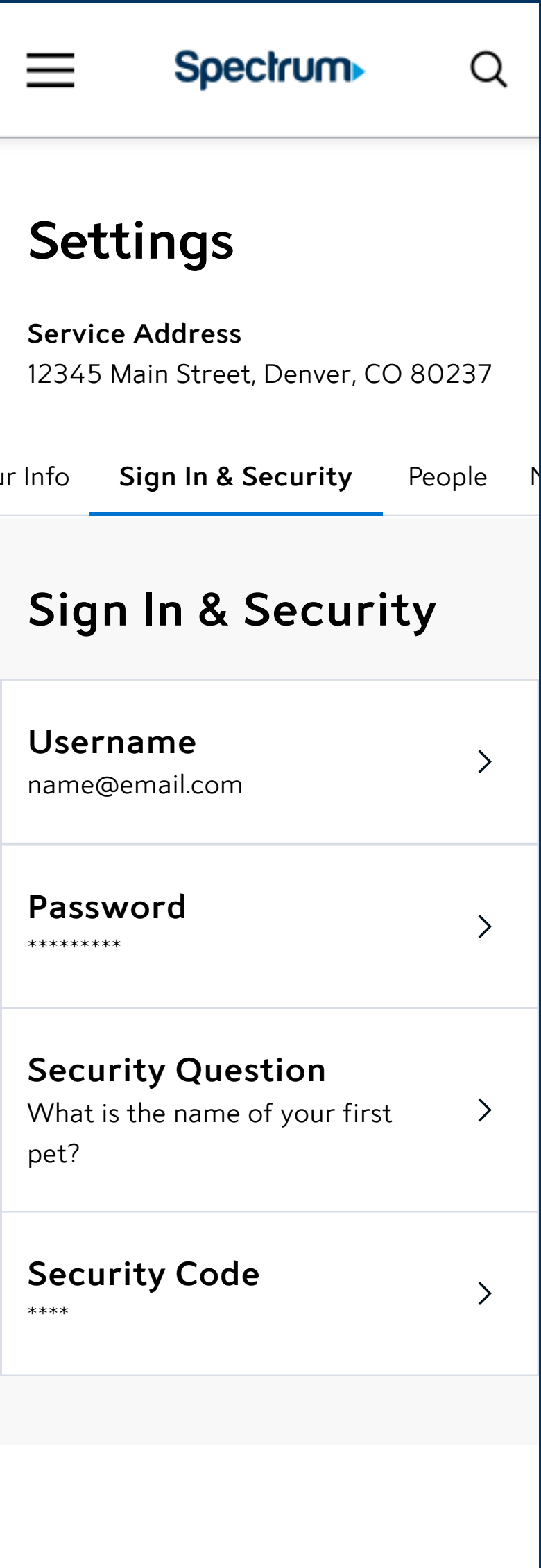
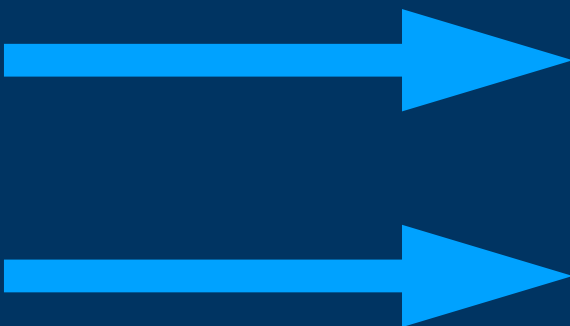
### TODAY

Customers must scroll past Contact Info and Spectrum Mobile Contact Info to find the Manage button.



### REDESIGN

Customers have a new easily discoverable “Sign in & Security” tab where Password and Username are at the top.



# Edit Billing Address

## VOC & Research Painpoint

**TODAY**  
If customers find the Manage button on the previous page, then they have to scroll to the bottom of the next page to find Billing Address.



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Billing & Order Notifications

Monthly billing and payment reminders, and confirmations about your orders.

Account Owner

HEATHER A MERRILL

Need to transfer or change the name on your account?

[Get more info](#)

Paperless Billing

Enrolled

Reduce clutter and keep your personal info secure by enrolling in paperless billing. You'll automatically receive a notification when your statement is ready to view online.

Enroll in Paperless Billing

Don't Enroll in Paperless Billing

Billing & Order Contact Info

Contact Method

Select One

Additional Contact Method (Optional)

Select One

Billing Address

Street Address

7322 S DELAWARE ST

Apt, Suite, etc. (Optional)

City

LITTLETON

State

CO

ZIP Code

80120

Cancel

Save

## REDESIGN

Customers see billing address at the top of the page. Other functionality has been removed to its own child page.



☰

Spectrum

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< Back to <Previous Screen>

Billing & Order Notifications

Choose how you want to receive notifications about your monthly billing notices, payment and order confirmations.

Billing Address

Street Address

7300 S. Street St.

Apt. Suite, Etc. (Optional)

City

Denver

State

Colorado

ZIP Code

88888

# Change Email Contact Info

## VOC & Research Painpoint

**TODAY**  
VOC finds customers struggling with finding the email toggle menu item.



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Contact Info

First Name

HeatherPrimary

Last Name

Merrill

Phone

Email

Primary Phone Contact

Your primary phone number and email address are the only contact methods we'll use to verify your account if you forget your username or password.

Phone Number

(720) 235-9720

Phone Type

Mobile

Alternate Contact Info

+ Add Phone Number

You can add up to three phone numbers.

## REDESIGN

Customers find Email Address at the top of Your Info and click directly into managing their email.

Spectrum

Settings

Service Address

12345 Main Street, Denver, CO 80237

Your Info

Sign In & Security

People

PRIMARY ROLE

Jean-Luc Picard

Manage

The primary role has full control of all account activities including who has access to this account. An account can have only one primary role.

Phone Number

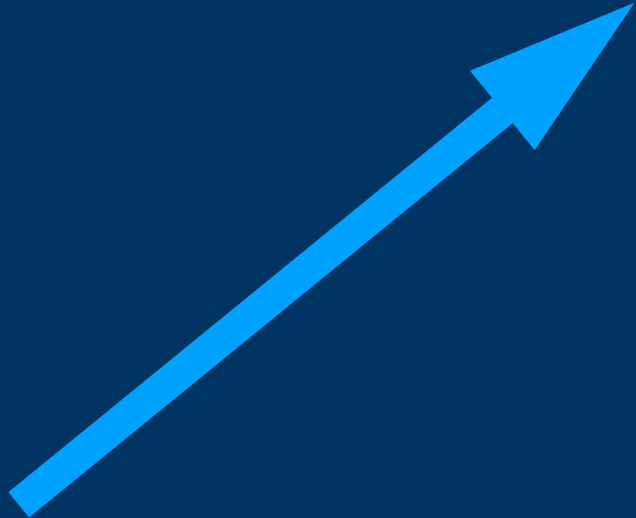
(303) 345-9876

>

Email Address

picard@emailaddress.net

>



Spectrum

< Back

Manage Your Email Address

To update this info, please enter your new email address below. We'll ask you to verify it in the next step.

Email address

email@email.com

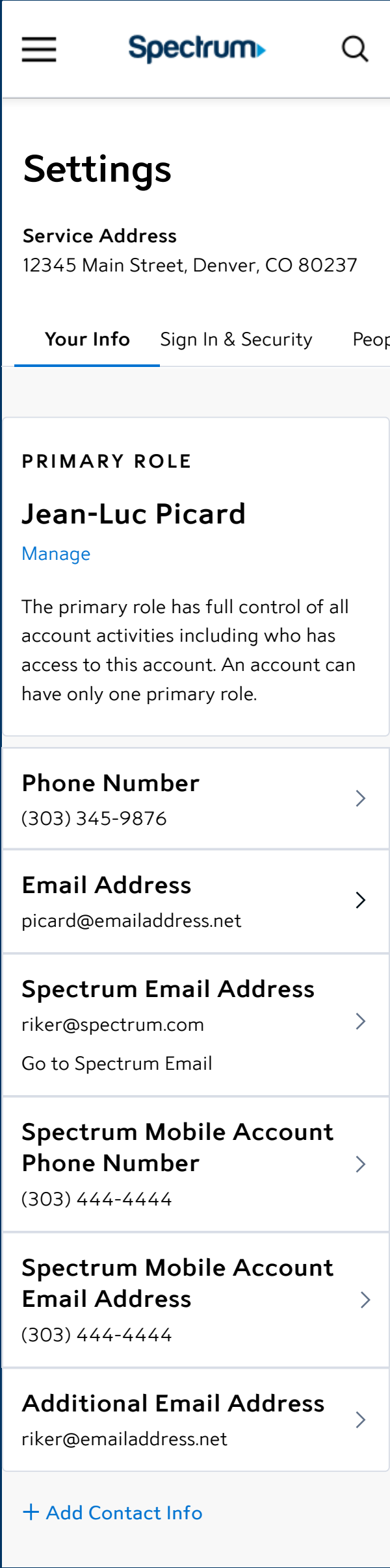
Cancel

Save

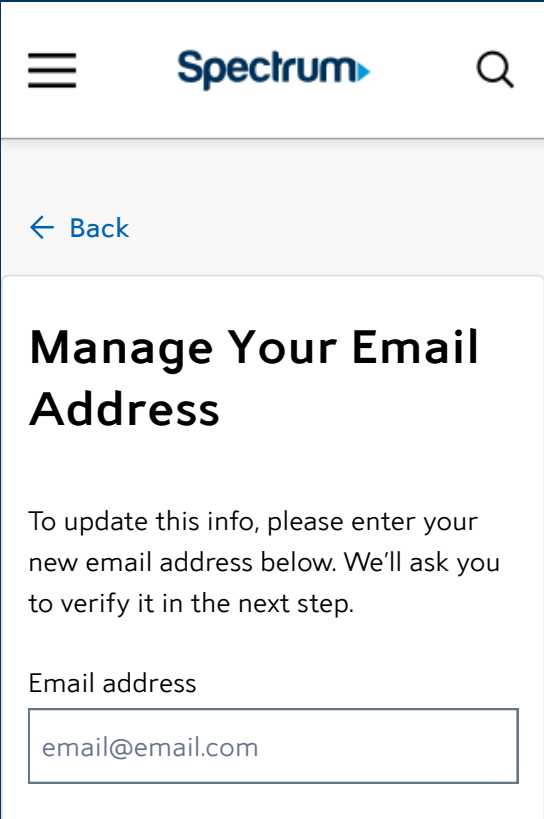
# Other Usability & Alignment Improvements

- ALIGNMENT: Child pages replace FS Panels unifies the spectrum.net experience.
- The new design reflects months of design team alignment and collaboration.
- ALIGNMENT: List Card Pattern aligns with Spectrum Mobile and Internet Services, which were extensively tested.

## New List Card Pattern



## Child Page



## Old FS Panel

