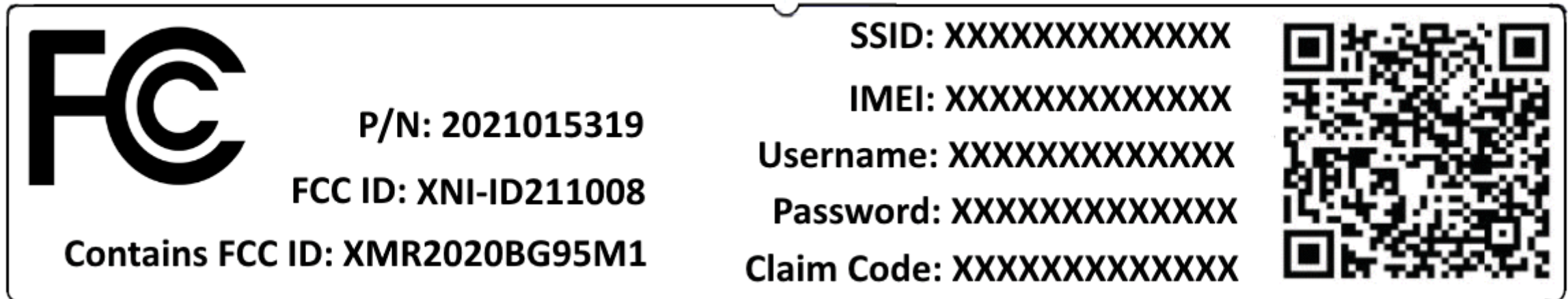


OneControl Hotspot plus telematics

User onboarding Journey



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



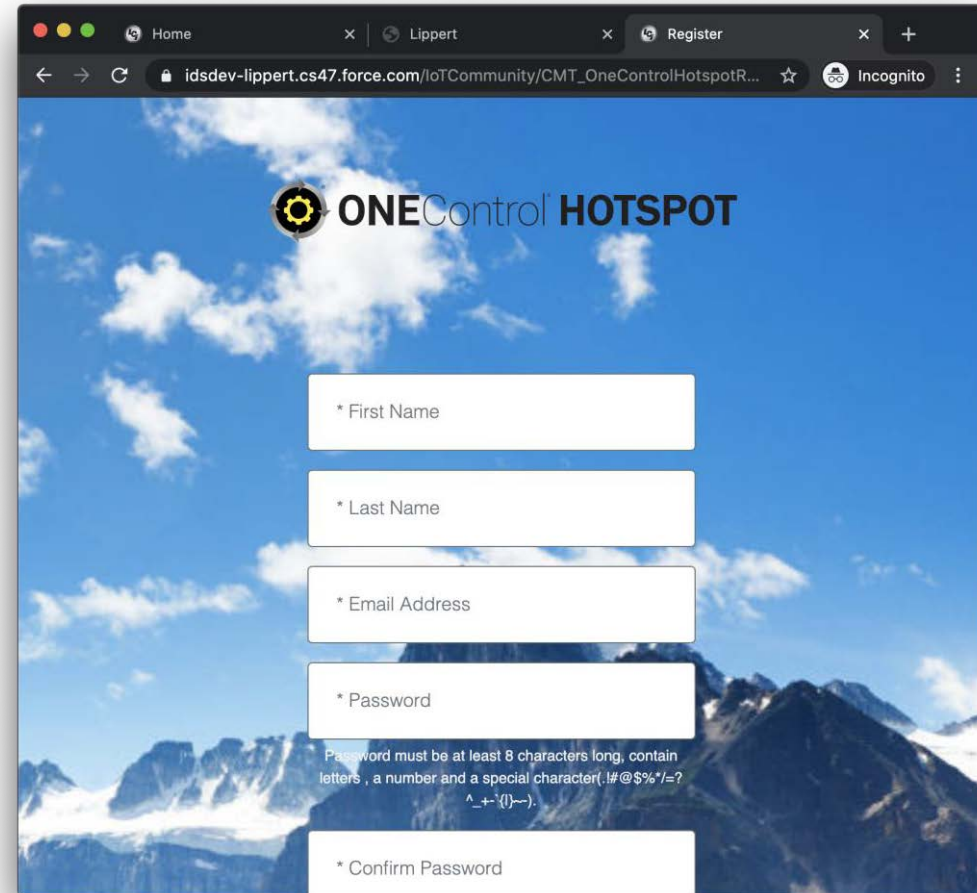
Go to the OneControl
Hotspot community
page to login or register
for an account



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 has a note below it: "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

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

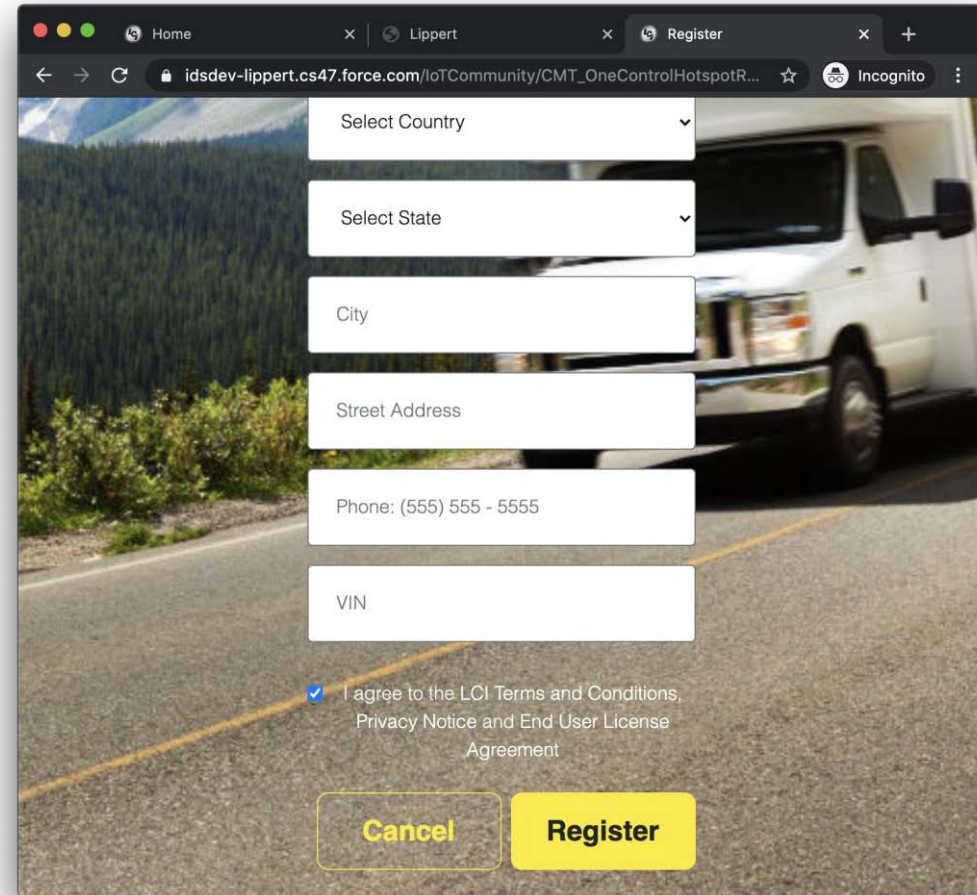
19571

Select Country

Select State



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

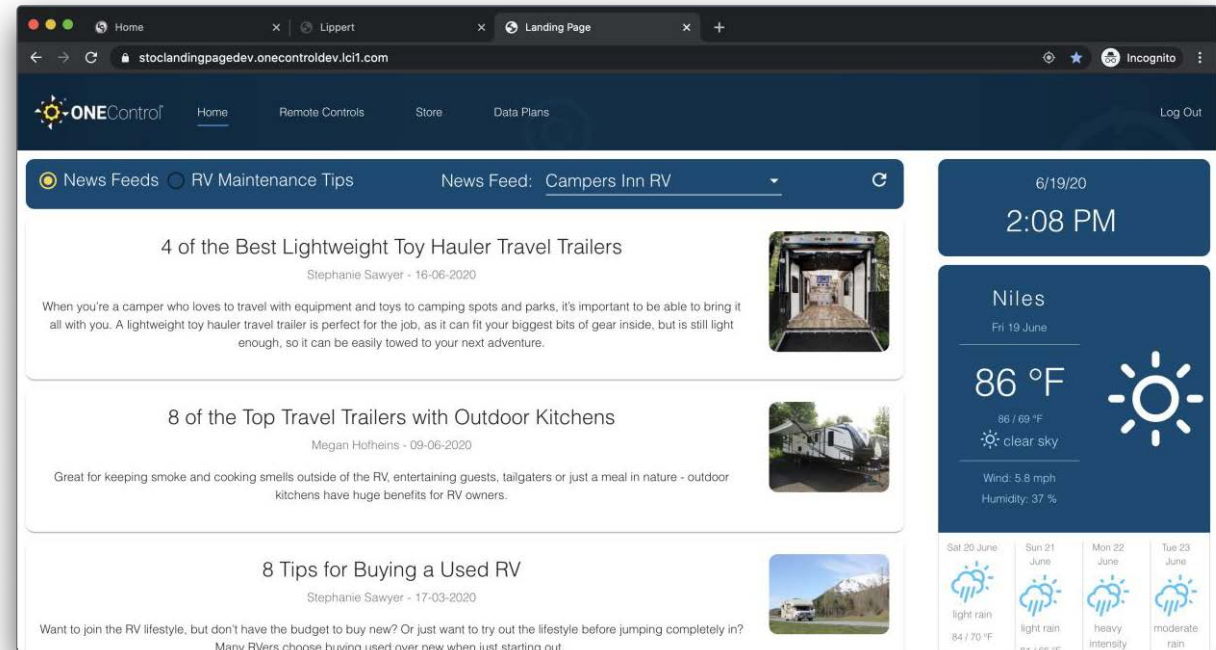


The screenshot shows a web browser window with the address bar displaying `idsdev-lippert.cs47.force.com/loTCommunity/CMT_OneControlHotspotR...`. The browser has three tabs: "Home", "Lippert", and "Register". The "Register" tab is active. The registration form is overlaid on a background image of a white Lippert van parked on a road. The form fields are as follows:

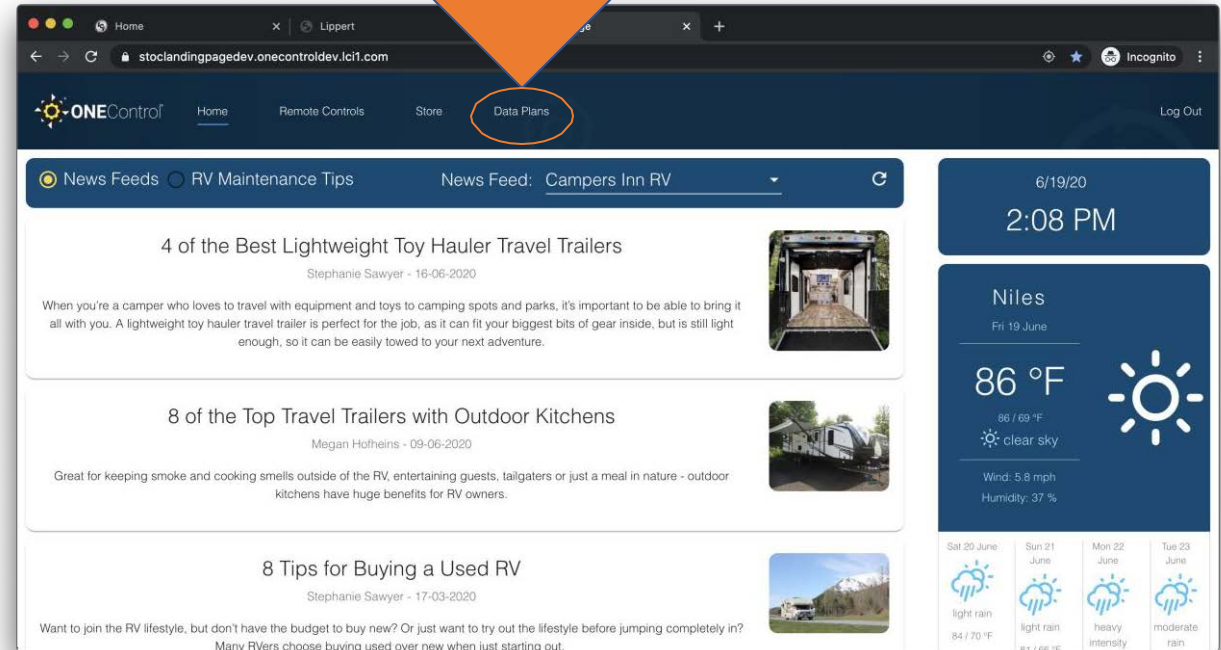
- Select Country**: A dropdown menu.
- Select State**: A dropdown menu.
- City**: A text input field.
- Street Address**: A text input field.
- Phone: (555) 555 - 5555**: A text input field with a placeholder number.
- VIN**: A text input field.

Below the input fields, there is a checkbox with a blue checkmark and the text: "I agree to the LCI Terms and Conditions, Privacy Notice and End User License Agreement". At the bottom of the form, there are two buttons: a yellow "Cancel" button and a yellow "Register" button.

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

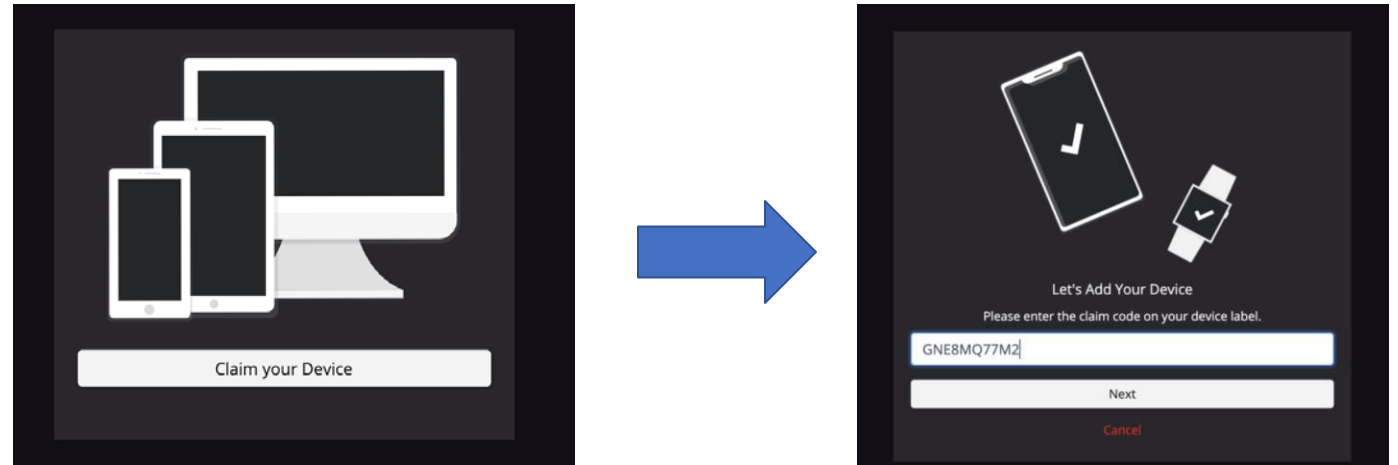


Choose the "Data Plans" tab to continue onboarding.

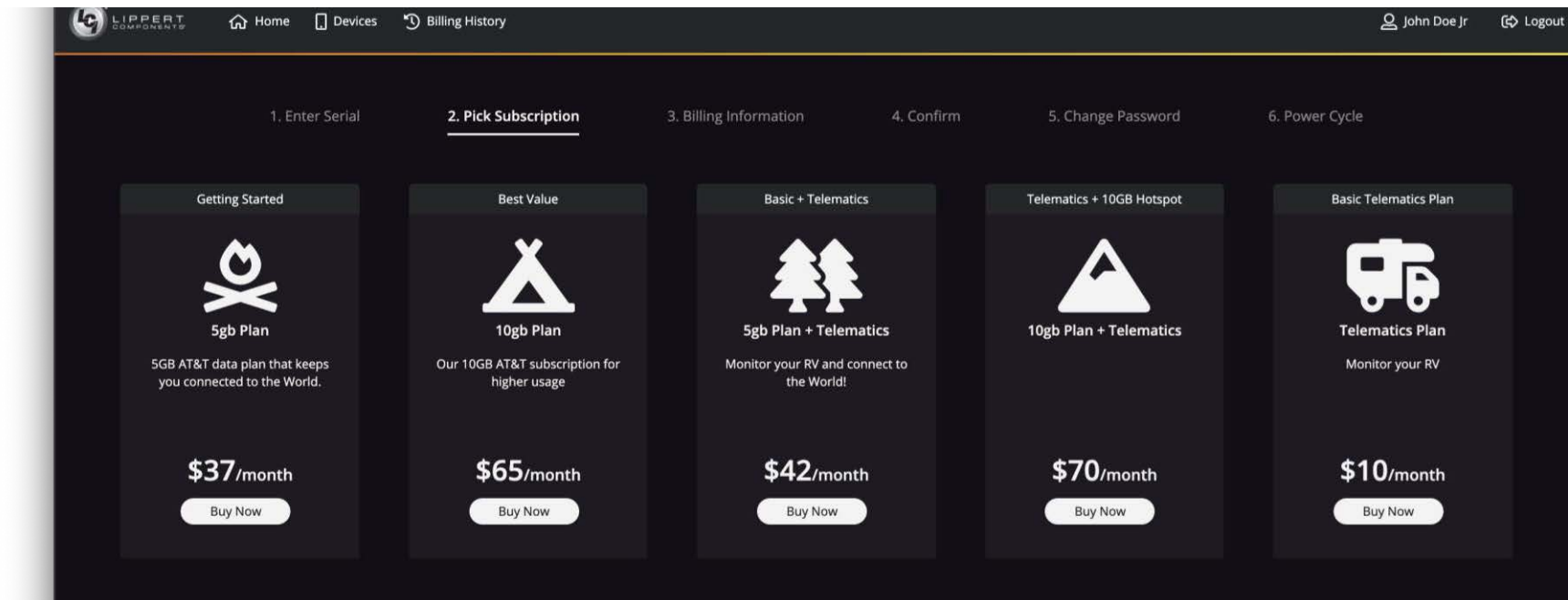


The onboarding for a router begins.

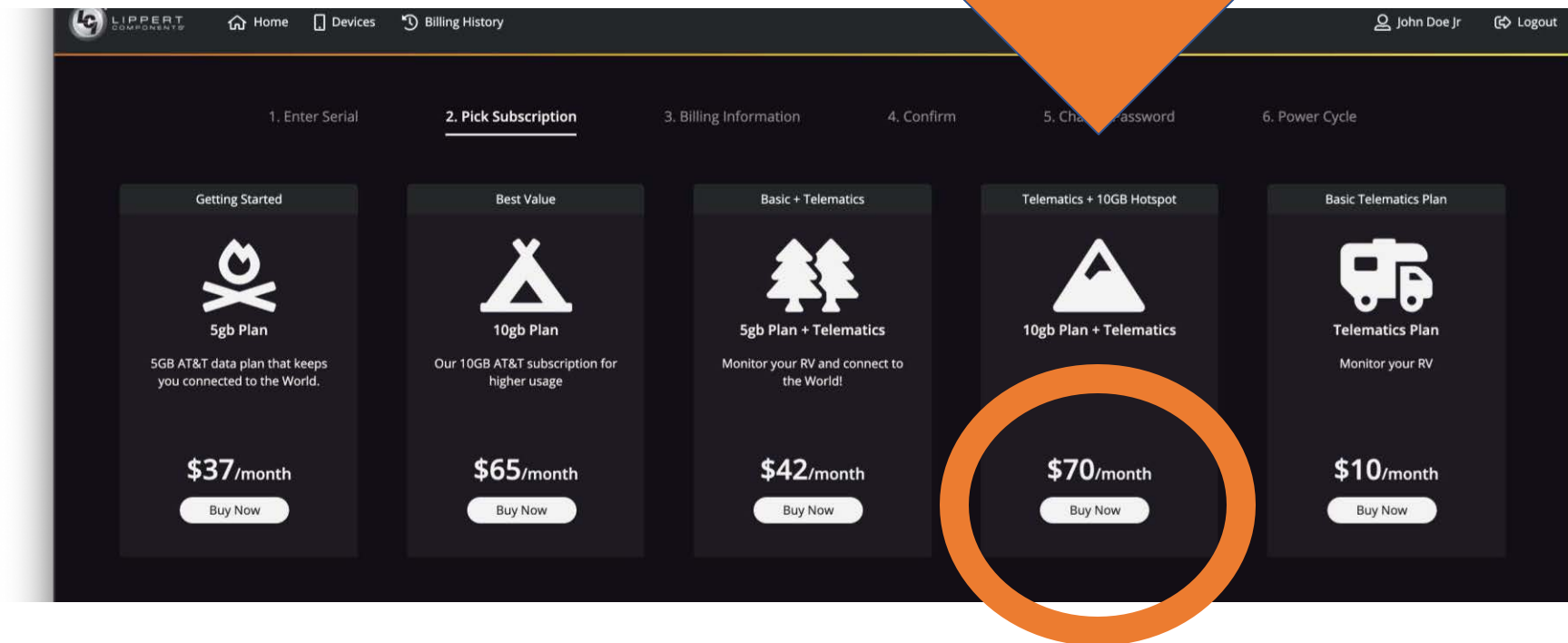
After clicking on the "claim your device" button, a claim code is added



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 navigation bar with links for Home, Devices, and Billing History, and a user profile icon for John Doe Jr. The main content area is titled '3. Billing Information' and is part of a six-step process: 1. Enter Serial, 2. Pick Subscription, 3. Billing Information, 4. Confirm, 5. Change Password, and 6. Power Cycle. The 'Billing Information' step is active and contains two main sections: 'Checkout' and 'Overview'. The 'Checkout' section is divided into three sub-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' dropdown and a 'Card number' field. The 'Overview' section displays 'Claiming Device' information (5000000000000027, Connect Anywhere Router), 'Subscription' information (5gb Plan + Telematics, \$42.00 / month), and a 'Verify Payment' button. The footer of the page indicates it is 'Powered By Zipit' and shows the version '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 page is titled "3. Billing Information" and is part of a multi-step checkout process. The main form is divided into two columns: "Checkout" and "Overview".

Checkout Section:

- 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 field for Payment Method (VISA 4242 4242 4242 4242, 08 / 42 951 19571).

Overview Section:

- Claiming Device:** Displays the device ID 5000000000000027 and the device name Connect Anywhere Router.
- Subscription:** Displays the plan 5gb Plan + Telematics at a rate of \$42.00 / month.
- Buttons:** A "Verify Payment" button and a "Cancel" button are located at the bottom of the Overview section.

The footer of the page indicates it is "Powered By Zipit" with version 1.11.3.



Sign up for telematics
portion of the plan is
confirmed

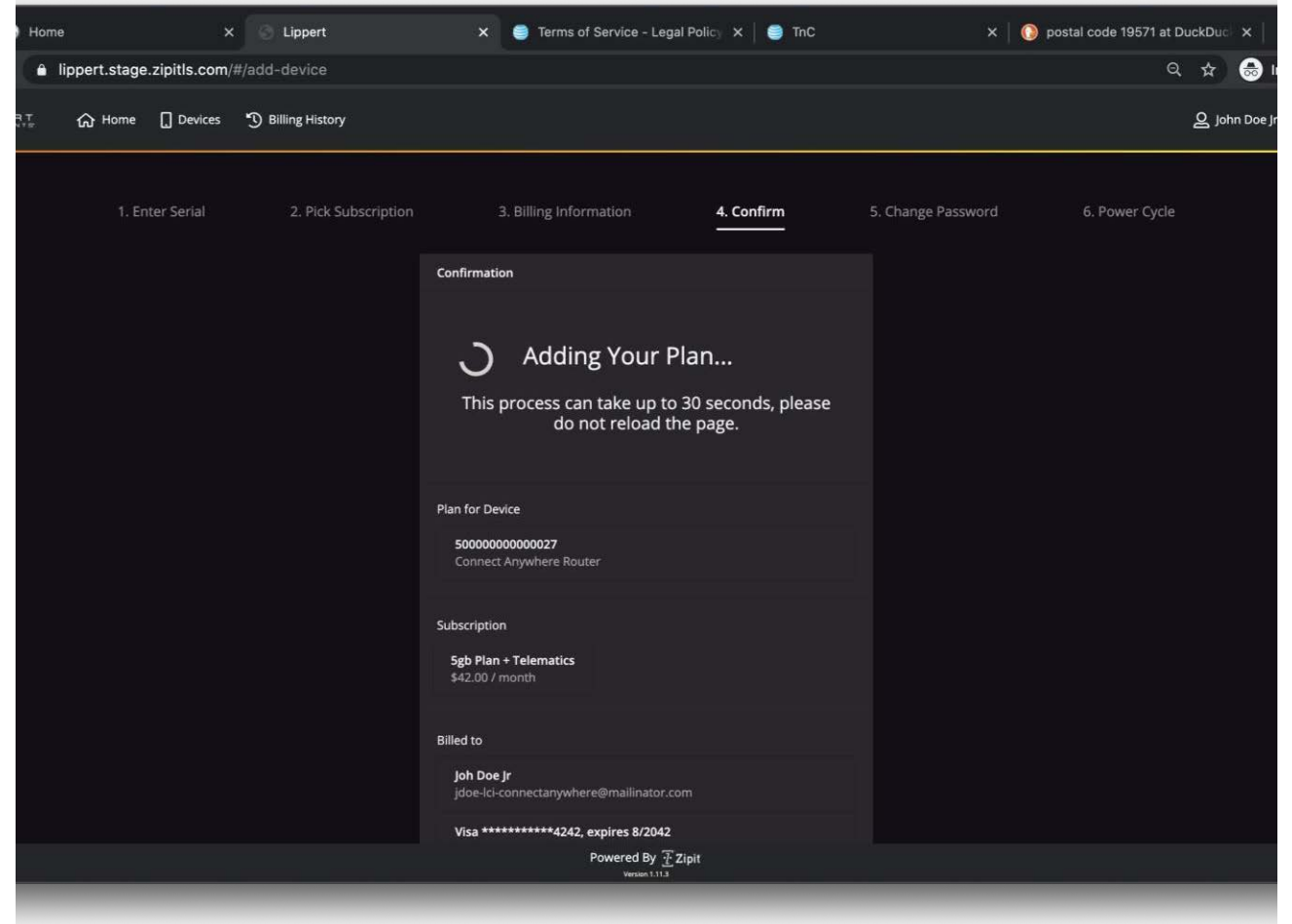
The screenshot shows a web browser window with the URL `lippert.stage.zipitls.com/#/add-device`. The browser's address bar and tabs are visible at the top. The page has a dark theme and a navigation bar with links for Home, Devices, and Billing History. A progress bar at the top indicates the current step is 4. Confirm, with other steps being 1. Enter Serial, 2. Pick Subscription, 3. Billing Information, 5. Change Password, and 6. Power Cycle. The main content area is a confirmation modal 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
- Payment**
 - Visa ****4242, expires 8/2042

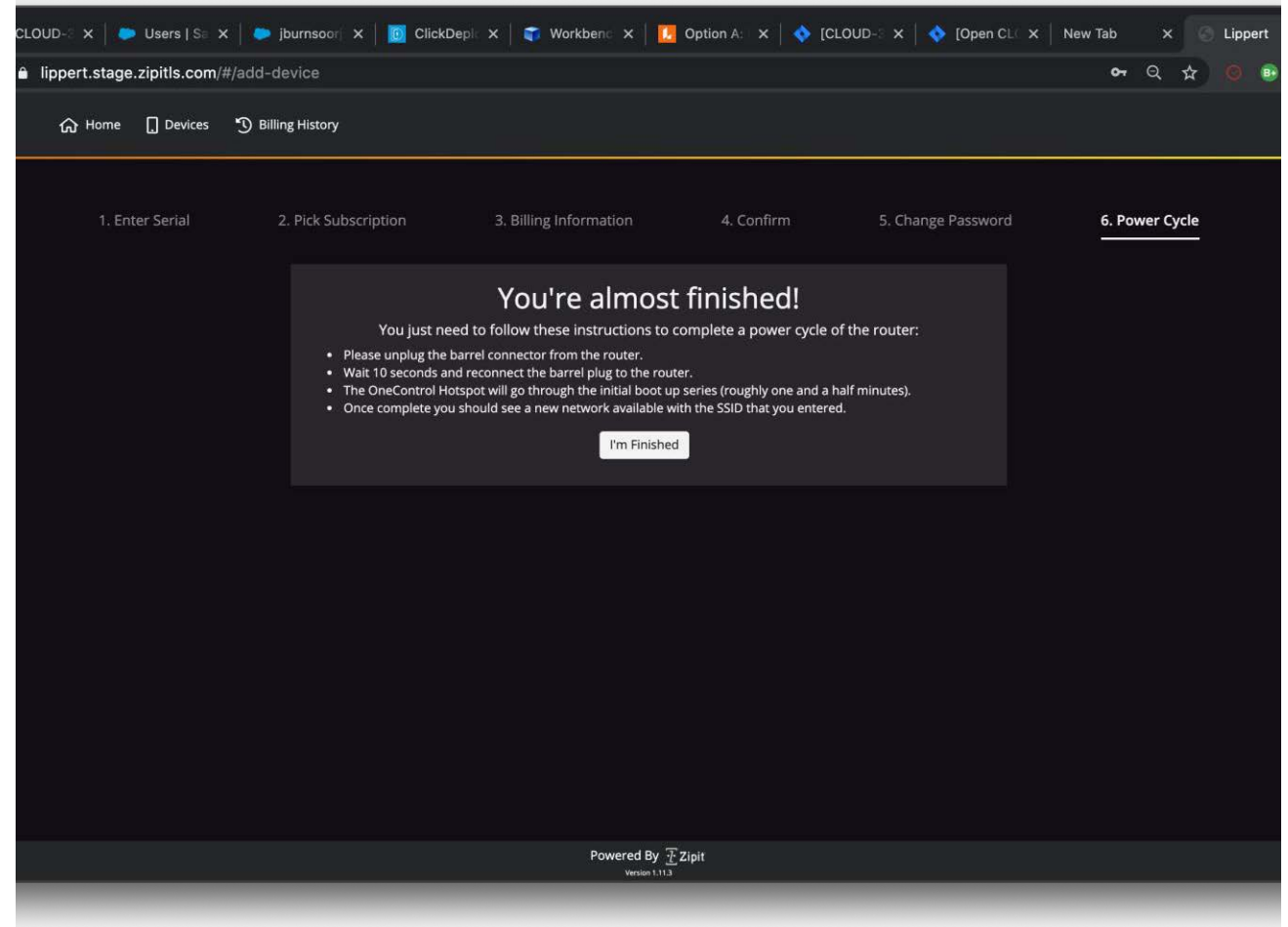
At the bottom of the modal are two buttons: "Confirm Subscription" and "Cancel". The footer of the page reads "Powered By Zipit Version 1.11.3".



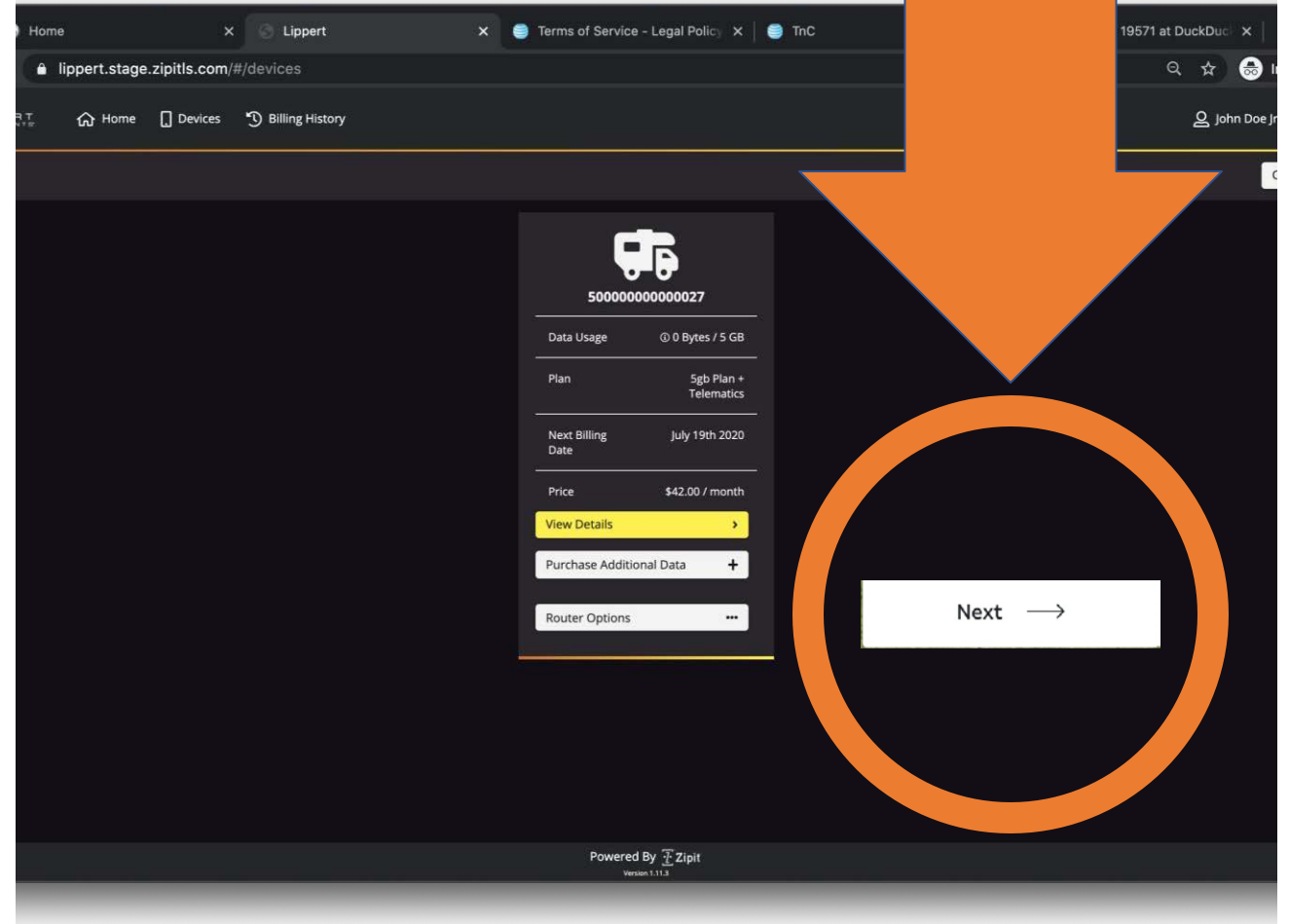
Telematics portion of the plan is added



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).

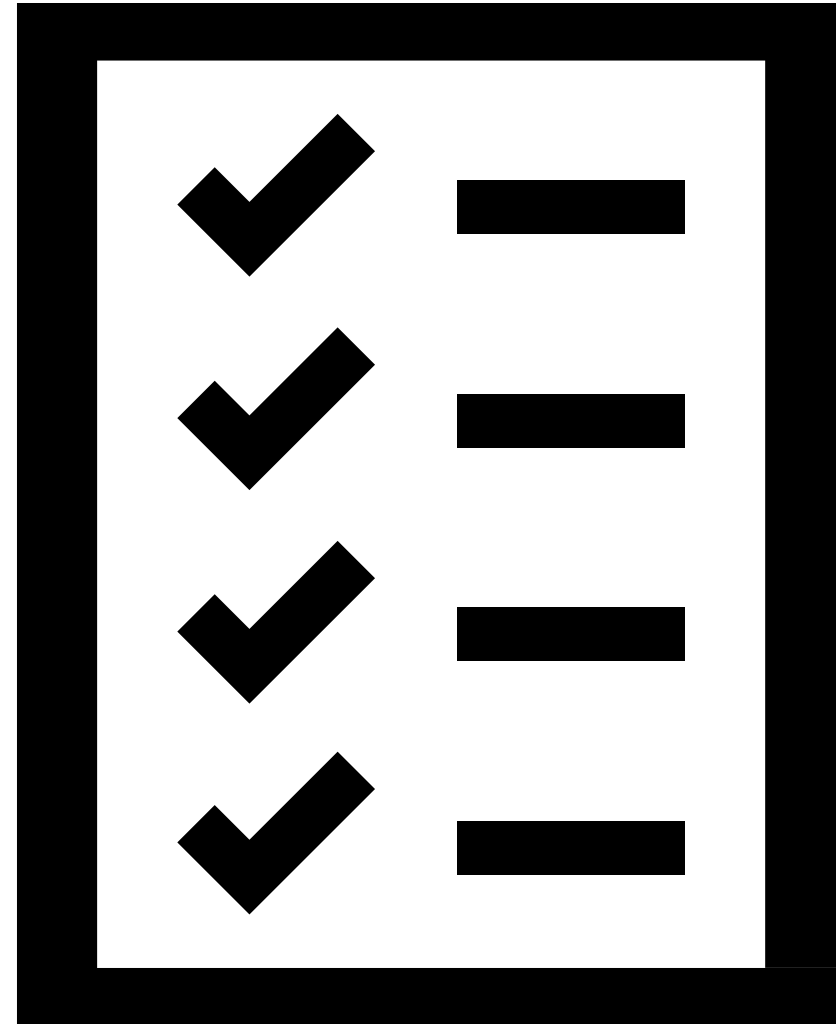


The user will input the
router details and
register the wifi hotspot
with LCI

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

