

# VZW.com Lock & Wipe Interaction Design


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Draft: 1

Prepared by: Julia Chang, [REDACTED]

[REDACTED]

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## My Verizon

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**Lock & Erase**

**Lock & Erase for cell phone line:** 555-555-5555

Don't lose your privacy just because you've lost your phone. Lock & Erase gives you peace of mind when you can't find your phone, whether temporarily or permanently lorem.

**Lock**

Restrict unauthorized use and access to your lost phone while maintaining the ability to receive phone calls as a method of locating your phone. Once the phone is located, let us know and we'll unlock it for you lorem.

---

**Wipe**


Choose to erase your phone's external memory card, internal memory or both lorem.

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**Notes:**

1. If Wipe is selected, more options appear

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**Wipe**

Choose to erase your phone's external memory card, internal memory or both lorem.

**Please select what you want to erase:**

Memory Card (miniSD, microSD, etc)  
 Internal Memory  
 Both Memory Card and Internal Memory

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**Notes:**

1. If Lock is selected, go to page 9

2. If no check box is selected, customer will receive error message (see page 6)

# No Device Selected Error

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### Lock & Erase

**· Please select memory type to erase before proceeding.**

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**Lock**

Restrict unauthorized use and access to your lost phone while maintaining the ability to receive phone calls as a method of locating your phone. Once the phone is located, let us know and we'll unlock it for you lorem.

---

**Wipe**

Choose to erase your phone's external memory card, internal memory or both lorem.

**Please select what you want to erase:**


Memory Card (miniSD, microSD, etc)

Internal Memory

Both Memory Card and Internal Memory

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**Lock & Erase**

**Erase for cell phone line:** 555-555-5555 1

I understand that if the device is erased successfully, I will be billed \$XX.XX on my next statement.

I acknowledge that by clicking 'continue' below, Verizon Wireless will remotely erase my lost or stolen mobile device (555-555-5555) and that all erased information can not be retrieved once the service is performed.

When the erase is performed successfully, please send a confirmation text or email to:

**Text to phone number**

**Email**


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**Notes:**

1. Once "Lock" or "Erase" has been chosen, all subsequent pages will reflect the chosen service.

# Delivery Confirmation



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### Lock & Erase

**Erase for cell phone line:** 555-555-5555

**Thank You! Your request has been sent successfully!**

When your cell phone is successfully erased, you will receive a confirmation text to 123-456-7890. 1  
Please check back here for status updates.

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**Notes:**

1. Text will populate the method of notification chosen.

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### Lock & Erase

**Lock & Erase Status for cell phone line:** 555-555-5555

Your cell phone is currently locked. If your cell phone is found, please select unlock. If you believe your cell phone to be permanently lost or stolen, erase your cell phone memory.

Select

 ▾

### Lock & Erase History

Start Time	Service	Status	Completion Time
02/01/09 10:59 AM	Lock	Request Sent	---
12/30/08 3:47 PM	Unlock	Complete	12/30/08 4:01 PM
12/28/08 2:15 PM	Lock	Complete	12/28/08 2:21 PM
8/25/07 8:03 AM	Erase	Unable to Complete	---
08/15/07 6:43 PM	Lock	Complete	08/15/07 6:55 PM

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**Lock & Erase**

**Lock & Erase Status for cell phone line:** 555-555-5555

Your cell phone is currently locked. If your cell phone is found, please select unlock. If you believe your cell phone to be permanently lost or stolen, erase your cell phone memory.

Select

Unlock

[close](#)

**Lock**  
 Restrict unauthorized use and access to your lost phone while maintaining the ability to receive phone calls as an method of locating your phone. Once the phone is located, let us know and we'll unlock it for you lorem.

**Wipe**  
 Choose to erase your phone's external memory card (miniSD, microSD, etc), internal memory or both lorem.

Lock & Erase	Start Time	End Time	Status	Time
02/01/09				
12/30/08				
12/28/08 2:15 PM	Lock	Complete		12/28/08 2:21 PM
8/25/07 8:03 AM	Erase	Unable to Complete		---
08/15/07 6:43 PM	Lock	Complete		08/15/07 6:55 PM