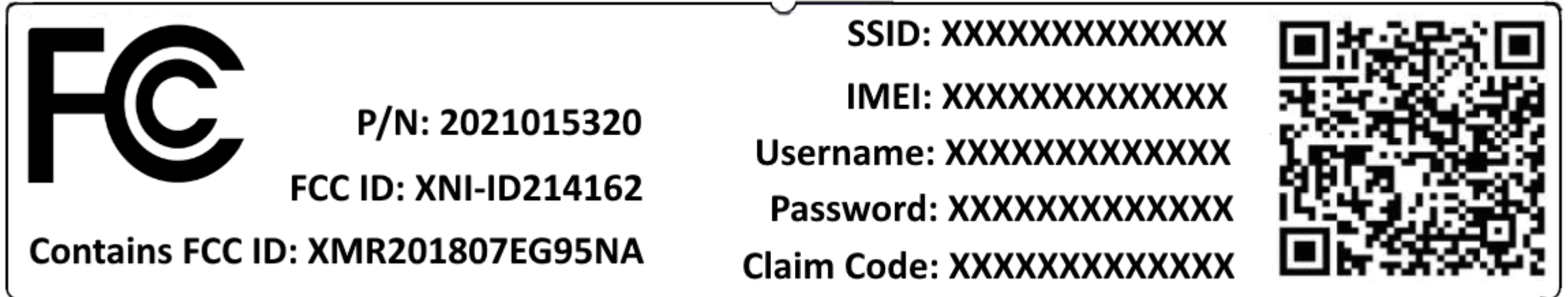


# OneControl Hotspot plus telematics

User onboarding Journey

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



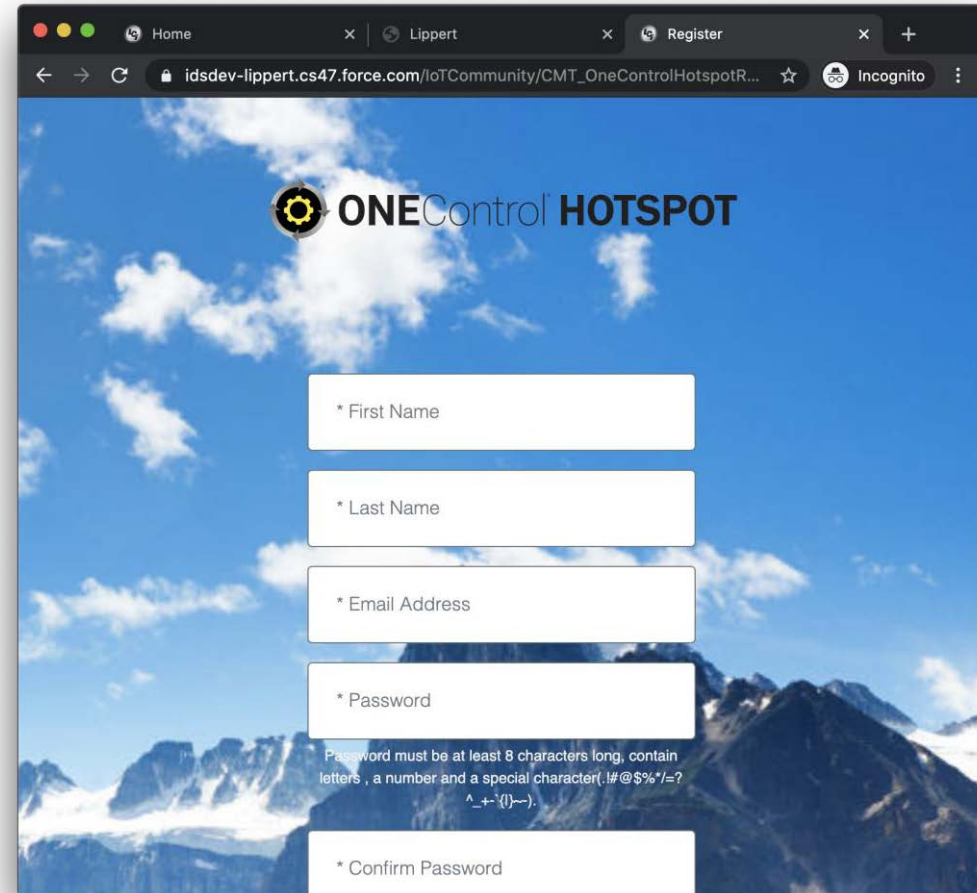
Go to the OneControl Hotspot community page to login or register for an account



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.



Home | Lippert | Register

idsdev-lippert.cs47.force.com/IoTCommunity/CMT\_OneControlHotspotR... Incognito

 **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

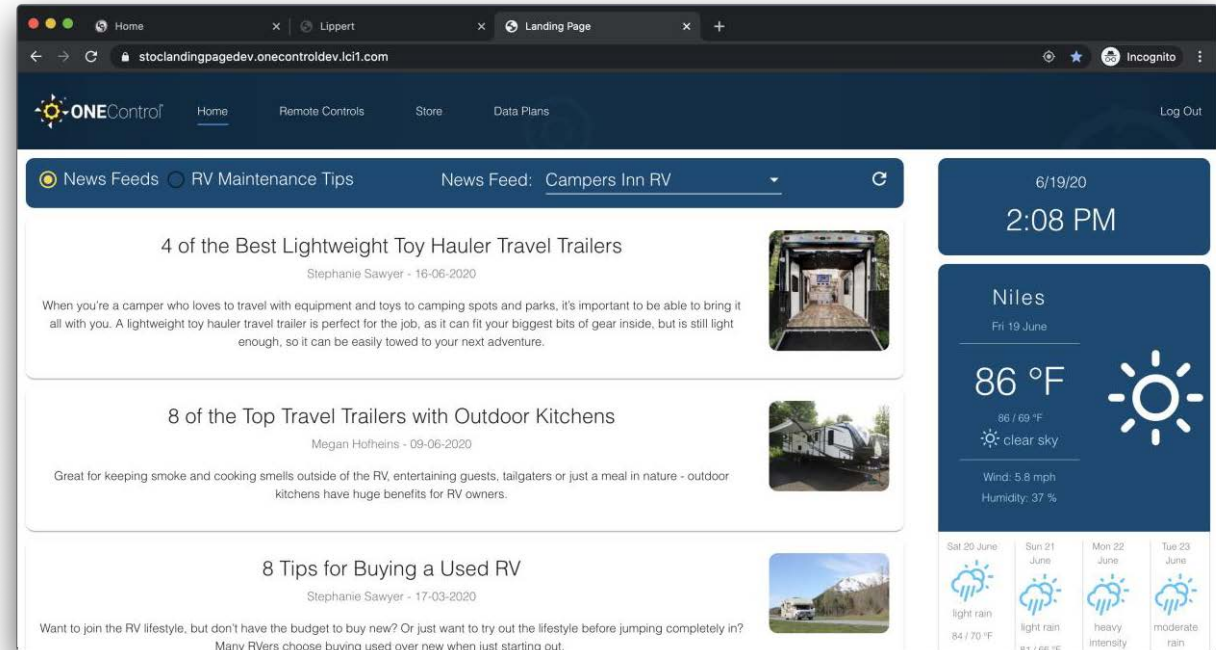
Select State

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

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

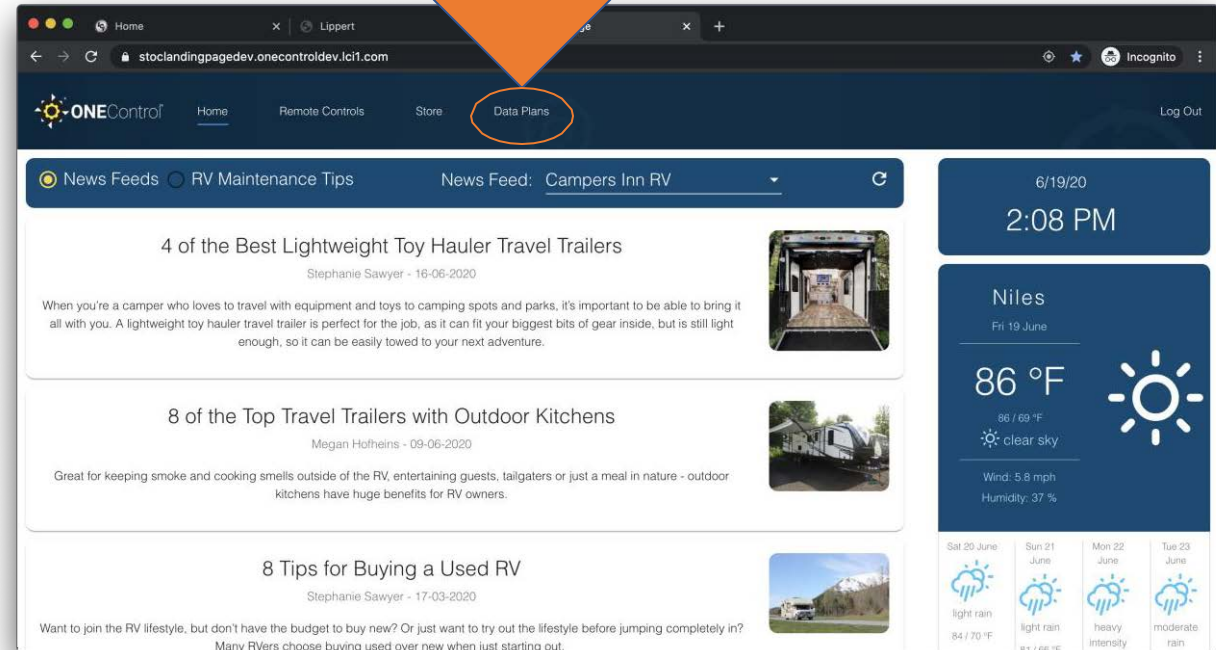
- Browser tabs: Home, Lippert, Register.
- Address bar: `idsdev-lippert.cs47.force.com/IoTCommunity/CMT_OneControlHotspotR...`
- Form fields:
  - Select Country (dropdown)
  - Select State (dropdown)
  - City (text input)
  - Street Address (text input)
  - Phone: (555) 555 - 5555 (text input)
  - VIN (text input)
- Terms and conditions:  I agree to the LCI Terms and Conditions, Privacy Notice and End User License Agreement
- Buttons: Cancel (yellow outline), Register (yellow solid)

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





Choose the "Data Plans" tab to continue onboarding.

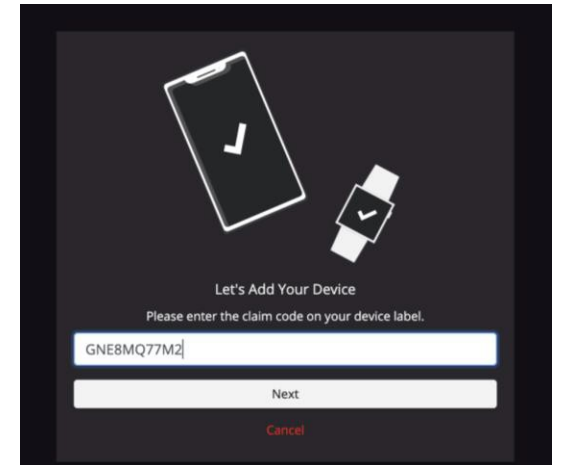
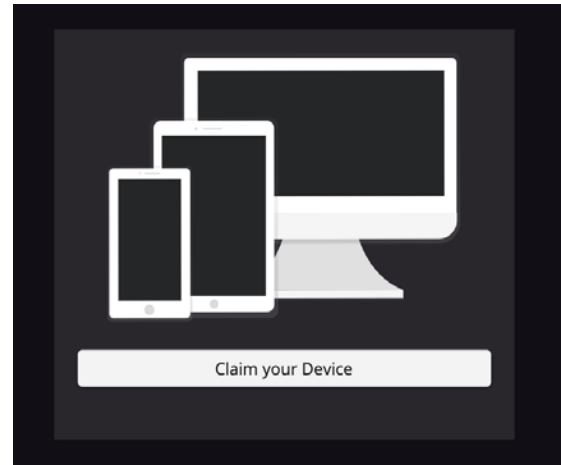


The screenshot shows a web browser window displaying the ONEControl website. The browser's address bar shows the URL `stoclandingpage.dev.onecontroldev.lci1.com`. The website's navigation menu includes "Home", "Remote Controls", "Store", and "Data Plans", with the "Data Plans" tab circled in orange and a large orange arrow pointing to it from above. The main content area features a "News Feeds" section with three articles: "4 of the Best Lightweight Toy Hauler Travel Trailers" by Stephanie Sawyer (16-06-2020), "8 of the Top Travel Trailers with Outdoor Kitchens" by Megan Hofheins (09-06-2020), and "8 Tips for Buying a Used RV" by Stephanie Sawyer (17-03-2020). On the right side, there is a weather widget for "Niles" on Friday, June 19, 2020, showing a temperature of 86°F, clear sky, and a 4-day forecast for June 20-23.

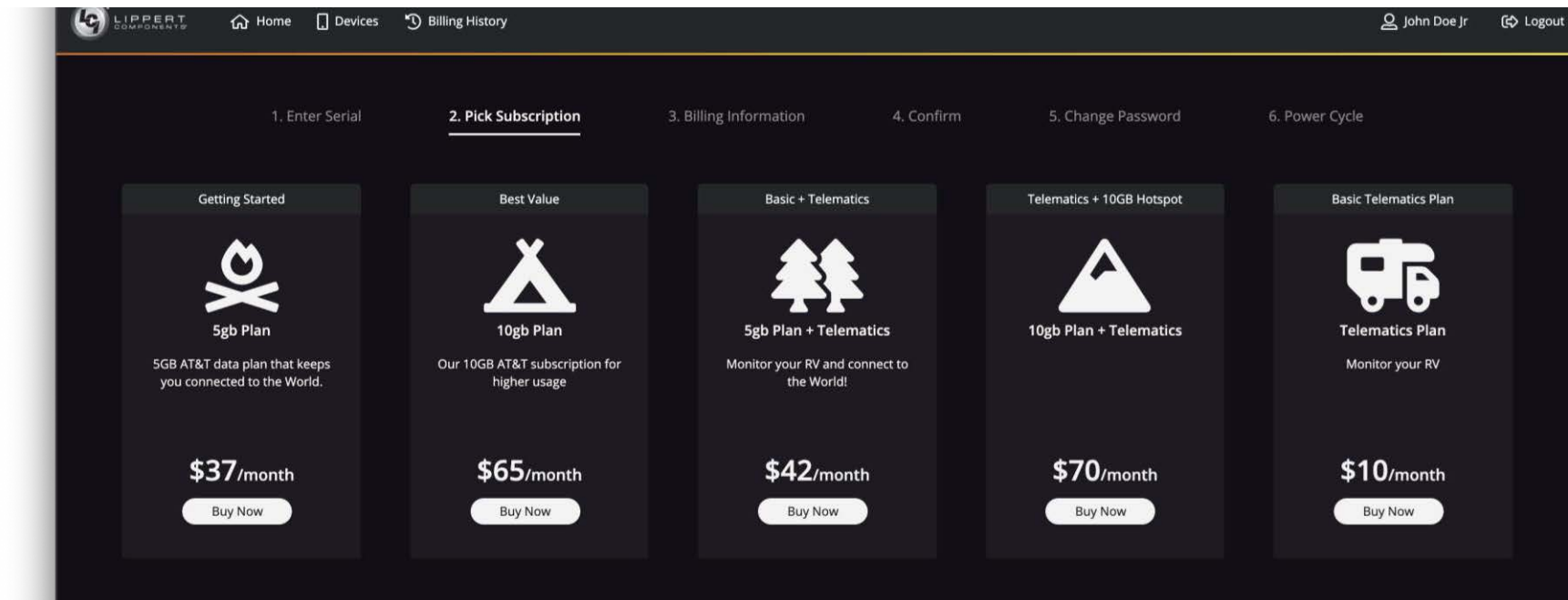
Date	Weather	Temperature
Sat 20 June	light rain	84 / 70 °F
Sun 21 June	light rain	81 / 66 °F
Mon 22 June	heavy intensity	
Tue 23 June	moderate rain	

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

The screenshot shows the Lippert Components website interface. At the top, there is a navigation bar with the Lippert Components logo, a home icon, 'Home', 'Devices', 'Billing History', a user profile icon for 'John Doe Jr', and a 'Logout' link. Below the navigation bar is a progress indicator with six steps: '1. Enter Serial', '2. Pick Subscription', '3. Billing Information', '4. Confirm', '5. Change Password', and '6. Power Cycle'. The '2. Pick Subscription' step is currently active. The main content area displays five subscription options, each with an icon, a title, a description, a price, and a 'Buy Now' button. The 'Telematics + 10GB Hotspot' plan is highlighted with a large orange circle and an orange arrow points to it from above.

Plan Name	Price	Description
5gb Plan	\$37/month	5GB AT&T data plan that keeps you connected to the World.
10gb Plan	\$65/month	Our 10GB AT&T subscription for higher usage
5gb Plan + Telematics	\$42/month	Monitor your RV and connect to the World!
Telematics + 10GB Hotspot	\$70/month	10gb Plan + Telematics
Basic Telematics Plan	\$10/month	Monitor your RV

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 page is titled "3. Billing Information" and is part of a multi-step checkout process. The steps are: 1. Enter Serial, 2. Pick Subscription, 3. Billing Information (current step), 4. Confirm, 5. Change Password, and 6. Power Cycle. The main form is divided into 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" dropdown set to "Card number" and a field for "MM / YY CVC". To the right, an "Overview" panel shows "Claiming Device" information (ID: 500000000000027, device name: Connect Anywhere Router) and "Subscription" details (5gb Plan + Telematics, \$42.00 / month). A "Verify Payment" button is visible in the Overview panel, along with a "Cancel" link. The footer indicates the application is "Powered By Zipit" with version 1.11.3.



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

The screenshot shows 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 process: 1. Enter Serial, 2. Pick Subscription, 3. Billing Information, 4. Confirm, 5. Change Password, 6. Power Cycle. The form is divided into two main sections: "Checkout" and "Overview".

**Checkout Section:**

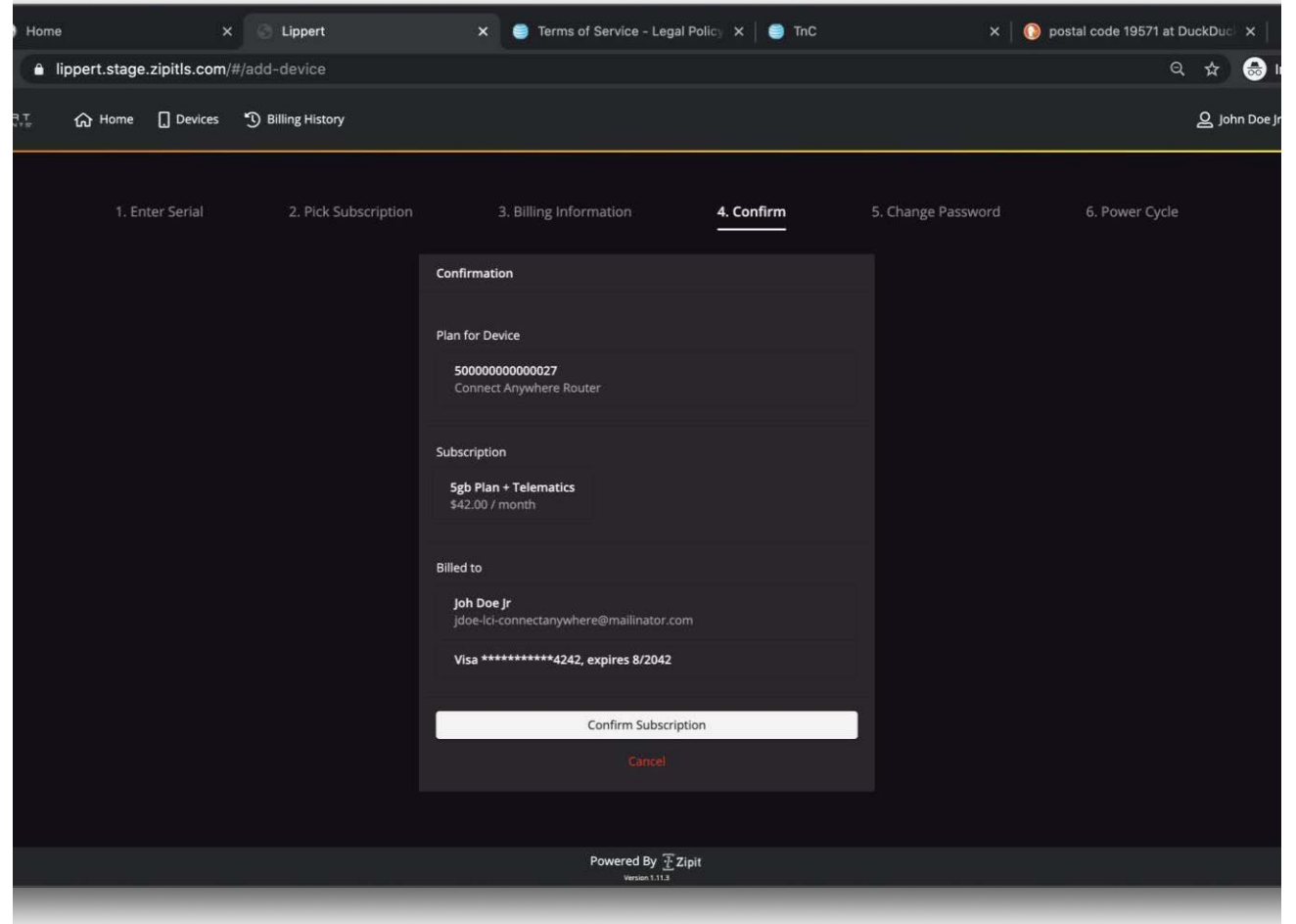
- Personal Details:**
  - Name:
  - Email:  Phone:
- Shipping Details:**
  - Address Line 1:
  - Address Line 2:
  - City:  State:  Postal Code:
- Payment Details:**
  - Payment Method:

**Overview Section:**

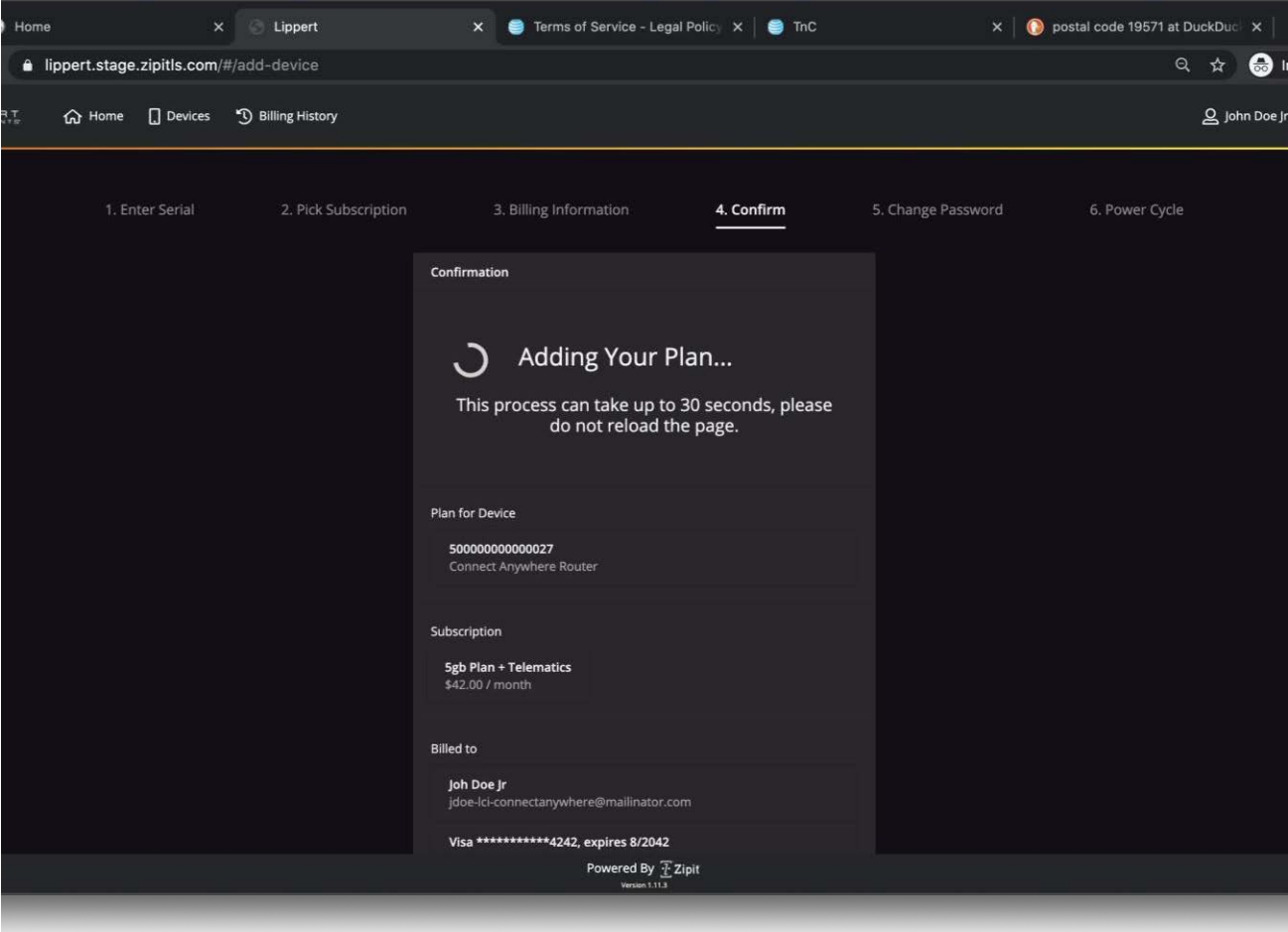
- Claiming Device:**
  - Device ID: 500000000000027
  - Device Name: Connect Anywhere Router
- Subscription:**
  - Plan: 5gb Plan + Telematics
  - Price: \$42.00 / month
- Buttons:**
  - Verify Payment (white button)
  - Cancel (red text)

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

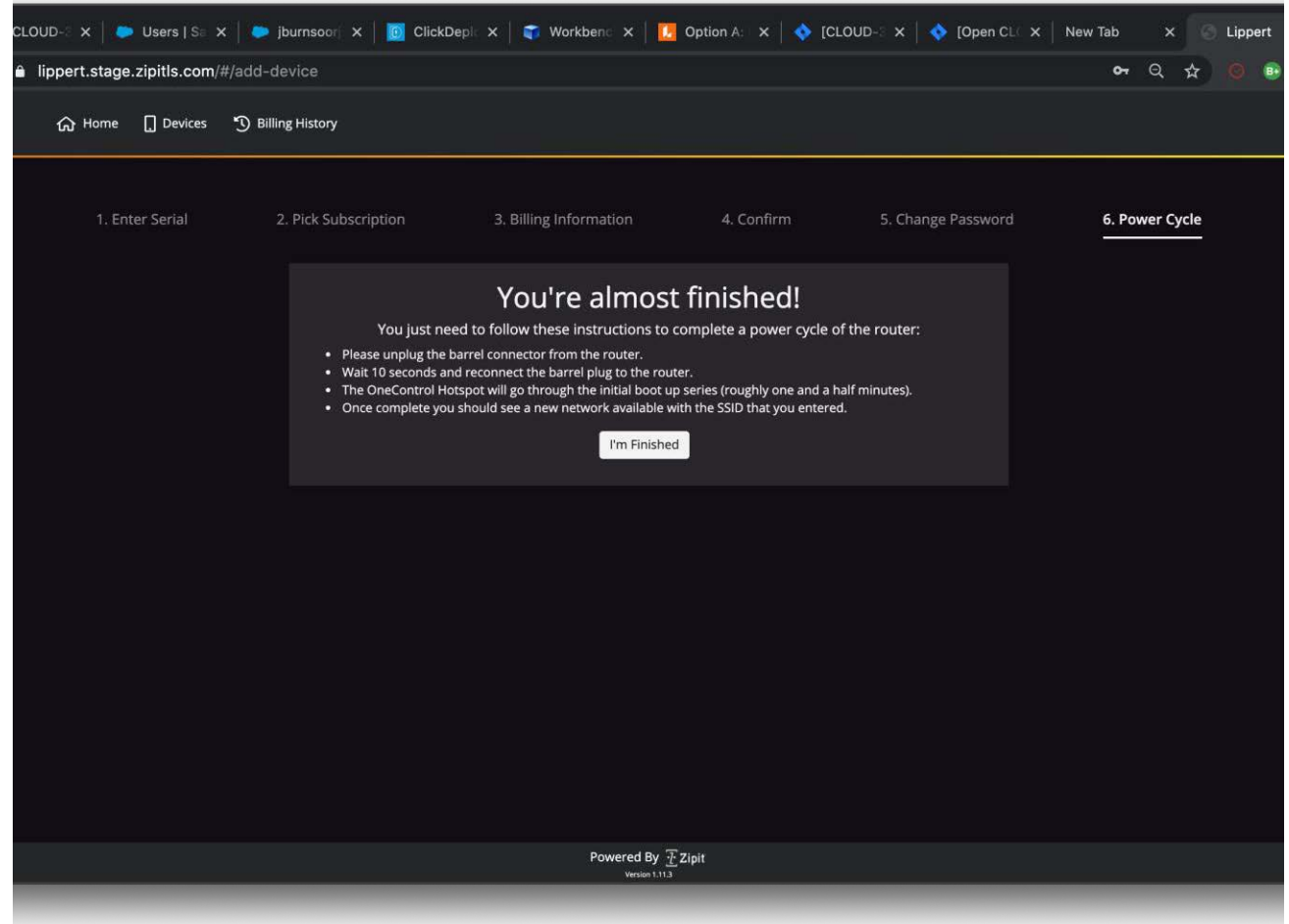
Sign up for telematics  
portion of the plan is  
confirmed



Telematics portion of the plan is added



The router is power cycled to prepare for first usage



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. Below the address bar, there is a navigation menu with links for Home, Devices, and Billing History. The main content area features a progress bar with six steps: 1. Enter Serial, 2. Pick Subscription, 3. Billing Information, 4. Confirm, 5. Change Password, and 6. Power Cycle. The 'Power Cycle' step is currently selected and underlined. Below the progress bar, a central message box reads 'You're almost finished!' and provides instructions for completing the power cycle of the router. At the bottom of the page, there is a footer that says 'Powered By Zipit' with a logo and the version number 'Version 1.11.3'.


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

**You're almost finished!**

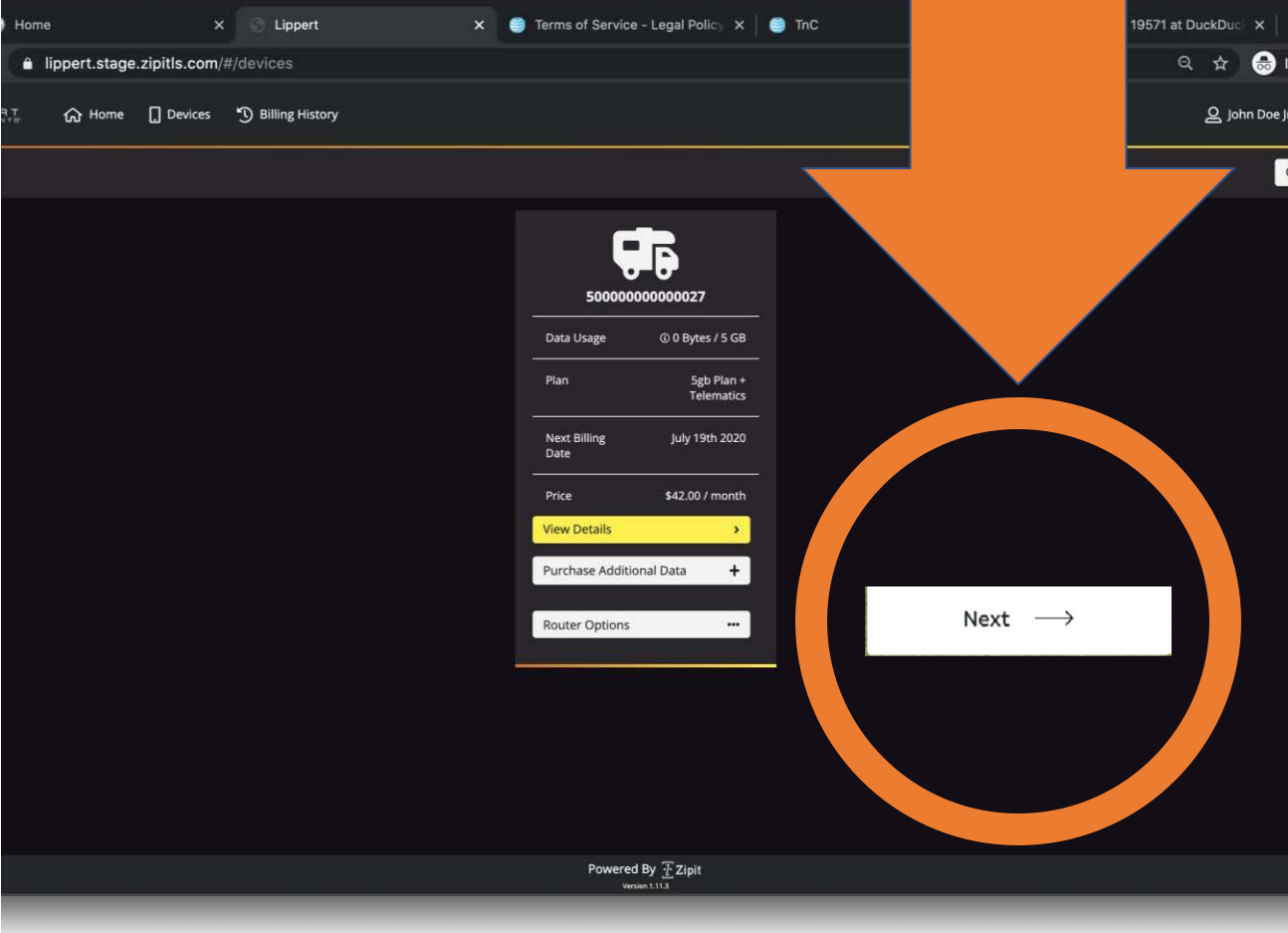
You just need to follow these instructions to complete a power cycle of the router:

- Please unplug the barrel connector from the router.
- Wait 10 seconds and reconnect the barrel plug to the router.
- The OneControl Hotspot will go through the initial boot up series (roughly one and a half minutes).
- Once complete you should see a new network available with the SSID that you entered.

I'm Finished

Powered By  Zipit  
Version 1.11.3

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



The screenshot shows a web browser window with the URL `lippert.stage.zipitls.com/#/devices`. The page displays account information for a device with ID `5000000000000027`. The details include:

- Data Usage: 0 Bytes / 5 GB
- Plan: 5gb Plan + Telematics
- Next Billing Date: July 19th 2020
- Price: \$42.00 / month

Below the details are three buttons: "View Details" (highlighted in yellow), "Purchase Additional Data" (with a plus sign), and "Router Options" (with a three-dot menu icon). A large orange arrow points down from the top of the page to a "Next" button with a right-pointing arrow, which is circled in orange.

Powered By Zipit  
Version 1.11.3



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).

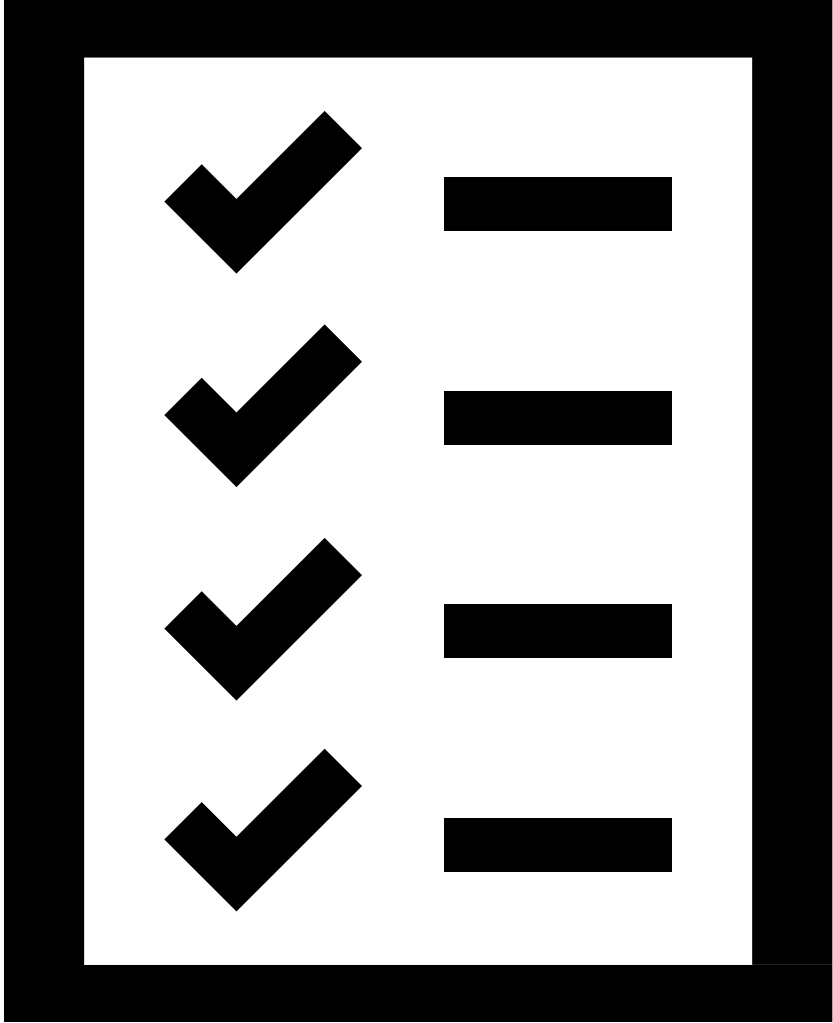
For this user journey, the user needs to set up a new LCI account using the Zip it Portal. The user clicks on the "Get your pass" button to set up their account

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

