

IOS DEVICES - USER EXPERIENCE FLOW

STEP 1

A user connects to your unlocked guest network, redirecting them to our external web servers.

STEP 2

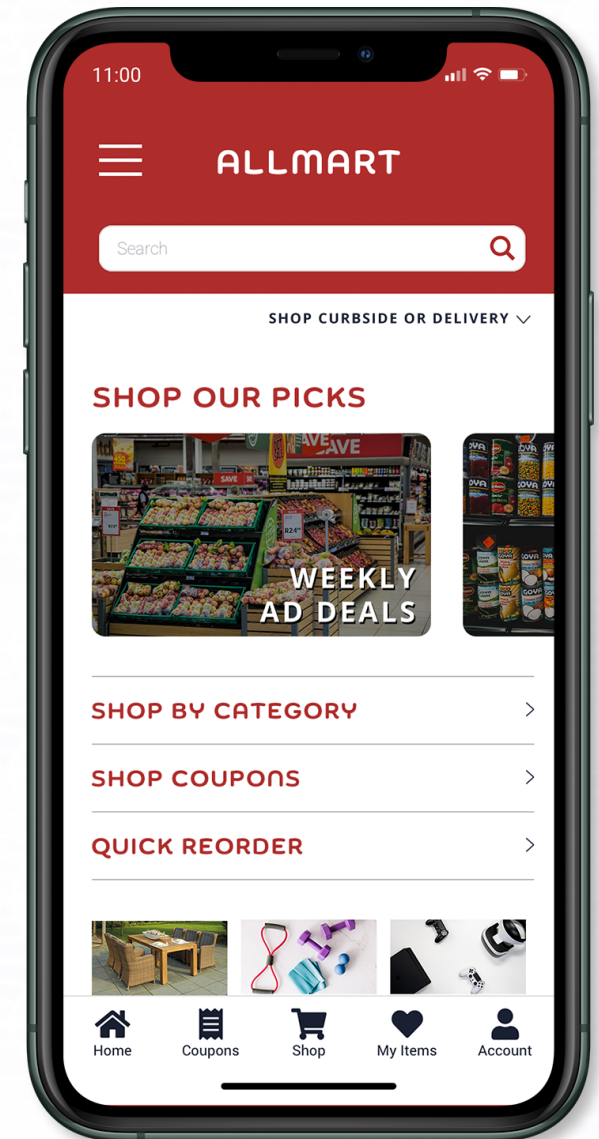
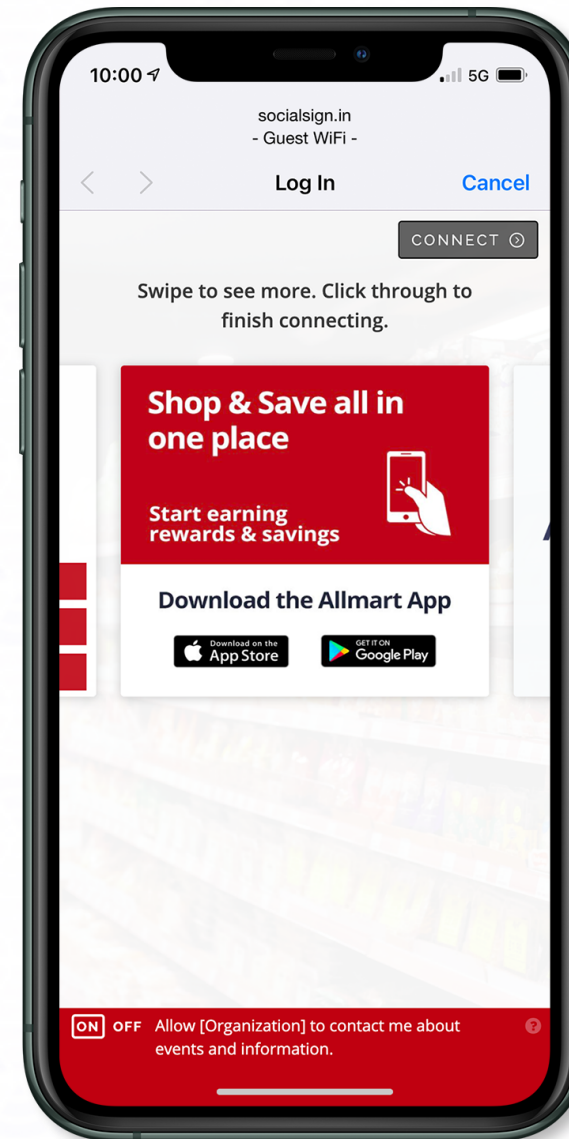
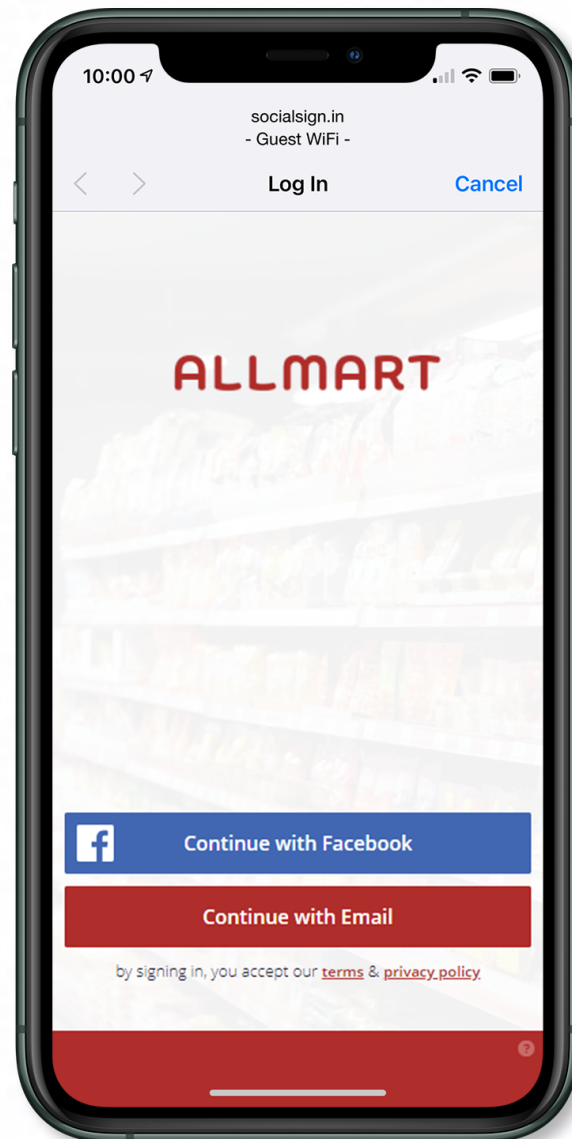
New users identify themselves, recognized users skip this step.

STEP 3

A set of dynamic content cards based on the user context is served to scroll through and engage.

STEP 4

When customers click on the card they are deep-linked into the app.



ANDROID DEVICES - USER EXPERIENCE FLOW

STEP 1

New users identify themselves, recognized users skip this step.

STEP 2

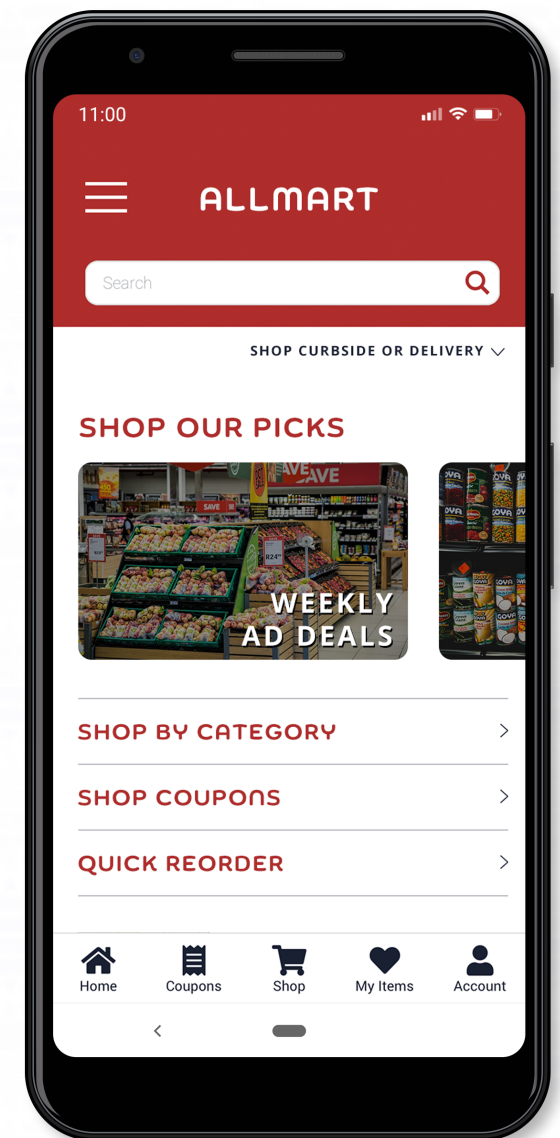
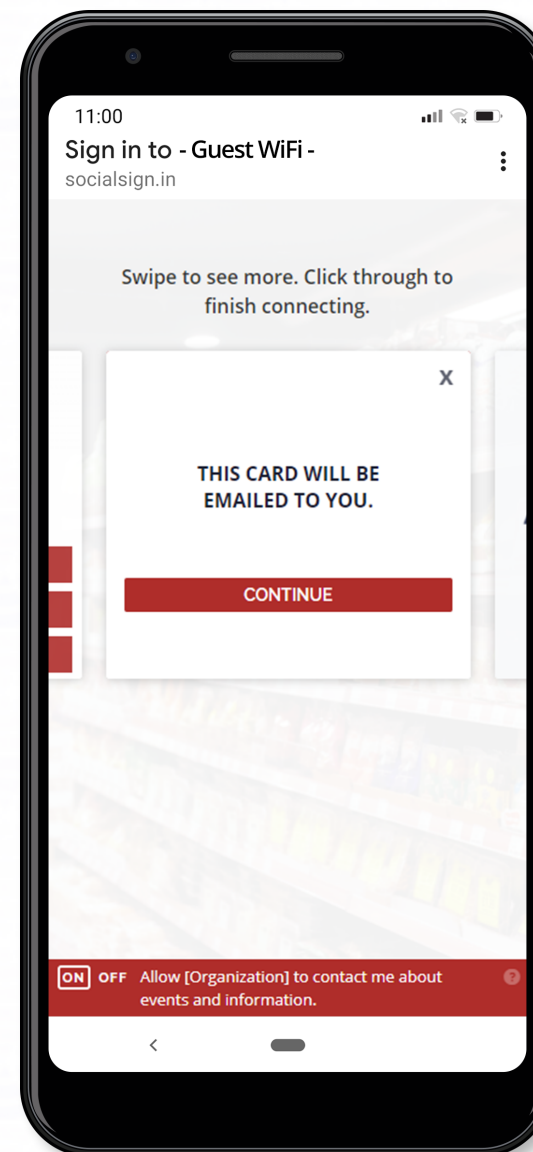
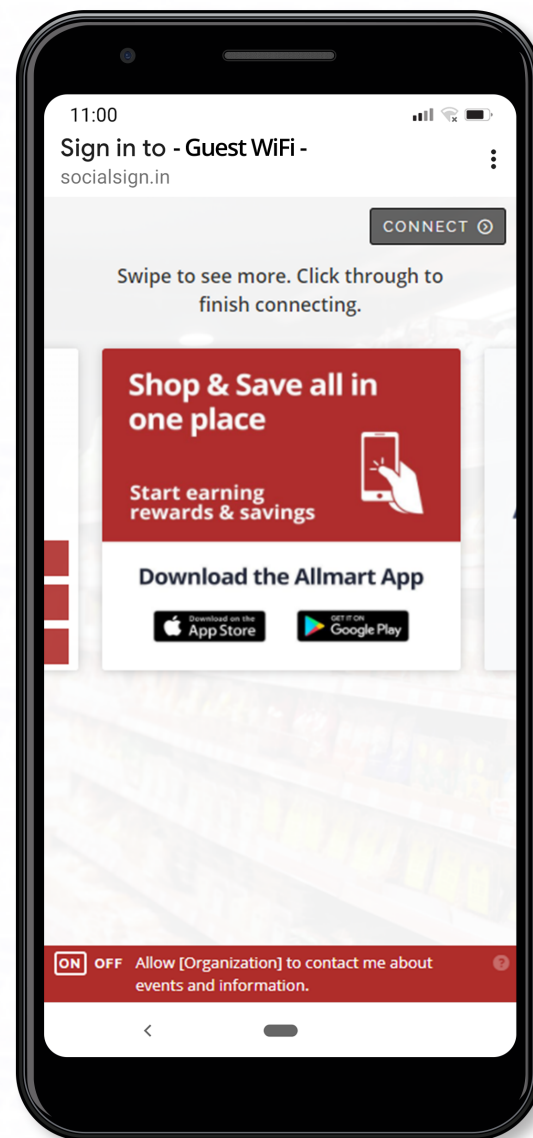
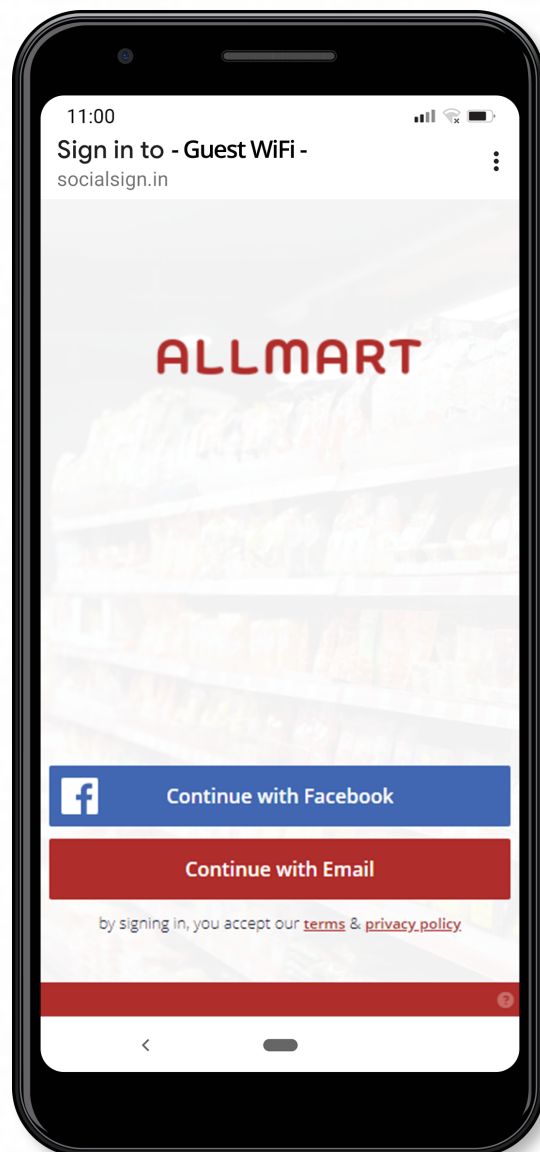
A set of dynamic content cards based on the user context is served to scroll through and engage.

STEP 3

When customers click on a card, a message appears informing them it will be emailed. Then we attempt to redirect them.

STEP 4

Customer is redirected and this completes their WiFi connection.



ALTERNATIVE USER FLOW - QUICK LOGIN

FOR ANONYMIZED MAC ADDRESS DEVICES

iOS 14 contains a change to the way devices connect to WiFi networks by introducing a feature that produces a different randomized MAC address that changes every twenty-four hours for each network a device joins. Previously, MAC addresses for connected devices were unique and persistent allowing networks to perform functions such as white-listing, auto-authentication and device recognition fairly straightforwardly.

Quick login will allow all mobile devices that remain in this anonymized mode to quickly attach their user profile to a phone number, allowing for easy recognition and more contact validation.

STEP 1

Users with anonymized MAC addresses will be given the option to use phone number for future visit quick login.

STEP 2

Users will then enter name, email and accept terms (returning users with a confirmed phone number will bypass this step).

