

PLATFORM | SMART Log in

Strategic Messaging Aimed at Returning Teachers and Students

Project Goal

As partners use varying methods for authentication into the DE environment, they don't always use the general DE username/Password sign-in form. They may find themselves on this page, however, if they are trying to access Discovery Education content prior to following their normal authentication flow. SMART log in will help users find their normal login page, directing users back into familiar territory so they can continue through with the Discovery Education experience they are most comfortable with.

Assumptions

Login page design will be updated:

<https://discovery.invisionapp.com/share/8ZBQP847M#/screens/234058199>

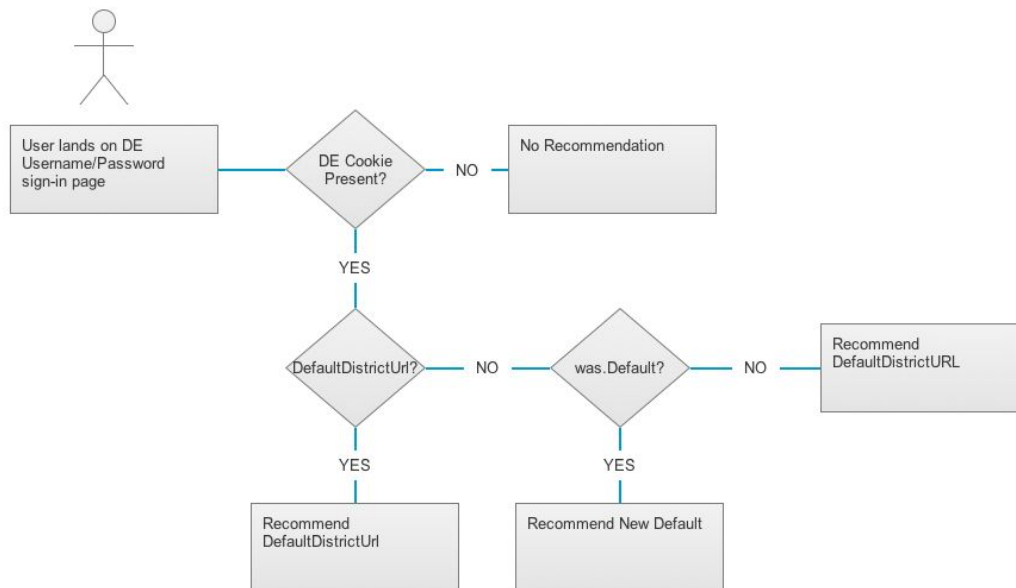
DE Cookie stores parameters as defined below:

- defaultDistrictUrl: stores the URL for the login provider that is linked to the organization's account. An account will either have a default (yes) or it will not (no).
- was.default: stores changes to the defaultDistrictUrl. Was.default:Yes indicates no changes have been made to the account default URL. was.Default: No indicates that the default URL has been changed, added when one previously did not exist or has been removed.

User Stories

These stories explain what is recommended to a user based on the the parameters stored in the DE cookie. Parameters are set based on the actions/configurations of a previous session.

The particular use case we are trying to solve for is two distinct users from the same account using the same browser on a shared computer (i.e. Teachers and Students accessing DE in a school computer lab) but the stories also support a single user on an unshared device.



INITIAL LOGIN on BROWSER

As a user, if Discovery Education has never been accessed through this browser/device then I do not want to receive a recommendation so that I don't get an erroneous suggestion.

AC1

GIVEN a user accessing DE through a browser that doesn't have DE cookies

WHEN I land on the DE username/password sign-in form

THEN I should not see any SMART Log-in messaging

SUBSEQUENT LOGINS on BROWSER

As a user, if anyone has accessed Discovery Education previously through this browser/device, then I would like to see a recommendation for where I should Log in at for this attempt so that I can be directed to a more familiar place.

SSO examples

Google.discoveryeducation.com

Classlink.discoveryeducation.com

i.e. clark.discoveryeducation.com

Okta

AC1

GIVEN a user accessing DE through a browser with DE cookies present

WHEN I land on the DE username/password sign-in form

THEN I should be presented with SMART Log-in messaging that matches my particular scenario

SCENARIO 1

Happy Path: Previous user logged in with Default. Default hasn't changed.

Cookie: YES > DefaultDistrictURL: YES

Recommendation: PROVIDE DEFAULT DISTRICT URL

Message

We noticed similar users access Discovery Education services through: INSERT URL. Take Me There

ALTERNATE: Similar users access Discovery Education services through: INSERT URL. Take Me There

SCENARIO 2

Previous user logged in with Default, but Default has changed since the last log-in

Cookie: YES > DefaultDistrictURL: NO > was.default: YES

Recommendation: PROVIDE NEW DEFAULT URL

Message

We think your account's default sign in has changed to: INSERT URL. Take Me There

ALTERNATE: Your account's default sign in seems to have changed to: INSERT URL. Take Me There

SCENARIO 3

Previous user did not log in with the default, default has not changed

Cookie: YES > DefaultDistrictURL: NO > was.default: NO

Recommendation: PROVIDE DEFAULT URL

Message

We noticed similar users access Discovery Education services through: INSERT URL. Take Me There

SCENARIO 4

No one has used this device/browser combination

Cookie: NO

Recommendation: None

Message

No recommendation means no message.

SCENARIO 4 - Future Enhancement

Can we at least recommend that you are using the correct DE Username/password sign in for your country, i.e. US, UK, or CANADA.

INTERACTION

As a user, when I am presented with SMART Log-in Messaging, then I want to easily be directed to the appropriate log-in page.

AC1 URL will not be clickable

AC2 Selecting Take Me There Button will open link in same window.

ACCOUNT ADMINISTRATION (IS THIS PART OF THE MVP?)

As an account administrator (IS THIS THE CORRECT ROLE NAME?), I want to be able turn off SMART log-in recommendations for my account so that I can control the messages my users see.

AC1

GIVEN an account administrator logged into DE

WHEN I view my Admin

THEN I want to be able to turn off SMART Log-in recommendations.

Wireframe: **NEED TO MAKE**

Design

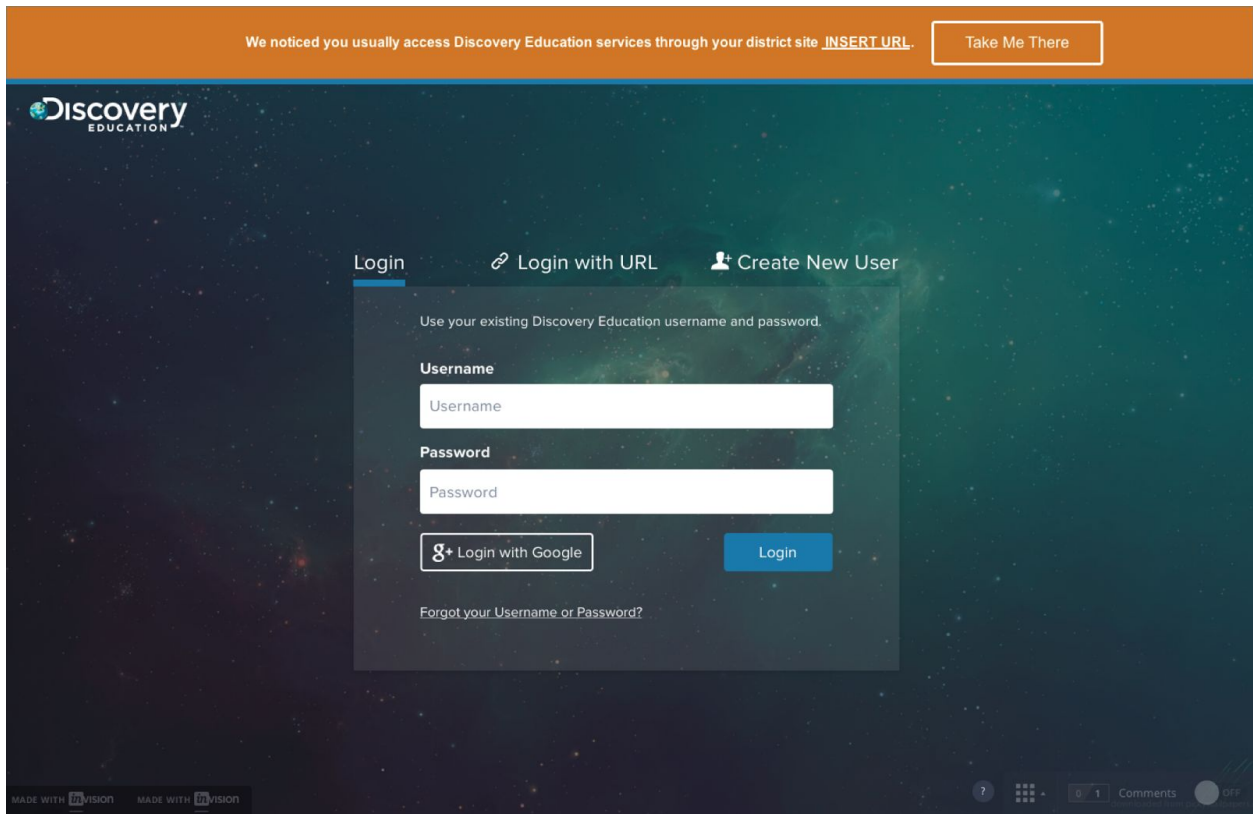
Wires can be found here:

<http://m59i7j.axshare.com>

Design includes worst-case scenario URLs, as defined by the spreadsheet attached to this ticket:

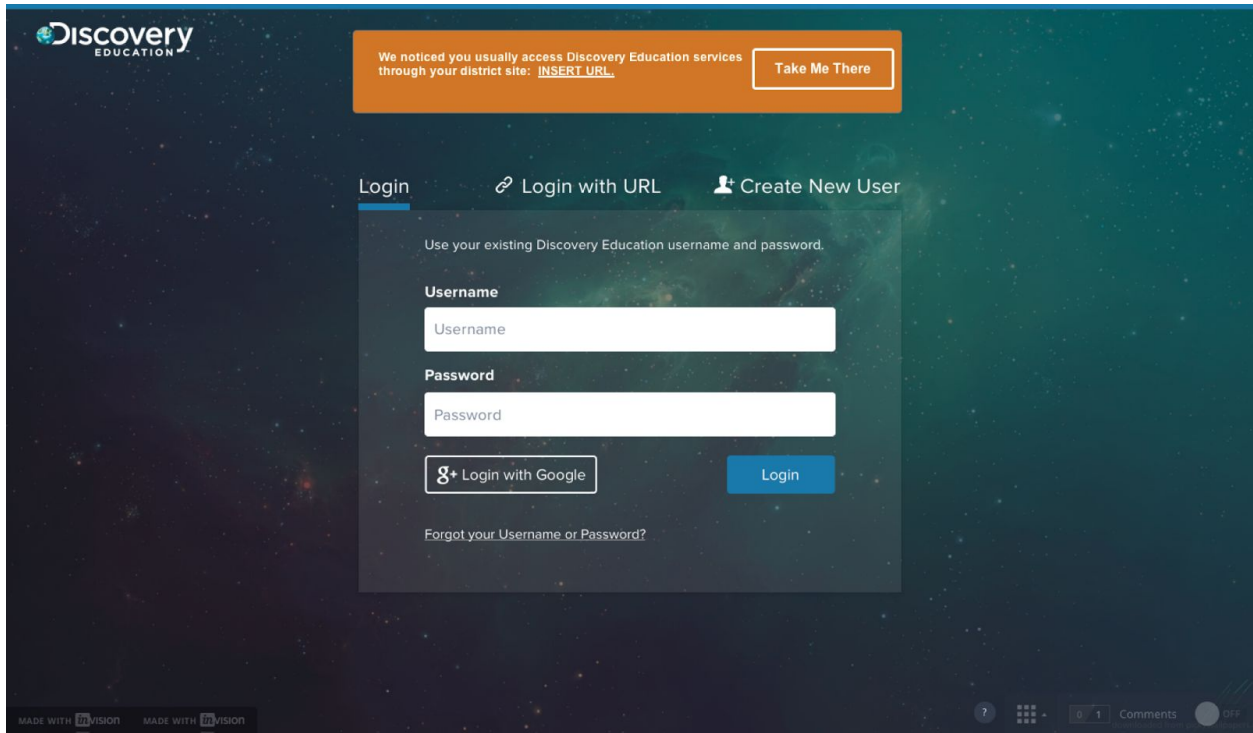
<https://issues.discoveryeducation.com/browse/TPI-404>

TOP HAT



Design Risks include potential for conflicting top hat messaging on this page. Need to determine if that is a situation that would actually arise.

BLOCK MESSAGE



Metrics

Are there any metrics we want to track? If SO - NEED TO ADD STORY
i.e. – how many people select the URL thus continuing into DE Site
compared to how many people abandon after reaching the DE Login page.
MAY be able to use the Reason Code?
Give Messages ID codes???

FUTURE ENHANCEMENTS

FUTURE thought --- allow users to dismiss a recommendation?? Like they can tell it's bad, can they dismiss – if they do dismiss what do we do on the back-end?

FUTURE thought -- metrics to track whether users are clicking on these boxes, and also for when the boxes were shown and for what reason(s). If so, what is the vehicle for tracking it and analyzing it? What questions do we want the tracking and metrics to answer?

DEVELOPER NOTES

These stories explain what is recommended to a user based on the actions/configuration of user1. It is assumed that they are two users using the same browser on the same machine, in sequence (user1 first). They are both tied to the same account.

The actions of the feature are dependent upon the **default url**, which is defined as the URL for the login provider that is linked to their organization's account. Note that an account may not be linked to a login provider, in which case there is no default url. There is also the possibility that the default URL will change, be added when one previously didn't exist, or be removed.

DE PAGE

1. User1 logs in through DE username/password signin.
 - a. IF user1 had been recommended to an SSO, then user2 will be recommended to that as well
 - b. ELSE the next user is not recommended anywhere
2. ~~User1 logs in through Okta (Falls under same use case as SSO Flows)~~
 - a. ~~User2 is not recommended anywhere~~
 - i. **Why shouldn't we recommend Okta to user2? AGREED :-)**
 - b. ~~IF user1 had been recommended to another link, then user2 will be recommended to that as well~~

SSO

SSO examples

Google.discoveryeducation.com

Classlink.discoveryeducation.com

i.e. clark.discoveryeducation.com

Okta

3. User1 logs in through an SSO (includes Okta)
 - a. IF this SSO is the default login provider for their account, when user2 logs in...
 - i. IF it is still the default login for that account, user2 will be recommended to this SSO
 - ii. ELSE (the login provider for the account has changed), recommend the new login provider for this account
 - b. ELSE (the login provider is not the default for this account), when user2 logs in...
 - i. IF it is still not the default login for the account, recommend the default login provider
 - ii. ELSE recommend the account default login provider
 - c. the next user will be recommended to this site
 - d. ELSE IF
4. No previous user has logged in with this browser
 - a. Nothing for now, but later we could recommend they go to a different country's login page based on GeoIP or calling out to the APIs from other countries
5. The account has been archived since last login.

a. Do not recommend anywhere