

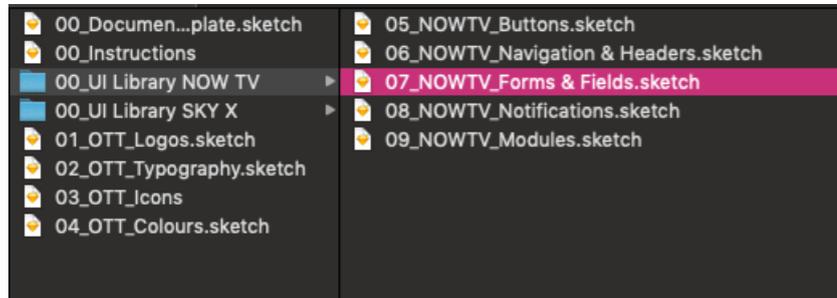
NOW TV



## NOWTV UI library

Currently I am leading and building out NOW TV's first ever UI toolkit and design library, which will greatly increase productivity and consistency.

This is to work across platforms and apps. The starting point is to gather all the brand fundamentals, and work with the dev team to link sketch files to the built toolkit.



# Forms Overview – Web

### Inactive state

This is the form before being clicked/tapped on. It displays the form label in white and has a 30% opacity light grey background.



Form Label  
Assistive Text

### Active State

On click/tap, the label shrinks and moves up, and the input text takes over. Background colour is now 100% opacity, and a teal stroke appears around the container.



Form Label  
Input

Form Label  
Input Text

Form Label  
Input Text

### Filled state

Once the user clicks/taps out of the form (or clicks/taps on another form), the stroke disappears.

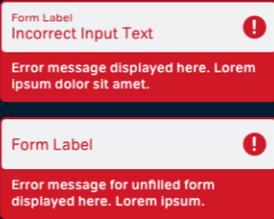


Form Label  
Input Text

Form Label  
Input Text

### Error state

If there is an error with the information provided, the text would go red, a red stroke would appear around the container, and an error message would drop down from the input field.



Form Label  
Incorrect Input Text

Error message displayed here. Lorem ipsum dolor sit amet.

Form Label

Error message for unfilled form displayed here. Lorem ipsum.

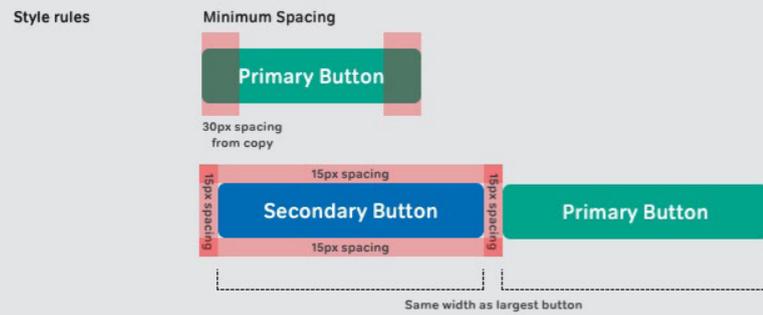
**BRAND REFRESH V3**  
MAY 2019

# NOWTV UI library cont...

## Button & text links - UK

	Primary button	Secondary button	Tertiary button
Class name	<code>.button-primary</code>	<code>.button-secondary</code>	<code>.tertiary-promo</code>
	#00A48B	#06314B	
:enabled			
:hover			
:focus			
:disabled			
:on-click			

Icon button	Icon button	Icon button
<code>.button-icon</code>	<code>.button-icon</code>	<code>.button-icon-small</code>



	Icon button
Class name	<code>.button-nav-primary</code>
:enabled	
:hover	
:disabled	

# NOWTV UI library cont...

## Postcode Finder UI

### Desktop

#### Default

Account details

Postcode

Find [Enter this address manually](#)

Cancel Update address

#### Default:typing

Account details

Postcode  
Input

Find [Enter this address manually](#)

Cancel Update address

#### Error state

Account details

Postcode  
&FJ ff

Error message displayed here. Lorem ipsum dolor sit amet.

Find [Enter this address manually](#)

Cancel Update address

#### Success state

Account details

Postcode  
Input text

Find [Enter this address manually](#)

Please select an address

Cancel Update address

#### Auto finder state

Account details

Postcode  
Input text

Find [Enter this address manually](#)

Please select address

NOW TV, Grant Way, Isleworth, TW7 5QD  
1 Centaurs Business Centre, Grant Way, Isleworth, TW7 5QD  
2 Centaurs Business Centre, Grant Way, Isleworth, TW7 5QD  
3 Centaurs Business Centre, Grant Way, Isleworth, TW7 5QD  
4 Centaurs Business Centre, Grant Way, Isleworth, TW7 5QD

Cancel Update address

#### Auto finder state: hover

Account details

Postcode  
TW7 5QD

Find [Enter this address manually](#)

Please select address

NOW TV, Grant Way, Isleworth, TW7 5QD  
1 Centaurs Business Centre, Grant Way, Isleworth, TW7 5QD  
2 Centaurs Business Centre, Grant Way, Isleworth, TW7 5QD  
3 Centaurs Business Centre, Grant Way, Isleworth, TW7 5QD  
4 Centaurs Business Centre, Grant Way, Isleworth, TW7 5QD

Cancel Update address

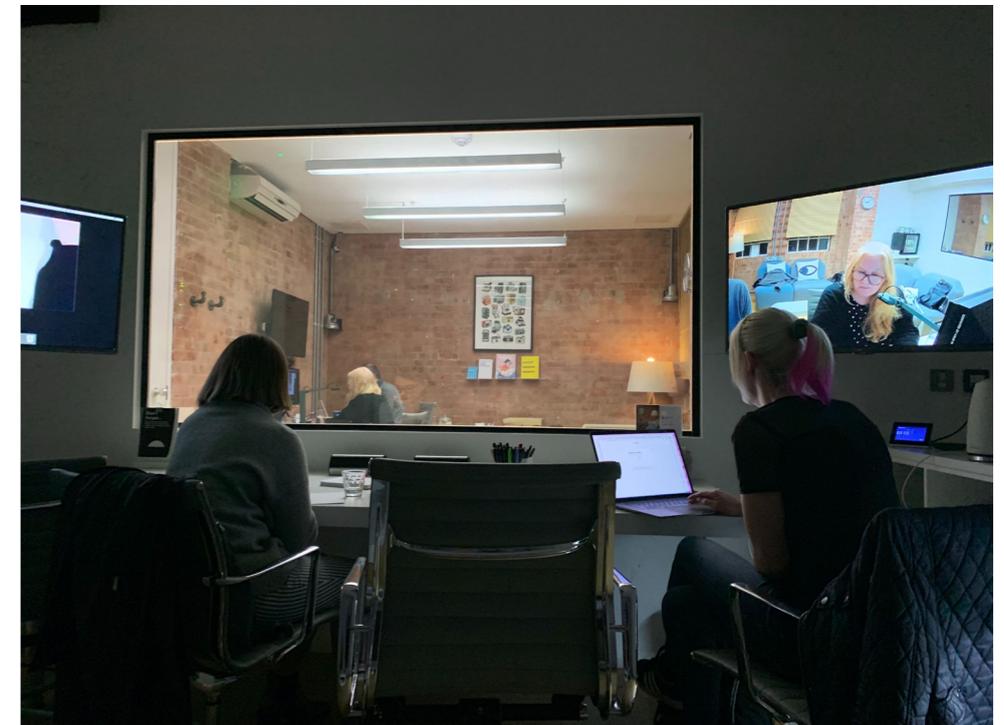
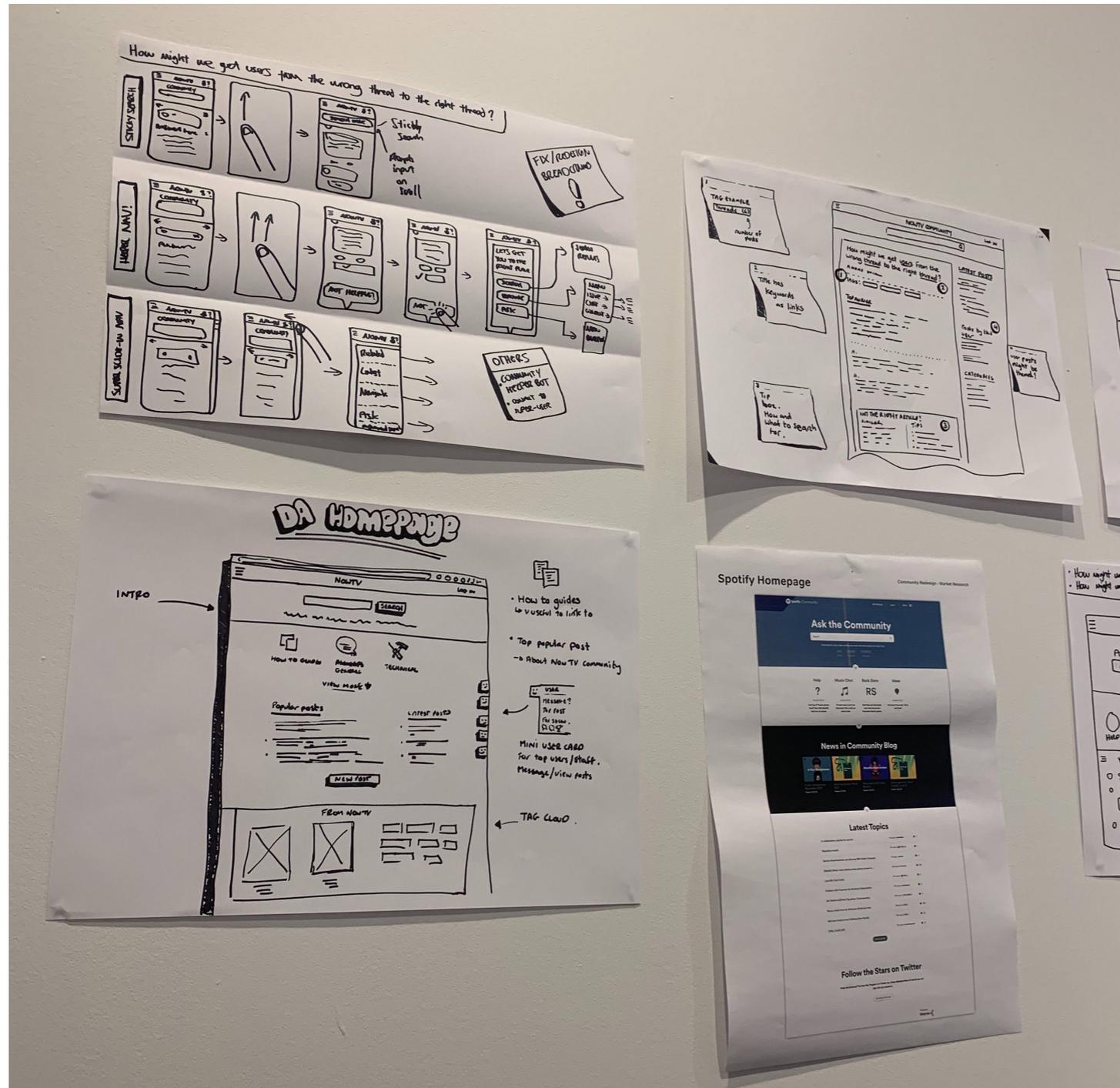
#### Manual & Auto finder state

#### Manual & Auto finder state: filled

# User research & UX

Part of my role is to interview customers, or do home visits to learn how to improve the NOW TV product and service.

That research is then taking in UX sessions to create persona's and find solutions to user journeys, before putting them into A/B testing



## Complaints journey - reduce contacts

An expensive problem NOW TV had, was lots of direct calls coming through that were not complaints. NOW TV needed to filter out these calls, without blocking real complaints. Each call costs money to the company.

I designed & tested a filtering method to direct people away from contacted, and so they could help themselves. This went live and is now saving the company £200k a year!

The screenshot shows the NOW TV Help Centre interface. At the top, there's a green header with the NOW TV logo, a 'Watch' link, and 'My Account' and 'Help' dropdown menus. Below the header is a dark blue section with the title 'Help Centre' and a search bar. The main content area is white and features a breadcrumb trail: 'Help Centre > Account settings > How to make a complaint'. The primary article is titled 'How to make a complaint' and includes an introductory paragraph, a list of 'NOW TV passes' (with 'I'm having trouble watching' expanded), a 'Get help online' section with four links, and two buttons: 'Get in touch for more help' and 'I still want to complain'. To the right, there are two white cards: 'Already got an account?' with a 'Sign in' button, and 'Community' with a 'Visit the community' button. A vertical 'Feedback' button is on the right edge. At the bottom, a survey asks 'Did you find this helpful?' with 'Yes' and 'No' buttons.

< Watch

**NOW**TV

My Account ▾ Help ▾

# Help Centre

Search for help topics, keywords or phrases

Help Centre > Account settings > How to make a complaint

## How to make a complaint

We appreciate that sometimes things may go wrong, and you'll need to let us know.

To help us deal with your complaint as quickly as possible, please select the NOW TV service you'd like to complain about:

### NOW TV passes

- ✓ Cancelling my TV Passes
- ✓ Bills & payments
- ^ **I'm having trouble watching**

It's really frustrating when you can't watch your TV Passes, so we're sorry you're having trouble at the moment. Try the links on the left first to start watching again as quickly as possible.

**Get help online**

  - [Why can't I sign in?](#)
  - [How to find an account if you can't remember the login details](#)
  - [Fix issues with slow loading or buffering](#)
  - ['Something went wrong' error on the NOW TV Player](#)

**Get in touch for more help** **I still want to complain**
- ✓ Problem with my NOW TV Box or Smart Stick
- ✓ Vouchers or offers

[< Back](#)

**Did you find this helpful?** **Yes** **No**

### Already got an account?

Signing in will help us to help you more efficiently

**Sign in**

### Community

Find out if other customer can help. Available 24-7.

**Visit the community**

Feedback

# My Account dashboard

A new part of the website will be an account dashboard for users. This will completely change the navigation for My account, which is currently very poor for users.

We are also bringing in up-selling and a chance to make money on the page.

Account summary

Your email is [jamie.green@sky.uk](mailto:jamie.green@sky.uk)

You have **2 Passes**  
Buy new Passes or manage your existing ones  
[TV Passes](#)

You have **Fab Fibre**  
Manage your Broadband and Calls packages  
[Broadband & Calls](#)

Your next billing date is **12/07/2019**  
See all up-coming bills and change payment details  
[TV & Payments](#)

**Boost your viewing experience**  
This includes 1080p HD video, Dolby Digital 5.1 and another device to stream your favourite shows on!  
[Start Free Trial](#)

What's on

**Dunkirk**  
Streaming now  
[Watch Now](#)  
Germany advanced into France, trapping Allied troops on the beaches.

**Paw patrol**  
Streaming now  
[Watch Now](#)  
A team of pups led by the energetic Ryder are always at the ready.

**The Flash**  
Streaming now  
[Watch Now](#)  
Geeky forensic investigator Barry Allen gets the power of super speed.

Popular Right Now

**Game Of Thrones**

**The Handmaid's Tale**

**Britannia**

**Riviera**

Account home

Signed in as [example.name@sky.uk](mailto:example.name@sky.uk)

You have **2 Passes**  
Buy new Passes or manage your existing ones  
[TV Passes](#)

You have **Fab Fibre**  
Manage your Broadband and Calls packages  
[Broadband & Calls](#)

Your next payment date **12/07/2019**  
See all up-coming bills and change payment details  
[TV & Payments](#)

**Boost your viewing experience**  
This includes 1080p HD video, Dolby Digital 5.1 and another device to stream your favourite shows on!  
[Start Free Trial](#)

## Service re-design

I am leading the entire re-design of the service part of the website. This consists of hundreds of variations of pages and modules. We are improving the navigation, content and all round brand of the website.

The screenshot displays the 'Personal details' page of a NOW TV account. The page is structured with a dark green header, a dark blue navigation bar, and a light grey main content area. The main content area is divided into four white panels: 'Account details', 'Address details', 'Security details', and 'Be the first to know'. Each panel contains specific account information and interactive elements like update buttons and a checkbox.

**Account details**

Name  
Jamie Green

Mobile number  
+01234567890  
[Update mobile number](#)

Username/Email Address  
jamie.green@sky.uk  
[Update email address](#)

**Address details**

Billing address  
NOWTV  
Grant Way  
Isleworth  
Middlesex  
TW7 5QD  
[Update address](#)

**Security details**

Password  
\*\*\*\*\*  
[Reset password](#)

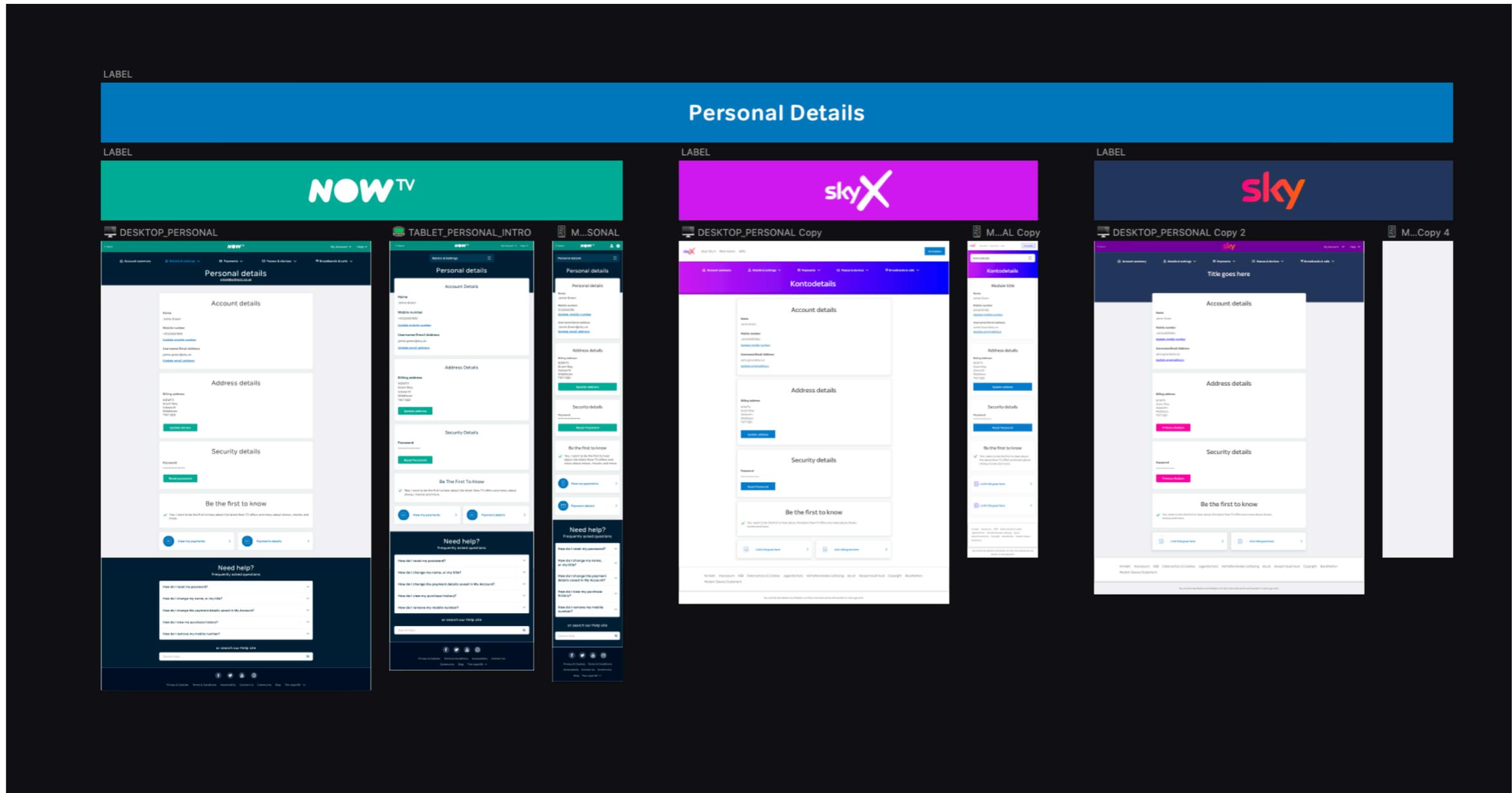
**Be the first to know**

Yes, I want to be the first to hear about the latest Now TV offers and news about shows, movies and more.

# Internationalisation

As part of the re-design, I am also white labelling the website, so it can be used for our European brands (Austria, Spain and more to come).

I have made sure the templates can be re-branded without functional changes, allowing 1 dev team to seamlessly build and support each site.



# Internationalisation cont...

skyX Uber Sky X Mein Konto Hilfe Anmelden

Account summary Details & settings Payments Passes & devices Broadbands & calls

## Kontodetails

### Account details

**Name**  
Jamie Green

**Mobile number**  
+01234567890  
[Update mobile number](#)

**Username/Email Address**  
jamie.green@sky.uk  
[Update email address](#)

### Address details

**Billing address**  
NOWTV  
Grant Way  
Isleworth  
Middlesex  
TW7 5QD

[Update address](#)

### Security details

**Password**  
\*\*\*\*\*

[Reset Password](#)

### Be the first to know

Yes, I want to be the first to hear about the latest Now TV offers and news about shows, movies and more.

[Link title goes here](#) > [Link title goes here](#) >

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< Watch sky My Account Help

Account summary Details & settings Payments Passes & devices Broadbands & calls

## Title goes here

### Account details

**Name**  
Jamie Green

**Mobile number**  
+01234567890  
[Update mobile number](#)

**Username/Email Address**  
jamie.green@sky.uk  
[Update email address](#)

### Address details

**Billing address**  
NOWTV  
Grant Way  
Isleworth  
Middlesex  
TW7 5QD

[Primary Button](#)

### Security details

**Password**  
\*\*\*\*\*

[Primary Button](#)

### Be the first to know

Yes, I want to be the first to hear about the latest Now TV offers and news about shows, movies and more.

[Link title goes here](#) > [Link title goes here](#) >

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