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INTERACTION DESIGN PORTFOLIO

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Quicken.com - Wireframes

Conversion rates on Quicken.com had been on decline. Navigation on the site had become difficult due to the number of products and services with no overall order to it. Redesign centered around financial management activity “hubs” allowing visitors to self-categorize themselves and sort out products relevant to their needs. Post-redesign conversion jump 160%

QUICKEN

▼ Products

▼ Sign In

Search:

Search

Home

Basic Money Management

Plan for the Future

Invest & Track Growth

Support

Home >

Plan for the Future

Lorem ipsum dolor sit amet consectetur emit duis



Learn to Shop Smarter with Quicken

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed purus turpis, tincidunt ut porttitor aliquam, suscipit sed mi.

[Learn More >](#)



Quicken Deluxe 2009

\$59.99

\$39.99

Buy Now

[Learn More >](#)

1

2

3

How To Guides

Duis congue, elit sed dolor pretium dolor adipiscing



Quicken Deluxe 2009

Lorem ipsum dolor sit amet, consectetur adipiscing elit



Quicken for Mac 2007

Lorem ipsum dolor sit amet, consectetur adipiscing elit



Money Guide Articles



Frightening Finances: 12 Epic Failures

Lorem ipsum dolor sit amet, consectetur adipiscing Duis congue, elit sed pretium tincidunt, tortor sem fermentum leo, non imperdiet diam nisl ut turpis. [Continue Reading...](#)



20 Small Ways to Save Big

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20 Small Ways to Save Big

Lorem ipsum dolor sit amet, consectetur adipiscing Duis congue, elit sed pretium tincidunt, tortor sem fermentum leo, non imperdiet diam nisl ut turpis. [Continue Reading...](#)

[More Articles >](#)

How To Guides



Getting Started with Quicken Online (1:43)

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Quicken Online iPhone App (1:43)

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Quicken Online iPhone App (1:43)

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[More How To Guides >](#)

Community Discussions

[Lorem ipsum dolor sit amet](#)

[Consectetur adipiscing elit](#)

[Duis congue elit sed pretium](#)

[Quicken Community >](#)

Quicken Deluxe



Lorem ipsum dolor sit amet. [Learn More >](#)

Quicken for Mac



Lorem ipsum dolor sit amet. [Learn More >](#)

Quicken Bill Pay



Never miss a bill again ipsum dolor sit amet consectetur.

Get a **1 Month Free** trial of Quicken Bill Pay [Learn More>](#)

Quicken Blog

[Lorem ipsum dolor sit amet](#)

[Consectetur adipiscing elit](#)

[Duis congue elit sed pretium](#)

[Quicken Blog >](#)

Footer (TBD)

6

QUICKEN

▼ Products

▼ Sign In

Search:

Search

Home

Basic Money Management

Plan for the Future

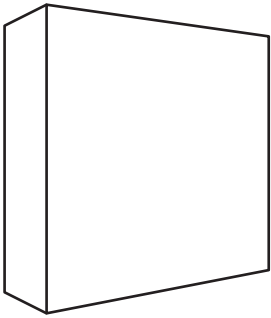
Invest & Track Growth

Support

Home > Plan for the Future > Quicken Deluxe 2009

Help Me Choose

Compare Products



Quicken Deluxe 2009

- Lorem ipsum dolor sit amet consectetur adipiscing
- Elit! Duis congue, elit sed pretium
- tincidunt, tortor sem fermentum leo

+



Lorem ipsum dolor sit amet consectetur
Quicken WillMaker

New

Upgrade

~~\$59.99~~
\$39.99

☒ Download

☐ CD-ROM

Buy Now

Shop Online Retailers

Features and Benefits

What's New in 2009

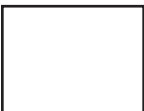
How to Set Up Quicken

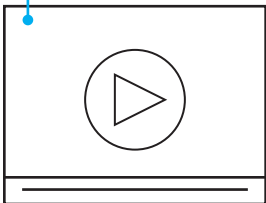
System Requirements

FAQs

**Save money and shop smart**
Lorem ipsum dolor sit amet, consectetur adipiscing elit.
Duis congue, elit sed pretium tincidunt, tortor fermentum
leo, non imperdiet diam nisl ut turpis.

**Never miss a bill**
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congue, elit sed pretium tincidunt, tortor sem fermentum
leo, non imperdiet diam nisl ut turpis.

**Dolor sit amet consectetur**
Lorem ipsum dolor sit amet, consectetur adipiscing elit.
Duis congue, elit sed pretium tincidunt, tortor fermentum
leo, non imperdiet diam nisl ut turpis.

**Watch the Overview (1:43)**
Lorem ipsum dolor sit amet,
consectetur adipiscing Duis
congue, elit sed pretium
tincidunt, tortor sem fermentum
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turpis.

Lorem ipsum dolor sit amet, consectetur
adipiscing elit dui congue sed.

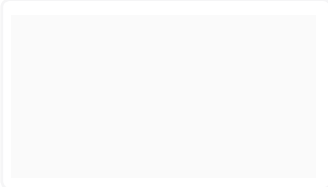
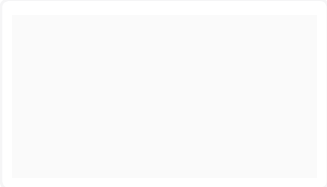
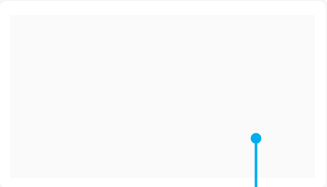


\$39.99

- \$30.00

\$9.99

Apply Now >



Planning for the Future Products & Services

123

How To Guides
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pretium dolor adipiscing

**Quicken Deluxe 2009**
Lorem ipsum dolor sit amet,
consectetur adipiscing elit

**Quicken for Mac 2007**
Lorem ipsum dolor sit amet,
consectetur adipiscing elit

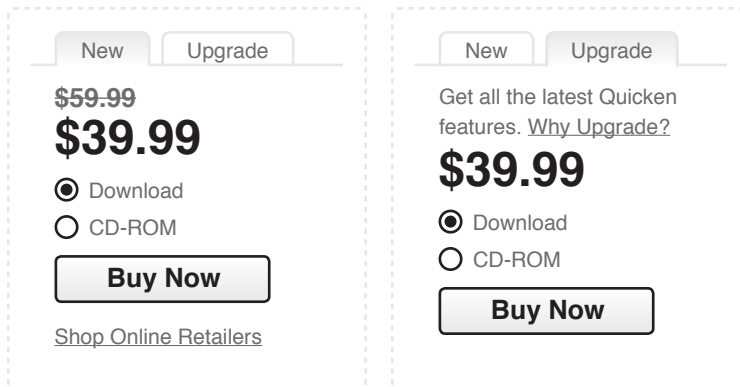


Footer (TBD)

10

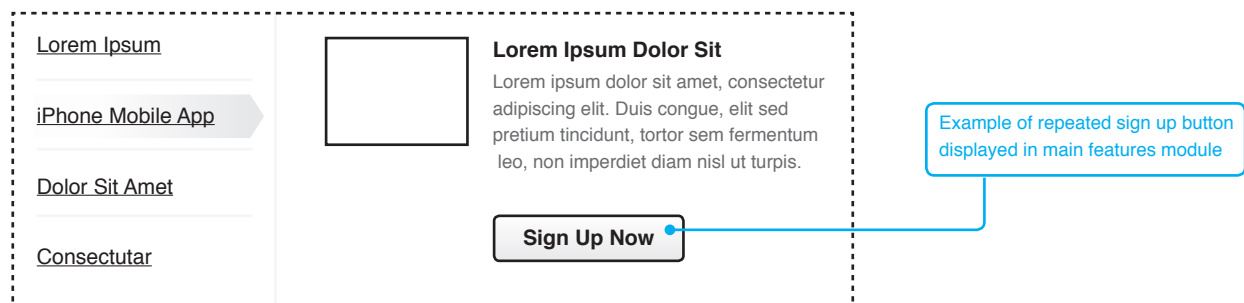
Notes

- 1 Products “live” within their hub on the breadcrumb. Preferably this will also be in the canonical URL as well but depends on SEO benefit.
- 2 Even though Quicken does not have stand alone “upgrades” like Office or Windows do, there is still special messaging to users coming and looking for an upgrade.



- 3 Video plays on same page in a lightbox (same as the current thickbox behavior: we do not want to take prospective customers away from this page)
- 4 Related content modules will be populated according to what's related to the product/service.
- 5 For products (or services) where with single buttons to sign up or apply (as opposed to the pricing, download/shipping and new/upgrade options which are required on the Quicken Deluxe used in this wireframe) the button can be repeated in the product features module after the text.

Example for how another product or service might look:

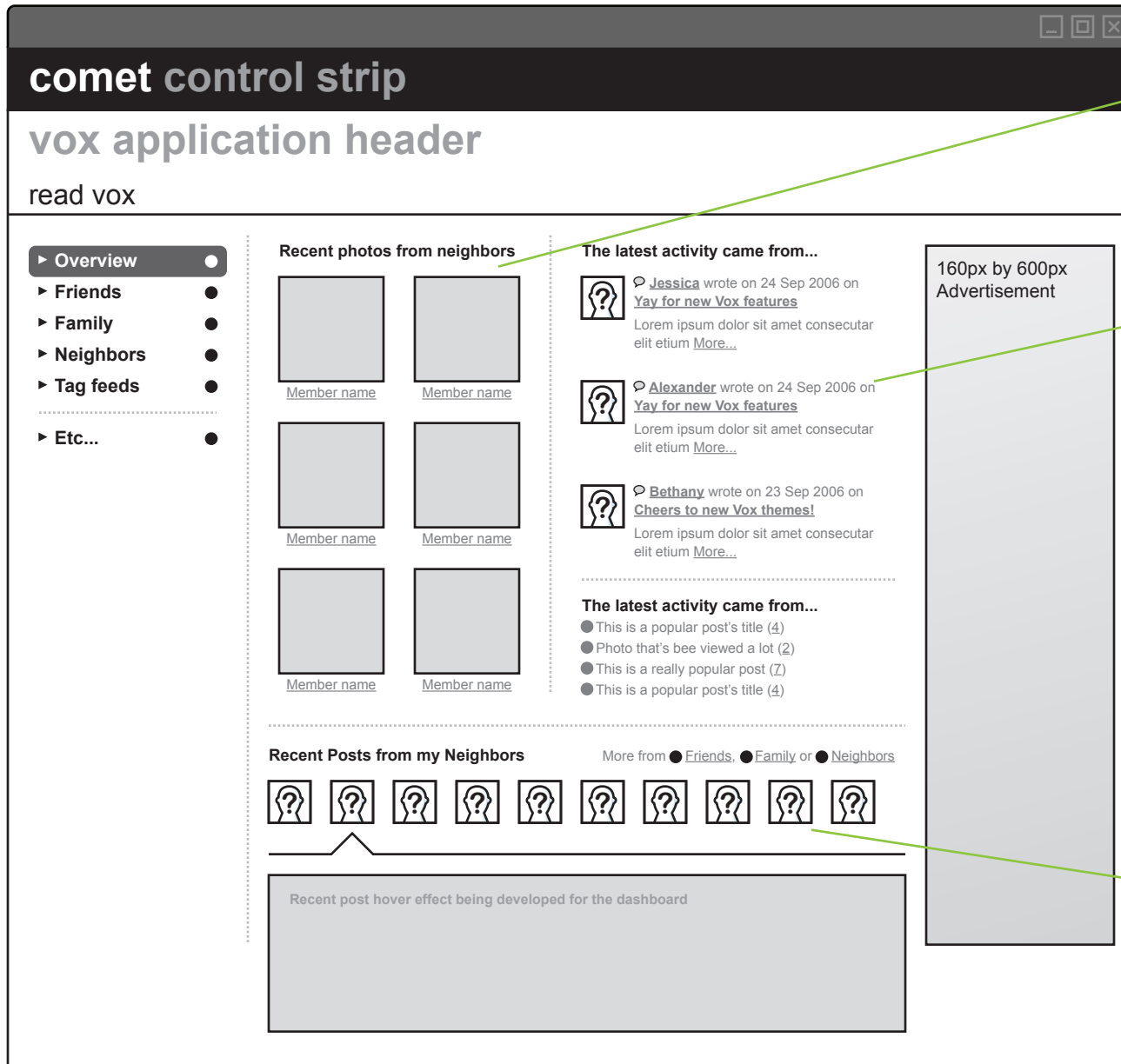


- 6 Related products, services, offers and add-ons. The next page shows a version of product or service learn more page without any related items
- 7 Help me choose and compare links at the top right so they can be consistently placed on all products and services across all hubs as well as the All Products page (see page 14)
- 8 Feature tabs should be selectable when a user loads the page. For example, if a user has been directed here to upgrade, the upgrade tab should be the visible tab upon loading.

Vox: Patterns, Specs, and Storyboards

Development of the community blogging site Vox was mostly done in two-week cycles leaving little time to create detailed specs. Wireframes often used as specs for with detailed call outs, pattern libraries and storyboards detailing interactions in a single document for engineering to work from.

Overview - Most complex



Grid view of the most recent photos in a members neighborhood.

Reasoning:

1) Friend, Family and Neighbor views default to posts, photos on the overview adds value with different information.

2) Visual media makes it much easier for a frequent visitor to see what's new

Most recent activity leaves out excerpt to make the size constant so we can make it visually fit with the image on left.

Normal (summary) view

 [Alexander](#) wrote on 24 Sep 2006 on [Yay for new Vox features](#)
Lorem ipsum dolor sit amet consectetur elit etium [More...](#)

Clicking more link expands the comment inline

Expanded view

 [Alexander](#) wrote on 24 Sep 2006 on [Yay for new Vox features](#)
Lorem ipsum dolor sit amet consectetur elit etium Pellentesque quam lectus, tincidunt nec, tincidunt accumsan, ornare nec, massa. Vestibulum?
[Close](#) | [View post](#)

Reuse of new dashboard module.

Reasoning:

If I was a user who liked using this as an overview on the dashboard I would expect to find it as an overview on the reader as well.

COMET: Improving Organize

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DESIGNER: JAMISON WIESER

01 AUG 2006

TARGET RELEASE: R-0.11

REVISION: 3

PAGE: N/A

List Strip types:

Post	 QotD: Celebrational, Muppetational Tags: qotd, muppets, kermit, scooter Edit View Viewable by the world (public)
Audio or Video	 sleeptheclockaround.mp3 (3:59) Tags: Click here to add tags Edit View Viewable by the world (public)
Music Amazon	 The Boy with the Arab Strap by Belle & Sebastian Tags: scottish, glasgow, emo, britpop, indie rock, pop, ... Edit View Viewable by the world (public)
Movie Amazon	 The Life Aquatic with Steve Zissou Tags: team zissou, steve zissou, submarines Edit View Viewable by the world (public)
Comment	 Belle of the Blog on Post: Qotd Celebrational, Muppetational Short excerpt of the comment made by the member on the post they thought was worth writi... View
Member	 Kelly Smith Interest: needlepoint, music, welding, carpentry, oilpainting Kelly Smith is a friend

Single selection options:



Edit Post, View on Blog, Change Privacy, Delete



Create Post, Edit Details, View on Blog, Change Privacy, Delete



Create Post, Edit Details, View on Blog, Change Privacy, Delete



Create Post, Edit Details, View on Blog, Change Privacy, Delete



View on Blog, Delete



View Blog, View Profile, Change relationship, Remove Neighbor

Multi selection options:



Change Privacy, Add Tags, Delete



Create Post, Change Privacy, Add Tags, Delete



Create Post, Change Privacy, Add Tags, Delete



Create Post, Change Privacy, Add Tags, Delete



Delete



Change relationships, Remove Neighbors

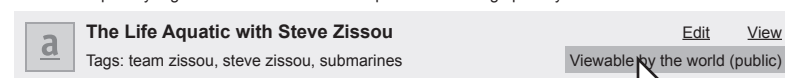
Click to edit title region

Tooltip: "Click to edit title"



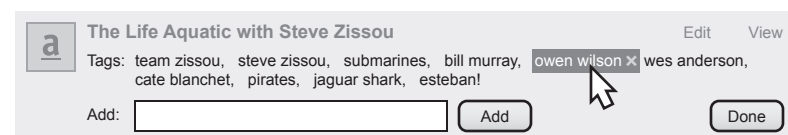
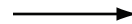
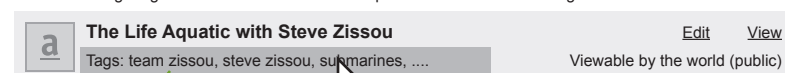
Click to edit privacy region

Tooltip: "Click to change privacy"



Click to edit tags region

Tooltip: "Click to view and edit tags"

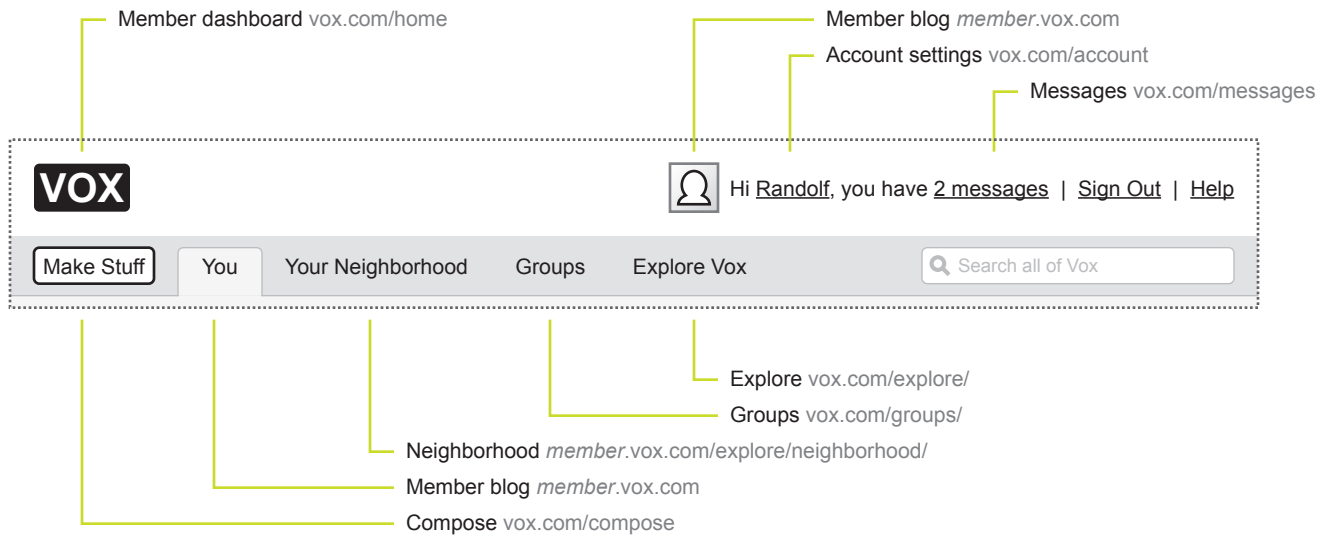


Displayed tags are not immediately actionable, they first must be clicked to enter an editing mode (which also displays the rest of the tags).

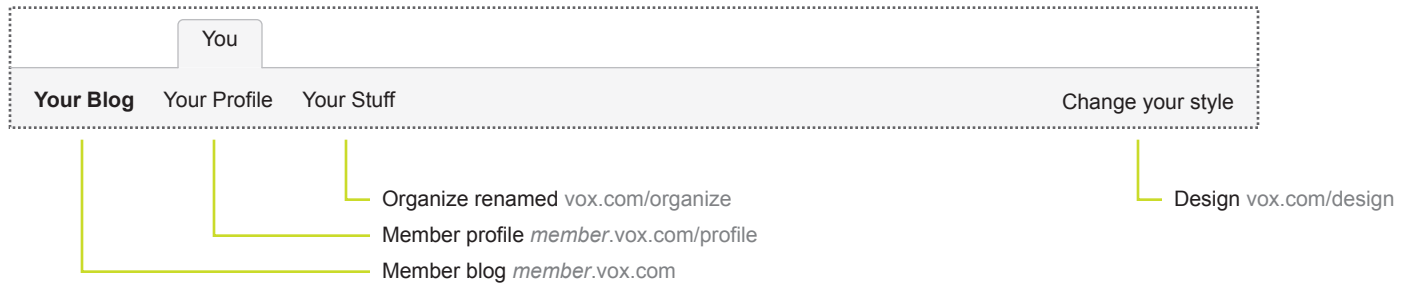
Click to select/deselect region (everything which doesn't trigger another behavior)



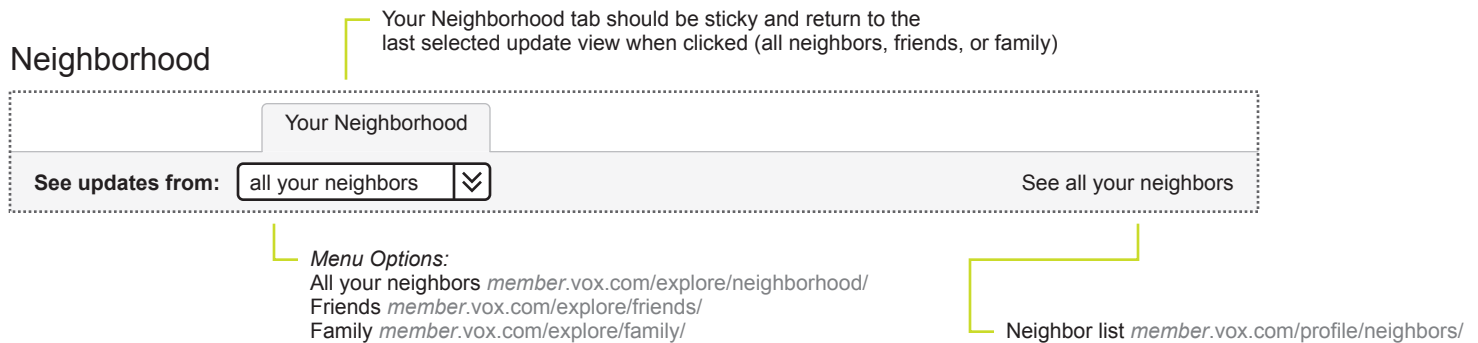
Link Details Page One



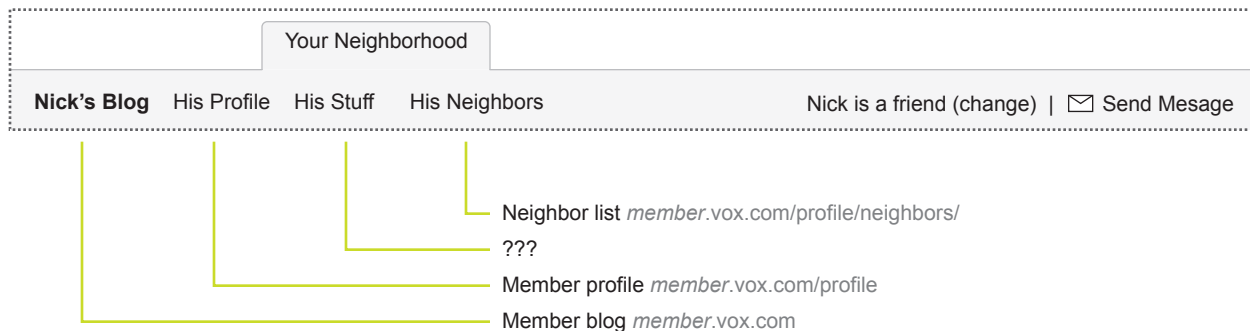
You



Neighborhood

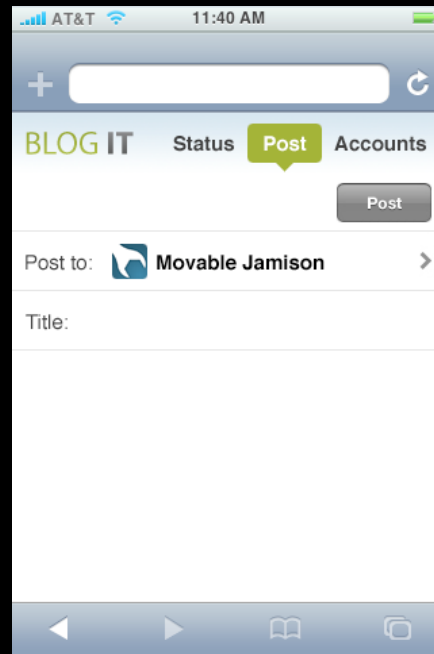


Neighbor Blog

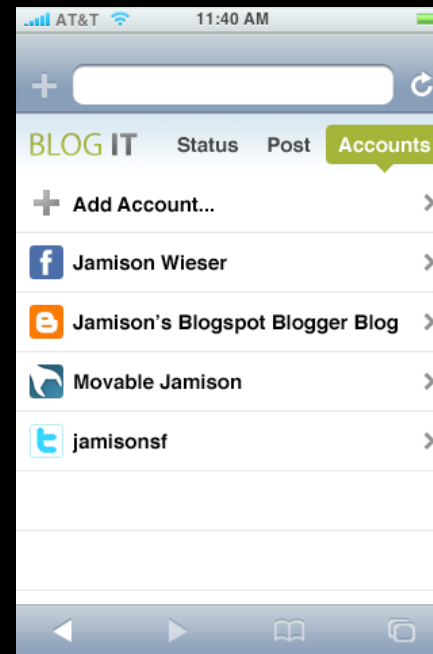




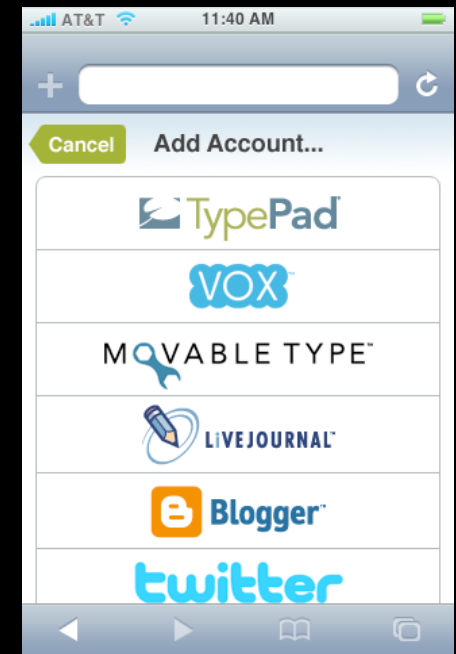
Post status update



Post to blog



Account Management



Add Account
modified version is used
for first run experience

Blog It for iPhone

Interaction and visual design for iPhone Web App. Adaptation of a blog and status posting app first developed for Facebook. Designed visual design directly in order to make deadline for eligibility in Apple Design Awards.

TypePad Signin with OpenID - Wireframes & Interaction

I wanted to find a way to incorporate the specific “login with...” buttons and messaging being developed by leading OpenID providers like Yahoo! that incorporated their logos while also maintaining the ability to add site-specific branding to a standard sign in page.

My solution to avoid overwhelming users with multiple brands and several different visual button styles was to add a menu from which users select the service to sign in with and then display only that one service's login. Early testing resulted in positive feedback.

2 Log In



1

Log in with  2

3

Email or Username:

Password:

☒ Stay logged in for two weeks

[Forgot your password?](#)

[English](#) | [日本語](#) | [Français](#) | [Español](#) | [Nederlands](#) | [Deutsch](#) | [Italian](#)

With alternate logos:



Log in with 



Log in with 

1 Each service sets its own logo (sizes TBD) and could be extended to let TypeKey/TypePad/Everywhere users set their own logos similar to what PayPal does with customer banners on checkout.

2 instead of calling out OpenID, menu items are provided for popular OpenID providers.



TypePad

 AOL/AIM

 FaceBook

 Google Account

 LiveJournal

 MSN/Live

 Vox

 WordPress

 Y! Yahoo!

 OpenID

Log in with  Y! Yahoo!

Any specific explanatory messaging goes here

3 Sign up area could be changed depending on service.

TypePad Registration (v8)

Jamison Wieser

jamison@sixapart.com

(831) 295-3681

TypePad Registration - Wireframes & Taskflow

Six Apart's flagship blogging service needed a registration overhaul. Separately, I was redesigning the underlying TypeKey authentication system and made changes to the flow to give Marketing and Sales teams more control and flexibility. A key change was to move the plan selection to the first page, which I instead I made a landing page which passes options into the flow itself as variables.

This allowed marketing to host the landing page on their own server and change as needed without engineering support. It also allowed multiple landing pages for specific campaigns, events and specials.

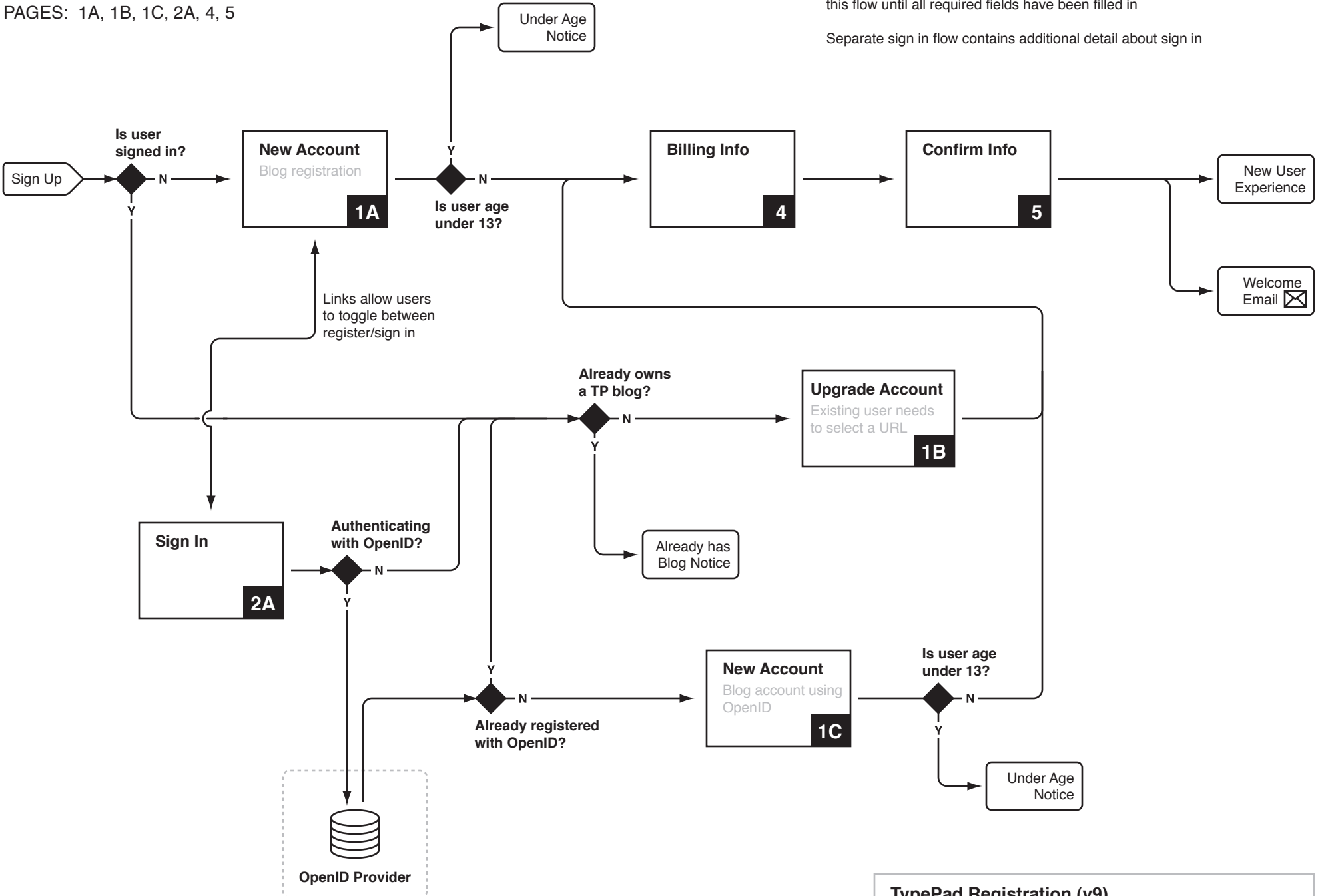
Blog Registration

PAGES: 1A, 1B, 1C, 2A, 4, 5

Notes:

Error checking in preformed inline. A user is not able to move forward in this flow until all required fields have been filled in

Separate sign in flow contains additional detail about sign in



TypePad Registration (v9)

Jamison Wieser

jamison@sixapart.com

(831) 295-3681

1A Create Account (Step 1 of 3)



[Create Account](#) [Billing Info](#) [Confirm](#)

 [Got a Question?](#)
[Chat with our support folk](#)

If you already have a TypePad account, [log in](#) or register using [OpenId](#)

Blog URL: ¹.typepad.com²
If you want to use a domain name, you can set it up later. [Help](#)

Email: ³
This will be used for your login

Password:
6-15 characters, no spaces

Name: ⁵
Displayed on comments and posts, could be your alias

Gender: ☐ Male ☐ Female⁴
So we can say "he" or "she" because you are not an "it"

Birthday:
☒ Marketing opt-in (make it sound fun though)

Next: Billing Info

By clicking Create Account Now, you accept our [Term of Service](#) and [Privacy Policy](#).

Minimalist footer with copyright

- 1 Fields are validated inline. Success and error messages will be shown without refreshing page.

For users without Javascript, page will reload to display the error messages using the same visual design as with inline messaging.

If URL is available, check mark is displayed:

epad.com ✓

If URL is not available an error message is shown. For users without javascript, page is refreshed with this same message:

epad.com ✗ URL is not available

Example Error:

d: **** ✗ Password is too short
6-15 characters, no spaces

- 2 Some portals allow domain selection as well. available domains are displayed as select menu instead of hard coded onto page.

 .typepad.com

- 3 Hint text may be different depending on weather selected level allows domain mapping. "Help" link opens tips for picking a domain in a popup/inline popup.

- 4 No gender is defaulted. Might be optional in this case (TBD)

- 5 Showing US registration requirements, registration form may have other/additional fields.

TypePad Registration (v9)

Jamison Wieser

jamison@sixapart.com

(831) 295-3681

4 Billing (Step 2 of 3)



OMG! Blogs are scary, just [give me a profile for now.](#)

Got a Question?

Chat with our support folk

Create Account

Billing Info

Confirm

Billing Cycle for TypePad Pro (Change Level)

Prices reflect the 20% hungryfrenchman.com lifetime discount

☒ Yearly

☐ Monthly

\$149.50

15% off!

\$14.95

Credit Card Information

☒ Visa

☐ MC

☐ AMEX

☐ DISC

First Name:

Last Name:

Card Number:

Expiration Date:

01

/

01

Security Code:



Billing Address

Address Line 1:

Address Line 2:

City:

State or Province:

CA

Postal Code:

Country:

United States

Next: Confirm Info

14 Day Free Trial

Billing begins after your 14 day free trial.

You will not be billed until <date + 14 days>

Minimalist footer with copyright

- 1 Clicking allows user to change level:

Billing Cycle for

TypePad Pro

Link to change level can be hidden if user entered through campaign link/landing page or promo code which does not allow changes to level.

- 2 If there is a discount code, message is shown letting user know it's being applied.

's selected.

- 3 Selected card type is ignored, card type will be determined by card number even if it doesn't match what

TypePad Registration (v9)

Jamison Wieser

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(831) 295-3681

5 Confirm (Step 3 of 3)



Create AccountBilling InfoConfirm

Got a Question?
Chat with our support folk

Blog URLEdit 1

melody.typepad.com

Email AddressEdit

melody@nelson.com

Billing InformationEdit 2

Service Level

TypePad Pro\$149.503

You will not be billed until <date>, after your 14 day trial period.

Credit Card Information

Melody Nelson
Visa card ending in 1234
Expires 09/2010

Billing Address

548 Fourth Street
San Francisco, CA 94107
United States of America

Confirm Information

Minimalist footer with copyright

- 1 Blog URL and email address are editable inline:

Blog URL

Save

Cancel

melody.typepad.com

Email Address

Save

Cancel

melody@nelson.com

- 2 Editing Billing information returns to previous (billing) page
- 3 Messaging gives the date which billing begins (which is after the free trial period, depending on discount code might not be 14 days)

TypePad Registration (v9)

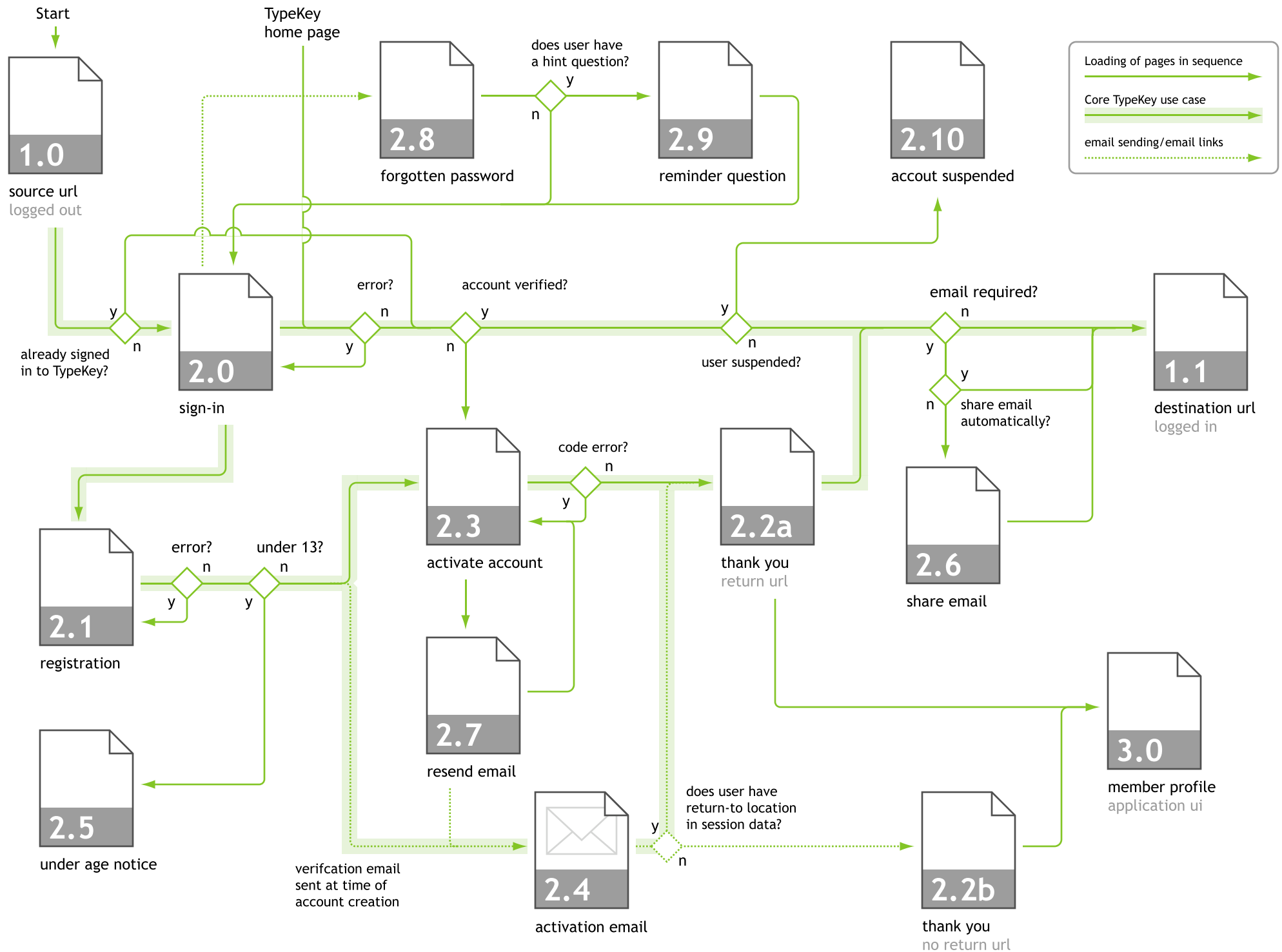
Jamison Wieser

jamison@sixapart.com

(831) 295-3681

TypeKey

Wireframes and taskflow for Six Apart authentication service. TypeKey (brand name is now deprecated) is a central authentication service used by TypePad and Movable Type. This was the first time the Movable Type engineering worked from a taskflow.



2.1 Commenter Registration (Server returned errors)

Missing Field Error

If the only error is a missing field, as single line error message is written at the top, phrased so that it will apply equally if only one field is missing or all are missing.

The screenshot shows the 'TypeKey' Sign Up form. At the top, a grey error box contains the message: 'You must fill out all of the required fields (marked with an asterisk)'. Below this, the 'Sign Up' section indicates that required fields are marked with an asterisk. The 'Member name' field is empty and highlighted with an orange background, with an asterisk to its right. A tooltip points to this field stating: 'Can contain up to 25 characters and must not contain spaces'. The 'Display name' field contains the text 'Melody' and also has an asterisk. A tooltip points to this field stating: 'Your display name is the name that will be displayed when you post a comment on a member weblog'. To the right of the form is a 'Your Privacy' section with text about privacy policy.

Both the entire row, and the field background are highlighted (Mac browsers do not typically allow CSS change to fields)

Example server returned error - multiple errors

This screenshot shows the 'TypeKey' Sign Up form with multiple error messages. At the top, a grey error box contains two messages: 'The member name you selected is not available.' and 'You must fill out all of the required fields (marked with an asterisk)'. The 'Member name' field contains the text 'melody' and is highlighted with an orange background, with an asterisk to its right. A tooltip points to this field stating: 'Can contain up to 25 characters and must not contain spaces'. Below the 'Member name' field, a yellow warning icon is followed by the message: 'The member name you selected is not available.'. The 'Display name' field contains the text 'Melody' and has an asterisk. A tooltip points to this field stating: 'Your display name is the name that will be displayed when you post a comment on a member weblog'. To the right of the form is a 'Your Privacy' section with text about privacy policy.

Error message(s) appear at the top of the page.

Error message(s) at the point of the error.

Error Messages:

The member name you selected is not available.
The confirmation code you entered is incorrect. Please try again.
You must fill out all of the required fields (marked with an asterisk).
The username you selected must be 25 characters or less.
The username you selected must not contain spaces.
The password you entered must be 6-15 characters in length.
The email address you entered does not appear to be formatted correctly.

The password you entered must not contain spaces.
The two passwords you entered do not match.
You must specify a valid 4-digit year for your birthday.
You must accept the TypePad Terms of Service.

LiveJournal Search

Interaction design for a single, combined search tool that would combine and rationalize three separate search functions which each were developed separately with different sets of metadata available to be searched.

Content Search:

Search LiveJournal for:

Content People Communities Schools

[Advanced Search](#)

Results for “san francisco”

400 Results 240 in Journals 160 in Communities

Sort by: Relevance | [Last update](#)

Sorting options for Content filters/tabs:

All results:	Relevance, Last update
Journals:	Relevance, Last update
Communities:	Relevance, Last update

User Search:

Search LiveJournal for:

Content **People** Communities Schools

[Advanced Search](#)

Results for “san francisco”

400 Results 240 by Interests **120 by Names & Titles** 40 by Location & Contact Info

Sort by: Name | [Last update](#) Searched usernames, journal titles and subtitles

Sorting options for User filters/tabs:

All results:	Name, Last update
Interests:	Name, Last update
Names:	Name, Last update
Location:	Name, Last update
Schools:	Name, Last update
Contact Info:	Name, Last update

Tab specific search description:

Names & Titles:
“Searched usernames, journal and titles”

Location & Contact Info:

“Searched user locations, email and other contact info fields”

Community Search:

Search LiveJournal for:

Content People **Communities** Schools

[Advanced Search](#)

Results for “san francisco”

400 Results 240 by Interests 120 by Names & Titles 40 by Location & Contact Info

Sort by: Name | [Last update](#)

Sorting options for Communities filters/tabs:

All results:	Name, Last update
Interests:	Name, Last update
Names:	Name, Last update
Location:	Name, Last update
Contact Info:	Name, Last update
Schools:	Name, Last update

Tab specific search description:

Names & Titles:
“Searched usernames, journal and titles”

Location & Contact Info:

“Searched user locations, email and other contact info fields”

School Search:

Search LiveJournal for:

Content People Communities **Schools**

[Advanced Search](#)

Results for “san francisco”

20 Results [Manage my schools](#)

[Browse school directory](#) Only show users from the year:

Manage schools

For convenience, a link is provided to manage the users own schools

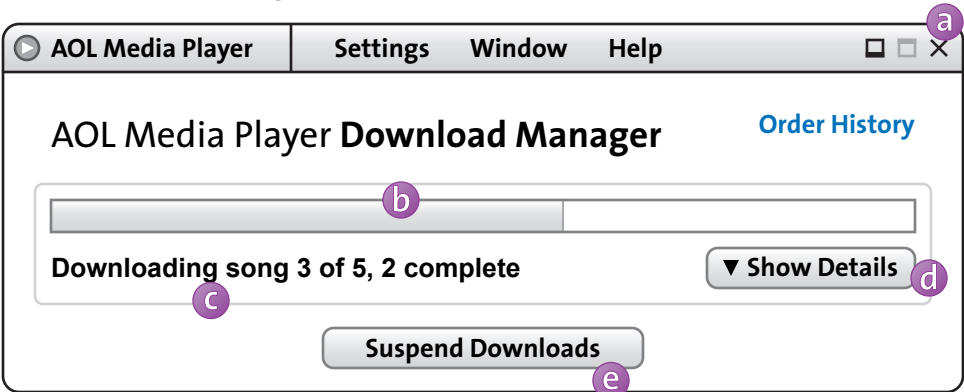
Limiting school results by class

If possible, we should provide an option to limit matching users for a school be the graduating year.

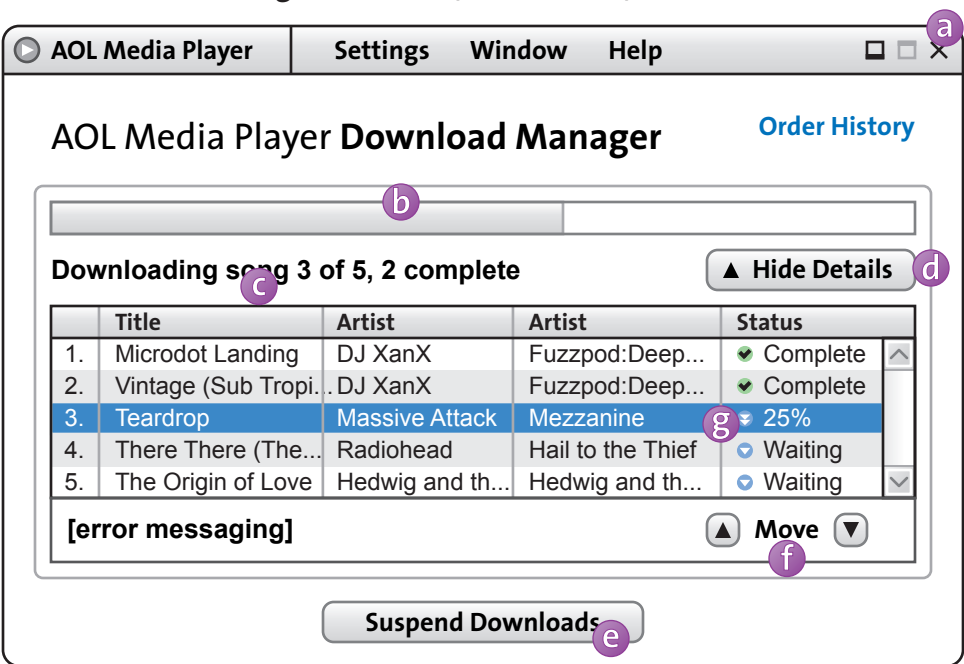
AOL MEDIA PLAYER “AMP”

Wireframes and taskflows for the store component of an iTunes-style media player being developed by AOL.

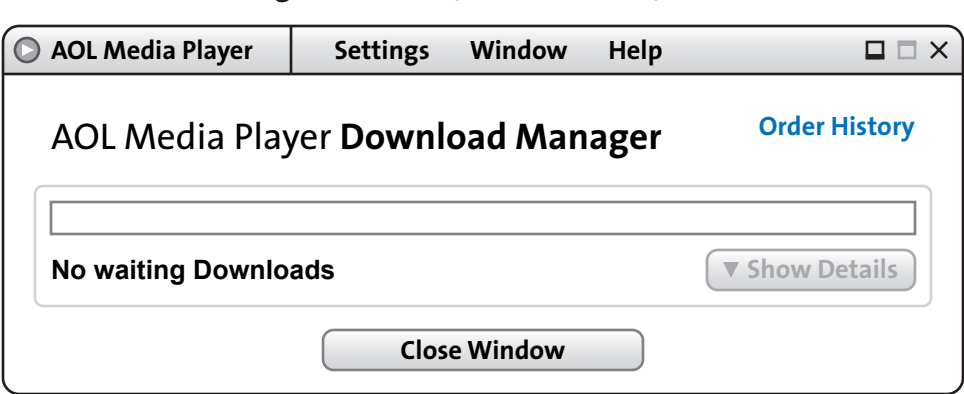
1.1 Download Manager Window (default view)



1.2 Download Manager Window (details view)

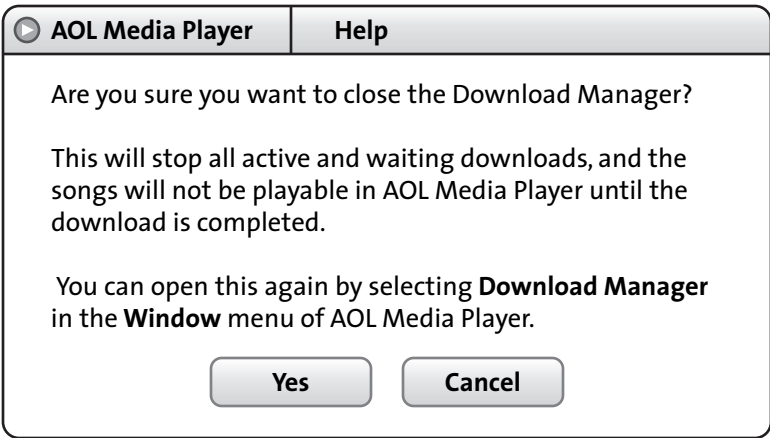


1.3 Download Manager Window (no downloads)



- a user is asked to confirm on screen 2.
- b overall progress bar, if more songs are added to download que, progress bar will update to reflect new overall progress.
- c status information.
- d toggles view between screen 1.1 and screen 1.2
- e when clicked, downloads are suspended and button changes to read:
Resume Downloads
- when downloads are complete, button changes to:
Show in AOL Media Player
- Clicking this opens AOL Media Player Main window and displasys Purchased Songs playlist. If AMP is already open, calls it to the front and displays Purchased Songs playlist.
- f allows user to change the order the songs will be downloaded in. completed and in-progress downloads cannot be reordered.
- g Track will be in one of these states:
- | | |
|---|---|
| ☒ Complete | Song has been downloaded |
| ☒ 25% | Currently in progress (current progress shown as %) |
| ☒ Waiting | Queued and awaiting download |
| ☒ 25% Suspended | Suspended but partially downloaded |
| ☒ Suspended | Suspended |
| ☒ Error | Error |

2 Close window confirmation



Window Menus

Window

AOL Media Player

✓ Download Manager

Settings

Media Player Settings Ctrl+G

CD Playback and Saving

Download Manager Settings

Help

Help

F1

About AOL Media Player

Contextual "right+click" Menu

Move Up

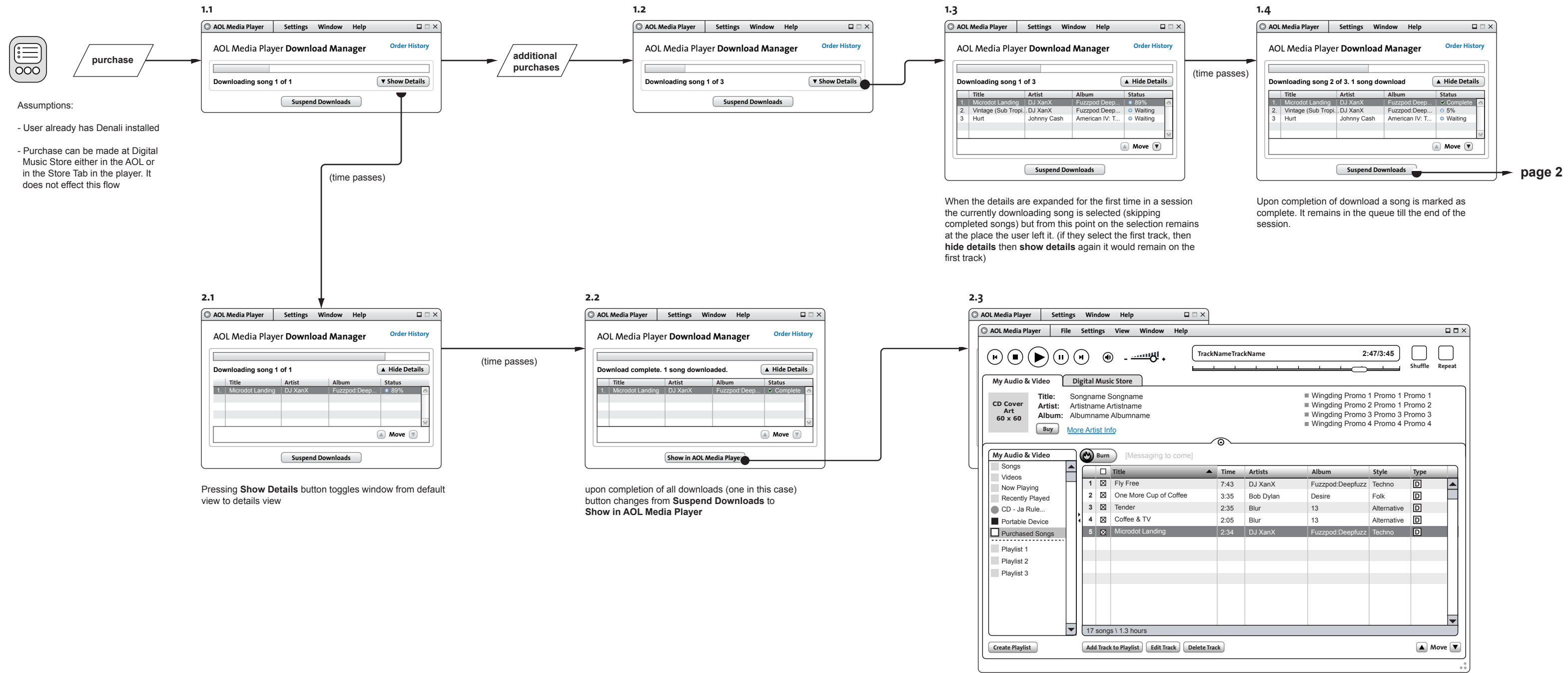
Move Down

Show in AOL Media Player

This menu is accessed by right+clicking a song in the details view screen 1.2

Use Case 2: download manager initiated by purchase

Page 1 of 2



Notes/issues

1. 09-15-2003 Is it possible to animate the trasnition from default view to details view?

Meeting Details:

Date: Time:
Location:
Attendees: