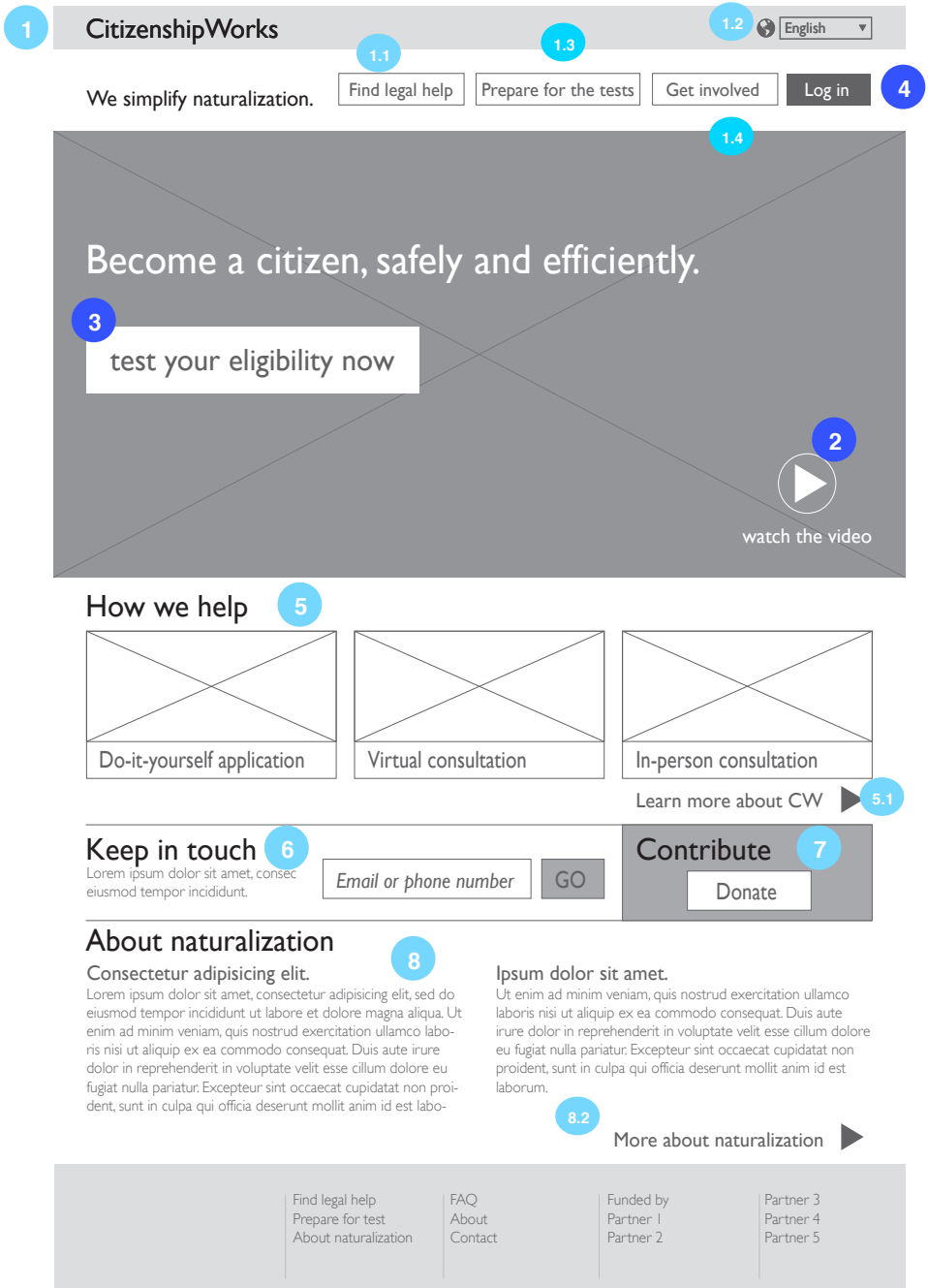


Key screen 1 - Home page

- 1 Header bar
- 1.1 Access to find legal help page
- 1.2 Access to language option to switch language at any time
- 1.3 Access to test preparation content page
- 1.4 Access to the "Get involved" page
- 2 Action button plays introduction video
- 3 Action button takes to eligibility test screen
- 4 Action button takes to log in page
- 5 Content section on CitizenshipWorks' legal assistance options. Text and image/graph lead to 'About CitizenshipWorks page '
- 5.1 Link to content page 'About CitizenshipWorks'
- 6 Subscription: email or phone number is saved into database.
- 7 Link to a donation page with online payment system.
- 8 Content section on Naturalization information.
- 8.2 Link to content page 'About Naturalization'



Key Screen 2 - Applicant Dashboard, Signed in

- 1 Header bar
 - 1.0 Clickable zone leads back to homepage
 - 1.1 Access to language option to switch language at any time
 - 1.2 Access to find legal help screen
 - 1.3 Sign out button
 - 2 Applicant Dashboard Overview
 - 2.0 Link to account page. Personal information, pre-populated with eligibility answers
 - 2.1 N-400 Application Progress Bar: shows number of questions skipped and number of questions answered
 - 2.2 Documents overview: shows number of documents required depending on application and number of uploaded document.
 - 2.3 Inbox: shows inbox status
 - 3 Application Navigation bar, tabs to content section 'About naturalization', 'after you apply'
 - 3.1 Action button, starts the request for legal assistance. leads to finalizing N-400, for previewing application before confirming legal assistance request.
 - 4 N-400 Interview, prepopulated with eligibility test answers
 - 4.0 N-400 Interview chapters, links to related question flow
 - 4.1 Chapter question flow. Clickable tabs link to questions. Shows question state, depending on color: answered, skipped, unanswered.
 - 4.2 Question. Pre-populated answer if question answered in eligibility interview.
 - 4.3 Explanation button, drop down to content
 - 4.4 Action button, allows to skip answer and changes the state of application progress bar
 - 4.5 Action button confirms then leads to next question and changes the state of application progress bar.
 - 5 Tab section, goes to support documents section
 - 6 Content section
 - 6.1 Picture of Attorney
 - 6.2 Content: tip to answer the question

CitizenshipWorks

English Find legal help Sign out

Mauricio Gomez Account ▼ Application Progress Documents 2 of 5 uploaded Messages 0 unread

Apply About naturalization After you apply Get help

Form N-400 Family History

- Employment & Residence
- Trip History
- Allegiance
- Good Moral Character
- Tax History
- English Test
- Civics Test
- Additional Information

Fee waiver Support documents Finalize N-400

Intro 1 2 3 4 5 Done

Spouse Information

Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

5. Excepteur sint occaecat cupidatat non proident?

☐ Dolor in reprehenderit
☐ Sunt in culpa
☐ Officia deserunt
☒ Other sample text here

Explanation Skip Confirm

Tips from attorneys

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.

Next

Key Screen 3 - Organization dashboard

- 1 See header bar
- 2 Organization navigation bar
- 2.0 Link to Edit Account Page, enables to edit Organization profile information.
- 2.1 Link to Event Management screen
- 2.2 Access to Inbox, that enables emails between organizations, attorneys and applicants.
- 2.3 Links to Calendar screen, that allows to edit upcoming events.
- 2.4 Links to report page, that recaps all of the organization's data and stats on CitizenshipWorks and allows to export to Case Management system.
- 3 Organization Dashboard Overview.
- 3.0 By default, Organization dashboard always shows information of upcoming event: date, location, number of registered applicants and attorneys
- 3.1 Links to Event management screen, that allows to add participating attorneys, register applicants or edit event information
- 3.2 Action button to start event, enables 'workshop mode': applicants are able to see only participating attorney when asking for legal assistance.
- 3.3 Upcoming events tab, showing Organizations' registered events in Calendar
- 3.4 Completed Events tab is an archive to past events.
- 4 Organization's CitizenshipWorks Statistics overview. All information is clickable and links to report page.
- 4.0 Clickable link to report page
- 5 Organization Network overview, showing number of affiliated attorneys, volunteers and partner organizations. Profiles in the network section are able to see the Organization's calendar. All information is clickable and links to network page
- 5.0 Clickable link to Network page, allows to manage affiliated accounts: add,edit or remove attorney for e.g.
- 5.1 Invite an attorney action button, allows to affiliate an attorney to organization or invite already affiliated attorney to an event
- 6 Resources section, links to forum, tutorials screens and support contact information.

CitizenshipWorks English Find legal help Sign out

Dashboard Event Management Inbox Calendar Report

Next Event

Next naturalization workshop at 7/23/13

At Dekalb Library

34 registered applicants

8 attorneys

Organization X Account

Your stats Report

137 naturalizations

225 cases completed

12 events organized

Your network Accounts

8 attorneys

12 volunteers

3 partners

Invite an attorney

Resources

Forum

Tutorials

Support

Upcoming Events

Name	Date	Location	Registration
Naturalization Workshop 7	7/23/13 6:00 - 8:30pm	Dekalb Library 790 Bushwick Avenue Brooklyn, NY 11221	34 registered 5 days remaining
Naturalization Meetup 5	7/30/13 5:00 - 7:30pm	Bedford Library 496 Franklin Avenue Brooklyn, NY 11238	23 registered 12 days remaining
Naturalization Workshop 8	8/6/13 6:00 - 8:30pm	Dekalb Library 790 Bushwick Avenue Brooklyn, NY 11221	12 registered 19 days remaining
Naturalization Meetup 6	8/13/13 5:00 - 7:30pm	Bedford Library 496 Franklin Avenue Brooklyn, NY 11238	4 registered 26 days remaining
Naturalization Workshop 9	8/20/13 6:00 - 8:30pm	Dekalb Library 790 Bushwick Avenue Brooklyn, NY 11221	7 registered 33 days remaining
Naturalization Meetup 7	8/27/13 5:00 - 7:30pm	Bedford Library 496 Franklin Avenue Brooklyn, NY 11238	3 registered 40 days remaining
Naturalization Workshop 10	9/3/13 6:00 - 8:30pm	Dekalb Library 790 Bushwick Avenue Brooklyn, NY 11221	2 registered 47 days remaining
Naturalization Workshop 10	9/3/13 6:00 - 8:30pm	Dekalb Library 790 Bushwick Avenue Brooklyn, NY 11221	2 registered 47 days remaining
Naturalization Workshop 10	9/3/13 6:00 - 8:30pm	Dekalb Library 790 Bushwick Avenue Brooklyn, NY 11221	2 registered 47 days remaining

Completed Events

Key Screen 4 - Organization Event Management

- 1

See header bar

2

See Organization navigation bar

3

Ongoing event page

3.1

Overview shows information about event in progress: date, location.

3.2

Capacity bar, shows number of registered applicants.

3.3

Applicants Search bar allows to search in registered applicants' list

3.4

Add button, allows to register additional applicant

3.5

N-400 application progress bar, shows applicants' application status, if he started the process by himself on CitizenshipWorks. Links to N-400 preview.

3.6

Applicant's Red flag overview.

3.7

Applicant status link. Enables to check-in applicants at workshops

3.8

Attorney Search bar allows to search in registered affiliated attorney's list

3.9

Add button, allows to add affiliated attorney to workshop

3.10

On site/Online icon, allows to see whether attorney will assist physically or through virtual assistance facility

4

See Organization's CitizenshipWorks Statistic overview

5

See Organization's Network Overview

6

See Resources section

CitizenshipWorks

English

Find legal help

Sign out

Dashboard

Event Management

Inbox

Calendar

Report

Citizenshipworks

★ ★ ★

Organization X

Account

Your stats

Report

137 naturalizations

225 cases completed

12 events organized

Your network

Accounts

8 attorneys

12 volunteers

3 partners

Invite an attorney

Resources

Forum

Tutorials

Support

Naturalization Workshop

7/16/13

6:00 - 8:30pm

IN PROGRESS

Dekalb Library

790 Bushwick Avenue

Brooklyn, New York 11221

77%

34 of 42

Applicants

Add

Name	Progress	Status	Comments
Karla Macedo		Check In	
Barrington Cole		Present	
Abigail Turino		Present	
Paul Schwarz		Check In	
Louis Armstrong		Present	Can't start online by himself, called twice.
Samuel Adams		Present	
Tito Puente		Check In	

Key Screen 5 - Attorney dashboard

- 1 See header bar
- 2 Attorneys navigation bar
- 2.0 Links to account settings
- 2.1 Links to Case screen
- 2.2 Access to Inbox page
- 2.3 Access to Calendar page
- 2.4 Access to Forum
- 3 Attorney's dashboard overview
 - 3.1 Attorney's general dashboard overview shows upcoming workshop, upcoming virtual assistance 'meeting', number of cases in progress, inbox status
 - 3.2 Cases overview, shows current and last completed cases.
 - 3.3 Profile Picture of applicant and name, clickable zone, links to application overview. (N-400 review)
 - 3.4 Application progress bar
 - 3.5 Attorney Calendar overview, shows upcoming workshop, or virtual assistance meetings.
 - 3.6 Clickable zone leads to application overview.
- 4 Attorney statistics overview
 - 4.0 Clickable link, leads to report page
- 5 Access to affiliated organization profile
 - 5.0 All information is clickable: events, calendar, network leads to affiliated organization pages.
- 6 See resources section

The screenshot displays the CitizenshipWorks Attorney dashboard. The header bar (1) includes the CitizenshipWorks logo, a language dropdown (English), a search bar for legal help, and a sign out button. The navigation bar (2) features links to Dashboard, Cases, Inbox, Calendar, and Forum. The main content area is divided into several sections:

- At a glance (3.1):** A summary section showing the next naturalization workshop at 7/23/13, the next meeting at 2pm with Mauricio Gomez, 3 cases in progress, and 3 unread messages.
- Your stats (4):** A section showing 22 workshops and 35 meetings, with a clickable link (4.0) to view a report.
- Organization X (5):** A section for the affiliated organization profile, including links to Events, Calendar, and Network (5.0).
- Cases (3.2):** A list of cases with progress bars and dates. Cases include Mauricio Gomez (Meeting, 7/19), Karla Macedo (Workshop, 8/3), Barrington Cole (Workshop, 8/13), Mawuena Tendar (Workshop, 6/30), and Baptiste Jacquemet (Workshop, 6/12).
- Calendar (3.5):** A calendar view showing upcoming workshops and meetings. A specific date (3.6) is highlighted.
- Resources (6):** A section with links to Forum, Tutorials, and Support.

Key Screen 6 - Available assistance

1

See header bar

2

Applicant Dashboard Overview

2.0

Link to account page. Personal information, pre-populated with eligibility answers

2.1

N-400 Application Progress Bar: shows number of questions skipped and number of questions answered

2.2

Document overview: shows number of document required depending on application and number of uploaded document.

2.3

Inbox: shows inbox status

3

Application Navigation bar

3.1

Finalize N-400 tab menu, drop down leads to N-400 review page, legal assistance and print & send flow.

3.2

Available legal assistance search results: each tab separately shows upcoming organizations events (workshop, clinic) and available attorneys for upcoming virtual assistance.

3.3

Search for a different location functionality

1

CitizenshipWorks

English

Find legal help

Sign out

2

2.0

Mauricio Gomez

Account

2.1

Application Progress

2.2

Documents 2 of 5 uploaded

2.3

Messages 0 unread

3

Apply

About naturalization

After you apply

Get help

3.1

Form N-400

Fee waiver

Support documents

Finalize N-400

N-400 Review

Legal assistance

Print & Send

Available legal assistance

You searched for legal assistance in San Francisco, CA

3.2

Workshops

Virtual Assistance

Upcoming events

	Workshop at Organization X	7/23/13 6:00 - 8:30pm	Dekalb Library 790 Bushwick Avenue Brooklyn, NY 11221	Register
	Clinic at Organization X	8/6/13 6:00 - 8:30pm	Dekalb Library 790 Bushwick Avenue Brooklyn, NY 11221	Register
	Clinic at Organization X	8/27/13 5:00 - 7:30pm	Bedford Library 496 Franklin Avenue Brooklyn, NY 11238	Register
	Clinic at Organization X	9/3/13 6:00 - 8:30pm	Dekalb Library 790 Bushwick Avenue Brooklyn, NY 11221	Register
	Workshop at Organization X	9/23/13 6:00 - 8:30pm	Dekalb Library 790 Bushwick Avenue Brooklyn, NY 11221	Register
	Clinic at Organization X	10/6/13 6:00 - 8:30pm	Dekalb Library 790 Bushwick Avenue Brooklyn, NY 11221	Register
	Clinic at Organization X	10/27/13 5:00 - 7:30pm	Bedford Library 496 Franklin Avenue Brooklyn, NY 11238	Register
	Clinic at Organization X	11/3/13 6:00 - 8:30pm	Dekalb Library 790 Bushwick Avenue Brooklyn, NY 11221	Register

Search for a different location

San Francisco

CA

94544

3.3

Search

Functional Specifications - CitizenshipWorks - Sept. 2013

faberNovel

Key Screen 7 - Virtual assistance, live chat

- 1 See header bar
- 2 See Applicant Dashboard Overview
- 3 Legal Assistance Recap
- 3.1 Legal assistance registration confirmation. Displays type of assistance (Virtual review, or workshop at organization), date, location or attorney
- 3.2 Content section of customized list of documents required for application
- 3.3 Uploaded documents, shows already uploaded documents by applicant
- 3.4 Upload button, allows to upload documents in applicant's profile.
- 3.5 Start a chat functionality. Appears on the day of scheduled virtual review.

CitizenshipWorks English Find legal help Sign out

Mauricio Gomez Account

Application Progress: [Progress bar]

Documents: 2 of 5 uploaded [Progress bar]

Messages: 0 unread [Progress bar]

Apply About naturalization After you apply Get help

Form N-400 3

Fee waiver

Support documents

Finalize N-400

- N-400 Review
- Legal assistance**
- Print & Send

You've registered for 3.1

- Virtual Review**
- On 7/23/13 at 2 p.m.
- With **Amy Attorney**

List of documents to bring 3.2

- Document A
- Document B
- Document C

Uploaded documents

- Document One 4.0 MB 3.3
- Document Two 6.4 MB

Upload 3.4

Begin review with **Amy Attorney** 3.5 **Live Chat**

Key Screen 9 - Virtual assistance chat mode

- 1 See header bar
- 2 See applicant Dashboard Overview
- 3 N-400 review: recaps skipped questions and red flags. Allows applicant to have an overview of his application and go back to it for completing it.
- 3.1 Clickable link to skipped questions in N-400 application.
- 3.2 Chat window with attorney, allows to navigate through the application while chatting.

The screenshot displays the CitizenshipWorks application interface. At the top, the header bar includes the CitizenshipWorks logo, a language dropdown set to English, a search bar for legal help, and a sign out button. Below the header, the user profile for Mauricio Gomez is shown, along with progress bars for the Application (2 of 5 uploaded) and Documents (0 unread). The main navigation bar includes links for Apply, About naturalization, After you apply, and Get help. The left sidebar lists application steps: Form N-400, Fee waiver, Support documents, Finalize N-400, N-400 Review (selected), Legal assistance, and Print & Send. The main content area is titled 'N-400 Review' and 'Skipped questions', displaying two questions with placeholder text and a link to 'answer this question'. A 'Red Flags' section is also visible. A 'Live chat' window is open, showing a conversation with Amy Attorney, with a list of previous messages and a text input field.