



## Data Sheet

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### What's it all about?

Currently, when registering a new account the application sends a verification email to the registered email address as part of the sign up. Users are then expected to follow a link within the email content that launches a validation process within the web application. However because this validation process can occur in a different browser window (or a different device altogether), it can result in the user losing their basket, or landing up on the bookings website directly without the desired iframe wrappers. It is also felt that this “out of band” verification dissuades some new customers from completing their purchase.

This change to the online Theatre registration process that will enable an alternative “in process” verification. This new verification mechanism will still require the user to check their email, but rather than require the user to follow a link it will require that the user enters a unique random value from the email back into the website as part of the registration process, after which the user will be logged into the application and can proceed to complete their purchase.

Additionally as part of these updates, the “Add to Basket” completion, and the login completion processes have configurable destinations for their redirect actions. This will allow the ecommerce website to be better integrated into a split CMS/Booking environment.

### Functionality

When the theatres ecommerce application is configured to use inline verification, the initial verification email sent to users will be derived from a different template and will appear similar to the email below:

A request has been made to register an account for access to our online services.

Your unique verification code is: 123456

Please use this verification code in order to complete your registration.

If you did not initiate this request, there is no need for you to do anything at this time.

Kind Regards

Support



Additionally, at the point of sending the verification email to the user, instead of displaying the current message indicating an activation email has been sent, the user will be presented with a final data capture form prompting them to provide the verification code from the email that has been sent to their registered email address.

The screenshot shows a web form titled "Enter Verification Code" with a purple header and footer. The header contains navigation links: Home, Diary, Log On, and About. The main content area has a red heading "Enter Verification Code" and the text "You're Almost there!". Below this, it states "A unique verification code has been sent to your registered email address. Please check your email and enter the code below." There is a link "Click here to resend a new code" for users who haven't received the email. A text input field is labeled "Verification Code". Below the field, a red error message reads "Invalid code entered 3 times! A new code has been automatically generated and emailed to you. Please check your email for the new code." A "Verify" button is at the bottom of the form. The footer contains links for "Terms and Conditions" and "Privacy Policy".

Once the user has received the email, and has successfully entered the correct code, their account will be verified, the user login will be completed and any pending add to basket operation will be performed.

In the case that the user fails to complete the verification process before their session expires, the application will automatically send the current "out of band" verification email so that the user is still able to verify their account successfully.