

Transcript

Add security to your Shell app - 42 seconds

[Music plays throughout]

00:00:00:00 - 00:00:02:20

[Text on screen: Add Security to the Shell app]

[Described video: A CAA logo appears underneath the text. A mobile phone slides in from the left side and stops on the right. There is a Shell logo in the centre of the screen.]

00:00:03:02 - 00:00:05:20

[Text on screen: Tap on More at the bottom of the home screen]

[Described video: The mobile phone slides to the left to reveal our text. On the phone screen, we are looking at the Shell mobile app. At the top, we see the name and a greeting, followed by a Shell Go+ clickable section and a Sign In button. Underneath that we see Personal Offers, indicating there is a discount on Car Washes. The bottom menu on the app has five sections from left to right, Home, Stations, Pay, Car Wash and More. A black burst appears around More.]

00:00:05:29 - 00:00:08:29

[Text on screen: Tap on My Account]

[Described video: Our text from the previous screen slides to the left under our phone and we zoom into the phone screen. On the mobile app screen, we can see seven menu items and a Legal callout at the bottom. Menu items from top to bottom are My Account, Payment Methods, Programs & Memberships, Transactions & Receipts, Settings, Tutorials, Help. A red burst pulses around My Account menu. My Account is selected in grey and the screen changes to the View and edit profile menu. Within this menu screen we can see four menu items: Edit profile, Security, Delete Account, Sign out.]

00:00:09:07 - 00:00:12:04

[Text on screen: Tap on Security] [Described video: The text transitions and the words My Account changes to Security. The Security menu is selected in grey and a red burst pulses around it. The screen changes to the Security settings. There are three menu items from top to bottom: Two-factor authentication via SMS, Change password, Create security PIN. We see Two-factor authentication is turned off.]

00:00:12:16 - 00:00:14:21

[Text on screen: Tap on Two-factor authentication via SMS]

[Described video: The text transitions and the word Security changes to Two-factor authentication via SMS. On the mobile app, the menu item Two-factor authentication via SMS is selected in grey and a red burst appears around it.]

00:00:14:28 - 00:00:17:06

[Text on screen: Tap on Continue]

[Described video: The text transitions and the words Two-factor authentication via SMS changes to Continue. On the app, we are in the menu section titled Turn on Two-Factor Authentication via SMS. There are instructions on screen about what will happen when this feature turns on and why it's important. There is a yellow button on the bottom of the screen that says Continue. A red burst appears around it and pulses.]

00:00:17:19 - 00:00:21:05

[Text on screen: Add your phone number and tap Next]

[Described video: The mobile phone moves to the right of the screen to reveal our text. The mobile app screen changes to What's your phone number? There are also instructions on how to enter your phone number and a blank field. A yellow button that reads Next is at the bottom of the app screen. A red burst appears around the button and pulses.]

00:00:21:17 - 00:00:23:00

[Text on screen: Enter your 6-digit code and tap Next]

[Described video: Our text slides in from the top. The mobile app screen indicates that a 6-digit code was sent to the phone number provided. There is a blank field with six zeros greyed out for someone to input their code. A white button with the word Next is on the bottom of the screen.]

00:00:23:00 - 00:00:27:21

[Described video: A notification appears on our mobile phone with the verification code 408964. This number is then typed into the blank field and the button with the word Next turns to yellow. A red burst appears around the button. The button is pressed and the screen changes to display a large green checkmark and the words Security updated. This indicates that two-factor authentication has been enabled.]

00:00:28:07 - 00:00:31:07

[Text on screen: Tap on Create Security PIN ...]

[Described video: The mobile phone moves to the left of the screen to reveal our text. We see the Security menu again with four menu items from top to bottom: Two-factor authentication via SMS, a phone number, Change password, Create security PIN. A red burst appears around Create security PIN and it is selected in grey.]

00:00:31:19 - 00:00:35:09

[Text on screen: ... and enter your preferred 4-digit number.]

[Described video: Our text transitions up from the bottom. The mobile app screen changes to say Create Security PIN and four blank grey circles appear. These circles go from grey to black in sequence, left to right.]

00:00:36:00 - 00:00:39:14

[Text on screen: "Your security PIN has been created successfully."]

[Described video: Our mobile phone slides up and moves to the centre of the screen. The text on screen appears in a notification on the phone. A red burst appears around the notification and pulses. The phone slides off screen to the right.]

00:00:39:20 - 00:00:42:01

[Text on screen: The Shell logo is a trademark of Shell Brands International AG. Used under license.]

[Described video: The Shell logo and CAA logo are at the centre of the screen, side-by-side.]

END OF TRANSCRIPT