

Language ▾ Launch Second Life >>
Welcome, **Newell** Friends Online (5) Log Out Search ▾

[logo]

WHAT NEXT? ▾
WORLD MAP
SHOPPING ▾
BUY LAND ▾
COMMUNITY ▾
HELP ▾

Real Estate: Shopping Cart

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse ut purus. Suspendisse tristique. Cras et sem at odio porttitor mattis. Donec dignissim ornare tortor. Donec lectus turpis, tempor id, cursus vitae, eleifend in, risus. Aenean turpis. Mauris ultricies quam malesuada ligula. Vivamus neque.

[Chat Call Out]

Photo	Name	Coordinates	Type	Monthly Charge	Price
	Pickle Town	504, 1386	Homestead	1.0	
	Pickle Jar			2.0	\$xx
	Delete				

For help or questions about the Land Store, please [visit our FAQ](#)

Continue Shopping >

4.0
Continue

FOOTER (SEE FOOTER WIRE)

Copydeck Notes

1. Monthly Charge Text
2. Monthly Charge Detail
3. Terms Agreement
4. Action Button

Situation:

User has added a private island to their shopping cart and needs to choose a payment method.

User has no payment method on file in the system at all.

Questions:

When I last looked at this page there was no text letting the user know that this is not just a one-time payment - that there are monthly charges involved. Was this changed?

Do we display the purchase in USD if we do not know the final preferred currency?

Language ▾ Launch Second Life >>
Welcome, **Newell** Friends Online (5) Log Out
Search ▾

[logo]
WHAT NEXT? ▾
WORLD MAP
SHOPPING ▾
BUY LAND ▾
COMMUNITY ▾
HELP ▾

Real Estate: Shopping Cart

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse ut purus. Suspendisse tristique. Cras et sem at odio porttitor mattis. Donec dignissim ornare tortor. Donec lectus turpis, tempor id, cursus vitae, eleifend in, risus. Aenean turpis. Mauris ultricies quam malesuada ligula. Vivamus neque.

[Chat Call Out]

Photo	Name	Coordinates	Type	Monthly Charge	Price
	Pickle Town	504, 1386	Homestead	\$xx	\$xx
	Pickle Jar Delete				

For help or questions about the Land Store, please [visit our FAQ](#)

5.0 **We Have Found a Payment Method On File**
Payment method in use: Master Card **** * 5543 [Change](#)

6.0 Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse ut purus. Suspendisse tristique. Cras et sem at odio porttitor mattis. Donec dignissim ornare tortor. Donec lectus turpis, tempor id, cursus vitae, eleifend in, risus. Aenean turpis. Mauris ultricies quam malesuada ligula. Vivamus neque.

4.0
Continue

Continue Shopping >

FOOTER (SEE FOOTER WIRE)

Copydeck Notes

1. Monthly Charge Text
2. Monthly Charge Detail
3. Action Button
4. Payment Method Found
5. Text explaining text will be used for monthly payments and future purchases

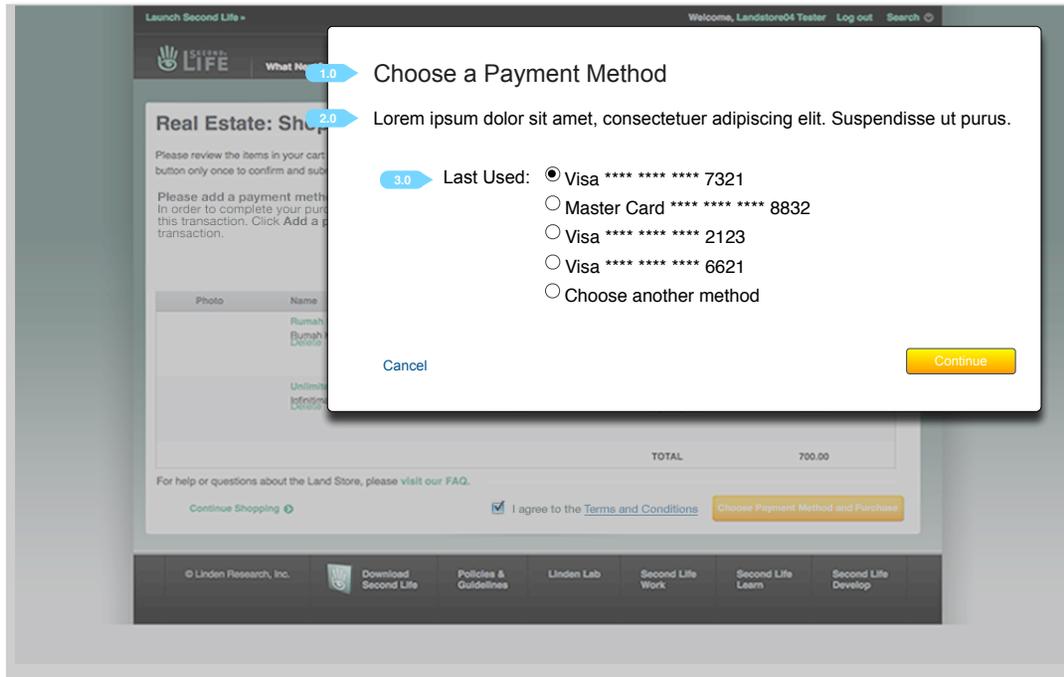
Situation:

User has added a private island to their shopping cart and the system has presented a payment method used elsewhere in the system.

Questions:

When I last looked at this page there was no text letting the user know that this is not just a one-time payment - that there are monthly charges involved. Was this changed?

Do we display the purchase in USD if we do not know the final preferred currency?



Copydeck Notes

- 1. **Headline**
- 2. **Payment Method Text**
- 3. **Last Used**

Situation:
User has added a private island to their shopping cart.

This light box window comes up if the user has clicked on the "change" link beside the payment system on the land shopping cart page.

Questions:
None

Newell Linden

- DASHBOARD HOME
- ACCOUNT SETTINGS
- ACCOUNT SUMMARY
- ACCOUNT HISTORY
- ACCOUNT STATEMENTS
- AGE VERIFICATION
- TRANSACTIONS HISTORY
- UPDATE CONTACT INFO
- CHANGE PASSWORD
- PARTNERS
- REFER A FRIEND
- UPDATE BILLING INFO
- CHANGE MEMBERSHIP LEVEL
- CANCEL ACCOUNT

LAND MANAGER | MANAGE SHOP

Linden Dollars

You currently have: L\$ 11485
Buy L\$ | Manage

Friends (18)

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

Manage List Page 1 of 3

[Call Out]

Your Account

1.0 Choose a Payment Method and Complete

2.0 Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse ut purus.

3.0 Last Used: Visa **** * 7321
 Master Card **** * 8832
 Visa **** * 2123
 Visa **** * 6621
 Choose another method

4.0 Purchase: (Product Description) for (amount) ?

4.1 Cancel

4.2 Continue

New Extended Support for Premium Memberships

Premium residents can now submit a support ticket or have live chat with our support teams from 9am to 6pm PST. Get help, assistance and advice by upgrading to Premium today.

Land Use Fees

To adjust the amount of land you are capable of owning change your ownership tier on the Land Use Fees page

Copydeck Notes

- 1. **Headline**
- 2. **Payment Method Text**
- 3. **Last Used**
- 4. **Purchase Headline**
- 4.1. **Product Description**
- 4.2. **Amount**

Situation:

User has decide to upgrade to a Premium account.

This light box window comes up when the user clicks "Save Changes" - this page confirms the payment method and the purchase.

The system defaults to the default payment method for accounts, and if there is none it defaults to the ongoing payment method that is currently in use for buying Lindens in the viewer.

Questions:

Do we display the purchase in USD if we do not know the final preferred currency?

Language [v] Launch Second Life >> Welcome, **Newell** Friends Online (5) Log Out Search [v]

[logo] WHAT NEXT? [v] WORLD MAP SHOPPING [v] BUY LAND [v] COMMUNITY [v] HELP [v]

Newell Linden

DASHBOARD HOME

ACCOUNT SETTINGS [v]

ACCOUNT SUMMARY

ACCOUNT HISTORY

ACCOUNT STATEMENTS

AGE VERIFICATION

TRANSACTIONS HISTORY

UPDATE CONTACT INFO

CHANGE PASSWORD

PARTNERS

REFER A FRIEND

UPDATE BILLING INFO

CHANGE MEMBERSHIP LEVEL

CANCEL ACCOUNT

LAND MANAGER [v]

MANAGE SHOP [v]

Linden Dollars

You currently have: **L\$ 11485**

Buy L\$ | Manage

Friends (18) [v] [View All](#) [v]

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3 [v] [v] [v]

[Call Out]

Lindex™ Exchange: Buy Account Credit

You can add money to your balance here.

Currently, you must add at least USD 25.00 at a time.

If you have a **negative balance**, you currently owe money and can pay it off here.

If you currently have a **positive balance** due, you already have funds available for Linden Dollar purchases or other transactions.

You will be billed immediately, using your current payment method.

Some features require you to have a positive balance, so if you plan on using these features, please add money to your account here.

Current Balance	USD -199.00
Money to Add (min. USD 25.00)	<input type="text"/>

The account credit added here is an advance purchase of licensed use of Second Life features, and must be applied towards payment of services to Linden Lab, or L\$ purchases on LindeX. You may not add credit to your account and request a payment of that credit. (Credit balance due to sales of L\$ on LindeX is treated separately, and will be paid upon request as described in the [Process Credit](#) section of your account page.)

[Next](#)

Please note: All credit card fraud is promptly reported to the Internet Fraud Complaint Center (IFCC) and the Federal Bureau of Investigation (FBI), then vigorously prosecuted.

Situation:

User is logged in and is viewing the "Buy Account Credit Page". In this example there is a balance due.

For international users there is no longer a payment method associated with increasing credit - and therefore there can be no payment method that can fail and show an error message on this page as an ongoing system message.

Questions:

No copy changes on this page

Language [v] Launch Second Life >>> [logo] WHAT NEXT? > WO

Newell Linden

DASHBOARD HOME
ACCOUNT SETTINGS [v]
ACCOUNT SUMMARY
ACCOUNT HISTORY
ACCOUNT STATEMENTS
AGE VERIFICATION
TRANSACTIONS HISTORY
UPDATE CONTACT INFO
CHANGE PASSWORD
PARTNERS
REFER A FRIEND
UPDATE BILLING INFO
CHANGE MEMBERSHIP LEVEL
CANCEL ACCOUNT

LAND MANAGER [B]
MANAGE SHOP [B]

Linden Dollars
You currently have: L\$ 11485
Buy L\$ | Manage

Friends (18) [v] View All [v]

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

Manage List Page 1 of 3 [v] [v] [v] [v]

[Call Out]

1.0 Choose a Payment Method and Complete

2.0 Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse ut purus.

3.0 Last Used: Visa **** * 7321
 Master Card **** * 8832
 Visa **** * 2123
 PayPal
 Visa **** * 6621
 Choose another method

4.1 **4.0** Increase Credit: Increase your Credit **. ** USD ?

Cancel Continue

The account credit added here is an advance purchase of licensed use of Second Life features, and must be applied towards payment of services to Linden Lab, or L\$ purchases on LindeX. You may not add credit to your account and request a payment of that credit. (Credit balance due to sales of L\$ on LindeX is treated separately, and will be paid upon request as described in the Process Credit section of your account page.)

Next

Please note: All credit card fraud is promptly reported to the Internet Fraud Complaint Center (IFCC) and the Federal Bureau of Investigation (FBI), then vigorously prosecuted.

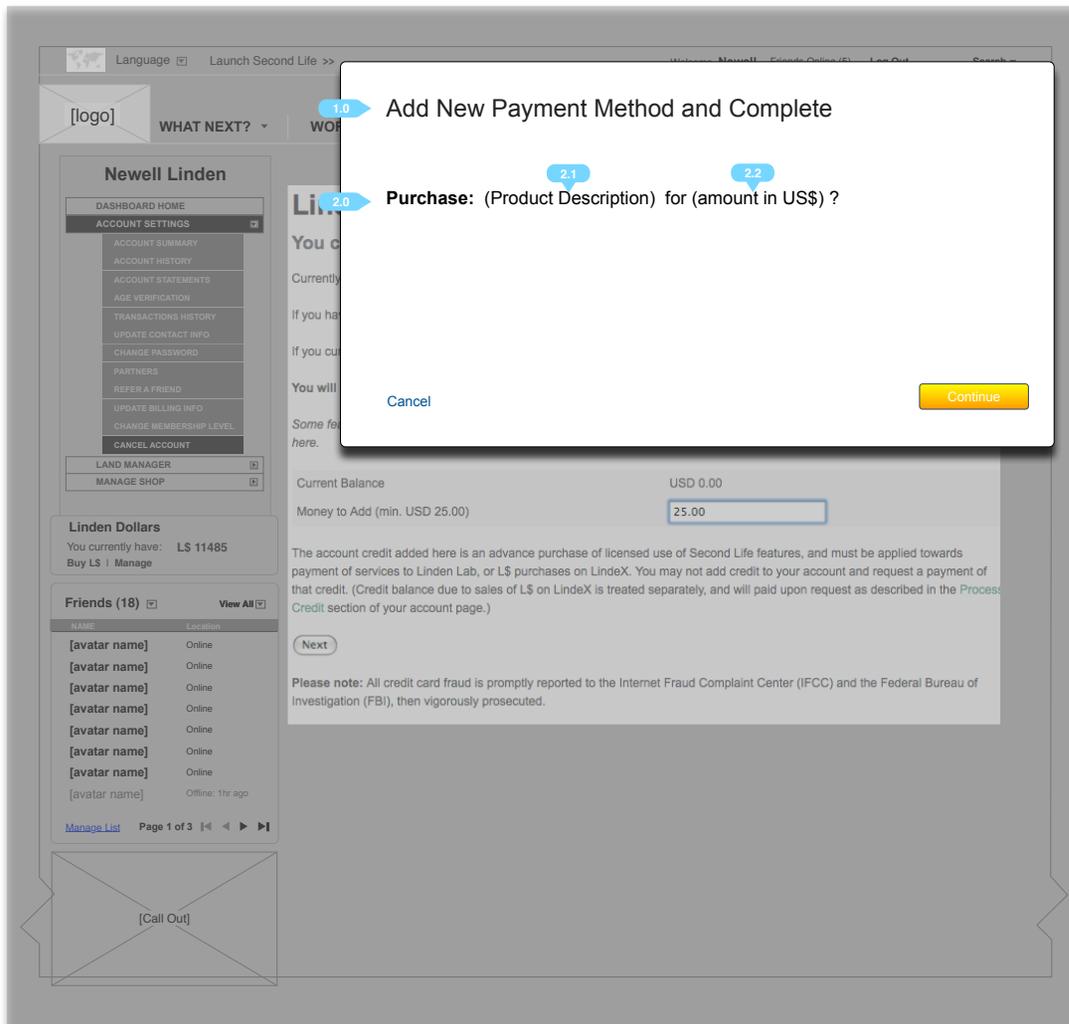
Copydeck Notes

- 1. Headline
- 2. Payment Method Text
- 3. Last Used
- 4. Purchase Headline
- 4.1. Product Description
- 4.2. Amount in USD

Situation:
User is logged in and has input an amount into the "Buy Account Credit Page" and has clicked the "Next" button. This page presents the user with all payment methods on file and confirms transaction amounts.

For international users there is no longer a payment method associated with increasing credit - and therefore there can be no payment method that can fail and show an error message on this page as an ongoing system message.

Questions:
None



1.0 Add New Payment Method and Complete

2.0 Purchase: (Product Description) for (amount in US\$) ?

2.1

2.2

Cancel Continue

Current Balance USD 0.00
Money to Add (min. USD 25.00) 25.00

The account credit added here is an advance purchase of licensed use of Second Life features, and must be applied towards payment of services to Linden Lab, or L\$ purchases on LindeX. You may not add credit to your account and request a payment of that credit. (Credit balance due to sales of L\$ on LindeX is treated separately, and will be paid upon request as described in the Process Credit section of your account page.)

Next

Please note: All credit card fraud is promptly reported to the Internet Fraud Complaint Center (IFCC) and the Federal Bureau of Investigation (FBI), then vigorously prosecuted.

Linden Dollars
You currently have: L\$ 11485
Buy L\$ | Manage

Friends (18) View All

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

Page 1 of 3 | Manage List

[Call Out]

Copydeck Notes

1. Headline

2. Purchase Subhead

2.1. Product Description

2.2. Amount

Situation:

User is logged in and has input an amount into the "Buy Account Credit Page" and has clicked the "Next" button. The user has no payment method on file anywhere in the system. This page confirms transaction amounts and lets the user know that they will continue to the cashier to choose a payment method and complete the transaction.

Questions:

None

Language [v] Launch Second Life >> Welcome, **Newell** Friends Online (5) Log Out Search [v]

[logo] WHAT NEXT? [v] WORLD MAP SHOPPING [v] BUY LAND [v] COMMUNITY [v] HELP [v]

Newell Linden

- DASHBOARD HOME
- ACCOUNT SETTINGS [v]
- ACCOUNT SUMMARY
- ACCOUNT HISTORY
- ACCOUNT STATEMENTS
- AGE VERIFICATION
- TRANSACTIONS HISTORY
- UPDATE CONTACT INFO
- CHANGE PASSWORD
- PARTNERS
- REFER A FRIEND
- UPDATE BILLING INFO
- CHANGE MEMBERSHIP LEVEL
- CANCEL ACCOUNT
- LAND MANAGER [v]
- MANAGE SHOP [v]

Linden Dollars

You currently have: **LS 11485**

[Buy LS](#) | [Manage](#)

Friends (18) [v] [View All](#) [v]

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3 [v] [v] [v] [v]

1.0 **Your Balance has been increased**

1.0 We have sent an email confirming this change.

Lindex™ Exchange: Buy Account Credit

You can add money to your balance here.

Currently, you must add at least USD 25.00 at a time.

If you have a **negative balance**, you currently owe money and can pay it off [here](#).

If you currently have a **positive balance** due, you already have funds available for Linden Dollar purchases or other transactions.

You will be billed immediately, using your current payment method.

Some features require you to have a positive balance, so if you plan on using these features, please add money to your account [here](#).

Current Balance	USD 0.00
Credit to Add	USD 25.00
Cost to you	USD 0.00
New Balance	USD 25.00

[Call Out]

Copydeck Notes

1. Alert Headline
2. Success Text

Situation:

User has completed increasing their credit using the "Buy Account Credit Page".

Questions:

None

Language [v] Launch Second Life >> Welcome, **Newell** Friends Online (5) Log Out Search [v]

[logo] WHAT NEXT? [v] WORLD MAP SHOPPING [v] BUY LAND [v] COMMUNITY [v] HELP [v]

Newell Linden

DASHBOARD HOME

ACCOUNT SETTINGS [v]

ACCOUNT SUMMARY

ACCOUNT HISTORY

ACCOUNT STATEMENTS

AGE VERIFICATION

TRANSACTIONS HISTORY

UPDATE CONTACT INFO

CHANGE PASSWORD

PARTNERS

REFER A FRIEND

UPDATE BILLING INFO

CHANGE MEMBERSHIP LEVEL

CANCEL ACCOUNT

LAND MANAGER [v]

MANAGE SHOP [v]

Linden Dollars

You currently have: **LS 11485**

Buy LS | Manage

Friends (18) [v] View All [v]

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3 [v] [v] [v] [v]

Manage Billing Info

Products [v] Payment Methods [v]

VAT ID [v]

We are required to collect Value Added Tax (VAT) for consumers of Second Life digital goods and services who reside in the European Union (EU). If you are a business and are reselling, or adding value to our product before providing it to a consumer, you are eligible to provide your EU-issued VAT ID number to be excluded from this assessment. [Add VAT ID](#)

[Click here for more info](#)

Second Life Account [v]

5.0 Your current plan: **Basic Membership**
[Upgrade to Premium today!](#)

6.0 Your billing rate: FREE*

7.0 Your current status: Active

8.0 Next bill date: —

9.0 Payment Method:: Visa **** * 8890 [Change](#)

10.0 Country of Residence: Germany [Change](#)

11.0 Subject to VAT: Yes

Lindex Exchange [v]

13.0 Linden Dollar balance: LS 6,262 [Buy LS](#) [Sell LS](#)

14.0 US Dollar balance: USD 0.00 [Increase Credit](#) [Process Credit](#)

15.0 Buying L\$ on the web: Visa **** * 8890 [Change](#)

16.0 Buying L\$ on the Lindex: Visa **** * 8890 [Change](#)

Land Store [v]

18.0

19.0 Payment Method: Visa **** * 8890 [Change](#)

[Call Out]

Copydeck Notes

1. **Headline**
2. **Description for Product**
3. **Purchase Headline**
- 4.0. **Footnote**

Situation:

User has navigated to the "Manage Billing Info" page from the main navigation of the Account Settings. In this example the user has one payment method in use.

Questions:

This page is displayed in English but the country of residence is Germany. What are the system rules for displaying currency/ country of residence?

Language ▾ Launch Second Life >>
Welcome, **Newell** Friends Online (5) Log Out Search ▾

[logo]
WHAT NEXT? ▾ WORLD MAP SHOPPING ▾ BUY LAND ▾ COMMUNITY ▾ HELP ▾

Newell Linden

DASHBOARD HOME

ACCOUNT SETTINGS ▾

ACCOUNT SUMMARY

ACCOUNT HISTORY

ACCOUNT STATEMENTS

AGE VERIFICATION

TRANSACTIONS HISTORY

UPDATE CONTACT INFO

CHANGE PASSWORD

PARTNERS

REFER A FRIEND

UPDATE BILLING INFO

CHANGE MEMBERSHIP LEVEL

CANCEL ACCOUNT

LAND MANAGER ▾

MANAGE SHOP ▾

Manage Billing Info

Products
Payment Methods

1.0 It's Easy to buy Linden Dollars in the viewer

1.1 Add a payment method below to get started. For more on Linden Dollars [read the FAQ.](#)

VAT ID ▾

We are required to collect Value Added Tax (VAT) for consumers of Second Life digital goods and services who reside in the European Union (EU). If you are a business and are reselling, or adding value to our product before providing it to a consumer, you are eligible to provide your EU-issued VAT ID number to be excluded from this assessment. Add VAT ID

Click here for more info

Second Life Account ▾

Payment Method:	—
Your current plan:	Basic Membership <small>Upgrade to Premium today!</small>
Your billing rate:	FREE*
Your current status:	Active
Next bill date:	—
Credit card type:	Visa ***** 8890 Change
Country of Residence:	Germany Change
Subject to VAT:	Yes

Upgrade to Premium. Take advantage of the Premium Advantage. Continue

Linden Exchange ▾

Buy Lindens in the viewer. Add a payment method method and buy Linden Dollars in the viewer instantly. Continue

Land Store ▾

Linden Dollars

You currently have: **LS 11485**

Buy LS 1 Manage

Friends (18) ▾ [View All](#) ▾

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3 ◀ ▶

[Call Out]

Copydeck Notes

1. Invite Message Header

1.1. Invite Message text

Situation:

User has navigated to the "Manage Billing Info" page from the main navigation of the Account Settings.

In this example the user has no payment method on file.

The page displays a message inviting the user to get started.

Questions:

This page is displayed in English but the country of residence is Germany. What are the system rules for displaying currency/ country of residence?

Language [v] Launch Second Life >> Welcome, **Newell** Friends Online (5) Log Out Search [v]

[logo] WHAT NEXT? [v] WORLD MAP SHOPPING [v] BUY LAND [v] COMMUNITY [v] HELP [v]

Newell Linden

DASHBOARD HOME

ACCOUNT SETTINGS [v]

ACCOUNT SUMMARY

ACCOUNT HISTORY

ACCOUNT STATEMENTS

AGE VERIFICATION

TRANSACTIONS HISTORY

UPDATE CONTACT INFO

CHANGE PASSWORD

PARTNERS

REFER A FRIEND

UPDATE BILLING INFO

CHANGE MEMBERSHIP LEVEL

CANCEL ACCOUNT

LAND MANAGER [v]

MANAGE SHOP [v]

Linden Dollars

You currently have: **LS 11485**

Buy LS | Manage

Friends (18) [v] View All [v]

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3 [v] [v] [v] [v]

Manage Billing Info

Products | **Payment Methods**

1.0 Payment Method: Visa **** * 8890

2.0 [Delete](#)

4.0 Associated with: [Land Store](#)

4.1 [Second Life Account](#)

Payment Method: PayPal

[Delete](#)

Associated with: [Lindex](#)

Payment Method: Western Union

[Delete](#)

Associated with: [None](#)

[Call Out]

Copydeck Notes

1. Payment method
2. Delete
3. Explanation Text
4. Payment associated with
- 4.0. Product List

Situation:

User has navigated to the "Manage Billing Info" page from the main navigation of the Account Settings.

The user has selected the "Payment Methods" tab. In this example the user has three payment methods on file and two in use.

Questions:

None

Language Launch S

1.0

2.0

[logo] WHAT NEXT?

Newell Linden

DASHBOARD HOME

ACCOUNT SETTINGS

ACCOUNT SUMMARY

ACCOUNT HISTORY

ACCOUNT STATEMENTS

AGE VERIFICATION

TRANSACTIONS HISTORY

UPDATE CONTACT INFO

CHANGE PASSWORD

PARTNERS

REFER A FRIEND

UPDATE BILLING INFO

CHANGE MEMBERSHIP LEVEL

CANCEL ACCOUNT

LAND MANAGER

MANAGE SHOP

Linden Dollars

You currently have: **LS 11485**

Buy LS | Manage

Friends (18) View All

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

Manage List Page 1 of 3

[Call Out]

Deleting your payment method could result in an interruption of your service

Note: (This Second Life Product) Requires a payment method to be associated with it. Deleting your payment method will result in an outstanding balance due and may result in an interruption of your Second Life service.

To delete this payment method select continue below.

Cancel Continue

Associated with: Land Store
Second Life Account

Payment Method: PayPal

Delete Edit

If you choose to edit your payment method you will be charged immediately for the full amount of the next subscription payment.

Associated with: Lindex

Payment Method: Western Union

Delete Edit

If you choose to edit your payment method you will be charged immediately for the full amount of the next subscription payment.

Associated with: None

Copydeck Notes

1. **Headline**
2. **Explanation Text**

Situation:

User has navigated to the "Manage Billing Info" page from the main navigation of the Account Settings.

The user has selected the "Payment Methods" tab. I

The user has selected to delete a payment method.

Questions:

None

Language [v] Launch Second Life >> Welcome, **Newell** Friends Online (5) Log Out Search [v]

[logo] WHAT NEXT? [v] WORLD MAP SHOPPING [v] BUY LAND [v] COMMUNITY [v] HELP [v]

Newell Linden

DASHBOARD HOME

ACCOUNT SETTINGS [v]

ACCOUNT SUMMARY [1.0]

ACCOUNT HISTORY [2.0]

ACCOUNT STATEMENTS

AGE VERIFICATION

TRANSACTIONS HISTORY

UPDATE CONTACT INFO

CHANGE PASSWORD

PARTNERS

REFER A FRIEND

UPDATE BILLING INFO

CHANGE MEMBERSHIP LEVEL

CANCEL ACCOUNT

LAND MANAGER [v]

MANAGE SHOP [v]

Linden Dollars

You currently have: **LS 11485**

Buy LS | Manage

Friends (18) [v] View All [v]

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3 [v] [v] [v]

[Call Out]

Manage Billing Info

This service is temporarily unavailable

Please check back in a few hours. We apologize for any inconvenience.

Products
Payment Methods

Second Life Account [v]

Your current plan:	Complimentary Account Change
Your billing rate:	USD 0.00 Complimentary
Your current status:	Active
Next bill date:	—
Payment Method:	Visa **** * 8890 Change
Country of Residence:	United States Change
Subject to VAT:	No

Buy a Premium Account for a Friend

Give the gift of Second Life and get a free month for yourself. [Continue](#)

Linden Exchange [v]

Linden Dollar balance:	LS 6,262 Buy LS Sell \$
US Dollar balance:	USD 0.00 Increase Credit Process Credit
Payment Method:	Visa **** * 8890 Change

Earn Credits!

Invite your friends to Second Life and earn credits on Xstreet. [Continue](#)

Land Store [v]

Get a home of your own!

Take advantage of your Premium account and find a home now. [Continue](#)

Copydeck Notes

1. Error Headline
2. Error Explanation Text

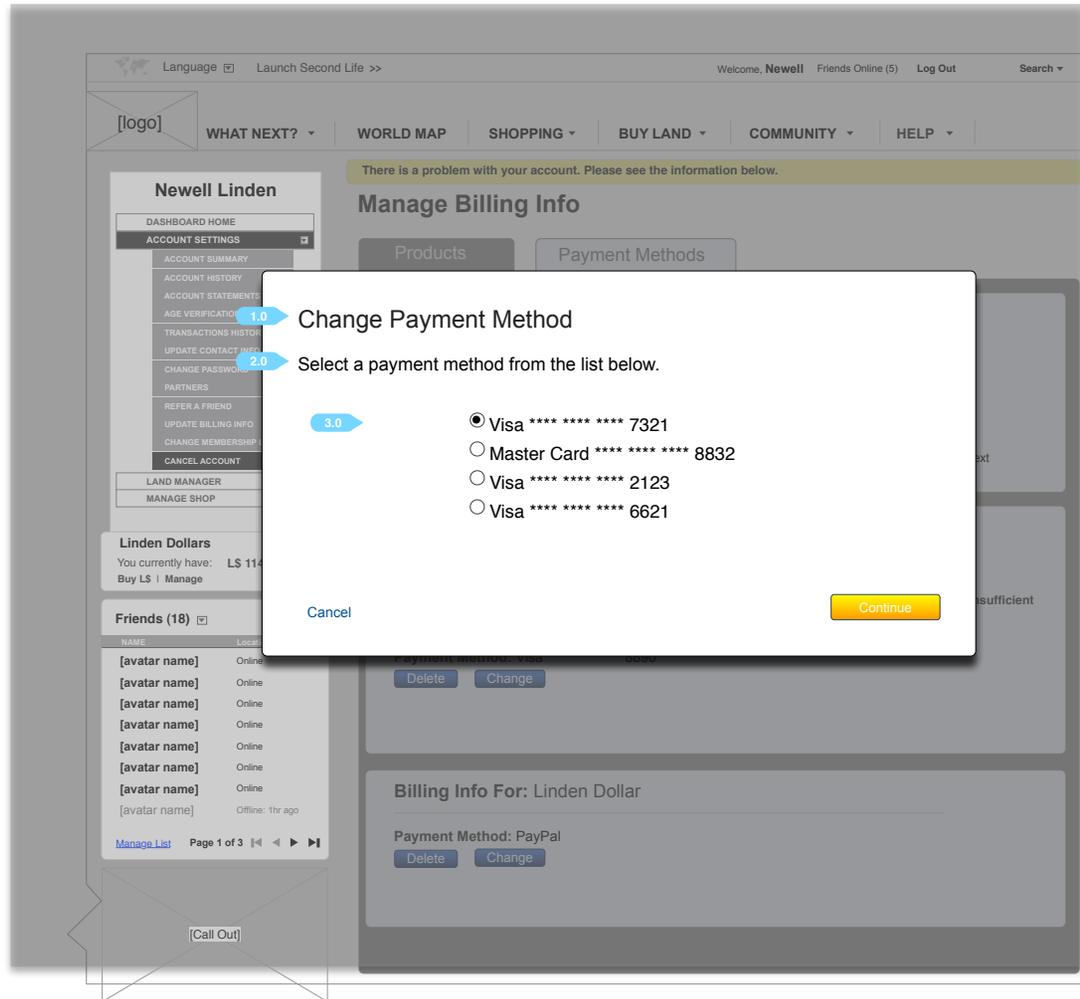
Situation:

User has navigated to the "Manage Billing Info" page from the main navigation of the Account Settings.

The system is down and no changes can be made to the account.

Questions:

None



Copydeck Notes

- 1. **Headline**
- 2. **Payment Method Text**
- 3. **Last Used**

Situation:
User has navigated to the "Manage Billing Info" page from the main navigation of the Account Settings.

User has selected to change a payment method associated with a product. There are other payments that are qualified on file.

Questions:
None

Page Removed

Language [v] Launch Second Life >> Welcome, **Newell** Friends Online (5) Log Out Search [v]

[logo] WHAT NEXT? [v] WORLD MAP SHOPPING [v] BUY LAND [v] COMMUNITY [v] HELP [v]

Newell Linden

DASHBOARD HOME
ACCOUNT SETTINGS [v]
ACCOUNT SUMMARY
ACCOUNT HISTORY
ACCOUNT STATEMENTS
AGE VERIFICATION
TRANSACTIONS HISTORY
UPDATE CONTACT INFO
CHANGE PASSWORD
PARTNERS
REFER A FRIEND
UPDATE BILLING INFO
CHANGE MEMBERSHIP LEVEL
CANCEL ACCOUNT
LAND MANAGER [v]
MANAGE SHOP [v]

Linden Dollars
You currently have: **LS 11485**
Buy LS | Manage

Friends (18) [v] View All [v]

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3 [v] [v] [v] [v]

[Call Out]

1.0 Your Payment Method has been updated
2.0 We have sent an email confirming your change.

Manage Billing Info

Products | Payment Methods

Second Life Account

Your current plan:	Basic Membership Upgrade to Premium today!
Your billing rate:	FREE*
Your current status:	Active
Next bill date:	—
Payment Method:	Visa **** * 8890 Change
Country of Residence:	Germany Change
Subject to VAT:	Yes

Linden Exchange

Linden Dollar balance:	LS 6,262 Buy LS Sell LS
US Dollar balance:	USD 0.00 Increase Credit Process Credit
Buying LS in the viewer:	Visa **** * 8890 Change
Buying LS on the Lindex:	Visa **** * 8890 Change

Earn Credits!
Invite your friends to Second Life and earn credits on Xstreet. [Continue](#)

Land Store

Payment Method: Visa **** * 8890 [Change](#) [Continue](#)

Get a home of your own!
Upgrade to a Premium account and get a home at the same time.

Copydeck Notes

1. Notice Headline
2. Notice Explanation Text

Situation:

User has navigated to the "Manage Billing Info" page from the main navigation of the Account Settings.

User has succeeded in editing/ changing/adding a new payment method associated with a product.

Questions:

None

Language ▾ Launch Second Life >>
Welcome, **Newell** Friends Online (5) Log Out
Search ▾

[logo]
WHAT NEXT? ▾
WORLD MAP
SHOPPING ▾
BUY LAND ▾
COMMUNITY ▾
HELP ▾

Newell Linden

- DASHBOARD HOME
- ACCOUNT SETTINGS ▾
- ACCOUNT SUMMARY
- ACCOUNT HISTORY
- ACCOUNT STATEMENTS
- AGE VERIFICATION
- TRANSACTIONS HISTORY
- UPDATE CONTACT INFO
- CHANGE PASSWORD
- PARTNERS
- REFER A FRIEND
- UPDATE BILLING INFO
- CHANGE MEMBERSHIP LEVEL
- CANCEL ACCOUNT

LAND MANAGER

MANAGE SHOP

Linden Dollars

You currently have: **LS 11485**

Buy LS | Manage

Friends (18) View All

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3 ⏪ ⏩

Manage Billing Info

Products
Payment Methods

Second Life Account

Your current plan:	Premium Annual
Your billing rate:	USD 72.00 Annual
Your current status:	Active
Next bill date:	Saturday, 08-21-2010
Payment Method:	Visa **** * 8890 Change
Country of Residence:	Germany Change
Subject to VAT:	Yes

Land Holdings

Allowed holdings:	512 square meters
Current holdings:	0 square meters
Available for purchase:	512 square meters
Peak square meter usage:	0 square meters
Total monthly cost:	USD 0.00

Linden Exchange

Linden Dollar balance:	LS 6,262 Buy LS Sell LS
US Dollar Balance:	USD -200.00 Increase Credit Process Credit
Buying LS in the viewer:	Visa **** * 8890 Change
Buying LS on the Lindex:	Visa **** * 8890 Change

Earn Credits!

Invite your friends to Second Life and earn credits on Xstreet.

Land Store

Credit card type:	Visa **** * 8890 Change
-------------------	---

Get a home of your own!

Upgrade to a Premium account and get a home at the same time.

Linden Dollars

You currently have: **LS 11485**

Buy LS | Manage

Friends (18) View All

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3 ⏪ ⏩

There is a problem with your account

Your payment method cannot be billed. Please [change to a new payment method](#) or [edit this payment method](#).

There is a problem with your account

We tried to charge this payment method at () for () and the transaction failed. [Change](#) [Fix](#)

[Call Out]

Copydeck Notes

1. Error Headline
2. Error Explanation Text
3. Inline Headline
4. Inline Explanation Text

Situation:

User has navigated to the "Manage Billing Info" page from the main navigation of the Account Settings.

There is a problem with one of the payment methods on file.

Questions:

Is "Fix" the right word?

Edit:

Changed "Retry" to "Fix"

Language [v] Launch Second Life >> Welcome, **Newell** Friends Online (5) Log Out Search [v]

[logo] WHAT NEXT? [v] WORLD MAP SHOPPING [v] BUY LAND [v] COMMUNITY [v] HELP [v]

Newell Linden

DASHBOARD HOME

ACCOUNT SETTINGS [v]

ACCOUNT SUMMARY [3.0]

ACCOUNT HISTORY [4.0]

ACCOUNT STATEMENTS

AGE VERIFICATION

TRANSACTIONS HISTORY

UPDATE CONTACT INFO

CHANGE PASSWORD

PARTNERS

REFER A FRIEND

UPDATE BILLING INFO

CHANGE MEMBERSHIP LEVEL

CANCEL ACCOUNT

LAND MANAGER [v]

MANAGE SHOP [v]

Linden Dollars

You currently have: **LS 11485**

Buy LS | Manage

Friends (18) [v] View All [v]

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3 [v] [v] [v] [v]

[Call Out]

Manage Billing Info

There is a problem with your account

Please review the details below.

Products
Payment Methods

Payment Method: Visa **** * 8890

[Delete](#)

▫ If you choose to edit your payment method you will be charged immediately for the full amount of the next subscription payment.

Associated with: [Land Store](#)
[Second Life Account](#)

Payment Method: PayPal

[Delete](#)

▫ If you choose to edit your payment method you will be charged immediately for the full amount of the next subscription payment.

Associated with: [Lindex](#)

Payment Method: Western Union

[Delete](#)

▫ If you choose to edit your payment method you will be charged immediately for the full amount of the next subscription payment.

Associated with: [None](#)

Copydeck Notes

1. Error Headline
2. Error Explanation Text

Situation:

User has navigated to the "Manage Billing Info" page from the main navigation of the Account Settings.

The user has selected the "Payment Methods" tab.

There is a problem with one of the payment methods on file.

Questions:

None

Edit:

Added Error message to the top of page

[logo]

>> Welcome, **Newell** (log out)

1.0 Choose A Payment Method and Complete Purchase

Second Life Cashier [Inep] English

Your Last visit to the cashier was on April 12, at 7:00 PM

Purchase

Payment Options

<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> [Payment Logo] Learn More </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> [Payment Logo] Learn More </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> [Payment Logo] Learn More </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> [Payment Logo] Learn More </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> [Payment Logo] Learn More </div> <div style="border: 1px solid #ccc; padding: 5px;"> Call Out </div>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Payment Amount:</td> <td style="width: 10%; text-align: right;">US\$</td> <td style="width: 10%; text-align: right;">1000.00</td> <td style="width: 5%;"></td> <td style="width: 45%;"></td> </tr> <tr> <td>Processing Fee:</td> <td style="text-align: right;">US\$</td> <td style="text-align: right;">5.00</td> <td></td> <td></td> </tr> <tr> <td colspan="5" style="padding-top: 10px;">Total:</td> </tr> <tr> <td>Your account will be debited:</td> <td style="text-align: right;">€</td> <td style="text-align: right;">710.90</td> <td></td> <td></td> </tr> </table> <div style="margin-top: 10px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">* Card Type:</td> <td style="width: 10%;"></td> <td style="width: 10%; border-bottom: 1px solid #ccc;">English</td> <td style="width: 5%;"></td> <td style="width: 45%;"></td> </tr> <tr> <td>* Card Card Number:*</td> <td></td> <td style="border-bottom: 1px solid #ccc;"></td> <td></td> <td></td> </tr> <tr> <td>* Security Code (CVV):</td> <td></td> <td style="border-bottom: 1px solid #ccc;">? ? ?</td> <td></td> <td></td> </tr> <tr> <td>* Expiry Date:</td> <td></td> <td style="border-bottom: 1px solid #ccc;">05</td> <td style="border-bottom: 1px solid #ccc;">2009</td> <td></td> </tr> <tr> <td>* Cardholder's first name:</td> <td></td> <td style="border-bottom: 1px solid #ccc;"></td> <td></td> <td></td> </tr> <tr> <td>* Last name:</td> <td></td> <td style="border-bottom: 1px solid #ccc;"></td> <td></td> <td></td> </tr> </table> <div style="margin-top: 5px;"> <input type="checkbox"/> Save this account on file for quick checkout in the future </div> </div>	Payment Amount:	US\$	1000.00			Processing Fee:	US\$	5.00			Total:					Your account will be debited:	€	710.90			* Card Type:		English			* Card Card Number:*					* Security Code (CVV):		? ? ?			* Expiry Date:		05	2009		* Cardholder's first name:					* Last name:					<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px; text-align: center;">[Support Call Out]</div> <div style="padding: 5px;"> <input type="radio"/> Toll free from France 0800-989-789 More Toll-Free Numbers </div> <div style="padding: 5px;"> <input type="checkbox"/> Contact Us </div>
Payment Amount:	US\$	1000.00																																																		
Processing Fee:	US\$	5.00																																																		
Total:																																																				
Your account will be debited:	€	710.90																																																		
* Card Type:		English																																																		
* Card Card Number:*																																																				
* Security Code (CVV):		? ? ?																																																		
* Expiry Date:		05	2009																																																	
* Cardholder's first name:																																																				
* Last name:																																																				

Cancel
Submit

[Lock Logo]

Copydeck Notes

1. Page Headline

2.0 Note from system

3.0. Product name: International Payment service?

3.1. Last logged in

3.2. Purchase Tab

4.0. Tools Tab

4.1. Payment Options

Situation:

User has navigated to the "Cashier" and does not have a payment method pre-selected.

Questions:

None

Downloads | System Requirements | Privacy | Community Standards | Terms of Service | Support | DMCA

© 2009 Linden Research, Inc.

[logo]>> Welcome, **Newell** (log out)

Choose A Payment Method and Complete Purchase

Second Life Cashier [Inep] English

Your Last visit to the cashier was on April 12, at 7:00 PM

Purchase

Payment Options

[Payment Logo]
[Learn More](#)

Payment Amount:	US\$	1000.00
Processing Fee:	US\$	5.00
Total:	US\$	1005.00
Your account will be debited:	€	710.90

* Card Type:
* Card Card Number:*
* Security Code (CVV):
* Expiry Date:
* Cardholder's first name:
* Last name:

Save this account on file for quick checkout in the future

[Cancel](#) [Submit](#)

[Support Call Out]

Toll free from France
0800-989-789
[More Toll-Free Numbers](#)

[Contact Us](#)

[Lock Logo]

Situation:
User has navigated to the "Cashier" and does have a payment method pre-selected.

Questions:
No New text?



>> Welcome, **Newell** (log out)

1.0 The Linden Cashier is currently unavailable

2.0 The Second Life Cashier is currently not available or is experiencing slower delays than usual. Please check back with us in 30 minutes. We apologize for any inconvenience.

Continue

Copydeck Notes

1. Page Headline

2.0 Page content

Situation:

User has navigated to the "Cashier" and the system is down

Questions:

None

Language [v] Launch Second Life >> Welcome, **Newell** Friends Online (5) Log Out Search [v]

[logo] WHAT NEXT? [v] WORLD MAP SHOPPING [v] BUY LAND [v] COMMUNITY [v] HELP [v]

Newell Linden

DASHBOARD HOME

ACCOUNT SETTINGS [v] 1.0 There is a problem with your account

ACCOUNT SUMMARY 2.0 • The payment type currently on file cannot be billed. Please update your billing information. Thank you.

ACCOUNT HISTORY

ACCOUNT STATEMENTS

AGE VERIFICATION

TRANSACTIONS HISTORY

UPDATE CONTACT INFO

CHANGE PASSWORD

PARTNERS

REFER A FRIEND

UPDATE BILLING INFO

CHANGE MEMBERSHIP LEVEL

CANCEL ACCOUNT

LAND MANAGER [i]

MANAGE SHOP [i]

Linden Dollars

You currently have: **LS\$ 11485**

Buy LS | Manage

Friends (18) [v] View All [v]

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3 |< < > >|

[Call Out]

Newell Linden's Dashboard

Blog Feeds

Select a feed: **Featured Blogs** [v]

[Introducing the LLMedia API](#)
Monday, August 17th, 2009, 3:08:54 PM (PDT)

[M Linden's SLCC 2009 Keynote Presentation](#)
Saturday, August 15th, 2009, 12:40:17 PM (PDT)

[The Second Life Economy - Second Quarter 2009 in Detail](#)
Wednesday, August 12th, 2009, 5:37:27 PM (PDT)

[Updates to XStreet SL Listing Guidelines](#)
Tuesday, August 11th, 2009, 4:38:34 PM (PDT)

Xstreet SL

Select a feed: **All** [v]

LS10

LS50

LS75

LS50

LS75

LS500

Video Tutorials

Browse: **All** [v]

Have you typed "(WORN" today?
Tags: inventory

How to use the Support Portal
Tags: support, web, promo, basics-help

Change the color of your selection beam
Tags:

Set Default Permissions when uploading
Tags: inventory, control, 1,23

Bulk change content permissions
Tags: inventory, control, workaround, 1,23

1 / 10

Recent Activity

Shockwave Yareach commented on [Introducing the LLMedia API](#)
Tuesday, August 18th, 2009, 1:04:58 PM (PDT)

Jarek Dejavu commented on [Introducing the LLMedia API](#)
Tuesday, August 18th, 2009, 12:46:36 PM (PDT)

Daedalus Young commented on [Introducing the LLMedia API](#)
Tuesday, August 18th, 2009, 12:40:18 PM (PDT)

Zai Lynch replied to [Kann ich mehrere Benutzerkonten haben?](#)
Tuesday, August 18th, 2009, 12:40:02 PM (PDT)

JeanPaul Benoir replied to [What do you use to record video in Second Life?](#)
Tuesday, August 18th, 2009, 12:30:00 PM (PDT)

Copydeck Notes

1. Error Headline

2.0 Error content

Situation:

User has navigated to the "Dashboard" - the default logged in page of the SL.com site

There is a problem with one of the payment methods on file.

Questions:

None

Language [v] Launch Second Life >> Welcome, **Newell** Friends Online (5) Log Out Search [v]

[logo] WHAT NEXT? [v] WORLD MAP SHOPPING [v] BUY LAND [v] COMMUNITY [v] HELP [v]

Newell Linden

DASHBOARD HOME
ACCOUNT SETTINGS [v] 1.0
 ACCOUNT SUMMARY 2.0
 ACCOUNT HISTORY
 ACCOUNT STATEMENTS
 AGE VERIFICATION
 TRANSACTIONS HISTORY
 UPDATE CONTACT INFO
 CHANGE PASSWORD
 PARTNERS
 REFER A FRIEND
 UPDATE BILLING INFO
 CHANGE MEMBERSHIP LEVEL
 CANCEL ACCOUNT
 LAND MANAGER [v]
 MANAGE SHOP [v]

Your Account: Newell Linden

1.0 **There is a problem with your account**

2.0 • The payment type currently on file cannot be billed. Please update your billing information. Thank you.

Account Summary

Your current plan:	Premium Annual
Your billing rate:	USD 72.00 Annual
Your current status:	Active
Next bill date:	Saturday, 08-21-2010
Payment Method:	Visa **** * 8890 Change
Country of Residence:	Germany Change
Subject to VAT:	Yes

3.0 **There is a problem with your account**

4.0 We tried to charge this payment method at () for () and the transaction failed. [Change](#) [Pay Now](#)

Linden Dollar Summary

Linden Dollar balance:	L\$ 991
US Dollar balance:	USD -199.00

Land Holdings

Allowed holdings:	0 square meters Upgrade to Premium to get land!
Current holdings:	0 square meters
Available for purchase:	0 square meters
Peak square meter usage:	0 square meters
Total monthly cost:	USD 0.00*

* Includes Value Added Tax (VAT). If you wish to provide a VAT Registration Number, you may enter it on [this page](#).

Linden Dollars
You currently have: L\$ 11485
Buy LS | Manage

Friends (18) [v] View All [v] 4.0

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3 [v] [v] [v] [v]

[Call Out]

Copydeck Notes

1. Error Headline
2. Error Explanation Text
3. Inline Error Headline
4. Inline Error Explanation Text

Situation:
User has navigated to the "Your Account" page.
There is a problem with one of the payment methods on file.

Questions:
None

Newell Linden

- DASHBOARD HOME
- ACCOUNT SETTINGS
- ACCOUNT SUMMARY
- ACCOUNT HISTORY
- ACCOUNT STATEMENTS
- AGE VERIFICATION
- TRANSACTIONS HISTORY
- UPDATE CONTACT INFO
- CHANGE PASSWORD
- PARTNERS
- REFER A FRIEND
- UPDATE BILLING INFO
- CHANGE MEMBERSHIP LEVEL
- CANCEL ACCOUNT

LAND MANAGER | MANAGE SHOP

Linden Dollars

You currently have: **LS 11485**
Buy LS | Manage

Friends (18)

View All

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

Manage List Page 1 of 3

[Call Out]

Your Account

1.0 Select a payment method to remove

2.0 An account is limited to five payment methods. You will have to remove a payment method before a new payment method can be added.

3.0 Please select a payment method to remove,

- Visa **** * 7321
- Master Card **** * 8832
- Visa **** * 2123
- PayPal
- Visa **** * 6621

4.0 Cancel and choose an existing payment method

Continue

Memberships

Plan

- Basic
- Premium
- Premium
- Premium

Save Changes

* If you cancel your membership, you will lose access to premium account benefits and services at the time the account is upgraded. Original Premium benefits will not be restored.

New Extended Support for Premium Memberships

Premium residents can now submit a support ticket or have live chat with our support teams from 9am to 6pm PST. Get help, assistance and advice by upgrading to Premium today.

Land Use Fees

To adjust the amount of land you are capable of owning change your ownership tier on the Land Use Fees page

Copydeck Notes

1. **Headline**
2. **Explanation Text**
3. **Instructions Text**
4. **Cancel/Action button**

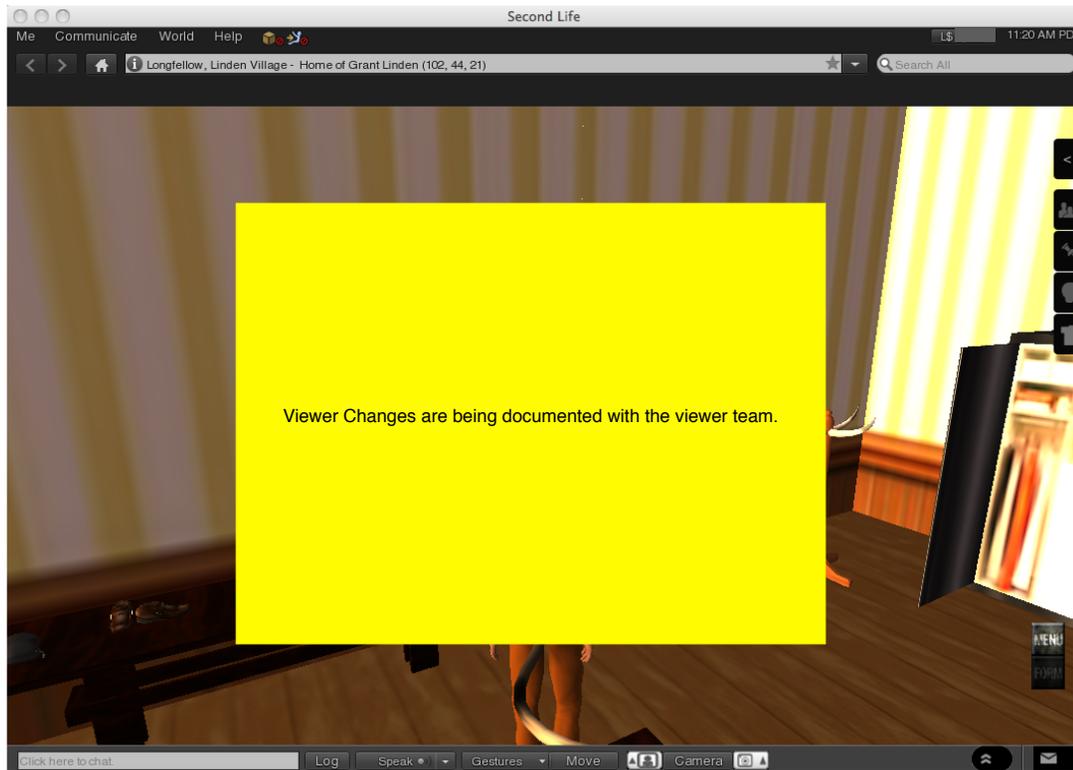
Situation:

User has five payment methods on file and has selected to add a new payment method. The System displays a message asking the user to select a payment to remove.

(The system only keeps five payment methods on file)

Questions:

None



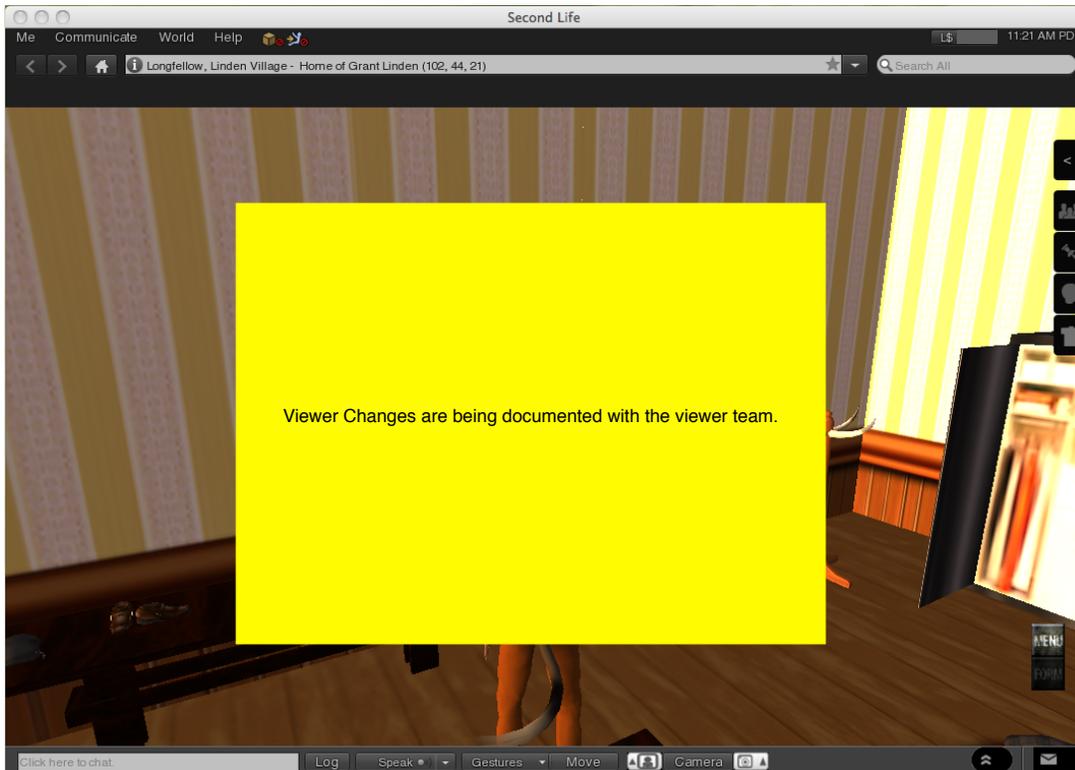
Situation:

International user does not have a payment method on file.

If the user has selected an international residence during sign up, the viewer still displays USD currency until the user establishes a payment method and returns to buy Lindens a Second time.

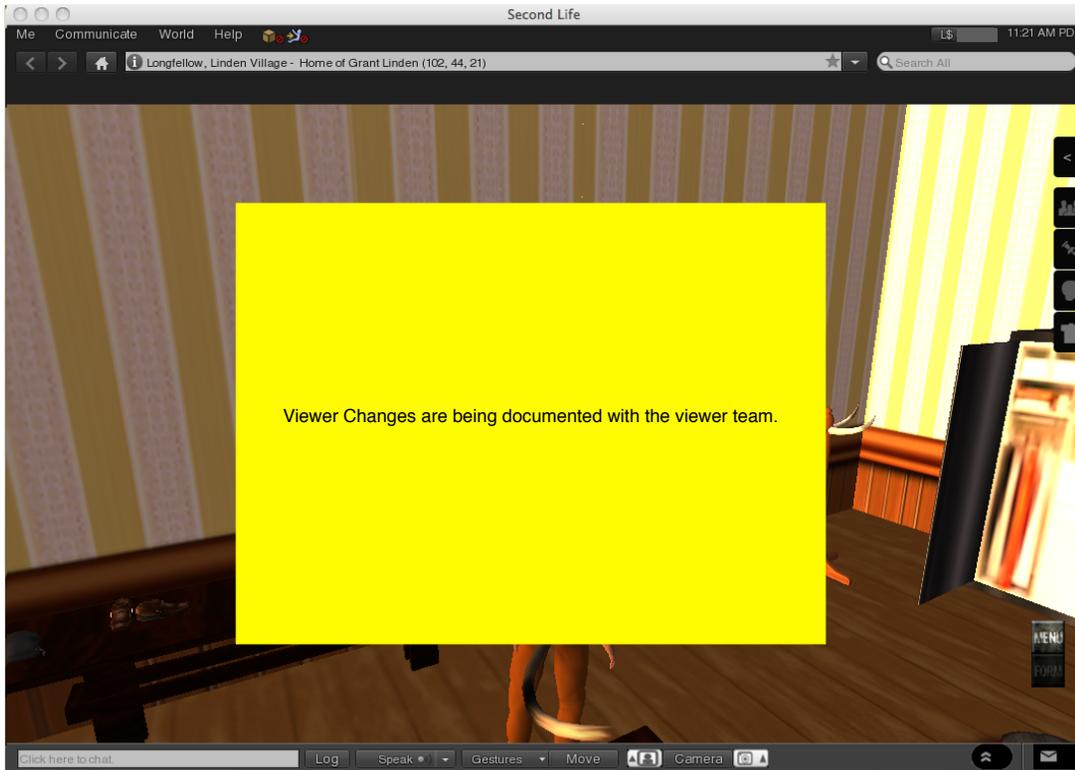
Questions:

No changes on this page



Situation:
International user does not have a payment method on file.

Questions:
No changes on this page



Copydeck Notes

- 1. **Headline**
- 2. **Explanation Text**
- 3. **Cancel/Action button**

Situation:

International user does not have a payment method on file.

Questions:

A large yellow rectangular area intended for notes or questions, currently blank.

Language Launch Second Life > Login Search

SECOND LIFE

What is Second Life? World Map Shopping Buy Land Community Help

Join Now >>
It's fast, free and easy!

My Account: Login

You are entering a residents-only area!

If you are not a resident, create a [FREE basic account](#) today !

Second Life first name:

Second Life last name:

Password:

[Forgot your name or password?](#)

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Situation:

International user does not have a payment method on file.

Questions:

No changes to this page



>> Welcome, **Newell** (log out)

1.0 Buy L\$ and associate a payment method to Purchase L\$ in the viewer

2.0 In order to associate a payment method with purchasing Linden Dollars in the viewer, we need to authenticate your purchase method with a purchase of Linden Dollars using the web form below. You will be asked for a payment method that can be used later for instant Linden Dollar purchases.

2.0 Buy L\$ (Market Buy)

Quantity of L\$:

OR

Approximate Cost in US\$:

Approximate Total Cost:

Estimated Exchange Rate:

Copydeck Notes

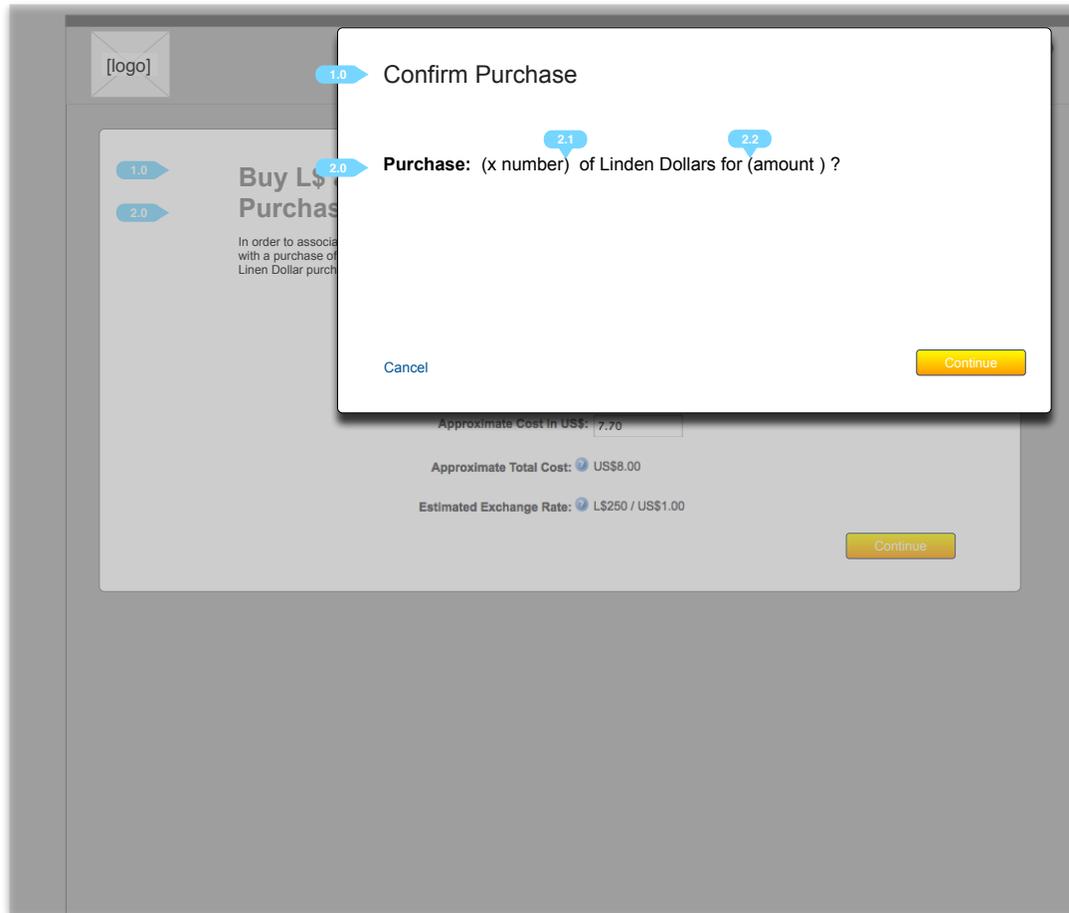
- 1. **Headline**
- 2. **Explanation Text**
- 3. **Same Interaction as on the web**

Situation:

International user does not have a payment method on file.

Questions:

If the user has selected an international residence during sign up, does the viewer display the currency appropriate for that location as the default? Or does the system default to USD?



Copydeck Notes

- 1. Headline
- 2. Purchase Headline
 - 2.1. Product Description
 - 2.2. Amount

Situation:

International user does not have a payment method on file.

Questions:

none



>> Welcome, **Newell** (log out)

1.0

Associate a payment method to Purchase L\$ in the viewer

2.0

Please check the box below to associate your payment method with buying Linden Dollars in the viewer.
By checking this box you agree to any fees and taxes that may apply.

3.0

Payment method: Master Card **** * 5543

4.0

Use this method to purchase Linden Dollars instantly within the viewer. I agree to accept all taxes and fees associated with future purchases.

Cancel

Continue

Copydeck Notes

1. Headline

2. Explanation Text

3. Payment Method

4. Agreement

Situation:

International user does not have a payment method on file.

User has returned from the Cashier

Questions:

none

>> Welcome, **Newell** (log out)

1.0 Thank You

2.0 You can now purchase Lindens in the viewer instantly.

3.0

[Downloads](#) | [System Requirements](#) | [Privacy](#) | [Community Standards](#) | [Terms of Service](#) | [Support](#) | [DMCA](#) © 2009 Linden Research, Inc.

Copydeck Notes

- 1. **Headline**
- 2. **Explanation Text**
- 3. **Action Button**

Situation:
International user does not have a payment method on file.
User has returned from the Cashier

Questions:
none

Language Launch Second Life >> Welcome, **Newell** Friends Online (5) Log Out Search

[logo] WHAT NEXT? ▾ WORLD MAP SHOPPING ▾ BUY LAND ▾ COMMUNITY ▾ HELP ▾

Newell Linden

- DASHBOARD HOME
- ACCOUNT SETTINGS** ▾
 - ACCOUNT SUMMARY
 - ACCOUNT HISTORY
 - ACCOUNT STATEMENTS
 - AGE VERIFICATION
 - TRANSACTIONS HISTORY
 - UPDATE CONTACT INFO
 - CHANGE PASSWORD
 - PARTNERS
 - REFER A FRIEND
 - UPDATE BILLING INFO
 - CHANGE MEMBERSHIP LEVEL
 - CANCEL ACCOUNT
- LAND MANAGER
- MANAGE SHOP

Linden Dollars

You currently have: **L\$ 11485**
Buy L\$ | Manage

Friends (18) [View All](#)

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3

[Call Out]

Manage Billing Info

Products Payment Methods

VAT ID

We are required to collect Value Added Tax (VAT) for consumers of Second Life digital goods and services who reside in the European Union (EU). If you are a business and are reselling, or adding value to our product before providing it to a consumer, you are eligible to provide your EU-issued VAT ID number to be excluded from this assessment. [Add VAT ID](#)

Click [here](#) for more info

Second Life Account

Your current plan:	Basic Membership Upgrade to Premium today!
Your billing rate:	FREE*
Your current status:	Active
Next bill date:	—
Payment Method:	Visa **** * 8890 Change
Country of Residence:	Germany Change
Subject to VAT:	Yes

Lindex Exchange

Linden Dollar balance:	L\$ 8,262 Buy L\$ Sell L\$
US Dollar balance:	USD 0.00 Increase Credit Process Credit
Buying L\$ on the web:	Visa **** * 8890 Change
Buying L\$ on the Lindex:	Visa **** * 8890 Change

Earn Credits!
Invite your friends to Second Life and earn credits on Xstreet. [Continue](#)

Land Store

Payment Method: Visa **** * 8890 [Change](#)

Get a home of your own!
Upgrade to a Premium account and get a home at the same time. [Continue](#)

Situation:

After associating a payment method for buying Lindens in the viewer, the User has navigated to the "Manage Billing Info" page from the main navigation of the Account Settings.

Questions:

none

Language Launch Second Life >> Welcome, **Newell** Friends Online (5) Log Out Search ▾

[logo] WHAT NEXT? ▾ WORLD MAP SHOPPING ▾ BUY LAND ▾ COMMUNITY ▾ HELP ▾

Newell Linden

DASHBOARD HOME

ACCOUNT SETTINGS

- ACCOUNT SUMMARY
- ACCOUNT HISTORY
- ACCOUNT STATEMENTS
- AGE VERIFICATION
- TRANSACTIONS HISTORY
- UPDATE CONTACT INFO
- CHANGE PASSWORD
- PARTNERS
- REFER A FRIEND
- UPDATE BILLING INFO
- CHANGE MEMBERSHIP LEVEL
- CANCEL ACCOUNT

LAND MANAGER

MANAGE SHOP

Linden Dollars

You currently have: **L\$ 11485**
Buy L\$ | Manage

Buy L\$ on the LindeX currency exchange

Quantity of L\$:

OR

Approximate Cost in US\$:

Approximate Total Cost:

Friends (18) View All

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3

Newell Linden's Dashboard

Blog Feeds

Select a feed: **Featured Blogs** ▾

- [Introducing the LLMedia API](#)
Monday, August 17th, 2009, 3:08:54 PM (PDT)
- [M Linden's SLCC 2009 Keynote Presentation](#)
Saturday, August 15th, 2009, 12:40:17 PM (PDT)
- [The Second Life Economy - Second Quarter 2009 in Detail](#)
Wednesday, August 12th, 2009, 5:37:27 PM (PDT)
- [Updates to XStreet SL Listing Guidelines](#)
Tuesday, August 11th, 2009, 4:36:34 PM (PDT)

Xstreet SL

Select a feed: **All** ▾

-  **LS10**
-  **LS50**
-  **LS75**
-  **LS50**
-  **LS75**
-  **LS500**

Video Tutorials

Browse: **All** ▾

- [Have you typed "\[WORN\]" today?](#)
Tags: inventory
- [How to use the Support Portal](#)
Tags: support, web, promo, basics-help
- [Change the color of your selection beam](#)
Tags:
- [Set Default Permissions when uploading](#)
Tags: inventory, control, 1,23
- [Bulk change content permissions](#)
Tags: inventory, control, workaround, 1,23

1 / 10

Recent Activity

-  Shockwave Yareach commented on [Introducing the LLMedia API](#)
Tuesday, August 18th, 2009, 1:04:58 PM (PDT)
-  Jarek Dejalu commented on [Introducing the LLMedia API](#)
Tuesday, August 18th, 2009, 12:46:36 PM (PDT)
-  Daedalus Young commented on [Introducing the LLMedia API](#)
Tuesday, August 18th, 2009, 12:40:18 PM (PDT)
-  Zai Lynch replied to [Kann ich mehrere Benutzerkonten haben?](#)
Tuesday, August 18th, 2009, 12:40:02 PM (PDT)
-  JeanPaul Benoir replied to [What do you use to record video in Second Life?](#)
Tuesday, August 18th, 2009, 12:30:00 PM (PDT)

Situation:

User is purchasing Lindens using the "buy SL UI in the left side Navigation. No changes to the current Left side default form

Questions:

Language [x] Launch Second Life >> Welcome, Pixel Friends Online (5) Log Out Search v

[logo] WHAT NEXT? v WORLD MAP SHOPPING v BUY LAND v COMMUNITY v HELP v Buy L\$

Confirm Login Information

Second Life first name: Second Life last name:

Password:

[Forgot your name or password?](#)

[Cancel](#)

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Copydeck Notes

1. Page Headline

2.0 Current Page content

Situation:

User is purchasing Lindens using the "buy SL UI in the left side Navigation. User is asked to confirm log in information.

Questions:

Language [x] Launch Second Life >> Welcome, Pixel Friends Online (5) Log Out Search v

[logo] WHAT NEXT? ▾ WORLD MAP SHOPPING ▾ BUY LAND ▾ COMMUNITY ▾ HELP ▾ Buy L\$

LindeX: Buy L\$ Confirmation

Confirm Log in information

Description:	Buy Linden Dollar Order for L\$1000
Approximate Total Cost:	US\$4.17

Click on the Buy L\$ button to complete your order. Your payment method will be charged the actual cost to fulfill the order after applying any credits from your US\$ account balance. A confirmation of this transaction will be sent to email@gmail.com.

Payment method in use: Master Card **** * 5543 [Change](#)

[Cancel](#) [Buy L\\$](#)

Please note: All credit card fraud is promptly reported to the Internet Fraud Complaint Center (IFCC) and the Federal Bureau of Investigation (FBI), then vigorously prosecuted.

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Copydeck Notes

- 1.
- 2.
- 3.

Situation:

User is purchasing Lindens using the "buy \$L UI in the left side Navigation. This page appears before the user continues to the cashier.

Questions:

Edit:

Made this page match page 40

Language [x] Launch Second Life >> Welcome, Pixel Friends Online (5) Log Out Search ▾

[logo] WHAT NEXT? ▾ WORLD MAP SHOPPING ▾ BUY LAND ▾ COMMUNITY ▾ HELP ▾ Buy L\$

LindeX: Buy L\$ Confirmation

Your Linden Dollar Order

Thank you for purchasing L\$ 1000 using the LindeX, your account had been charged \$4.16.

Please click on the Transaction History Link to your left if you would like to review your order.

Continue

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Copydeck Notes

1. Page Headline

2.0 Success Message

Situation:

User is purchasing Lindens using the "buy \$L UI in the left side Navigation. They have returned form the cashier.

Questions:

An alternative would be to place this confirmation in the header of the page or in the left nav.

Language ▾ Launch Second Life >>
Welcome, **Newell** Friends Online (5) Log Out
Search ▾

[logo]

WHAT NEXT? ▾
WORLD MAP
SHOPPING ▾
BUY LAND ▾
COMMUNITY ▾
HELP ▾

Newell Linden

DASHBOARD HOME

ACCOUNT SETTINGS ▾

ACCOUNT SUMMARY

ACCOUNT HISTORY

ACCOUNT STATEMENTS

AGE VERIFICATION

TRANSACTIONS HISTORY

UPDATE CONTACT INFO

CHANGE PASSWORD

PARTNERS

REFER A FRIEND

UPDATE BILLING INFO

CHANGE MEMBERSHIP LEVEL

CANCEL ACCOUNT

LAND MANAGER ▾

MANAGE SHOP ▾

Lindex™ Exchange: Buy L\$

Exchange US Dollars (US\$) for the Second Life unit of trade, Linden™ dollars (L\$).

The LindeX exchange will automatically match your order with the best exchange rate based on the number of Linden dollars you wish to buy. If instead you enter the amount of US Dollars you want to spend the approximate number of L\$ to purchase will be calculated automatically. The quoted exchange rate includes transaction fees.

Buy orders may be partially filled: Your Linden Dollars might be purchased from multiple sellers, and not all at the same time. Your buy order will remain open until it is completed or you cancel the order.

After clicking the "Buy Now!" button you will be presented with the login page and will need to resubmit your login information to confirm this transaction.

Buy L\$ (Market Buy)

Quantity of L\$:

OR

Approximate Cost in US\$:

Approximate Total Cost:

Your Balances	
L\$11,185	US\$0.00

Your Remaining LindeX Trading Limits		
	per 24 hours	per 30 days
Buy	US\$2,468.15	US\$2,468.15
Sell	US\$2,500.00	US\$2,500.00

Your Remaining Account Billing Limits		
	per 24 hours	per 30 days
Purchase	US\$4,793.15	US\$4,793.15

Linden Dollars

You currently have: **L\$ 11485**

Buy L\$ | Manage

Friends (18) ▾ View All ▾

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3

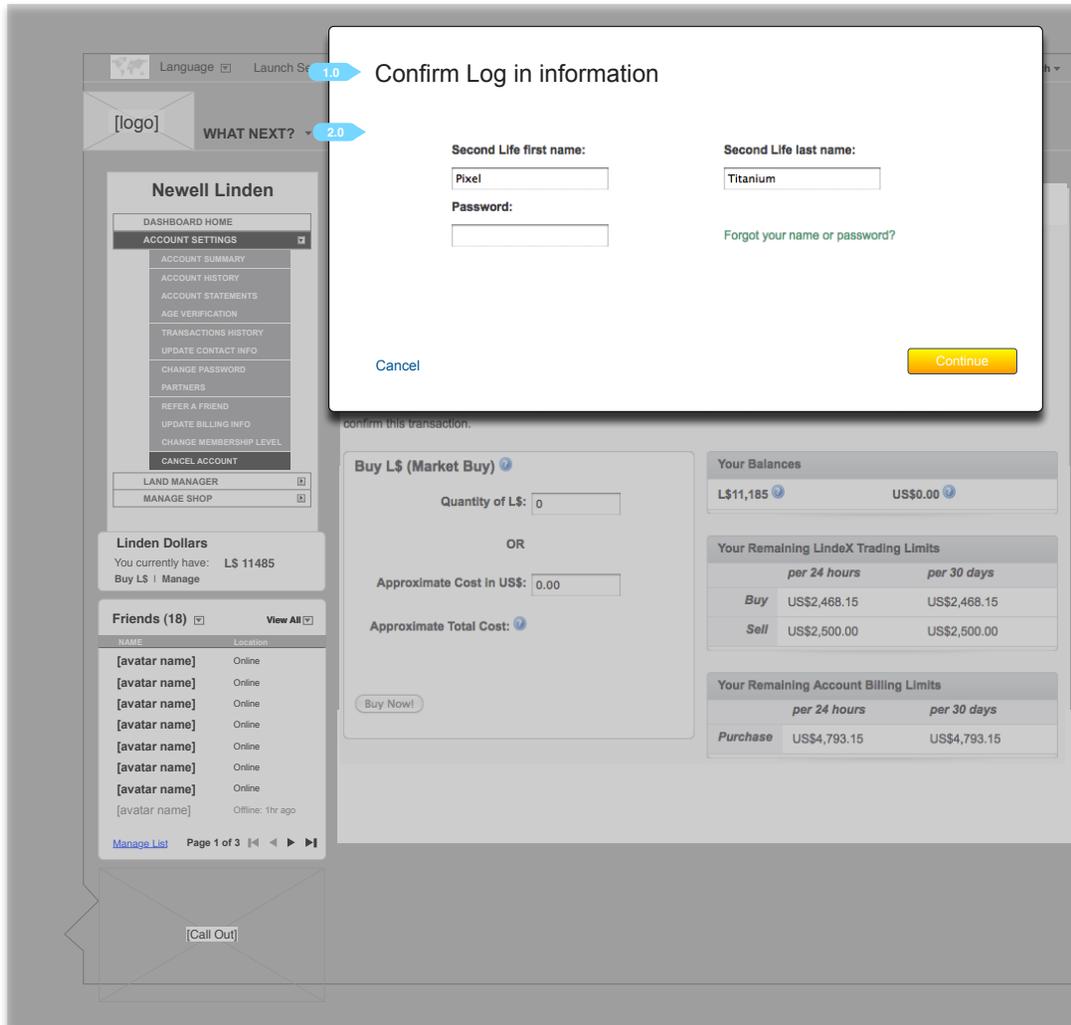
[Call Out]

Situation:

User is purchasing Lindens using the Market purchasing features of the Lindex.

No changes to this page - it is here for context

Questions:



Confirm Log in information

Second Life first name:

Second Life last name:

Password:

[Forgot your name or password?](#)

[Cancel](#) [Continue](#)

confirm this transaction.

Buy L\$ (Market Buy)

Quantity of L\$:

OR

Approximate Cost in US\$:

Approximate Total Cost:

[Buy Now!](#)

Your Balances

L\$11,185	US\$0.00
-----------	----------

Your Remaining LindeX Trading Limits

	per 24 hours	per 30 days
Buy	US\$2,468.15	US\$2,468.15
Sell	US\$2,500.00	US\$2,500.00

Your Remaining Account Billing Limits

	per 24 hours	per 30 days
Purchase	US\$4,793.15	US\$4,793.15

Newell Linden

DASHBOARD HOME

ACCOUNT SETTINGS

ACCOUNT SUMMARY

ACCOUNT HISTORY

ACCOUNT STATEMENTS

AGE VERIFICATION

TRANSACTIONS HISTORY

UPDATE CONTACT INFO

CHANGE PASSWORD

PARTNERS

REFER A FRIEND

UPDATE BILLING INFO

CHANGE MEMBERSHIP LEVEL

CANCEL ACCOUNT

LAND MANAGER

MANAGE SHOP

Linden Dollars

You currently have: L\$ 11485

Buy L\$ | Manage

Friends (18) [View All](#)

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3

[Call Out]

Copydeck Notes

1. Headline
2. Same content as current

Situation:

User is purchasing Lindens using the Market purchasing features of the LindeX.

This light box window comes up and the user is asked to confirm log in information.

Questions:

Language [x] Launch Second Life >> Welcome, Pixel Friends Online (5) Log Out Search ▾

[logo] WHAT NEXT? ▾ WORLD MAP SHOPPING ▾ BUY LAND ▾ COMMUNITY ▾ HELP ▾ Buy L\$

LindeX: Buy L\$ Confirmation

Confirm Log in information

Description:	Buy Linden Dollar Order for L\$1000
Approximate Total Cost:	US\$4.17

Click on the Buy L\$ button to complete your order. Your payment method will be charged the actual cost to fulfill the order after applying any credits from your US\$ account balance. A confirmation of this transaction will be sent to email@gmail.com.

Payment method in use: Master Card **** * 5543 [Change](#)

[Cancel](#) [Buy L\\$](#)

Please note: All credit card fraud is promptly reported to the Internet Fraud Complaint Center (IFCC) and the Federal Bureau of Investigation (FBI), then vigorously prosecuted.

Copydeck Notes

- 1. Headline
- 2. Purchase amount
- 3. Payment Method

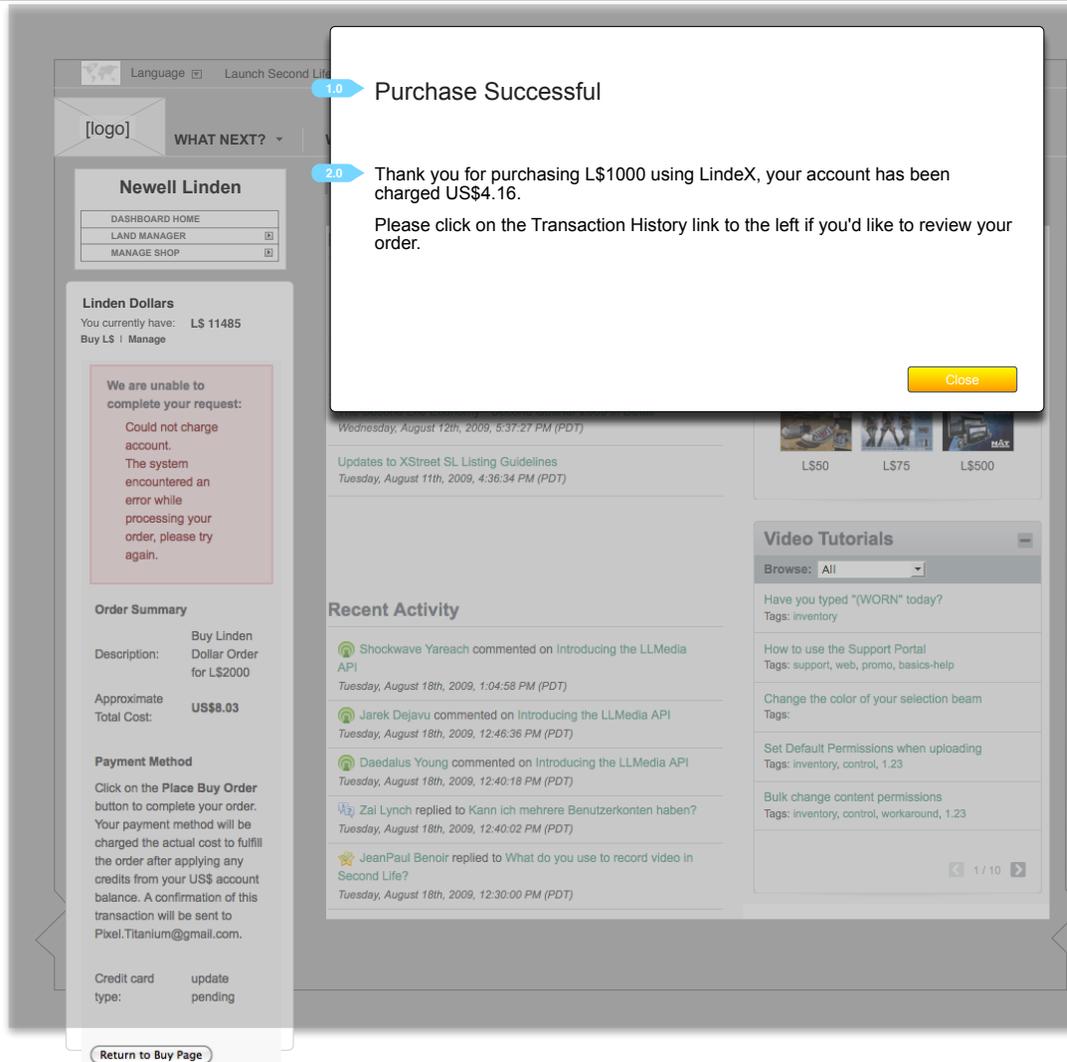
Situation:

User is purchasing Lindens using the "buy \$L UI in the left side Navigation. This page appears before the user continues to the cashier.

Questions:

Edit:

Made this page match page 36



Purchase Successful

1.0 Thank you for purchasing L\$1000 using LindeX, your account has been charged US\$4.16.

2.0 Please click on the Transaction History link to the left if you'd like to review your order.

Close

Wednesday, August 12th, 2009, 5:37:27 PM (PDT)

Updates to XStreet SL Listing Guidelines
Tuesday, August 11th, 2009, 4:36:34 PM (PDT)

LS50 LS75 LS500

Video Tutorials

Browse: All

Have you typed "(WORN" today?
Tags: inventory

How to use the Support Portal
Tags: support, web, promo, basics-help

Change the color of your selection beam
Tags:

Set Default Permissions when uploading
Tags: inventory, control, 1,23

Bulk change content permissions
Tags: inventory, control, workaround, 1,23

1 / 10

Recent Activity

 Shockwave Yareach commented on Introducing the LLMedia API
Tuesday, August 18th, 2009, 1:04:58 PM (PDT)

 Jarek Dejavu commented on Introducing the LLMedia API
Tuesday, August 18th, 2009, 12:46:36 PM (PDT)

 Daedalus Young commented on Introducing the LLMedia API
Tuesday, August 18th, 2009, 12:40:18 PM (PDT)

 Zai Lynch replied to Kann ich mehrere Benutzerkonten haben?
Tuesday, August 18th, 2009, 12:40:02 PM (PDT)

 JeanPaul Benoir replied to What do you use to record video in Second Life?
Tuesday, August 18th, 2009, 12:30:00 PM (PDT)

Order Summary

Description: Buy Linden Dollar Order for L\$2000

Approximate Total Cost: **US\$8.03**

Payment Method

Click on the **Place Buy Order** button to complete your order. Your payment method will be charged the actual cost to fulfill the order after applying any credits from your US\$ account balance. A confirmation of this transaction will be sent to Pixel.Titanium@gmail.com.

Credit card type: update pending

[Return to Buy Page](#)

Copydeck Notes

- 1. Page Headline
- 2.0 Success Message

Situation:

User is purchasing Lindens using the Market purchasing features of the LindeX.

This confirmation appears after the user returns from the Cashier

Questions:

Language [v] Launch Second Life >> Welcome, Joe Friends Online (5) Log Out Search [v]

[logo] WHAT NEXT? [v] WORLD MAP SHOPPING [v] BUY LAND [v] COMMUNITY [v] HELP [v]

Joe Resident

DASHBOARD HOME
ACCOUNT SETTINGS [v]
ACCOUNT SUMMARY
ACCOUNT HISTORY
ACCOUNT STATEMENTS
AGE VERIFICATION
TRANSACTION HISTORY
UPDATE CONTACT INFO
CHANGE PASSWORD
PARTNERS
REFER A FRIEND
UPDATE BILLING INFO
CHANGE MEMBERSHIP LEVEL
CANCEL ACCOUNT

LAND MANAGER [v]
MANAGE SHOP [v]

Linden Dollars
You currently have: **L\$ 11485**
Buy L\$ | Manage

Friends (18) [v] View All [v]

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

Manage List Page 1 of 3 [v] [v] [v] [v]

Transaction History: Joe Resident

[Back to Your Account](#)

These are your **Linden Dollar (L\$)** transactions for the previous 30 days. For your **US\$** billing account history, please follow this link

The following lists shows the most recent transactions for the date range between 10/08/2009 - 10/08/2009. The list shows up to 500 transactions. For a complete list of transactions please [Download the XLS file](#). Please note that the queries are cached for up to 15 minutes

Select a date range

From: 10/08/2009 - To: 10/08/2009 Include L\$0 transactions?

[View \(up to 500\)](#)

Displaying First 500 Transactions between 10/08/2009 - 10/08/2009 below

Download All transactions between 10/08/2009 - 10/08/2009
[Download XLS File](#) [Download XML File](#)

Date	Time	ID Prefix	Detail	Debit	Credit	Balance
10/08/2009	08:18:44	f31fce1a	Source: Currency Linden Transaction in Progress		L\$ 2000	
10/08/2009	08:18:44	0781187f	Source: Samatha Springtoes Give Inventory	L\$ 22		L\$522
10/08/2009	08:18:44	f31fce1a	Destination: Spring Chicken Object Pays Region: Beaumont	L\$ 1		L\$521
10/08/2009	08:18:44	f31fce1a	Destination: Oven Mitt Object Pays Region: Beaumont	L\$ 1		L\$520
10/08/2009	08:18:44	f31fce1a	Source: Lost Youth Payment Region: Beaumont Description: Vendor that gives half to Spring Chicken and half to Oven Mitt	L\$ 2	L\$ 2	L\$521 L\$521
Totals:				L\$ 48	L\$ 2	

Copydeck Notes

1. Need information on what goes in this table

2.0

Situation:

User has a purchase that is in process - this page displays an indication of that status

Questions:

What is the message here?

Language [v] Launch Second Life >> Welcome, Joe Friends Online (5) Log Out Search [v]

[logo] WHAT NEXT? [v] WORLD MAP SHOPPING [v] BUY LAND [v] COMMUNITY [v] HELP [v]

Joe Resident

- DASHBOARD HOME
- ACCOUNT SETTINGS [v]
- ACCOUNT SUMMARY
- ACCOUNT HISTORY
- ACCOUNT STATEMENTS
- AGE VERIFICATION
- TRANSACTION HISTORY **1.0**
- UPDATE CONTACT INFO
- CHANGE PASSWORD
- PARTNERS
- REFER A FRIEND
- UPDATE BILLING INFO
- CHANGE MEMBERSHIP LEVEL
- CANCEL ACCOUNT
- LAND MANAGER [v]
- MANAGE SHOP [v]

Linden Dollars
You currently have: **LS 11485**
Buy LS | Manage

Friends (18) [v] View All [v]

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3 [v] [v] [v]

Account History (Last 45 days): Joe Resident

These are your USS billing transactions for the previous 45 days. For your Linden Dollar (LS) transaction history, please [Click here](#)

Time	Confirmation ID	Detail	Amount	Ending Balance
11/11/2009 23:26:34	112952256602	Payment of £127.32, VISA3869 Transaction in Progress	(\$158.02)	
11/02/2009 12:23:21	112952223456	LindeX Currency Buy In Progress	\$8.02	
10/13/2009 14:32:12	112952142454	Recurring Island Fees (Nimar): \$150.00	\$150.00	(\$150.00)
09/07/2009 01:02:23	112952123423	Payment of £25.02, Moneybookers myMBacct@gmail.com	\$34.65	\$0.00
09/06/2009 10:54:43	112952112312	Payment of £25.02, VISA3869 Failed	\$34.65	\$34.65
09/06/2009 8:06:54	112952102312	LindeX Currency Buy	\$234.65	\$34.65
09/06/2009 8:05:23	112952100012	Added credit to balance	(\$200.00)	(\$200.00)

[Call Out]

Copydeck Notes

1. Need information on what goes in this table

Situation:

User has a purchase that is in process - this page displays an indication of that status

Questions:

What is the message here?

Language [x] Launch Second Life >> Welcome, Pixel Friends Online (5) Log Out Search v

[logo] WHAT NEXT? v WORLD MAP SHOPPING v BUY LAND v COMMUNITY v HELP v Buy L\$

LindeX: Buy L\$ Confirmation

Confirm Log in information

Description:	Buy Linden Dollar Order for L\$1000
Approximate Total Cost:	US\$4.17

Click on the Continue button to choose a payment method and complete your order. Your payment method will be charged the actual cost to fulfill the order after applying any credits from your US\$ account balance. A confirmation of this transaction will be sent to email@gmail.com.

Cancel Continue

Please note: All credit card fraud is promptly reported to the Internet Fraud Complaint Center (IFCC) and the Federal Bureau of Investigation (FBI), then vigorously prosecuted.

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Situation:

User is purchasing Lindens using the "buy \$L UI in the left side Navigation. This page appears before the user continues to the cashier.

User has no payment method on file

Same basic page as 36

Questions:

Language [v] Launch Second Life >> Welcome, Joe Friends Online (5) Log Out Search [v]

[logo] WHAT NEXT? [v] WORLD MAP SHOPPING [v] BUY LAND [v] COMMUNITY [v] HELP [v]

Joe Resident

DASHBOARD HOME
ACCOUNT SETTINGS [v]
ACCOUNT SUMMARY
ACCOUNT HISTORY
ACCOUNT STATEMENTS
AGE VERIFICATION
TRANSACTIONS HISTORY
UPDATE CONTACT INFO
CHANGE PASSWORD
PARTNERS
REFER A FRIEND
UPDATE BILLING INFO
CHANGE MEMBERSHIP LEVEL
CANCEL ACCOUNT
LAND MANAGER [v]
MANAGE SHOP [v]

Joe Resident

Choose a new billing country

You may update which country's billing options you chose to have available to you. We expect you to not need to make this change, but if you are travelling, or we have not successfully identified your country of origin, you may change this below.

Choose New Billing Country:

Linden Dollars

You currently have: **LS 11485**
Buy LS | Manage

Friends (18) [v] View All [v]

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

[Manage List](#) Page 1 of 3 [v] [v] [v] [v]

[Call Out]

Situation:
No changes to this page. User invites this page from the Billing Information Page.
https://secondlife.com/my/account/choose_billing_country.php

Questions:
None



>> Welcome, **Newell** (log out)

1.0 Your request is being processed

2.0 Please Wait



Copydeck Notes

1. Headline

2. Explanation Text

Situation:

Page is loading

Questions:

Does every product have the same page, or do we populate specific pages for each product?



>> Welcome, **Newell** (log out)

1.0 Your purchase was not completed

2.0 To try your purchase again, click [here](#). To view or change your billing information, proceed to the [Billing Info page](#) in Account Settings. If you believe you've reached this page in error, please check your Account History for payment history and contact support.

Copydeck Notes

1. Headline

2. Explanation Text

Situation:

International user does not have a payment method on file.

User has returned from the Cashier

Questions:

Does every product have the same page, or do we populate specific pages for each product?

[logo]>> Welcome, **Newell** (log out)

1.0 Please Confirm your address

2.0 We have noticed that you may need to update your billing country
Billing country on file: **Holland**

Choose a new billing country

You may update which country's billing options you chose to have available to you. We expect you to not need to make this change, but if you are travelling, or we have not successfully identified your country of origin, you may change this below.

Choose New Billing Country:

[Cancel](#) [Continue with changes](#) [Continue with no changes](#)

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Copydeck Notes

- 1. Headline
- 2. Explanation Text

Situation:
International user has an IP Address that does not match their country of residence on file.

This page comes up before the cashier.

Questions:
Do we need to do this before the cashier? can we do this after the purchase or notify the user via email after?

[logo]

>> Welcome, **Newell** (log out)
 Launch SL 1 Friends Online (5)

WHAT IS SL? ▾
COMMUNITY ▾
SHOP ▾
LAND ▾
MAPS ▾
GET HELP ▾

Newell Linden

HOME
ACCOUNT
SHOP <input type="button" value=""/>
LAND MANAGER <input type="button" value=""/>
MERCHANT TOOLS <input type="button" value=""/>

Linden Dollars

You currently have: **LS 11485**

Buy LS | Manage

Friends (18)

[Call Out]

1.0 Thank you for your purchase; your payment is still awaiting completion.

2.0 You can check the status of your payment in your [Account History page](#). Your order will be delivered when your payment is complete. If your payment does not complete in 24 hours, your purchase amount will be credited to your account and you will need to submit your land purchase again. For information about using your land, please consult our [knowledge base](#).

Please note that if your order completes successfully, your maintenance fee will be charged monthly starting 1 month from today on payment method Visa ****2342. Manage your payment methods on the [Billing info page](#).

Back to Land Portal home >

Getting Started with Your land

[Fedpe dorum lupsum prenum dorum aply](#)
[Fedpe dorum lupsum prenum dorum aply](#)

FOOTER (SEE FOOTER WIRE)

Copydeck Notes

1. Headline

2. Explanation Text

Situation:

International user has purchased a land store product and the payment is still processing.

Questions:

none

Language Launch Second Life >> Welcome, **Newell** Friends Online (5) Log Out Search

[logo] WHAT NEXT? WORLD MAP SHOPPING BUY LAND COMMUNITY HELP

Newell Linden

- DASHBOARD HOME
- ACCOUNT SETTINGS
- ACCOUNT SUMMARY
- ACCOUNT HISTORY
- ACCOUNT STATEMENTS
- AGE VERIFICATION
- TRANSACTIONS HISTORY
- UPDATE CONTACT INFO
- CHANGE PASSWORD
- PARTNERS
- REFER A FRIEND
- UPDATE BILLING INFO
- CHANGE MEMBERSHIP LEVEL
- CANCEL ACCOUNT
- LAND MANAGER
- MANAGE SHOP

Linden Dollars
You currently have: **LS 11485**
Buy LS | Manage

Friends (18) View All

NAME	Location
[avatar name]	Online
[avatar name]	Offline: 1hr ago

Manage List Page 1 of 3

[Call Out]

Manage Billing Info

3.0 We could not delete this payment at this time

4.0 There is a process that is currently using this payment method. Please try again later.

Products

Payment Methods

Payment Method: Visa **** * 8890

[Delete](#)

▫ If you choose to edit your payment method you will be charged immediately for the full amount of the next subscription payment.

Associated with: [Land Store](#)
[Second Life Account](#)

[Change](#) [Pay Now](#)

Payment Method: PayPal

[Delete](#)

▫ If you choose to edit your payment method you will be charged immediately for the full amount of the next subscription payment.

Associated with: [Lindex](#)

Payment Method: Western Union

[Delete](#)

▫ If you choose to edit your payment method you will be charged immediately for the full amount of the next subscription payment.

Associated with: [None](#)

Copydeck Notes

1. Error Headline
2. Error Explanation Text

Situation:

User has navigated to the "Manage Billing Info" page from the main navigation of the Account Settings.

The user has selected the "Payment Methods" tab.

User has tried to delete the payment method. The system is currently trying to process a payment against the method.

Questions:

None

Language [x] Launch Second Life >> Welcome, Newell Friends Online (5) Log Out Search

[logo] WHAT NEXT? WORLD MAP SHOPPING BUY LAND COMMUNITY HELP

Newell Linden

DASHBOARD HOME
ACCOUNT SETTINGS

ACCOUNT SUMMARY
ACCOUNT HISTORY
ACCOUNT STATEMENTS
AGE VERIFICATION
TRANSACTIONS HISTORY
UPDATE CONTACT INFO
CHANGE PASSWORD
PARTNERS
REFER A FRIEND
UPDATE BILLING INFO
CHANGE MEMBERSHIP
CANCEL ACCOUNT
LAND MANAGER
MANAGE SHOP

Linden Dollars
You currently have: L\$ 114
Buy L\$ | Manage

Friends (18)

NAME	Local
[avatar name]	Online
[avatar name]	Offline: 1hr ago

Manage List Page 1 of 3

[Call Out]

There is a problem with your account
Your payment method cannot be billed. Please [change to a new payment method](#) or [edit this payment method](#).

Manage Billing Info

Change Payment Method

Select a payment method from the list below. This payment method will be used for future transactions of this product type.

- Visa **** * 7321
- Master Card **** * 8832
- Visa **** * 2123
- Visa **** * 6621

Cancel Continue

Subject to VAT: Yes

Land Holdings

Allowed holdings:	512 square meters
Current holdings:	0 square meters
Available for purchase:	512 square meters
Peak square meter usage:	0 square meters
Total monthly cost:	USD 0.00

Linden Exchange

Linden Dollar balance:	L\$ 6,262	Buy L\$	Sell \$
US Dollar Balance:	USD - 200.00	Increase Credit	Process Credit
Buying L\$ in the viewer:	Visa **** * 8890	Change	
Buying L\$ on the Lindex:	Visa **** * 8890	Change	

Earn Credits!
Invite your friends to Second Life and earn credits on Xstreet. Continue

Land Store

Credit card type: Visa **** * 8890 [Change](#)

Get a home of your own!
Upgrade to a Premium account and get a home at the same time. Continue

Copydeck Notes

1. Error Headline

2. Error Explanation Text

Situation:

(continued from page 17)

User has navigated to the "Manage Billing Info" page from the main navigation of the Account Settings.

There is a problem with one of the payment methods on file. User clicks on the "Fix" link and can retry the charge.

Questions:

None