

max

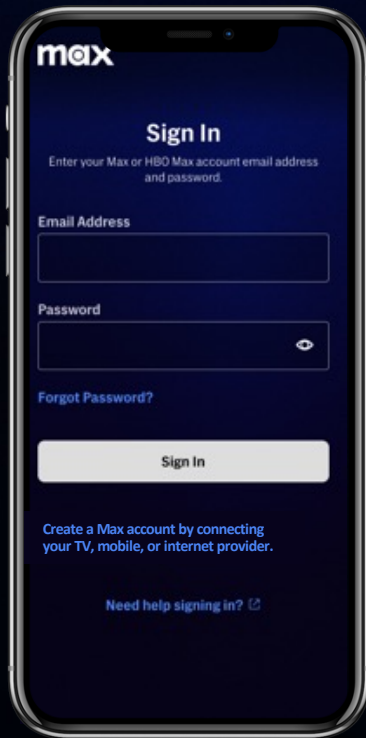
Wholesale Customer Onboarding Flows

PARTNER PICKER FLOW

March 2024

Partner Picker Flow – New User Journey

Journey Starts on Max Website / UI (Desktop or Mobile)



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Sign In

Enter your Max or HBO Max account email address and password.

Email Address

Password

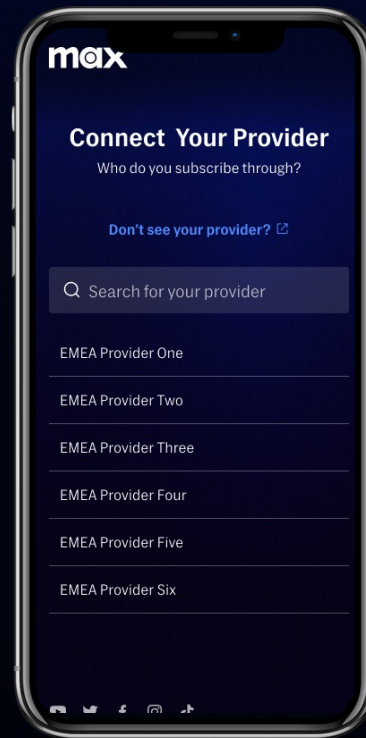
[Forgot Password?](#)

Sign In

Create a Max account by connecting your TV, mobile, or internet provider.

[Need help signing in?](#)

On the Sign In click “Create a Max account by connecting your TV, mobile, or internet provider”



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Connect Your Provider

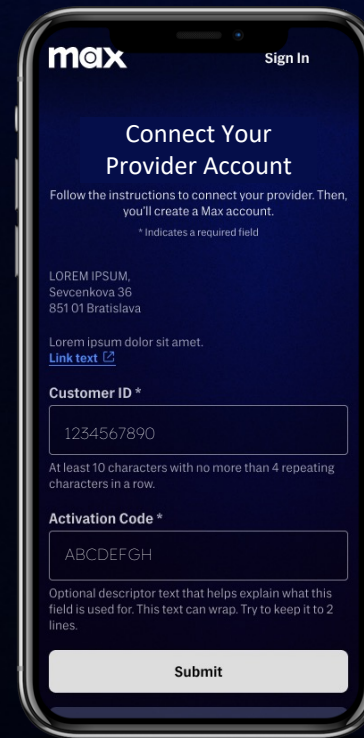
Who do you subscribe through?

[Don't see your provider?](#)

Search for your provider

- EMEA Provider One
- EMEA Provider Two
- EMEA Provider Three
- EMEA Provider Four
- EMEA Provider Five
- EMEA Provider Six

Select your Provider from the list



max Sign In

Connect Your Provider Account

Follow the instructions to connect your provider. Then, you'll create a Max account.

* Indicates a required field

LOREM IPSUM,
Sevcenkova 36
851 01 Bratislava

Lorem ipsum dolor sit amet.
[Link text](#)

Customer ID *

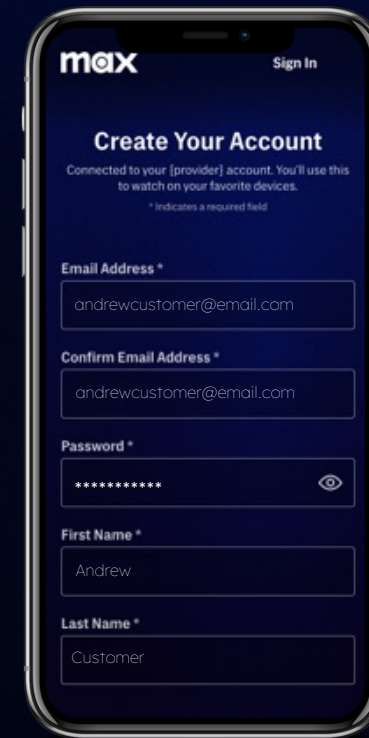
At least 10 characters with no more than 4 repeating characters in a row.

Activation Code *

Optional descriptor text that helps explain what this field is used for. This text can wrap. Try to keep it to 2 lines.

Submit

Provide authorization information required by your Provider



max Sign In

Create Your Account

Connected to your [provider] account. You'll use this to watch on your favorite devices.

* Indicates a required field

Email Address *

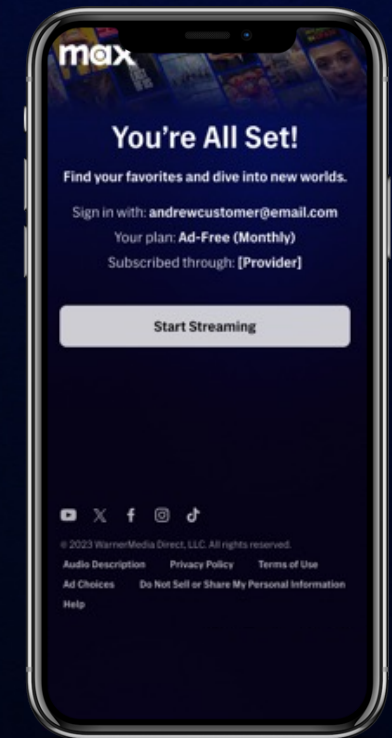
Confirm Email Address *

Password *

First Name *

Last Name *

Create your Max account



max

You're All Set!

Find your favorites and dive into new worlds.

Sign in with: **andrewcustomer@email.com**

Your plan: **Ad-Free (Monthly)**

Subscribed through: **[Provider]**

Start Streaming

[YouTube](#) [Twitter](#) [Facebook](#) [Instagram](#) [TikTok](#)

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[Help](#)

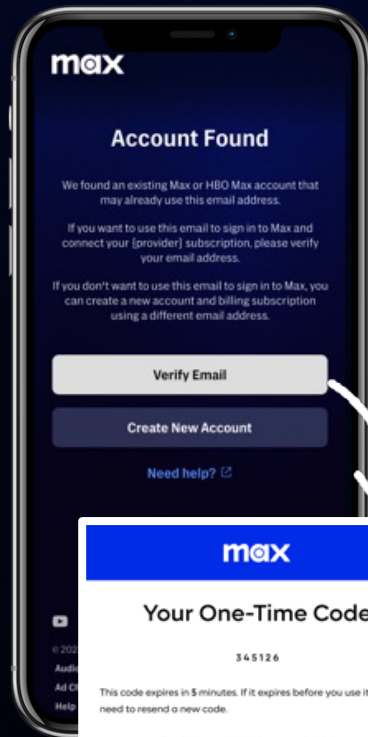
Ready to stream!

Partner Picker Flow – Existing User Journey

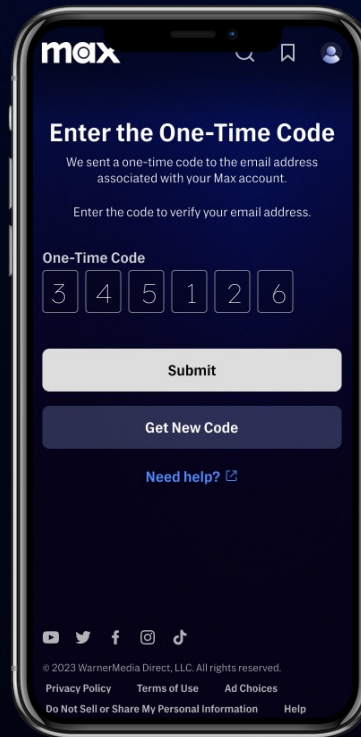
Journey Starts on Max Website / UI (Desktop or Mobile)



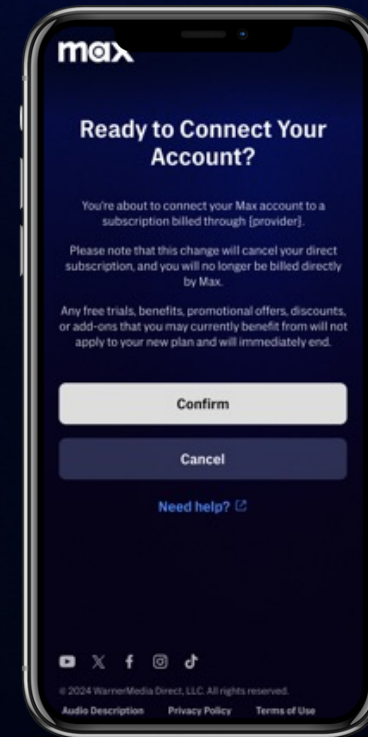
During account creation process customer uses email address of an existing Max account



✉ One time passcode sent to customer's email address to confirm their identity

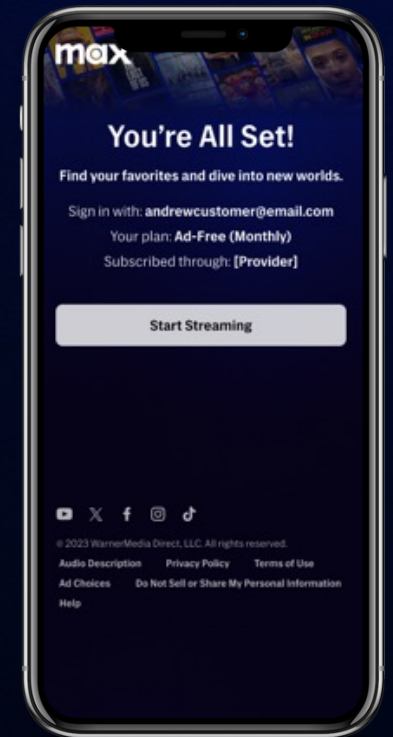


Customer provides correct one-time passcode



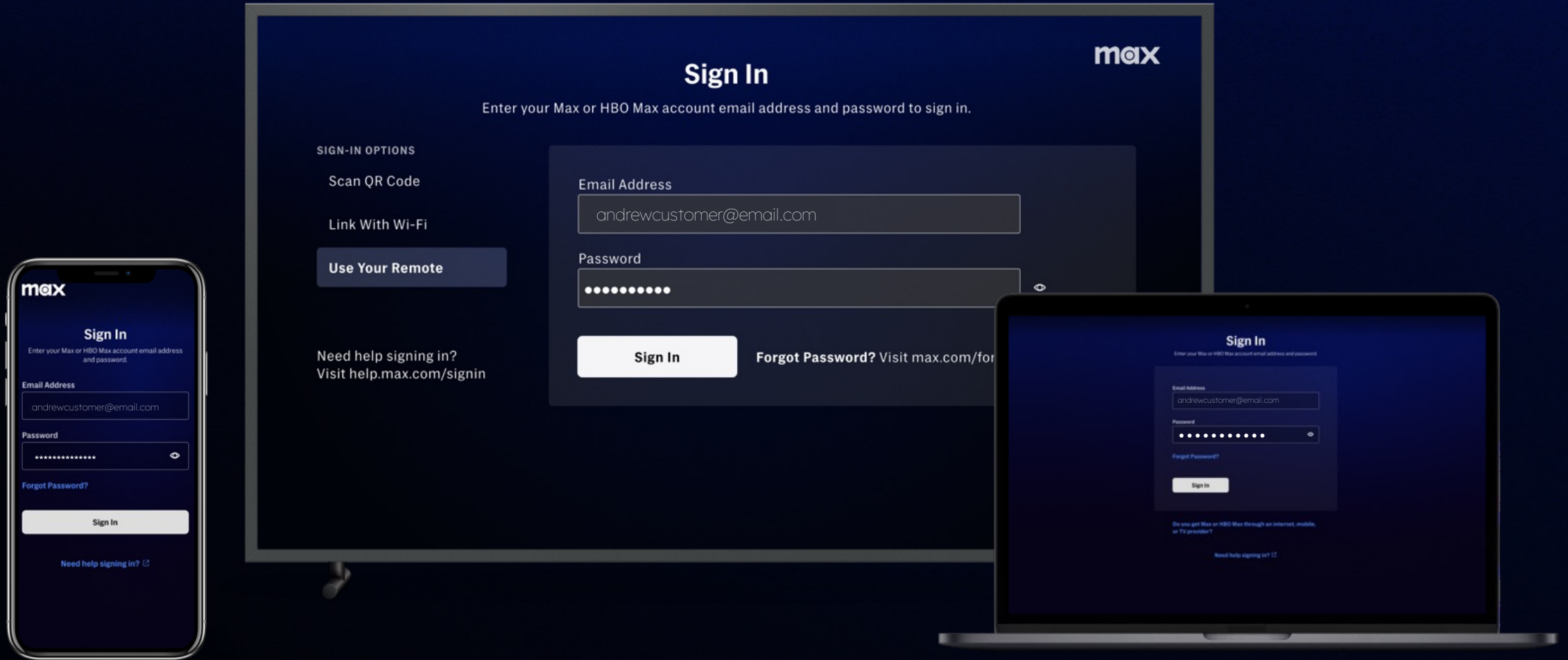
Customer confirms if they want to proceed with change or not*

* If the customer chooses to continue, D2C subscription linked with the account will be canceled, otherwise if the customer account currently has MVPD or IAP subscription linked, it will not be canceled and customer might be billed twice. Message displayed depends on subscription type currently linked to the account.



Ready to stream!

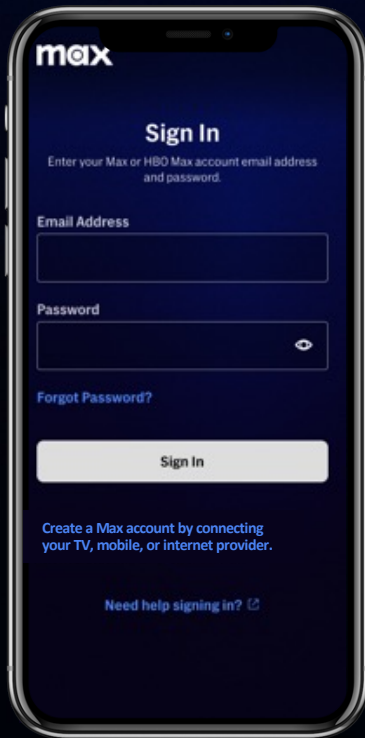
Existing Customer Sign In



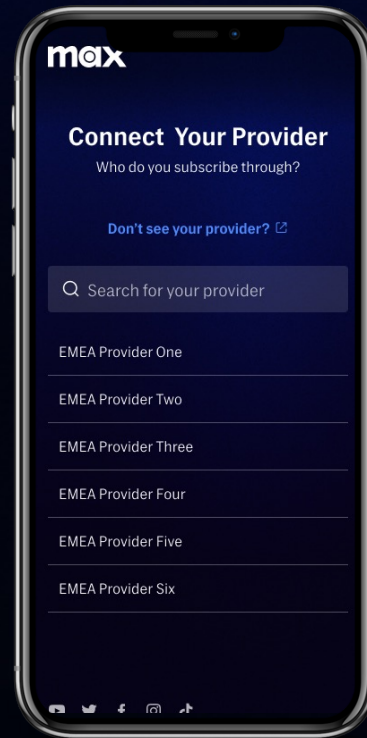
Customer can use Max or HBO Max credentials to sign in on any supported device.

Customer Attempts To Activate Already Linked Subscription

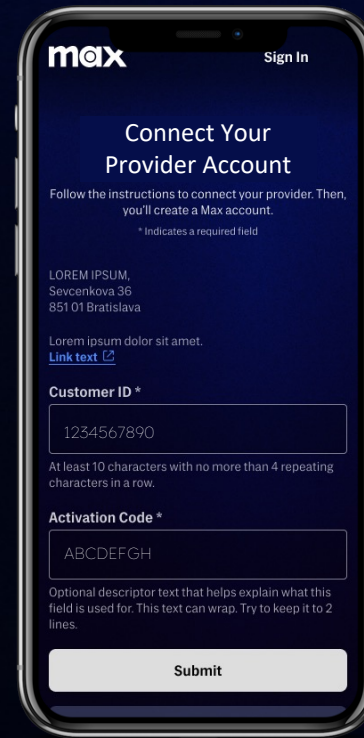
Journey Starts on Max Website / UI



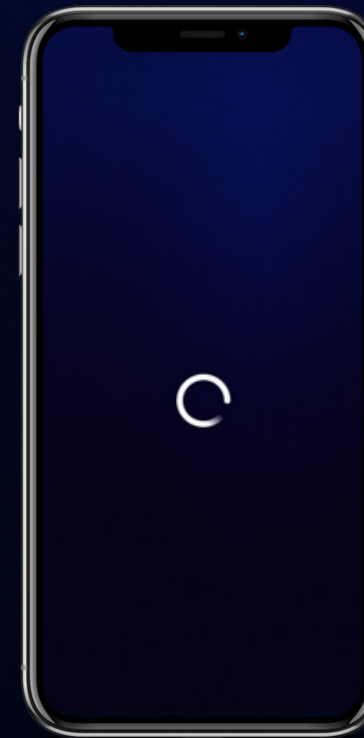
On the Sign In click "Create a Max account by connecting your TV, mobile, or internet provider"



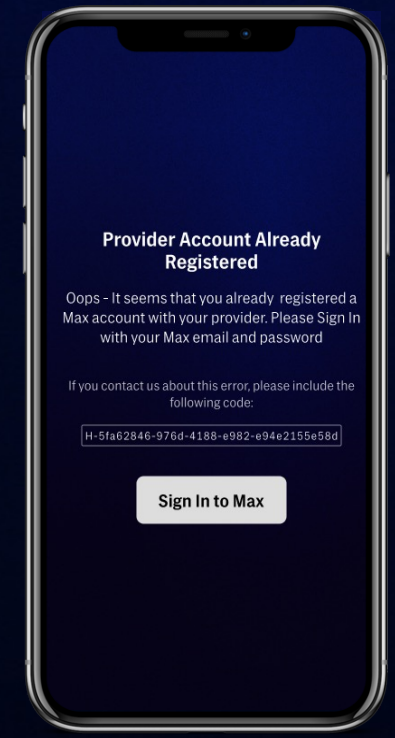
Select your Provider from the list



Customer provides previously successfully used authorization information required by your Provider



Checking entitlement in the background



Customer is notified that activation has been done already

Thank you!