



## Wholesale Customer Onboarding Flows

### PARTNER PICKER FLOW

March 2024

# Partner Picker Flow – New User Journey

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

**Prijavi se**  
Vnesi e-poštni naslov in geslo svojega računa Max ali HBO Max.

E-poštni naslov

Geslo

Pozabljeno geslo?

Prijavi se

Ustvari račun Max tako, da povežeš svojega ponudnika TV-storitev oziroma mobilnih ali internetnih storitev.

Potrebujem pomoč pri prijavi?

**Poveži svojega ponudnika**  
Prek koga si naročen/-a?

Ne vidiš svojega ponudnika?

Poišči svojega ponudnika

EME A Provider 1

EME A Provider 2

EME A Provider 3

EME A Provider 4

EME A Provider 5

**Poveži račun svojega [provider]**  
Z upoštevanjem navodil poveži svojega ponudnika. Nato boš ustvaril/-a račun Max.

Activation code \*

For more informations about HBO MAX activation code please contact provider on contact number or e-mail

Pošlji Prekliči

**Ustvari račun**  
Povezan si v svoj račun [provider]. Uporabi/-a ga boš za gledanje v svojih prikljubenih napravah.

E-poštni naslov \*

Potrdi e-poštni naslov \*

Geslo \*

Ime \*

Priimek \*

Vsaj 19 znakov in največ štiri isti zaporedni znaki.

By selecting Create Account, you confirm that you are 18 or over, you agree to the Terms of Use, and you acknowledge having read our Privacy Policy.

Max may use my email address to send offers, ads and content updates.

WBD family of companies may use my email address for the same purposes.

To withdraw consent (including any consent you have previously given) or learn more about your rights, review the Privacy Policy.

Ustvari račun

**max**

**Živijo, Andrew!**

Za prijavo uporabi: andrew.customer@

Tvoj paket: Standardni (Mesečno)

Naročnina prek [provider]

Začni gledati

Prenesi aplikacijo Max  
Za začetek gledanja to kodo QR ali obišči trgovino z aplikacijami.

Get it on the App Store GET IT ON Google Play

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

Select your Provider from the list

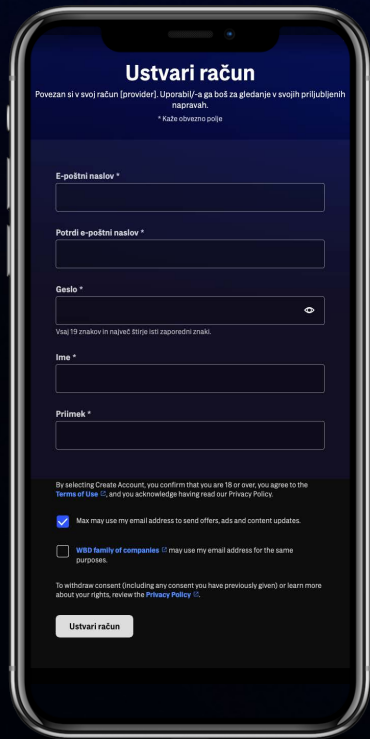
Provide authorization information required by your Provider

Create your Max account

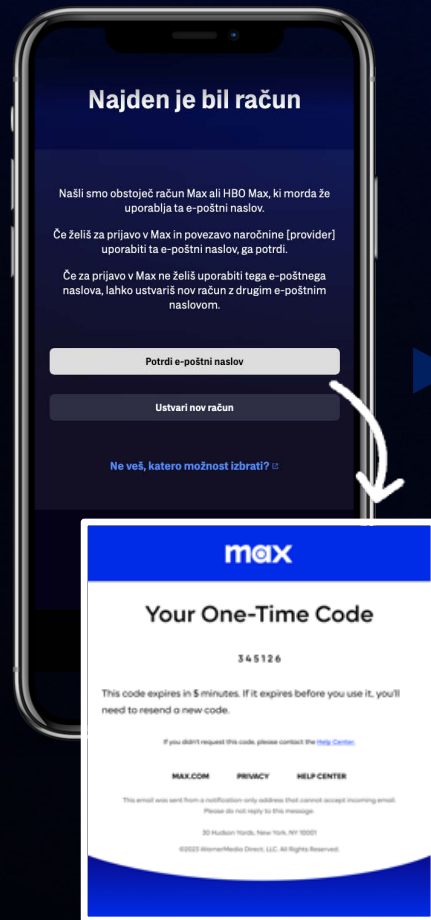
Ready to stream!

# Partner Picker Flow – Existing User Journey

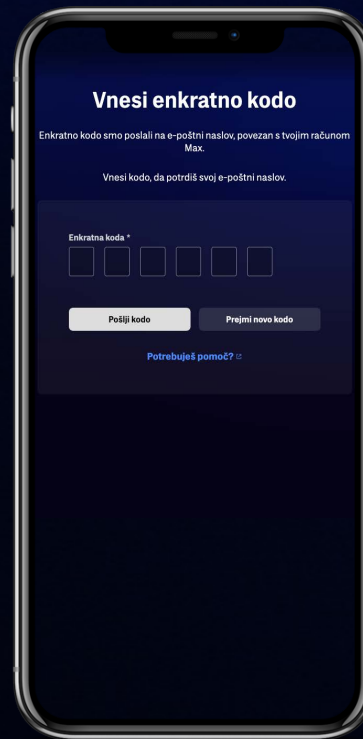
Journey Starts on Max Website / UI (Desktop or Mobile)



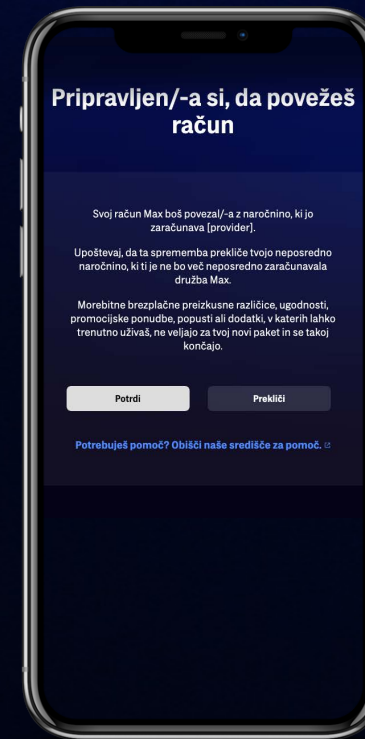
During account creation process customer uses email address of an existing Max account



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



Customer provides correct one-time passcode



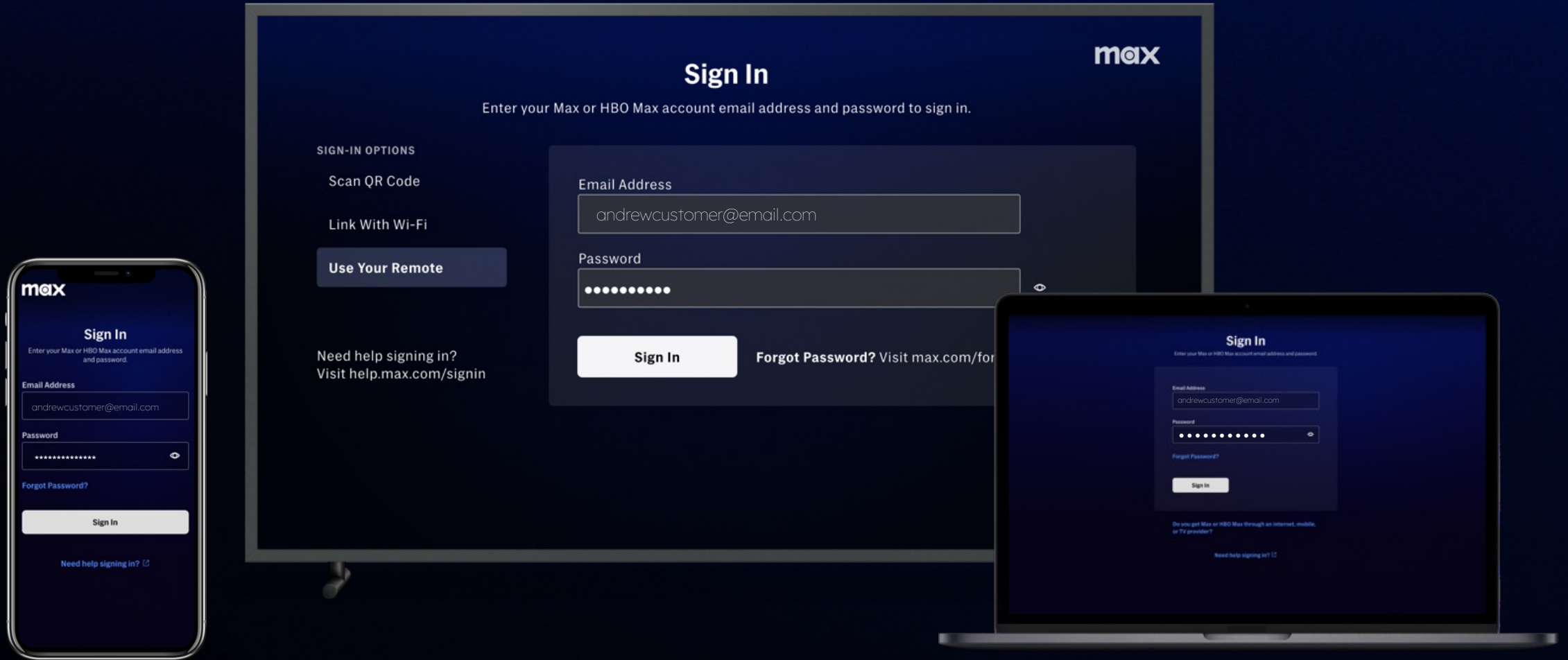
Customer confirms if they want to proceed with change or not\*

\* 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!

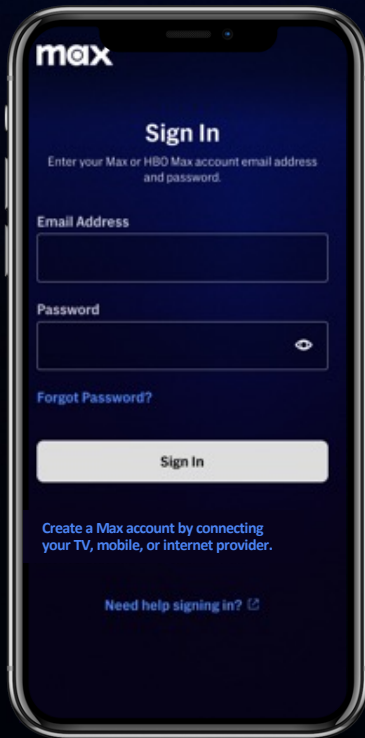
# Existing Customer Sign In



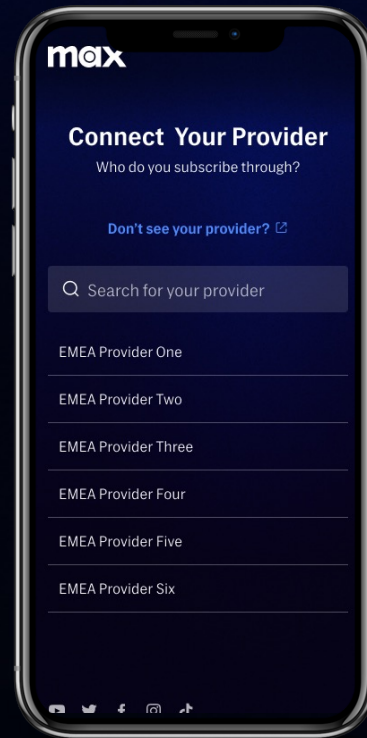
Customer can use Max or HBO Max credentials to sign in on any supported device.

# Customer Attempts To Activate Already Linked Subscription

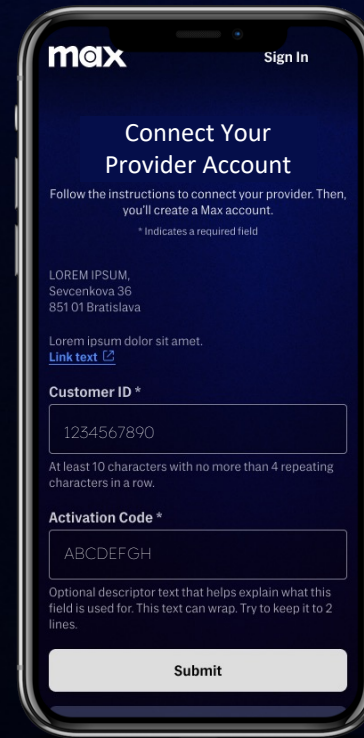
Journey Starts on Max Website / UI



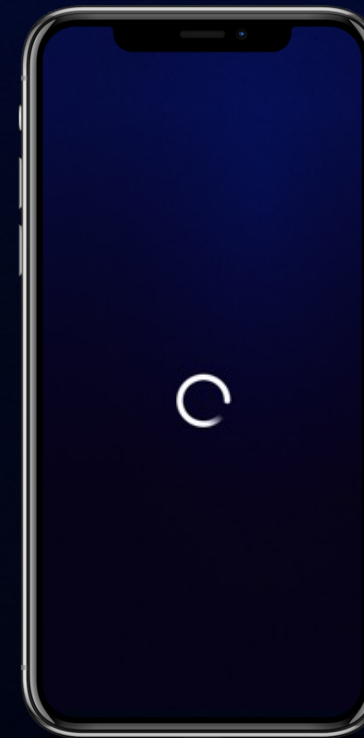
On the Sign In click "Create a Max account by connecting your TV, mobile, or internet provider"



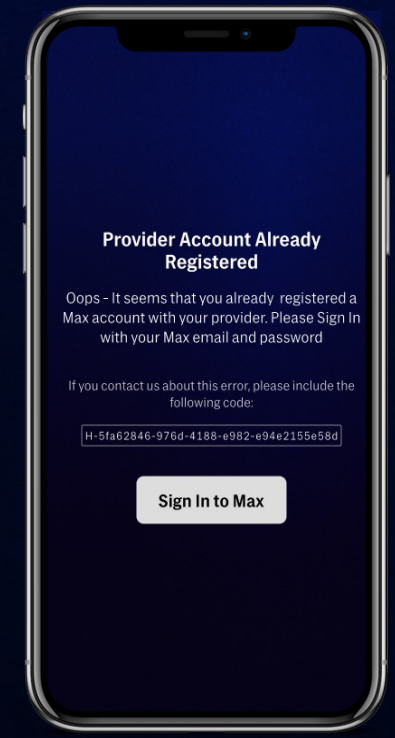
Select your Provider from the list



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!