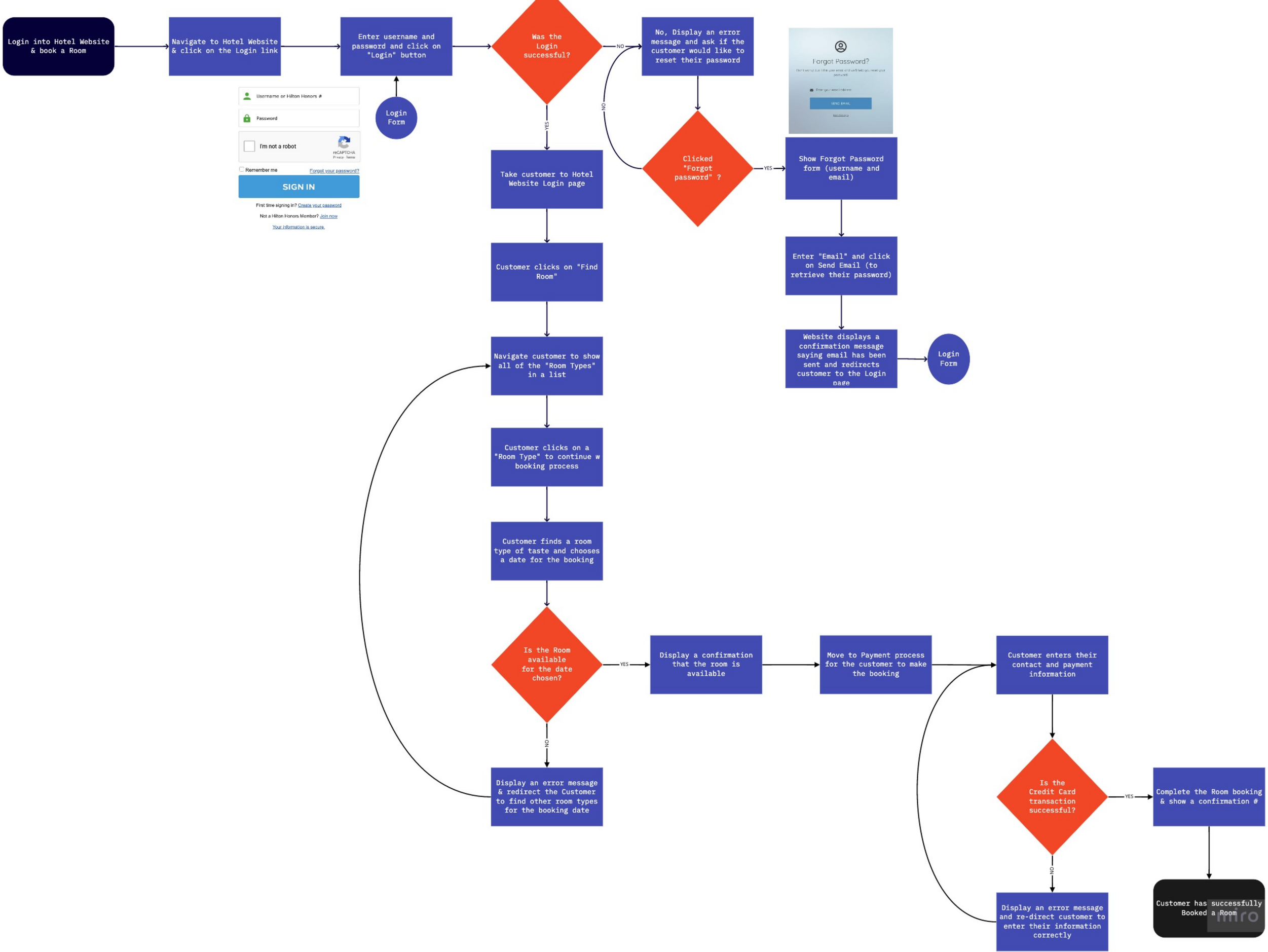
Login into Hotel Website & book a Room
Navigate to Hotel Website & click on the Login link
Enter username and password and click on "Login" button
Was the Login successful?
NO
No, Display an error message and ask if the customer would like to reset their password
Clicked "Forgot password" ?
YES
Show Forgot Password form (username and email)
Enter "Email" and click on Send Email (to retrieve their password)
Website displays a confirmation message saying email has been sent and redirects customer to the Login page
Login Form
Forgot Password?
SEND EMAIL
Username or Hilton Honors #
Password
I'm not a robot
reCAPTCHA
Remember me
Forgot your password?
SIGN IN
First time signing in? Create your password
Not a Hilton Honors Member? Join now
Your information is secure.
Login Form
YES
Take customer to Hotel Website Login page
Customer clicks on "Find Room"
Navigate customer to show all of the "Room Types" in a list
Customer clicks on a "Room Type" to continue w booking process
Customer finds a room type of taste and chooses a date for the booking
Is the Room available for the date chosen?
YES
Display a confirmation that the room is available
Move to Payment process for the customer to make the booking
Customer enters their contact and payment information
Is the Credit Card transaction successful?
YES
Complete the Room booking & show a confirmation #
Customer has successfully Booked a Room
NO
Display an error message and re-direct customer to enter their information correctly
NO
Display an error message & redirect the Customer to find other room types for the booking date