

Functional Simulated Technology Tasks - Online Bill Pay

Details of the task

I have written out the details of the task so you can either review it here or you can do it on the site without having to figure out the correct answers, as a client would.

HOME CONDITIONS: Table/desk, computer with internet access and already signed on

1. Four bills presented in this order: a water bill, two gas bills, and a telephone bill (bills numbered 1-4)
2. Two credit card cutouts (a MasterCard and an American Express card)
3. Present client with a manila envelope containing above items.
4. Patient seated at table/desk with computer opened to an internet browser
5. Room with good lighting

HOME INSTRUCTIONS:

“This next task involves paying bills. Everything you need in order to complete the task is provided and is in front of you. For the purposes of this activity, today’s date is March, 3rd. Read through the information and tell the therapist what needs to be done with each bill, and then complete the task. Do you know what you are to do? Do you have everything that you need?”

[Wait for response]

What to expect:

1. Client must review the bills to determine which need to be paid
2. Water bill - enrolled in autopay so bill does not need to be paid at this time
3. Gas bill - there are two gas bills that look identical but one is from February and one is from March. The February bill has already been paid (as evident from the info on the March bill). The March bill needs to be paid by going to the website <http://www.otiadl.net/BillPay> . The client must pay attention to the details of the bills to figure this out.
4. The Phone bill has a positive balance so does not need to be paid at this time.
5. Once the client has determined what needs to happen, they need to access the site <http://www.otiadl.net/BillPay> and pay the gas bill.
6. Once on the site they must choose Mange My Account along the left side.
7. This will prompt them to enter their account number (from the gas bill) (135894658612) and the month (March).
8. The next screen asks the amount they would like to pay (\$45.24).
9. Next they have to decide how to pay.
10. The materials offer them a Master Card and an American Express. They must see on the site that the company does not accept American Express.
11. They must enter
 - a. MasterCard number: 5412751234123456
 - b. Expiration date: 12-25
 - c. Security number: 461
 - d. Choose MasterCard as payment choice from the drop down menu
 - e. Click that they agree to terms
12. If done correctly they get a page that confirms the payment