

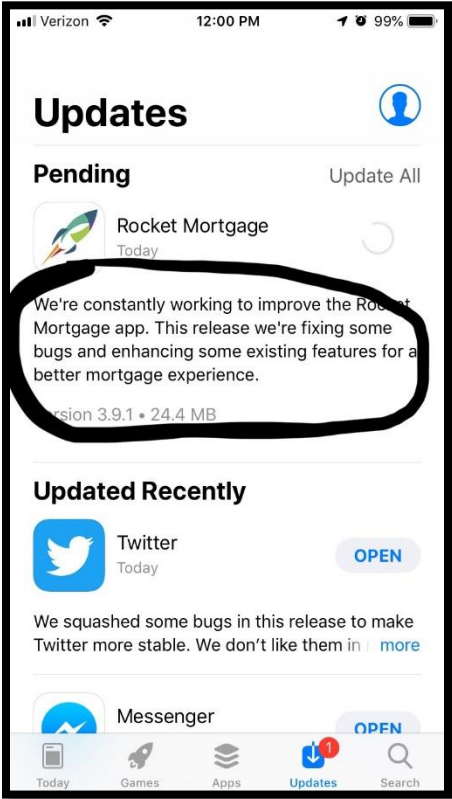
Release Note Library Copy Doc

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1. Context

Where will this content be published?

- Webpage/App Page: Rocket Mortgage on the Apple App Store Preview page <https://apps.apple.com/us/app/rocket-mortgage/id431156417>
- Webpage/App Page: Rocket Mortgage on the Google Play Store Preview page <https://play.google.com/store/apps/details?id=com.quickenloans.myql>
- Alert: Will be pushed to the users' device as a Rocket Mortgage "App Update."



Why is this content needed?

Release Notes are the documentation sent out with all updates or versions of the app that informs customers what has changed and what is new in the release. This documentation is required by both Apple and Google Play.

Our Mobile IT Teams often interrupt ES&D sprints with unplanned, urgent messaging requests for Release Notes when they want to submit unplanned updates to the app stores.

Since IT needs these Notes before they can submit their updates to the stores, they are often “blocked by content” to getting last minute technology updates out the door.

Most of these updates are for things like bug fixes and small UI enhancements to already-existing features – this is apparent by research we’ve done into the nature of previous app updates. In light of this, we can probably re-use content for much of our Release Notes documentation.

2. Solution

If we build a plug-and-play library for routine release notes, then IT can increase speed to app store submittals by self-serving simple content solutions, and ultimately, it will help them keep on track with their production commitments.

3. Content

Release Update Type: **General Feature or UI Updates**

<p><u>Description</u> Used when we tweak an existing feature with a low-impact update. NOT for adding new functionality. If adding new functionality or a new feature, the UX Content Team should write a new blurb for the Release Notes.</p> <p><u>Low-Impact Update Examples</u> <i>General Examples:</i></p> <ul style="list-style-type: none"> • Visual design elements added or changed, such as animations or UI components. • Small content updates. <p><i>Specific Examples:</i></p> <ul style="list-style-type: none"> • Updated date picker to calendar view for autopay. • The titles on the To-Do page were changed. 	
Standalone release content	<p>General Update: We’ve made some enhancements to our app. We’re always making improvements for a better mobile mortgage experience</p> <p>Specific to a Feature: We’ve made some enhancements to our [blank] feature. We’re always making improvements for a better mobile mortgage experience.</p>
With another feature release content	<p>Lorem ipsum. We’ve also enhanced our [feature name].</p>

Release Update Type: **Bug Fixes**

<p><u>Description</u> Used when we notice errors in our logs or when clients provide feedback regarding existing functionality issues.</p> <p><u>Update Example</u> A bug is causing the escrow graph to show zero, and we've fixed it.</p>	
Standalone release content	<p>One Bug Fix: This release we fixed a bug to keep things running smoothly in your Rocket Mortgage experience.</p> <p>More Than One Bug Fix: We squashed some bugs and improved some things to make the app better.</p>
With another feature release content	Lorem ipsum. And, we fixed a bug or two too.

Release Update Type: **Unexpected Crash Fix**

<p><u>Description</u> Used when we need to make an update to our app to fix the root cause of a crash. A crash would close the app unexpectedly while the client is actively using it.</p> <p><u>Update Example</u> There was a bug with the document page, causing it to crash when clients tried to upload, and we've fixed it.</p>	
Standalone release content	<p>App Crash: We fixed an issue that was causing the app to crash. Now you should be able to use Rocket Mortgage without interruption.</p> <p>Feature Crash:</p> <p><i>*Use the first blurb listed below for features that can easily be identified by the user. For example: The Document Page is easy for users to identify because it's its own page and it's labeled as such in the app.</i></p>

	<p>We fixed an issue that was causing some crashes with [feature name]. Now you should be able to use it without interruption.</p> <p><i>*Use the blurb below for features that are not easy to identify by users because they don't have labeled feature names in the app. For example: We call it the "AL Widget" on the backend. We do not label it as "AL Widget" in-app, so users won't know what "AL Widget" is. Instead, identify the feature by the action. For Example: "adjusting your approval letter."</i></p> <p>We fixed an issue that was causing some crashes with [action name]. Now you should be able to use the app without interruptions.</p>
With another feature release content	<p>What's New:</p> <ul style="list-style-type: none"> • Lorem ipsum • We've also fixed an issue that was causing crashes with [feature or action name].

Release Update Type: **New Operating System**

<p><u>Description</u> Used when we have to modify our app when there is a new device operating system.</p> <p><i>*Note: These are always isolated pushes and do not ever include other updates. So, "with another push" content is not needed for OS updates.</i></p>	
Standalone release content	We're updating our app so that it runs smoothly on your device's new operating system. This will optimize your Rocket Mortgage experience to match the most up-to-date technology.

Release Update Type: **API Forced Update**

<p><u>Description</u> Used when we modify one of our backend systems that require the app to be on the latest version. When we do this, the client logs in and is FORCED to update the app.</p> <p><i>*Note: These are always isolated pushes and do not ever include other updates. So, "with another push" content is not needed for API updates.</i></p>	
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Standalone release content

Out with the old, in with the new. Update to the latest version to improve your Rocket Mortgage experience.