notE

notE is a **simple**, **non-invasive** online account **information management notebook**

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PROBLEM

Seniors

- tend to have less secure online habits
- are targeted by many online scams
- have difficulty adapting to new technologies

SOLUTION

Seniors

- learn by **pattern matching**
- value **simplicity**

notE is a **simple**, **non-invasive** online account **information management notebook**
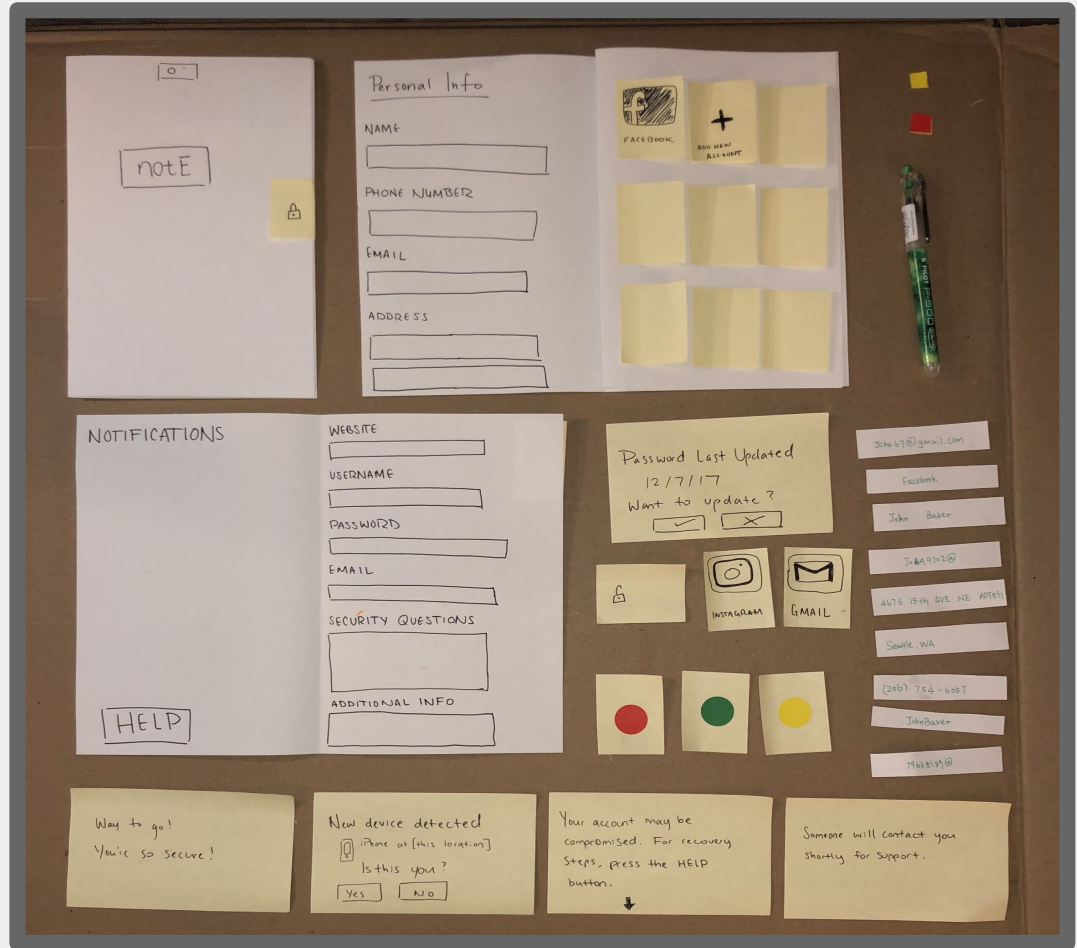
Initial Paper Prototype

Cover

Index Page

Account Page

Notification Page

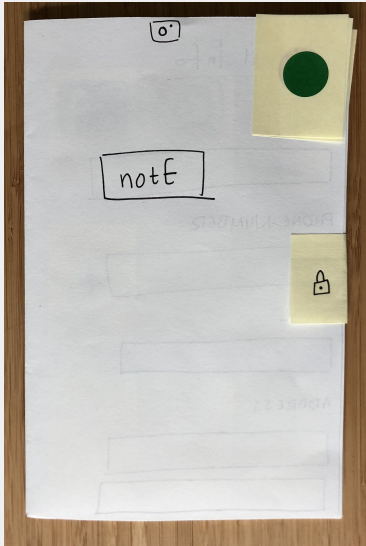Light Notifications

Linked Pen

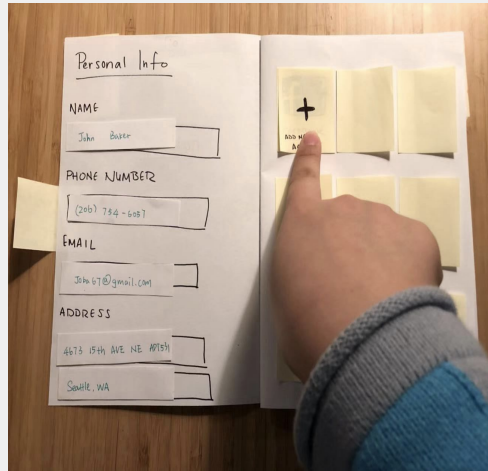# MAIN TASKS

Storing, Generating, and Updating Passwords

Giving Guidance After an Account Has Been Compromised
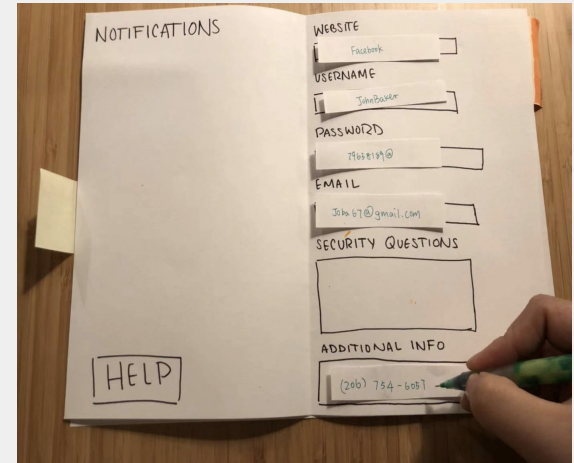
Task 1: Storing, generating, and updating passwords
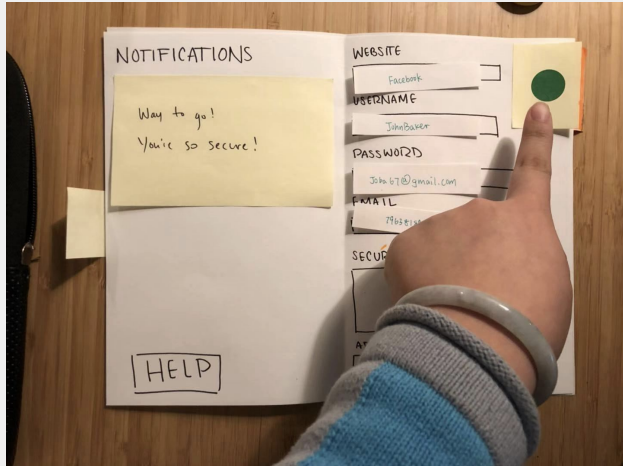
Use facial recognition to securely unlock

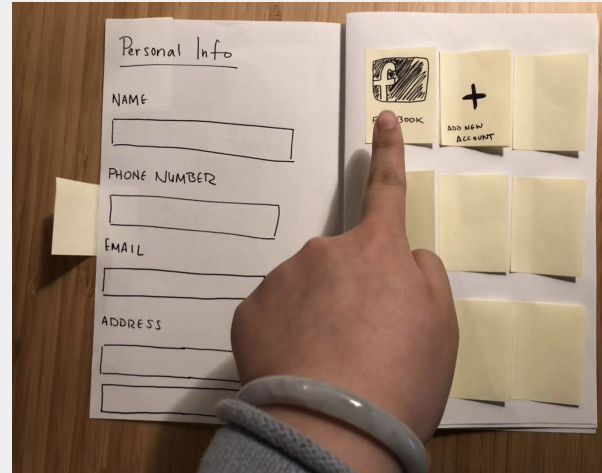Use index page to locate next available page

Use available page to record account information

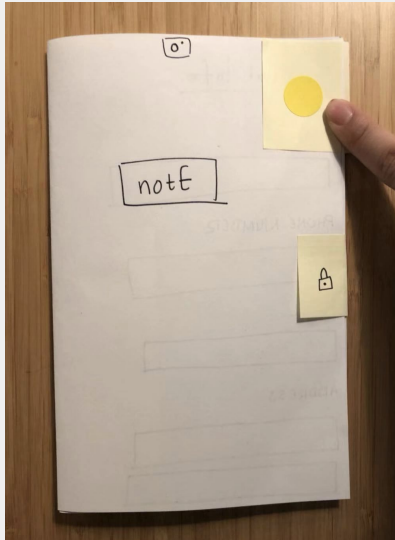**Task 1:** Storing, generating, and updating passwords
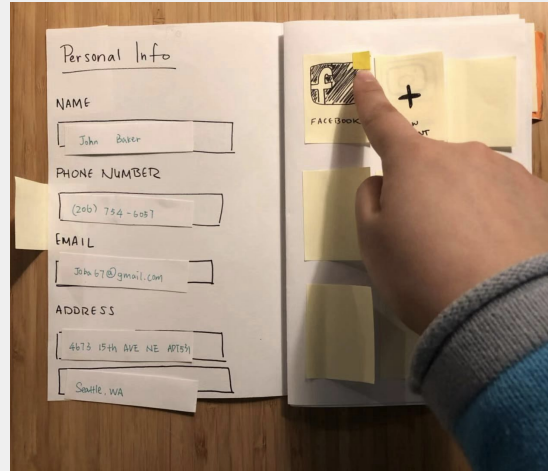
Confirmation of entry
with a green light

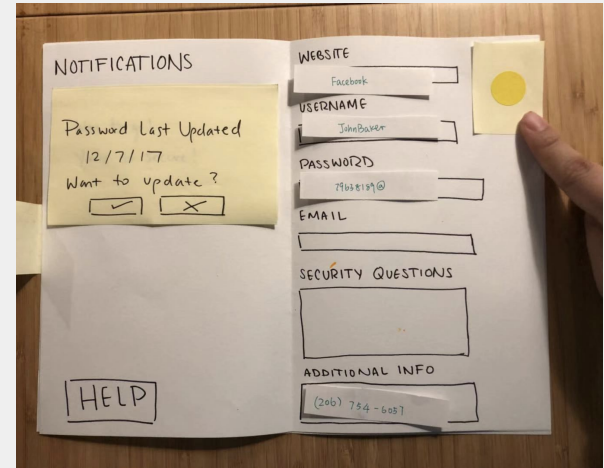Index page automatically
updates for quick search

Task 1: Storing, generating, and updating passwords

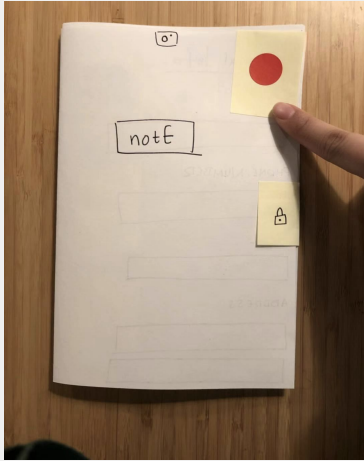Yellow light indicates minor account issue

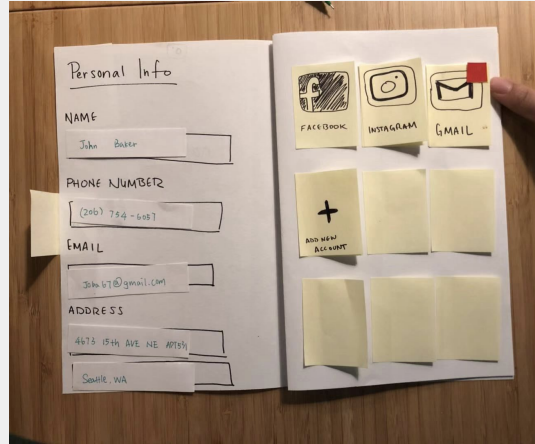

Yellow light shows on the index page
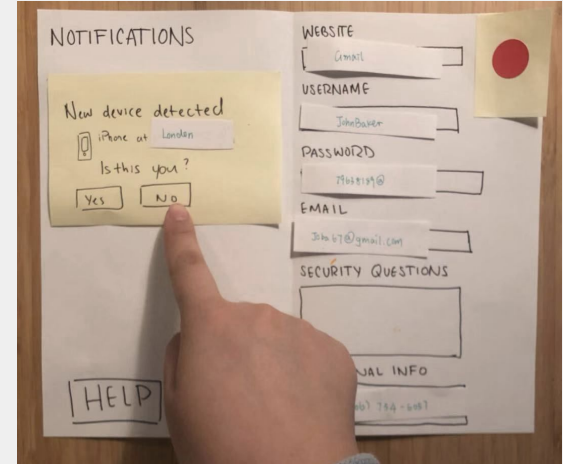

Prompt to update password

Task 2: Giving Guidance After an Account Has Been Compromised

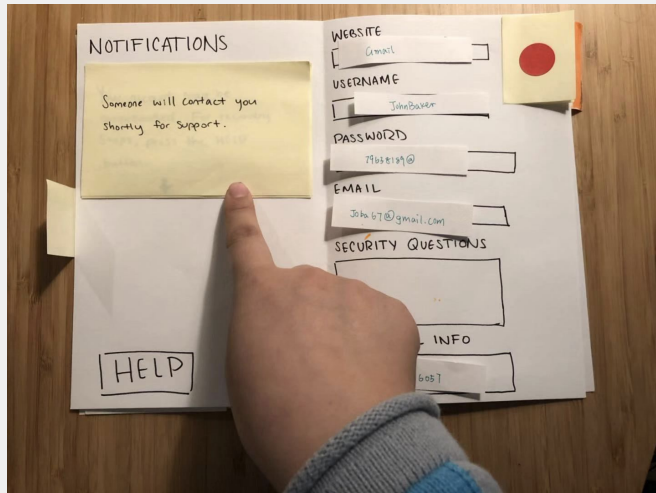Red light indicates severe account issue

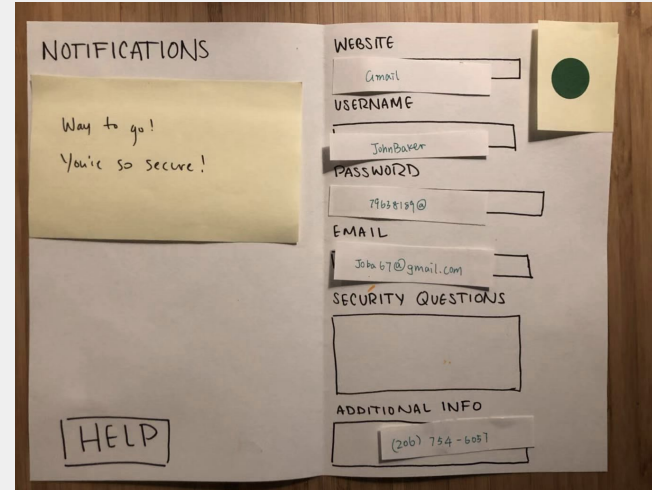
Red light shows on the index page

Red light shows on page and notification provides more information
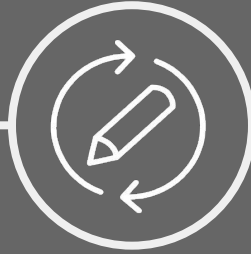
Task 2: Giving Guidance After an Account Has Been Compromised

Message shows that there will be someone to contact them later.
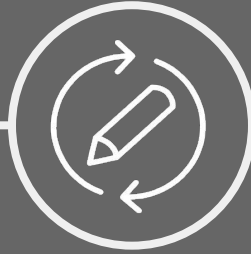

Greenlight shows on page indicating no further security issues.

TESTING PROCESS

2 heuristic evaluations + 3 usability tests

HEURISTIC EVALUATION

Identifying as many major usability issues as possible before conducting usability tests

Testing Process: Heuristic Evaluation
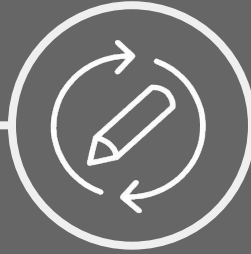
Participants

- Students currently taking CSE 440
- Conducted inside and outside of class

Method

- Brief introduction of our design
- Give them scenarios and observed
- Focused on violations of Nielsen's heuristics for interface design

Issues

- Lack of help + documentation

USABILITY TESTING

Testing the simplicity and intuitiveness of our design among our target audience

Testing Process: Usability Testing

Participants

- Seniors found in the library
- Familiar with technology

Method

- Brief introduction of our design
- Give them scenarios and observe
- Focused on points of frustration and intuitiveness

Issues

- Initially gave insufficient explanation of design
- Over-corrected and gave too much
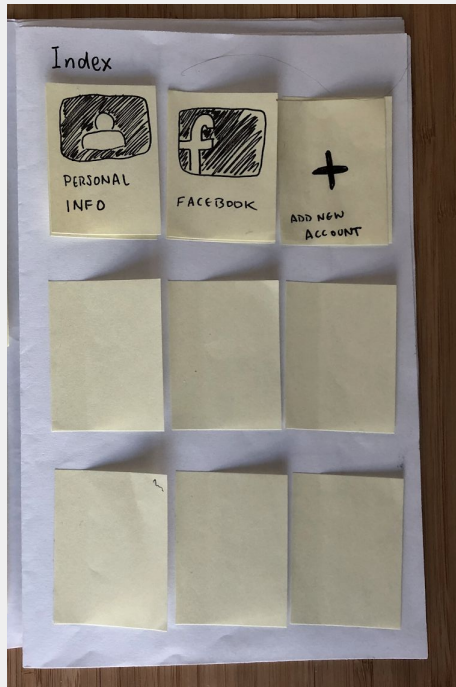
Testing Results: Main Takeaways

Heuristic Evaluation

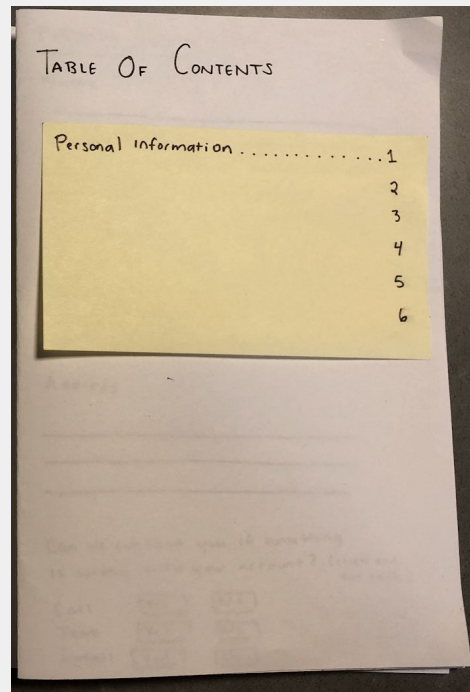- Help and documentation

- Consistency

Usability Testing

- Level of documentation and instruction

- Need more resemblance to a notebook

- Intuitiveness

Major Changes: Change Index to traditional table of contents

Before

After

Major Changes: Change input boxes to regular lines

Before

After

Major Changes: Add screen on the front cover
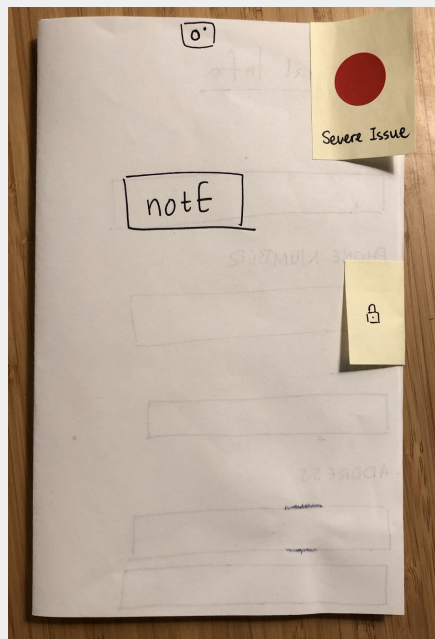
Before
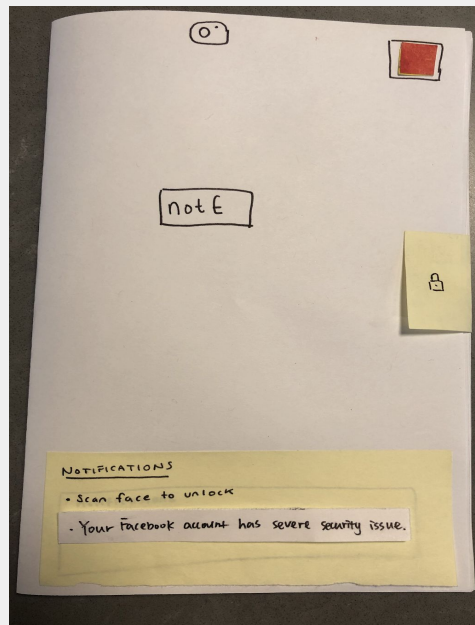
After

Major Changes: Change help section to high level topics
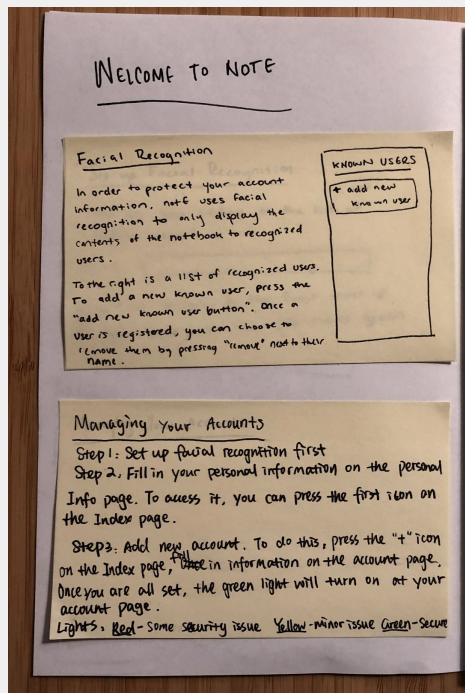
Before
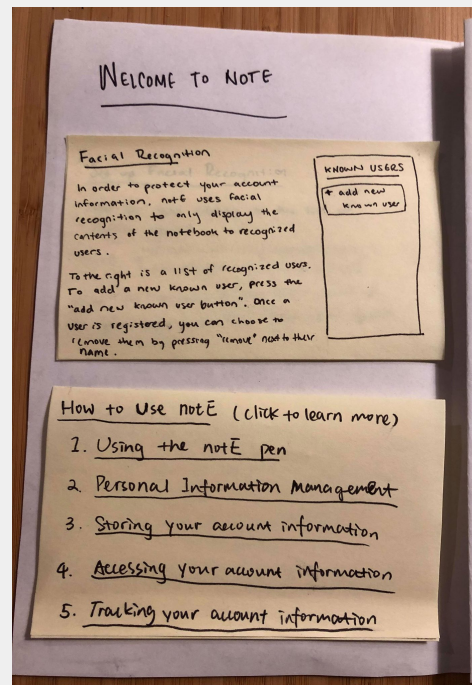
After

Final Paper Prototype

Cover

Index Page

Account Page

Notification Page

Light Notifications

Linked Pen
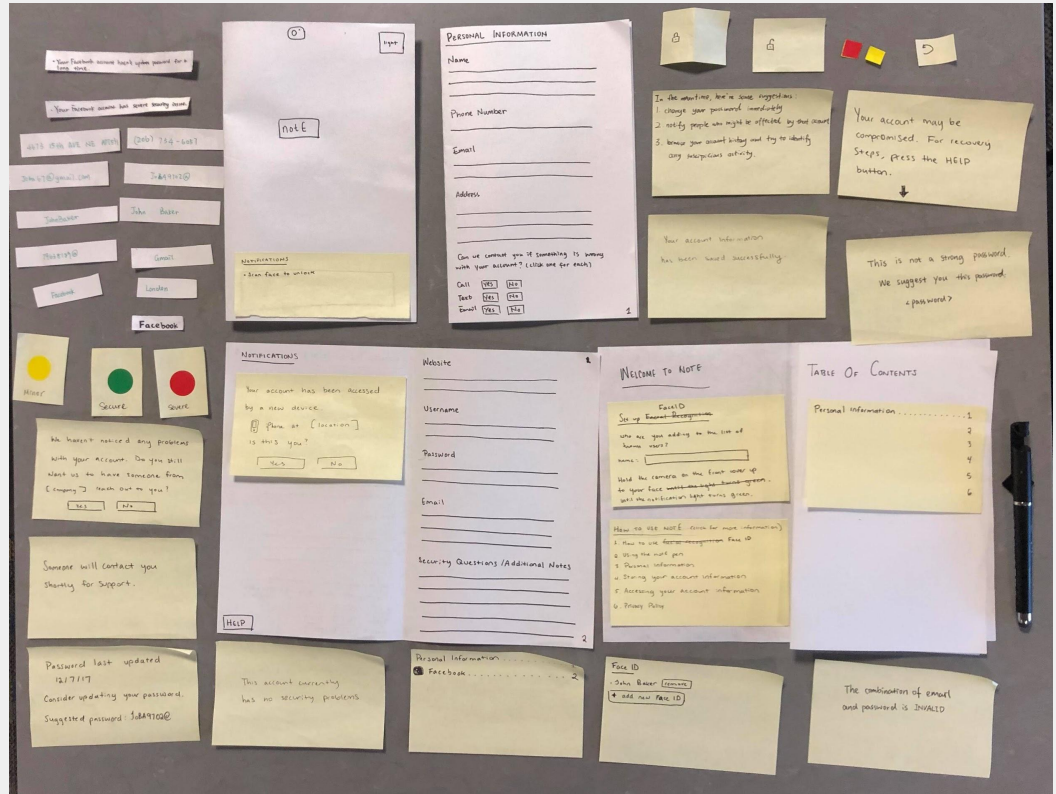
Task 1: Storing, generating, and updating passwords
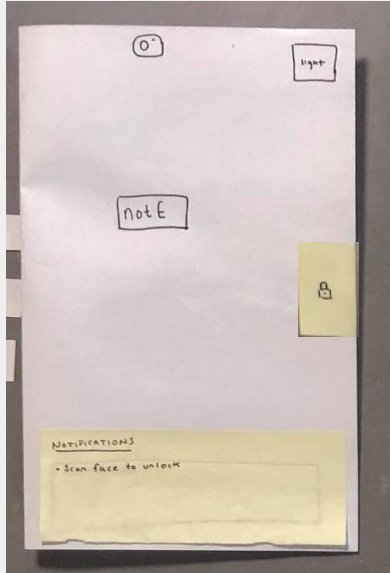
Use facial recognition to secure and unlock
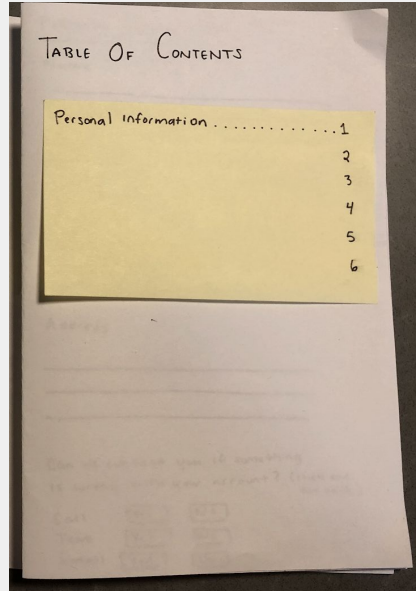
Use index page to locate next available page
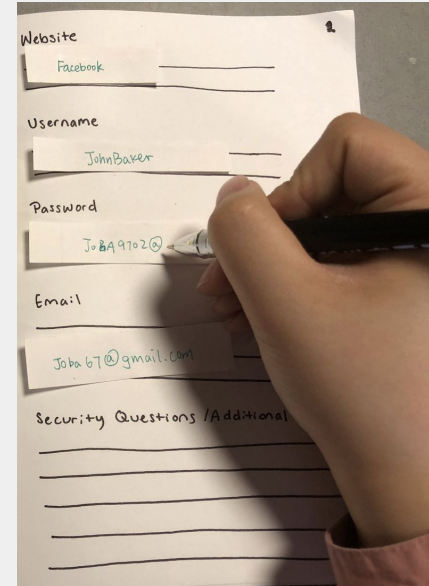
Use available page to record account information

Task 1: Storing, generating, and updating passwords
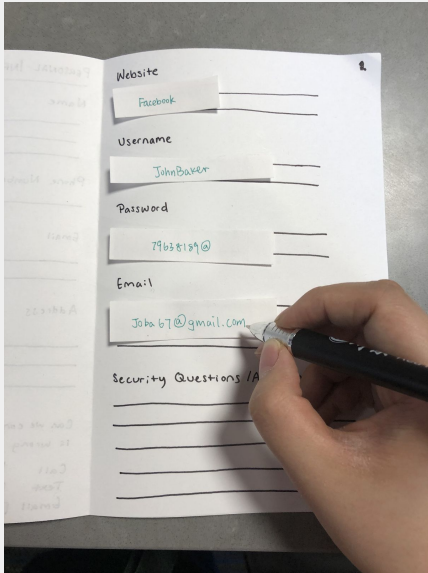
Offer password suggestions
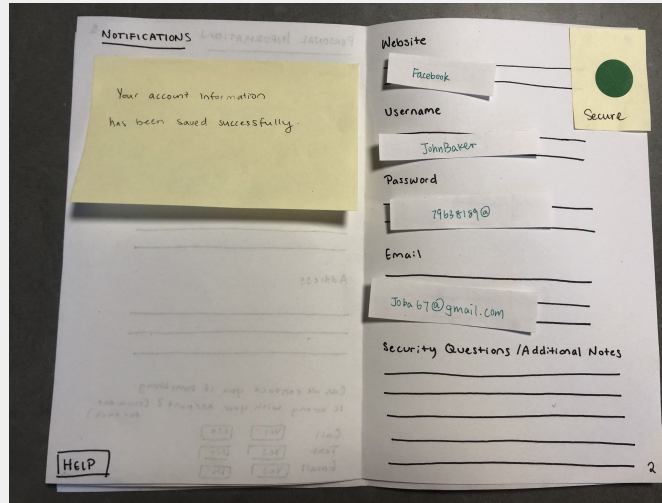
Confirmation of entry with a green light
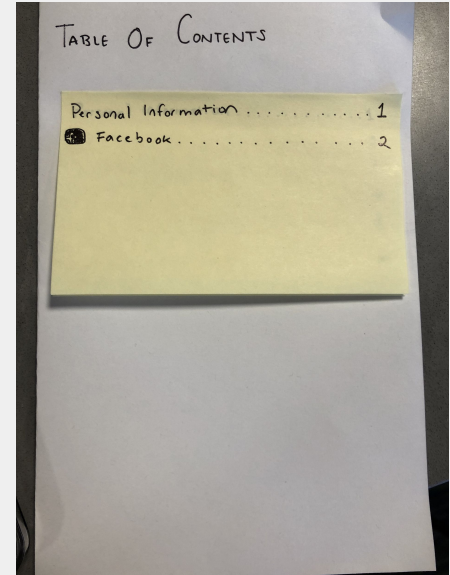
Index page automatically updates for quick search

Task 1: Storing, generating, and updating passwords
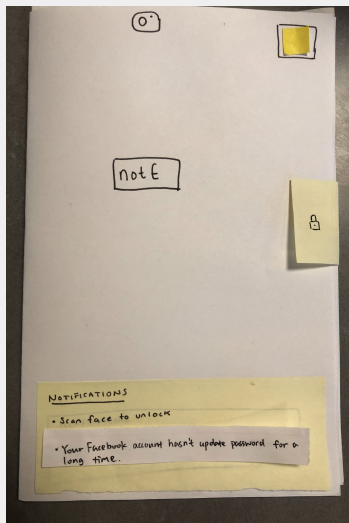
Yellow light indicates minor issue with an account
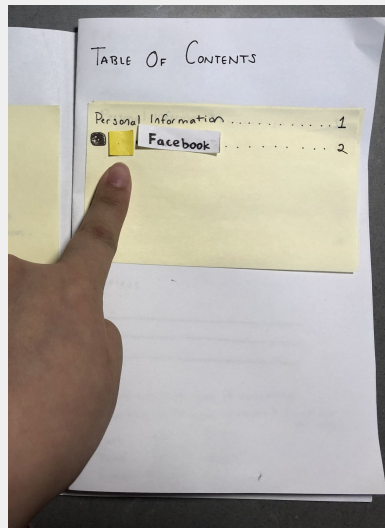
Yellow light shows affected account
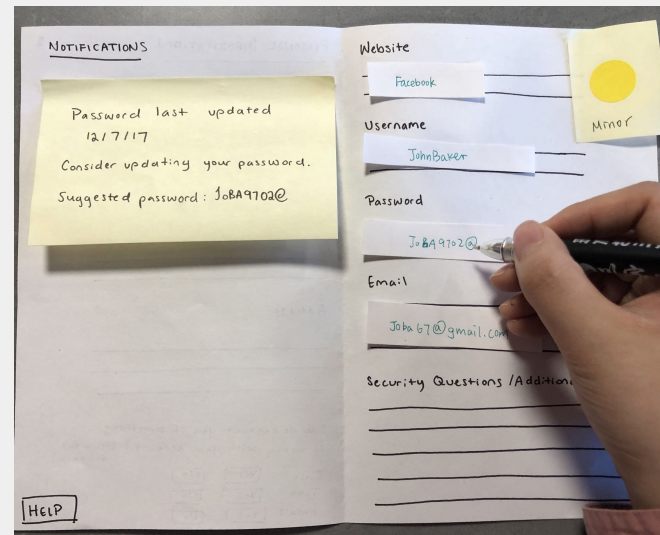
Offer suggested password for the update

Task 2: Giving Guidance After an Account Has Been Compromised
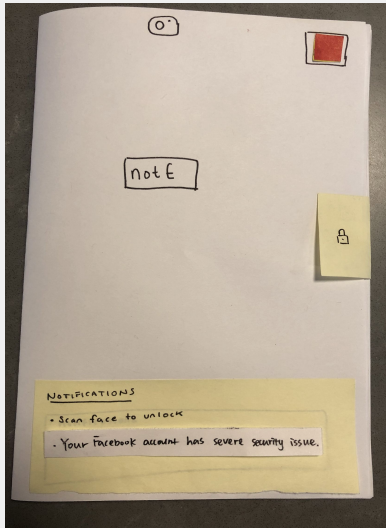
Red light indicates major account issues

Red light shows on index page
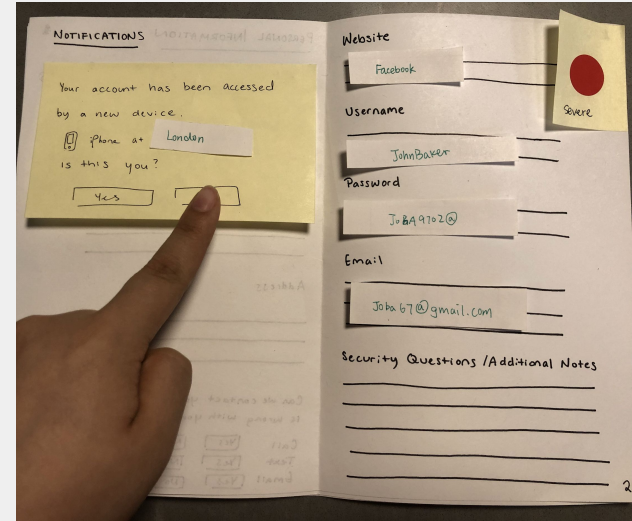
Red light shows on page. Notification provides more information
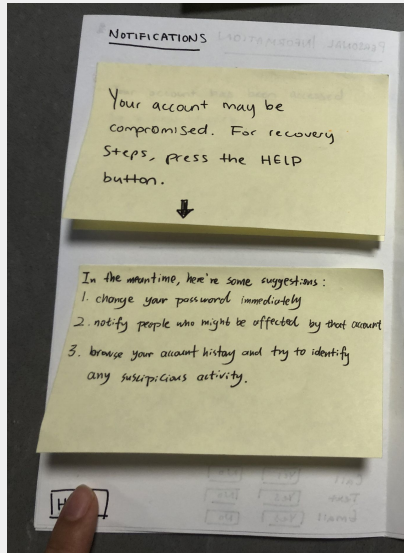
Red light shows on page. Notification provides more information
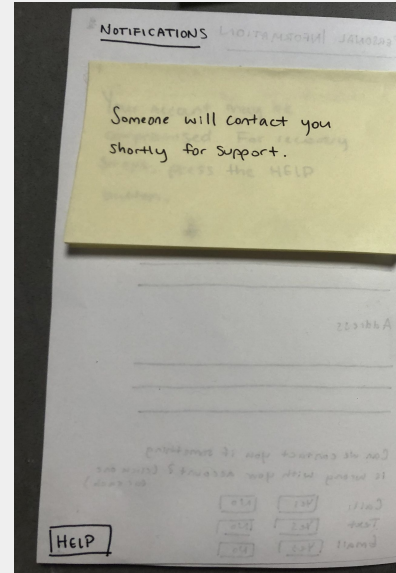
Notebook will contact help and suggests other steps

Digital Mockup: Overview

Task 1: Storing, generating, and updating passwords

Use facial recognition to secure and unlock

WELCOME TO NotE

FACIAL RECOGNITION

In order to protect your account information, notE uses facial recognition to only display the contents of the notebook to authorized users.

To the right is a list of authorized users. To add a new authorized user, press the "add new user" button.

JOHN B.   REMOVE
+ ADD NEW USER

HOW TO USE NotE (CLICK TO LEARN MORE)

1. Using the notE pen
2. Personal information management
3. Storing account information
4. Accessing account information
5. Tracking account information

TABLE OF CONTENTS

NotE will automatically update your table of contents as you fill in new pages.
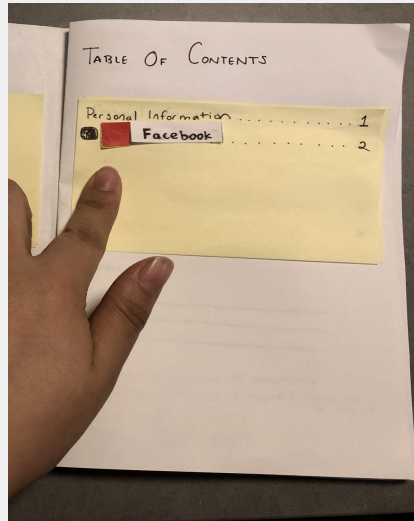
Personal Information.................................. 1

Use index page to locate next available page

NOTIFICATIONS

HELP

WEBSITE
_____
USERNAME
_____
PASSWORD
_____
EMAIL
_____
SECURITY QUESTION AND ADDITIONAL NOTES
_____
_____

2

Enter information on the available page

Task 1: Storing, generating, and updating passwords

NOTIFICATIONS

Suggested Password: 7983423@

HELP

WEBSITE
Facebook

USERNAME
Johnbaker

PASSWORD

EMAIL

SECURITY QUESTION AND ADDITIONAL NOTES

2

Offer password suggestions

Secure

NOTIFICATIONS

This account currently has no security issues.

HELP

WEBSITE
Facebook

USERNAME
Johnbaker

PASSWORD
#&a!!9Put

EMAIL
Johnbaker@gmail.com

SECURITY QUESTION AND ADDITIONAL NOTES

2

Confirmation of entry with a green light

TABLE OF CONTENTS

NotE will automatically update your table of contents as you fill in new pages.

Personal Information........................... 1
Facebook.. 2

Index page automatically updates for quick search

Task 1: Storing, generating, and updating passwords
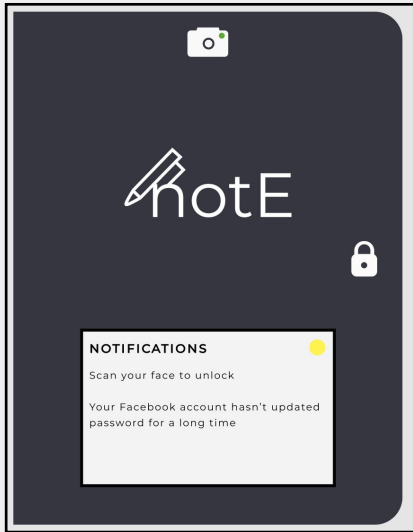
Remind to change password

Yellow light shows on index page

Offer suggested password for the update

Task 2: Giving Guidance After an Account Has Been Compromised

Red light indicates severe account issues

Red light shows on index page

Task 2: Giving Guidance After an Account Has Been Compromised

NOTIFICATIONS

Your account has been accessed by a new device

Time of incident : **Today at 5:38 pm**
Location: **Sydney, NS, AU**
Device Type: **Samsung Galaxy Fold**

Is this you?

YES   NO

HELP

Severe Issue

WEBSITE
Facebook

USERNAME
johnbaker

PASSWORD
7983423@

EMAIL
johnbaker@gmail.com
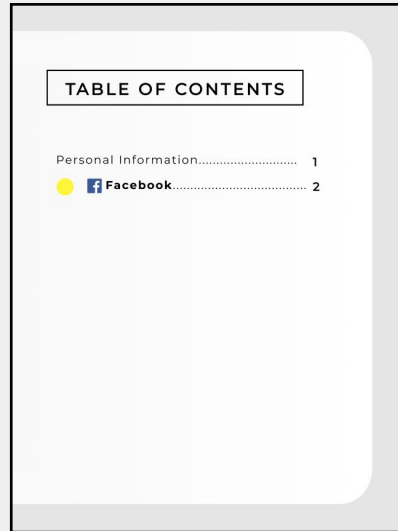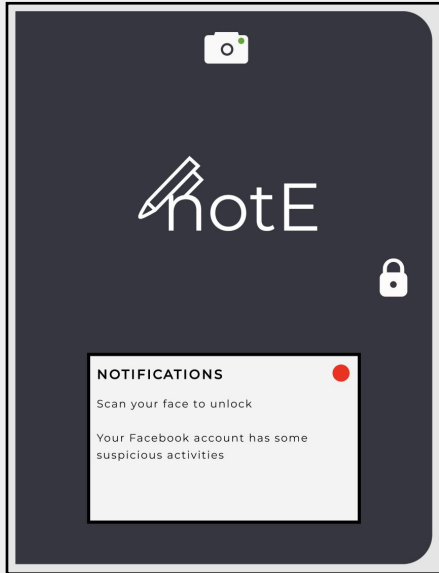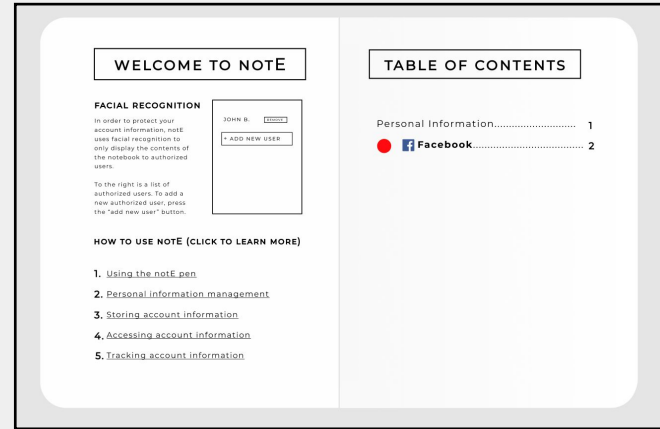
SECURITY QUESTION AND ADDITIONAL NOTES

2

Red light shows on page. Notification provides more information

NOTIFICATIONS

Your account may be compromised. To have a representative contact you to assist you with account recovery, press the "help" button below.

Other suggested steps:

1. **Change** your password immediately
2. **Notify** people who may be contacted by that account
3. **Browse your account activity** and identify any other suspicious activity

HELP

Notebook will contact help and suggests other steps

NOTIFICATIONS

Thanks for confirming the issue. Someone from the company will contact you shortly.

HELP

Notebook will contact help and suggests other steps

SUMMARY

For Process

- Iterative refinement and revision
- Focus on Participants' wants and needs
- Different testing processes and their purposes
- Simplicity is key

THANK YOU

Q&A

Celeste: 33%, designed slides, wrote half of slides, formatted pictures, made minor revisions on the entire document

Ethan: 0%,

Bill: 33%, wrote some slides

Augustina: 33%, refined the slides, helped to write some elements/ task walk through, worked on some style things, and participated in the discussion, edited some minor changes