

notE

A simple, non-invasive online account information management notebook
for Seniors

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Problem Statement

Seniors:

- Are targeted by many online scams
- Have difficulty in adapting technology
- Have less secure habits



Design Research

Method

- Semi-structured interview
- 3 participants in Seattle area

Goal

- Awareness of online account security
- Number of frequently used online accounts
- Personal habits of tracking online accounts
- Frequency of updating passwords



Takeaways in Interviews

- Different levels of comfort with the Internet
- Awareness of bad habits in online account management
- Simplicity is the most important aspect in a new design

Tasks

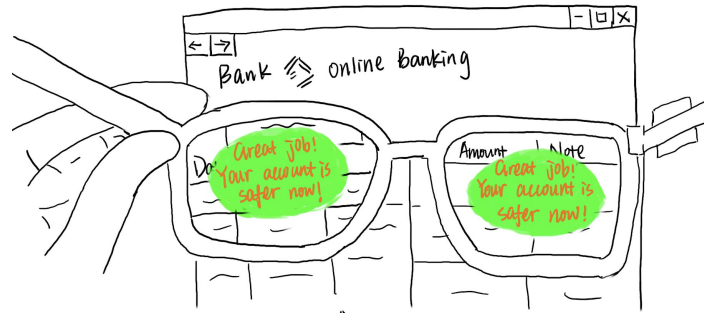
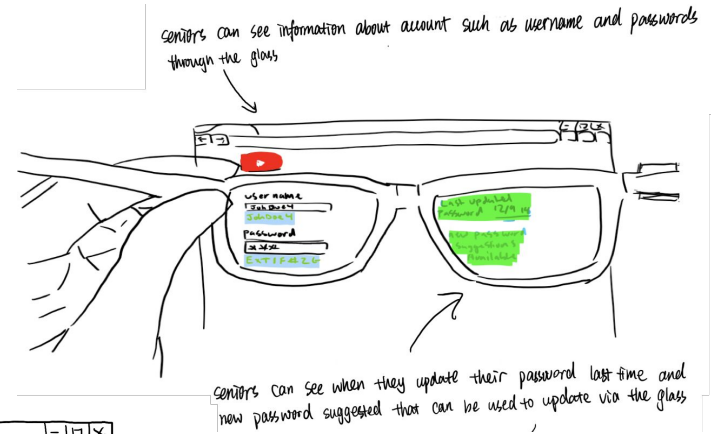
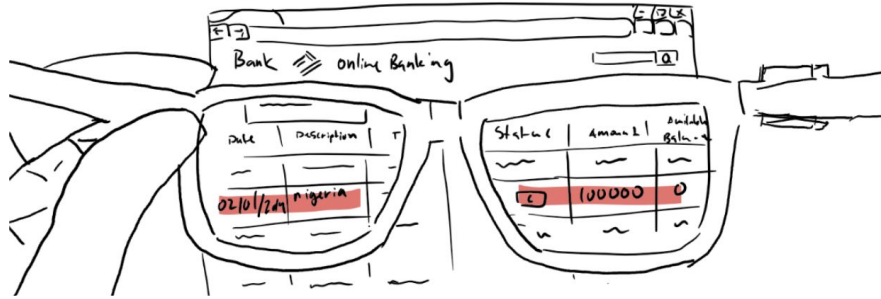
- Monitoring suspicious transaction activity
- Generating & updating secure passwords
- Recovering password
- Receiving advices after an account is compromised
- Tracking different accounts information
- Being motivated to be secure

Design 1 - Smart Glasses

- Wearable device
- Detects suspicious content
- Password update reminders
- Provide suggested new passwords



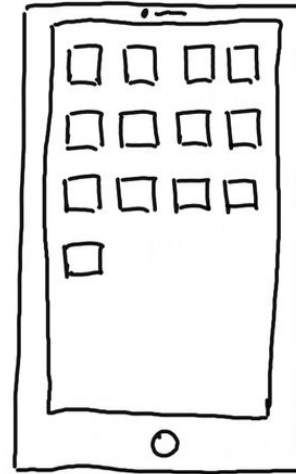
Design 1 - Smart Glasses



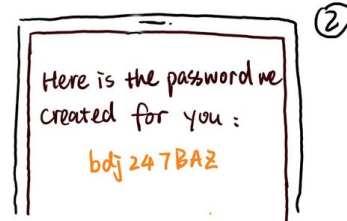
words to encourage seniors and motivate them to use the glass continuously

Design 2 - App

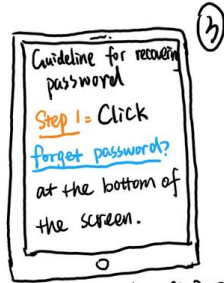
- Phone-based
- Wide range of functionalities
- Immediate notifications



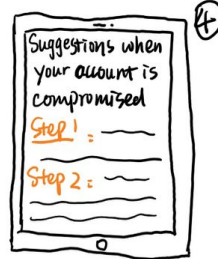
Design 2 - App



The app generates secure
passwords for updating



A guideline tells senior
how to recover the
passwords for an account



A suggestion tells senior
what to do if their
account is compromised



A list of account information
stored for seniors

Design 3 - Smart Notebook

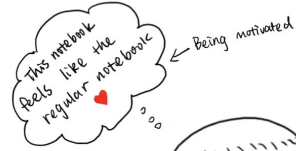
- Simple
- Fits into existing habits
- Non-intrusive



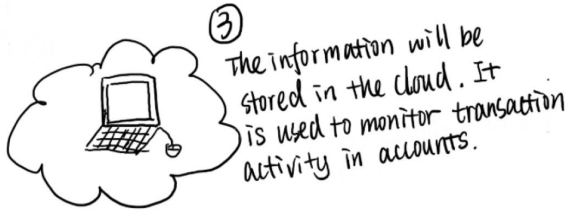
Design 3 - Smart Notebook



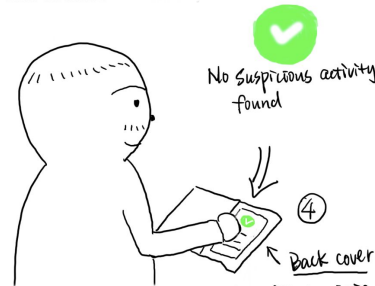
① smart note book uses the facial recognition technology to let people with authorizations access



② seniors write down their passwords directly on the notebook.



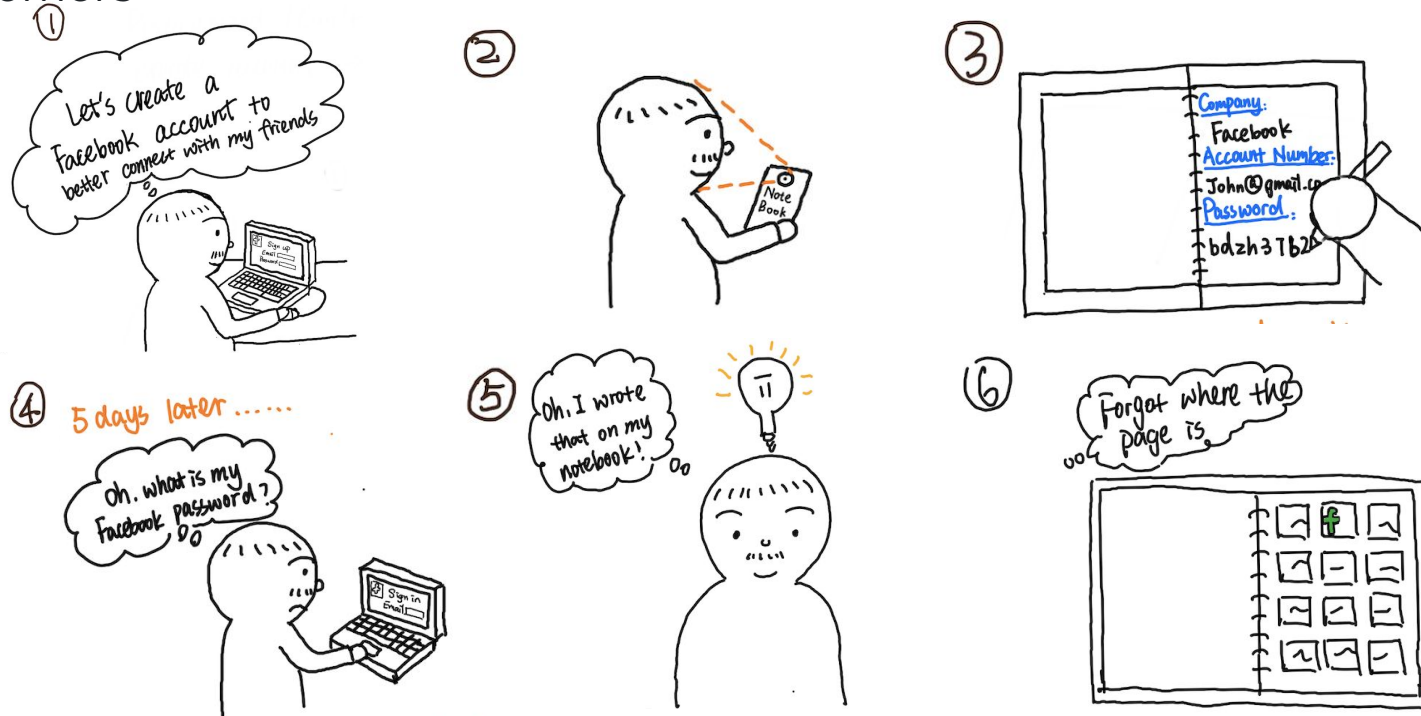
③ The information will be stored in the cloud. It is used to monitor transaction activity in accounts.



④ Back cover: ink screen to mimic the feeling of paper. This is used to display passwords for updating and display suspicious activity.

Selected Design Storyboard and Task 1 - 1

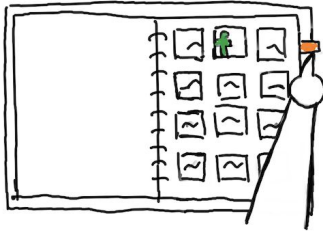
Task: Storing, Generating, and Updating Passwords for Customers



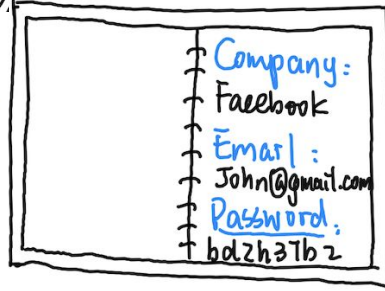
Selected Design Storyboard and Task 1 - 2

Task: Storing, Generating, and Updating Passwords for Customers

7



8



9



10

3 months later



You should
update your
Facebook account
password!
Reply "A" to see
suggested passwords

11



Selected Design Storyboard and Task 2

Task: Guiding Customers After Their Account Has Been Compromised



Lessons Learned

- No educational design
- Less is more
- Solutions over preventions

**Thank
You!**

Question?