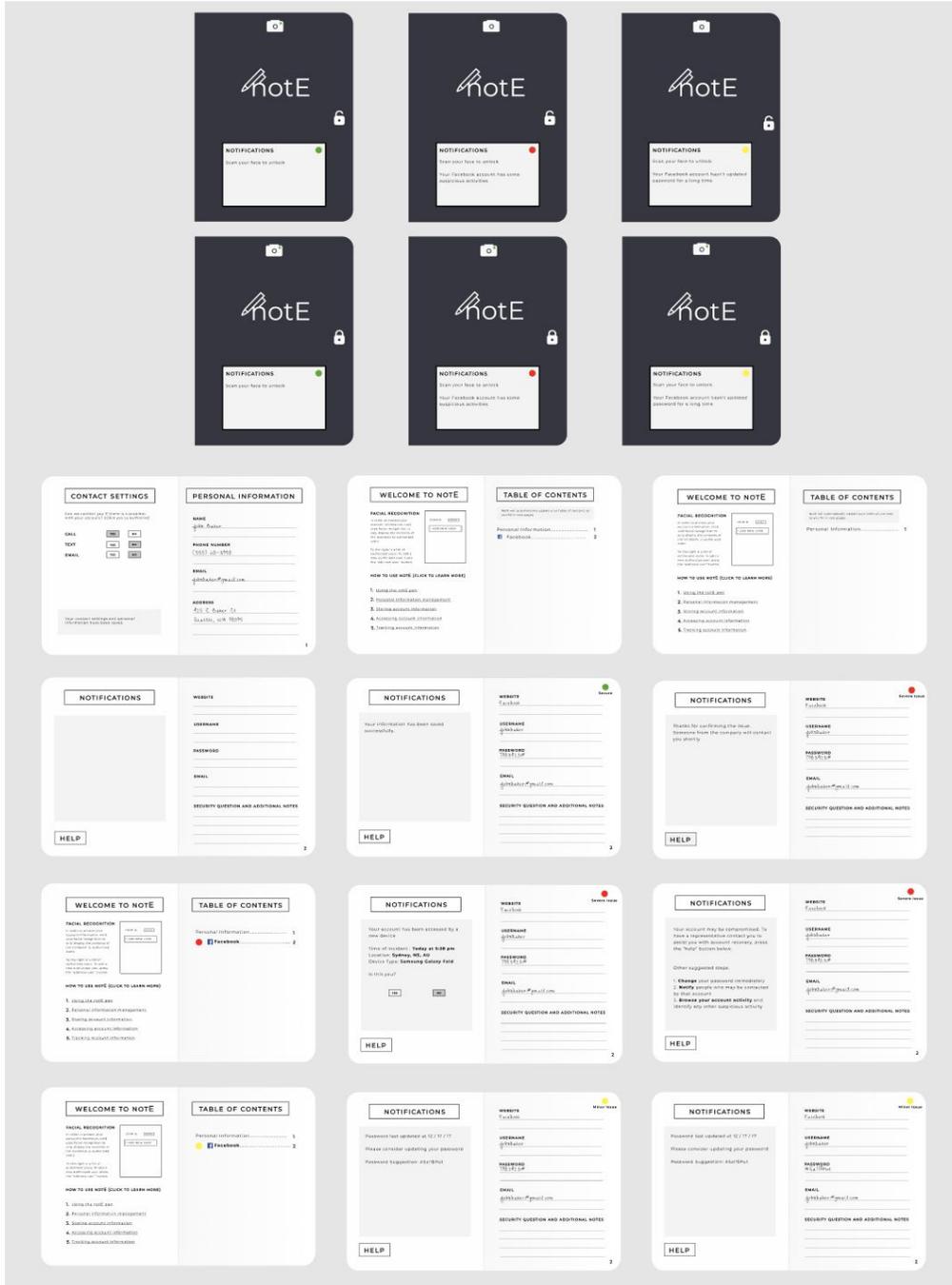


notE - Digital Mockup

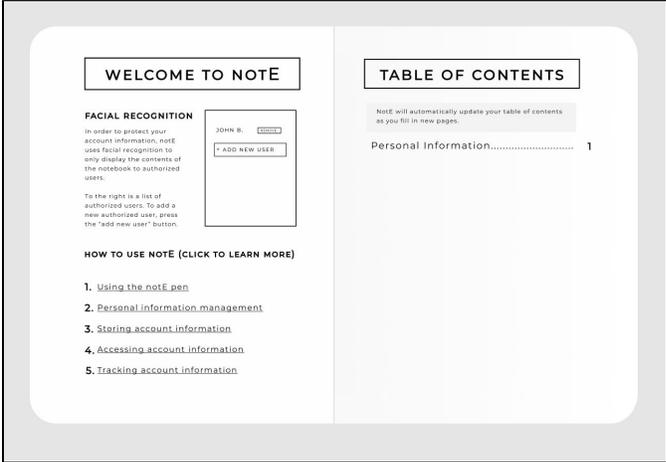
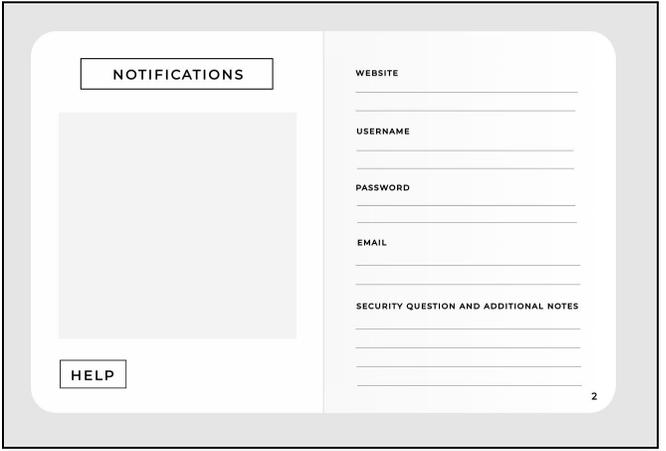
CSE 440 | Augustina Liu, Bill Phung, Celeste Cayetano, Ethan Cui

Overview of the Digital Mockup



Task Walkthrough

Task 1: Storing, generating, and updating account information

Storing account information	
Image	Description
	<p>Before filling any pages, seniors can see the the page number of “Personal Information” on the table of contents. Seniors can flip to the next available page and fill in the information for the Facebook account.</p>
	<p>According to the table of contents, page 2 is the next available page. Here, seniors flip to page 2 and enter the information for the Facebook account using the paired pen.</p>

NOTIFICATIONS

Your information has been saved successfully.

WEBSITE
Facebook

USERNAME
johnbaker

PASSWORD
7962423@

EMAIL
johnbaker@gmail.com

SECURITY QUESTION AND ADDITIONAL NOTES

HELP

Secure

2

After entering information for the new account, seniors can see a notification to tell them that the information has been saved. A green light appears indicating that the account has no security issues.

TABLE OF CONTENTS

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

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

After the Facebook account is connected, the table of contents will be updated automatically. Seniors can go to the page of Facebook to access the account information by looking at the table of contents. If seniors return to the Facebook account page, a notification will display that the Facebook account has no security issue.

NOTIFICATIONS

This account currently has no security issues.

WEBSITE
Facebook

USERNAME
johnbaker

PASSWORD
7962423@

EMAIL
johnbaker@gmail.com

SECURITY QUESTION AND ADDITIONAL NOTES

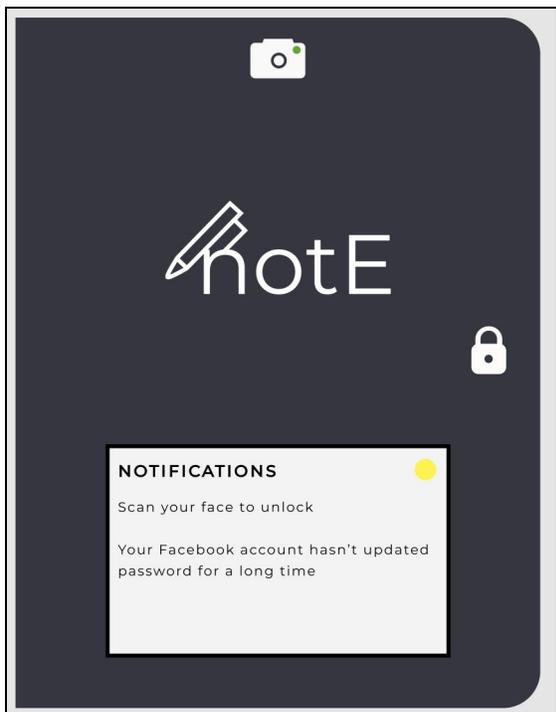
HELP

Secure

2

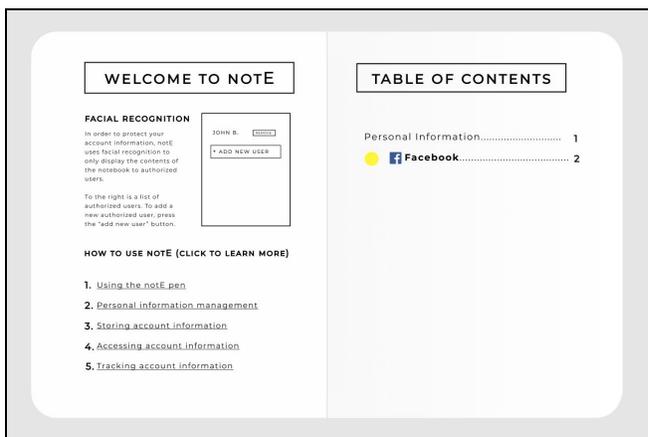
Generating and updating account information

Image

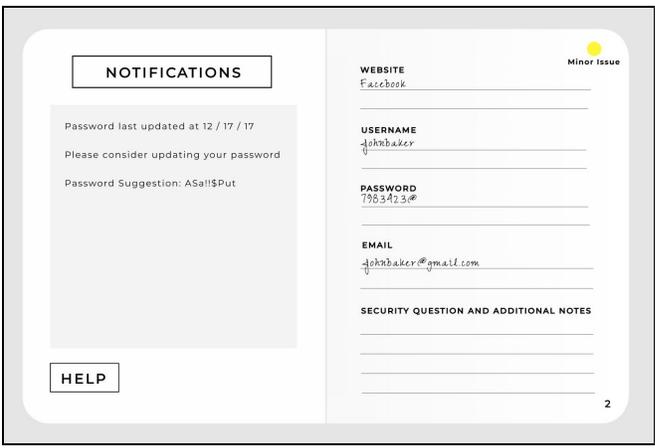


Description

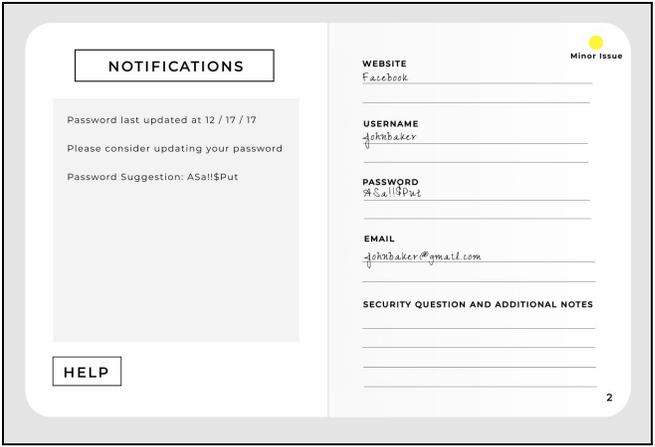
If seniors haven't updated the password of Facebook account for a long time, the light on the front cover of the notE will turn into yellow and a text notification will appear on the screen at the bottom of the page to tell seniors that the password of Facebook should be updated.



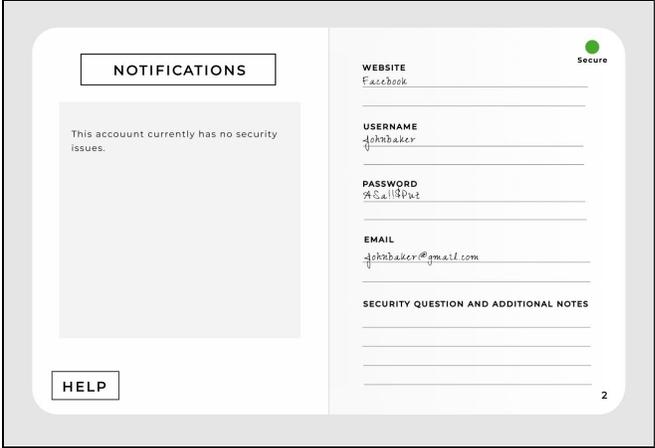
After using facial recognition to open the notebook, seniors will notice that the table of contents page displays a yellow light next to the name of Facebook and the name of Facebooks bold, which means the Facebook account has some minor issue.



After flipping to the page of the account, seniors will see that the yellow light at the corner of the page. The notification center on the left page displays a notification to tell seniors for updating the password, as well as a suggestion for a strong password.

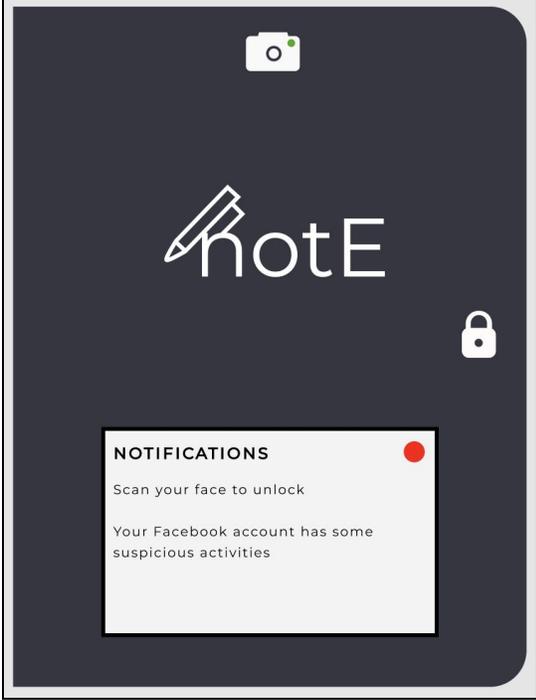
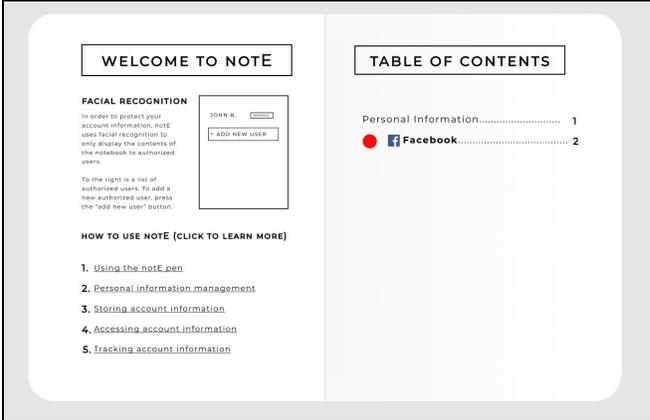


Seniors can use the eraser side of the pen to erase the current password. They can choose to write down the suggested password or write down their own new password.



Once seniors update the password, the light notification returns back to green to indicate that the Facebook account is secure. The notification center shows that there Facebook account has no security issues.

Task 2: Guiding Customers after Their Account Has Been Compromised

Image	Description
	<p>If the Facebook account has possible severe security issues, seniors will see that the screen on the front cover displays a red light and a text notification indicating that with the Facebook account has some suspicious activities.</p>
	<p>After opening the notebook, seniors will see that a red light next to the name of the Facebook account and a bolder font of Facebook on the table of contents, which indicate that the Facebook account has a possible security problem.</p>

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?

HELP

WEBSITE
Facebook

USERNAME
johnbaker

PASSWORD
7983423@

EMAIL
johnbaker@gmail.com

SECURITY QUESTION AND ADDITIONAL NOTES

Severe Issue

2

Seniors navigate to the designated page for their Facebook account. There, the light on the page is red. The notification indicates the specific risk on the notification (left) page. There, they can click on “no” to indicate that they do not recognize the login activity by this device.

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

WEBSITE
Facebook

USERNAME
johnbaker

PASSWORD
7983423@

EMAIL
johnbaker@gmail.com

SECURITY QUESTION AND ADDITIONAL NOTES

Severe Issue

2

After clicking “no”, seniors will see the options on the notification center. They can either press the “help” button to receive help from a representative from Facebook, or take more active steps to protect their account on their own.

NOTIFICATIONS

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

HELP

WEBSITE
Facebook

USERNAME
johnbaker

PASSWORD
7983423@

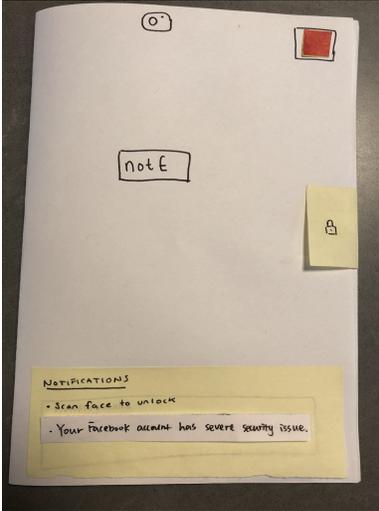
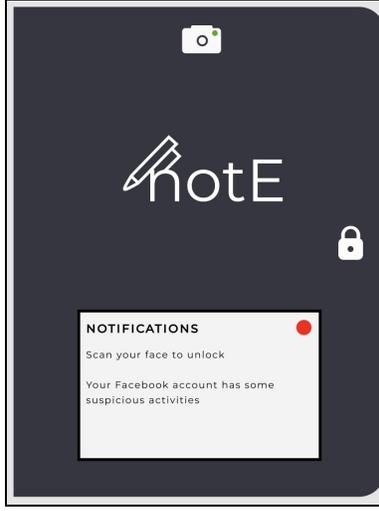
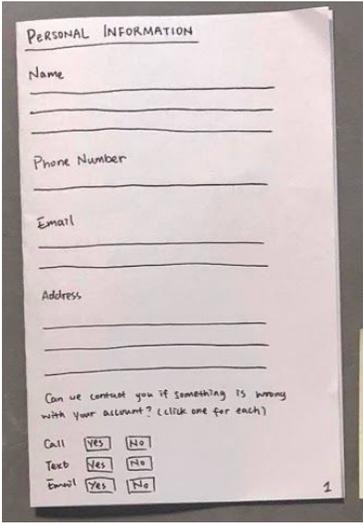
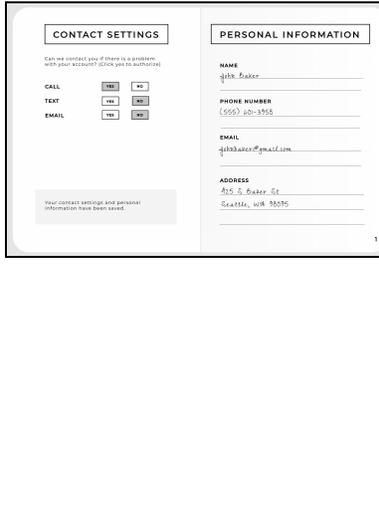
EMAIL
johnbaker@gmail.com

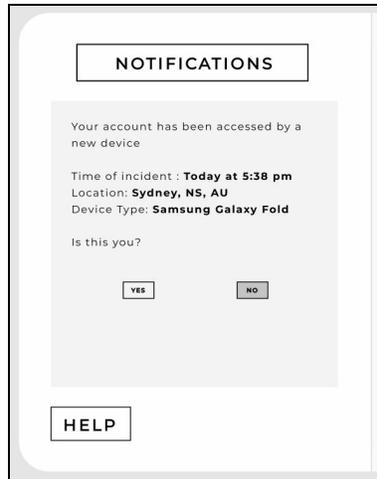
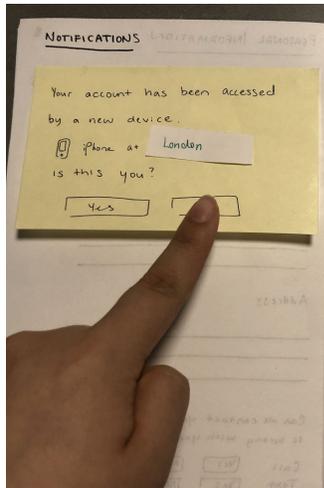
SECURITY QUESTION AND ADDITIONAL NOTES

Severe Issue

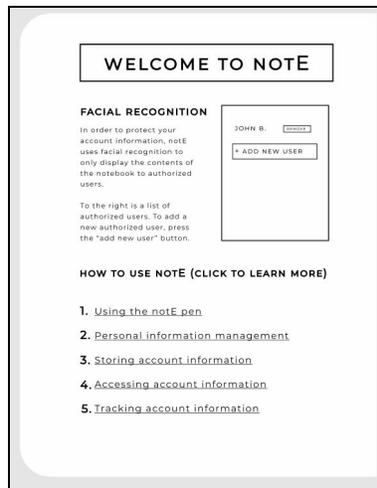
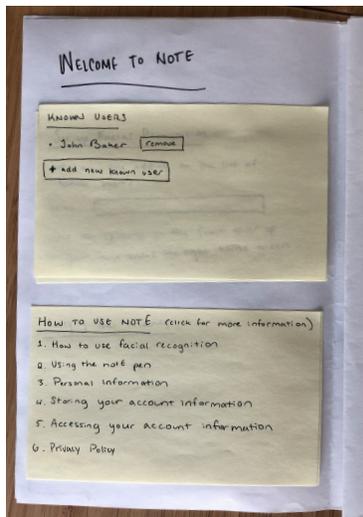
After clicking the “help” button, seniors are informed that someone from Facebook will contact them shortly for additional help to recover their account.

Changes

Paper Prototype	Digital Mockup	Rationale
 <p>The paper prototype shows a notebook cover with a camera icon at the top, a red square in the top right, a 'notE' label in the center, a lock icon on the right, and a yellow notification slip at the bottom. The notification slip contains the text: 'NOTIFICATIONS', 'Scan face to unlock', and 'Your Facebook account has severe security issue.'</p>	 <p>The digital mockup shows a dark blue notebook cover with a camera icon at the top, a pencil icon and 'notE' text in the center, a lock icon on the right, and a white notification card at the bottom. The notification card contains the text: 'NOTIFICATIONS', 'Scan your face to unlock', and 'Your Facebook account has some suspicious activities'.</p>	<p>The light and the screen communicate the same ideas so we moved them close to each other.</p>
 <p>The paper prototype shows a 'PERSONAL INFORMATION' form with fields for Name, Phone Number, Email, and Address. Below these fields is a section titled 'Can we contact you if something is wrong with your account? (click one for each)' with radio buttons for 'Yes' and 'No' for Call, Text, and Email.</p>	 <p>The digital mockup shows two screens. The left screen is 'CONTACT SETTINGS' with a question 'Can we contact you if there is a problem with your account? (Click yes to authorize)' and radio buttons for 'Yes' and 'No' for Call, Text, and Email. The right screen is 'PERSONAL INFORMATION' with fields for Name, Phone Number, Email, and Address, and a 'Save' button.</p>	<p>We moved the contact settings to the left page of the notebook to uphold the consistency of using the pen on the left page as a stylus for clicking/pressing interactions, while on the right page as an actual pen with writing/erasing interactions.</p>



We included more specific information about the potentially suspicious account activity to help participants identify if this is a security problem.



We don't want to let seniors actively find out how to add their face ID by clicking the instruction below. So, we included a short description of facial recognition in order to provide seniors more instruction they need effectively and make the interaction flow more clear without overwhelming the participant with too many words on the front page.