

FIT2001 Assignment 3:

Prototyping, Usability & Interface Design

Submitted by: Team 26

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1. Introduction

This report is about the details of the prototype with the research period we design for Secondo which is owned by Dan Summer.

The report will explain the details of the research plan about how we develop the persona. The persona can define our target group of clients and it is set as the guide of the team for developing the prototype to cater to the client.

For this project, we provide more details on the functions about “Process new stock”, “Return unsold stock” and “Manage consignment client” with their screens and high-level flow chart.

2. Research

Before making a persona, the first step of designing is a research plan about the target group. This is for understanding the potential client who can be attracted to the website we are going to create.

2.1 Background

Secondo is a second-hand clothes store. Due to the growth of customers and clients, they are planning to make a brand-new system for customers and clients in order to provide convenience. However, in short term we cannot have a deep insight into the client experience with the current system, therefore we need to do research from stakeholders to dig the potential clients.

2.2 Goals

- Understanding the motivations and purpose of joining the store as a client
- Identify which group of people will be defined as the target group
- Figure out the common background and experience on the target group

2.3 Limitations

This research is facing the clients, it cannot cover the staff' and store owners' using experience.

2.4 Questions

| | |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Why did they choose Secundo?</i> | <ul style="list-style-type: none">• How did they find us?• What attracted them to choose us? |
| <i>Who is a potential client?</i> | <ul style="list-style-type: none">• What is the job of the client?• How old are they?• What do they like in their free time?• How much is their annual salary?• What goal do they have?• How comfortable are they using the new technology?• How much money will influence their decision-making? |
| <i>How do clients relate to our service?</i> | <ul style="list-style-type: none">• How did they find us?• What attracted them to choose us? |

2.5 Approach

Having 1:1 Interviews with 30 people mix of currently existing clients, past clients, and the potential client.

- Offer monetary incentives to attract people having the interview
- Using the questionnaire to Identify the potential clients, existing and past clients
- Develop a selection criterion and choose the most suitable candidate
- Having research interview
- Making conclusion and identifying key results
- Generate persona with the results

3. Persona



CHARLOTTE WALKER
27, Melbourne

• STATUS
SINGLE

• TIER
MID-LEVEL

• SALARY
\$50K

• ARCHETYPE
PERFECTIONIST

PERSONALITY

- Extrovert
- Creative
- Design Thinking
- Risky
- Active

BIO

Charlotte is a part-time sales in Myer, in her free time, she loves to buy clothes and study fashion. She is a second year university student of art, so she owns a lot of clothes. Recently she fell in love with minimalism, which means she starts to sell her clothes while minimizing waste and saving her money. That is the reason why she tries Secondhand store service.

Motivations



Goals

- To sell some unnecessary clothes
- To save more money for the university life
- Have a clean view of room
- Make contributions to protect the environment
- Support local business

Frustrations

- A lot of papers need to be filled while selling clothes
- Have no idea how much should be set for the price
- There are a lot of emails to deal with during the selling process
- Too many steps before putting clothes on sale

"I want to sell some second hand clothes that are not much used to make to save my apartment space and money"

Frustration



Influences

| | |
|---------------|--------------|
| - CREDIBILITY | - BLOGS |
| - COLLEAGUES | - PSYCHOLOGY |
| - TECHNOLOGY | - TRENDS |

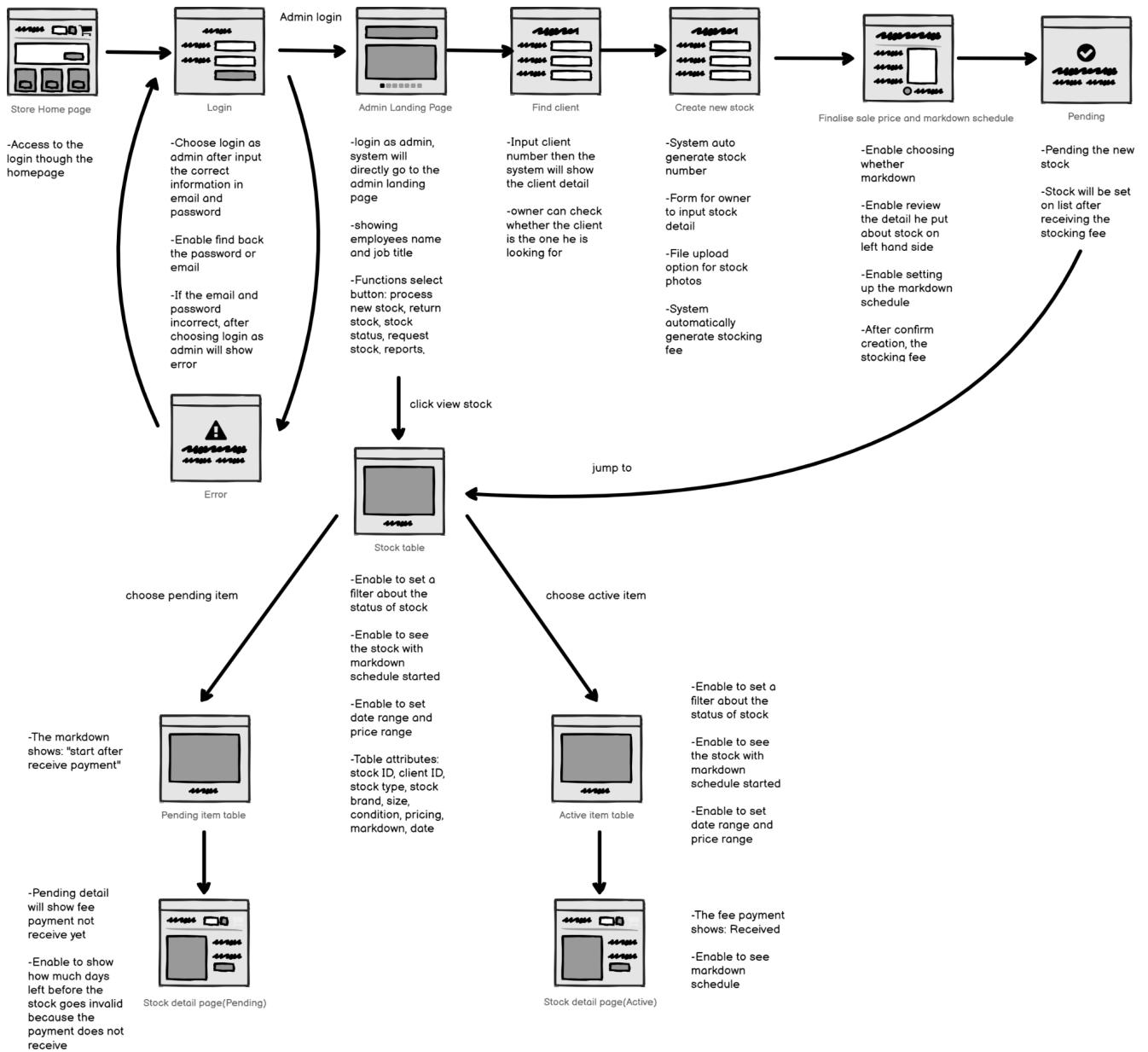
Frequently used apps



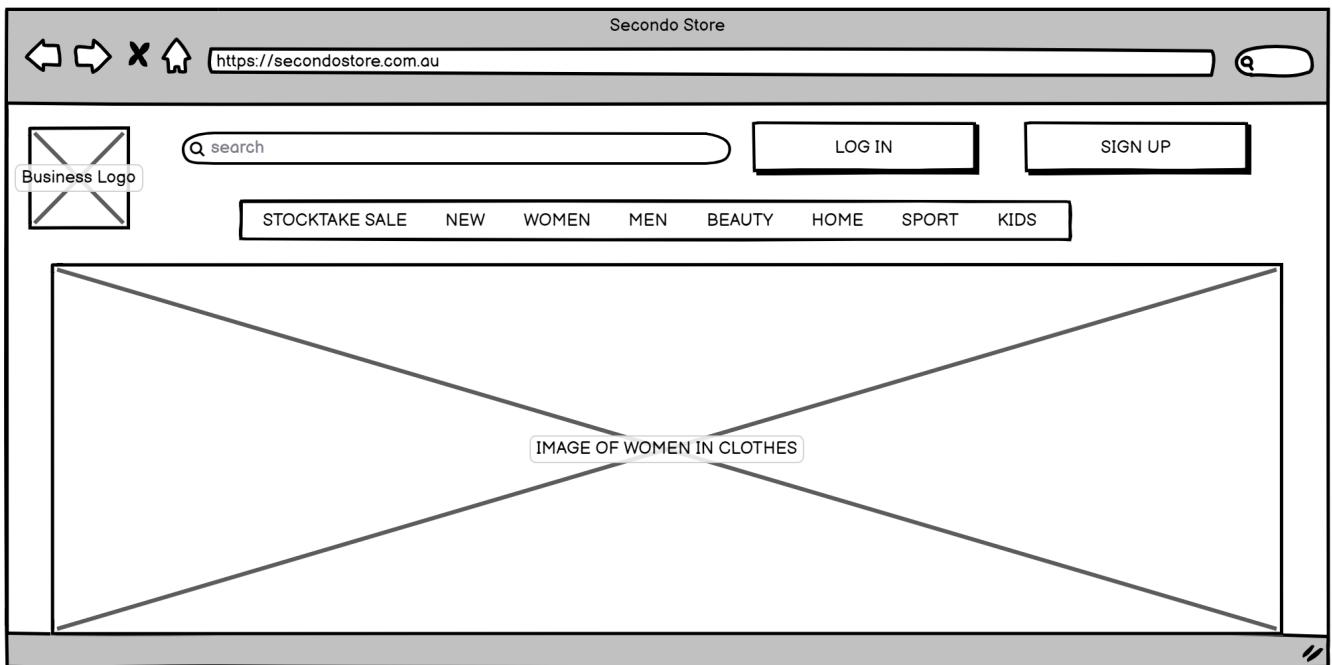
4. Prototype

After finishing the persona, we can start creating the prototype with it on the solution about “Process new stock”, “Return unsold stock” and “Manage consignment client”. In order to show the flow of the solution visually, high-level flow charts are created.

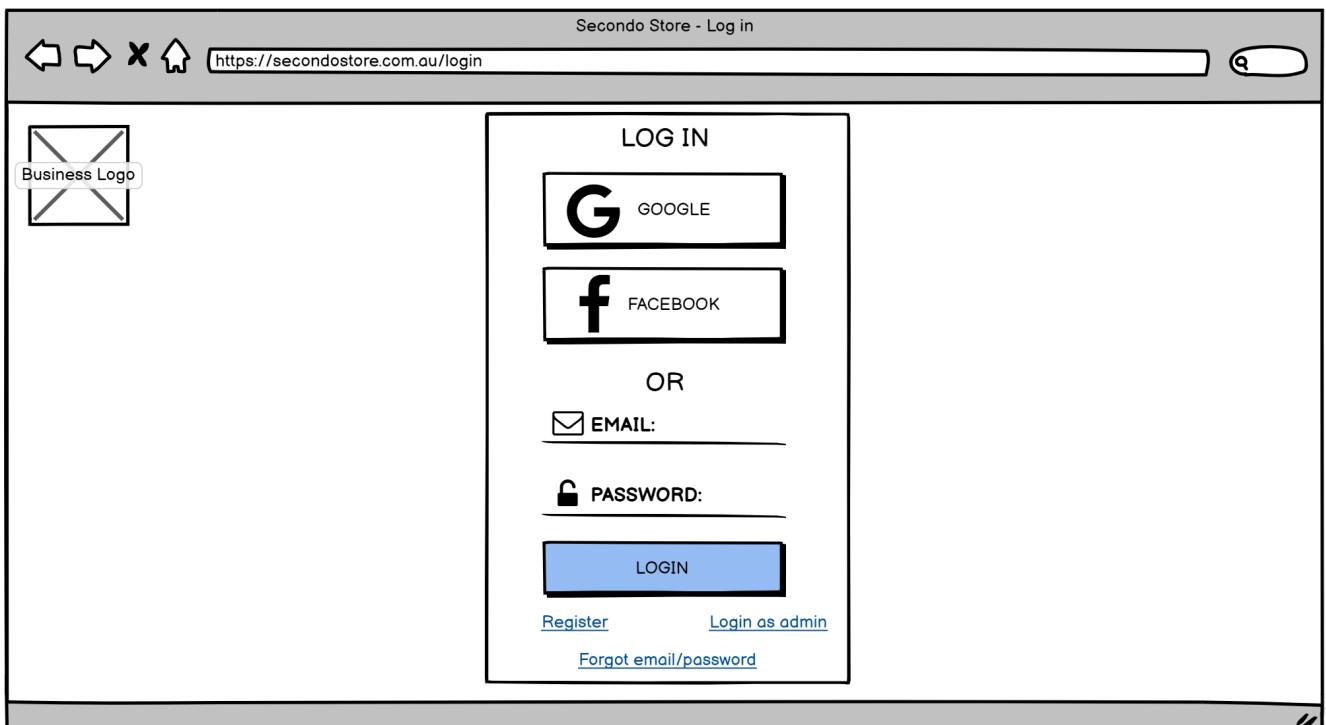
4.2 Process new stock



4.2.1 Create new stock (Owner)



- The home page is the first-page admin landing without the login, it is the same as the customer and client landing page. This can make the admin flexibly log in to his store, he can work anywhere.



Secondo Store - Log in

<https://secondostore.com.au/login>

Business Logo

LOG IN

GOOGLE

Error

Incorrect password or email

OKAY

LOGIN

Register [Login as admin](#)
[Forgot email/password](#)

Secondo Store

<https://secondostore.com.au/admin>

Business Logo

search

Admin

SETTINGS

SIGN OUT

PROCESS NEW STOCK RETURN STOCK VIEW STOCK REQUEST STOCK REPORTS ACCOUNTS PAYMENTS EMAIL

| Name (job title) | Age | Nickname | Employee |
|-------------------------------------|-----|----------|-------------------------------------|
| Giacomo Guilizzoni Founder & CEO | 40 | Peldi | <input type="radio"/> |
| Marco Botton Tuttofare | 38 | | <input checked="" type="checkbox"/> |
| Mariah MacLachlan Better Half | 41 | Patata | <input type="checkbox"/> |
| Valerie Liberty Head Chef | :) | Val | <input checked="" type="checkbox"/> |
| Data Grid Docs | | | <input type="checkbox"/> |

- When admin login, choose Login as admin
- If admin does not put a right email or password, it will show error message
- After admin login, it will go to admin landing page

Secondo Store - Create Quote
<https://secondostore.com.au/auth/create.php>

  Admin SETTINGS SIGN OUT

[Home](#) > [Create Quote](#)

Create Quote

Client no. Confirm

Client Details

Client no.
 Company:
 Address:
 Suburb:
 State: Postcode:

Contact Details:

Name:
 Phone Number:
 Email:

Edit Cancel Next

- After choosing the process new stock, the admin needs to enter the client number to select the client. The system displays the client information so that the owner can check whether the client detail is correct.
- Enable editing client detail by using the edit button
- For the next page choose the Next button
- Cancel for going back to the admin landing page

Secondo Store - Create Quote
<https://secondostore.com.au/auth/create.php>

  Admin SETTINGS SIGN OUT

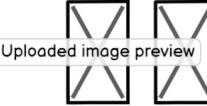
[Home](#) > [Create Quote](#)

Create Quote

Client No. BU101
 Company name: Business123
 Contact: John Doe

Item

| | |
|-------------------|--------------------------------------------------------------|
| Stock No. | S08123 |
| Date: | 7/01/2022 |
| Stock Type: | Dress |
| Stock Colour: | Green |
| Stock Size: | 15 |
| Stock Condition: | Very Good |
| Stock Brand: | Saba |
| Vintage: | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| Description: | Lila Linen Jumpsuit |
| Asking Price: | \$300 |
| The Stocking fee: | \$30 |

 No image uploaded.. Upload Image

Back Cancel Next

- After choosing confirm, the owner can start writing the detail about the new stock, and the owner can also upload the image about the stock provided by the client
- Enable to go back to the last page by choosing the back button

4.2.2 & 4.2.3 Finalise sale price and Finalise markdown schedule (Owner)

Secondo Store - Create Quote
<https://secondostore.com.au/auth/create.php>

Business Logo search  Admin **SETTINGS** **SIGN OUT**

[Home](#) > [Create Quote](#)

Create Quote

Client No. BU101
Stock No. S08123
Date: 7/01/2022

Item

PayPal ID: [HSB3K6US7V09QW](#)

Customer

Business123
Joe Doe
124 Spider Street,
VIC, 3121

Stocking Fee Receipt Number:

Billing Address: 124 Spider Street,
Pickup Address: Second
123 Playground Street, CI

Quote Summary

| | |
|------------------|---------------------|
| Stock Type: | Dress |
| Stock Colour: | Green |
| Stock Size: | 15 |
| Stock Condition: | Very Good |
| Stock Brand: | Saba |
| Vintage: | N |
| Description: | Lila Linen Jumpsuit |
| Asking Price: | \$300 |
| Stocking fee: | \$30 |

Markdown Schedule

Enable Markdown

Duration:

Period:

Discount Applied per Period

Email Notifications:

Salvos:

Buttons: Back, Cancel, Create Quote

- On the left-hand side, the owner can view all information about the item and client information for the owner to double-check. On the right-hand side, the owner can edit the markdown schedule

Secondo Store - Create Quote
<https://secondostore.com.au/auth/create.php>

Business Logo search  Admin **SETTINGS** **SIGN OUT**

[Home](#) > [Create Quote](#)

Create Quote

Client No. BU101
 Stock No. S08123
 Date: 7/01/2022

Item

PayPal ID: [HSB3K6US7V09QW](#)

Customer
 Business123
 Joe Doe
 124 Spider Street,
 VIC, 3121

Stocking Fee Receipt Number:

Billing Address: 124 Spider Street,
 Pickup Address: Second
 123 Playground Street, Cl

Quote Summary

| | |
|------------------|---------------------|
| Stock Type: | Dress |
| Stock Colour: | Green |
| Stock Size: | 15 |
| Stock Condition: | Very Good |
| Stock Brand: | Saba |
| Vintage: | N |
| Description: | Lila Linen Jumpsuit |
| Asking Price: | \$300 |
| Stocking fee: | \$30 |

Markdown Schedule

Enable Markdown

8 Weeks
 Weekly
 10%
 abarth124@gmail.com
 Glen Waverley Salvation Army

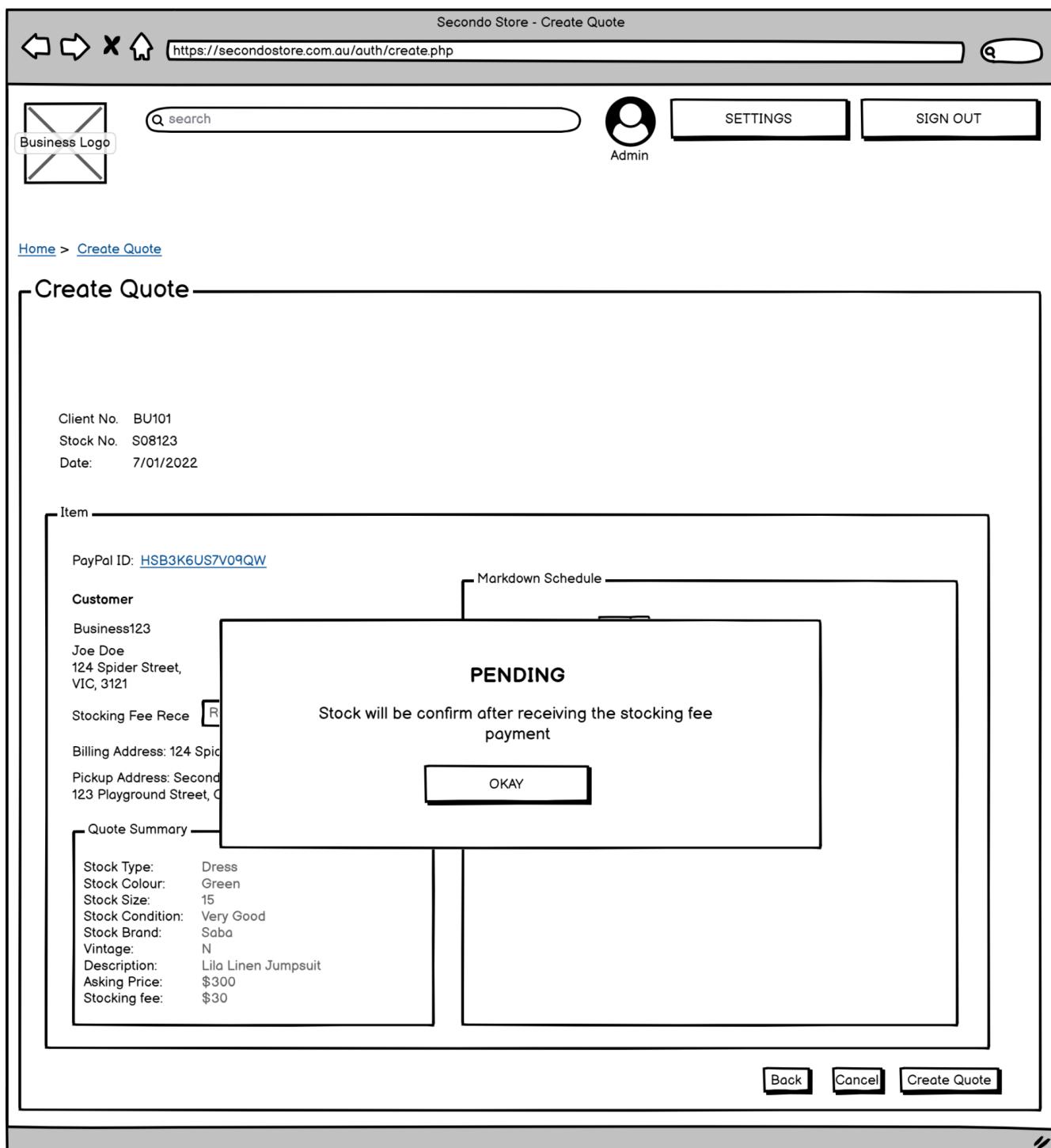
Alert
 Are you sure you want to
 create this quote?

Yes No

Salvos:

Buttons: Back Cancel Create Quote

- Clicking on 'Create Quote' will bring up an alert for the admin to confirm the quote is completed to avoid mistake submission



- Pending alarm shows up to remind the creation is not finished yet, when the client pays the stocking fee, the stock will show up on the store webpage.

4.2.4 Manage stocking fee payment (Owner)

4.2.4.1 Pending Item

Secondo Store - Create Quote
<https://secondostore.com.au/auth/view/S08123.html>

Business Logo  Admin **SETTINGS** **SIGN OUT**

[Home](#) > [View Quotes](#) > [S08123](#) [CREATE QUOTE](#) [VIEW QUOTE](#) [VIEW STOCK](#) [REQUEST STOCK](#) [REPORTS](#) [ACCOUNTS](#) [PAYMENTS](#)

View S08123

Client No. BU101
Stock No. S08123
Date: 7/01/2022

Stock Type: Dress
Stock Colour: Green
Stock Size: 15
Stock Condition: Very Good
Stock Brand: Saba
Vintage: N
Description: Lila Linen Jumpsuit
Asking Price: \$300
Commission: \$30

Client Details:
Business123
Joe Doe
124 Spider Street,
VIC, 3121
Ph: +61412345678
Email: abarth124@gmail.com
PayPal ID: [HSB3K6US7V09QW](#)

Markdown Schedule:
Markdown begins after: 26/10/2022

Stocking Fee Receipt Number: RC002952
Stocking Fee: \$30
Fee Payment: None receive: 15 days left

[View Stock Page](#)

Projected Markdown Schedule:

| Status | Date | Price | Markdown |
|---------|------------|-------|----------|
| Initial | 7/01/2022 | \$300 | 0% |
| Week 1 | 26/01/2022 | \$270 | 10% |
| Week 2 | 2/02/2022 | \$243 | 10% |
| Week 3 | 9/02/2022 | \$219 | 10% |

Edit **Back**

- Pending item shows fee payment status with none receive
- Pending item shows count downtime, after time run out the stock will go invalid

4.2.4.2 Active Item

Secondo Store - Create Quote
<https://secondostore.com.au/auth/view/S08123.html>

Business Logo  Admin **SETTINGS** **SIGN OUT**

[Home](#) > [View Quotes](#) > [S08123](#) [CREATE QUOTE](#) [VIEW QUOTE](#) [VIEW STOCK](#) [REQUEST STOCK](#) [REPORTS](#) [ACCOUNTS](#) [PAYMENTS](#)

View S08123

Client No. BU101
Stock No. S08123
Date: 7/01/2022

Stock Type: Dress
Stock Colour: Green
Stock Size: 15
Stock Condition: Very Good
Stock Brand: Saba
Vintage: N
Description: Lila Linen Jumpsuit
Asking Price: \$300
Commission: \$30

Client Details:
Business123
Joe Doe
124 Spider Street,
VIC, 3121
Ph: +61412345678
Email: abarth124@gmail.com
PayPal ID: [HSB3K6US7V09QW](#)

Markdown Schedule:
Markdown begins after: 26/10/2022

Stocking Fee Receipt Number: RC002952
Stocking Fee: \$30
Fee Payment: Received

[View Stock Page](#)


Redirects to item page e.g. @unsold stock detail1

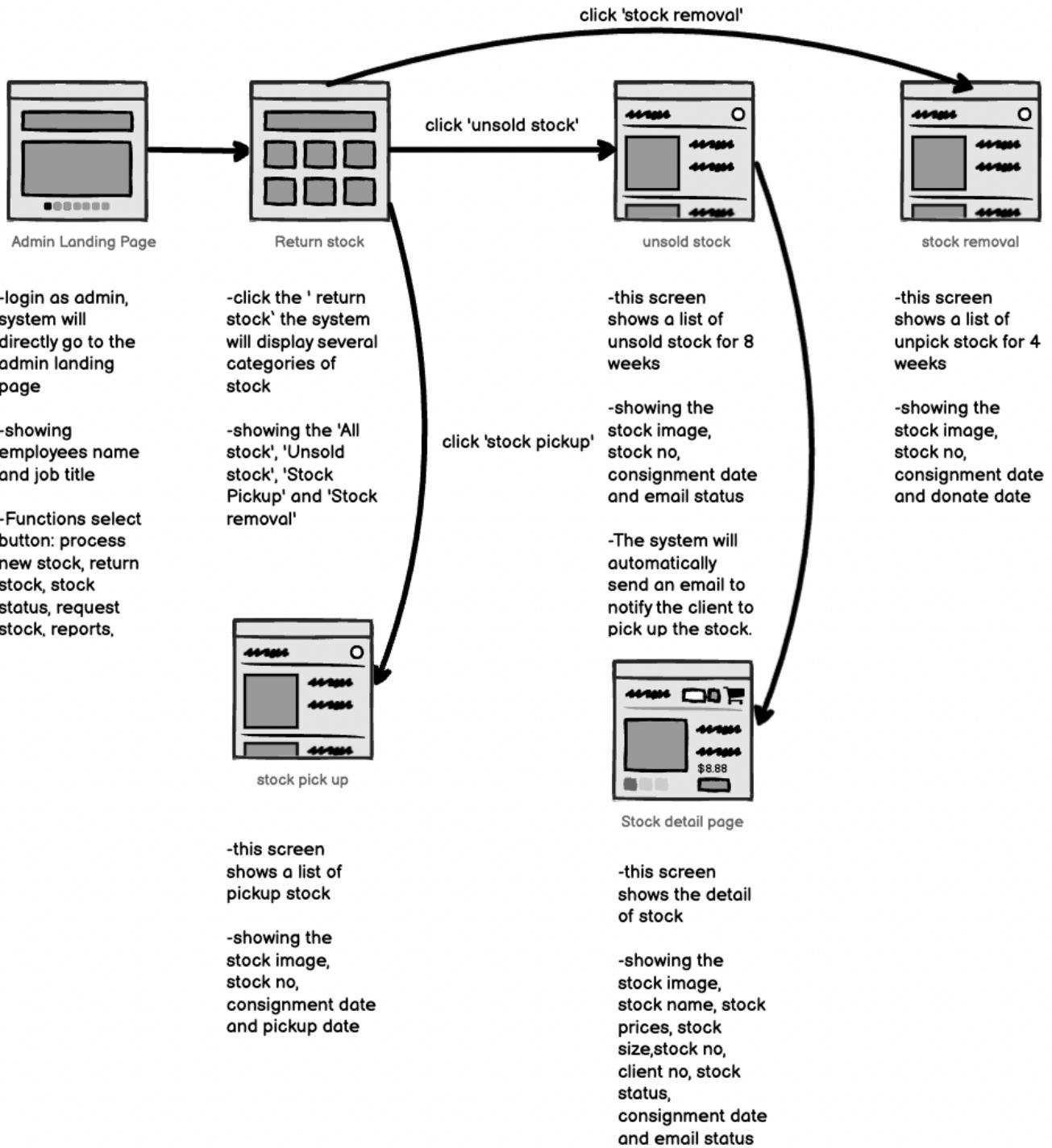
Projected Markdown Schedule:

| Status | Date | Price | Markdown |
|---------|------------|-------|----------|
| Initial | 7/01/2022 | \$300 | 0% |
| Week 1 | 26/01/2022 | \$270 | 10% |
| Week 2 | 2/02/2022 | \$243 | 10% |
| Week 3 | 9/02/2022 | \$219 | 10% |

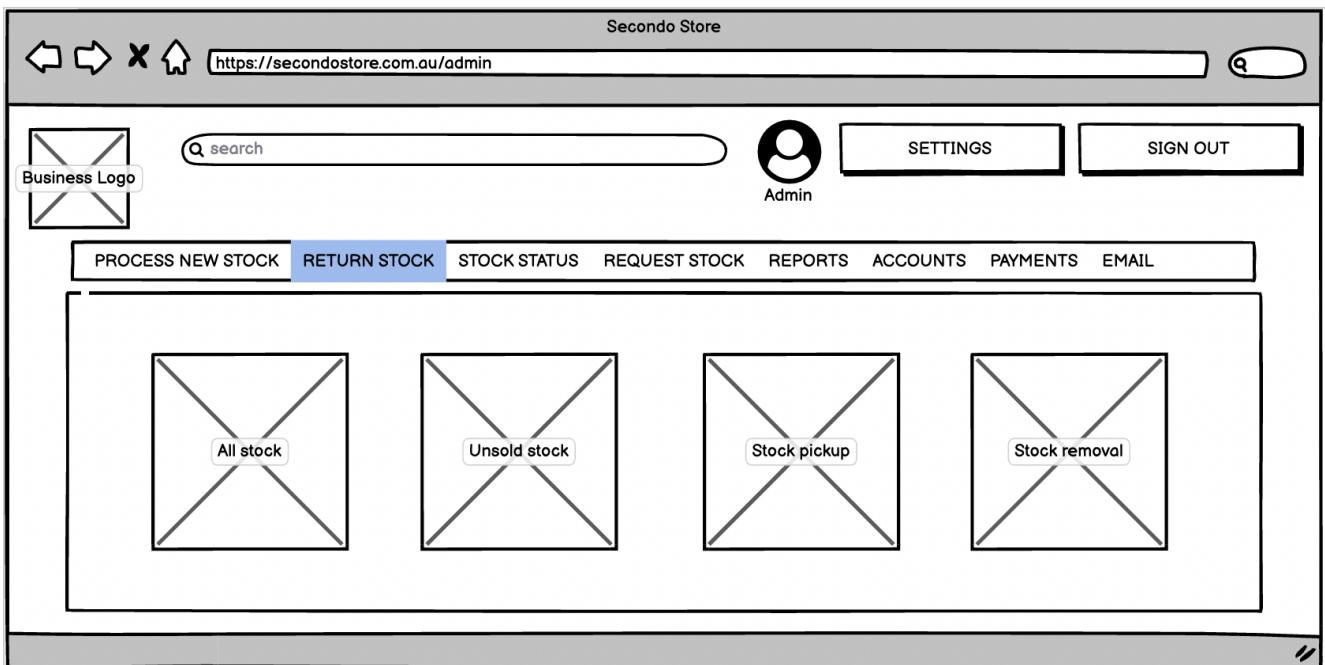
Edit **Back**

- After receive the stocking fee payment, owner can find fee payment status is 'Received' in Markdown schedule
- Clicking on the View Stock Page takes the user to the individual stock item

4.3 Return unsold stock

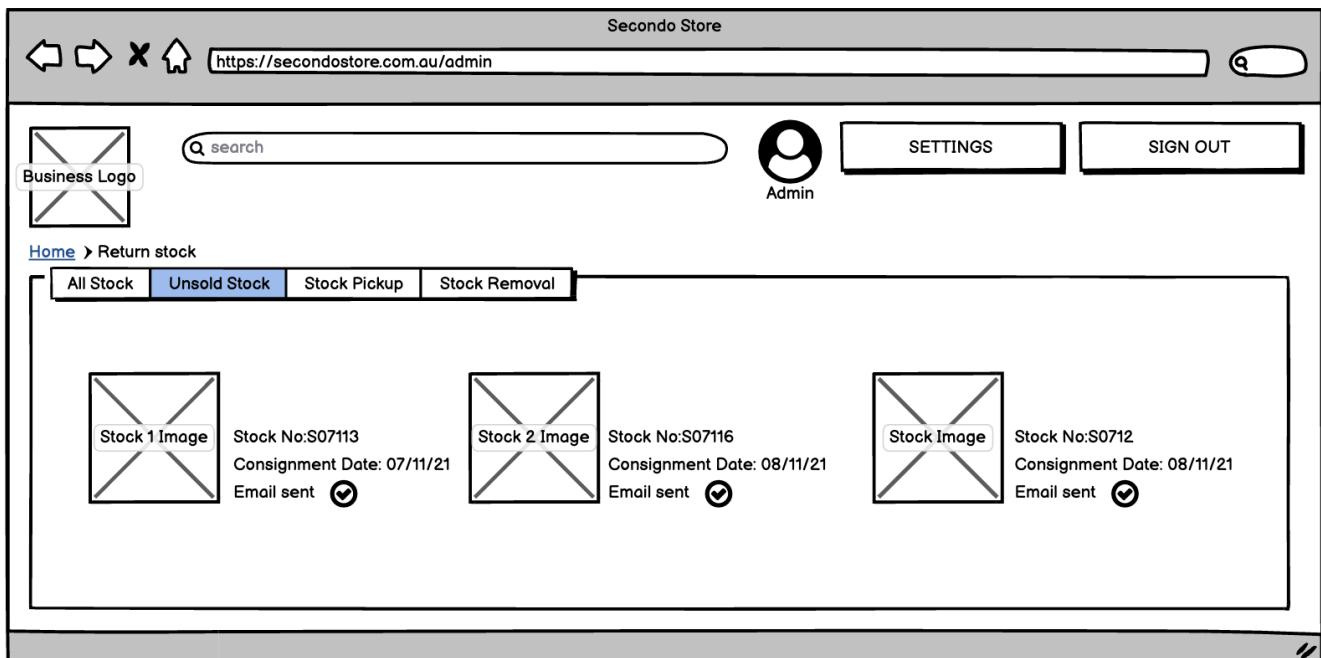


4.3.1 Identify unsold items (Owner)



- Click the 'return stock' the system will display several categories of stock
- This screen shows the 'All stock', 'Unsold stock', 'Stock Pickup' and 'Stock removal'.
- 'All stock' will display all the stock in the store.
- 'Unsold stock' means a stock that has not been sold for eight weeks or more than eight weeks which needs to be returned to the client.
- 'Stock pickup' means return stock has been picked up by the client and the system will record the pickup date.
- 'Stock removal' shows some stock has not been picked up by the customer within four weeks.

4.3.2 Organise client pickup of unsold items (Owner)



- This screen shows a list of unsold stock for 8 weeks
- Showing the stock image, stock no, consignment date and email status
- The system will automatically send an email to notify the client to pick up the stock.
- Click the image to see the stock detail.



- Individual stock: Showing the stock image, stock name, stock prices, stock size, stock no, client no, stock status, consignment date and email status



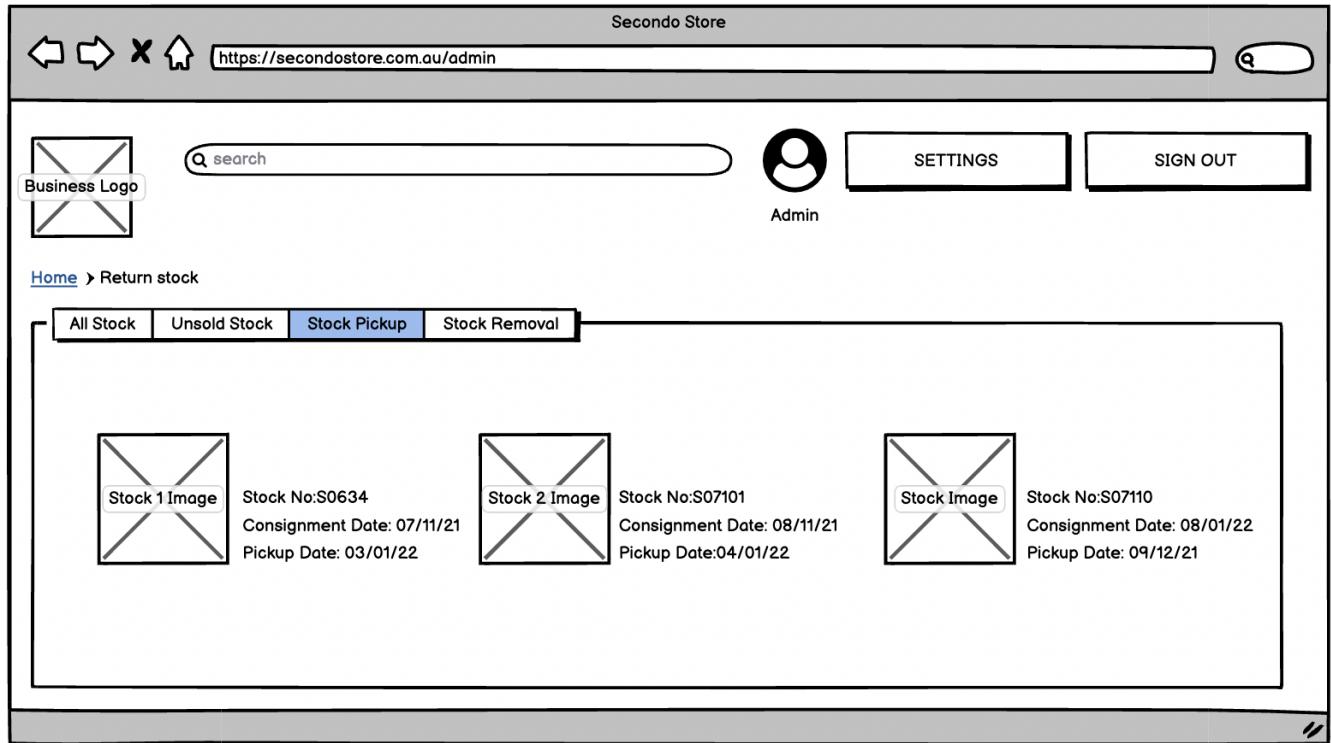
- Business stock: showing the business client name
- These screen shows the detail of stock
- Showing the stock image, stock name, stock prices, stock size, stock no, client no, stock status, consignment date and email status.
- The link in the lower right corner can be jumped to see quote details.

4.3.3 Organise removal of items not picked up by client (Owner)

The screenshot shows the Secondo Store admin interface at <https://secondostore.com.au/admin>. The top navigation bar includes a search bar, settings, and sign-out options. The main content area is titled 'Return stock' and shows three items in 'Stock Removal' status:

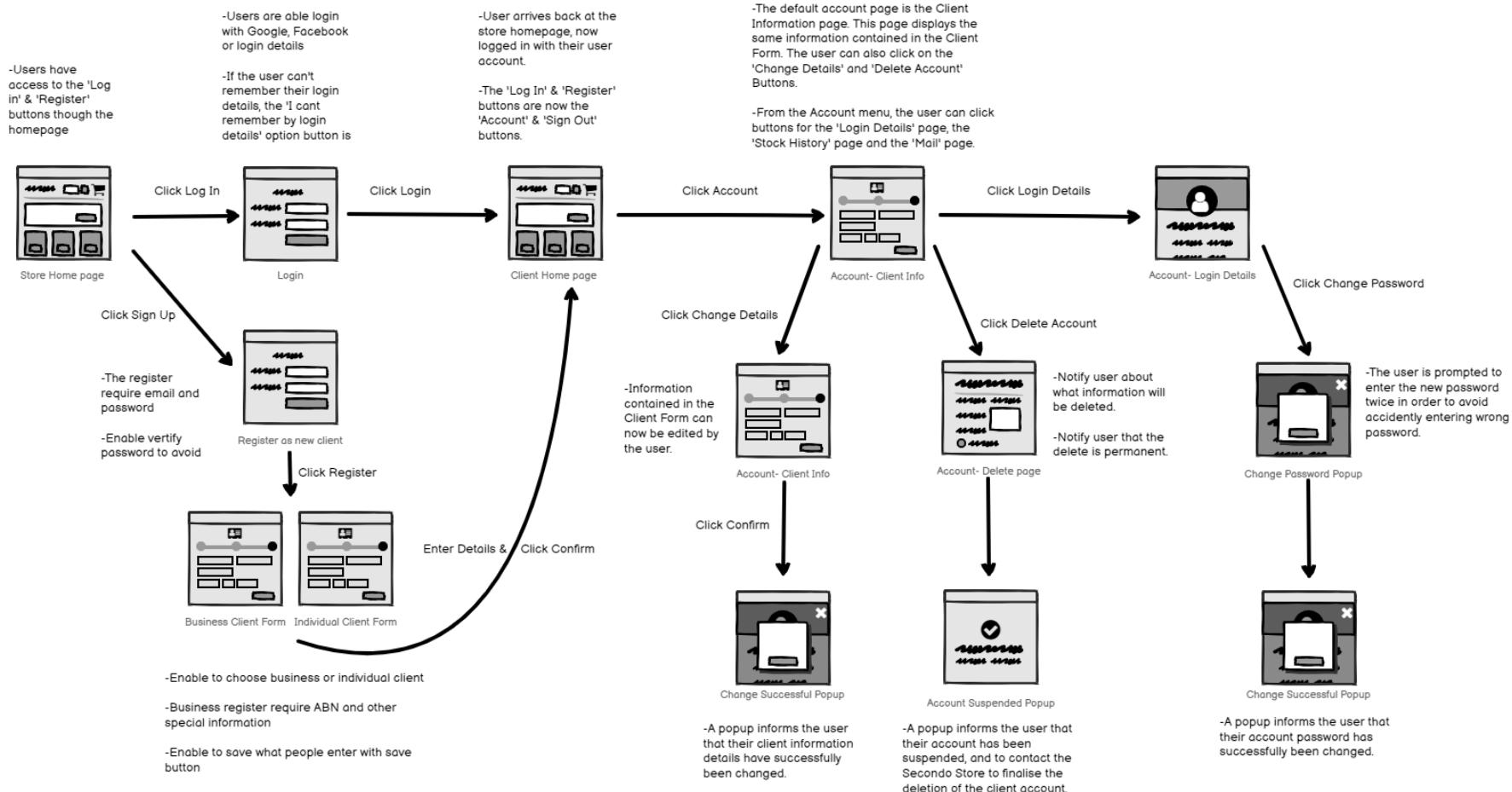
| Stock Image | Stock No | Consignment Date | Donation Date |
|---------------|----------|------------------|---------------|
| Stock 1 Image | S07113 | 23/10/21 | 08/01/22 |
| Stock 2 Image | S07116 | 24/10/21 | 09/01/22 |
| Stock Image | S0712 | 24/10/21 | 09/01/22 |

- This screen shows the stock image with stock no, Consignment date and Donation Date.
- The unsold stock is not picked up will be donated and moved to 'stock removal'
- The system will automatically record the donation date.



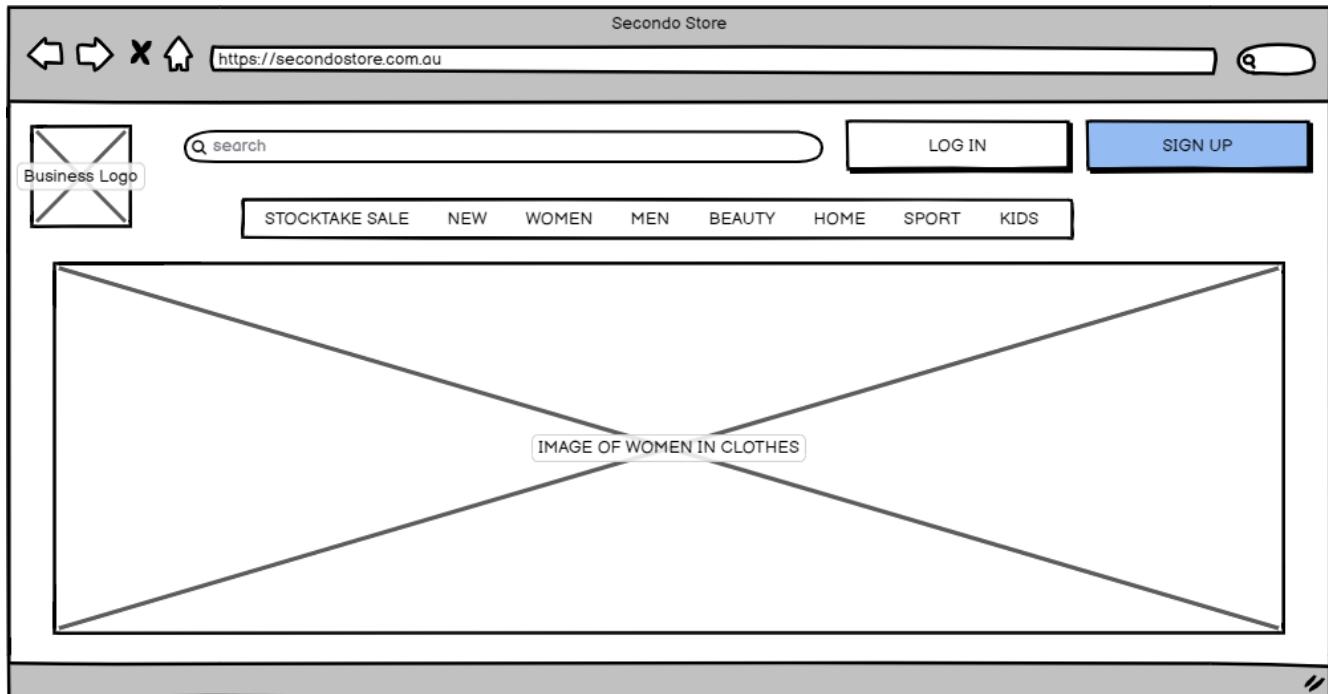
- This screen shows the stock image with stock no, consignment date and pick up date.
- The unsold stock was picked up by client will be show in this page
- The system will automatically record the pick-up date.

4.4 Manage consignment client



4.4.1 Register New Client (Individual and Business Client)

Register New Client 1: Secondo Store Home Page



- The client begins their journey at the store website home page.
- By clicking on the 'SIGN UP' button, the client can register a new account.
- The client can search for items to buy by using the search bar.
- The menu bar is populated with the many product categories available. Clicking on any of these categories will take the client to the webpage for that category.
- Clicking on the large clothing advertisement image or any other clothing images on the page will take the client to the page of the clothing items.
- Golden Rules applied:
 - Strive for consistency
 - Cater for diverse users

Register New Client 2: Register Page

The screenshot shows a web browser window for 'Secondo Store - Register Account' at the URL <https://secondostore.com.au/register>. On the left, there is a placeholder for a 'Business Logo'. The main content area is titled 'REGISTER' and contains two large buttons for social media sign-in: 'G GOOGLE' and 'f FACEBOOK'. Below these, the word 'OR' is centered. Following 'OR' are three input fields: 'EMAIL:' with an envelope icon, 'PASSWORD:' with a lock icon, and 'VERIFY PASSWORD:' with a lock icon. At the bottom is a large 'REGISTER' button.

- The client may either register by using existing Google or Facebook accounts, or by using their email and a password.
- By signing up with Google or Facebook, another window will be opened allowing the user to select their account. Once done, the user will be sent to the 'Register New Client 6: Registration Success Popup' section of the register process.
- Golden Rules applied:
 - Cater for diverse users
 - Support internal locus of control

Register New Client 3: Register Page with Tooltip

The screenshot shows a registration page titled "REGISTER". It includes a "Business Logo" placeholder, social media login buttons for "GOOGLE" and "FACEBOOK", and a manual registration section with fields for "john doe@hotmail.com", two password entries, and a password strength meter. A tooltip box details password requirements and highlights a mismatch between the two password fields.

| Your password must have: | |
|-------------------------------------|---------------------------|
| <input checked="" type="checkbox"/> | 8 or more characters |
| <input checked="" type="checkbox"/> | upper & lowercase letters |
| <input checked="" type="checkbox"/> | at least 1 number |

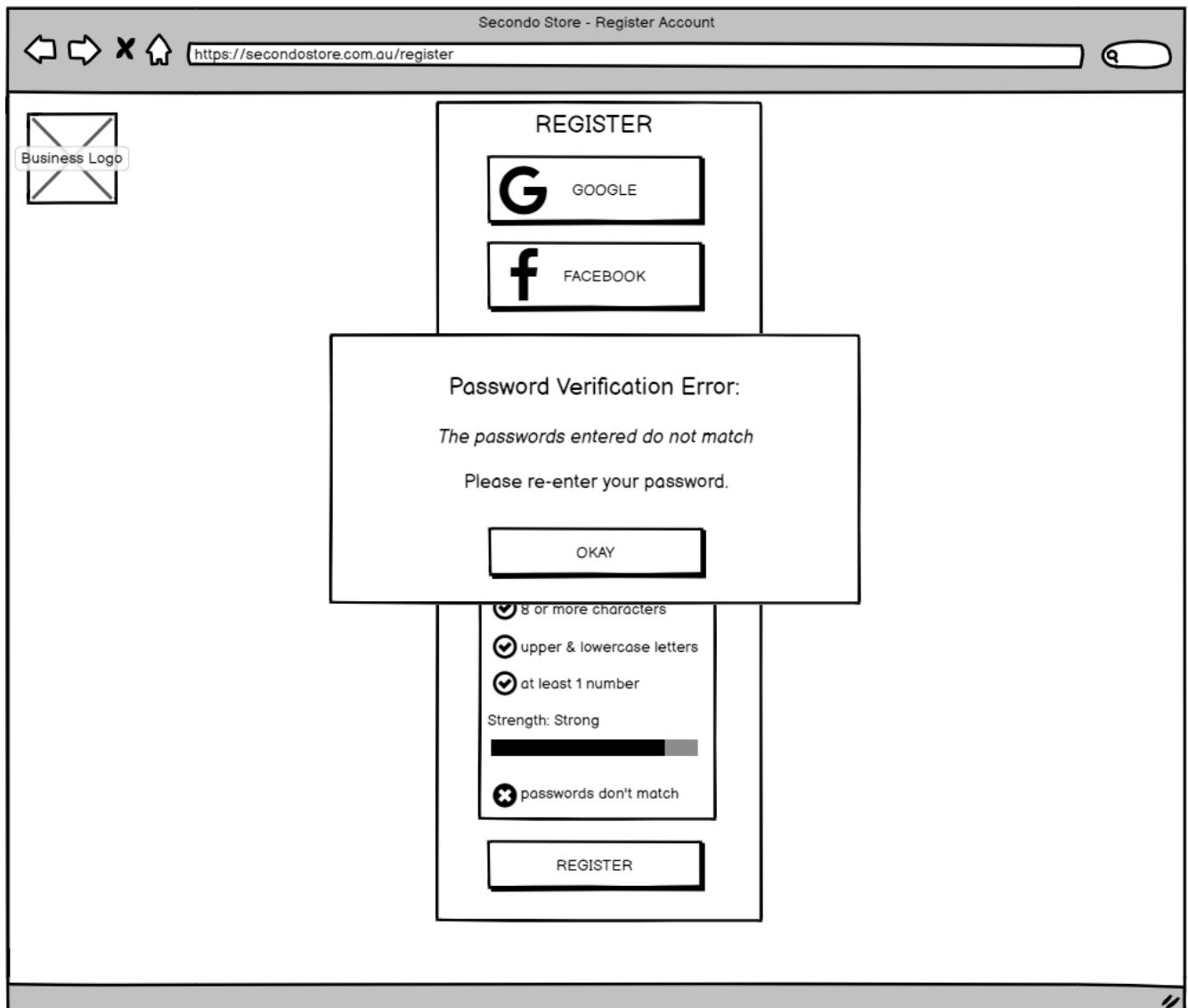
Strength: Strong

passwords don't match

REGISTER

- If the client registers using their email address and password, a tooltip will assist them in choosing their password correctly.
- Golden Rules applied:
 - Offer informative feedback
 - Prevent errors

Register New Client 4: Password Verification Error



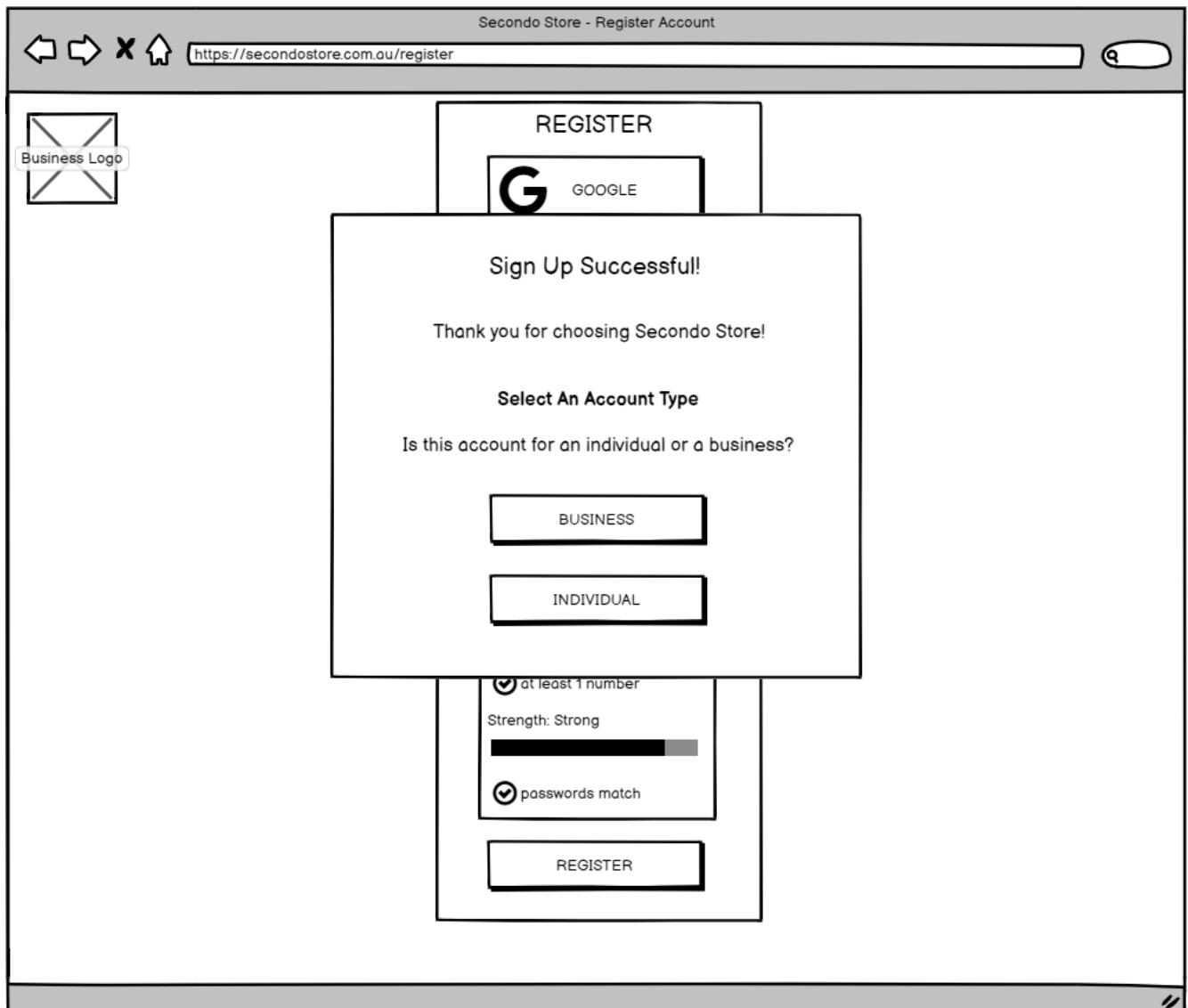
- If the client inputs an incorrect password (e.g. invalid password, verification failure), a verification error popup will appear, explaining the error made and how to fix it.
- Golden Rules applied:
 - Offer Informative feedback
 - Design dialogues that yield closure.
 - Permit easy reversal of actions.

Register New Client 5: Register Page with correct credentials

The screenshot shows a web browser window for 'Secondo Store - Register Account' at the URL <https://secondostore.com.au/register>. The page features a 'Business Logo' placeholder and two social media registration options: 'GOOGLE' (with a large 'G') and 'FACEBOOK' (with a 'f'). Below these is a 'OR' link followed by email and password fields. The email field contains 'johndoe@hotmail.com'. The password field is masked with a lock icon and has six asterisks. To the right of the password fields is a tooltip box titled 'Your password must have:' containing four items with checked checkboxes: '8 or more characters', 'upper & lowercase letters', 'at least 1 number', and 'passwords match'. A progress bar indicates the strength is 'Strong'. At the bottom is a 'REGISTER' button.

- When the client has correctly entered their information, the tooltip will show all tick marks.
- Golden Rules applied:
 - Offer Informative feedback
 - Design dialogues that yield closure.
 - Prevent errors.

Register New Client 6: Registration Success Popup



- After the client signs up successfully, a popup will appear to let the client know that they have successfully registered their account login details.
- Then, the client can choose their account type by clicking on either of the 'Business' or 'Individual' buttons. Clicking either of these buttons will take the client to the corresponding client form page, which they will then need to fill in.
- Golden Rules applied:
 - Offer Informative feedback
 - Design dialogues that yield closure.

Register New Client 7: Business Client Form Page

Secondo Store - Business Client Information
<https://secondostore.com.au/register>

Business Logo  User **SAVE PROGRESS** **SIGN OUT**

Business Client Information

| | | |
|-----------------|-----------------------------|----------------------------|
| Client Number: | BU123 | SWITCH ACCOUNT TYPE |
| Business Name: | Business123 | |
| ABN Number: | 50 110 219 46 | |
| Business Phone: | 0412 345 678 | |
| Business Email: | Business123@business123.com | |
| PayPal ID: | HSB3K6US7V09QW | |

Business Address

| | | | |
|------------------|-------------------|-----------|----------|
| Street & Number: | 124 Spider Street | Suburb: | Richmond |
| State: | VIC | Postcode: | 3121 |

Personal Contact

| | |
|---------------|---------------------|
| Last Name: | Doe |
| First Name: | John |
| Phone Number: | +61412345678 |
| Email: | abarth124@gmail.com |

CONFIRM

- If the client selects the ‘Business’ account type, they will arrive at this page.
- This online form is an exact digitized form of the Business Client Form that was used by Secondo Store for manual sign ups.
- Business accounts require business name, phone number, email and ABN number for client to input, etc.
- Tooltips for help will appear if the client inputs information in any field incorrectly.
- If the client chose the wrong account type, they can choose again by clicking on the ‘switch account type’ button.
- Golden Rules applied:
 - Strive for Consistency.
 - Cater for diverse users.
 - Prevent errors.
 - Permit easy reversal of actions.

Register New Client 8: Individual Client Form Page

Secondo Store - Individual Client Information
<https://secondostore.com.au/register>

Business Logo

User

SAVE PROGRESS SIGN OUT

Individual Client Information

Client Number: IN123

Last Name: Doe

First Name: John

ABN Number: 50 110 219 46

Phone Number: 0412 345 678

Email Address: Business123@business123.com

PayPal ID: HSB3K6US7V09QW

Address:

Street & Number: 124 Spider Street Suburb: Richmond

State: VIC Postcode: 3121

CONFIRM

- If the client selects the ‘Individual’ account type, they will arrive at this page.
- This online form is an exact digitized form of the Individual Client Form that was used by Secondo Store for manual sign ups.
- Individual client account requires less information than a business account.
- For individual clients, the email address will be auto-filled to the email address signed up with.
- Tooltips for help will appear if the client inputs information in any field incorrectly.
- If the client chose the wrong account type, they can choose again by clicking on the ‘switch account type’ button.
- Golden Rules applied:
 - Strive for Consistency.
 - Cater for diverse users.
 - Prevent errors.
 - Permit easy reversal of actions.

Register New Client 9: Registration Complete

Secondo Store - Individual Client Information
<https://secondostore.com.au/register>

Business Logo

John

SAVE PROGRESS **SIGN OUT**

Individual Client Information

| | | |
|----------------|-----------------|----------------------------|
| Client Number: | IN123 | SWITCH ACCOUNT TYPE |
| Last Name: | Doe | |
| First Name: | John | |
| ABN Number: | 50 110 219 46 | |
| Phone Number: | 0412 345 678 | |
| Email Address: | Business123@bus | |
| PayPal ID: | HSB3K6US7V09Q | |

Account Registration Complete

Your client information has been recorded successfully.

Your account's registration is now complete.

HOME

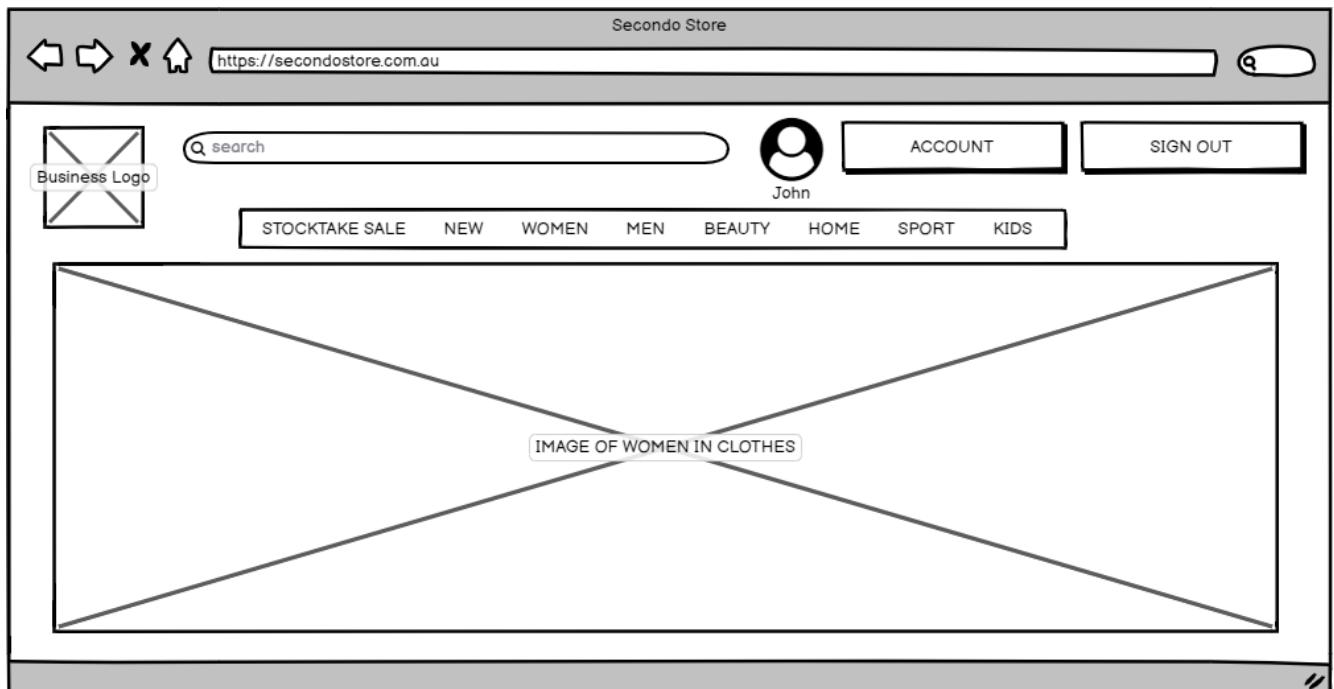
Address:

| | | | |
|------------------|-------------------|-----------|----------|
| Street & Number: | 124 Spider Street | Suburb: | Richmond |
| State: | VIC | Postcode: | 3121 |

CONFIRM

- Once the client correctly fills in the client information page and clicks the 'Confirm' button, they will receive this popup notifying them that the account registration process is complete, and a button will appear prompting them to return to the home page.
- Golden Rules applied:
 - Offer informative feedback.
 - Design dialogues that yield closure.

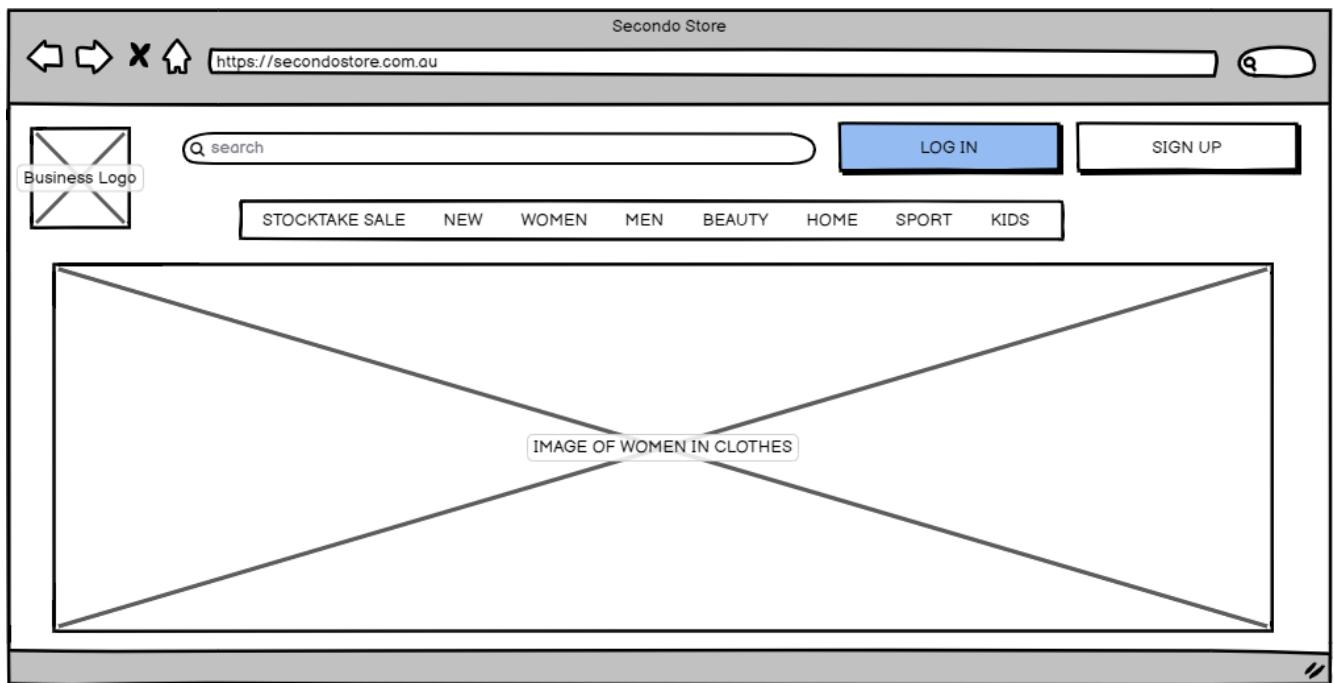
Register New Client 10: Landing Page (Secondo Store Home Page)



- After the client finishes the registration process and clicks the 'Home' button, they will arrive at the Secondo Store home page, now signed in as their account.
- On the top right of the screen, the 'Account' and 'Sign Out' buttons are displayed. The 'Account' button will take the client to their account page, and the 'Sign Out' button will sign the user out of their account.
- Golden Rules applied:
 - Strive for consistency.
 - Cater for diverse users.

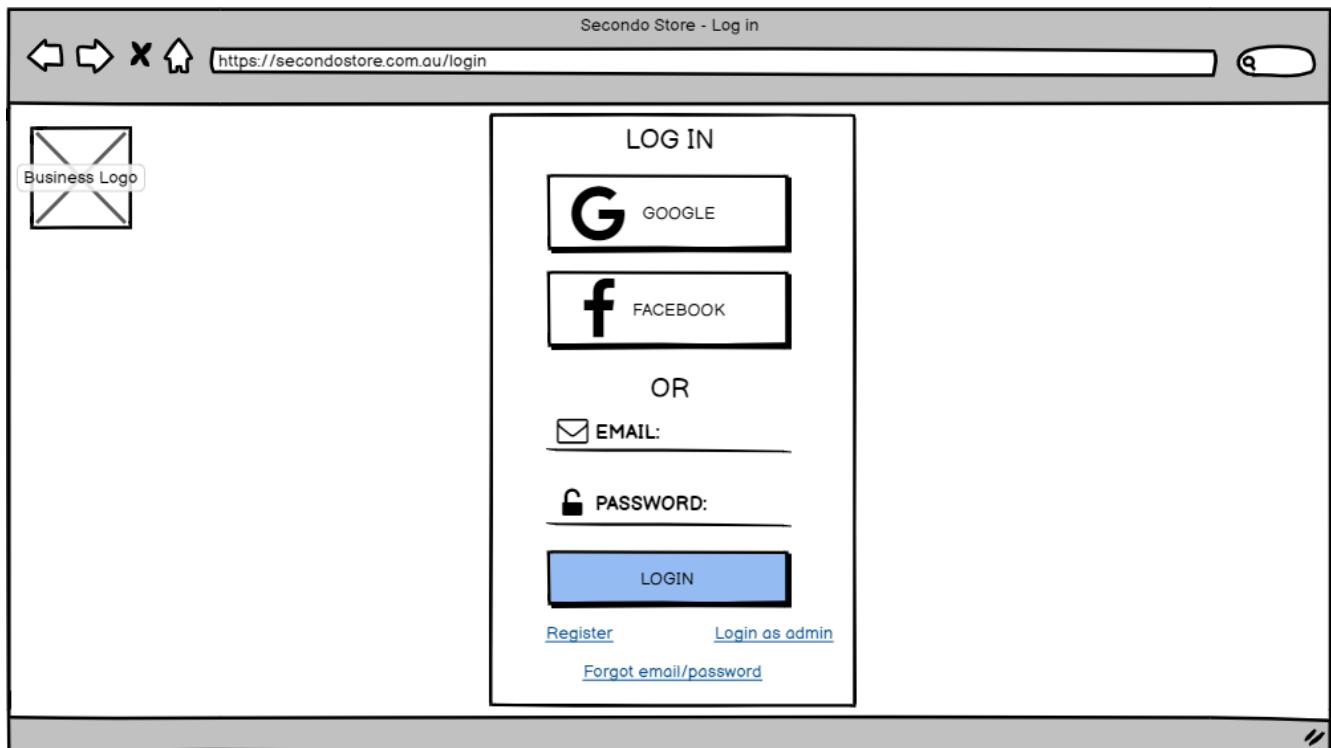
4.4.2 Sign in (Client)

Sign In 1: Secondo Store Home Page



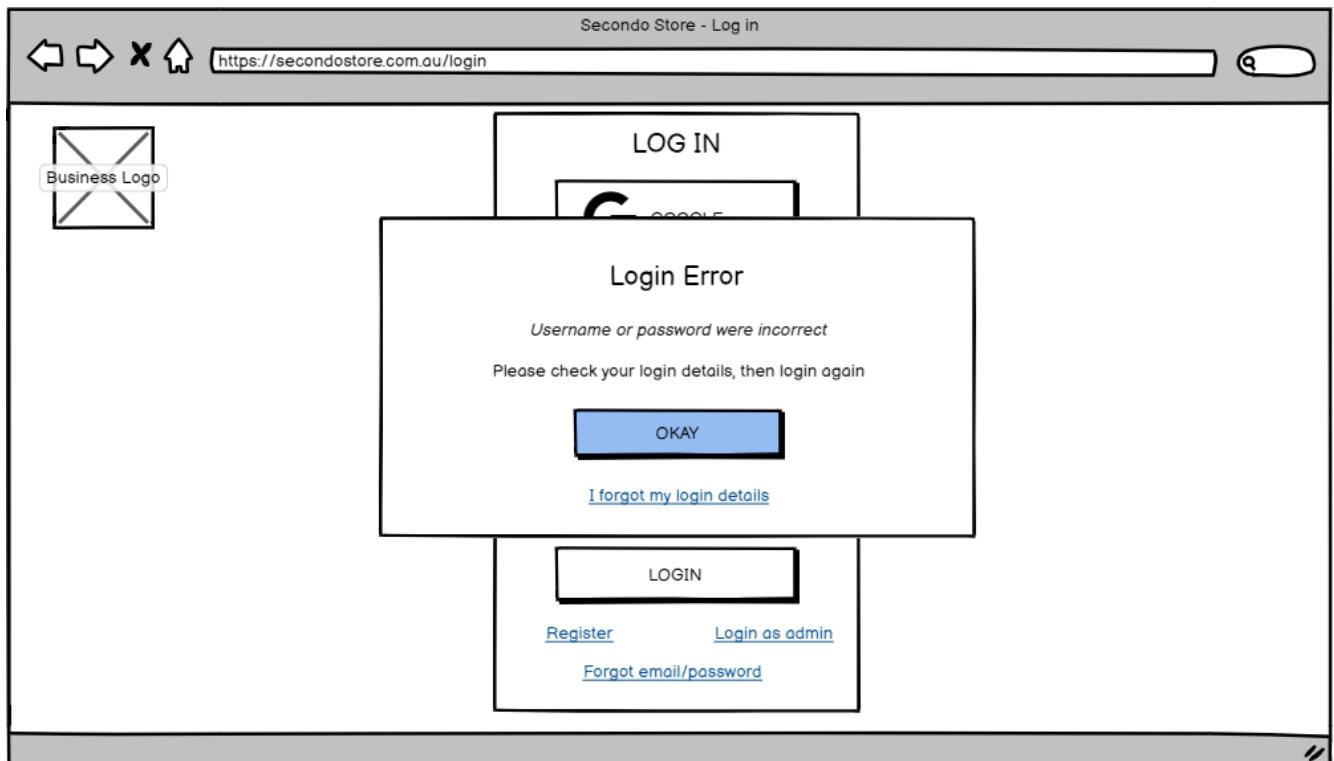
- As with registration, the client begins logging in by clicking the 'Log in' button on the store's home page.
- The client can search for items to buy by using the search bar.
- The menu bar is populated with the many product categories available. Clicking on any of these categories will take the client to the webpage for that category.
- Clicking on the large clothing advertisement image or any other clothing images on the page will take the client to the page of the clothing items.
- Golden Rules applied:
 - Strive for consistency
 - Cater for diverse users

Sign In 2: Login Page



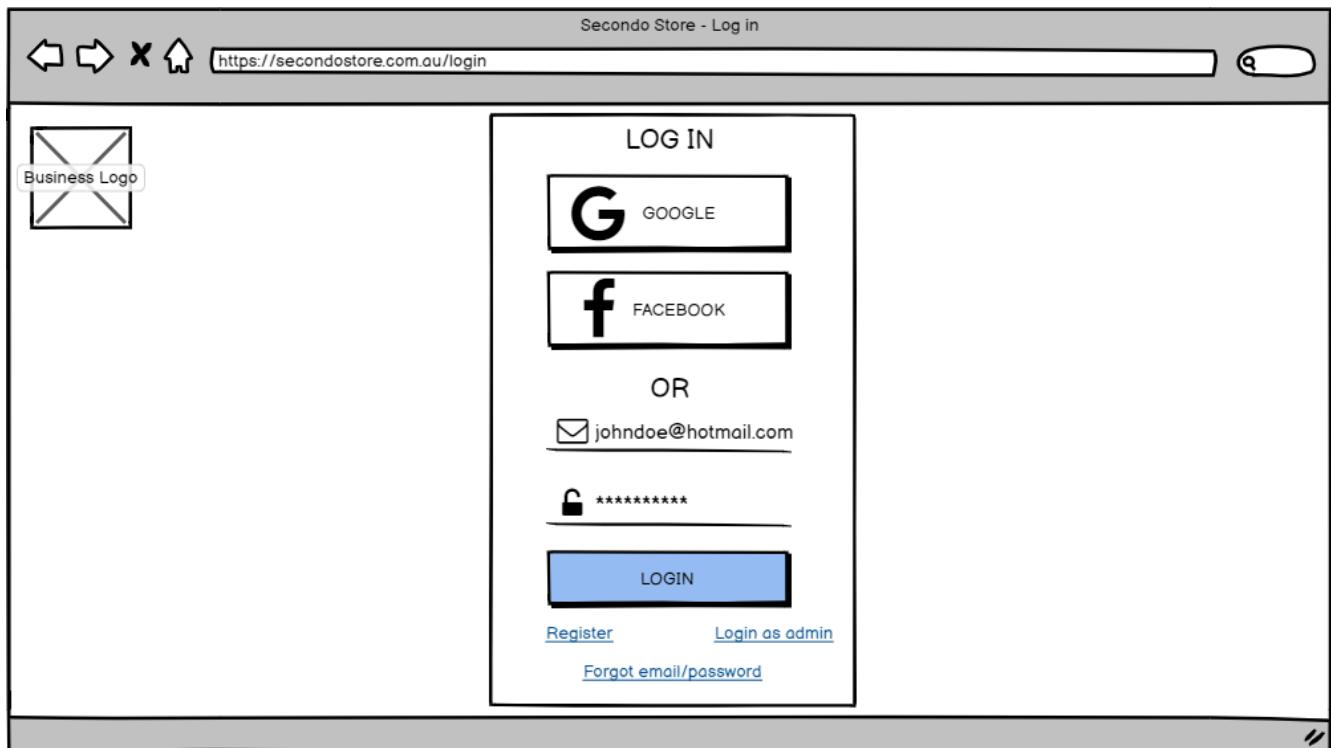
- The log in page provides the same Google and Facebook options that were seen in the register page, as well as the section for the client to login with their email address.
- Golden Rules applied:
 - Strive for consistency
 - Cater for diverse users

Sign In 3: Login Error Popup



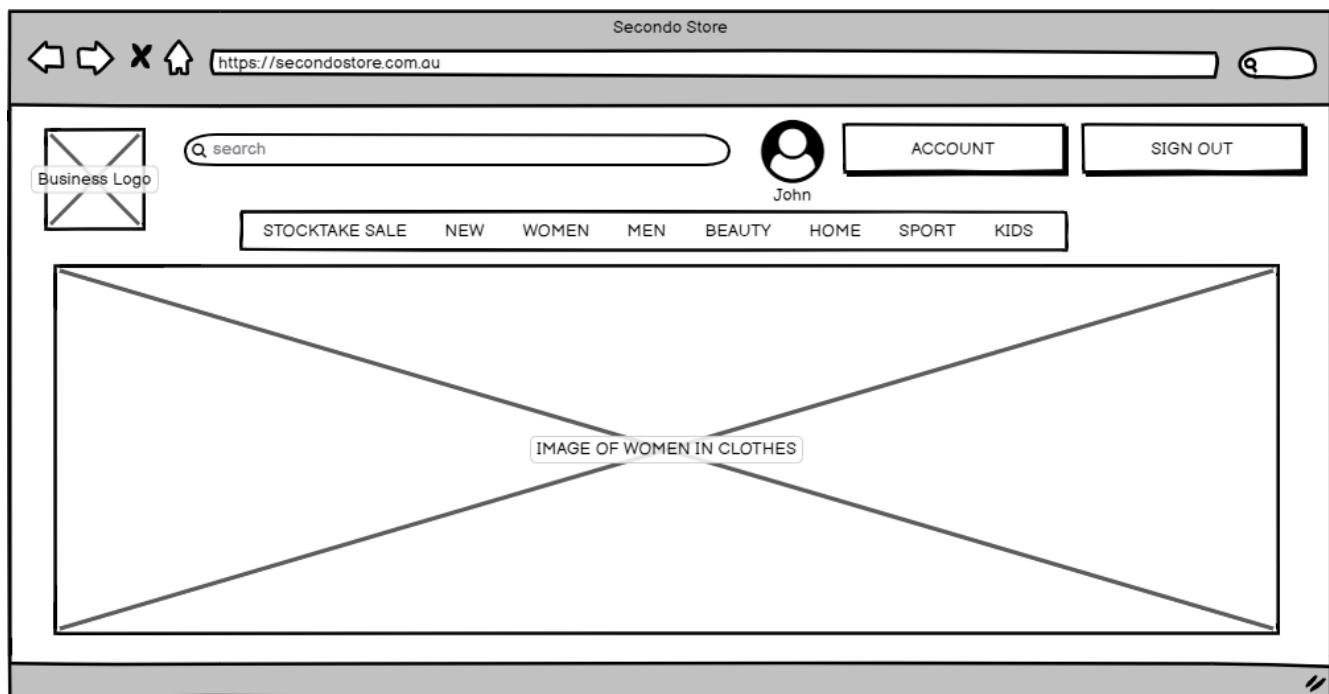
- If the client does not give the correct log in information, A pop-up window shows an error message.
- The client is able to jump to the 'Find my password' page if they click on the 'I forgot my login detail' prompt.
- Golden Rules applied:
 - Offer informative feedback.
 - Design dialogues that yield closure.
 - Prevent errors.
 - Permit easy reversal of actions.

Sign In 5: Login Page- Correct Details



- The log in page provides the same Google and Facebook options that were seen in the register page, as well as the section for the client to login with their email address.
- Golden Rules applied:
 - Strive for consistency
 - Cater for diverse users

Sign In 6: Landing Page (Secondo Store Home Page)



- If the client gives the correct login information, the client is logged in, and the page jumps back to the client landing page.
- On the top right of the screen, the 'Account' and 'Sign Out' buttons are displayed. The 'Account' button will take the client to their account page, and the 'Sign Out' button will sign the user out of their account.
- If the client clicks on the 'Account' button, they will be taken to the screen seen next.
- Golden Rules applied:
 - Strive for consistency.
 - Cater for diverse users.

4.4.3 Delete client account (Client)

Delete Client Account 1: Account Page

The screenshot shows a web browser window for 'Secondo Store - Register Account' at the URL <https://secondostore.com.au/register>. The page has a header with a business logo, navigation links for HOME, ACCOUNT, and SIGN OUT, and a user profile for 'John'. Below the header is a navigation bar with tabs: CLIENT INFORMATION (selected), LOGIN DETAILS, STOCK HISTORY, MAIL, and SUSPEND ACCOUNT. The main content area contains form fields for client information, business address, and personal contact details. At the bottom left is a red 'CHANGE DETAILS' button.

| Client Information | CLIENT INFORMATION | LOGIN DETAILS | STOCK HISTORY | MAIL | SUSPEND ACCOUNT |
|-------------------------|-----------------------------|---------------|---------------|------|-----------------|
| Client Number: | BU123 | | | | |
| Business Name: | Business123 | | | | |
| ABN Number: | 50 110 219 46 | | | | |
| Business Phone: | 0412 345 678 | | | | |
| Business Email: | Business123@business123.com | | | | |
| PayPal ID: | HSB3K6US7V09QW | | | | |
| Business Address | | | | | |
| Street & Number: | 124 Spider Street | Suburb: | Richmond | | |
| State: | VIC | Postcode: | 3121 | | |
| Personal Contact | | | | | |
| Last Name: | Doe | | | | |
| First Name: | John | | | | |
| Phone Number: | +61412345678 | | | | |
| Email: | abarth124@gmail.com | | | | |

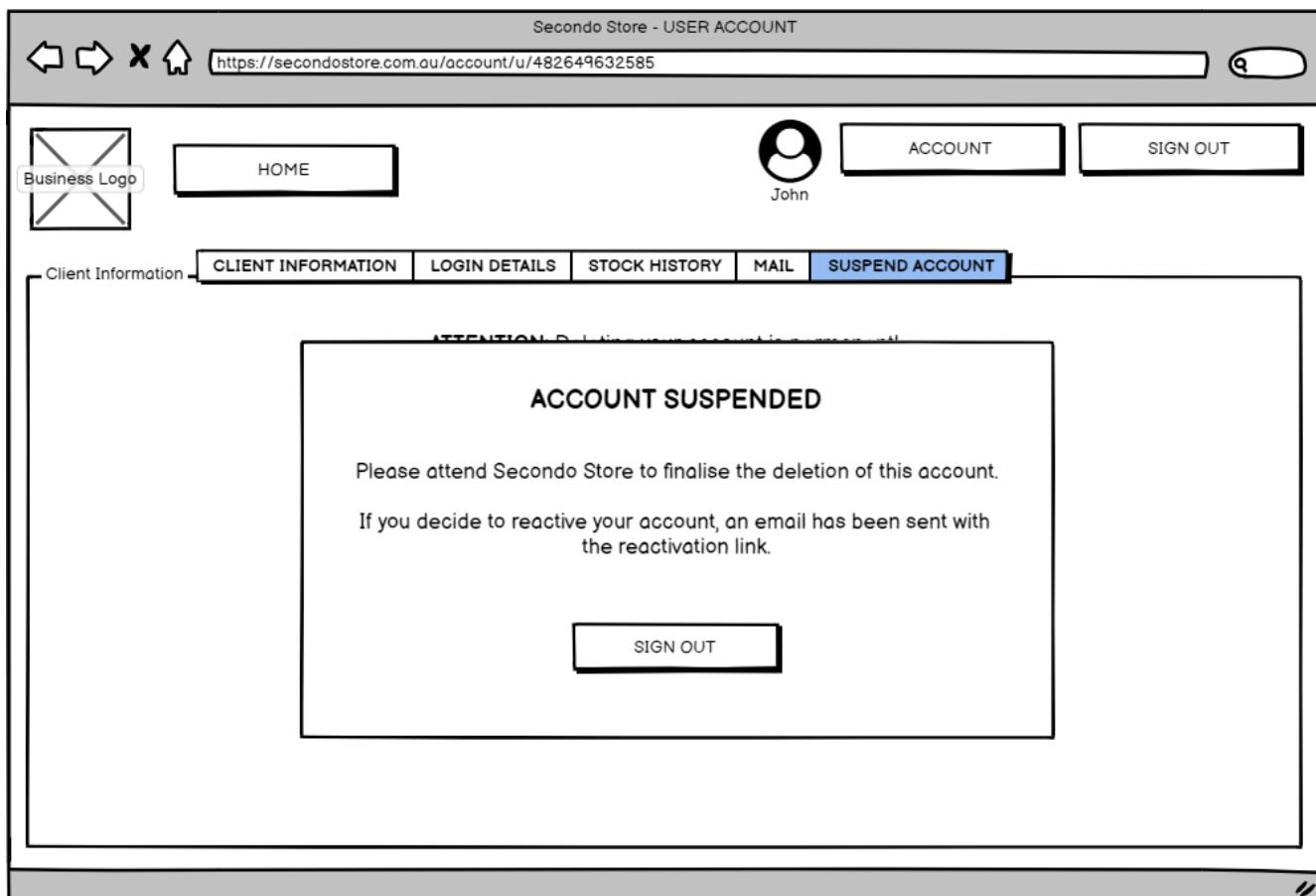
- It is stated in the detailed system description document, that, quote “They [clients] should not be able to delete their account. If they [clients] want to delete their account, they should put in a request to me.”. Therefore, for this implementation, if a client no longer wants to use / have their account, they are instead able to temporarily suspend their account. When this happens, the system will automatically notify the owner that the client wants their account deleted, and will prompt the client to contact the owner.
- If the client clicks on the ‘Account’ button they will be taken to their account page. From here, they can click on the ‘Suspend Account’ tab to begin deleting their account.

Delete Client Account 2: Suspend Account Page

The screenshot shows a web browser window for 'Secondo Store - USER ACCOUNT' at the URL <https://secondostore.com.au/account/u/482649632585>. The page header includes standard navigation icons (back, forward, search) and the URL. Below the header is a navigation bar with a 'Business Logo' icon, 'HOME', 'ACCOUNT', and 'SIGN OUT' buttons. A user profile picture for 'John' is displayed. A secondary navigation bar below shows 'Client Information' followed by tabs for 'CLIENT INFORMATION', 'LOGIN DETAILS', 'STOCK HISTORY', 'MAIL', and 'SUSPEND ACCOUNT', where 'SUSPEND ACCOUNT' is highlighted with a blue background. The main content area contains a warning message: 'ATTENTION: Deleting your account is permanent! After deletion, any information currently stored for your account will be deleted. Please proceed with caution to ensure you don't permanently lose valuable information.' It also states: 'To completely delete your account, you will need to first suspend it, and then contact Secondo Store in order to verify and complete the account deletion process.' Below this, a note says 'Click SUSPEND ACCOUNT below to proceed.' At the bottom are 'BACK' and 'SUSPEND ACCOUNT' buttons.

- In the suspend account page the client is given a warning about the consequence of trying to suspend / delete their account.
- If click Back button, the page will go back to client information page
- By clicking suspend account, the clients account will be suspended and a popup will appear.
- Golden Rules applied:
 - Prevent errors.
 - Permit easy reversal of actions.
 - Support internal locus of control.

Delete Client Account 3: Account Suspended Popup



- Once the client clicks 'suspend account', they receive this popup.
- The client is notified to go to the store for finalising the account's deletion.
- If the client changes their mind before deleting the account, they can use a link sent to their email to reactivate their account.
- After suspending the account, the client is prompted to sign out.
- Golden Rules applied:
 - Prevent errors.
 - Permit easy reversal of actions.
 - Support internal locus of control.

4.4.4 Manage client details (Client)

4.4.4.1 Change password

Change Password 1: Login Details Page

Secondo Store - Register Account
https://secondostore.com.au/register

Business Logo HOME ACCOUNT SIGN OUT

John

Login Details CLIENT INFORMATION LOGIN DETAILS STOCK HISTORY MAIL SUSPEND ACCOUNT

Email Address: JohnDoe123@email.com

Password: InsecurePassword123

CHANGE PASSWORD

- This is the page where the client can change their login password.
- Clicking on the change password button will prompt the client to the next page.

Change Password 2: Change Password Popup

The screenshot shows a web browser window for 'Secondo Store - Register Account' at the URL <https://secondostore.com.au/register>. The page includes a business logo, navigation links for HOME, ACCOUNT, and SIGN OUT, and a user profile for 'John'. A navigation bar at the top has tabs for 'CLIENT INFORMATION', 'LOGIN DETAILS' (which is selected), 'STOCK HISTORY', 'MAIL', and 'SUSPEND ACCOUNT'. On the left, there are fields for 'Email Address' (JohnDoe123) and 'Password' (InsecureP@ssw0rd). A red 'CHANGE' button is highlighted. The main content area contains a 'CHANGE PASSWORD' form with fields for 'New Password' (VUWYGMG9583WJDI) and 'Verify New Password' (VUWYGMG9583WJDI). Below these fields is a box titled 'Your password must have:' containing the following requirements with checked checkboxes:

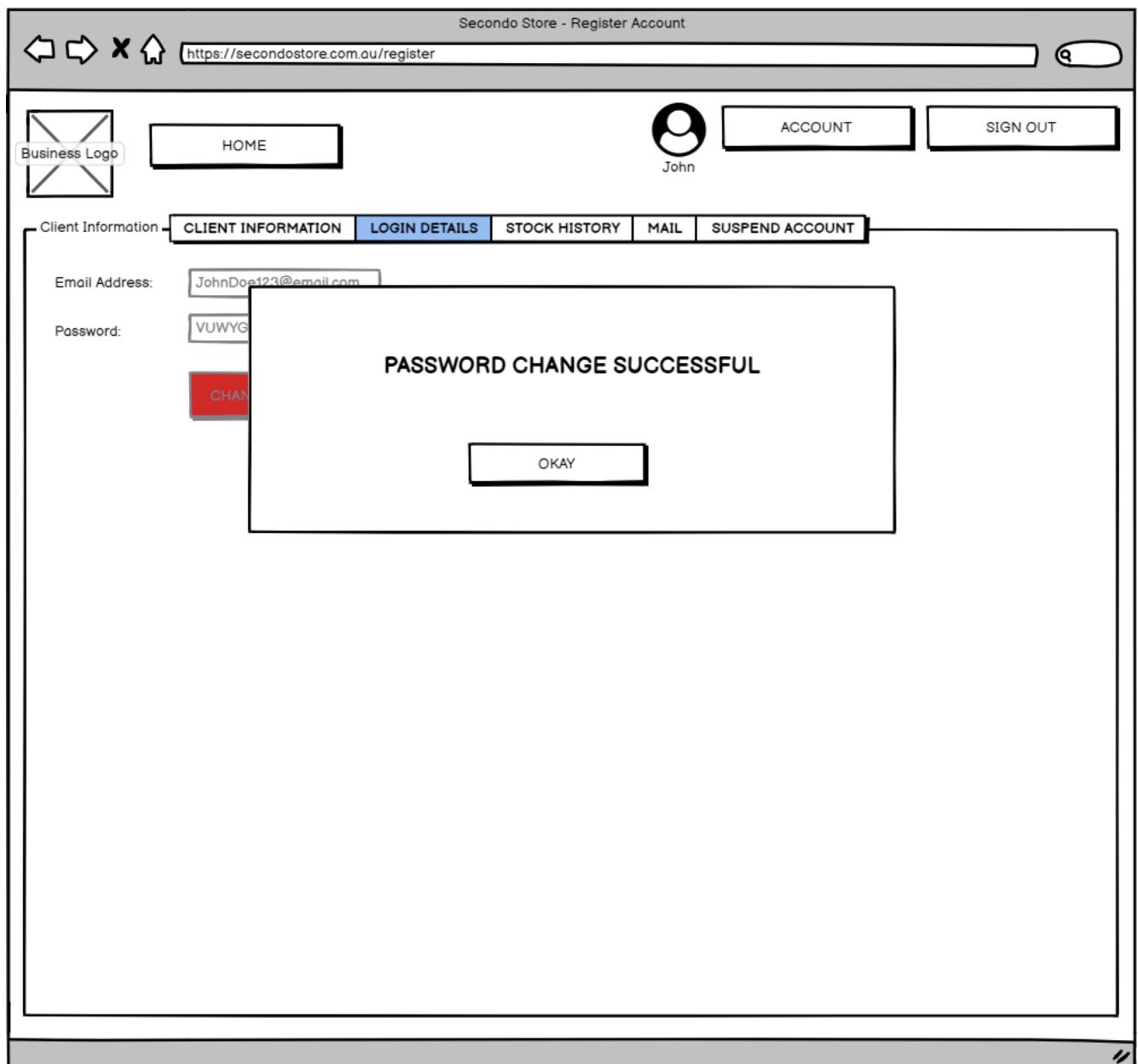
- 8 or more characters
- upper & lowercase letters
- at least 1 number
- passwords match

Strength: Strong

A 'CONFIRM' button is located at the bottom of the form.

- The client receives this page once they click the 'Change Password' button. They must enter a new password twice to ensure they don't make an error when entering their new password.
- As with the register page, if they enter the two passwords incorrectly, they will receive a popup containing an error message.
- Golden Rules applied:
 - Strive for consistency.
 - Offer informative feedback.
 - Design dialogues that yield closure.
 - Prevent errors.

Change Password 3: Password Change Successful Popup



- If the client enters the passwords correctly, then the password is changed successfully, and the pop-up window shows 'Password change successful'.
- Golden Rules applied:
 - Offer informative feedback.
 - Design dialogues that yield closure.

4.4.4.2 Changing Client Form Details

Change Client Details 1: Client Information Page

Secondo Store - Register Account
https://secondostore.com.au/register

Business Logo [HOME](#) [ACCOUNT](#) [SIGN OUT](#)

Client Information [CLIENT INFORMATION](#) [LOGIN DETAILS](#) [STOCK HISTORY](#) [MAIL](#) [SUSPEND ACCOUNT](#)

Client Number: BU123

Business Name: Business123

ABN Number: 50 110 219 46

Business Phone: 0412 345 678

Business Email: Business123@business123.com

PayPal ID: HSB3K6US7V09QW

Business Address

Street & Number: 124 Spider Street Suburb: Richmond

State: VIC Postcode: 3121

Personal Contact

Last Name: Doe

First Name: John

Phone Number: +61412345678

Email: abarth124@gmail.com

CHANGE DETAILS

- From clicking on the 'Client Information' tab of their account page, the client arrives at this page.
- The client can change their client details from the registration client form by clicking the 'Change Details' button. This takes them to the next page.
- Golden Rules applied:
 - Strive for consistency.
 - Permit easy reversal of actions.
 - Support internal locus of control.

Change Client Details 2: After clicking the “Change Details’ Button

The screenshot shows a web browser window for 'Secondo Store - Register Account' at the URL <https://secondostore.com.au/register>. The page is a form for changing client details. At the top right, there is a user profile icon for 'John' with options to 'ACCOUNT' or 'SIGN OUT'. Below the header, there are navigation links: 'HOME', 'CLIENT INFORMATION' (which is highlighted in blue), 'LOGIN DETAILS', 'STOCK HISTORY', 'MAIL', and 'SUSPEND ACCOUNT'. The main content area is divided into sections:

- Client Information:** Fields include Client Number (BU123), Business Name (Business123), ABN Number (50 110 219 46), Business Phone (0412 345 678), Business Email (Business123@business123.com), and PayPal ID (HSB3K6US7V09QW).
- Business Address:** Fields include Street & Number (450 Flinders Street), Suburb (Melbourne), State (VIC), and Postcode (3000).
- Personal Contact:** Fields include Last Name (Doe), First Name (John), Phone Number (+61412345678), and Email (abarth124@gmail.com).
- CONFIRM:** A large blue button at the bottom left.

- After clicking the change details button, the client can alter any of their details. In this example, the business address details have changed.
- As with the form during registration, tooltips will appear while completing the form, which guide the client to enter the details correctly.
- Golden Rules applied:
 - Strive for consistency.
 - Offer informative feedback.
 - Prevent errors.
 - Support internal locus of control.

Change Client Details 3: Change Successful Popup

The screenshot shows a web browser window for 'Secondo Store - Register Account' at the URL <https://secondostore.com.au/register>. The browser interface includes standard navigation buttons (back, forward, search) and a user profile icon for 'John'. The main content area displays a client information form with fields for Client Number, Business Name, ABN Number, Business Phone, Business Email, and PayPal ID. A large central box contains the message 'CHANGE SUCCESSFUL' with an 'OKAY' button. Below the form, sections for Business Address and Personal Contact are visible, along with a 'CONFIRM' button.

- Once the client clicks the 'Confirm' button, they arrive at this popup, assuming the form was filled in correctly.
- If the form was filled in incorrectly, a corresponding popup will appear which explains the error, and how to fix it.
- Golden Rules applied:**
 - Strive for consistency.
 - Offer informative feedback.
 - Design dialogues that yield closure.
 - Prevent errors.

5. Conclusion

Group 26 has gathered the information regarding the specification requirements, case diagrams and story maps for the new system to develop the wireframe models above in order to achieve the business requirements for the system.

The functionality has been showcased along with the described usability with an additional focus on aesthetics, user experience and accessibility. An emphasis has been placed on ensuring that correct information has been inputted into the system, in order to allow the automation process of the business requirements to be as seamless as possible, allowing for a more integral business and client experience through the Secondo Store portal.