Connecting an OS health app or device

Sprout Native Mobile Application

The native Sprout mobile application allows users to connect their OS health app (Apple Health, Google Fit, Samsung Health) and their wearable devices (Fitbit, Garmin, Strava), so that they can more easily track activity and earn points. Users are able to connect these external applications primarily through a section of on-boarding and once in the app through the dashboard.

My Role

All designs were done in Sketch

Data Collection

The first step I took while starting this process was to get more insights into how many users have already connected the OS health application to Sprout’s. After data collection, I found that 64.2% of users had connected their OS health application to Sprout’s application. My re-design increased this percentage to 75%.

Use cases

1. User connects to OS health app during the on-boarding process.
2. User skips on-boarding process (whole process or Connect Apps and devices section) and connects to OS health app through Me > Profile > Apps and devices
3. User skips on-boarding process (whole process or Connect Apps and devices section) and connects to OS health app through top left corner icon on dashboard (subject to change)
4. User skips on-boarding process (whole process or Connect Apps and devices section) and connects to OS health app through the card carousel on the ‘Home Page’

Old on-boarding flow

Old in-app screen

Problem Statement

For what reasons are users not connecting the OS health app to the Sprout mobile application?

User Assumptions

* Users do not understand the advantages of connecting the OS health app to the application
* Users do not know what the OS health app does or what it is
* The OS health app is currently is only shown as equally important as all other available apps and devices, when it should be a priority
* Users are concerned about their privacy and what information is being shared with the application

Process

-Wireframing

From all of the user assumptions that I had gathered through discussions with the mobile product owner and another senior designer, I moved forward into creating the screen wireframes. Usually I will create very basic wireframes with text, however I skipped this step of the process for this feature, since I felt as though I already had a good idea for some of the changes I wanted to make to the existing process and it would have been unnecessary. Therefore, I went straight into creating view wireframes for the different use cases.

i)On-boarding

While wireframing the on-boarding process, the main change that I wanted to make to this process was to add a dedicated screen during the process for the OS health application. The purpose behind this screen is to put more emphasis on prompting the user to connect the OS app, by giving it a dedicated view. In addition, this would allow me to add more information about the OS health application to the user, as to why they should connect this app. From this screen, the user can continue to see all of the available apps and devices, as shown in the flow below.

ii)Handling Permissions

While the user is connecting the app during on-boarding, the user has to allow the OS health app to connect to Sprout’s application. For this process, it is important to understand what process the user would go through if they were to ‘Accept’ or ‘Deny’ these permissions and what appears in the Sprout app after that decision has been made.

iii)In-app

The final wireframe I created was for the in-app section of connecting an app or device to the Sprout application. Again, there needed to be more emphasis on connecting the OS health app versus all of the other available apps or devices to connect.

-Mockups

Once, I had my wireframes

i)On-boarding

ii)In-app

-Dev handoff

The final step of the process was preparing all of the screens