

Interação Pessoa-Máquina
2021/2022

Transit Pass Application

Stage 3: 1st prototype



Authors:

54982, João Arvana
55261, Rodrigo Félix
55584, Inês Simões

Lab class Nº P3

Group Nº 18

Professor:
Teresa Romão

October, 2021

1. Sketches



Image 1 - First sketch of the initial screen, not used

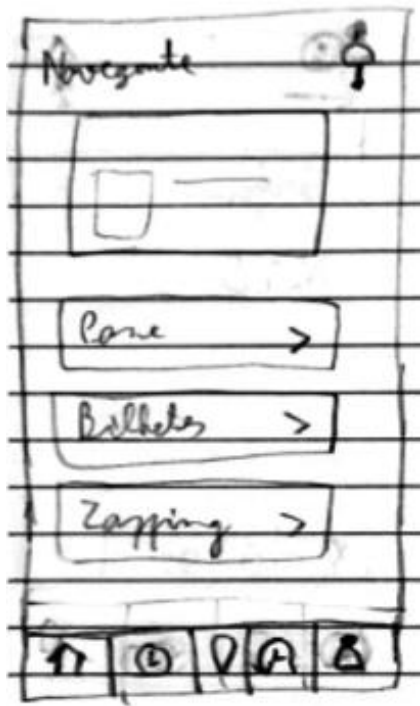


Image 2 - Final sketch of the initial screen

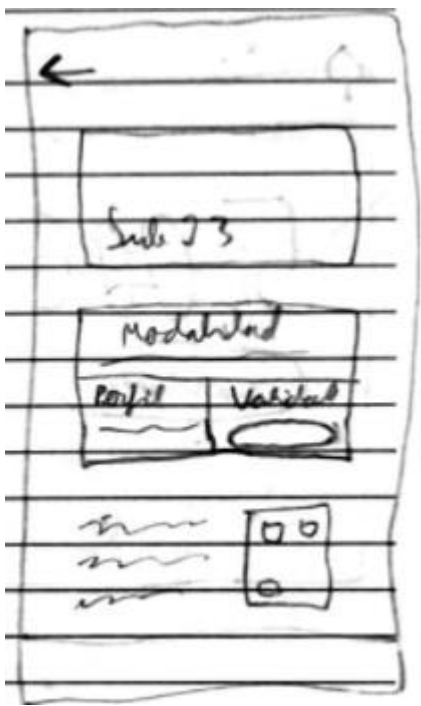


Image 3 - Transit pass screen with information and QR code

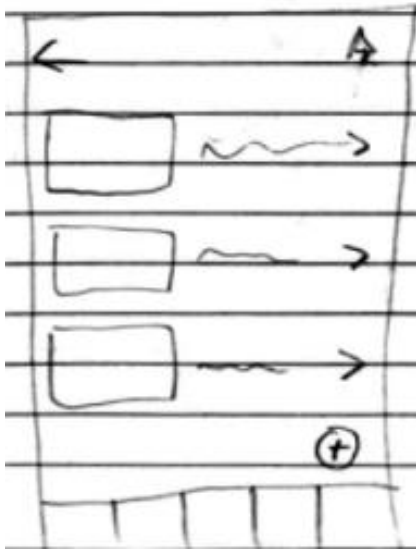


Image 4 - List of tickets of the user



Image 5 - Ticket screen with information and QR code

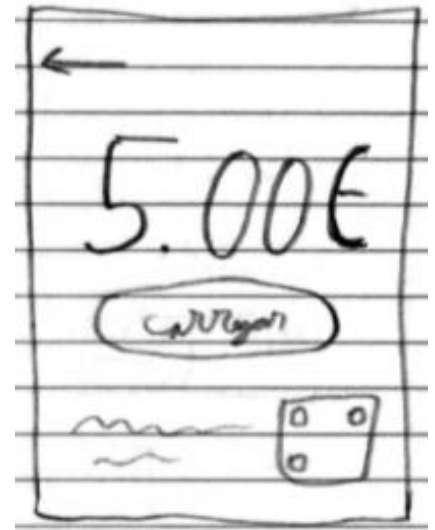


Image 6 - Zapping screen with information and QR code



Image 7 - Choose schedule screen

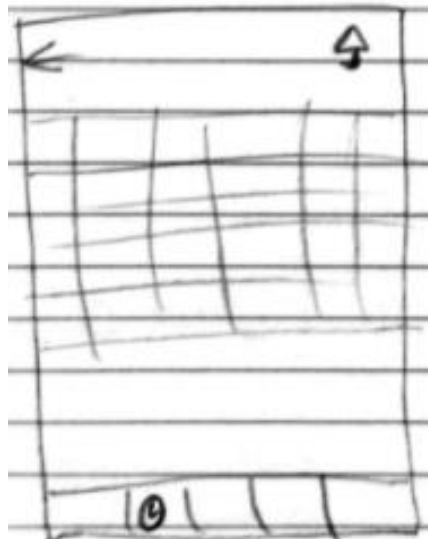


Image 8 - Schedule screen

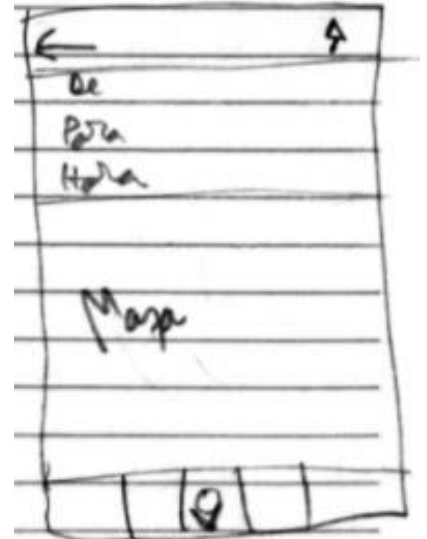


Image 9 - Path finder screen with map

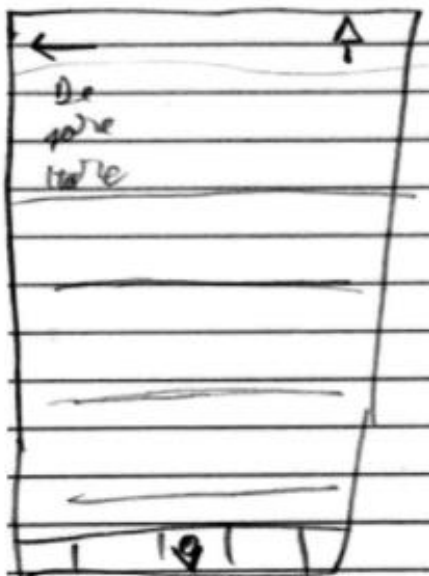


Image 10 - Path finder screen with path options

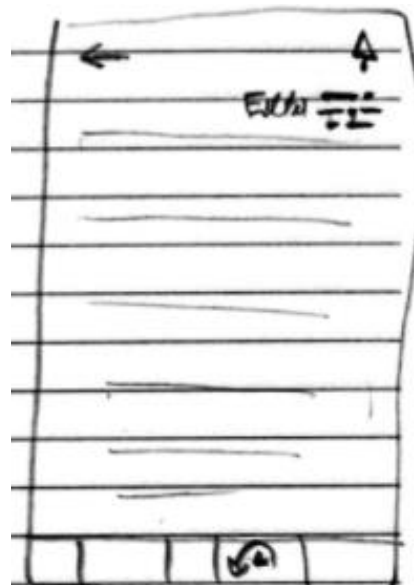


Image 11 - History screen with filter

2. Prototype photos and marvel link

 <https://marvelapp.com/prototype/d0g16jb>

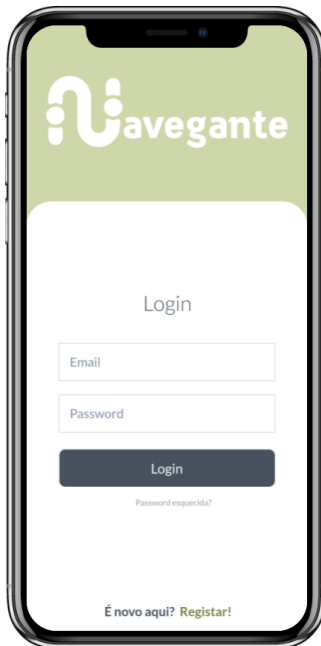


Image 12 - Login

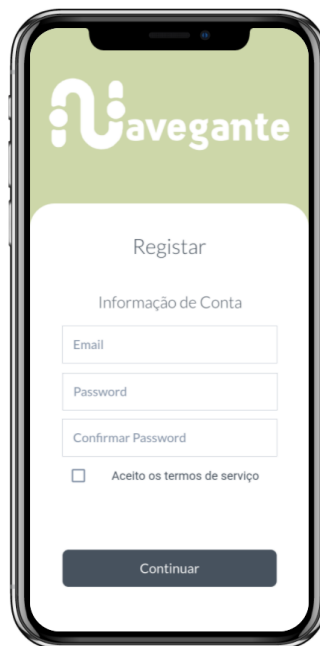


Image 13 - Register account



Image 14 - Register person



Image 15 - Main screen



Image 16 - Public transit alerts

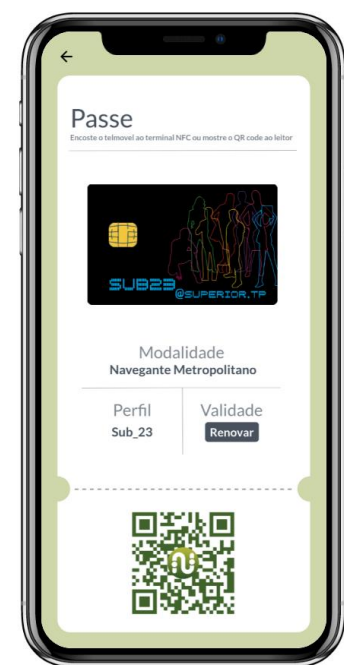


Image 17 - Pass screen



Image 18 – Zapping screen

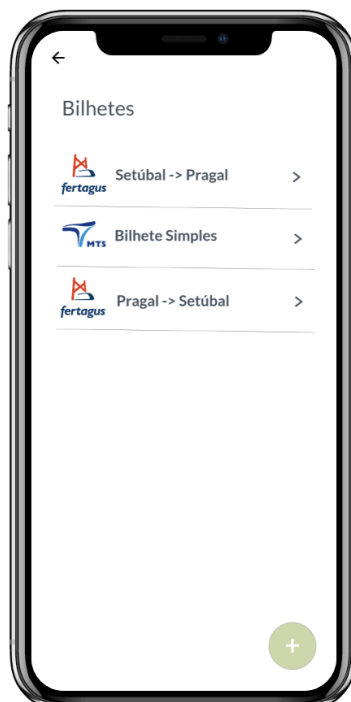


Image 19 – Select ticket



Image 20 – Ticket screen

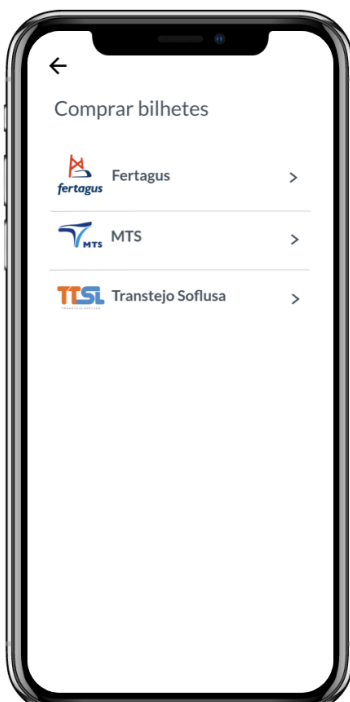


Image 21 – Buy tickets

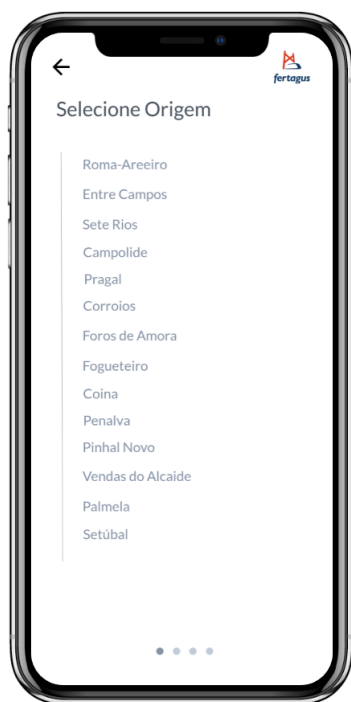


Image 22 – Select Fertagus ticket origin

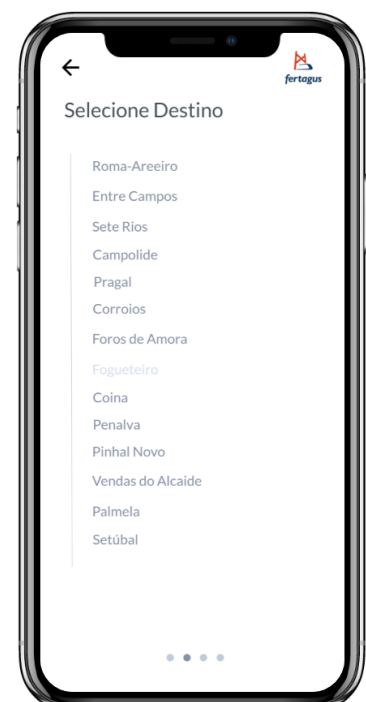


Image 23 – Select Fertagus ticket destination

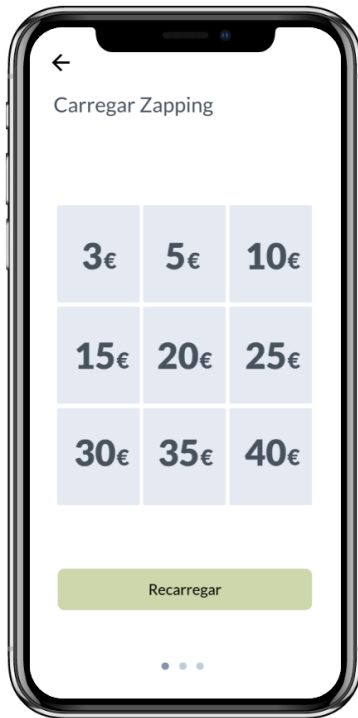


Image 24 – Select amount to charge zapping with

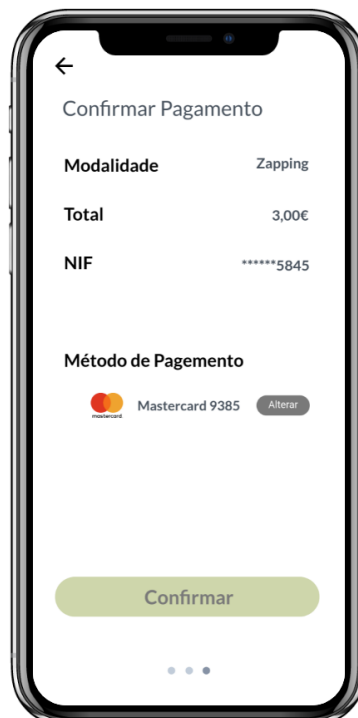


Image 25 – Confirm payment

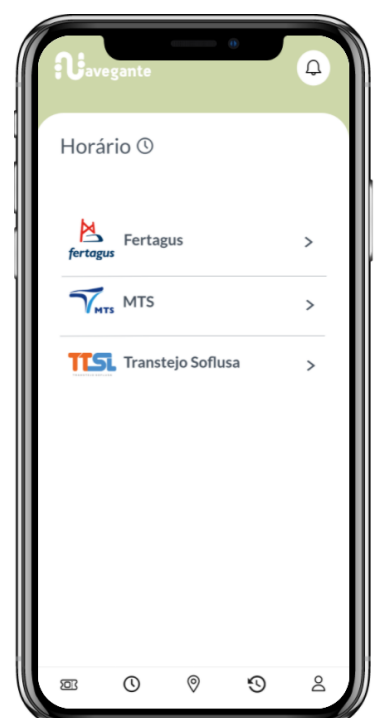


Image 26 – Select schedule

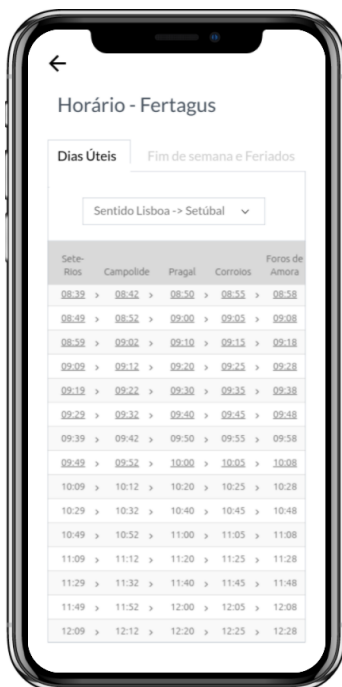


Image 27 – Public transportation schedule

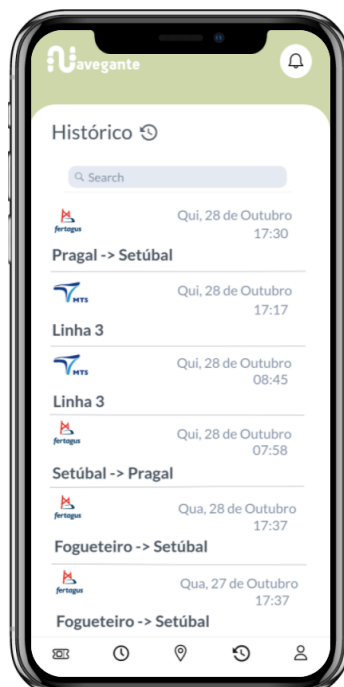


Image 28 - History

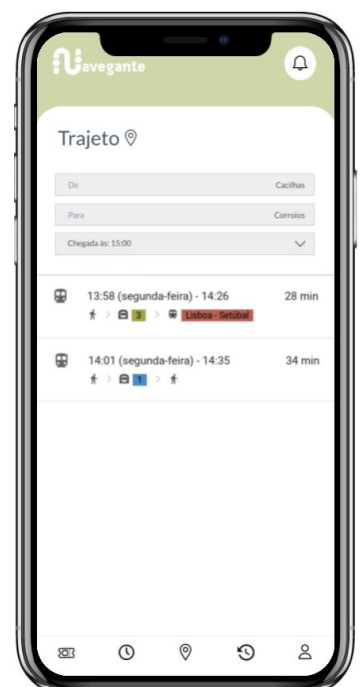


Image 29 – Path finder with public transportation



Image 30 – Selected path

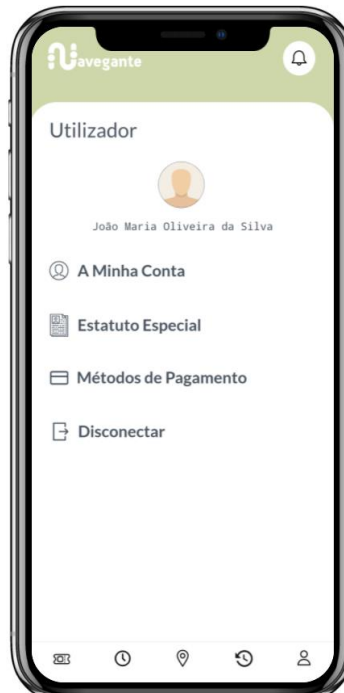


Image 31 – User screen



Image 32 – My account screen

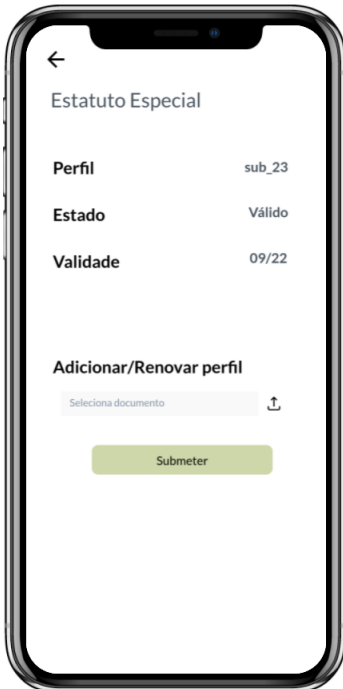


Image 33 – Pass profile

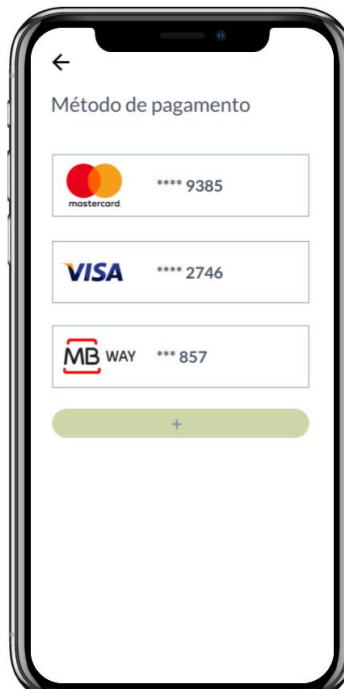


Image 34 – Payment methods



Image 35 – Add card

3. Storyboards

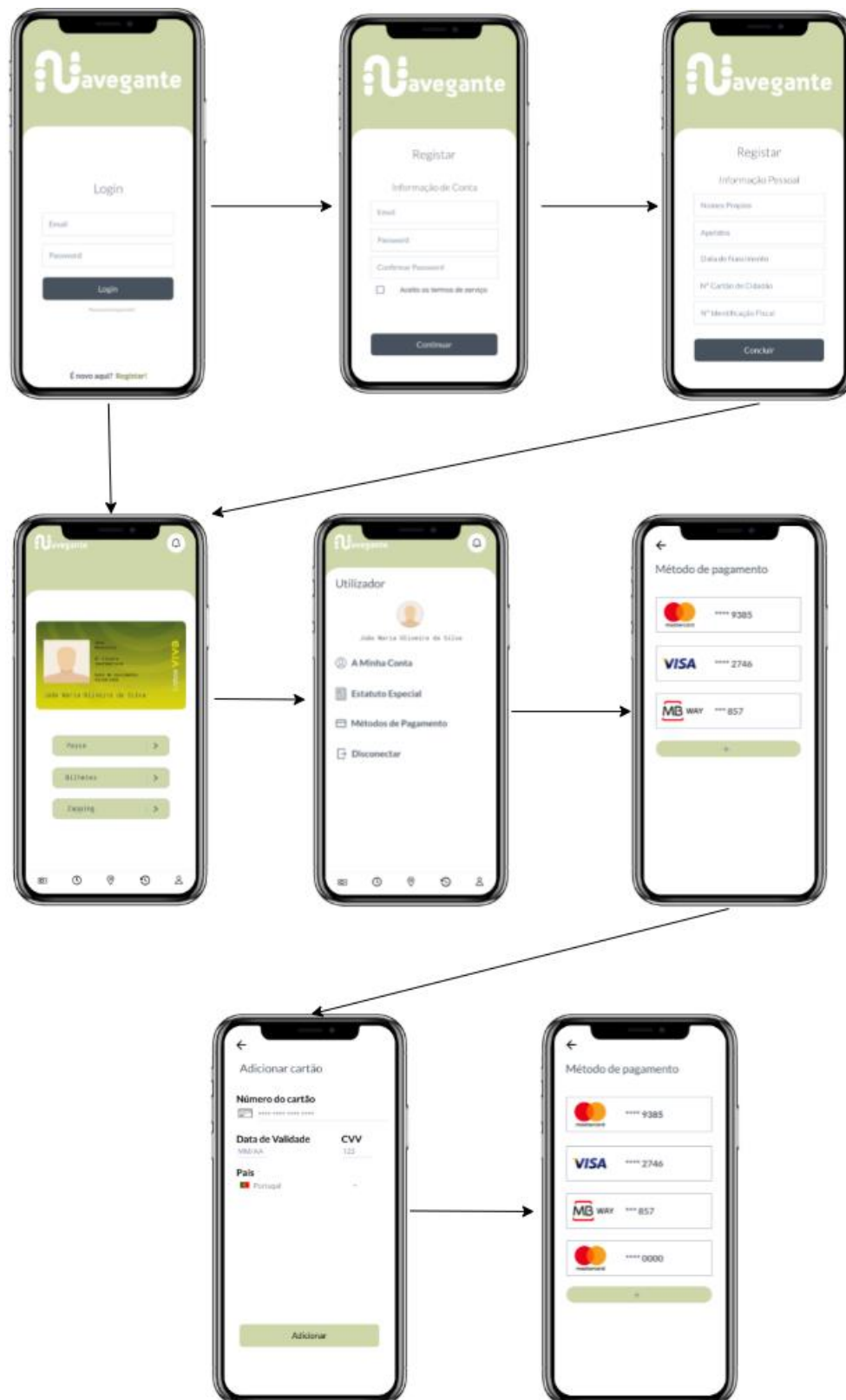


Image 36 – Add payment method

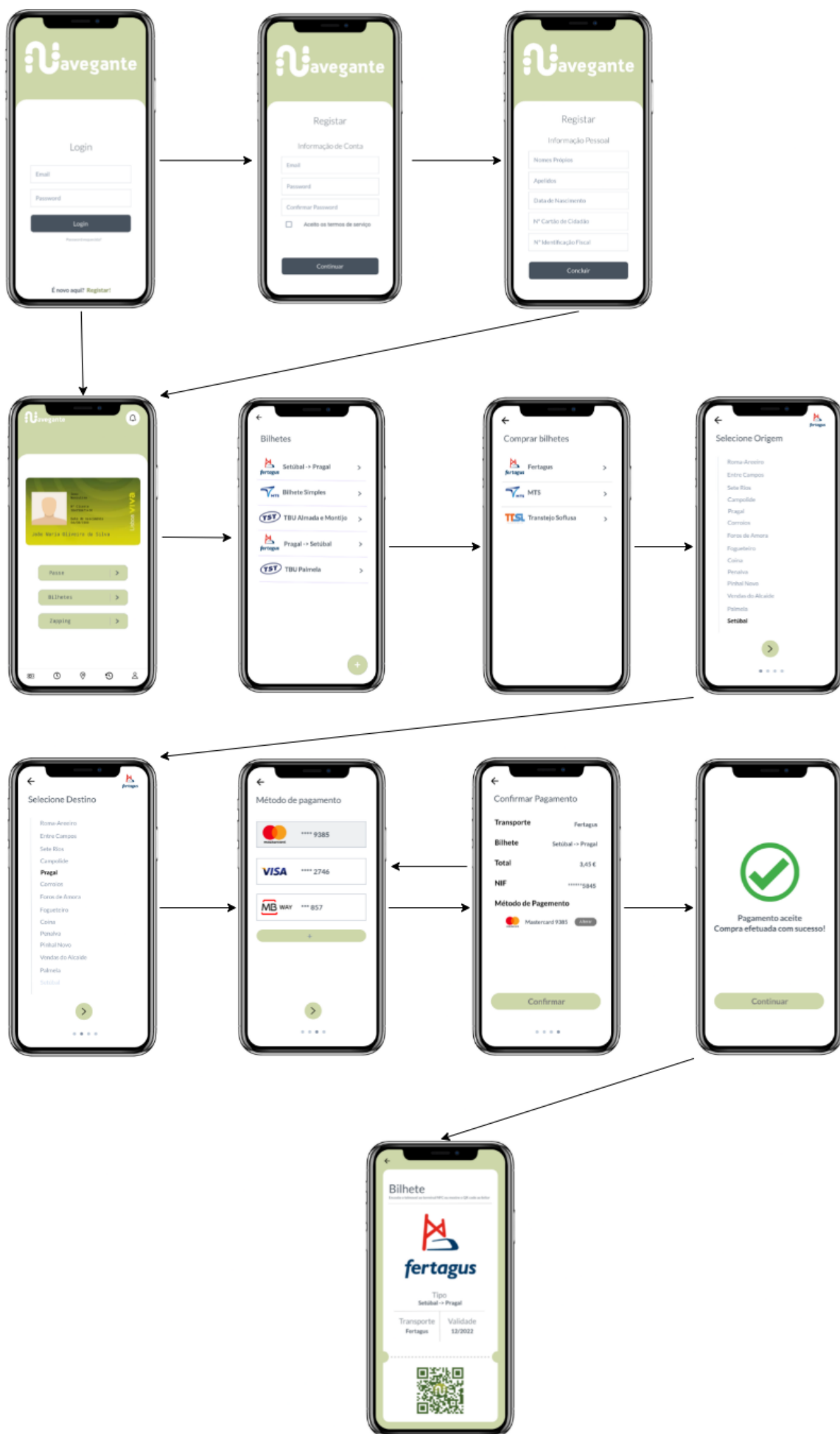


Image 37 – Buy ticket

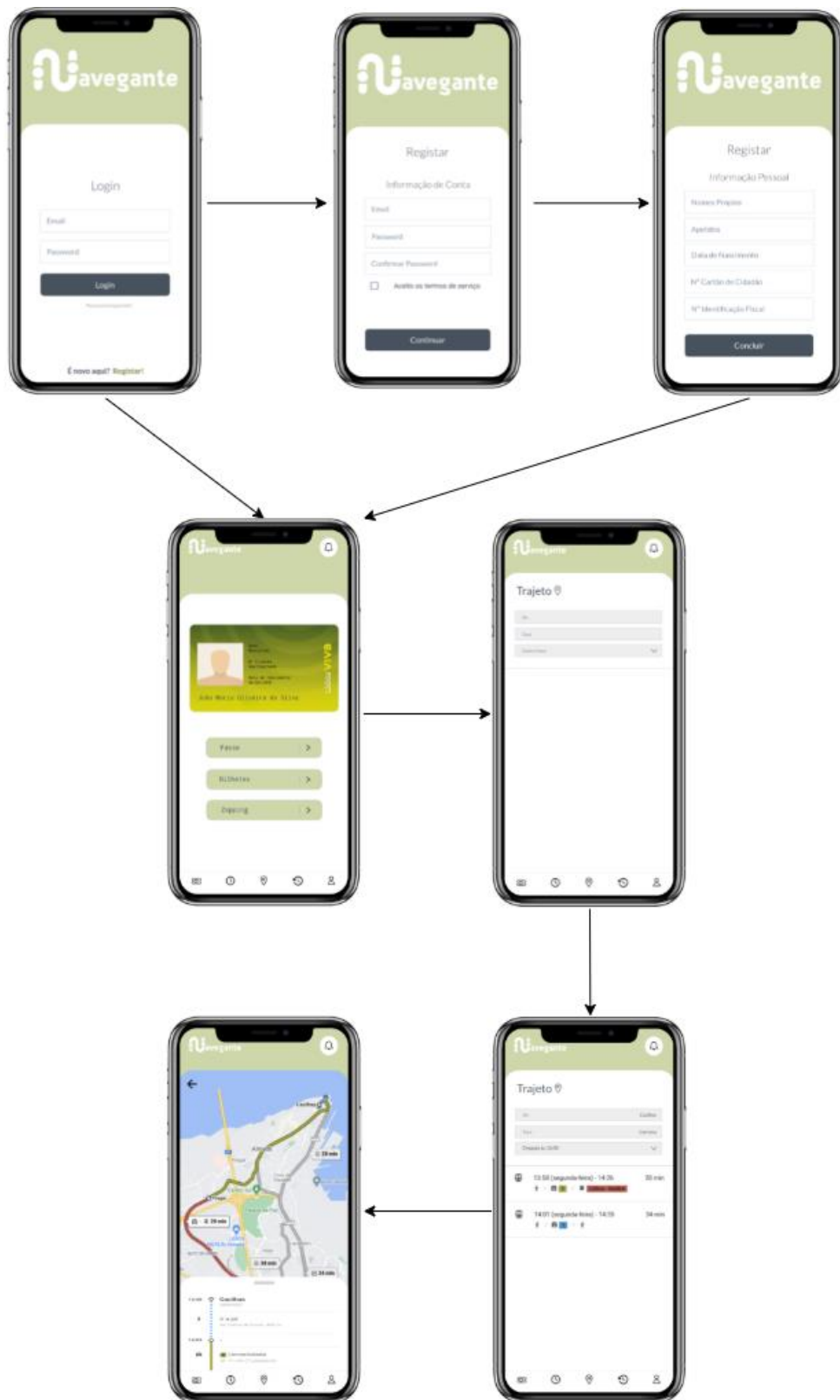


Image 38 - Find public transportation path

4. Briefing

Public transportation users face a lot of problems daily due to the lack of a digital transit pass or the automatization of certain tasks like the renewal of passes and access to transport information, for example. It's with the development of this transit pass mobile application which works as a transit pass that we intend to fix these problems and provide the users a better and more automated way to deal with all the needed tasks.

5. Scenarios

Scenario 1 - Julie won't be late

Waking up after she slept through her alarm, Julie realized that she had already missed her train.

When she got to the station, Julie opened her Navegante App to check, in the Fertagus timetable, if the next train in Sete Rios at 08:39 would be in Pragal before 09:00.

After confirming that she could catch it and not be late she opened her pass screen and realized that it had expired and she had to renew it, using her Mastercard.

After confirming the payment, she used the pass' QR Code to open the gates to the platform and finally caught the train.

Scenario 2 - Bree goes another route

Bree's means of transportation were tardy by 5 minutes, she decided to open her Navegante App to check if the cause of this tardiness was stated in the alerts tab. There, she found an alert stating that someone had parked on the metro line nº 1 and caused some problems.

Realizing that she would be late, she decided to use the path finding feature in the app – she selected the origin as Cacilhas, destination as Corroios and the arrival time as 15:00.

Since the first path fulfilled her demands, she decided to take it and, because it was necessary to buy an extra ticket, she used the app to charge her zapping with an extra 3 euros, paying with her Mastercard.

Scenario 3 - Susan is craving choco frito

Susan remembers that her and her friends went out to eat a very good choco frito but she doesn't remember where, only that it was the day of her birthday. She knows she went by train so she decided to check the Navegante's app travel history, searching by the date – the 27th of October. In her search she found out it was on Setúbal, so she just needed to buy that exact ticket to get there. In the tickets tab, she bought a Fertagus Ticket, with origin in Fogueteiro and destination in Setúbal, paying with her MasterCard. With that ticket she got to eat her so desired choco frito that same day.

6. User tests report

After having four users test out our application they were, in general, satisfied with it. Although they had some small difficulties here and there, especially in the tickets tab, everyone thought the application was very complete and even ended up wanting to explore it, clicking on more buttons to better explore all the features.

In the following table all the difficulties found by each user while playing out the scenario are presented, with an addition to all of user's suggestions.

	Scenario 1	Scenario 2	Scenario 3	Suggestions
User 1	- Difficulty understanding how to check the timetable, possibly due to less experience with public transportation.	-	- User confused about having to search on the history. - Difficulty on finding the buy ticket button.	-
User 2	-	-	- Didn't immediately find buy ticket button.	- Maybe could have a bigger "Expired" indication on the pass.
User 3	-	-	- Had difficulty realizing that the tickets on top were already bought.	- Make the app less confusing by being more explicit about the tickets being already bought.
User 4	-	-	-	-

User 4 didn't have problems with any feature and was the only one to find a way to buy the tickets right away. Besides that, he didn't find the need to give any suggestions because he couldn't think of something that could be bettered. Though, that was probably given to the fact that he was very deliberate with every step of the task, taking a little more time than the others.