**Planning the work**
**Understanding the problem described & ideas: #1**

Onboarding, Tutorials, requesting access and permission levels

To me, it seems like a critical function for secondary users is informed consent when accessing, modifying and being monitored/recognised by a smart device/tracked metric for the home. This connects to permissions levels for people/user types (inclusive of the process for primary users to configure these user types e.g. Admin, resident, guest etc.) as well as any essential onboarding or tutorials for existing, complex or newly added devices to the home ecosystem by the primary user (assumed 'for' the secondary users).

A system of learning before accessing a potentially risky or destructive home device is preferable to completly restricting access via permissions. We don't want to encourage or give the impression of a controlled, dictated environment in the home either for residents and/or guests (secondary users). A default selectable process of learning could be configured for devices that are popular and/or be templated as to what level of destructive/risky the device is considered to be by the primary user.

Additional improvements or adaptions to access and permisson levels can be user profiles that time out or only have access for an alloted amount of time as defined by the primary users and/or a secondary user can request additional timed access to devices.

Additionally, there could be notifications for primary users when a certain threshold is exceeded on a device or a certain change is made on a home connected device that then sends a notification request to the primary user before activating. A risk here is many notifications for a primary user.

How might we improve the experience for secodary users?

**Information**

How might we better inform and prepare secondary users for use of the UI of device in a connected home?

How might we better onboard new secondary users into a platform.

How might templates and guidance be better utilised for both primary and secondary users.

**Communication**

How might 'better' communication methods allow primary and secondary users to negotiate and discuss smart devices

How might we utilise 'just in time' messaginga nd notifications to support the needs of secondary users.

**Settings & Permissions**

How might settings and configurations better equip primary users of safety concerns

How might we better understand the limits and boundaries of what a secondary user needs to and wants to configure and why? under what cirsumstances
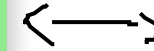
**Privacy and autonomy**

How might we ensure that privacy and autonomy is held and known by secondary users within a system maintained by a primary user

**Risk and safety**

How might we better inform and prepare secondary users for use of the UI of device in a connected home?

How might we use time to support and re-enforce risk and safety

# Project repository on Github

https://github.com/Erioldoesdesign/secodary-users-ux-case/blob/main/plans-and-ideas.md

# Ideas & problem statement

How might we improve the experience for secodary users?

What does 'improve' mean to both secondary users and primary users and/or do they have the same/similar goals/needs?

# User research needs

What designer needs to know/understand better to address basic secondary user level behaviours.

1. On average, how many primary users are there vs secondary users? How many secondary users are their typically across a significant sized smart home?
    1a. Are secondary users typically residents in a smart home or temporary vistors?
    1b. What are temporary vistors needs (if any aka short term let properties aka airbnb's etc.)?
2. What are the common needs for secondary users re. what devices/functions they need to edit?
3. What are the worries/concerns that secondary users (who are of legal adult consent age) have about access/data/tracking etc?
4. How do users balance and/or describe the power of information/convinience vs. their privacy and safety from other people on the smart home network.
5. How would a primary user describe a secondary users needs and access vs. a secondary users?
6. What devices do secondary users primarily interact with home settings on? (likely a mobile device for kids/young people and also adults not doing primary work/life tasks on a laptop/desktop).
7. How and in what tools do primary and secondary users typically communicate about devices?
8. What are the common 'fail safe' proceedures in households across legal/standards policies? e.g. in the UK smart lights can always be turned on/off via the light switch as well as the smart device controls.