









Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. \wp

The Phases High-level steps your user needs to accomplish from start to finish	Login to the bank portal.	Apply for loan.	Loan approval	
2 Steps Detailed actions your user has to perform	Make sure they have an account. Checking whether they have entered correct password.	Fill in the details. Accept terms and conditions.	Checking whether they have entered correct details. Checking whether they are eligible for this loan.	
3 Feelings What your user might be thinking and eeling at the moment	Excited to get a loan.	Excited to get a loan.	Excited to get a loan.	
	Nervous incase the entered password is incorrect	Nervous incase their loan will not be approved.	Nervous incase their loan will not be approved.	