UX Scenario

**Part 1: The Problem**JJ tries to log into Adobe Creative Cloud. He goes to adobe.com, types in his email, and hits enter. Then, a small new pop-up tab asks for a code sent to JJ's phone for extra security. JJ puts in the code, and that window closes, looking like everything's okay. But then, back on the main page, JJ must put in their password too. This feels like doing the same thing twice and is annoying. It makes logging in longer than it should be and doesn't seem to make sense.

**Part 2: How to Fix It**To make this better, Adobe could change the order of logging in. First, ask for JJ's password right after they enter their email. Then, if the password is right, ask for the security code from their phone. This order makes more sense and is what most people expect. Or, if Adobe really wants to use the phone code first for extra safety, then they should let JJ in right after they enter the code, without needing the password. This way, logging in is faster, easier, and is safe. Cause JJ always has his phone like most everyone else.