



NOVA SCHOOL OF  
SCIENCE & TECHNOLOGY

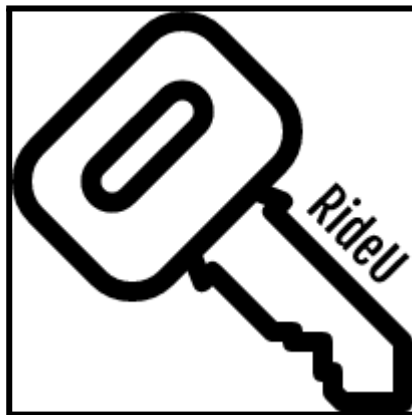
**Interação Pessoa-Máquina**

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# RideU

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## Stage 2: User and Task Analysis



**Authors:**

55967, Ruben Belo

64606, Alexandra Serra

55481, Diogo Spencer

58001, João Oliveira

**Lab class N° P3**

**Group N° 21**

**Professor:**

Teresa Romão

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## Problem

Nowadays, a car is one of the most useful assets one can have, but for most people, especially ones living in big cities, owning such a thing can become cumbersome. Renting isn't an option either, since it can also become too expensive for menial tasks.

## Users

There is one user class, the client. The users are clients who use the application to rent a car from the company to utilize them in any way they need. They are adults, from 23 to 60 years old, both male and female, living in big cities or traveling to them for business or on vacation. It's essential that they have a driver's license.

Also, they must have enough knowledge and experience in driving are important to be comfortable and confident enough to drive different cars. Users may have some aptitude for online applications to be able to pay and rent online without issue. They are probably motivated to use the application if it means spending less money to perform the tasks they want to do more easily and simply.

## Tasks

The users need to do several tasks to be able to rent a car.

### Sign in

- Enter all the necessary information about the user
- Click Continue
- Upload all the required documents to be able to drive in that country
- Click Submit
- Wait for the system to validate the information/documents
  - If the system cannot verify some documents then manual verification is required
- If some documents are invalid then the account is created but the user will not be able to rent a car until all the required documents are submitted correctly.

### Log in

- Type the email and the password
- Click Continue
- If the email and the password don't match the the user will need to type the email and password again
- Request new password
  - click request new password
  - enter the email account
  - open the link send to the email
  - type the new password
  - wait for the system to validate the new password

### Rent a car

- The system shows the nears cars
- The user can choose a car or apply a filter
  - If the user chooses to apply a filter
    - The user can select the number of seats
    - The user can select if it is electric or not
    - The user can select the type of the car(sedan, convertible, coupe)
    - The system searches for the nears car and presents that information to the user
- The user enter the a valid payment method
- The system validates the payment method entered
- The system charges a fixed amount depending on the rental car model and the payment is executed
- The system rents the car to the user
- The user walks to the car
- When the user is next to the car he can click the button to unlock the car

### Interact with the car through the app

- Open/Close window:
  - Click the close/open button on the app
  - Keep clicking the button until the window is in the correct position
- Turn the AC on/off:
  - Click the AC button to turn the AC on
  - Choose which vents do you want to turn on
  - Choose the temperature and the intensity of the wind
  - Click the AC button to turn the AC off
- Turn the radio on/off:
  - Click the radio button to turn the radio on
  - Choose the radio station you want to listen to
  - Choose the volume you want
  - Click the radio button to turn the radio off

### Park the car

When you rent a car with RideU everytime you park the car you have an option to finish the rent process and the car will be available to other users or you can select the second option and the car will not be available to other users and the rate paid per unit of time is reduced.

- The car is parked
- The user locks the car using the app/site
- Choose one of the options described above
- If the first option was chosen then proceed to payment
- If the second option was chosen then when the user returns he will need to unlock the car

## Payment

- If the payment method is valid the proceed
  - If the payment method is invalid the user needs to add a new one
  - The system validates the payment method entered
- Type the required information for the bill
- Click confirm
- Wait for the payment to be executed

## Shopping in store

- The user clicks the button of the store
- The user can order the list as he wants (price: low to high or high to low, most recent add,...)
- The user clicks on the button below the item to add it to the shopping car
- The user clicks on the button to finish the shopping
- The user types the address for the order
- The user clicks on the button to execute the payment

## **Scenarios**

### **Scenario A - A new user signs up and rents a car**

John does not have a car because his car is getting repaired. So lately he has been using public transportation. But today John is in a hurry! He is late for an appointment and he just missed his bus, and the next one is in half an hour... John is not happy about this but then he remembers about this website that a friend told him about that can solve his problem by renting a car near him : "RideU".

John goes to the website and clicks on the option to sign in since he is a new user.

A user information window appears for John to fill, after that, he clicks continue and a new window appears asking for him to upload all the required documents. After John uploads all the documents he waits a bit for the system verification and then he gets notified that all his documents are valid.

John logs into his account with his email and password and clicks on the option to rent a car.

A window with a map and the cars near John's location appears. John is in a hurry, so he does not care about the car's information and he just chooses the closest car to him available for rent.

The website then asks for a valid payment method, John does this and a message appears saying that this car is rented to him.

John then walks to the car and unlocks the car on the website.

John turns the car on and drives to his destination, when he gets there he parks the car, gets out and locks the car on the website. An option pops up asking if he wants to finish the rent process or if he just wants to pause. John chooses

the first option and the payment is executed. A window with the payment information appears.

John just got to his appointment in time thanks to “RideU”!

### Scenario B - A user logs in rents a car, interacts with the car, pauses the rent and then resumes it

Sarah is a “RideU” user. Today she needs to go to her friend's house but she needs to stop by a supermarket on the way to buy some stuff for her friend.

Sarah logs into her account using her email and password.

A window with a map and the cars near Sarah’s location appears. Sarah goes to the filters and chooses the option of an electric car because she prefers electric cars. The map updates and now only shows the cars near Sarah that are electric. Sarah chooses a car close to her and walks to the car location. When she gets near the car she unlocks the car on the website and gets in.

Sarah now drives to the supermarket, when she gets there, she parks the car, gets out and locks the car in the website choosing the option to pause the rent/trip (now the car will not be available to other users and the rate paid per unit of time is reduced)

Sarah goes inside the supermarket and while she is buying the stuff for her friend she remembers that it was a bit hot inside the car so she goes to the website and chooses the option to turn the AC on so that when she gets back into the car the temperature is more comfortable.

After buying what she needed, Sarah gets back to the car, unlocks the car on the website and resumes the trip to her friend’s house.

When she gets there, Sarah gets out and locks the car on the website. An option pops up asking if she wants to finish the rent process or if he just wants to pause again. Sarah chooses the first option and the payment is executed. A window with the payment information appears and Sarah is happy for being at her friend’s house so quickly.

### Scenario C - A user logs in goes to the website store, orders the items list and buys one item

David has been using the “RideU” website for a while.

Last time he was there he noticed an online store symbol and he got curious.

David logs into his “RideU” account using his email and password and clicks the button of the store.

A new window appears with a list of all the items available to purchase in the “RideU” online store. David clicks on the order button and decides to order by “price low to high” because he doesn’t want to spend much money.

David finds a cool cheap Sweatshirt with the “RideU” logo and decides to add it to his shopping cart by clicking on the button below the item.

He only wants to buy this Sweatshirt, so he proceeds to click on the finish shopping button and he is asked to type the address for the order to be delivered.

Then he clicks on the button to execute the payment and the order is concluded.

David is happy with how easy it was to buy a new sweatshirt and can’t wait for the order to arrive.