Scenario:

You recently went and hung out with a friend without a mask and now you want to visit your parents.

Task 1.Login.

Task 2.View your account information.

Task 3.Submit a support ticket.

Task 4. Imagine you completed a covid test, view your test results.

Notes:

What changes you should make to your application (3 Minimum):
Add more options on the make an appointment page.
Add "What to do next" information to the results page.
Support tickets need to have an option to view previously submitted reports.

What you need to keep the same for your application (3 Minimum):
Login page was very normal, easy to use.
Keep the hamburger symbol to browse tabs.
Account information is well done and informative to the user.