

Functions based on User story

User story:

User actions/prompts in red

I am Jennifer. Today, my husband swore and punched me again. Third time this month. I cannot bear it anymore. I need to find a way out where somebody who can help me. I have heard of a website called My Ally. I think it is time to look it up.

When I open the website, it **displays the phone number and address of the closest FJC to me**, in case I need immediate help. Below this, it requires me **to register or login** if I am too scared to call or go there.

There are two choices for me to use the website. One is I could **login/sign up** first and then to go through the whole process. The other is I could **directly report the incident**, providing the information including my email address and phone number (optional), and then they would reply me to help. If I have already logged in, it will automatically record the data by identifying my email address. If I haven't, it will automatically register me by asking me to set a password. When reporting this, it would ask me if I **want to call immediately or communicate through the website/email**.

However, if I don't want to report now or if I am just new here, but want to find what FJC is and whether it is trustful, I don't need to register/login, but can still browse the website. It will ask if this is my **first time here**, if so, it would redirect me to **the Help Center page**. There is a **video** showing how to use this website including an introduction of the FJC. Below this, there are briefly described processes/steps for seeking help from the FJC (literature version of video, including what you should prepare, etc.). There also is information including all FJC addresses, an introduction to and contact information of the district attorney.

Another page shows the locations of the FJC and hospitals in a **map form**. To make it more trustworthy and encourage me to fight to domestic violence, it provides stories shared by other people. Also, as privacy is pretty important, it has a page showing technical safety tips, including how to clean the browser history and "escape". Moreover, there is a page telling us what services they provide. **Services are classified into x groups**, according to the stages I am in (first time victim/divorced/with children/friend of victim...). These stages help me quickly find the service I want.

There is a **profile page** for all registered users. On this page, I can review my reported incidents and track the progress being made regarding resolving them. Also, there is a calendar for me to check what I should do next and when it would be, including potential appointments or support group meetings. In addition, if I am engaging in a lawsuit, it will tell me the time of my next court

date and my ADA information. Last but not at least, it has a notebook function, where I could mark down all the things I want, such as the time I get violence, .etc.

Questions

1. How do we give users more hope and encouragement through our website?
 - Let them know that there will be someone help them solve through their problems and restart a new life.
 - Let them know using our website is quite simple and could protect their privacy quite well.
 - Let them know our service is free.