

Karen Smith

Has never used such technology

Profile

- 56 years old
- Likes to drink wine during weekday afternoons with her friends
- Studied Law, but had to drop out of college due to a pregnancy
- has four children
- is a stay at home mom
- cheats on her husband
- Lives in the suburbs
- Likes reality TV



User Scenario

Since the pandemic began she can't visit her friends anymore. They use Zoom to chat with each other and have a drink, when the children finally leaves again for his afternoon classes. Thankfully one of her friends' husband works in IT, so they had him set it up for them. If anything doesn't work out, the only way she knows how to get it running again is by restarting the computer.