

USER INTERFACE DESIGN

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AIM: Conduct task analysis for an app (online banking) and document user

flow diagram using Lucidchart

Content:

> Task Analysis - Write down task breakdowns

> User Flows - Create flowcharts for each task (Lucidchart)

1) Task analysis:

1. User Login Process

1. Start: The user begins the login process.
2. Enter Login Info: User inputs login credentials.
3. Correct login info?
 - o Yes: User is successfully logged in and can view their account and bank balance.
 - o No: User is prompted to retry login.

Flow:

Start → Enter Login Info → Correct Login Info? (Yes) → View Account → View Bank Balance

2. Handling Incorrect Login Attempts

1. If login is incorrect, the user is prompted to retry login.
2. If login info is incorrect again, the system checks if the user has exceeded three failed attempts.
3. Login more than 3 times?
 - o Yes: The user is prompted to reset their password.
 - o No: The user can attempt to log in again.

Flow: Incorrect Login → Retry Login → Incorrect Login Again → Check Login Attempts → Reset Password (if more than 3 attempts)

3. Password Reset Process

1. If the user exceeds three failed login attempts, they are directed to reset their password.
2. The system asks for the user's email address to verify identity.
3. Correct Email?
 - o Yes: The system sends a password reset email.
 - o No: The user is prompted to retry entering the email.

Flow: Reset Password → Enter Email → Correct Email? (Yes) → Password Reset
via Email

2) DOCUMENT USER FLOWS DIAGRAM (USING LUCIDCHART):

