



GKNOW

UX Map & User Stories

Leah Banko | Alex Schamis | Eva Daniel |
Catherine Chu | Zoe Webb



Mark Joker

Age: 50

**Role: Family
Therapist**

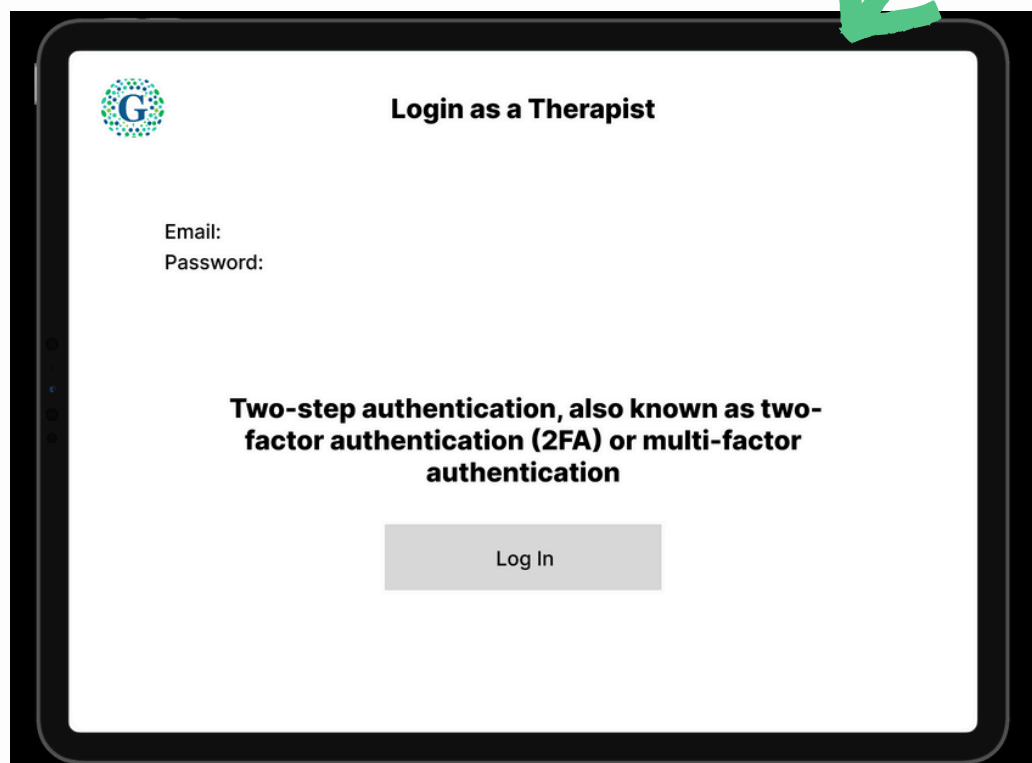
Problem: Mark is currently drawing genograms by hand during his sessions, carefully mapping out family relationships, patterns, and histories for each client. While this approach allows for personalization, it can be time-consuming and prone to errors, requiring frequent erasures and redrawing as new information is revealed.

Solution: GKnow, a new app designed for digital genograms, he will be able to streamline this process. GKnow offers intuitive tools that allow for faster input of data, ensuring that he can capture family dynamics in real-time during sessions. The app will also enable him to store and organize multiple genograms efficiently. The digital genograms will reduce his reliance on physical paper and manual filing systems. This will enhance Mark's productivity and accuracy, as there will be fewer opportunities for mistakes or lost records.

UX Story: Professional



Mark logs into his existing Therapist account to access his patients.

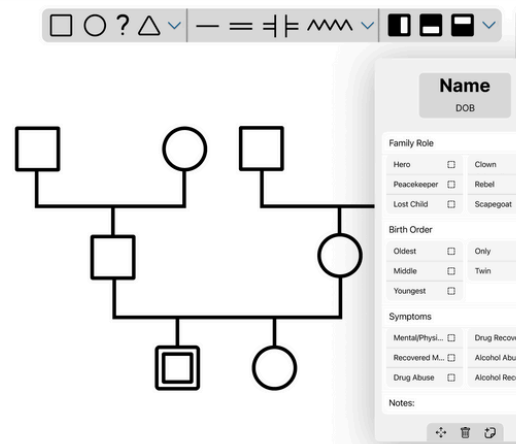


Hello, [Therapist Name]

Create new patient

View connection library

Access patient list



Patient List

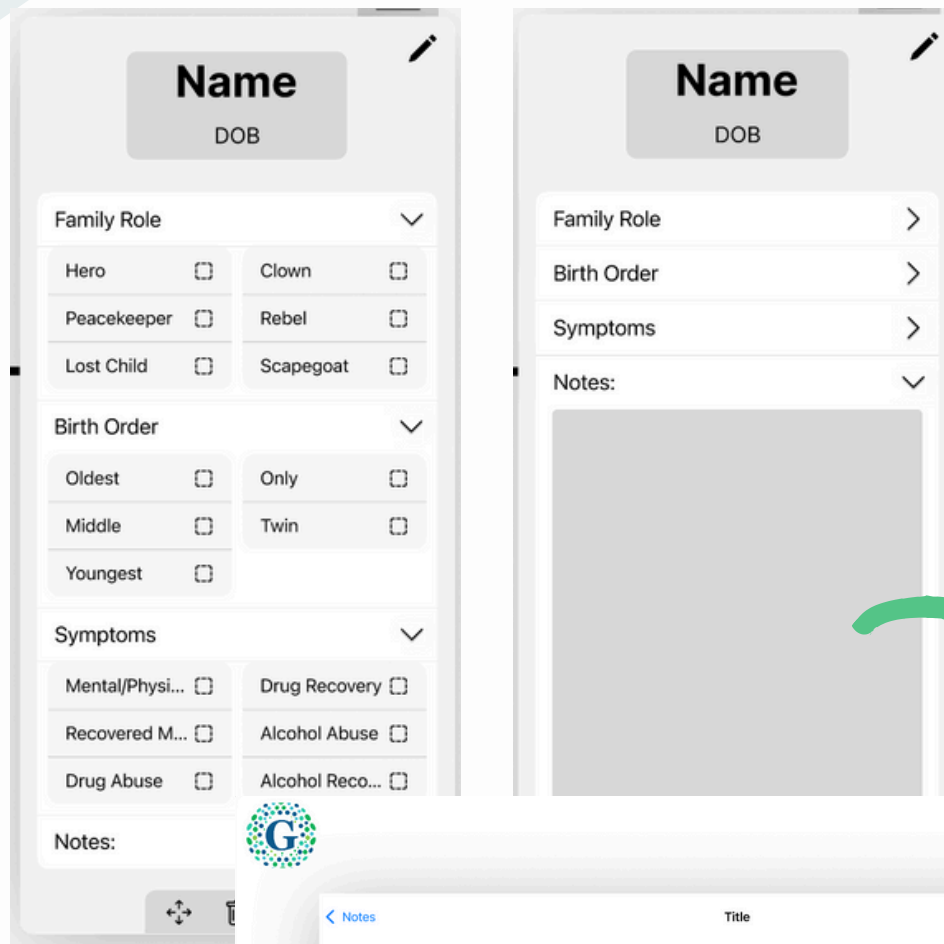


John Deer

Access Genogram

From the therapist home screen, Mark can access his patient

list, begin creating new patients and editing existing ones. He can also view his connection library, where all the symbols are located.



In edit or create new patient, Mark can click on each family member to add connections, details, and even a note-taking section that pops up with a large screen. This allows Mark to share detailed notes with his patients and save them in one place.



Martha Banks

Age: 32

Role: Patient

Problem: Martha is new to the world of therapy and never heard of a genogram before

or how they could help her understand her family dynamics. When she goes to see Mark for a session, she is shocked by how she can also access the files to learn more about herself.

Solution: With GKnow, she can click on different symbols and learn what they mean, making the process less overwhelming. The app explains each connection, helping her see how her family history influences her life today. This personalized and interactive experience allows Martha to engage more deeply with her therapist and explore her relationships in a way that makes sense to her. GKnow turns a previously unfamiliar concept into something educational and empowering for Martha's healing journey.

UX Story: Patient



Martha signs up as a new patient and is able to start making her genogram before her first session.

A screenshot of the "Signup as a Patient" form. The title "Signup as a Patient" is centered at the top. Below the title, there are seven input fields with labels: "First Name:", "Middle Name:", "Last Name:", "Birth-date:", "Address:", "Email:", and "Therapist Name:". To the right of these fields is a circular placeholder for a profile picture with the text "upload photo here" inside. At the bottom center of the form is a grey button with the text "Sign Up". A green curved arrow points from the "Log in" button on the previous screen to the top right corner of this form.

Hello, [Patient Name]

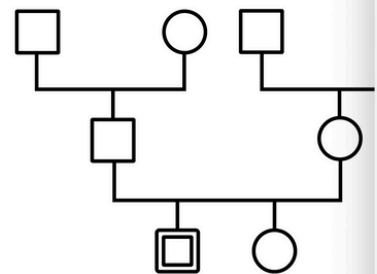
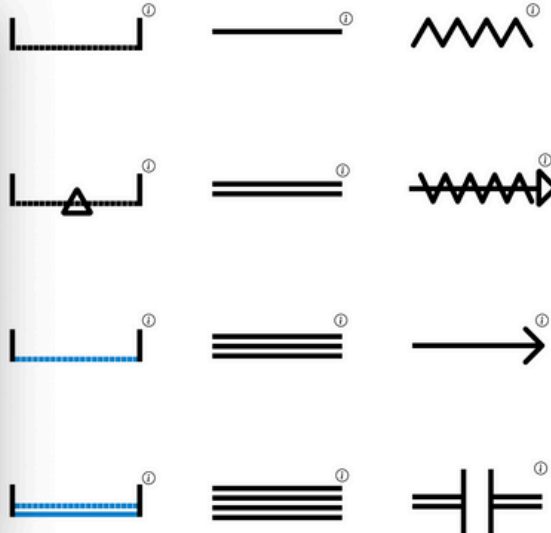
Make new genogram

Learn more about your connections

Edit my patient profile

≡≡
Cutoff

Cutoff can take place emotionally or physically. When stress becomes too uncomfortable in a relationship, an emotional cutoff can help reduce the distress. While people may maintain proximity to each other and stay in contact they do not allow the other person to have access to how they think or feel. The relationship may feel shallow or hollow because the true connectedness has been cutoff. Another way people manage the distress that accompanies high levels of stress in a relationship is through physical cutoff. This may take place when people avoid each other and keep a great deal of physical distance. By doing this they are able to decrease interaction and sever any level of connectedness they once shared. Cutoff may be necessary in some relationships when chronic mistreatment takes place. When used simply to manage high levels of stress that are not abusive, cutoff can do greater damage to relationships that could otherwise be repaired. Cutoff in one generation increases the likelihood of cutoff in future generations. As a result, it should be used with careful consideration.



Name
DOB

Family Role

Hero ☐ Clown ☐
Peacekeeper ☐ Rebel ☐
Lost Child ☐ Scapegoat ☐

Birth Order

Oldest ☐ Only ☐
Middle ☐ Twin ☐
Youngest ☐

Symptoms

Mental/Phys... ☐ Drug Recover...
Recovered M... ☐ Alcohol Abus...
Drug Abuse ☐ Alcohol Reco...

Notes:

From the patient home screen, Martha clicks to learn about the

connections meanings, before returning to the homepage and beginning her genogram. This way she has some knowledge and can speed up the first appointment process.

Name
DOB

Family Role

Hero: The hero wishes to fix familial issues either by attempting to direct the circumstances of the family through prevention of problems, helping with issues, or distracting from problems through achievement. This success can be in school, sports, relationships, professional, community, faith, etc. Achievement and fixing is the recipe the hero uses to survive the family tension and stressors. When heroes are children they are seen as "mature" or "responsible" which leads to parents giving increased power and responsibility that may be greater than what is developmentally appropriate. This can have a negative impact in the long-run as it leads to the belief heroes have about themselves that they are the ones who are in charge of relationships and circumstances that are actually outside of their control. This over-functioning can be perceived as failure and lead to feelings of guilt.

Birth Order

Symptoms

Notes:

Name
DOB

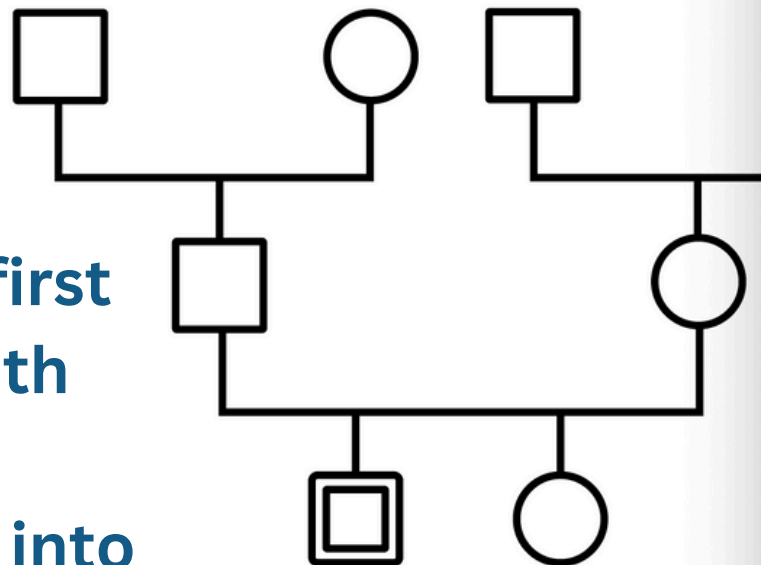
Family Role

Birth Order

Symptoms

Mental or Physical Illness

Notes:



After her first session with Mark, she goes back into her GKnow app to learn about the details Mark added on different family members. She goes through each description to see how these patterns affect her today.

Name
DOB

Family Role

Birth Order

Oldest: responsible, resilient, conscientious, independent, dedicated to keeping the family calm and solving problems, knows the perspectives of those in power because they have power too, follows rules, receives extra attention because they are the "first", can be bossy, strong work ethic, maternal (female), can be over-confident, leader, protector, feels pressures of parents' hopes and dreams - this can drive them to achieve or overwhelm

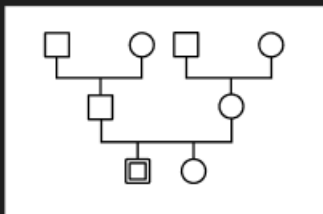
Symptoms

Notes:

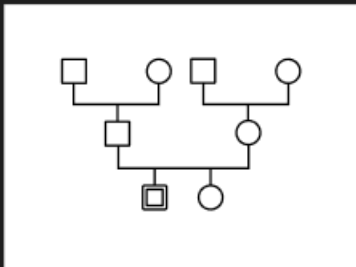


Figma

Generations Bac...



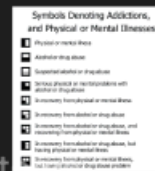
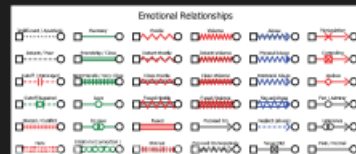
Empty Genogram ...



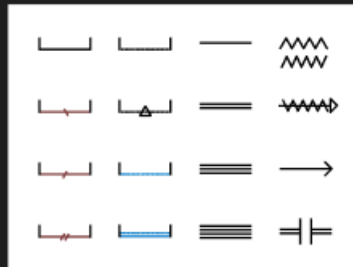
Logo



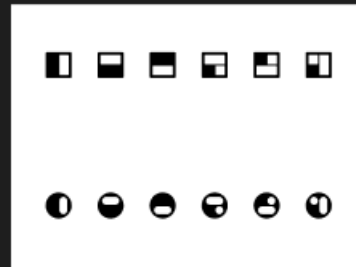
Splash Screen



Relationships



Symptoms



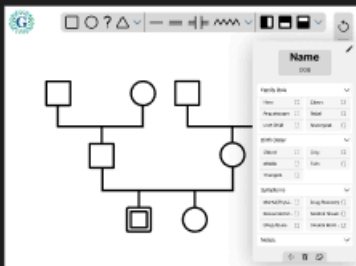
Patient Card - for ...



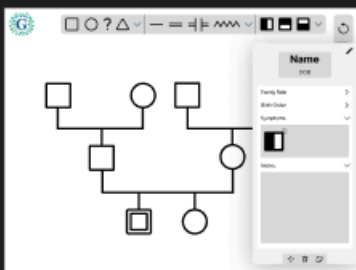
Note Modal



New Patient Card ...



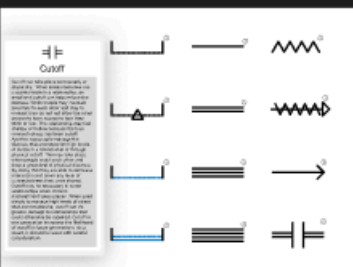
Family Member C...



Login/Create Acc...



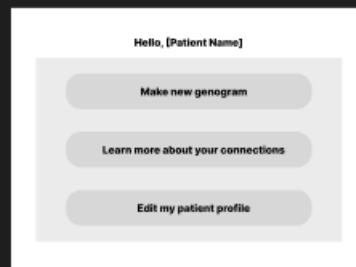
Knowledge Librar...



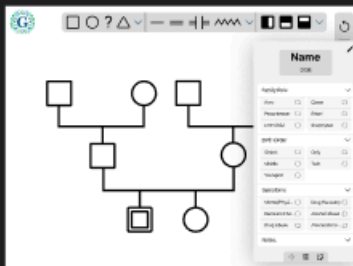
Signup - Patient



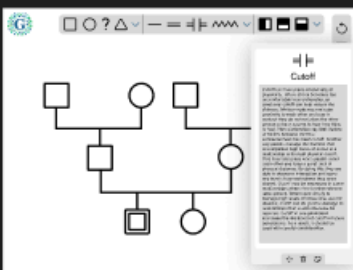
New Patient Hom...



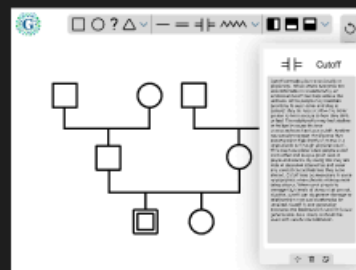
Family Member C...



Knowledge Box



Knowledge Box Al...



Signup - Therapist



Signup as a Therapist

First Name:

Middle Name:

Last Name:

Birth-date:

Address:

Email:

Login - Patient



Login as a Patient

Email:

Password:

Therapist Code:

Two-step authentication, also known as two-factor authentication (2FA) or multi-factor authentication

Login - Therapist



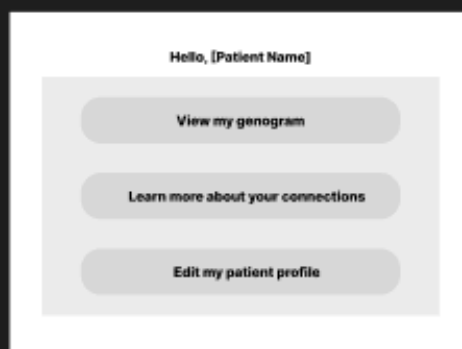
Login as a Therapist

Email:

Password:

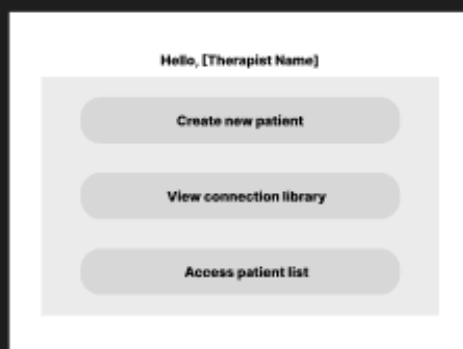
Two-step authentication, also known as two-factor authentication (2FA) or multi-factor authentication

Existing Patient H...



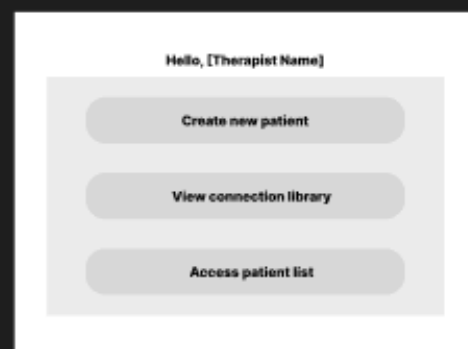
Hello, [Patient Name]

New Therapist Ho...



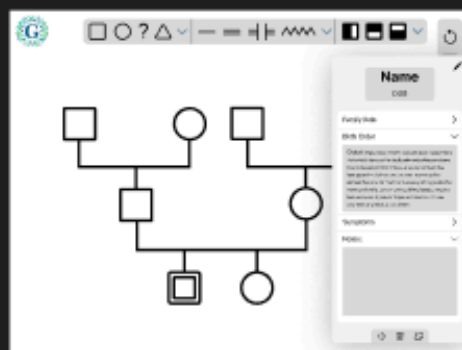
Hello, [Therapist Name]

Existing Therapist ...

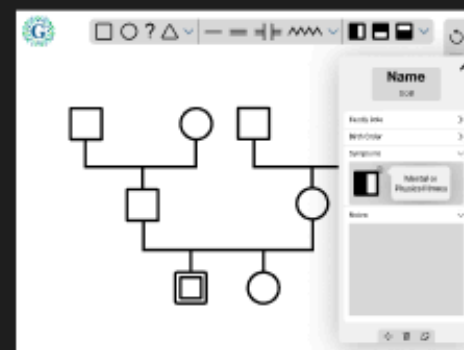


Hello, [Therapist Name]

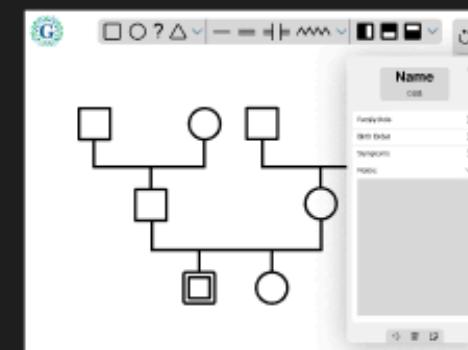
Family Member C...



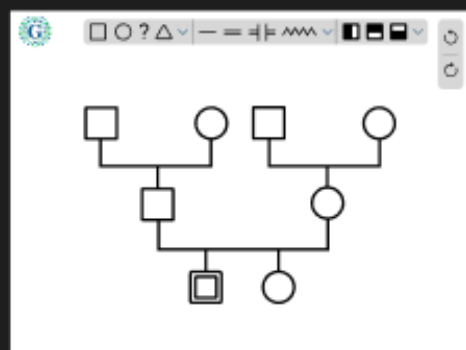
Family Member C...



Family Member C...



Symbol Library/M...



Expanded Symbol...

