CHHS Prototype - User Flows

Legend

Step

User input

Off-site action
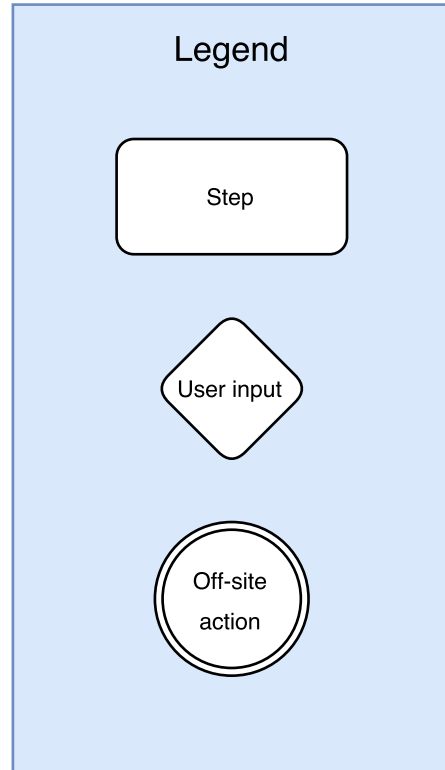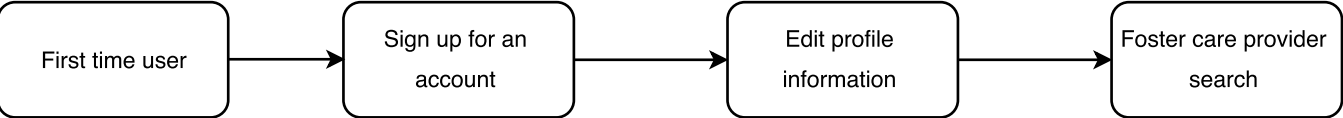
V1: can't take any actions before signing in
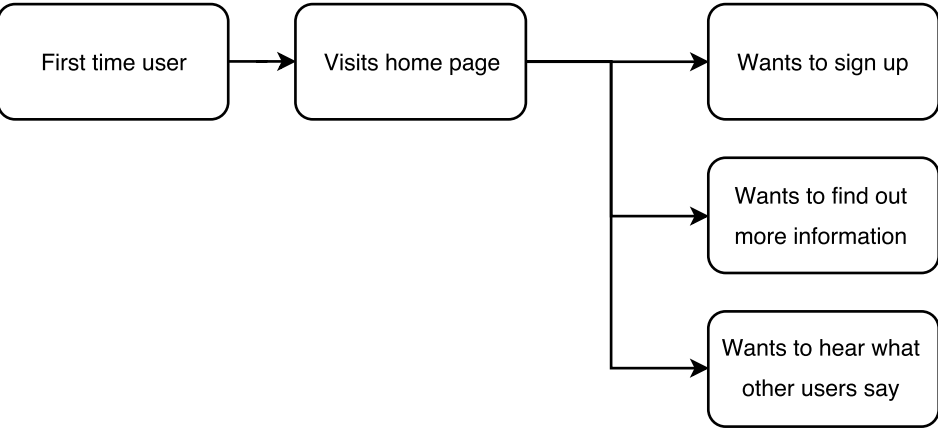
New User - Home Page

```
┌──────────────────┐     ┌──────────────────┐           ┌──────────────────┐
│                  │     │                  │           │                  │
│  First time user │ ──▶ │ Visits home page │ ────┬──── │ Wants to sign up │
│                  │     │                  │     │     │                  │
└──────────────────┘     └──────────────────┘     │     └──────────────────┘
                                                   │
                                                   │     ┌──────────────────┐
                                                   │     │ Wants to find out│
                                                   ├──── │ more information │
                                                   │     │                  │
                                                   │     └──────────────────┘
                                                   │
                                                   │     ┌──────────────────┐
                                                   │     │ Wants to hear what│
                                                   └──── │ other users say  │
                                                         │                  │
                                                         └──────────────────┘
```

New User - Sign-Up

```
┌──────────────────┐     ┌──────────────────┐     ┌──────────────────┐     ┌──────────────────┐
│                  │     │  Sign up for an  │     │   Edit profile   │     │Foster care provider│
│  First time user │ ──▶ │     account      │ ──▶ │   information    │ ──▶ │     search       │
│                  │     │                  │     │                  │     │                  │
└──────────────────┘     └──────────────────┘     └──────────────────┘     └──────────────────┘
```

Returning User - Sign In

```
┌─────────────────┐
│  Returning user │
└─────────────────┘
         │
         ▼
┌─────────────────┐      ┌─────────────────┐      ┌─────────────────────┐
│     Sign in     │─────▶│ Email / Password│─────▶│ Foster care provider│
└─────────────────┘      └─────────────────┘      │       search        │
         │                                         └─────────────────────┘
         ▼
┌─────────────────┐
│  Reset password │
└─────────────────┘
         │
         ▼
    ╔═════════╗
    ║Email sent║
    ╚═════════╝
```

Search for Foster Care Provider

```
┌─────────────────┐      ┌─────────────────────┐      ◇Input zip◇      ┌─────────────────────┐
│  Signed in user │─────▶│ Foster care provider│─────▶◇   code   ◇─────▶│ Foster care provider│
└─────────────────┘      │       search        │      ◇          ◇      │   search results    │
                         └─────────────────────┘                       └─────────────────────┘
```

Message Social Worker

```
┌─────────────────┐      ┌─────────────────────┐      ◇Write & send◇
│  Signed in user │─────▶│   Messages inbox    │─────▶◇   message   ◇
└─────────────────┘      └─────────────────────┘      ◇             ◇
```
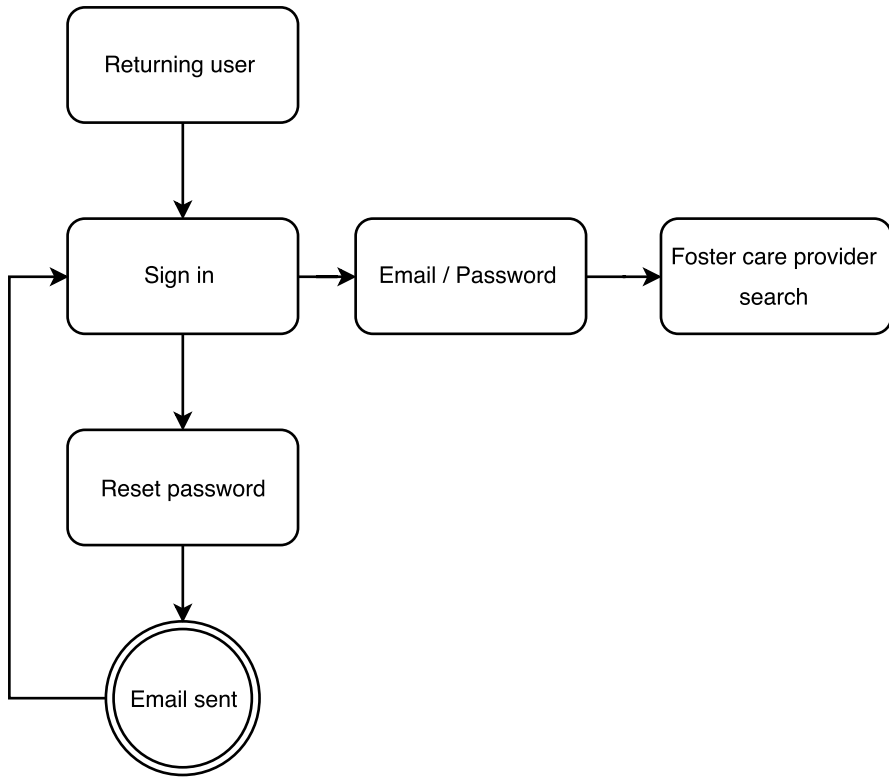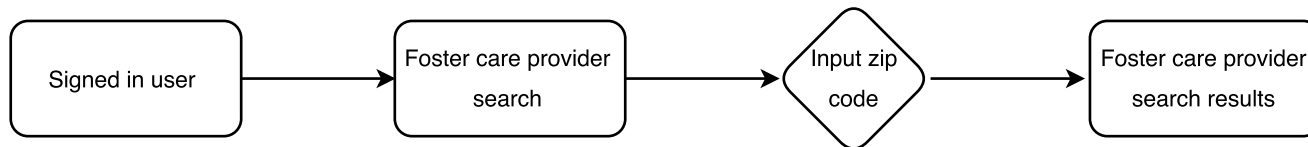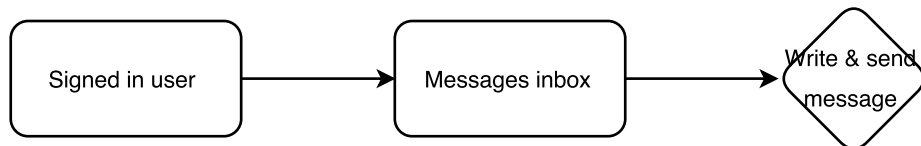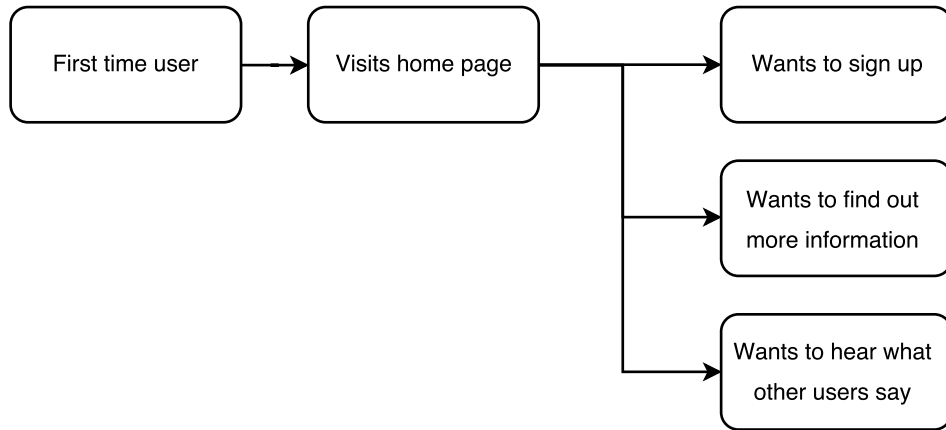
V2: can search for foster care service providers before signing in

New User - Home Page

First time user → Visits home page →

- Wants to sign up
- Wants to find out more information
- Wants to hear what other users say

New User - Sign-Up

First time user → Sign up for an account → Edit profile information → Messages inbox

Returning User - Sign In

```
┌─────────────────┐
│  Returning user │
└─────────────────┘
         │
         ▼
┌─────────────┐      ┌──────────────────┐      ┌──────────────────┐
│   Sign in   │─────▶│  Email / Password│─────▶│  Messages inbox  │
└─────────────┘      └──────────────────┘      └──────────────────┘
         │
         ▼
┌──────────────────┐
│  Reset password  │
└──────────────────┘
         │
         ▼
   ╱───────────╲
  │  Email sent │
   ╲───────────╱
```
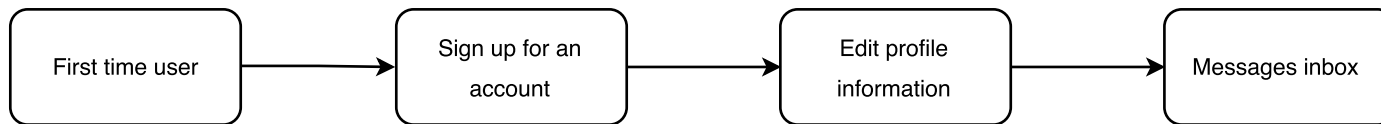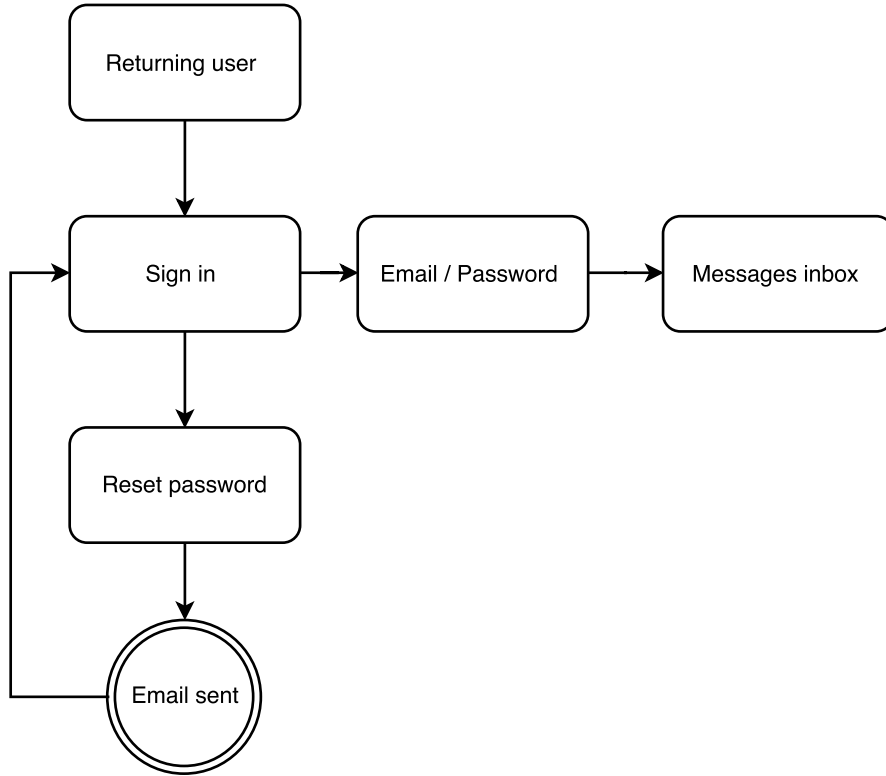
Shared - Search for Foster Care Provider

```
┌──────────────────┐      ◇ Input zip ◇      ┌──────────────────┐
│ Foster care      │─────▶│  code   │───────▶│ Foster care      │
│ provider search  │      ◇─────────◇        │ provider search  │
└──────────────────┘                         │ results          │
                                             └──────────────────┘
```

Message Social Worker

```
┌──────────────────┐      ┌──────────────────┐      ◇ Write & send ◇
│  Signed in user  │─────▶│     Messages     │─────▶│  message  │
└──────────────────┘      └──────────────────┘      ◇───────────◇
```