



Password Manager

Enter User Name

Enter Password

LOGIN

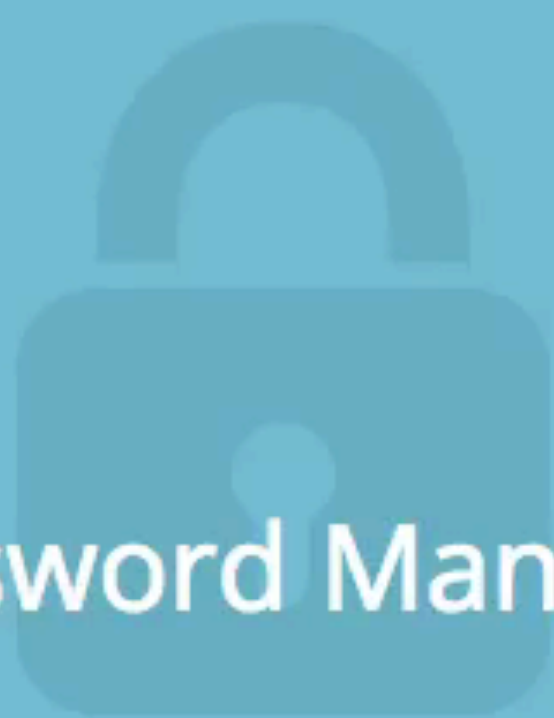
PASSWORD RESET





THE PROCEEDS

- ▶ Developed a persona to keep focus on the user's perspective
- ▶ Initially modeled app flow in a paper prototype
- ▶ Produced an interactive prototype in IndigoFlow



Password Manager

LOGIN

PASSWORD RESET





Name	Ronnie Jackson
Age	65
User Category	Enterprise End-User
Career Background	Ronnie has owned and managed a construction company for 23 years. Recently, his independant company was acquired by a larger corporation and Ronnie stayed on as Branch Manager.
Technological Background	Prior to acquisition, Ronnie's company got by on primarily paper-based systems, using a computer only for processing credit card payments and payroll, which the Office Coordinator was responsible for. Ronnie has never owned a computer, and only recently started using an iPhone. Since acquisition, all branch employees have been issued smartphones and laptops, and Ronnie finds memorizing the multiple usernames and passwords to be quite frustrating. He often forgets which password goes to what system, and this results in frequent account lockouts and lost time. He wishes there was a way it would 'just work' the way most things on his iPhone seem to.

PASSWORD MANAGER

Username

Password

LOGIN

UNLOCK/RESET

To reset your password & unlock your account, please answer your four challenge questions and press 'SUBMIT'

What's your mother's maiden name?

What's your favorite food?

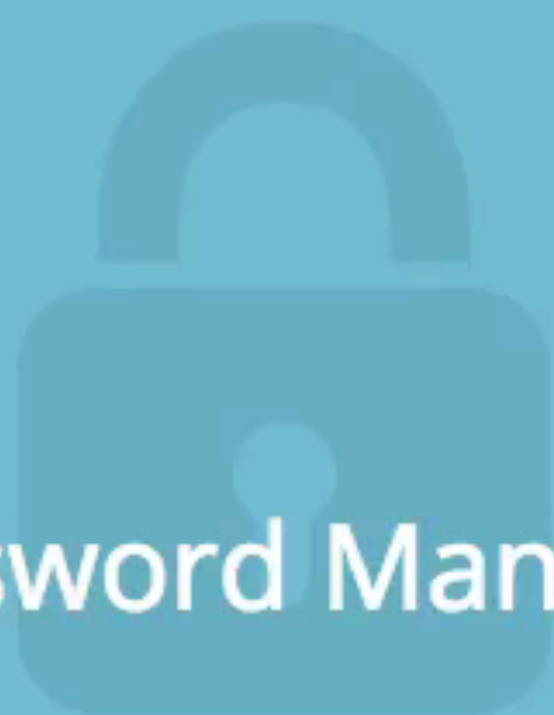
What's the model of your 1st car?

What is your favorite book?

SUBMIT

NEXT STEPS

- ▶ Perform user research, gather feedback, iterate as needed
- ▶ Discuss technical or business constraints with IT management and development team

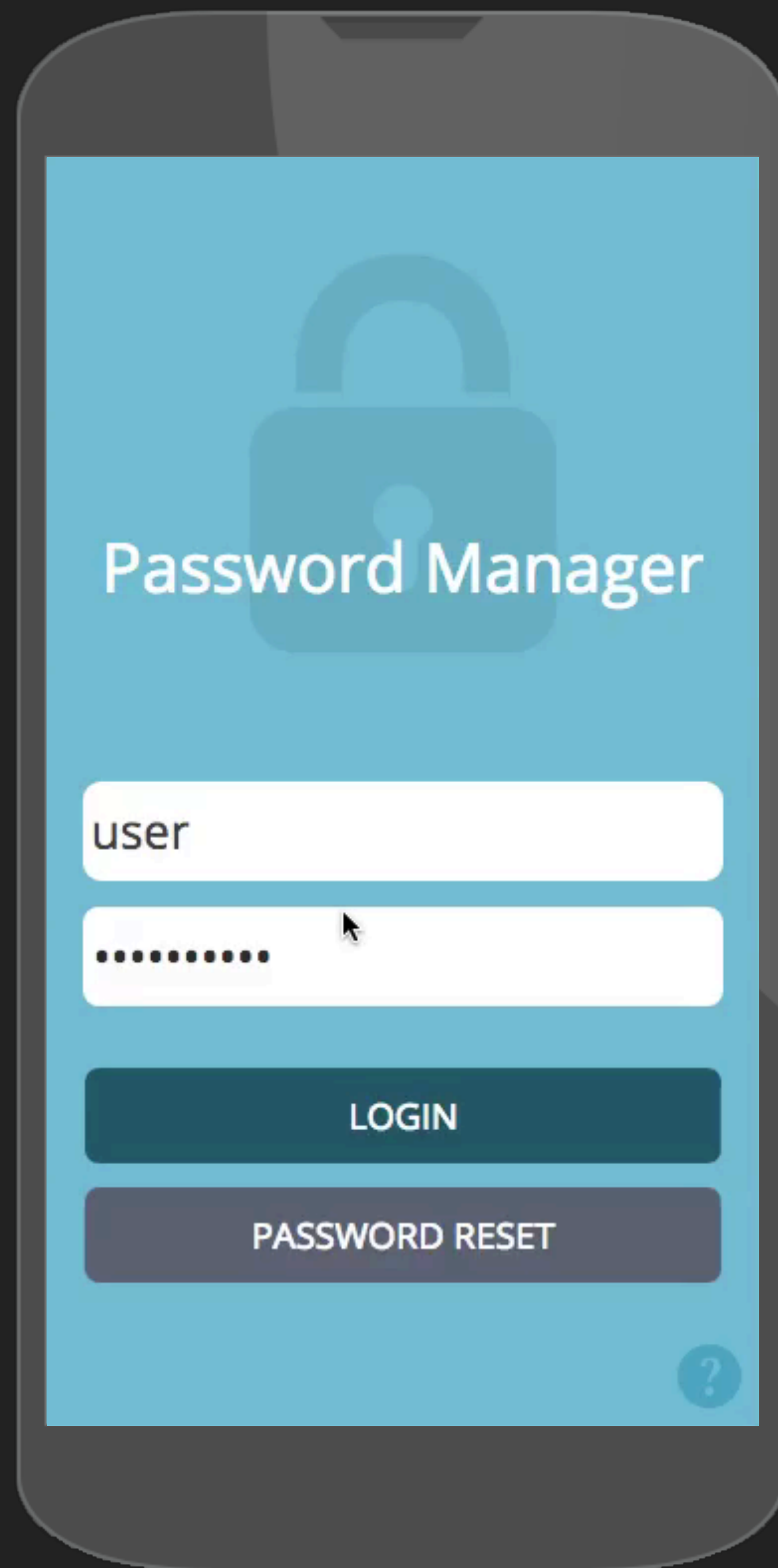


Password Manager

LOGIN

PASSWORD RESET





NEXT STEPS

- ▶ Perform user research, gather feedback, iterate as needed
- ▶ Discuss technical or business constraints with IT management and development team

WHAT'S NEXT?

Working together, we can craft the best solutions possible for digital experiences of all kinds.

I dream of a future of technology that is simple, elegant, and frictionless. I'm ready to help make that a reality for your organization.

Thank you for your time.

David Reyburn | Columbus, OH | 317-903-0369 | reyburn.david@gmail.com | <http://dreyburn.me>