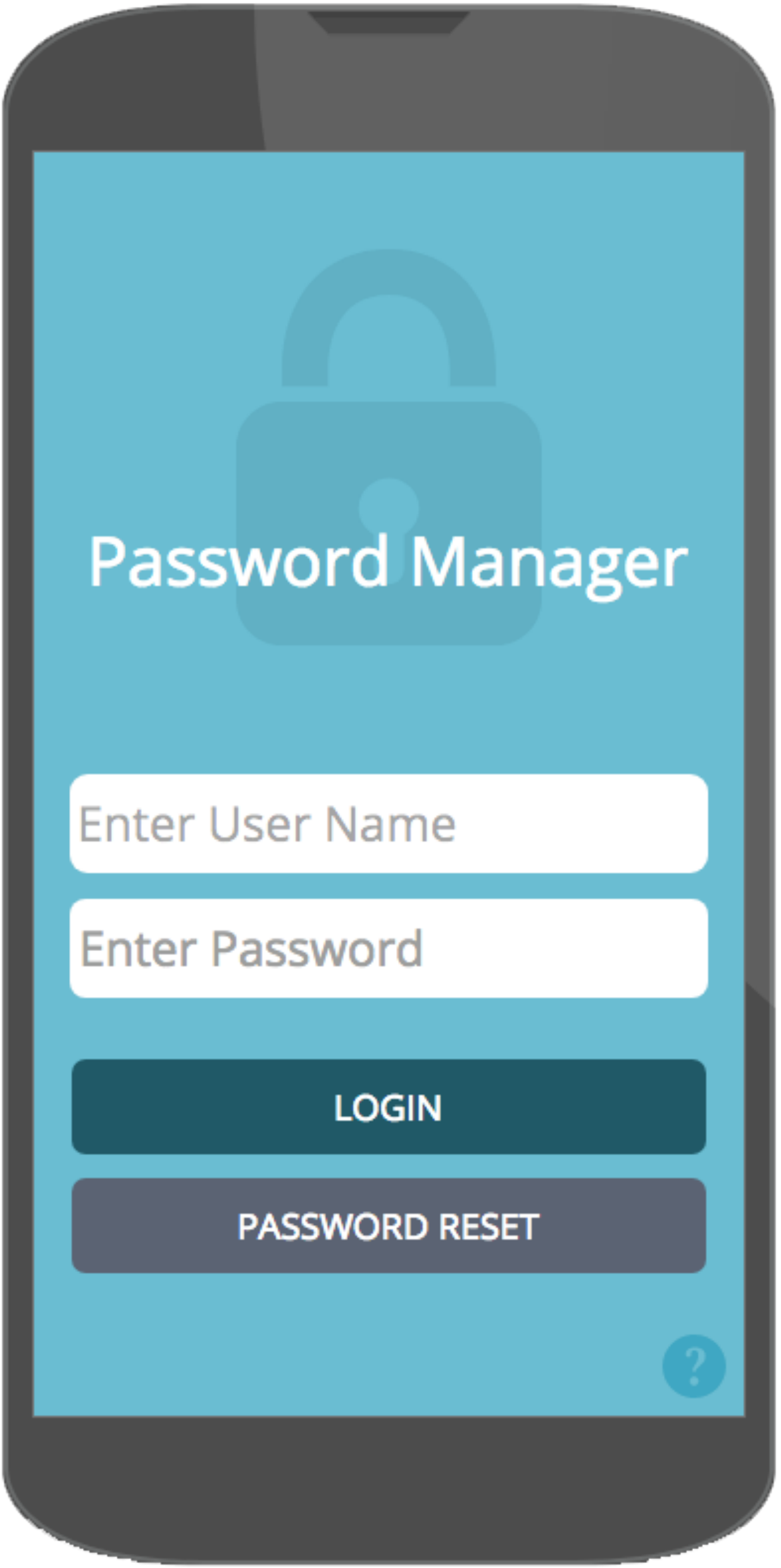
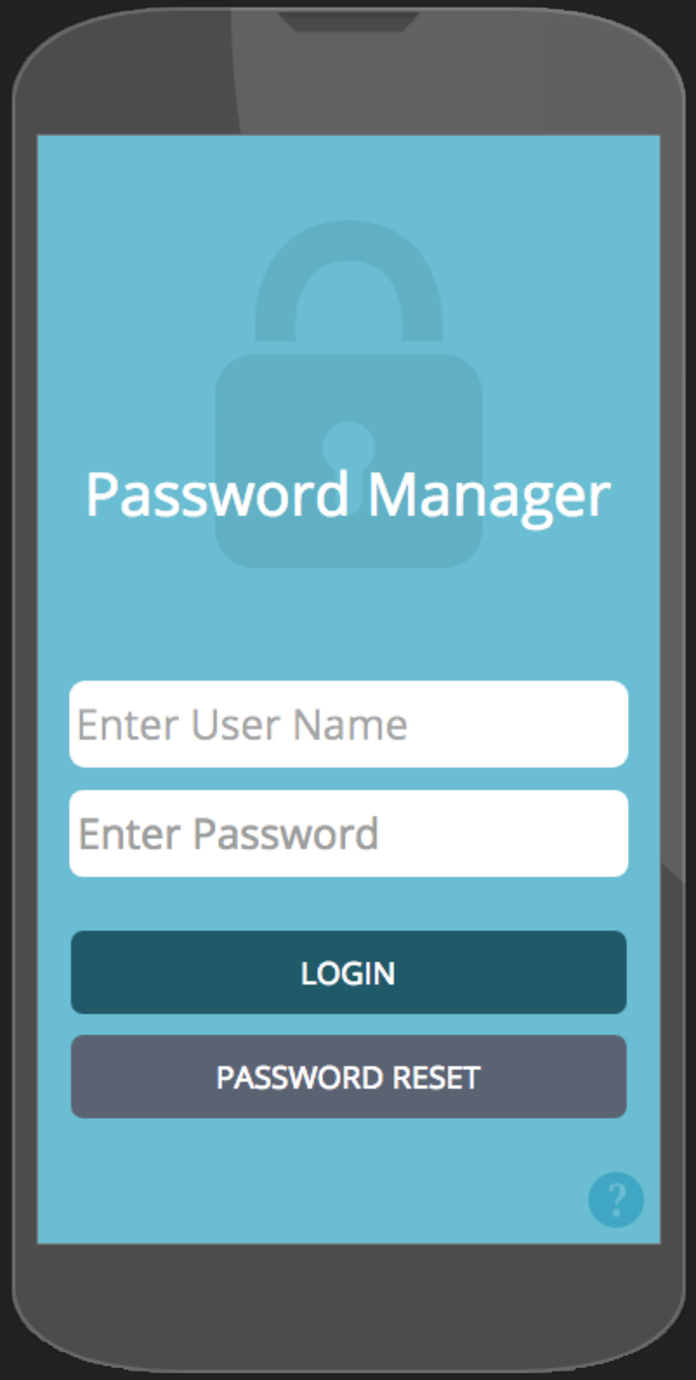
PASSWORD RESET MOBILE APP

CASE STUDY

- Independent project undertaken to expand my skillset
- At a previous employer, users were locking themselves out of their accounts frequently, accounting for nearly a quarter of all help desk tickets
- Users need access to an unlocked computer to unlock themselves, which could cause unnecessary delays
- Self-service tools were unintuitive and difficult to use
- A solution was needed which would be easier and more accessible to the user

THE BRIEF


Password Manager
Enter User Name
Enter Password
LOGIN
PASSWORD RESET



THE BRIEF

- Independent project undertaken to expand my skillset
- At a previous employer, users were locking themselves out of their accounts frequently, accounting for nearly a quarter of all help desk tickets
- Users need access to an unlocked computer to unlock themselves, which could cause unnecessary delays
- Self-service tools were unintuitive and difficult to use
- A solution was needed which would be easier and more accessible to the user

THE PROCESS

- 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