



Maria Stewart

Age: 60.

Education: College

Hometown: London, Ontario

Family: 2 childrens,
widowed

Occupation: Was archivist

“Everyday is an adventure, and every other day is dialysis.”

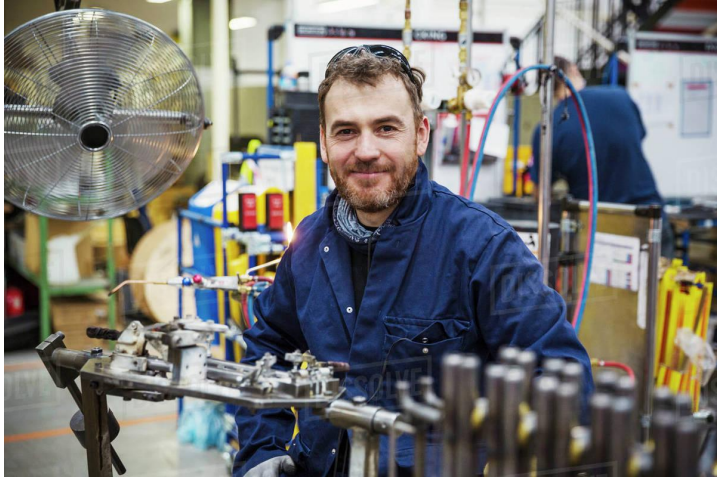
Goals

- Schedule her dialysis every 2-3 days.

Frustrations

- She is one of the person who use the website the most, so every bug or process pain point will be frustrating, regarding scheduling

After being healthy most of her life, working, being close to her family and friends, she now live off her pension. She lost her husband a couple of year ago. She is good with computer because she was an archivist, but the app can be frustrating.



Name

Age: 37

Education: High School dropout

Hometown: London, Ontario

Family: Have a girlfriend

Occupation: Factory workers

"I don't like to read, I am more of a listener"

Goals

- Schedule a meeting for a STD checkup, and other little schedule, once or twice per year.

Frustrations

- Doesn't read well, he can but with great limitation, so if the app is full of text, he will lose focus. If the text is on an image, sometime the screen-reader work less good. Writing is also a nightmare for him.

Work since he is 14 years old to help his mother. He has dyslexia (but doesn't know it) and have great difficulty reading, he is in the spectrum of analphabetism, but can still read easy thing. He have a smartphone for a couple of year now, he recently use the screen-reader feature of his phone, but he is not good to use it on app and