

Appendix:

Personas

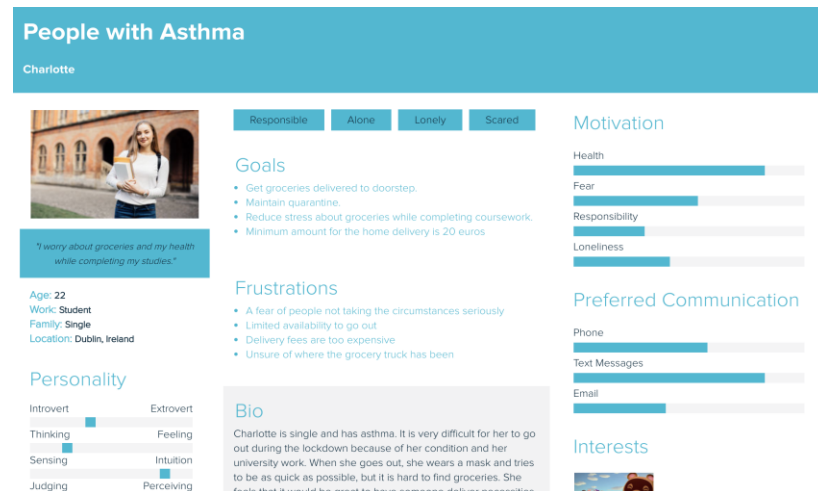


Figure 1: Persona for people with respiratory diseases

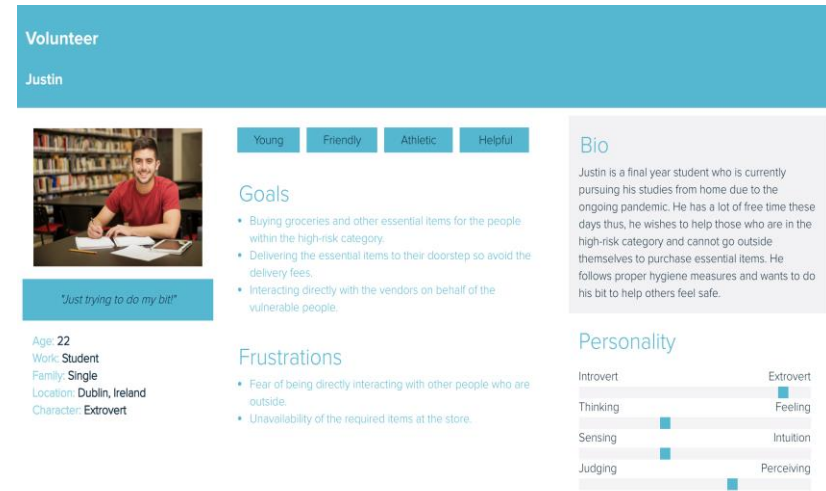


Figure 3 : Persona for people volunteering

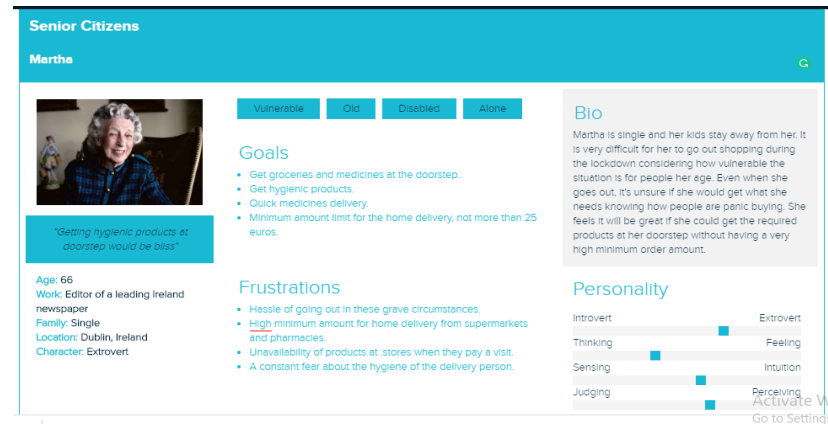


Figure 2: Persona for Senior Citizens

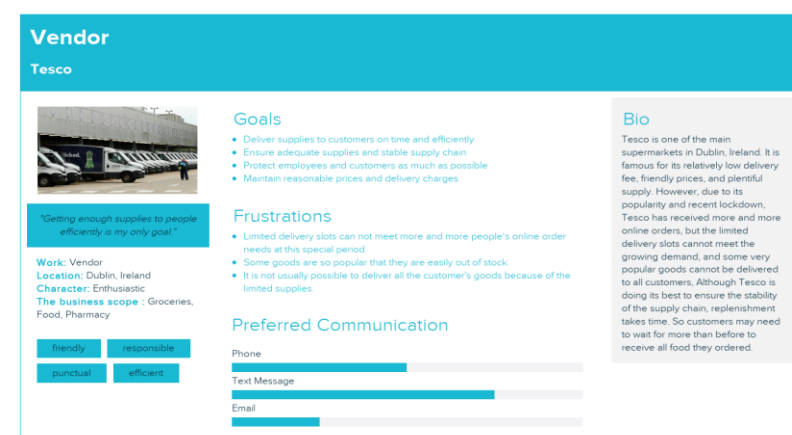


Figure 4: Persona for vendors

Sitemap

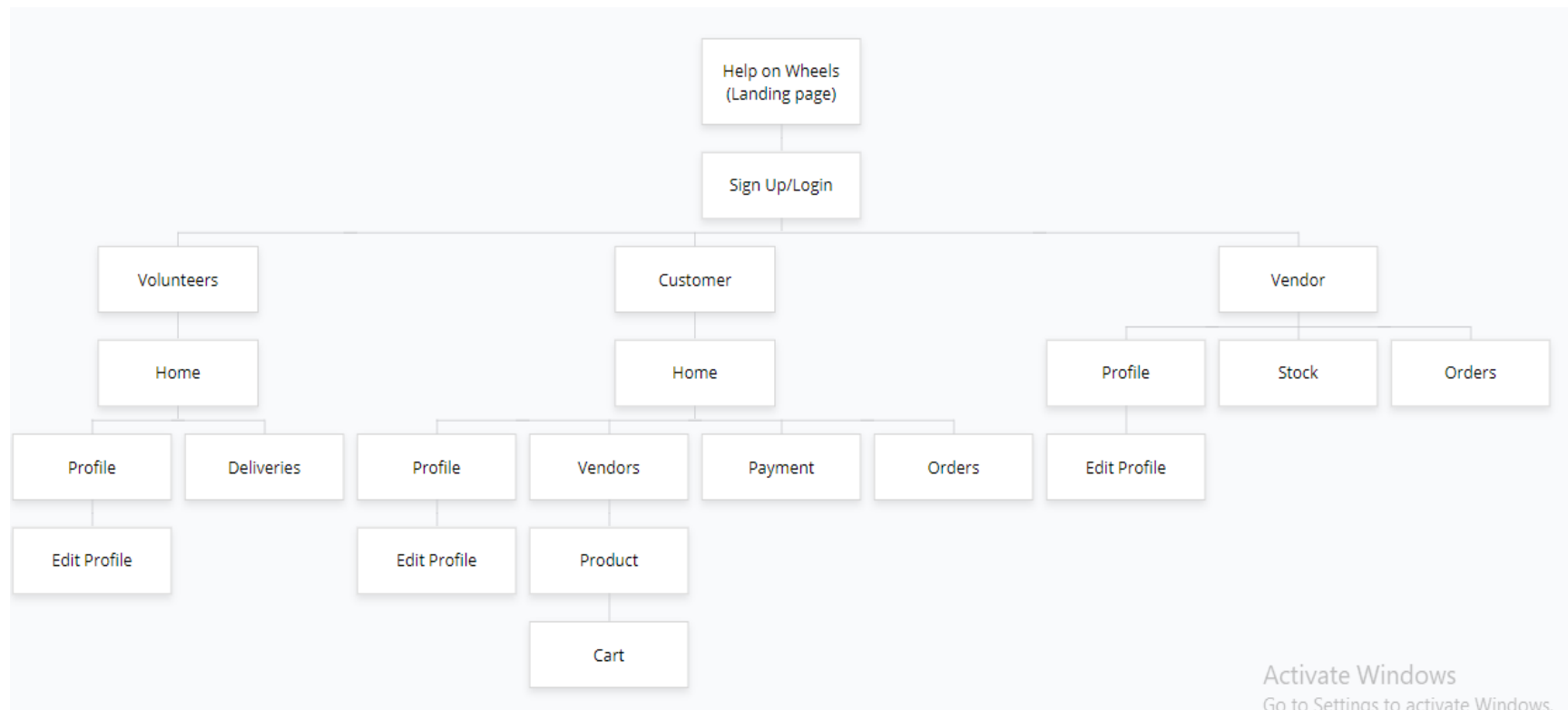


Figure 5: Sitemap

Customer Journey Map

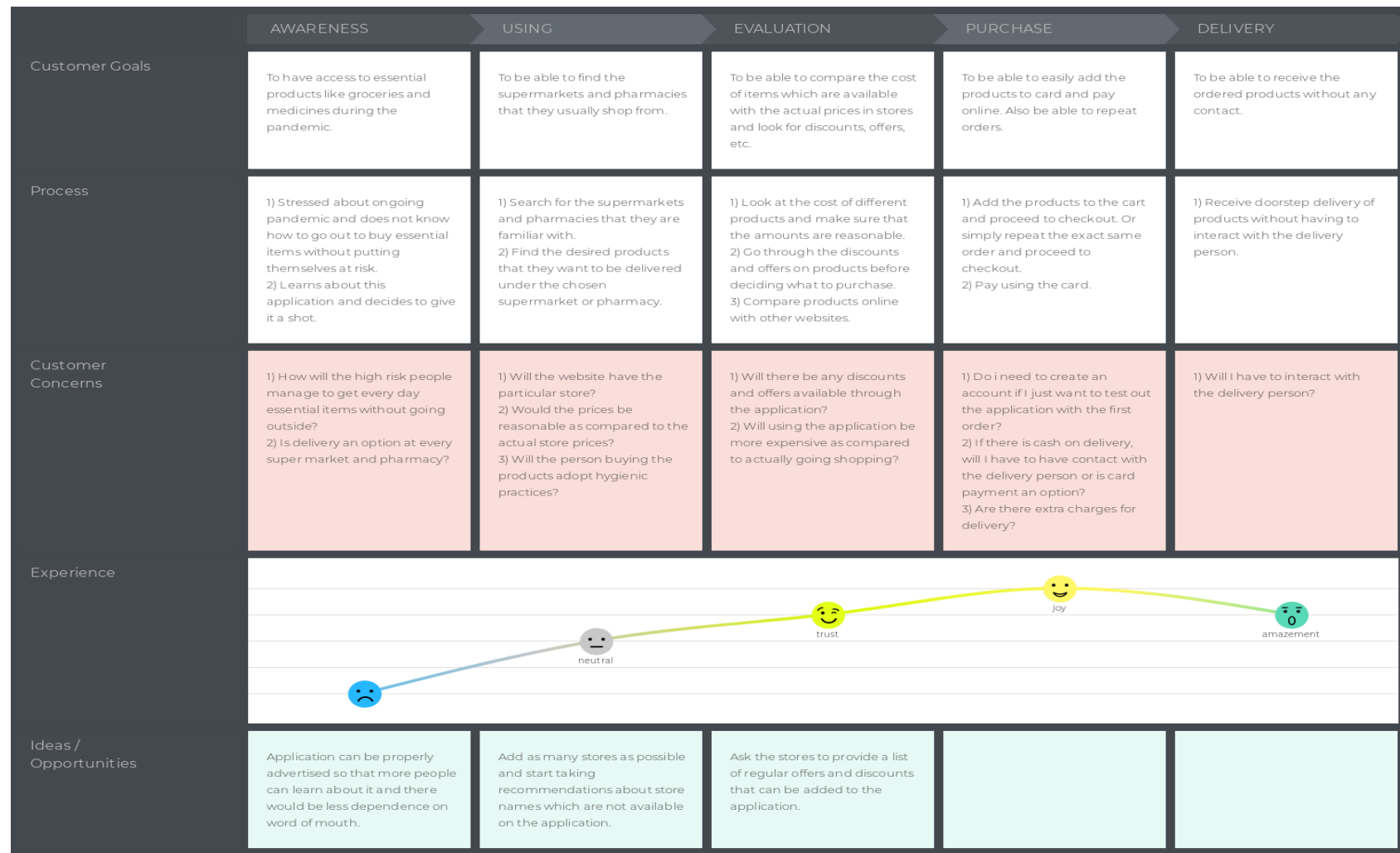


Figure 6: Customer Journey Map

Design Concepts

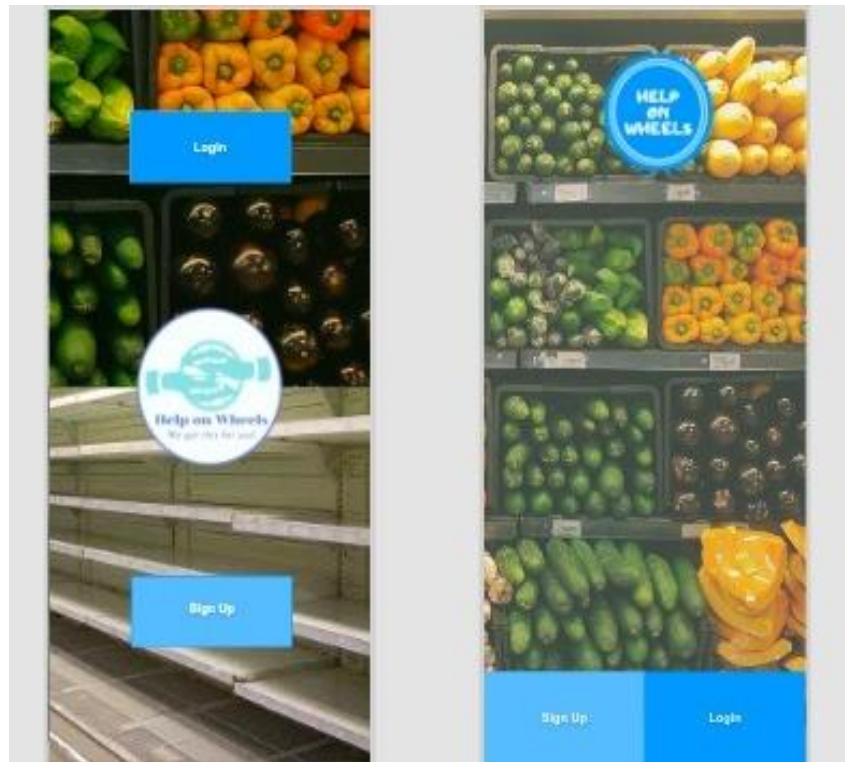


Figure 7: Login Screens

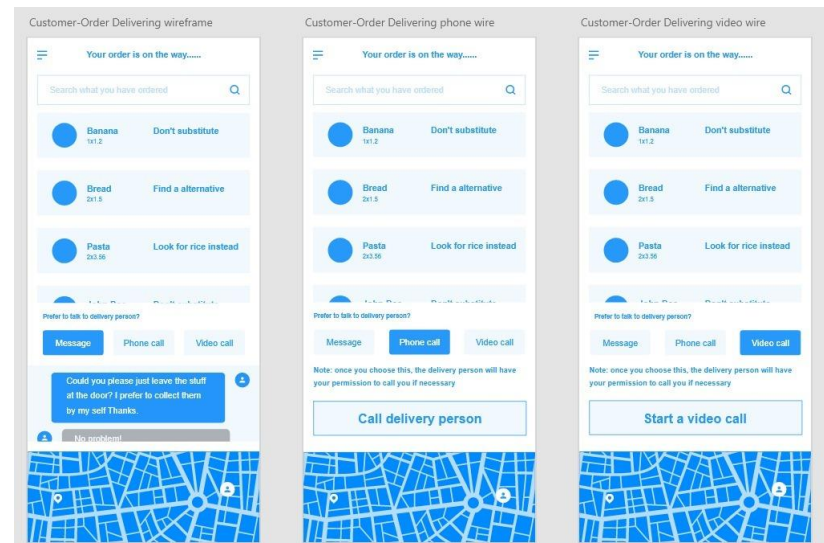


Figure 8: Communication

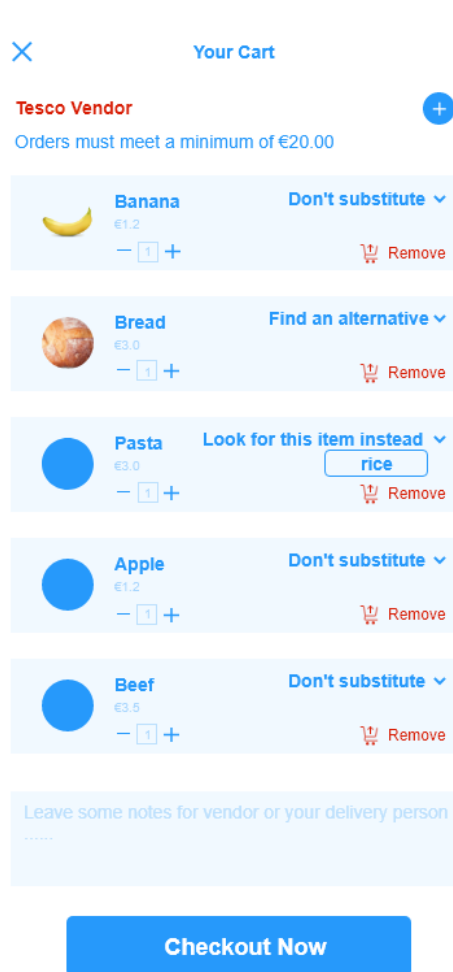


Figure 9: Alternatives



Figure 10: Map