

## The Problem

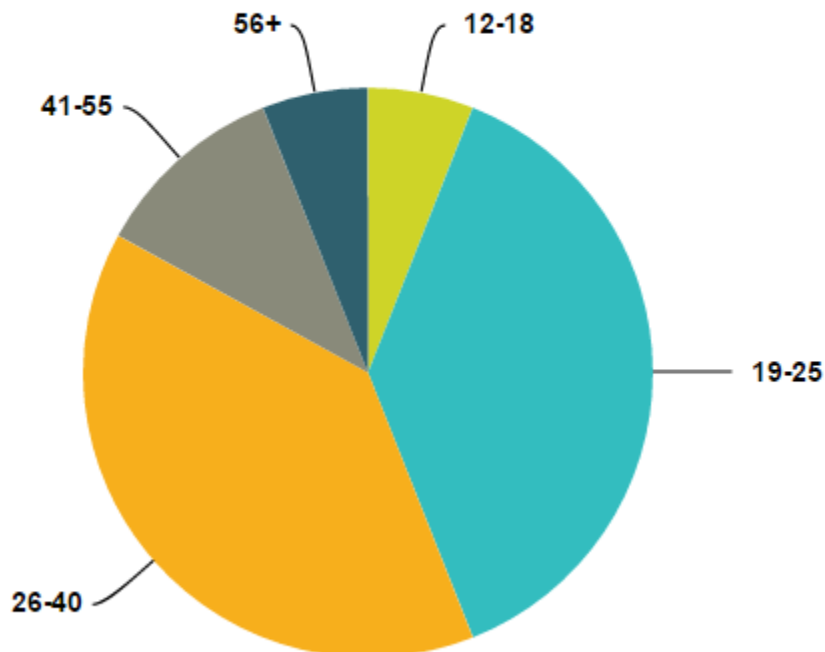
Everything technological that is too time consuming is a problem from a technological perspective. Especially if we could get the work done in minutes. Let's look at these kinds of problems. But first, let us ask you some questions. Are you aware of all the services that are connected to your email address? Have you always had the same email address ever since you created one? You would probably answer "no" to at least one of the questions above. Then you would probably have experienced problems with unwanted emails or problems with changing to new email address without knowing the important services that has your old email address. Let's look at what people say about this.

## Our research

We made a survey consisting of six questions. The survey was conducted in november 2016 among 100 email users from different age groups all around the world. The users were informed about that this survey is only being used to this final project. We will use the results of the survey to show the importance of the problems we will address soon. The results:

### How old are you?

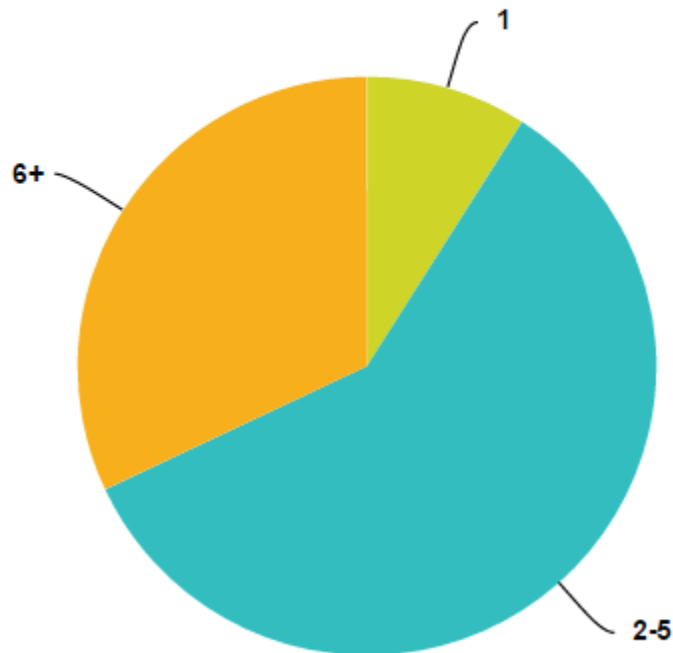
Besvart: 100 Hoppet over: 0



Here we can see that 6% of the users were from age 12-18, 38% of user were from age 19-40, 39% of the users were from age 41-55 and 6% from age 56+.

## How many e-mails have you had?

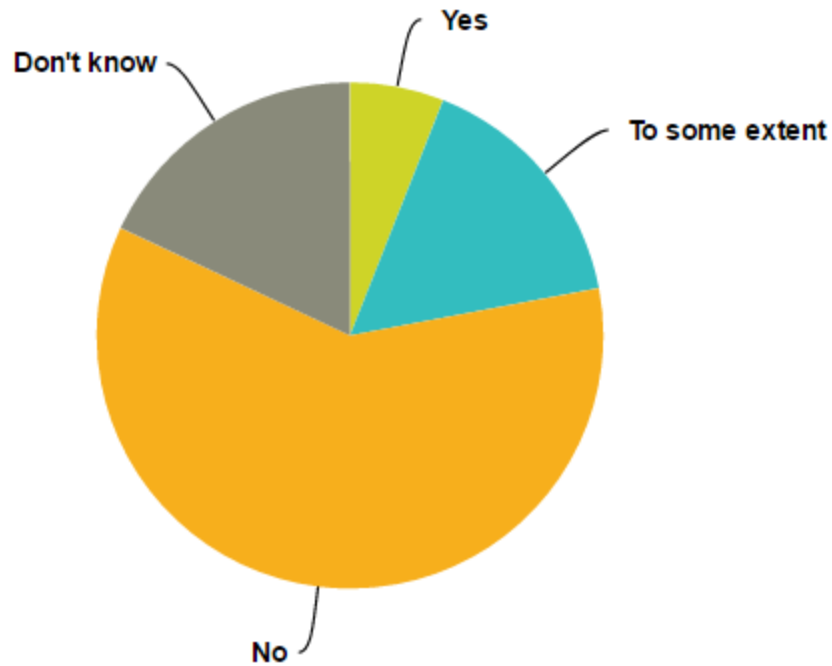
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This diagram shows that over 90% of the people didn't have the same email address ever since they created one.

## Are you aware of all the services that are connected to your email address?

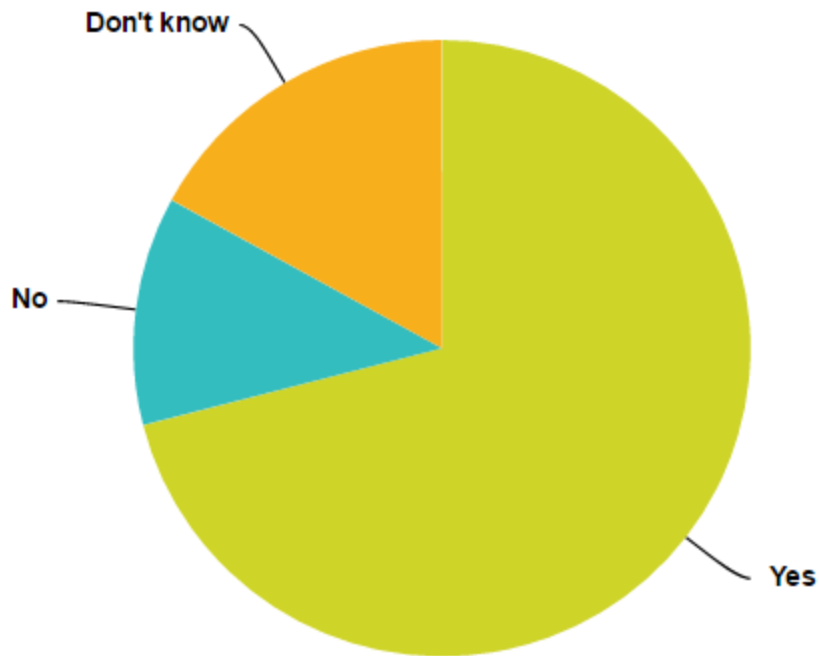
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This diagram shows that over 90% of the people aren't aware of all the services connected to their email address.

**Do you think it is a big problem that your e-mail is registered places you don't remember?**

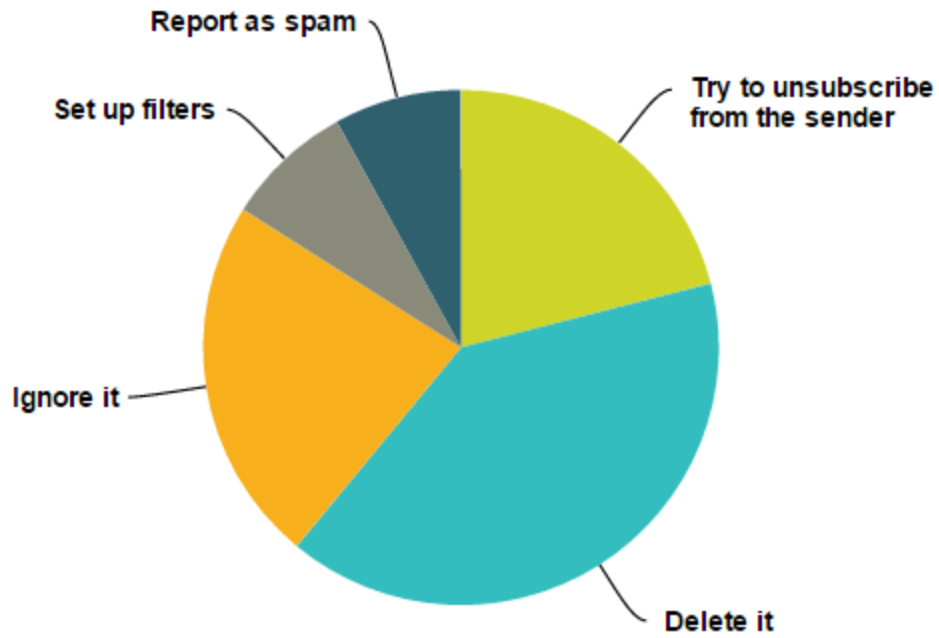
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This diagram shows that over 70% of the people think that their unawareness of the places their email is registered to is a big problem.

## How do you handle unwanted emails/spam?

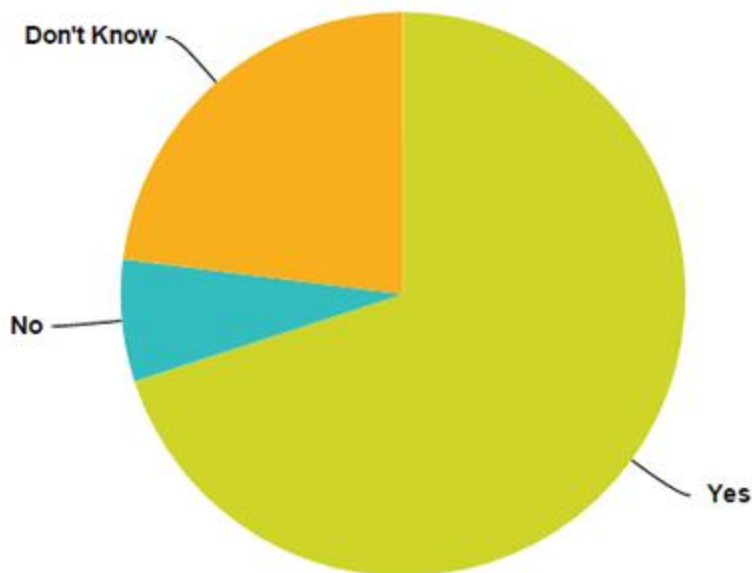
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This diagram shows how our users handle unwanted emails. The majority of the users delete it, ignore it or try to unsubscribe from the sender.

**Would you use an application that gives you: - an overview of all the services connected with your email - the choice of removing your email from an unnecessary service - the choice of not getting any emails from a service?**

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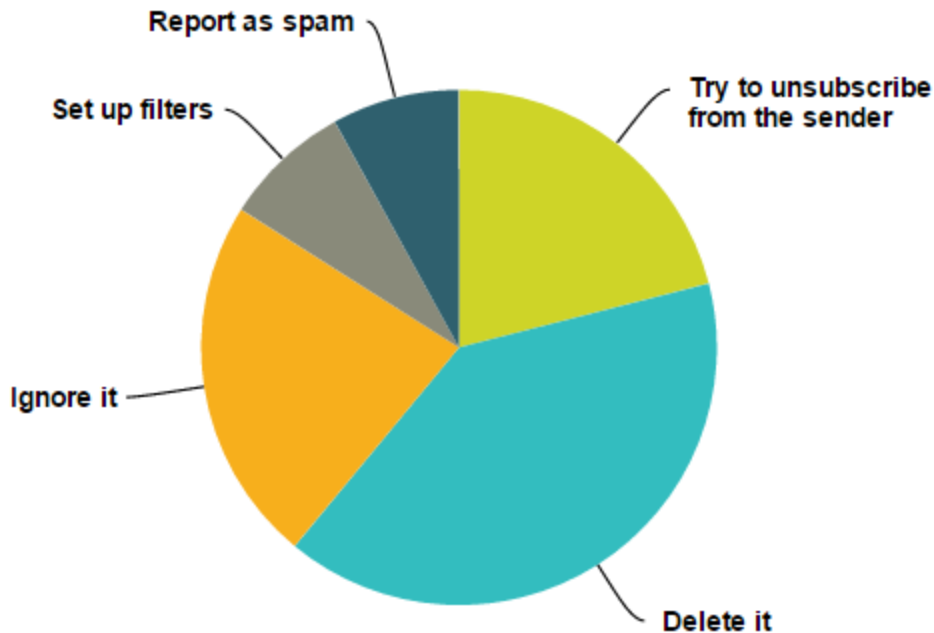
This diagram shows that over 70% of the users would have used the application we will be describing as our solution for the problems we will be addressing now.

### **The First Problem**

The first problem: Unwanted emails. How do you handle unwanted emails? You can try to manually go and unsubscribe from every sender of the unwanted emails, delete every time you get an unwanted email, ignore every time you get an unwanted email, set up filters or report the unwanted email as spam. Let's look at how our email users handle this problem.

# How do you handle unwanted emails/spam?

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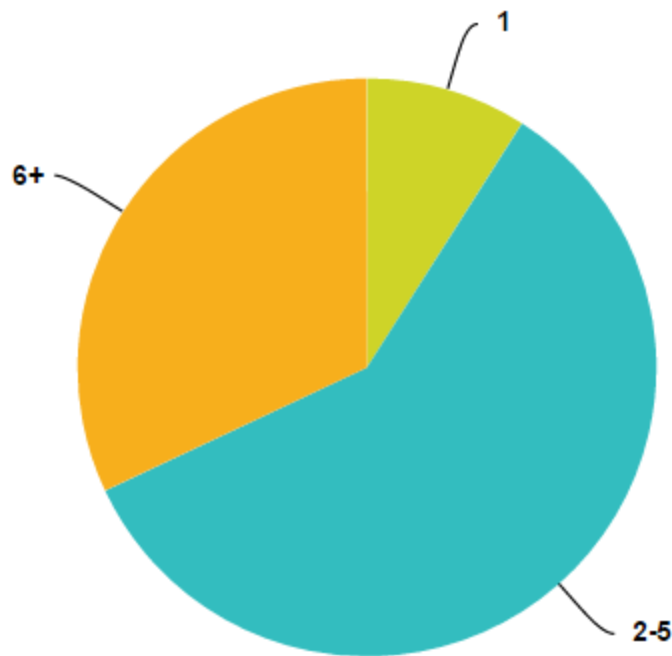
These methods to prevent unwanted emails are too time consuming or annoying. From a technological perspective, this is a problem. How can we possibly prevent this time consuming work with unwanted emails? The answer is “e-Tracker”. We will tell you about it later. But first, let us address the second problem.

## The Second Problem

The first time you created an email address, you probably wouldn't have thought of using it for professional inquiries. So, your first email address would have been something like sexyboy97@live.no, barbie23@gmail.com, kittygirl@yahoo.com or kingofoslo@hotmail.com. And now you want your email address to be more professional. So, you create a new email address. Or you just have another good reason to change your email address, so you create a new one. Here you can see how many of our email users that have changed their email addresses. Which is over 90% as said earlier.

## How many e-mails have you had?

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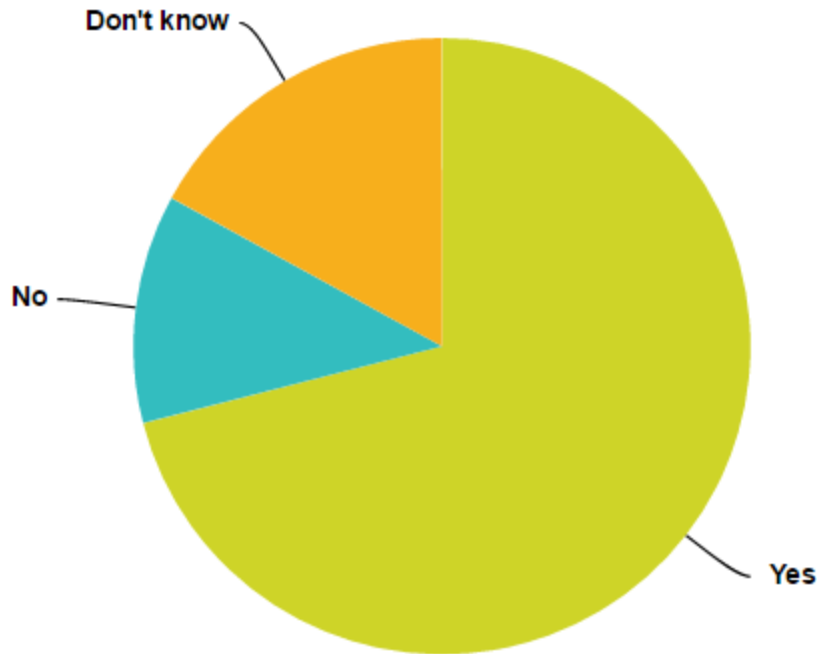


But you have your previous email address registered to so many services that you don't have any overview over the important ones. So, you must manually go and find the important services and send an email about your new email address. This is also time consuming which is also a problem from a technological perspective. And as said over 70% of our survey answerers think this is a big problem too.



## Do you think it is a big problem that your e-mail is registered places you don't remember?

Besvart: 100 Hoppet over: 0



How can we possibly prevent this time-consuming work forever? The answer for this one is “e-Tracker” too. What is this e-Tracker? The “e-Tracker” is a web-based application and our solution for the problems we addressed. You can read about our solution by clicking "Solution" in the navigation bar or you can click [here](#).

### Sources

[Our Survey](#)

## **The Solution**

Our solution is a web-based application that collects all the services that has your e-mail address into one place. With this solution you will get:

1. An overview of all the services connected with to your email address
2. The choice of removing your email address from the different services you are registered to in a quicker and easier way
3. An easier and quicker way of letting services know about your new or changed email address

This solution results the best way to get rid of unwanted emails and makes sure you receive the information you want to the correct e-mail address. Now, let's get into the e-Tracker website.

### **e-Tracker: The first page**

What you see here is the e-Tracker's home page. This is the first page you will see when you click into e-Tracker. Here we have a big get started button which will help you make a new user. Then we have our navigation bar which starts with home button for our first page. Then info button for more information about the e-Tracker than the first page. The next is a contact button which gives you contact information. The button "about us" gives you information about the founders of e-Tracker. Then we have the login button that log in those who already are an user of e-Tracker. We also have a tutorial video on this page that shows how to use e-Tracker application.

### **Privacy**

Privacy is our number one priority when it comes to our users, we want them to feel as safe and secure as possible. Privacy is very important when it comes to e-mail, for that reason we have focused on a secure login, so only you can see the services you are registered to. We will use a verification method where you have to confirm your e-mail by clicking on a link that is sent to that particular e-mail that you wish to register. This way we know that the e-mail belongs to you and that you e-mail is not being misused. You as a user can also use a SMS-service verification so your user at our site is more secure. That is why our website is both secure and safe to use by design.

### **My Account**

Here we see the site we will come to when we login. Now we have a "My Account" button instead of a login button. If we click that button, the site will open a drop down menu with "manage your email" which is the site you are on now, then "setting" for password change and

other information change. Then we have “history” that gives you log of what you have done with your mails and services since you first created an e-Tracker user. And at the end we have a “Log out” button that log you out.

### **Manage your emails**

You are able to use whichever e-mail client you want, for instance e-mail address from Gmail, Yahoo or Outlook. If you are using multiple e-mails you can add as many e-mail addresses as you wish by clicking “Add Email” . We highly suggest that you add your main accounts in order to maintain control over which services have access to your e-mail.

### **The selected email address**

When you select an account you get greeted with a detailed page about that particular account. Let’s say that your Facebook account is one of the listed items on the page. Selecting Facebook will provide short and concise information about the website. From here you also get the options to change or remove the linked e-mail address. This is especially handy if you want to use a different mail for the same Facebook account. Or - you could just remove the site so that it is no longer connected to your e-mail address.

### **The design: Accessible for everyone**

Our design choices affects how our service is being used and who it is being used by. Because our goal is to include every single user that has minimum one email address, who can be anyone with or without disability, we had to consider every single aspect of our solution. So we used [tips on designing for web accessibility](#) from [W3C](#) to make sure that the design is more accessible to people with disabilities. We also checked our web page at [European Internet Inclusion Initiatiiv](#), which checks the accessibility of a web page.

### **Responsiveness**

The technology that you are using should be adapting to the context that you are using it in. We don’t have our computers available to us at all times and therefore it would be a great disadvantage if the technology did not adjust to our demands. From a smartphone you can use our service just the way you are used to from the desktop experience. As well as tablets. That will make us have a greater audience.

But, how did we make our website responsive? We just made sure that we didn’t use any absolute sizes in our website. Every single element in the website has its size defined by relative units, which makes our website responsive to different mediums. Sometimes relative units won’t work as good as we thought, then we just make the design a little bit different for

example for smartphones than computers. Like the first page for this informal website has a different design for computer than if you click into this website on a smartphone.

### **Sources**

[W3C](#)

[tips on designing for web accessibility](#)

[European Internet Inclusion Initiativ](#)