

Group 6 Member: Dalilah Earley
Project Title: Pin Base Application
Project Idea: Family Tracking App
Heuristic Analysis: Life360

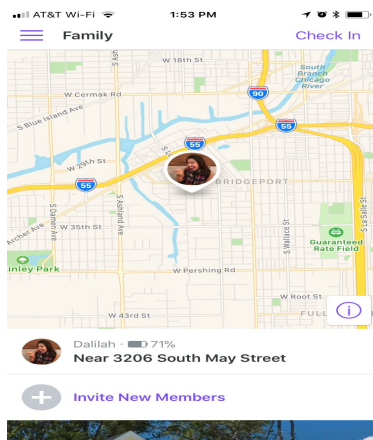
Description of Interface:

The Life360 application is available for customers with iPhone and Androids. The application was first released in 2008. It allows for families and friends to stay connected in terms of being able to send messages and see one another's location. The main ability of the app is to see the current location of the people added via the home page map. The Life360 app also has a Places option where family and friends can create a place like home, school or work and choose to be alerted when they arrive, leave or both. Another feature is the ability to send a check in of your current location to a family member or friend. The last feature is the Driving Alert option, which allows family members and friends to be notified/alerted when driving too fast, phone usage and other driving events.

Heuristic Analysis:

1. Visibility of system status

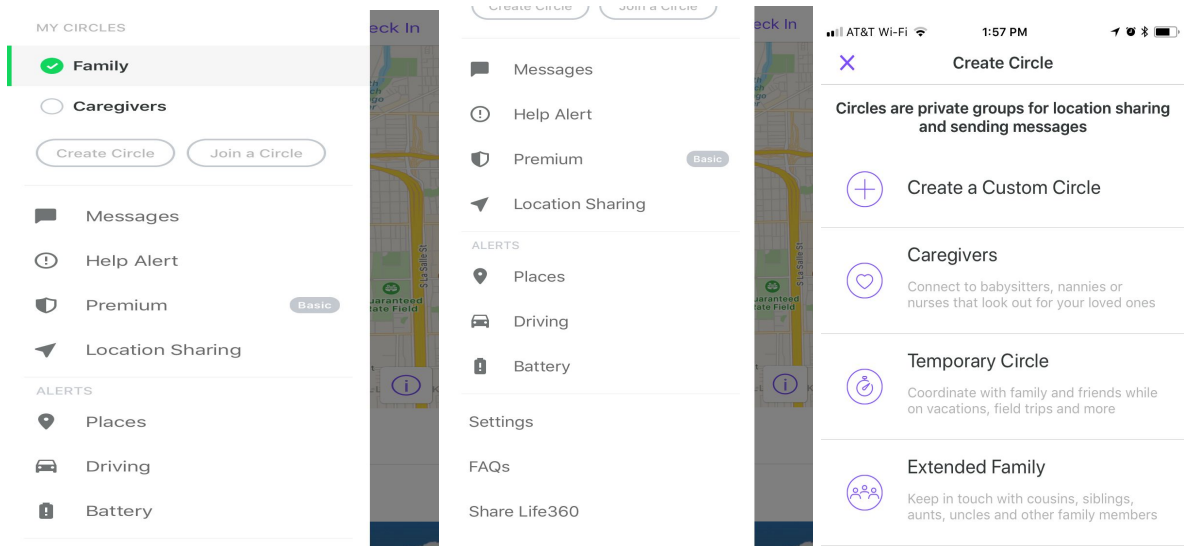
- a. If a user is on the home page, they can see where members of their "Circle" are by seeing their picture pinned on the map. Below the map the "Circle" members' names will appear with a description of their location to the right of their name. Location is the most important feature of Life360 so having the home page dedicated to showing "Circle" members' location is an appropriate visual feedback.



- b. Something that could be added to the description of the location is in small font the time that the member arrived to the location giving other members an idea of how long each member has been at their location.

2. Match between system and real world

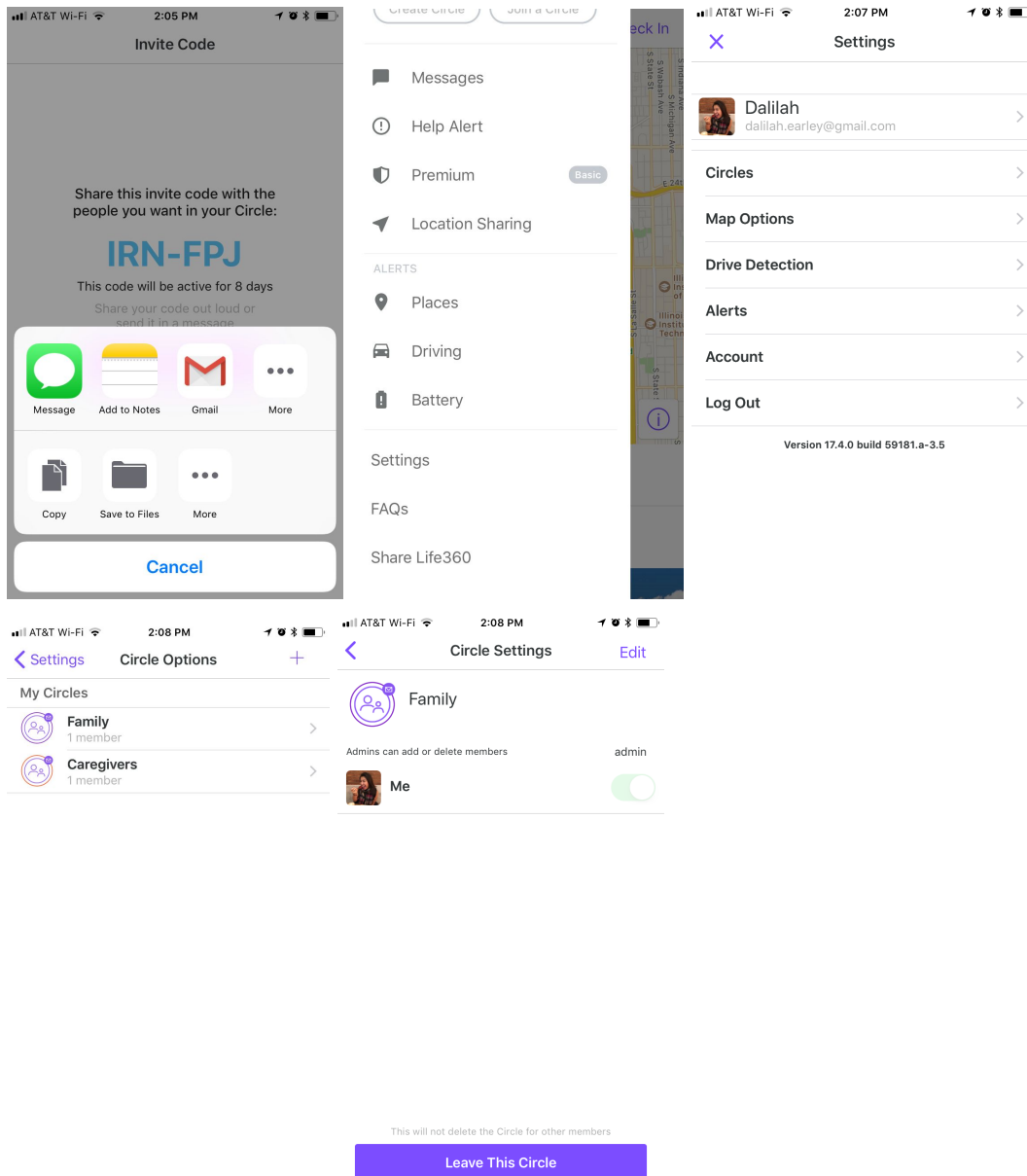
- a. The terminology used in Life360 is similar to other customer based applications. The menu has the following common words: Messages, Help Alert, Premium, Location Sharing, Places Driving, Battery, Settings, FAQs, and Share. One word specifically used in Life360 that is not common is the use of the word "Circle" to represent a group. If an application needs to define what a main word in their application means that is not a good sign. My suggestion would be to change the word "Circle" to the word "Group".



On the top of the menu bar there are two buttons, one to “Create Circle” and one to “Join a Circle”. Circle is defined when a user clicks on “Create Circle” when a new page appears and at the top in bold states: “Circles are private groups for location sharing and sending messages”. The icons used for the buttons “Caregivers”, “Temporary Circle” and “Extended Family” match the real world symbols that could be used to express those three options.

3. User control and freedom

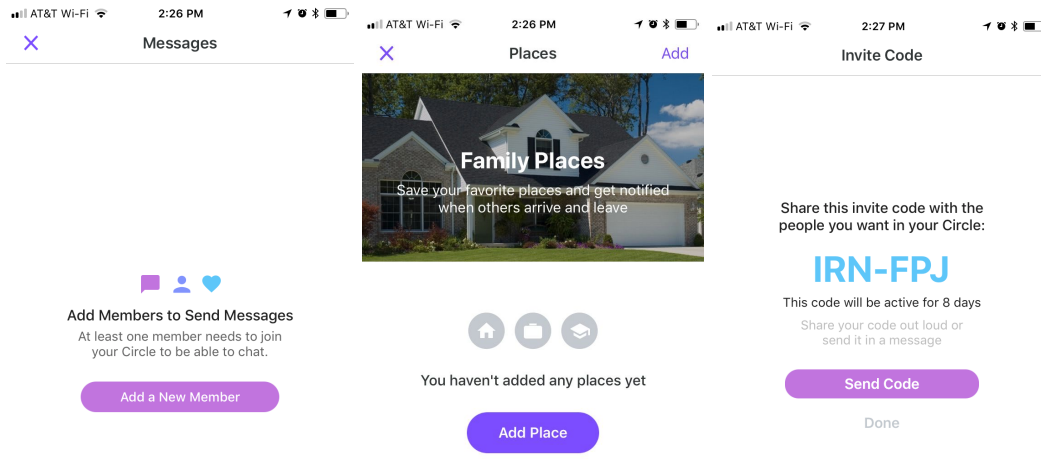
- a. The users of Life360 are given a lot of control in regards to having as many “Circles” as they want, choosing who they want to specific “Circles” and the away they can send invites. Users can send other individuals a code to join their “Circle” via text, email, Facebook, Whatsapp, and more.



- b. In order to edit a “Circle”, a user must go to the side bar menu, scroll down to Settings, click on Settings, and then chose the option “Circles”, select what “Circle” they want to edit to finally be able to delete members, oneself, or become “admin”. I believe the current process to edit a “Circle” is too tedious for users. I would suggest an edit icon button to be on the corners of the named Circles found on the top of the side menu bar to give users a fast way to edit specific “Circles” they choose.

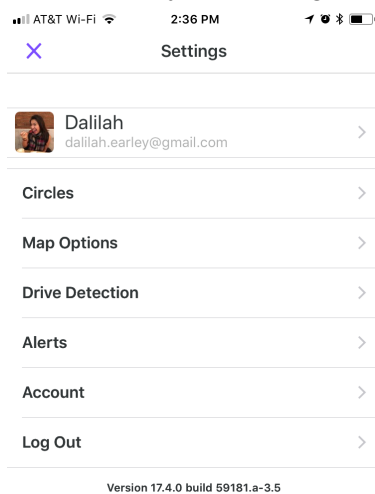
4. Consistency and standards

- a. Overall the layout, font size, colors, and text are consistent throughout the application. I only found one inconsistency in the color and size of buttons on some pages. Life360 has two different colors and sizes for buttons when they should just have one.



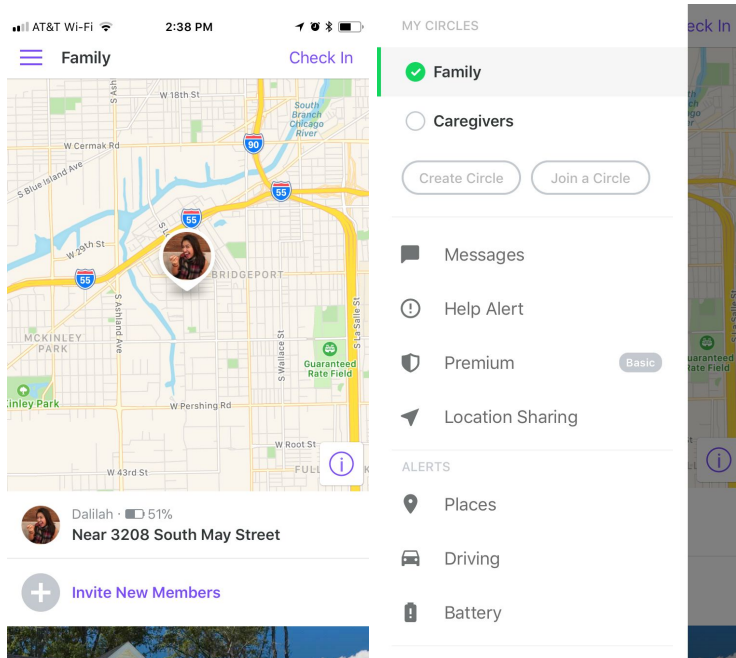
5. Error prevention

- The log out button is not found on the side menu bar like most applications rather it is hidden in the Settings option. These might be the case to have users not accidentally log out and then forget their password or it might be that Life360 wants users to always have easy access to the application by not having users login and logout as much.



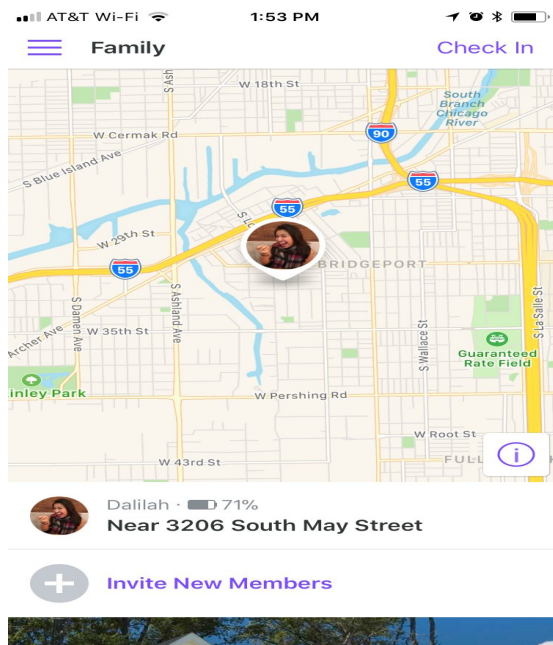
6. Recognition rather than recall

- On the side menu bar, the user has the option to choose what "Circle" will appear on their home page. Once on the home page, the title of the "Circle" will appear next to the menu icon. This title layout helps users not have to recall what "Circle" they choose to see on their home page, rather the user just has to look at the top horizontal bar to see the title of the "Circle" chosen.



7. Flexibility and efficiency of use

- The options on the home page allow the user flexibility and easy access to important uses. The user can automatically see where individuals in their “Circle” are located with the map taking up most of the home screen. A user can press the “Check In” button to notify their “Circle” of where they are. The user also has the automatic option to add a new member to the “Circle”, which is located just below the map view. The user also has the option to click on the purple “i” in a circle to see the map in a different option; users have three options (auto, street, or satellite view). The home page is has a lot of quick options for users to choose from.



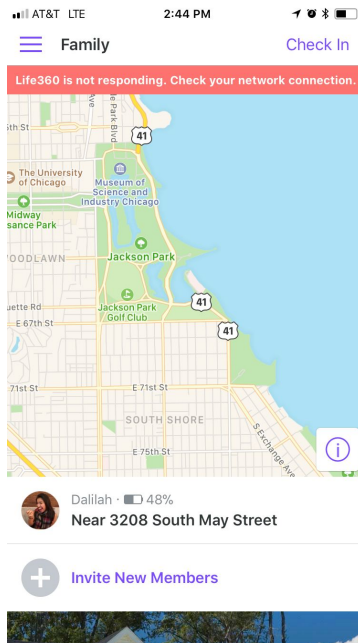
8. Aesthetic and minimalist design

- Life360 only uses the colors gray, black, purple, blue and green. The app design is very minimal with font size and text that is easy on the eyes. There is a good amount of white space.

- b. My only critic would be that their logo has pink and purple but once in the application there is no use of pink. Life360 lacks an overall branded feel due to the over amount of simplistic and lack of uniqueness in design.

9. Help users recognize, diagnose, and recover from errors

- a. When cellular data is turned off for the Life360 app, the application has a pop-up notifying the user when they first open up the app. At the top of the home screen's map a red bar will appear with white words saying: "Life360 is not responding. Check your network connection." If the user goes out of the application and back in the red bar will stay until the network connection is fixed but the pop-up does not appear.



10. Help and documentation

- a. Life360 has FAQs (frequently asked questions) as an option on their side menu bar. The user is given a search bar to input a specific question/problem as well as nine other built in options, which are: Common FAQs, Location, Drive Detection & Analysis, Account Management, Circles - Your Private Maps, Features, Places and Alerts, General, Privacy Policy + TOS. Once a user clicks on an option a new page appears with specific questions. Then the user clicks on a question to receive an answer. I think having quick access to answers to common questions/problems is very user friendly of Life360 and I do not have any suggestions to give, in regards to "help and documentation".

