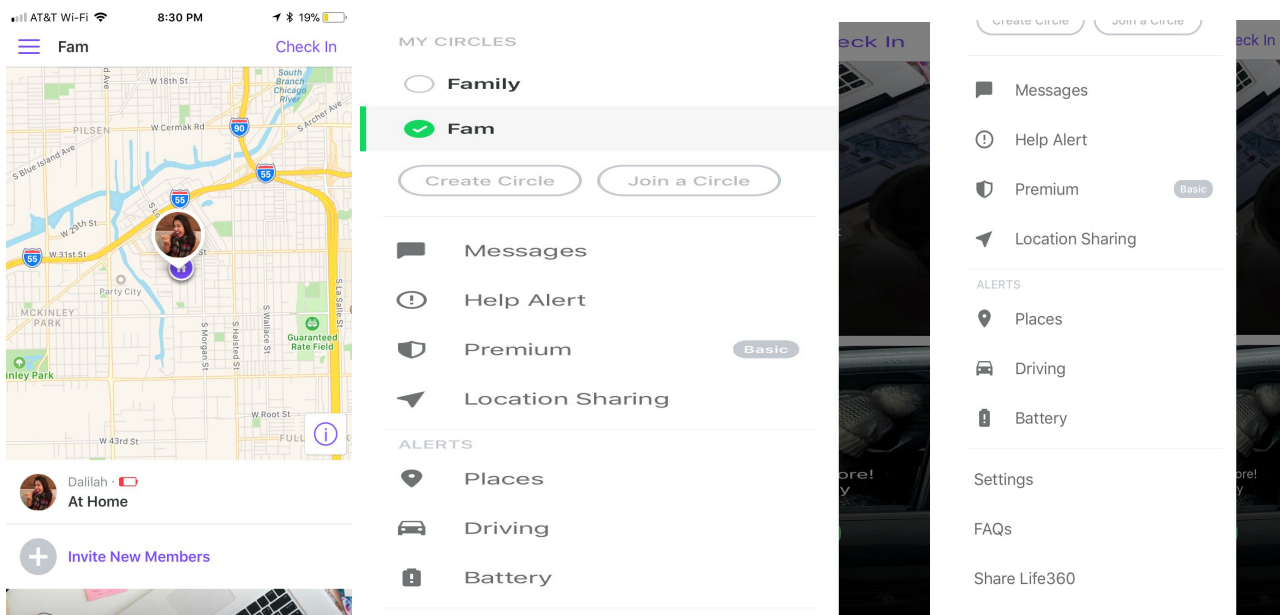**Group 6 Member:** Dalilah Earley
**Project Title:** Pin Base Application
**Project Idea:** Family Tracking App
**Contextual Inquiry:** Add family member
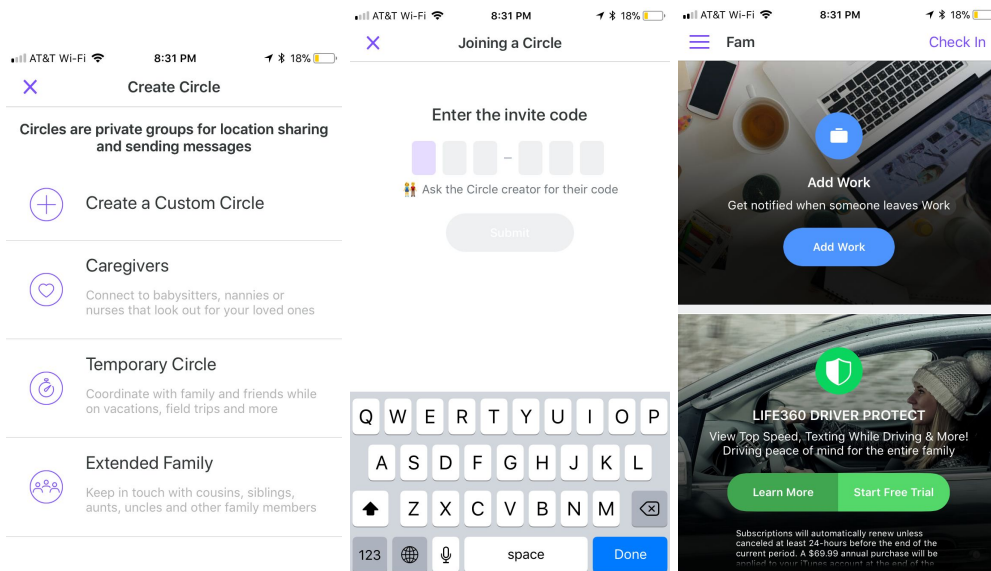**Interface:** Life360

> **\*Note:** The only difference between goal 1 and goal 2 using the Life360 application is there is a built in button to create a Circle (group is called Caregivers. Therefore, a CI only on goal 1 (Add family member) will have the same results.

**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 were 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.

**Photos of Interface:**

**Description of Goal:**

     Use the application called Life360 to add a family member for location sharing. For trial, you can add me using my phone number at (312)952-1747.

**Steps to add a family member:**

**One way:**

1. Click on app
2. Click on + Add Member on home page
3. Send code to family member via text or email
4. Type in name of family member, number of family member, or email of family member
5. Click send either via text or email
6. Wait for family member to receive text or email
7. Family member must then click on link to download LIfe360 application if they do not have it
8. Family member must then Sign up or Login to Life360
9. Family member must then click on Home Icon
10. Family member must then click Join a Circle
11. Family member must then enter the invite code they received
12. Family member must then click Submit

**Second way:**

1. Click on app
2. Click on menu icon
3. Click on create a custom circle or add to a current circle
4. Give a name/title to custom circle & click submit
5. Click on Invite New members from home page
6. Send code to family member via text or email
7. Type in name of family member, number of family member, or email of family member
8. Click send either via text or email
9. Wait for family member to receive text or email
10. Family member must then click on link to download LIfe360 application if they do not have it
11. Family member must then Sign up or Login to Life360
12. Family member must then click on Home Icon

13. Family member must then click Join a Circle
14. Family member must then enter the invite code they received
15. Family member must then click Submit
16. Family member must then click "Join" to the question "Would you like to join these people?"

**Description of First User:**
The user is a married female, who is 67 years old. She is a mother of two grown adult males in their late 40s. She is a grandmother with two grandchildren. She is familiar with smartphones and currently owns a iPhone 5c. The user works at Guaranteed Rate Field (White Sox's Park) from mid-Spring to mid-Fall.

**Initial Interview Questions w/ First User:**

| 01 | Me: Are you familiar with using smartphone applications? |
|----|----------------------------------------------------------|
| 02 | *User: Some of them* |
| 03 | Me: What applications do you use on a daily or weekly basis? |
| 04 | *User: Email app, Pinterest, Clock app, AMC theatre app, ICON theatre app, Yelp,* |
| 05 | *Weather app, Safari app, Photos app* |
| 06 | Me: Have you ever used an application to track/see a family member's location? |
| 07 | *User: No* |
| 08 | Me: Have you used an application called Life360 before? |
| 09 | *User: No* |
| 10 | Me: Would you ever be interested in using an application to see family members' |
| 11 | locations? |
| 12 | *User:* Maybe to track grandpa (her husband) and my grandchildren when I need to pick |
| 13 | them up from somewhere. |
| 14 | Me: What would you expect from a family tracking application? |
|    | *User: Location for the past and present* |

**First user's response to goal:**
The user first clicks on the application. Then she clicks on the menu icon. She then clicks on the "Join a Circle" button on the side menu. When she sees the new page appear saying "Enter the invite code", she becomes confused and tells me she is going to try and input phone number there. The phone number is too long and does not fix the six boxes provided for the code. I ask: "If that doesn't work, what will you try next?" The user asks me for the code and I tell her: "I do not have one, maybe you should try something else?" She returns to the side bar menu and clicks on "Create a circle" button. The user becomes confused on the text box that appears next to name the circle. She turns to the side bar and scrolls down to "Share Life 360". I receive the

invite she sends me via text message but it only sends me the link to download the app. I ask her to try something else since I did not receive a message to join your group. She goes to the menu again and clicks on "Create a Circle". There are four options for her to choose from: " + Create a Custom Circle", Caregivers, Temporary Circle, and Extended Family. She tells me that she is going to choose "Temporary Circle". A new page comes up and she allows the default name "Temporary" to be the name of the circle by clicking the button save. I reminder her to find a way to add a family member. She clicks on "Invite New Members" on the "Temporary home page". She sends me the code via text. I receive an error saying "Invalid code" when I type in the right code. I check my data to make sure it is on for the app. It was not. Once I turn my data on, I am able to plug in the code and accept the user's invite to join their "Temporary Circle".

**First user's problem(s) with interface:**
Confusion with naming a circle after pressing "Create a circle".
Confusion with all the ways to add a family member to one's circle.
Wrong error message when wifi/data is not on to type in a code to join someone's circle.

**Description of Second User:**
The user is married female, who is 42 years old. She is a mother of two children. She is mainly a stay at home mother, but has had many part-time jobs. Currently, she is a volunteer for a nonprofit organization in Chicago. The user is familiar with smartphones and at the moment has an Android.

**Initial Interview Questions w/ Second User:**

| 01 | Me: Are you familiar with using smartphone applications? |
|----|----------------------------------------------------------|
| 02 | *User: of course* |
| 03 | Me: What applications do you use on a daily or weekly basis? |
| 04 | *User: Facebook, Gmail, Google Maps* |
| 05 | Me: Have you ever used an application to track/see a family member's location? |
| 06 | *User: Yes, AT&T Family* |
| 07 | Me: Have you used an application called Life360 before? |
| 08 | *User: I did* |
| 09 | Me: Would you ever be interested in using an application to see family members' |
| 10 | locations? |
| 11 | *User: Yes* |
| 12 | Me: What would you expect from a family tracking application? |
| 13 | *User: Accurate points of location and the ability to see where someone has been* |
| 14 | |

**Second user's response to goal:**

The user clicks on the Life360 application. She announces that she will click on "Invite new member" option located below the map view on the home page. She selects the message option to send the invite code via text. She types in her son's name to add him to her "Circle" on Life360. She waits for her son to accept her invitation to be added to her "Circle". Once her son accepts, she sees that he is now listed in her Circle.

**Second user's problem(s) with interface:**
The user had no problems with adding a new member, which is probably due to her experience with the application.