

Thinks

Finally here!

The black panel is useless.

The instruction on the screen is insufficient for new residents.

A live camera???

Videotapping me???

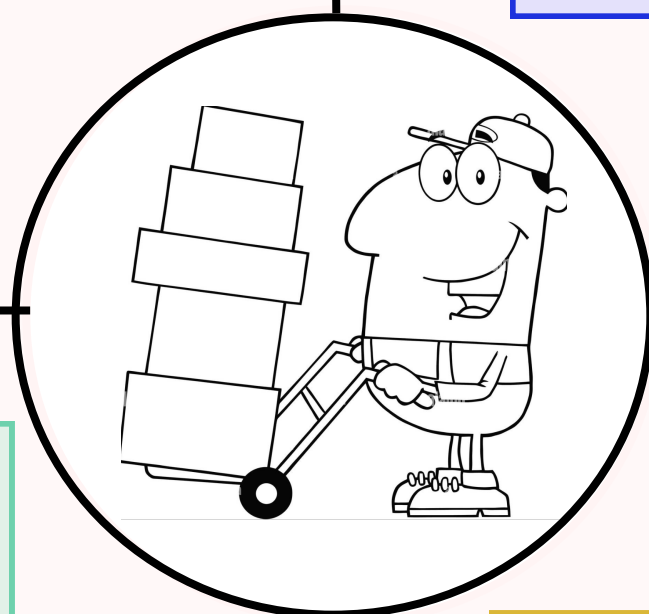
Feels

Feeling tired after driving for a long time.

Worrying about his luggage blocked the door.

Want to move his luggage into the apartment ASAP.

Confused by the different panels.



Says

"Where should I tap my key fob?"

"What? Why did my apple pay pop up?"

"Could you show me where to tap my key fob?"

"Where can I find the door PIN?"

"How can I make keep the door open longer?"

Does

Adjust his hat while looking at the screen.

Check the instruction handed out by the leasing manager many times.

Press on different buttons and try to find a way to keep the door open for longer.

Tap the black panel with his key fob, but nothing happens. Then tap it with his phone, and apple pay pops up.

Figure 1: Matt Schuman is a new master's student studying at Brown. Today he drove for 5 hours to Providence along with many luggage. He checked in today and just got his key fob.