

User panel – Front-end Documentation

By: - Arjun (Front-end Lead)

Overview: The "User Panel" represents the consumer-facing interface of the **Hmm Talk** application. While the previously built Affiliate Panel focused on revenue and metrics, this module focuses on **emotional connection, mental health support, and anonymity**. The architecture is designed to create a "safe space" where users can manage their identity, connect with Listeners (Companions), and track their personal growth journey. The interface adheres strictly to the **Neon/Dark** design system to ensure visual consistency and reduced eye strain during late-night usage.

2. Technical Architecture

The application is built using the following modern technology stack:

- **Framework:** React Native (via Expo)
- **Routing:** Expo Router (File-based routing)
- **Language:** TypeScript
- **Styling:** StyleSheet API with Custom Theme Constants
- **Icons:** Lucide React Native / Expo Vector Icons
- **Gradient Engine:** expo-linear-gradient

3. Design System & UI/UX

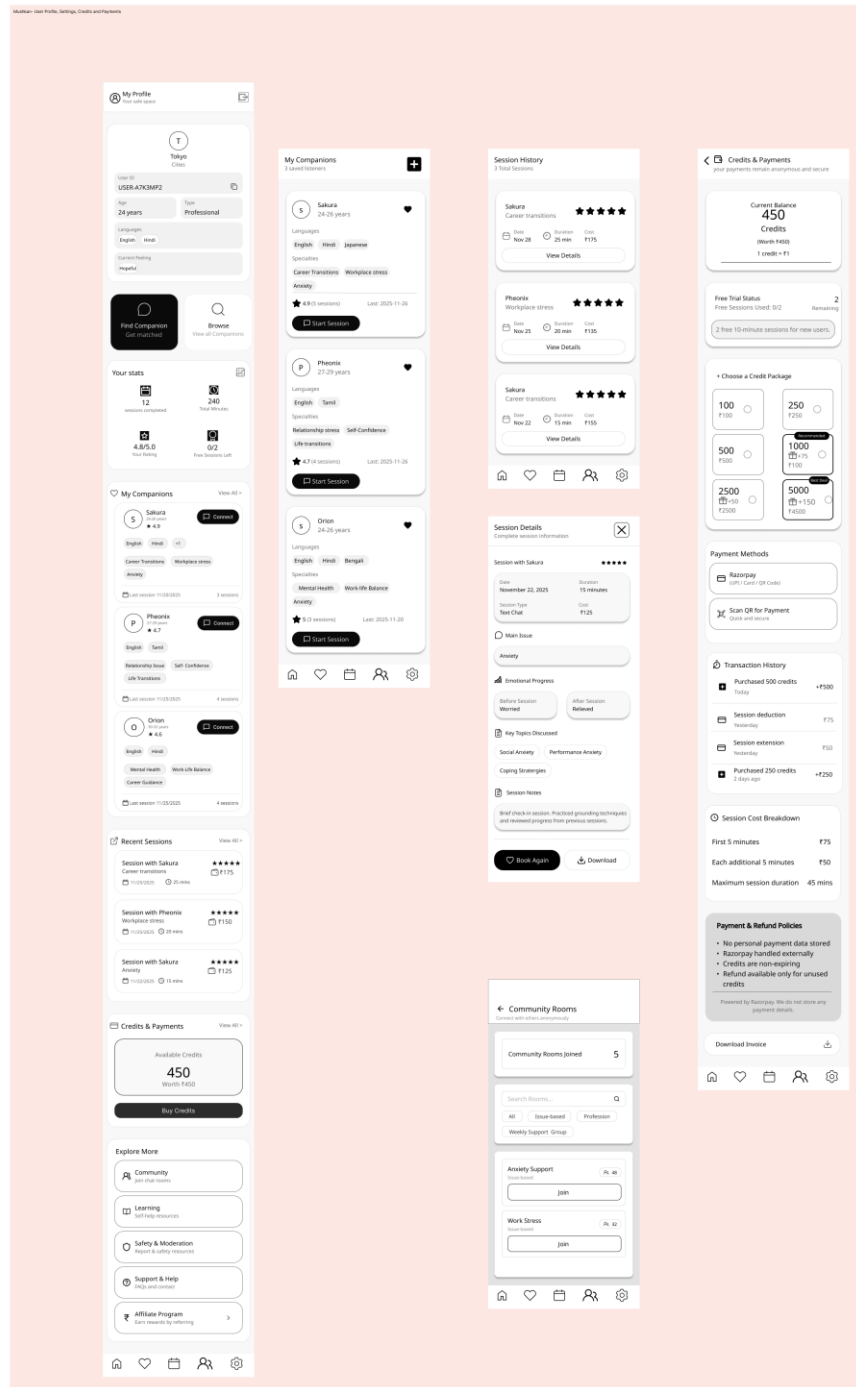
The application follows a strict "Neon/Dark" design language to ensure visual distinctiveness and reduce eye strain in low-light environments.

3.1 Color Palette

- **Primary Background:** #1A1225 (Deep Purple/Black)
- **Card Background:** #251D30 (Glassmorphic Dark)
- **Primary Accent:** #00FFFF (Neon Cyan)

- **Secondary Text: #A0A0A0 (Light Grey)**
- **Success State: #00FF9D (Neon Green)**

Screens Done:



Settings

Customize your experience

Profile Preferences

Edit Profile

Pseudonym Category

Cities

Choose Pseudonym

Tokyo

Age

24

Category

Professional

Languages

English

Hindi

Tamil

Telugu

Bengali

Marathi

Gujarati

Current Emotional State

Hopeful

Save Changes

Anonymity & Privacy

Hide Activity Status

Hide Online Status

Anonymous Match Only

Share Activity

Block/Allow List

Password & Security

Reset Password

Reset Security Question

we never store personal identifiers like phone number or email

Notifications

Push Notifications

Session Reminders

Community Alerts

Learning Updates

Low Credits Alert

Appearance

Dark Mode

Language

Help & Support

Safety & Moderation

Account Management

Clear Session History

Remove all session records (cannot be undone)

Delete Account

Permanently delete your account and all data

Account deletion is permanent and cannot be reversed. All your data will be completely removed from our systems.

Logout

Home

Heart

Calendar

Profile

Settings

Learning & Self-Help Progress

Self help resources and progress

Learning Center Progress

Saved Articles / Worksheets

Completed Chapters

Daily Practice Tracker

Your Learning Progress

Understanding Anxiety

100% complete

Career Development Basics

60% complete

Relationship Skills

30% complete

Self-care Practices

0% complete

Browse by Category

Mental Health

Relationships

Career

Self-Care

Anxiety

Stress Management

Home

Heart

Calendar

Profile

Settings

Moderation & Safety

Stay safe and secure

Report a Listener

Report User Behaviour

Safety Guidelines

Crisis Resources

Platform Safety

Automated Content Monitoring

Our AI powered system detects inappropriate content threats and exploitation attempts in real-time to keep you safe.

Zero Tolerance Policy

Sexual content, harassment, and abuse result in immediate account termination. We prioritize your safety.

Emergency Support

If you're in crisis our system will connect you to professional mental health services immediately.

Emergency Hotlines

National Mental Health Helpline

1800 891 5019

Vandrevalla Foundation

1860 262 345

iCall Psychosocial Helpline

9152487821

Home

Heart

Calendar

Profile

Settings

Support & Help Centre

We're here to help

Help & Support

24/7 Support Available

Our support team is here to help you anytime. All communications are anonymous and secure.

Legal & Policy

Privacy Policy

Terms of Service

Content Moderation Policy

Data Usage Explanation

We comply with Indian IT Act and mental health regulations. Your data is protected and never sold.

Home

Heart

Calendar

Profile

Settings

What's on Your Mind?

Preferred Language(s)

Select language(s)

Selected: English Hindi

Primary Category Selection

Teacher relationship/conflicts

School/college environment issues

Peer bullying/harassment

Parental pressure/conflicts

Romantic relationship problems

Gender identity/personal concerns

Academic stress/performance anxiety

Career confusion

Mental health support

Just need someone to talk to

Emotional State

Anxious

Depressed

Angry

Confused

Overwhelmed

Stressed

Lonely

Hopeful

Neutral

Others

Match Me

Reset Password

User ID:

USER-A7KM9P2

Security Question:

Which school did you finish your tenth in?

Submit

Lost your User ID?

Unfortunately, account recovery is not possible without it.

Forgot your security answer?

Mail our Support Team

Reset Password

Create a strong password

Password:

Confirm Password:

Naruto13@

Password must contain:

At least 8 characters

One uppercase letter

One Number

Strength: Strong

Reset Password

Reset Security Question

User ID:

USER-A7KM9P2

Confirm Password:

Choose a security question

Which school did you finish your tenth in?

Reset Security Question

2. UI/UX Design System

The User Panel utilizes the established application theme constants to ensure a cohesive experience.

- **Theme Engine:**
 - **Background:** #1A1225 (Deep Purple/Black) – Provides a non-intrusive, calming backdrop.
 - **Card Surfaces:** #251D30 (Glassmorphic) – Used for isolating content like User Stats and Companion cards.
 - **Primary Accent:** #00FFFF (Neon Cyan) – Used for primary actions (Connect buttons, active toggles).
 - **Secondary Text:** #A0A0A0 – Used for metadata (dates, subtitles).
 - **Success Indicators:** #00FF9D (Neon Green) – Used for high ratings and positive statuses.

3. Core Module Breakdown

3.1 User Profile & Identity Management

The Profile Screen acts as the central hub for the user. It balances personalization with strict anonymity.

- **Anonymous Identity:**
 - **Avatar System:** Users are represented by abstract avatars or initials (e.g., "T" for "Tokyo") rather than real photos.
 - **User ID:** A generated alphanumeric string (e.g., USER-A7K3MP2) allows for support and identification without revealing personal emails or phone numbers.
 - **Demographics:** Displays minimal necessary data: Age Range (e.g., "24 years"), User Type ("Professional"), and Languages Spoken.
- **Emotional State Tracking:**
 - A "Current Feeling" chip (e.g., "Hopeful") allows the system to recommend relevant Companions and tracks mood over time.
- **Statistics Dashboard:**
 - A grid layout visualizes engagement:

- **Sessions:** Total count (e.g., 12).
- **Duration:** Total minutes spoken (e.g., 240 mins).
- **Rating:** The user's reputation score (e.g., 4.8 stars).
- **Free Sessions:** Tracking of promotional usage (0/2 used).

3.2 Companion & Session Ecosystem

This module manages the core service—connecting users with Listeners.

- **"My Companions" List:**
 - A curated history of Listeners the user has interacted with.
 - **Card Data:** Displays Companion Name (e.g., "Sakura"), Age, Rating, and Specialization Tags (e.g., "Career Transitions", "Workplace Stress").
 - **Action:** A prominent "Connect" button facilitates immediate re-connection.
- **Recent Session Log:**
 - A detailed history of past interactions for billing transparency and reflection.
 - **Data Points:** Topic discussed, Date, Duration, and Cost (e.g., ₹175).
 - **Rating:** Shows the star rating the user gave the session.

3.3 Wallet & Credit Architecture

To maintain seamless interaction without constant payment prompts, the app uses an internal "Credit" system.

- **Credit Dashboard:**
 - Displays "Available Credits" (e.g., 450) and their fiat equivalent (Worth ₹450).
- **Purchase Flow:**
 - Users purchase credit bundles via the "Buy Credits" action.
 - Credits are deducted per minute or per session based on the Companion's rate.
- **Transaction Transparency:**
 - Every session card displays the exact credit deduction (e.g., wallet-outline icon with price).

3.4 Settings & Privacy Controls

Given the sensitive nature of the application, the Settings module offers granular control over privacy.

- **Anonymity Controls:**
 - **Hide Activity Status:** Toggle to browse Companions without appearing "Online."
 - **Anonymous Match Only:** A strict filter to ensure the user is only matched with other anonymous entities.
- **Data Management:**
 - **Clear Session History:** A local privacy feature to wipe the "Recent Sessions" log from the device.
 - **Delete Account:** A permanent removal option for GDPR/Data Privacy compliance.
- **Notifications:**
 - Toggles for Push Notifications, Session Reminders, and Community Alerts to manage digital wellbeing.

3.5 Discovery & Community

The User Panel includes navigation to broader app features via a structured menu:

- **Community:** Access to topic-based chat rooms.
- **Learning:** Self-help resources and mental health guides.
- **Safety & Moderation:** Direct access to reporting tools and safety guidelines.
- **Affiliate Integration:** A bridge for users to become affiliates ("Earn rewards by referring"), linking the User Panel back to the Affiliate Dashboard.

4. Technical Implementation Notes

- **Navigation:** Uses expo-router for stack navigation between Profile, Settings, and sub-screens like "Learning" or "History."
- **Components:**
 - ScrollView with useSafeAreaInsets ensures content is accessible on all device sizes (notches/dynamic islands).
 - Custom TouchableOpacity components with LinearGradient effects create the "Neon" button aesthetic.

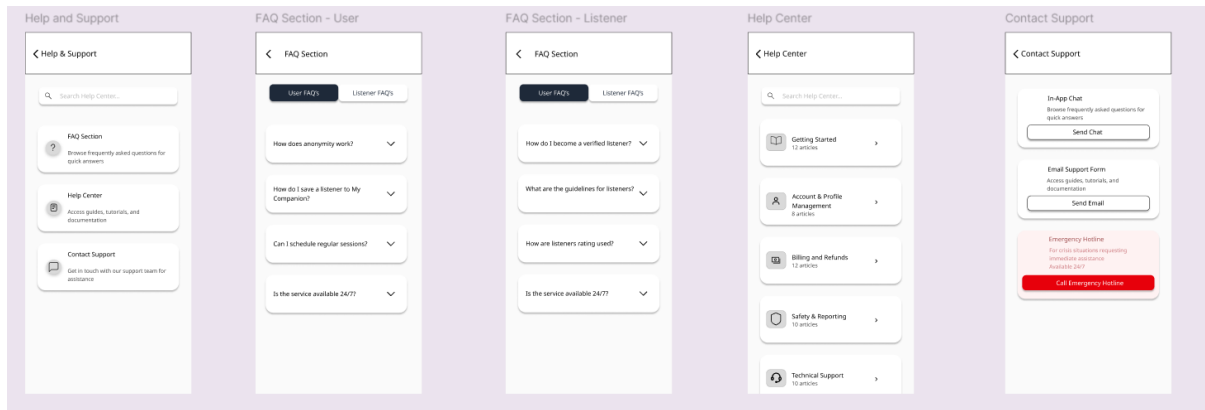
- **Data Handling:** The UI is built to handle dynamic arrays (mapped lists) for Sessions and Companions, allowing for infinite scrolling scalability.

5. Conclusion

The **Hmm Talk User Panel** is a robust, privacy-first interface. It successfully translates complex data (session history, wallet balances, emotional states) into a clean, visually engaging "Neon/Dark" UI. The architecture prioritizes the user's sense of safety while providing easy access to the core value proposition: finding someone to talk to.

USER PANEL – UI/UX FUNCTIONAL SCREENS REPORT

Designed by: Vijay T S



1. Overview

The User Panel is designed to provide users with a safe, intuitive, and emotionally supportive interface to access help and assistance on the anonymous listening platform. This panel serves as the first point of interaction for users seeking guidance, clarification, or urgent support while ensuring complete anonymity.

The overall experience focuses on:

- Minimal cognitive load during sensitive situations
- Clear and predictable navigation paths
- Progressive disclosure of information
- Easy escalation from self-help to human support
- Preserving user anonymity at all times

2. Design System Reference

Typography

- Font Family: System default
- 16px – Page titles and primary headings
- 14px – Section headers, tabs, and primary buttons

- 12px – Body text, helper text, and metadata

Color Palette (Implemented Theme)

The User Panel uses a dark-mode color palette designed to be calming, modern, and accessible, especially for emotionally sensitive users.

- **Primary Background:** Deep indigo (#18152A) for reduced eye strain
 - **Card / Surface Background:** Dark surface (#221F3A) for content separation
 - **Accent / Primary Action:** Cyan (#00D5FF) for buttons and active states
 - **Primary Text:** White (#FFFFFF) for high readability
 - **Secondary Text:** Muted blue-grey (#A5B0D0) for supporting content
 - **Danger / Critical Actions:** Red (#FF4B6E) for emergency and irreversible actions
-

3. User Panel – Help & Support Screens

Screens Covered

- Help & Support Landing Page
- FAQ Section (User FAQs & Listener FAQs)
- Help Center
- Contact Support

3.1 Help & Support Landing Page

Page Purpose

Acts as the central hub for all user support-related actions.

Key Components

- Search bar (Search Help Center...)
 - FAQ Section card
 - Help Center card
 - Contact Support card
-

3.2 FAQ Section – User FAQs

Page Purpose

Provides instant answers to common user questions without requiring support interaction.

Key Components

- Accordion-style FAQ cards
 - Topics related to anonymity, scheduling, and availability
 - Tab-based navigation between User FAQs and Listener FAQs
-

3.3 FAQ Section – Listener FAQs

Page Purpose

Improves transparency by helping users understand listener-side processes.

Key Components

- Read-only accordion FAQs
 - Listener verification, guidelines, ratings, and availability
-

3.4 Help Center

Page Purpose

Offers structured, category-based help articles for deeper understanding.

Key Components

- Search bar
 - Category cards:
 - Getting Started
 - Account & Profile Management
 - Billing & Refunds
 - Safety & Reporting
 - Technical Support
-

3.5 Contact Support

Page Purpose

Allows users to escalate issues when self-help options are insufficient.

Key Components

1. In-App Chat – For quick, non-critical issues

2. Email Support – For detailed concerns
3. Emergency Hotline – For crisis situations

Interaction Priority

Emergency Hotline → In-App Chat → Email Support

4. UX Considerations

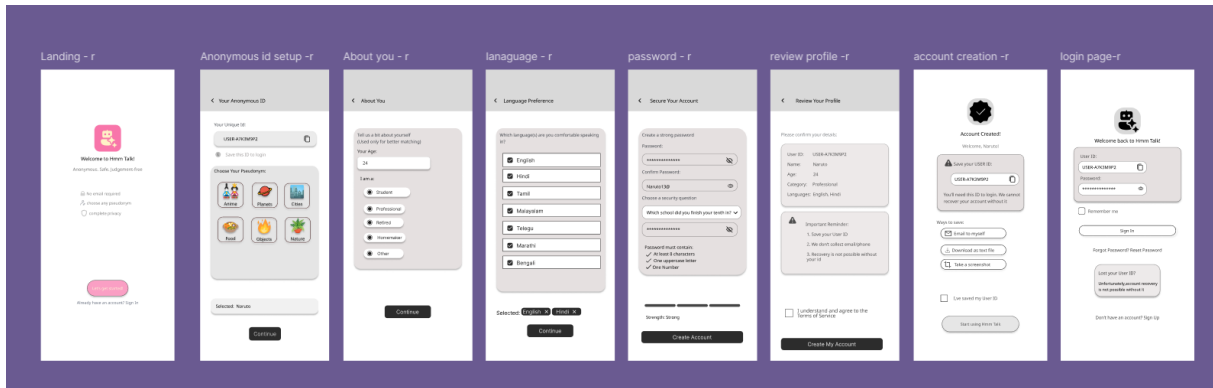
- Emotionally calming dark UI
 - Minimal navigation depth (maximum two levels)
 - Clear separation between self-help and human support
 - Non-intrusive but visible emergency option
 - Complete anonymity preserved
-

5. Conclusion

The User Panel is designed to empower users to seek help confidently in a secure and empathetic environment. By balancing self-help resources with reliable escalation paths, the interface ensures trust, clarity, and emotional safety.

USER PANEL – UI/UX FUNCTIONAL SCREENS REPORT

Designed by: Ashwin K



1. Overview

The **User Panel** is designed to provide a safe, intuitive, and emotionally supportive interface for users accessing help and assistance on the anonymous listening platform. This panel acts as the **primary entry point** for users seeking guidance, clarification, or urgent support, while ensuring **complete anonymity** at all times.

The overall user experience is centred on:

- Minimal cognitive load during emotionally sensitive situations
- Clear and predictable navigation flows
- Progressive disclosure of information
- Seamless escalation from self-help to human-assisted support
- Strict preservation of user anonymity

2. Design System Reference

Typography

- Font Family: System default
- 16px: Page titles and primary headings
- 14px: Section headers, tabs, and primary action buttons
- 12px: Body text, helper text, and metadata

Color Palette (Implemented Theme)

The User Panel uses a **dark-mode colour palette** specifically chosen to be calming, modern, and accessible for emotionally vulnerable users.

- **Primary Background:** Deep Indigo #18152A – reduces eye strain
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-

3. User Panel – Help & Support Screens

Screens Covered

- Help & Support Landing Page
- FAQ Section (User FAQs & Listener FAQs)
- Help Center
- Contact Support

3.1 Landing Page Page

Page Purpose

Welcomes users and allows them to choose how they wish to engage with the platform.

Key Components

- Platform introduction and reassurance messaging
 - Primary actions:
 - I want to be heard
 - I want to listen
 - Sign-in link for existing users
-

3.2 Anonymous ID

Page Purpose

Creates a **unique anonymous identity** for the user without collecting personally identifiable information..

Key Components

- Auto-generated anonymous User ID
 - Copy User ID option
 - Pseudonym category selection (visual icons)
 - Privacy assurance indicators
 - Continue CTA
-

3.3 About You

Page Purpose

Collects minimal demographic information required for better listener matching.

Key Components

- Age input
 - Role selection (Student, Professional, Retired, Homemaker, Other)
 - Single-choice selection format
 - Continue CTA
-

3.4 Language

Page Purpose

Allows users to select preferred communication languages for sessions.

Key Components

- Multi-select language options
 - Selected language chips
 - Clear visual selection state
 - Continue CTA
-

3.5 Secure Password

Page Purpose

Enables users to secure their anonymous account credentials.

Key Components

- Password and Confirm Password fields
- Password strength indicator
- Security question selection
- Password requirement checklist

- Create Account CTA
-

3.6 Review Profile

Page Purpose

Allows users to review all provided information before final account creation.

Key Components

- Summary of:
 - User ID
 - Age
 - Category
 - Selected languages
 - Important reminders about User ID recovery
 - Terms & Services agreement checkbox
 - Create My Account CTA
-

3.7 Login Page

Page Purpose

Allows returning users to securely access their account.

Key Components

- User ID input field
 - Password input field
 - Remember Me option
 - Sign In CTA
 - Forgot Password / Reset Password option
 - Sign Up link for new users
-

4 UX Considerations

- Emotionally calming dark UI
 - Minimal navigation depth (maximum two levels)
 - Clear separation between self-help and human support
 - Non-intrusive but visible emergency option
 - Complete anonymity preserved
-

5 Conclusion

The User Panel is designed to empower users to seek help confidently in a secure and empathetic environment. By balancing self-help resources with reliable escalation paths, the interface ensures trust, clarity, and emotional safety.