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Date: 2022/04/29

STUDENT MENTAL WELL-BEING APPLICATION

(SMWA)

**DESIGNING USER EXPERIENCE**

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# Mini Project 1

# User Research

Mental well-being involves the emotional, psychological, and social well-being of an individual. It affects how a person thinks, feels, and reacts to any situation. Research suggests that - University students are at high risk of mental well-being disorders. About 12 - 46% of university students are affected by mental well-being issues every year (Harrer *et al.*, 2019). This report presents the research and analysis methods used to understand the end-users of SMWA (Student Mental Well-Being Application). To understand the user’s need, pain, experience and behaviour, user research was conducted. Its results are evaluated and further used to build the empathy map for what the user wants and needs to accomplish every day. This section presents the research methodology, participants, procedures, and the materials used for the user research.

## **User Research Methodology:**

As a research methodology, an online survey was conducted to gather information from current students. This survey expected to receive a minimum of 10 respondents. The results and statistics from the questionnaires were further used to identify the pain and problems of users by humanising the data and transforming them into actionable insights.

### **Participants**

The total number of respondents throughout the survey was 22. The respondents were current students from UWE (the University of the West of England) and NTNU (Norwegian University of Science and Technology).

### **1.1.2 Procedure**

Since open and closed-ended questions were used to gather information from the targeted users, both qualitative and quantitative procedures were followed to analyse the results.

### **Materials**

The materials used for the research was a list of questionnaires that were distributed online through Qualtrics. It consisted of 22 questionnaires that involved both open and closed questions.

## **1.2 User Research Findings:**

The survey responses showed an impact on students’ mental well-being to varying degrees. While some users admitted to having a negative mental state after they joined the University, there were also a few who shared positive experiences and gratitude. The negative well-being was especially transparent among international students.

Having to cope with a new environment, study system, and culture is a difficult task in itself. This can be especially challenging for someone with a shy or quiet personality. Having a language or cultural barrier on top of that doesn’t seem to help the situation. Some students reported difficulty in communication and interacting with fellow colleagues which resulted in them feeling isolated and alone. Other factors that contributed to increased stress and anxiety among students based on the survey were: intensive course contents, strict submission deadlines, lack or inability to focus on studies, procrastination, uncomfortable accommodation distance from university, constant anxiety about future after university, language, balancing part-time jobs alongside studies.

The table below categorises the wellbeing of participants after joining the University into the following attributes based on the results of the survey:

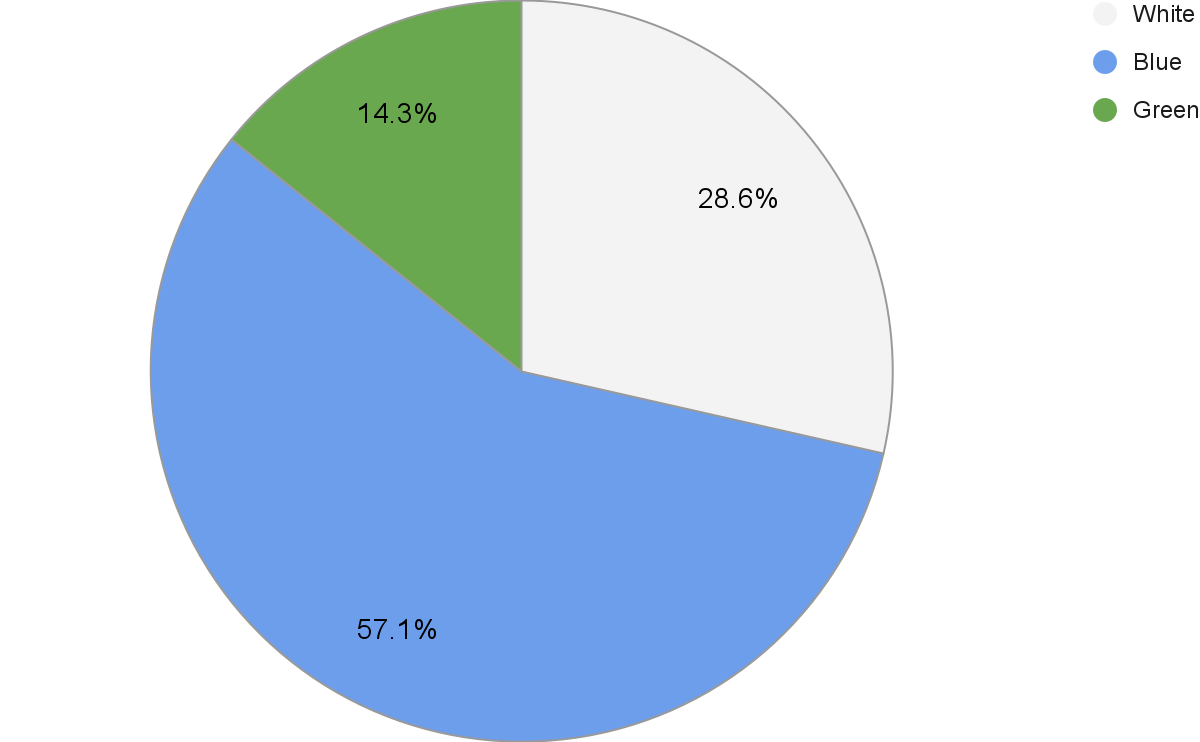
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Attributes** | **Average** | **Mean** | **Median** | **Mode** |
| Positive Impact | 16 | 15.968719422671 | 16 | **17, 15** |
| Negative Impact | 13 | **12.333333333333** | **13** | **4, 20, 13** |
| Impacts of University | **12.4** | **12.4** | **11** | **15, 11, 23, 9, 4** |
| Impacts of external factors | **17.5** | **17.5** | **17.5** | **20, 15** |
| Loneliness | **3.5** | **3.5** | **3.5** | 7, 0 |
| No effect | **6.3333333333333** | **7** | **6.3333333333333** | **3, 7, 9** |

Table: Evaluation of attributes from the respondents

Balancing studies and coursework alongside personal commitments and responsibilities is perhaps the most strenuous part of being a university student. Most survey respondents that felt isolated and unable to socialise in a new environment preferred talking to their friends or families over the phone or online messaging apps. Others preferred being with themselves and engaging in activities such as jogging, meditation, reading books, seeking solutions online, and visiting a therapist. There were few who didn’t want to visit a therapist due to the fear of privacy invasion. They wished for a confidential forum where people with similar issues could connect and share each other’s experiences. Almost everyone wanted to have a way to track and monitor their emotional and mental well-being state in the application. Time management tips were another highly recommended wish of respondents which seems essential considering the busy student life.

The survey also consisted of questions regarding colours and their relationship to various emotions for each respondent. Based on the responses received, these are the colours that represented the most positive impact in order from high to low:

1. Blue
2. White
3. Green

****

**Fig: colours that positively impact the mental well-being of participants**

The majority of the respondents admitted to blue having the most positive impact. Thus, it makes sense for the application design to centre on blue as the base colour.

# 2.   Evaluating Criteria

## **2.1. Usability Criteria**

Usability is a measure of how a specific user can use a product in a specific context to achieve the specified goal effectively, efficiently, and satisfactory. The usability of the design depends on how well its features accommodate the need and context of the users. The usability criteria for this project are as follows:

|  |  |
| --- | --- |
| **Criteria** | **Why** |
| Effectiveness | The application should support the tasks the user wants to do and the sub‐components of those tasks. The user should be able to get the core information they are looking for. |
| Efficiency | The design of the application should allow the user to perform the tasks quickly and without any errors. The load and response time of the application should be minimum and meet the user's expectations. |
| Learnability | The design should be easy enough to learn to use. The use of simple and relevant texts, images, icons, menus, and symbols can help users to learn to use the application without any assistance. Learn how to use the mental well-being features to support their needs. |

Table: Usability Criteria

## **2.2.  User Experience Criteria**

The design of the application should meet the following criteria in order to provide a meaningful and valuable user experience.

|  |  |
| --- | --- |
| **Criteria** | **Why** |
| Helpful | Consistent use of menus, texts, images, and symbols to reduce the confusion of users while using the application for the first time. The uniformity among the elements helps the user to understand the interface of the application without needing help from the third person. |
| Satisfying | Place only important information in front of the user.  To allow them to perform tasks and get the required information in a minimum number of steps. |
| Pleasurable | Use of pleasant colour in the interface of the application (blue colour based on the questionnaire responses). To satisfy the user while interacting with the functions and features of the application. |

Table: User experience criteria

# Mini-project 2

1. Empathy map

An empathy map is a collaborative visualisation that reflects what we know about a particular type of user. It is a user-centric approach to understanding the user by looking at the world through their eyes (Ferreira *et al.*, 2015). The Empathy map for this project was created based on the survey results and by combining the multiple individual empathy map.

Diagram

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Figure: Empathy map

# Storyboard

**Diagram

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Figure: Storyboard

# 3. Functional and Non-functional Requirements

The requirements are prioritised using the MoSCow technique based on their importance and implementation for the project. MoSCoW technique is classified into four categories i.e., M- must have, S- should have, C- could have, and W- won’t have (Hudaib *et al.*, 2018). The “Must have” requirements are critical to launching the project and failure to deliver such requirements can result in project failure.  “Should have” fills the second place on the priority list and it is of high value to the users. “Could have” requirements are the desirable requirements but are not very important for the product. “Won’t have” are the requirements that will not be implemented but may be included in future phases.

## **3.1. Functional Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| **FRs** | **Functional Requirements** | **Why** | **Prioritisation** |
| 1 | User should be able to register and log in with an email/username and password combination | To provide access to the user and show personalised data and records. | Must Have |
| 2 | Search function | To allow users to search for information efficiently. | Should Have |
| 3 | Navigation bars | To navigate to another page of the application. | Must Have |
| 4 | Dashboard | To allow users to have an overview of the application in its entirety. | Must Have |
| 5 | Generate reports of the users. | To allow the user to track/monitor their well-being | Should Have |

Table: Functional Requirements

## **3.2.  Non-functional Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| **NFRs** | **Non-Functional Requirements** | **Why** | **Prioritisation** |
| 1 | Terms and conditions | Inform the users of the standards, and ethical code of conduct. | Must Have |
| 2 | Information surrounding mental wellbeing support | To provide support information to the users | Should Have |
| 3 | Professional advice and counselling option | To allow users to talk with a specialist. | Should Have |
| 4 | Discussion Forum | To allow the user to share their problems and issues they are going through with people having similar experiences. | Should Have |
| 5 | The logo of the application | To provide assurance and credibility to the user | Must Have |

Table: Non-functional Requirement

# Mini-project 3

## **Prototype Link**

[Link to prototype application](https://www.figma.com/proto/qkETCt8lo136zkT8CTtSOF/Mental-Wellbeing?page-id=0%3A1&node-id=6%3A5&viewport=241%2C48%2C0.13&scaling=scale-down&starting-point-node-id=6%3A5)

The application is intended to be used by students that are seeking mental well-being tips/suggestions/solutions to cope with their situation. The user can check in their status once they enter into the homepage application. The homepage of the application has following navigation bars:

1. **Peace of mind:** Through this navigation bar, the user can get access to meditation, soothing music, breathing exercises, music for concentration, sound of nature, and binaural beats.
2. **Want to talk:** This allows user to either chat with the professional counsellor or to join the discussion forum where they can share their issues anonymously.
3. **Tips:** Tips navigates the user to the page where they can find different tips and techniques to improve their wellbeing.
4. **Sound sleep:** With this navigation bar, the user can get access to sleep podcast, bed-time stories and music that helps them fall asleep.
5. **You Reports:** The user can view their weekly report of their stress level, anxiety level, sleep pattern and focus level.
6. **Get Info:** The user can find information about mental wellbeing, NHS services, UWE wellbeing services, and JobShop student Union.

With the hamburger icon, the user can change the settings, view their profile page, and sign out from the application.

To evaluate the design and user-friendliness of the application, a usability test was performed with one of the university students. The prototype evaluation sheets for each version of the prototype are based on the test task scenario 1, 2 and 3 (**Appendix 3**) provided to the participant while performing the usability testing. The Concurrent Think Aloud (CTA) technique was used to understand the thoughts of the participant while they were interacting with the application prototype. The participant was told to think and talk out loud and walk through their thought processes. For the buttons and navigation bars without any interactivity, it was recommended for them to express themselves on what they expect to see when they push it.

## **Prototype Evaluation Summary Sheet 1**

**Prototype Version Number: 1**

**Date:   2022/04/22**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.N.** | **Observations** | **Evaluation** | **Proposal** | **Implementation** |
| 1. | 1. Pointing his finger while talking. 2. The user was curious at first. 3. The user was showing concern about the security of the application. 4. Confused 5. Repeating the words written on the navigation bar. | The user expected to see reCAPTCHA in the signup form.  After logging into the app, the user was confused between recent and new bars, and said he expects to see the “trending” option rather than “new”.  The ”Release stress” on the navigation bar can be confusing for the user, since they may expect to see option like book a masseuse, ice beating and so on. | For security purposes, the form should ask some questions to the user to distinguish between the actual human and the robot.  Since people tend to view the trending topics and the features, the user wants to see an option called trending on the home page which provides them access to the trending relaxation and motivational videos.  change the “Release stress” navigation bar to something else  Change “Tips and technique to live a better life” to something else since “to live a better life does not sound appropriate” and include tips on overcoming inferiority complexes. | For security reasons, Include the ReCAPTCHA option in the signup form.  **Emotionally fulfilling:**  Include trending options to allow users to access trending relaxation sounds and motivational videos.  Change the “Release stress” to “Peace of mind”  Change “Tips and technique to live a better life” to ``Tips and Technique to improve your wellbeing” and include tips on overcoming inferiority complex. |
| 2. | Curious about the chat function. | 1. Asking what the icons on the bottom navigation bar is for. Wanted to see what's inside the chat function. 2. The user checks the customer review before using any product and therefore wants to see the review option on the application. | 1. Reply instantly is fine but there should be audio as well so that visually impaired people can use this feature by listening to the audio. | **Satisfaction:**  To ensure the application fulfils the user experience criteria of satisfaction, add the option for people to leave feedback and rate the chat service.   1. Add a voice chat option. |
| 3. | Excited, but unclear on how the share function works | 1. There are problems students face at university. There should be a forum where they can discuss issues like accommodation, managing finances and so on. | 1. There should be an option to like and comment on the discussions. | **Effective:**  Add like and comment icon under each discussion to allow user to comment and provide their views on the issues posted in the discussion forum. |

Table: Evaluation sheet 1

## **Prototype Evaluation Summary Sheet 2**

**Prototype Version Number: 2**

**Date:   2022/04/24**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.N.** | **Observations** | **Evaluation** | **Proposal** | **Implementation** |
| 1. | Features are noticeable | There should be book, e-book /podcast to help the user fall asleep | Audio podcasts and stories help the user to fall asleep who are struggling to sleep. | **Effectiveness:**  Add audio podcasts to help people sleep at night |
| 2. | The user was relating to the previous experience with similar application | It's related to the user’s feelings so the user would like to see some of the tips what he is going through. If he doesn't see one, maybe he can see someone’s experience or chat with them.  The user can not know if their post is shared in the forum without notifying them. | After the share button is tapped, it should provide confirmation of it being shared. | **Efficient (Error tolerance):**  After the user taps the share button, it should indicate to them they have successfully added the new discussions. |
| 3. | Excited to see the emojis icon | If this app is functioning, it should be possible to get more emoji to understand the mood of the user.  The logout option is missing. | Since there were only a few options to select the moods using more emojis, the app should consist of more emojis with the name of the moods.  For security purposes there should be a logout option. | **Satisfying:**  Add more emojis specifying the different moods.  Add the logout option. |

Table: Evaluation sheet 2

## **Prototype Evaluation Summary Sheet 3**

**Prototype Version Number: 3**

**Date:   2022/04/27**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.N.** | **Observations** | **Evaluation** | **Proposal** | **Implementation** |
|  | Confused and could not find the sleep help function. Hovering around the homepage. Took more time to figure out the solution | Since the “sound sleep” was inside the “peace of mind” navigation bar, it was hard for the user to find sleep help.  The user felt the tagline on the homepage “Are you ready for a new day?” is not relevant. The user was looking for sleep help but looking at the tagline, the user felt like it was upsetting. | Sleep help should be visible on the homepage.  The tagline in the homepage “Are you ready for today” should be replaced by the name of some other feature of the application i.e., Want to stay focused? or Having mental wellbeing problems?  Include binaural beats option to help the user with sleep, anxiety, or any stressful situation | **Learnable:**  Include a navigation bar on the home page that clearly specifies the sleep help.  Replace the tagline from the homepage with “Doubting your mental health, get help from the professional advisor”  Add “Binaural beats” to release the stress of the user |
| 2. | Chat function was easily noticeable. | The navigation bar “Want to talk” clearly indicated the chat feature and it was clearly visible. | Chat features are fine and there is no need for any changes. | - |
| 3. | The design was simple enough to figure out the discussion forum. | Discussion forum was visible quickly and anonymise option was very clear | There is nothing to change on the discussion forum. | - |
| 4. | Mood check in was easy to find and understand.  But the “Mood Tracker” bar was unclear. | The user could not understand what the mood tracker does since it only provided the calendar and graph of the limited moods.  The user expects to see more, i.e., recommended tips based on their recent moods. | Include personalised recommendation profiles based on the current moods and the history of the user. | **Effective:**  Add “Your Profile” option which can provide the detailed information of the user’s moods history.  Personalised recommendation features based on the user’s mood can provide accuracy and completeness to the user for achieving their goal of working on their negative moods.  Remove “Mood Tracker”. |

Table: Evaluation sheet 3

# References

Ferreira, B., Silva, W., Oliveira, E. and Conte, T. (2015) *Designing Personas with Empathy Map* [online].

Harrer, M. *et al.* (2019) Internet interventions for mental health in university students: A systematic review and meta-analysis. *International Journal of Methods in Psychiatric Research*. [online]. 28 (2), p.e1759. Available from: https://onlinelibrary.wiley.com/doi/abs/10.1002/mpr.1759 [Accessed 28 February 2022].

Hudaib, A., Masadeh, R., Qasem, M. and Alzaqebah, A. (2018) Requirements Prioritization Techniques Comparison. *Modern Applied Science*. [online]. 12.

# Appendices

## **Appendix 1: Questionnaires**

1. How would you describe your mental well-being before joining the university?

2. How would you rate your mental well-being now?

3. Have you experienced any difficulties coping with the university?

4. If yes, what are they?

5. What are the challenges or problems you faced after you joined the University?

6. Is it negatively impacting your mental or social well-being?

7. What are the main issues that trigger your mental well-being as a student?

8. Have you ever asked for help with any support service?

9. Have you used any application to help support your mental well-being?

10. Have you ever used any of these applications to support your mental wellbeing?

11. What features do you like most about this application?

12. What would you find helpful in the mental wellbeing application?

13. What would you expect from a good mental wellbeing application?

14. What do you do to improve your emotional or psychological well-being?

15. Which colours positively impact your mental well-being?

16. What do you think about free access to mental well-being applications?

17. Would you be interested in testing the proposed mental well-being application?

18. What type of student are you?

19. What type of degree are you studying towards?

20. Do you work besides studying at the university?

21. What age group do you fit in?

22. What is your ethnic group?

## **Appendix 2: Usability Test Script**

I am going to test the user-friendliness of the prototype of mental wellbeing application. The application is intended to be used by students to support their mental well-being. It is important to understand that it is the design and user-friendliness of the app I am testing, and not you. Any errors or faults you make during this testing is very helpful as it uncovers faults I have done in implementation. You may also abort the test at any time, without having to give your reason for doing so.

I will give you some tasks that I want you to try to accomplish as best as you can. While you do so, I am going to take notes, so it is very helpful if you can talk out loud and walk me through your thought process. For instance, “I press the ‘x’ in the corner because I think it will close the window”. I cannot answer questions or help you in any way during the test and I will not tell you when we think you are finished with a task. This means you will have to tell us when you feel like you have finished the task.

Since this is a prototype, all features are not implemented, so some of the buttons or features may not work. If this happens, I may tell you what would have happened, but it would be even better if you tell us what you expect to happen when you push it.

Do you have any questions before I start the test?

*Tasks:*

|  |  |  |
| --- | --- | --- |
| **S.N.** | **Scenario** | **Task Description** |
|  |  |  |
|  |  |  |

Post-test

* Do you have any questions about the test?
* Do you have any immediate thoughts about using mental well-being application like this or the feeling of the application itself?
* How would you like to talk with the people through this application? Do you think it should be confidential?
* How would you like to track your moods?
* How would you like to release your stress or support your depression, through the application?

## **Appendix 3: Test task Scenario**

**Test task Scenario 1**

|  |  |  |
| --- | --- | --- |
| ***S.N.*** | ***Scenario*** | ***Task Description*** |
| *1* | Imagine you are experiencing many workloads and stresses. Recently you realised you are very backwards on your coursework, and you feel under pressure. Use this application to release your stress and anxiety. | 1. Go to the launch page 2. Register as a new user. 3. Enter the username and password and log in to the application. 4. Push the “Release stress” menu 5. Select the option from the menu on how you want to overcome your stress by tapping one of the options i.e., meditation, soothing music, breathing exercise, music for concentration. 6. Use those available features to help yourself release stress. |
| *2* | Imagine you are going through many issues, and it is negatively impacting your wellbeing. You are very depressed, and you want to express your feelings and get professional advice to improve your mental status. | 1. Go to the home page of an application. 2. Push the “Want to talk” menu. 3. Tap “Chat with the professional advisor “to talk with the advisor to get help. 4. Tap “Chat now” or “Book a Therapy” |
| *3* | *You wish to share your issues and experiences with other people in the discussion forum. You fear being judged by people and wish to share your issues anonymously.* Change your privacy settings before sharing your issues in a discussion forum. | 1. *Go to the Home page* 2. Push the “Want to talk” menu. 3. Tap “Join the Discussion forum” to share your experience with other people. 4. Tap “Add new Discussion” button. 5. Write your issues 6. Press the settings icon and change it to share anonymously. 7. Tap “Share” button |

**Test task Scenario 2**

|  |  |  |
| --- | --- | --- |
| ***S.N.*** | ***Scenario*** | ***Task Description*** |
| *1.* | Imagine you are experiencing many workloads and stresses. Recently you realised you are very backwards on your coursework, and you feel under pressure. Use this application to release your stress and anxiety. | 1. Go to the launch page 2. Register as a new user. 3. Enter the username and password and log in to the application. 4. Push the “Peace of mind” menu 5. Select the option from the menu on how you want to overcome your stress by tapping one of the options i.e., meditation, soothing music, breathing exercise, music for concentration. 6. Use those available features to help yourself release stress. |
| *2.* | *You wish to share your issues and experiences with other people in the discussion forum. You fear being judged by people and wish to share your issues anonymously.* Change your privacy settings before sharing your issues in a discussion forum. | 1. *Go to the Home page* 2. Push the “Want to talk” menu. 3. Tap “Join the Discussion forum” to share your experience with other people. 4. Tap “Add new Discussion” button. 5. Write your issues 6. Press the settings icon and change it to share anonymously. 7. Click share button |
| *4.* | *You want to track your day-to-day well-being status. Check-In your moods so that you can keep a daily track of your moods and observe your wellbeing progress.* | 1. *Go to the Home page* 2. *Select “Check-In” button* 3. *Tap “your moods” menu* 4. *Select your mood.* 5. *Tap “your goal”* 6. *Jot down your goal for the day and press submit* 7. *Tap “Sleep”* 8. *Select your sleeping pattern* 9. *Tap “Check In”* 10. *Go to home Page* 11. *Tap “your progress” to see your daily moods record.* |

**Test task Scenario 3**

|  |  |  |
| --- | --- | --- |
| ***S.N.*** | ***Scenario*** | ***Task Description*** |
| *1* | Imagine you are experiencing workloads and stresses. This is affecting your sleep and cannot sleep properly at night. Use this application to help sleep well at night. | 1. Go to the launch page 2. Register as a new user. 3. Enter the username password and log in to the application. 4. Push the “Peace of mind” menu 5. Tap “Sound sleep” 6. Select the sleep podcast and help yourself sleep   Or     1. Go to Homepage 2. Tap halfmoon icon 3. Select the sleep podcast and help yourself sleep |
| *2* | Imagine you are going through many issues, and it is negatively impacting your well-being. You are very depressed, and you want to express your feelings and get professional advice to improve your mental status. | 1. Go to the home page of an application. 2. Push the “Want to talk” menu. 3. Tap “Chat with our counsellor “to talk with the advisor to get help. 4. Tap “Ready to chat Now” 5. Enter your nickname and press next icon. 6. Check the issues that brought you to here and press next icon 7. Start the conversation now. 8. To end the conversation, press “x” icon in the corner. 9. Leave a review once you finish your conversation. |
| *3* | *You wish to share your issues and experiences with other people in the discussion forum. You fear being judged by people and wish to share your issues anonymously.* Change your privacy settings before sharing your issues in a discussion forum. | 1. *Go to the Home page* 2. Push the “Want to talk” menu. 3. Tap “Join the Discussion forum” to share your experience with other people. 4. Tap “Add new Discussion” button. 5. Write your issues 6. Press the settings icon and change it to share anonymously. 7. Tap “Anonymise” 8. Click “share” |
| *4.* | *You want to track your day-to-day well-being status. Check-In your moods so that you can keep a daily track of your moods and observe your everyday wellbeing graph.* | 1. *Go to the Home page* 2. *Select “Check-In” button* 3. *Tap “your moods” menu* 4. *Select your mood.* 5. *Tap “your goal”* 6. *Jot down your goal for the day and press submit* 7. *Tap “Sleep”* 8. *Select your sleeping pattern* 9. *Tap “Check In”* 10. *Go to home Page* 11. *Tap “mood tracker” to track your daily mood* |