Payment system

Pay rent online using MRI's payment portal. Property companies can accept several payment methods, and data is integrated directly with their ERP and accounting systems.

Customizable payment portal theme

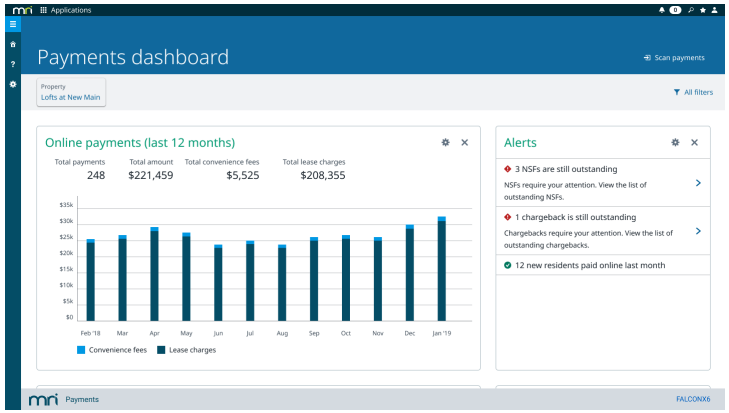
Clients needed to be able apply a theme to their portal, so the payment experience could match their property website as much as possible. Initial designs accommodated customization of fonts and colors.

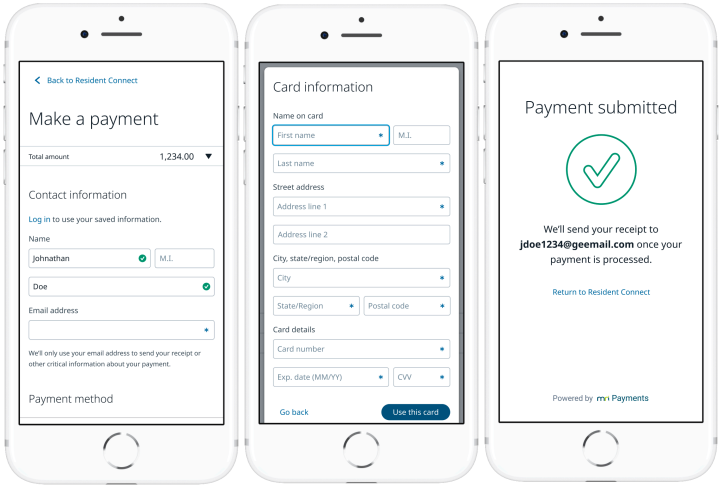
Working within constraints

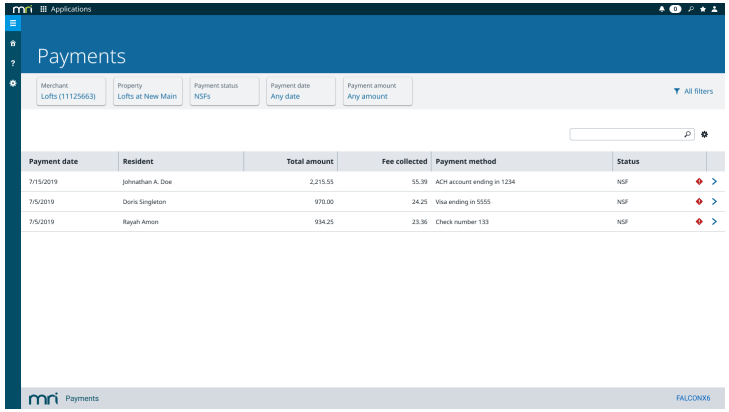
We integrated with a third party to provide major pieces of the functionality, which imposed constraints on the design. I work with the development team to create a design that worked within the constraints but didn't deviate too much from our design system and guidelines.

My role on this project

I conducted some competitive review and stakeholder interviews before creating an initial round of designs for the client and resident portals. During the first few iterations, I worked very part-time on this project, advising the team and providing designs for tricky interactions.







Web page design tool

Create and edit pages in MRI's enterprise web apps, using a hybrid of GUI editors and code. This tool was designed as a next-gen version of an existing Windows-based product.

User interviews and usability testing

Before the project started, I conducted interviews with users of the Windows-based product this one would eventually replace. During the first months of design and development, I conducted monthly usability tests, broadcasting participant footage live to a conference room where stakeholders watched and took notes.

Designing for a wide range of users

One unique challenge of this tool was the broad user base. Users would range from property managers customizing a single page, to veteran developers creating whole applications for their clients. We used GUI to make advanced concepts more accessible to beginners, and code editors or other technical UIs to give developers greater control over "behind-the-scenes" functionality.

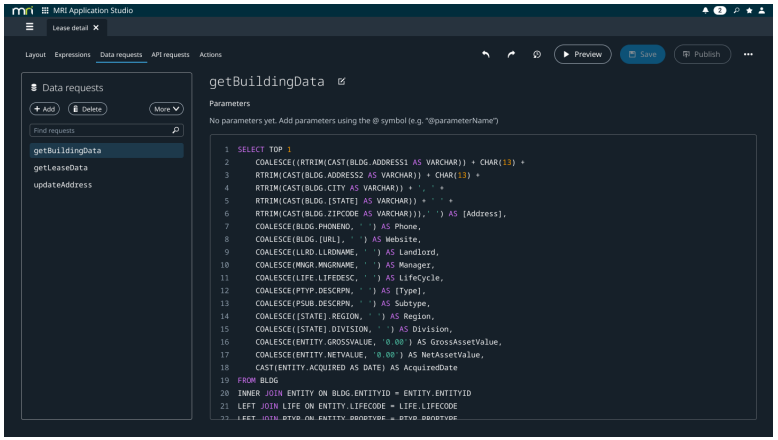
Developing a systemic design

This tool's design had a symbiotic relationship with our fledgling design system. Components added to our design system would be quickly added to the page-building tool where they would be thoroughly used and refined. Having to create an API for each component taught us a lot about building design systems.

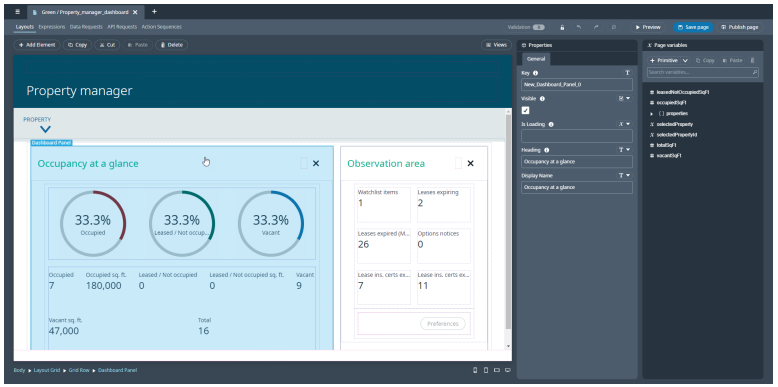
My role on this project

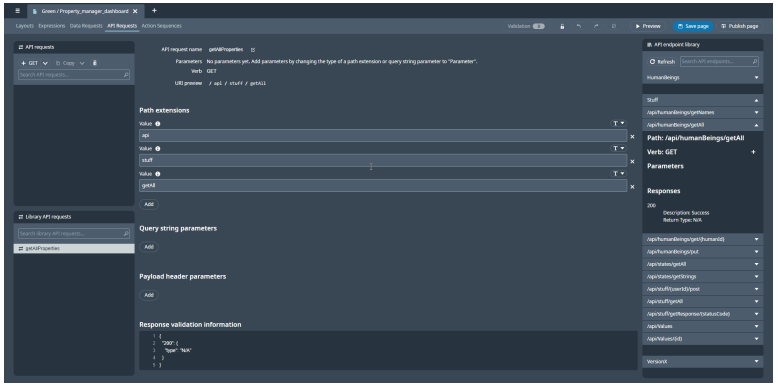
For several years I worked part-time on this project, seeing it through the initial stages of design and prototyping. As the project approached its first release, I became more involved in other projects and less hands-on with this one.

MOCKUPS



PRE-RELEASE SCREENSHOTS





Report generation portal

Run reports from various reporting platforms (SSRS, Word, and proprietary reports) on data from various ERP and accounting systems.

Data visualization

This was one of MRI's first major forays into data visualization. The designs I developed for SSRS reports would go on to inform our designs for dashboards and a more robust set of report formatting guidelines.

Responsive report viewing and sharing

For the first iteration, I created a Bootstrap theme (using Bootstrap 3's SCSS version) that allowed the user interface to be responsive—one of MRI's first products to work on any viewport size.

Combining and iterating over reports

For the next big iteration of this product, I designed features that allowed users to combine several reports and PDFs into a single "packet," which could be run once or on a recurring schedule. These designs deepened the tool's capabilities, adding the ability to pass dynamic values to each option so reporting jobs could be automated more easily.

My role on this project

I worked closely with a product manager and a small engineering team to design the first iteration of this product.

Several years later, I created a vision-casting prototype to show how this tool would fit within our budding set of platform-level tools, then worked with a product owner and a larger (partly offshore) engineering team to add a few major features over several iterations.