Customer Journey

sign in page

Sign Up ← NO — **Does the user have an account?** — YES → **Login**

Sign Up → Create username, password → Register device → Add hospital/provider

- Create username, password
- Register device ← Note to add the device they're currently using, but they can link with more devices later
- Add hospital/provider ← Note to add the one they'll be at next and they'll have the opportunity to add more later

Login → Enter username, password → Reset password

Enter username, password → Multiple hospitals and/or devices? — YES → Select hospital and/or device

Add hospital/provider → Start new recording

Select hospital and/or device → Start new recording

nav bar →
- Start new recording → Checks for any new recordings from device they're currently using and hospital they're currently at
- **FAQs** → Crash course on how to use the device
- **Account**
  - **Log out**
  - Add, remove, change hospital
  - Add, remove, change device
  - Change password/edit profile
- History/past sessions → Pulls history and past sessions from hospital (device doesn't matter) → search fxn based on patient name

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NEW RECORDING FLOW

Screen 1: Initiate new Recording → Screen 2: Loading screen → Recording there? → Screen 3b: Can't find recording → Option to retry or contact help

Recording there? → Screen 3a: Listen → Recording found, listen; option to save for down playback somewhere so click and cancel recording, or device

HISTORY FLOW

Screen 1: Search patient (searches from names of patients at the hospital) → Screen 2: Patient page (list of recording names and dates) → Screen 3: Recording selected so goes to listening page takes screens so view recording they had no option to save

FAQs

Screen 1: Categories of questions → Screen 2: Once category is selected, a list of questions comes up → Screen 3: after clicking on question, takes to one-pager with more info

Categories will be things like device, current listings, hospital linking, etc. (not being spelled out)