

# Roboterra Onboarding

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# Context & Overview

After creating the CastleRock product for Roboterra (separate case study), I suggested to my bosses to add an onboarding procedure as I believed that was something lacking with the older version of the product.

In our last week, my software engineer interns and I designed and coded up the onboarding procedure to get first-time users acquainted with this new version.

# Research

This was my first time creating an onboarding experience, but there was a lot online about how to best build this. My favorite piece of advice was that the onboarding should be a part of the experience of using the app. Sure, I could put screenshots and give instructions. But the better experiences are those that teach you how to use the app while you're already using it. Psychologically, this made the most sense. Experience is the best teacher. (Take a look at Slack's onboarding, for example). My first attempts, by this standard, were failures:



# Pivot

I detailed a thorough list of steps that each user had to go through to get acquainted with the product. Certain popups were to be triggered depending on what the user did. In this way, as they explore Castlerock, they are also given guidance on what each part of the interface does.

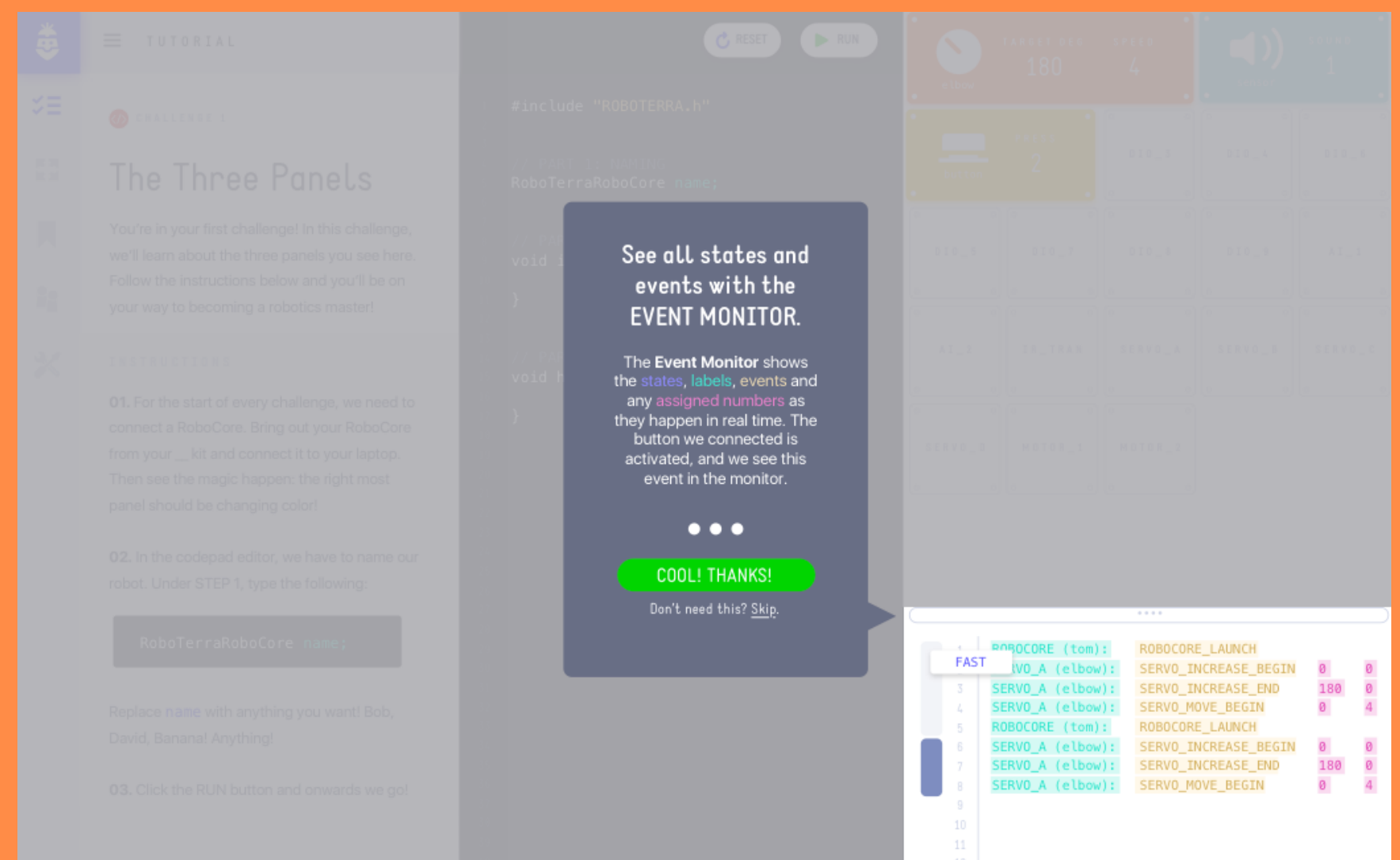
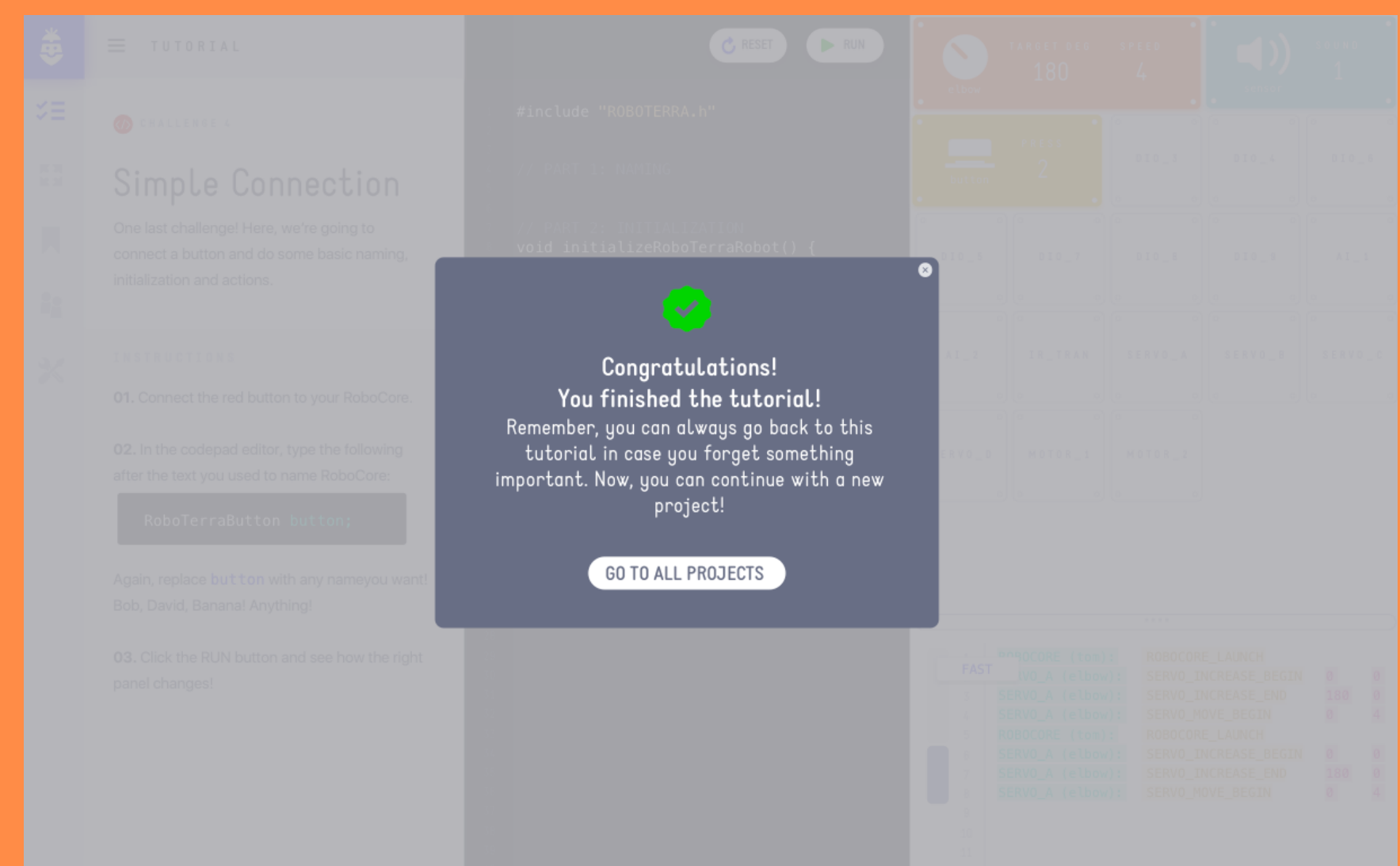
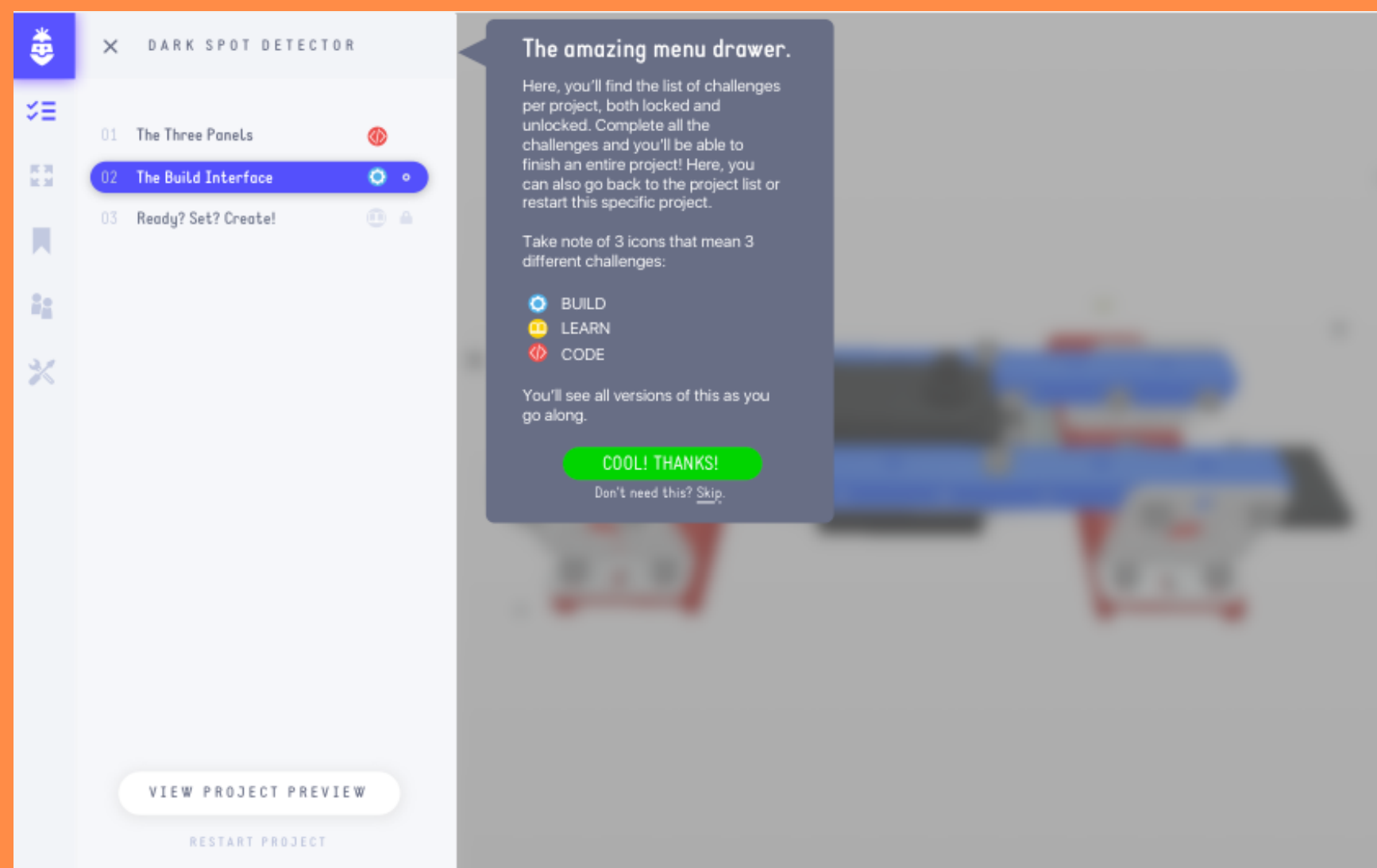
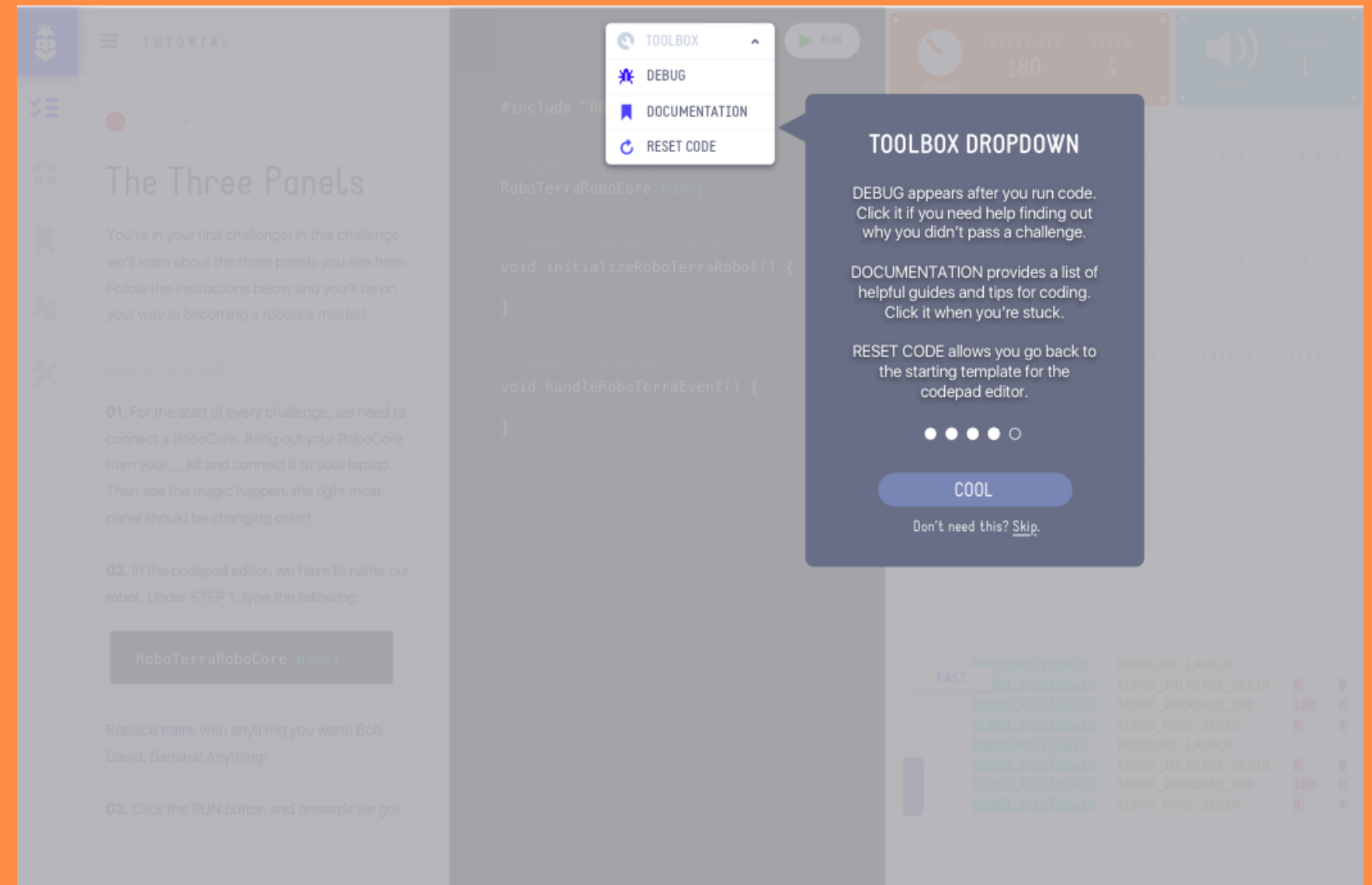
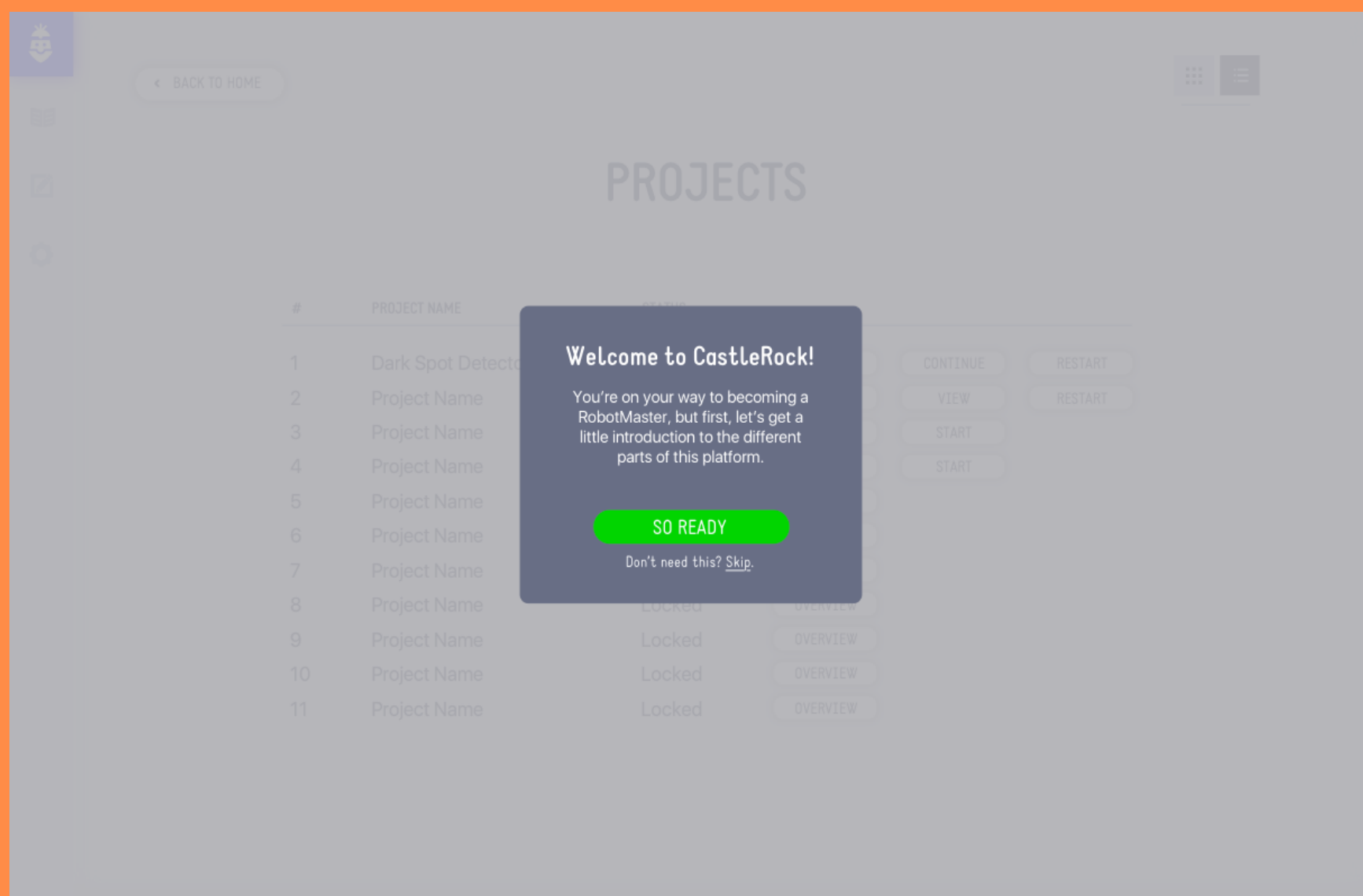
I made sure to put a “progress bar.” Psychologically, people like to see how much farther they have to go so they aren’t anxiously anticipating.

I also created a separate and very simple “project” that all new users had to unlock before they could work on real projects. This got them acquainted with all the different interfaces required in completing the challenges and projects.

For fun, I made the wording of some of the pop-ups a bit lively as well! Check them out.



# Mockups



# Moving Forward

After designing this, we actually coded it and implemented it in the new version, despite the time constraint! Proud of ourselves.

However, I had to finish and leave from my internship before I got to test this out on the kids. I wrote to the future designers of Roboterra that the onboarding process was something to validate with users and gave instructions and questions to be asked.

Overall, however, I learned a lot about the onboarding process and was able to dissect the psychology behind good onboarding. I'd love to do similar projects in the future!