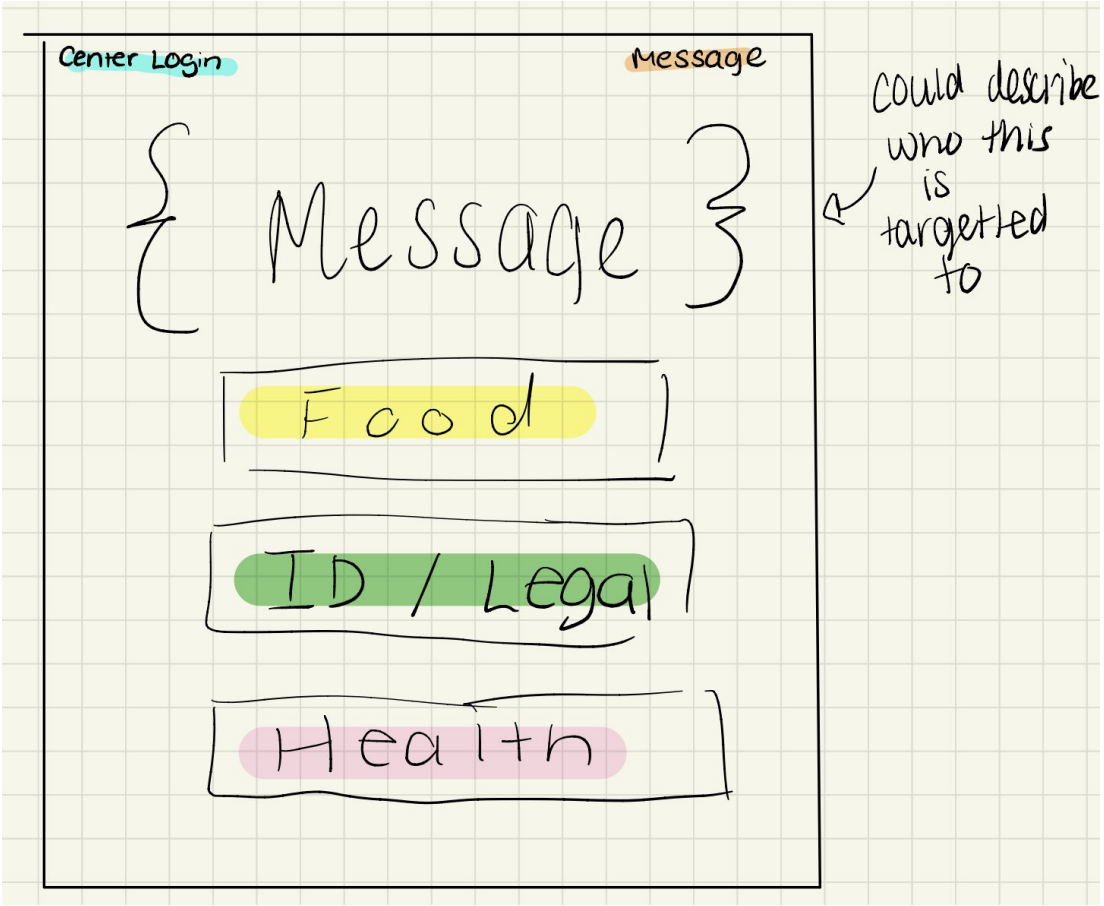
Milestone 1

Immigrant Resource Portal Wireframe

Home Page

- **Primary User:** New Migrants Migrants; Homepage designed with their usability in mind
  - Simple
  - Secure

- **Secondary User:** Service Provider/Service Center
  - Login to update services
  - Login more hidden - users will be trained how to use

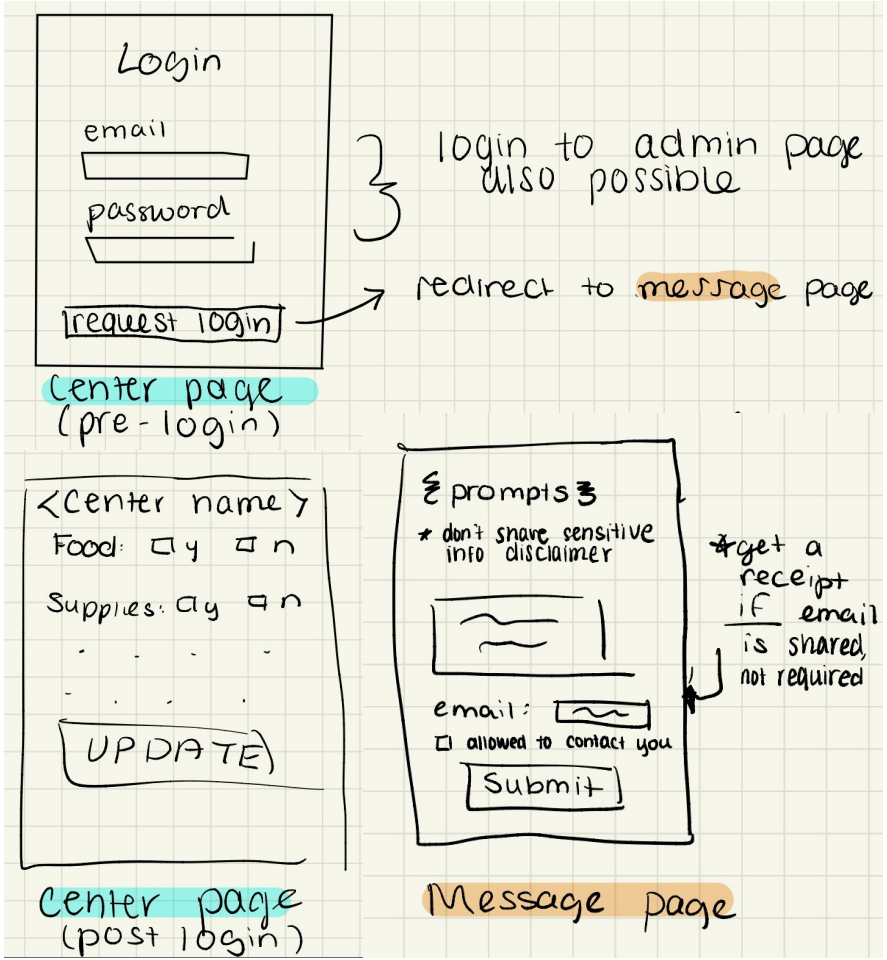


Center Page/Messages

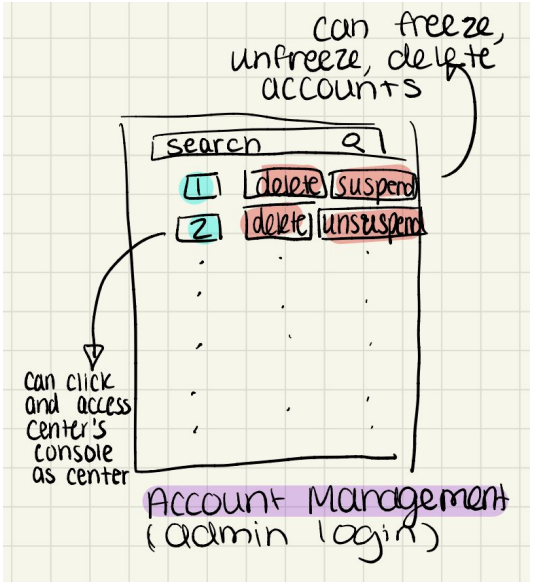
- Center View intended to be as simple as possible:
  - Login, toggle on and off, update

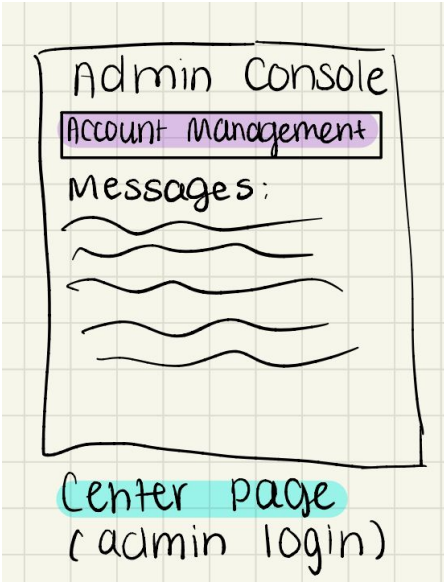
- **Challenge:** Lack of up to date into for new migrants on available resources; support services overworked

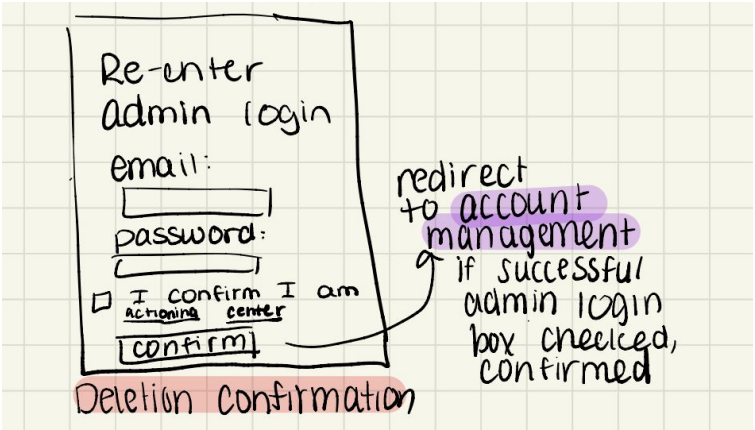
- **Goal:** Centers able to quickly update status of services in under 30 seconds; don't send people to service providers that are at capacity; good for centers and migrants



Admin Account Management

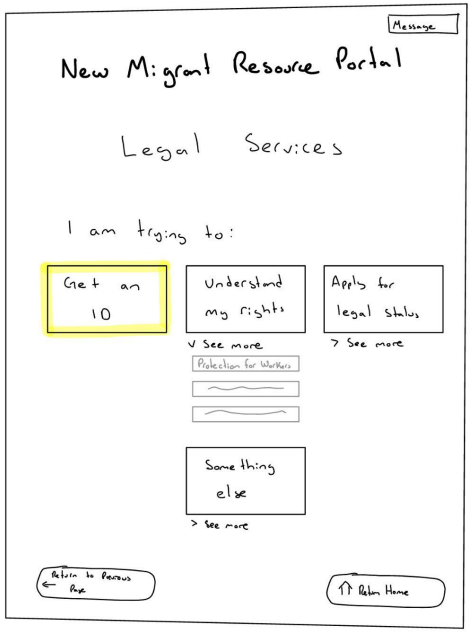




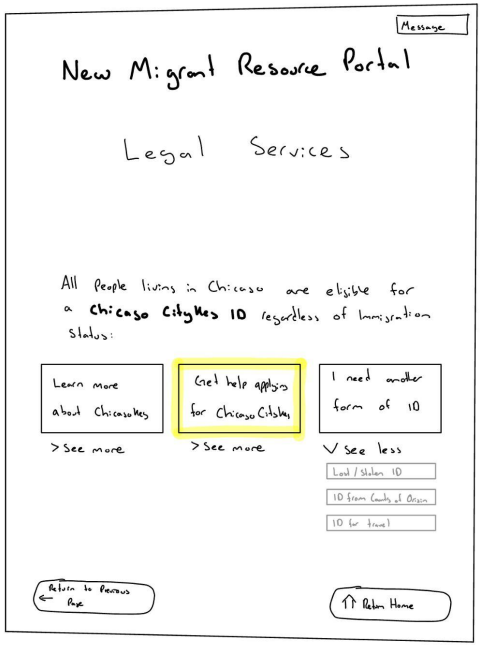


Resources after clicking main button on home page

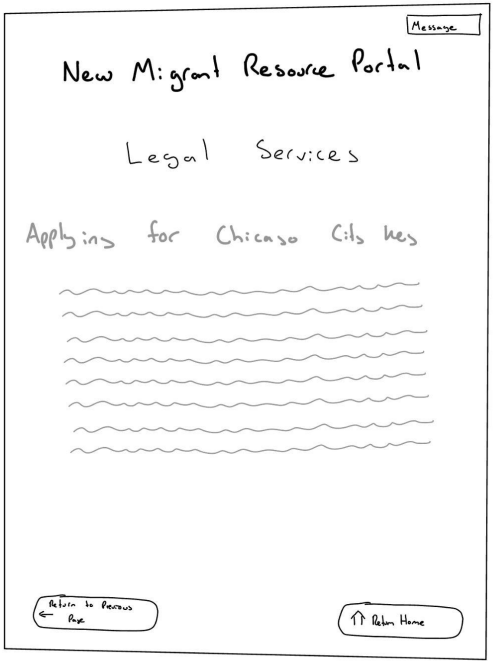
User clicked on ID/Legal:



Highlight 2/3 common needs to reduce cognitive burden



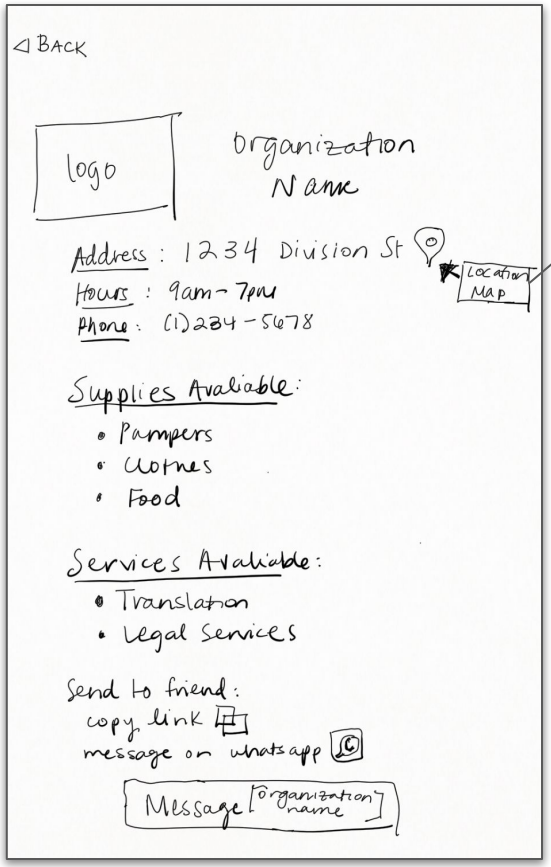
Questions to narrow down need



Deliver necessary info

Organization Info

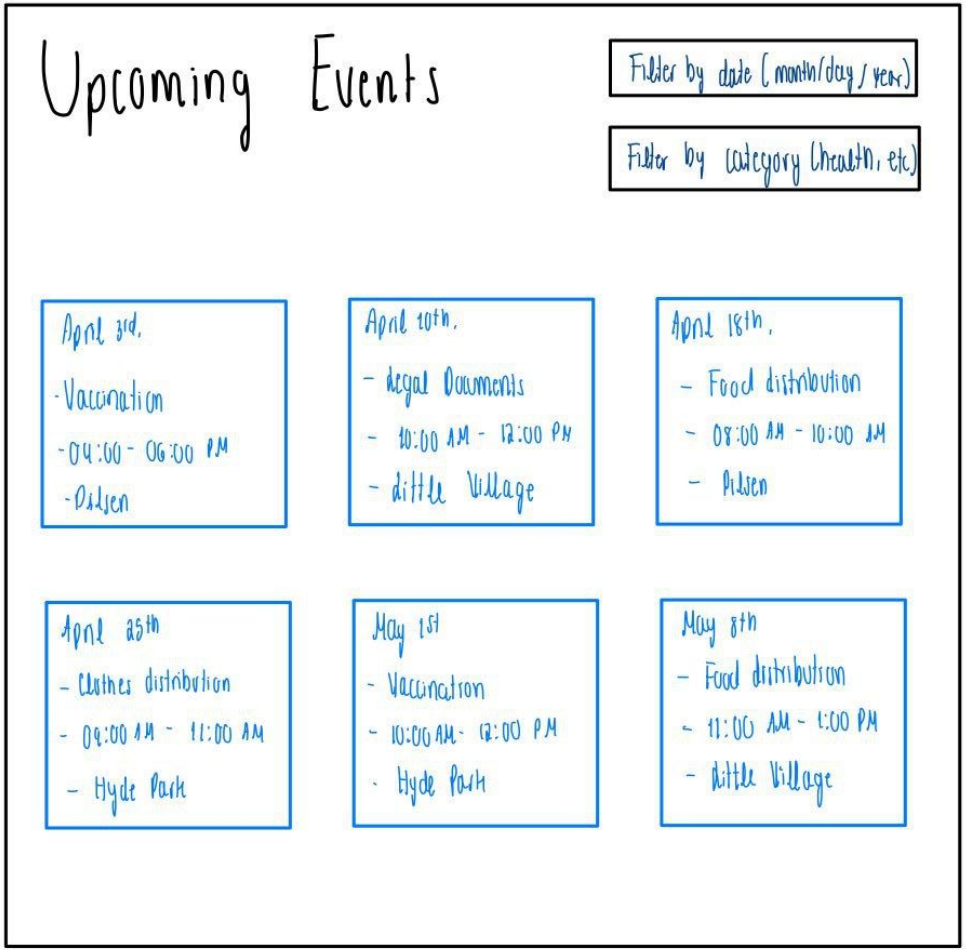
- This page gives people more information into the organization such as work hours, supplies available, and services available.
- One issue that we heard from an organization is that they had difficulty updating newly arrived people as to whether they had services available, if there was a waitlist, or if they ran out of supplies.
- We want people to be informed about the status of supplies and services prior to making the trip to the organization.



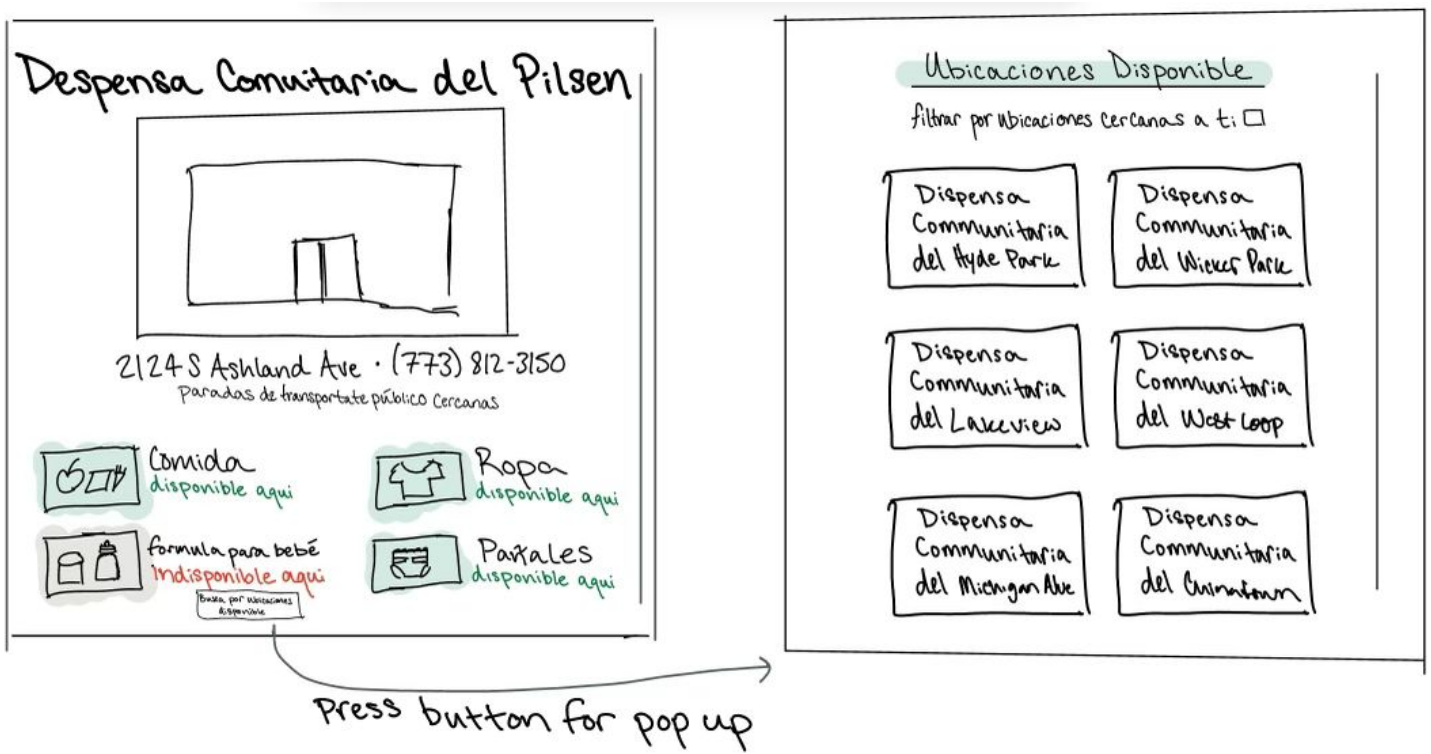
When person hovers over navigation icon, they will see “location map” and can use apple or google maps to go to organization.

Events

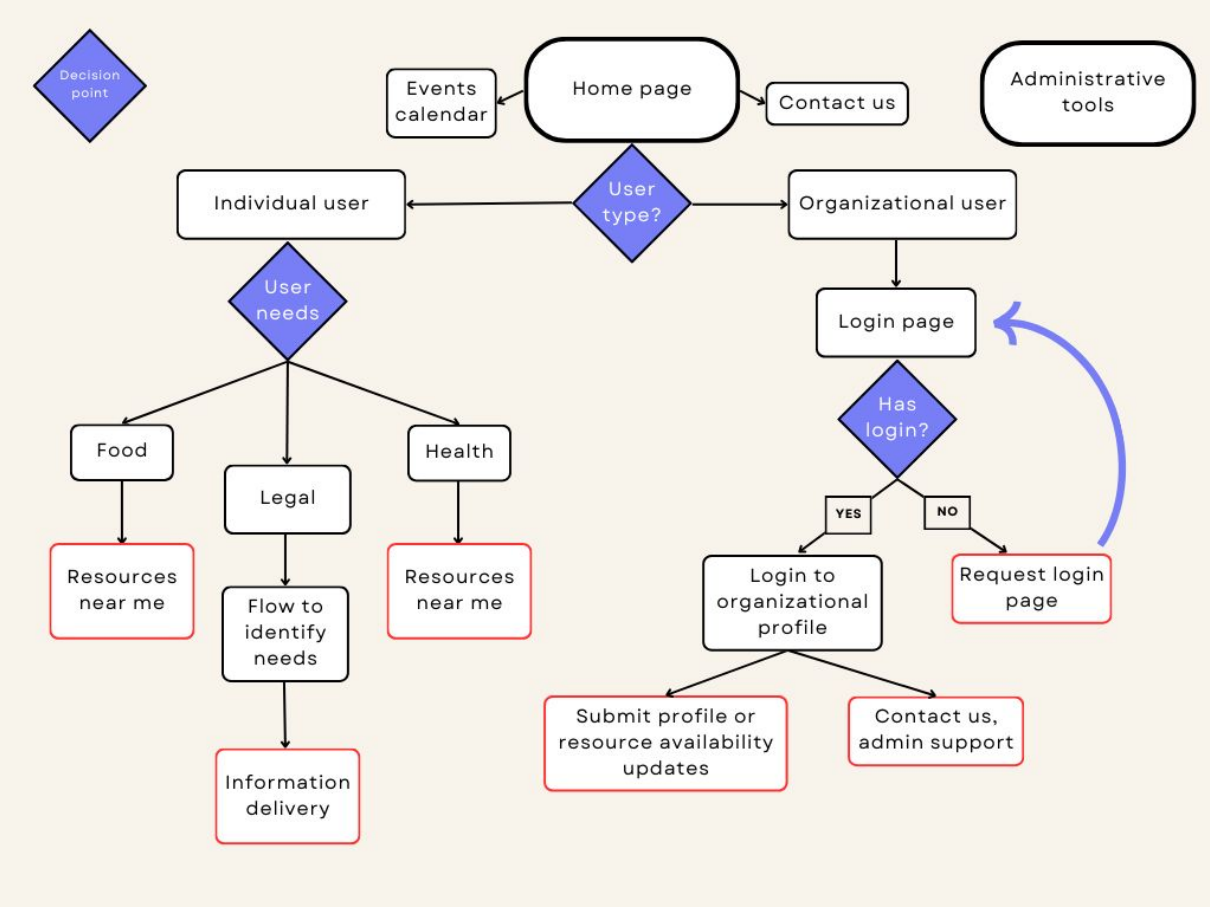
- This page allows the users to find out about several events that may be of interest (health related, etc.
- Hopefully, this platform will serve as a centralized source of information of these events for migrants. That way, migrants can rely of the platform instead of word of mouth.



Find similar resources nearby



Flowchart


Decision point
Events calendar
Home page
Contact us
Administrative tools
Individual user
User type?
Organizational user
User needs
Login page
Has login?
Food
Legal
Health
YES
NO
Resources near me
Flow to identify needs
Resources near me
Login to organizational profile
Request login page
Information delivery
Submit profile or resource availability updates
Contact us, admin support