

Enhancing the Onboarding Process for a Security Camera App

#DesignValidation #UserTesting #Design
#MobileApp

Identify Goal

Background

The product requires two devices to be paired successfully before it can be used. However, data indicates a **low success rate**, and prior research highlights **usability issues**.

Key Usability Issues

1. Lack of Understanding
2. Hesitation During Setup

Goal

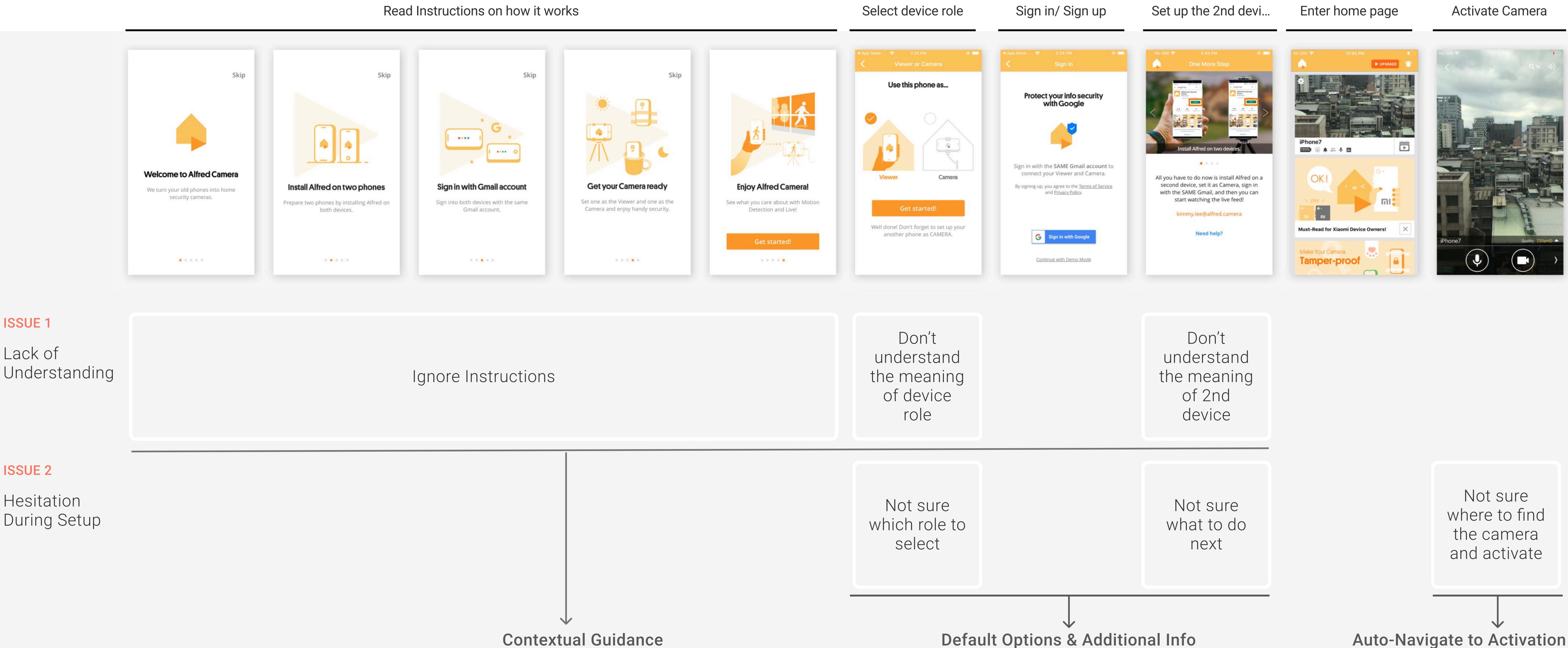
Redesign the process to address known issues and evaluate if it improves usability

The screenshot shows the Google Play Store page for the 'Alfred Camera' app. The title is '阿福管家 - 舊手機變成 CCTV 監視器、居家防護、寵物攝影機'. It's developed by 'Alfred Systems Inc.' and has a rating of 4.8★ with over 5,000 million downloads. The app is categorized under '應用程式' (Applications). A large orange icon with a white house and play button shape is displayed. Below the title, there's a message: '你沒有任何裝置' (You have no devices). A green '安裝' (Install) button is visible. To the right, there are seven yellow cards showing various features: '舊手機搖身一變 成為居家安全監控攝影機', '簡單設定 只要 3 分鐘', '動態即時偵測 事件發生當下立刻收到通知', '雙向語音功能 請問身在何處都無立即互動', '無限儲存空間 所有影片安全上傳到雲端', '夜間模式 黑暗中也能看得清楚', and '信任圈 與家人和朋友分享拍攝'. At the bottom, there's a link '關於這個應用程式 →' and some awards: '全球有超過 7000 萬家庭選擇用阿福管家 (AlfredCamera) 來守護他們的居家安全！' and three badges: '「年度最創新 App」 - Google Play (2016)', '「年度最佳生活幫手 App」 - Google Play (2019)', and '「台灣監控 App 阿福管家防疫幫大忙，助美醫護人員減輕巡房負擔」 - 數位幫手 (2020)'.

Design New Process

Original Process

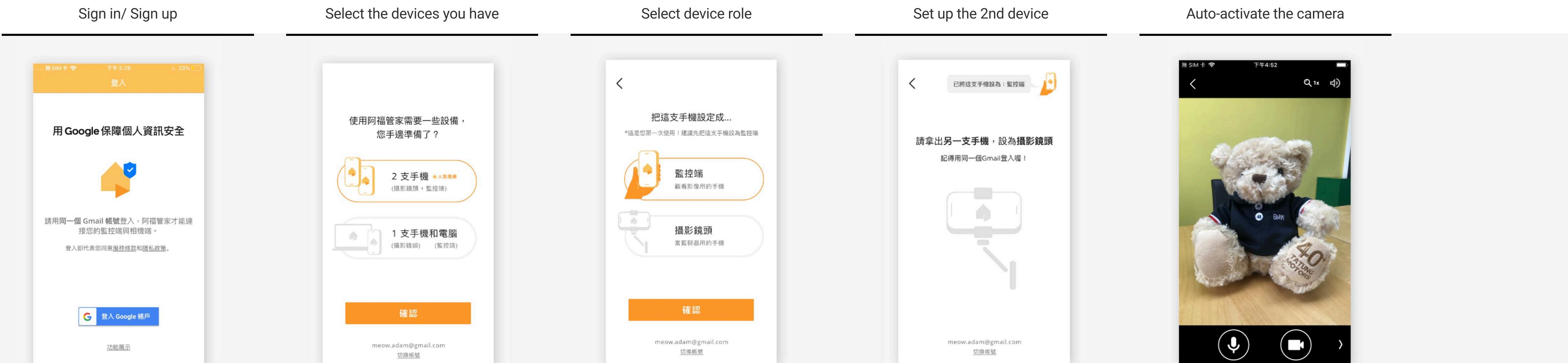
Clarify Usability Issues in the Original Process



Design New Process

New Process

Design a new flow and consult with engineers to confirm feasibility



*Move Sign-In Step to First for Default Options

Contextual Guidance

Remove instruction screens. Start by asking users to select their devices, then guide them step by step.

Default Options & Additional Info

Default: 2 phones

Default: Viewer (1st Device)
Info: Device Roles Explanation

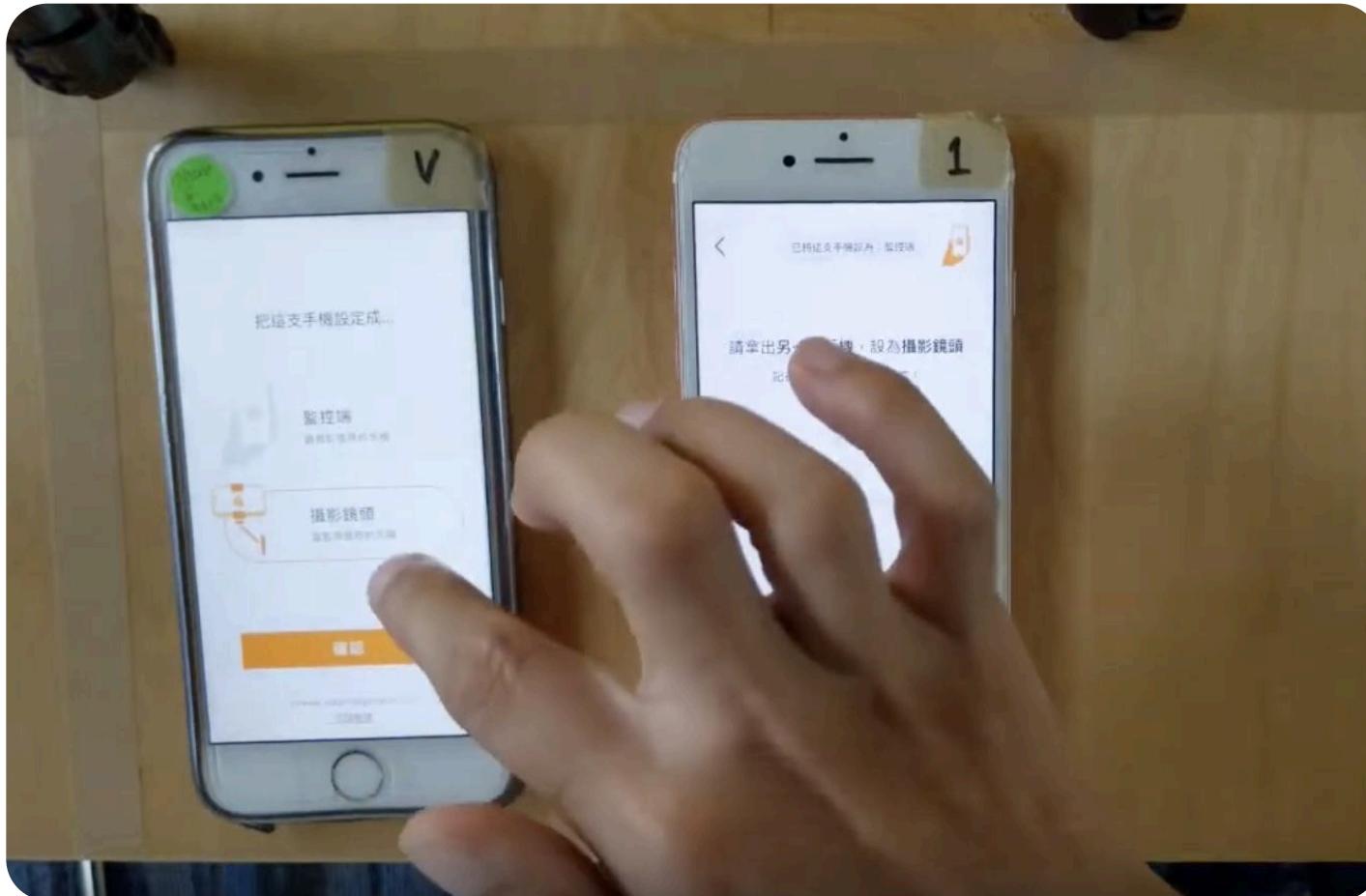
Default: 2nd Device as the other role

Auto-Navigate to Activation

Direct to Camera Screen after pairing

Design Validation

Prototyping & User testing



Recruitment Criteria

Age 30-50 with a need for surveillance cameras but have not used our product

Recruitment Method

Online Survey

Number of Participants

5

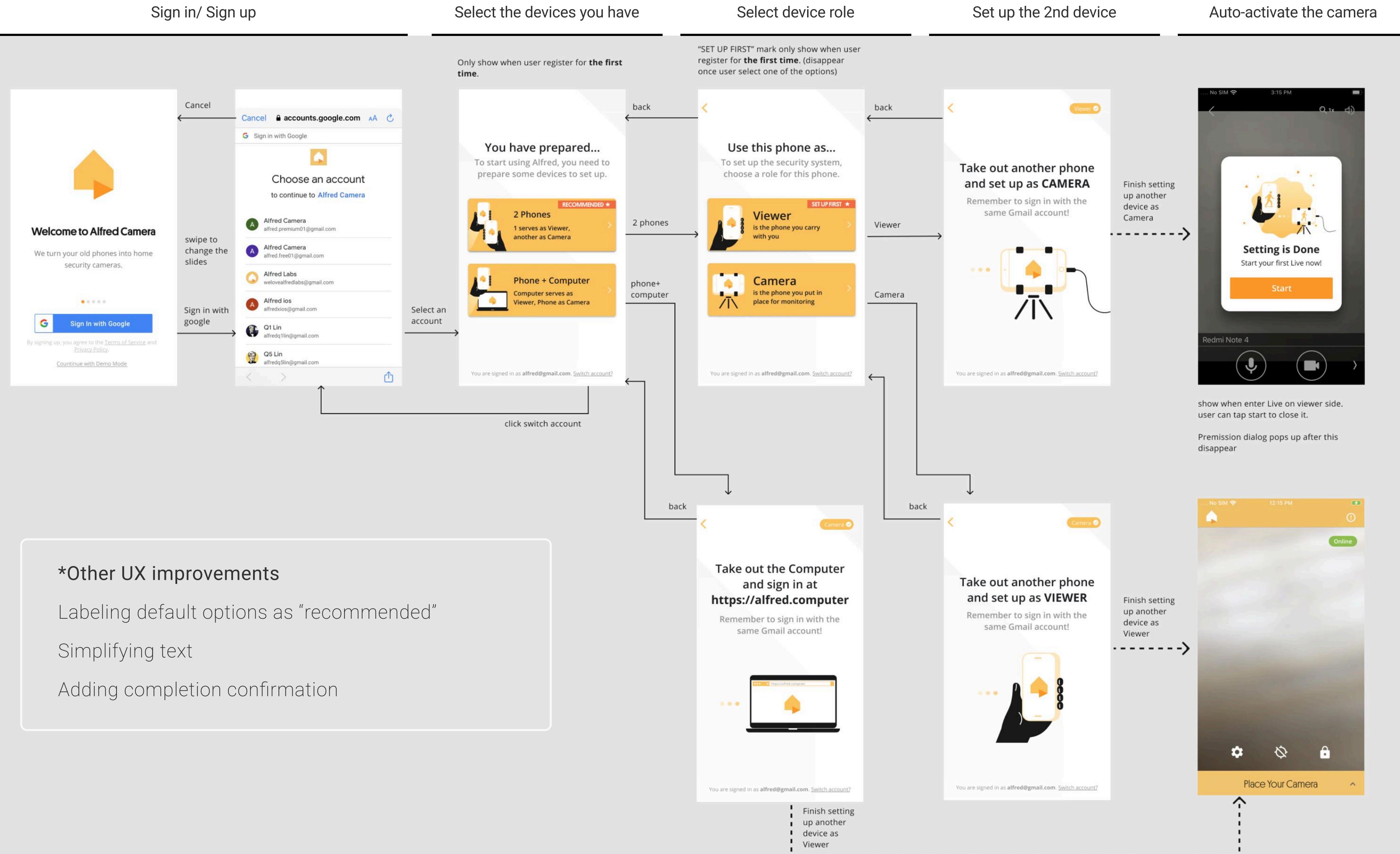
Testing Process (1 hr)

Warm-up → Usability Testing → Interview

Results

SUCCESS. All participants successfully completed the new setup process.

UIUX Design

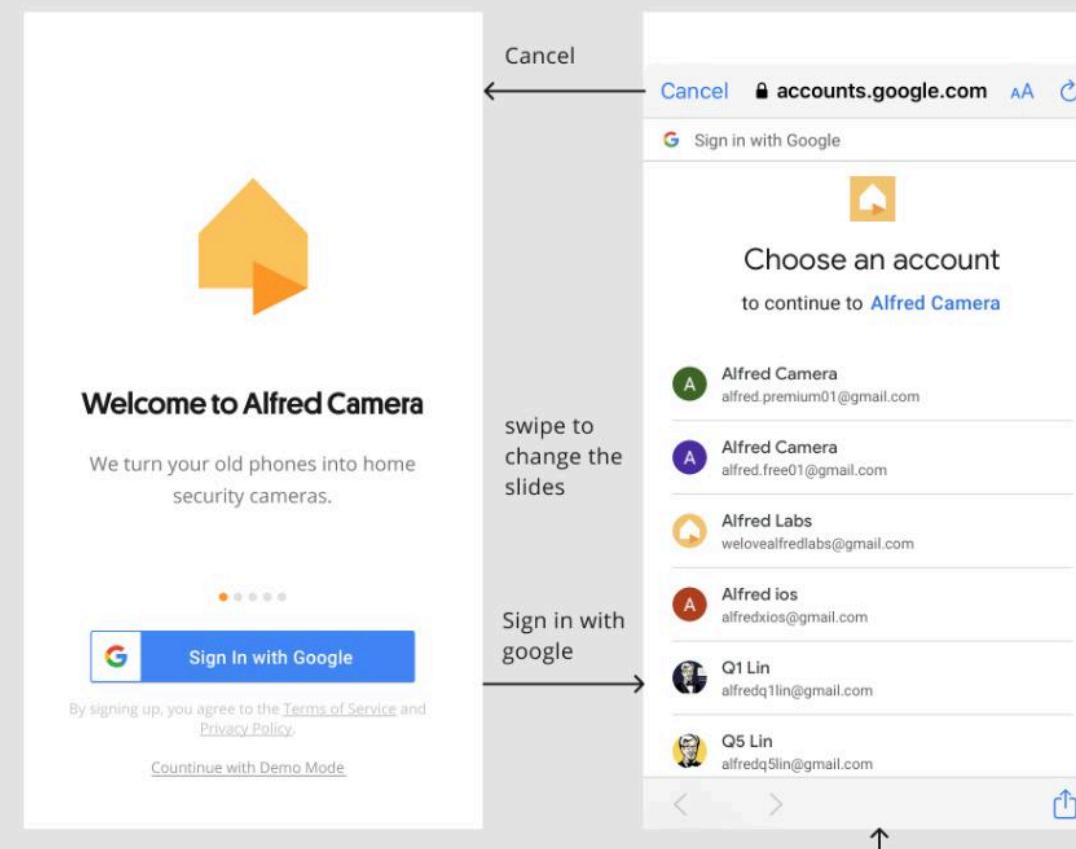


Priority for Implementation

1st Stage

Foundation for personalized experience design and data collection.

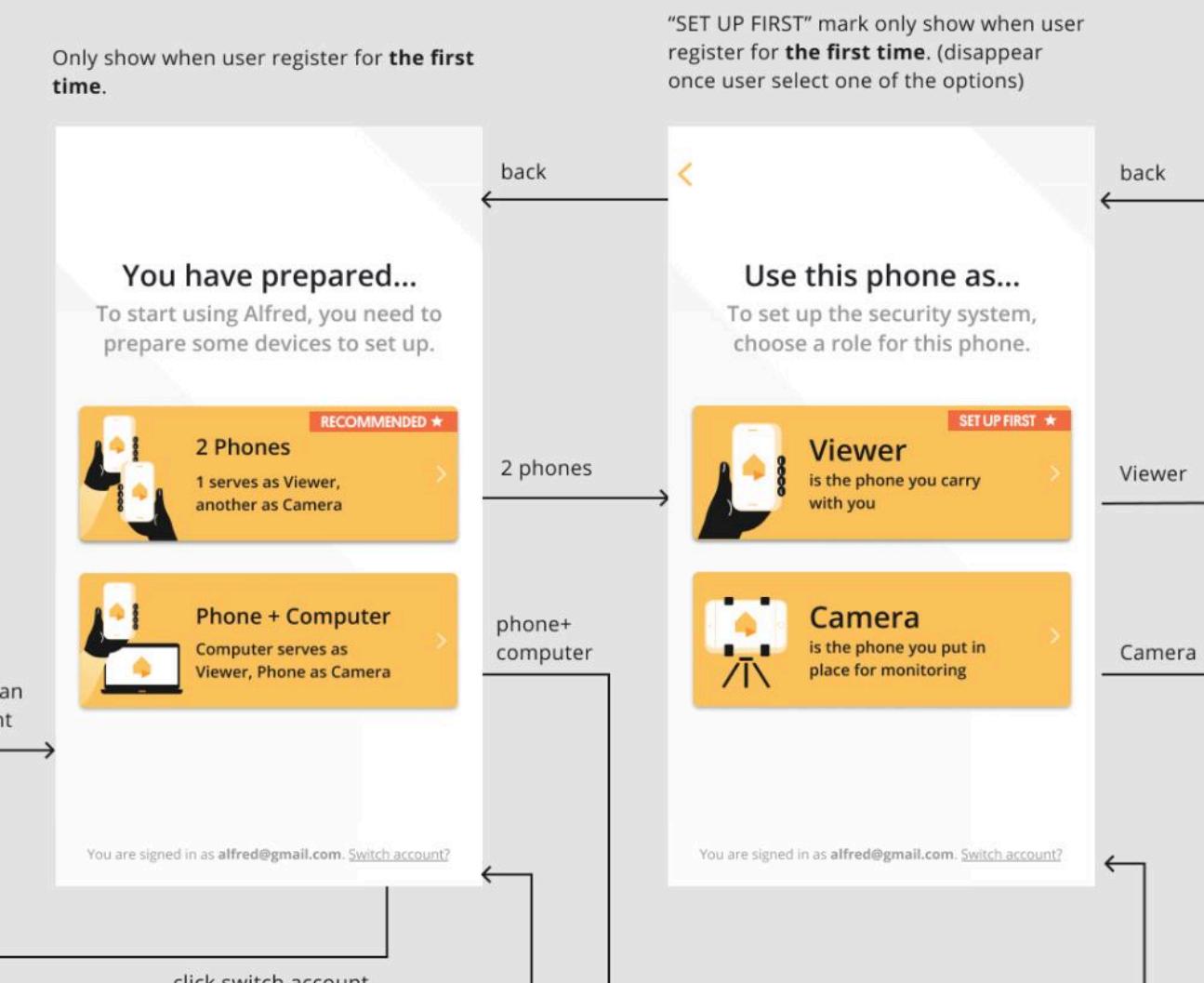
Sign in/ Sign up



2nd Stage

The very first key step to complete setup process.

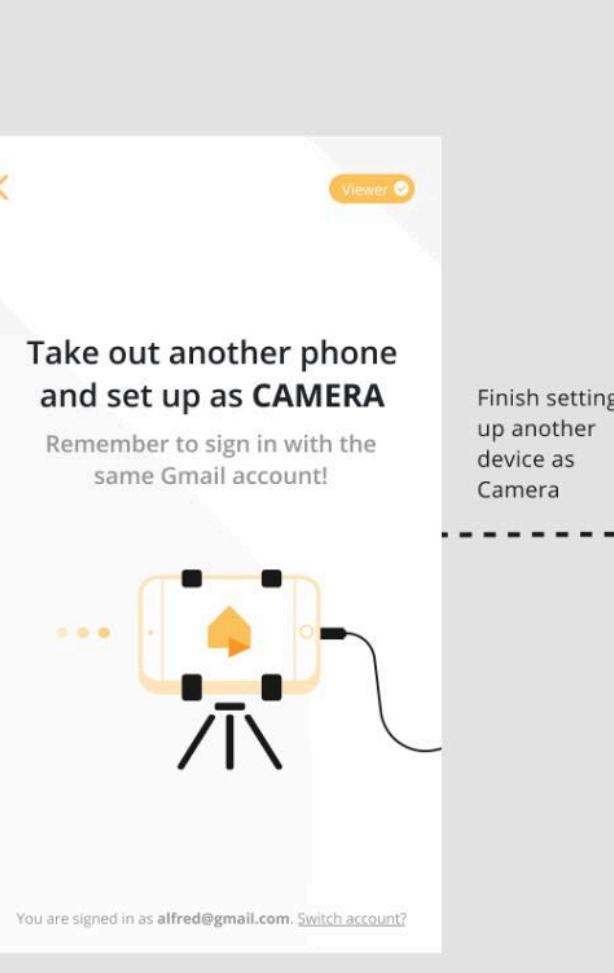
Select the devices you have



Pending

The team was still considering other device pairing methods.

Set up the 2nd device



Auto-activate the camera

