



# **Collated User Journeys**

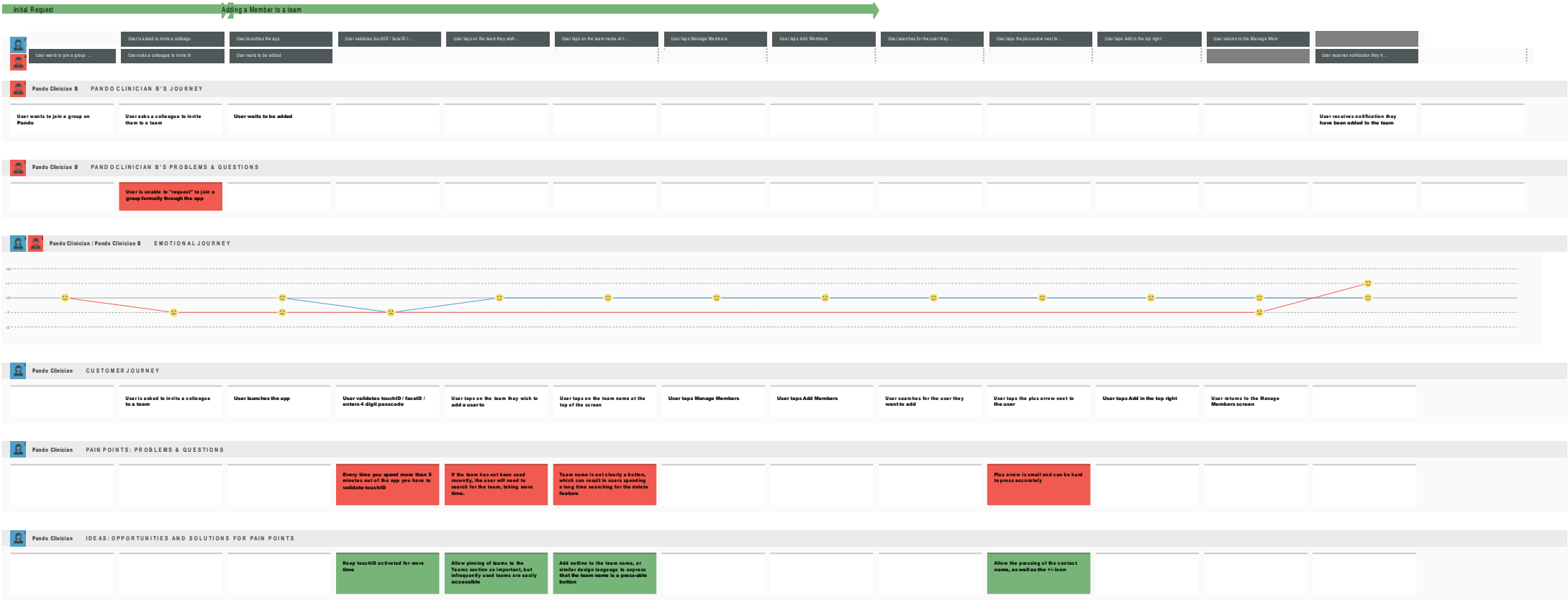
v2.2 January 17, 2023

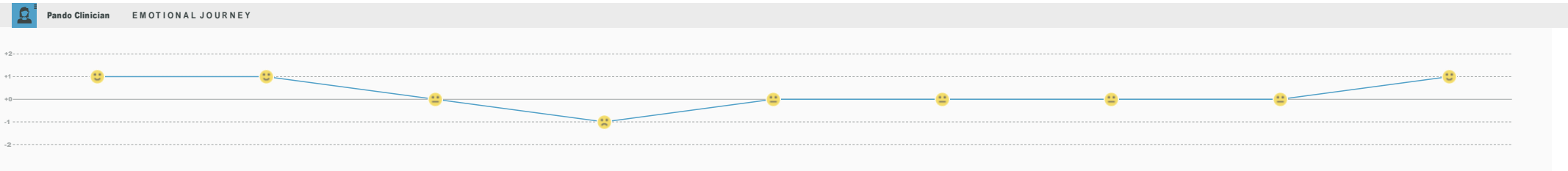
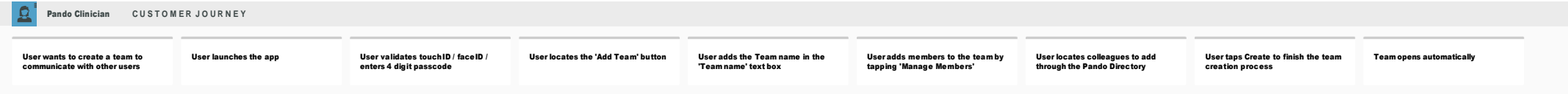
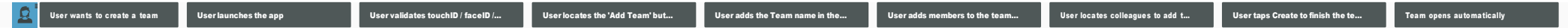
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PROJECT User Journeys

JOURNEY MAP Adding a member to a team







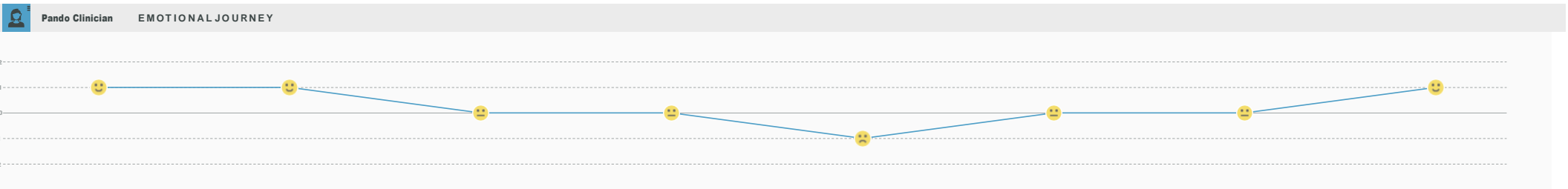
- User wants to delete a team
- User launches the app
- User validates touchID / faceID / ...
- User locates the team to delete
- User taps on the team name at t...
- User taps on 'Leave Team'
- User confirms they want to 'Leav
- User is returned to Pando chat s...

Pando Clinician CUSTOMER JOURNEY

User wants to delete a team	User launches the app	User validates touchID / faceID / enters 4 digit passcode	User locates the team to delete	User taps on the team name at the top of the screen	User taps on 'Leave Team'	User confirms they want to 'Leave Team' by tapping 'Leave'	User is returned to Pando chat screen, with the Team removed
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Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS

		Every time you spend more than 5 minutes out of the app you have to validate touchID	If the team has not been used recently, the user will need to search for the team, taking more time.	Team name is not clearly a button, which can result in users spending a long time searching for the delete feature			
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Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS

		Keep touchID activated for more time	Allow pinning of teams to the Teams section so important, but infrequently used teams are easily accessible	Add outline to the team name, or similar design language to express that the team name is a press-able button			
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- User wants to send a mess...
- User launches the app
- User validates touchID / faceID / ...
- User locates the user or team th...
- User enters the text they'd like t...
- User taps the send button to the...
- Message is sent, user is able to ...

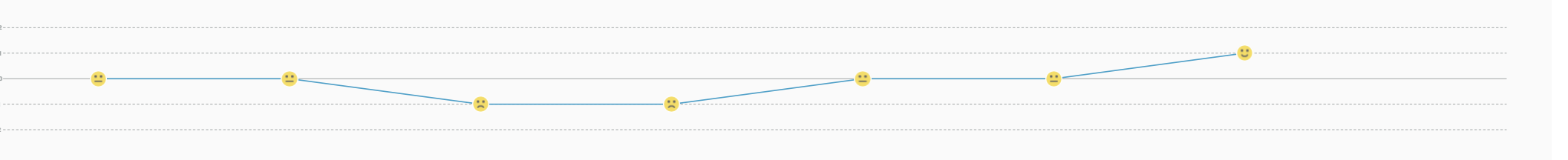
Pando Clinician CUSTOMER JOURNEY

User wants to send a message to another user	User launches the app	User validates touchID / faceID / enters 4 digit passcode	User locates the user or team they want to send a message to	User enters the text they'd like to send into the text field	User taps the send button to the right of the text field	Message is sent, user is able to see whether the message has been delivered from the double tick system
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Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS

		Every time you spend more than 5 minutes out of the app you have to validate touchID	If the recipient team or recipient individual has not been contacted recently, the user will need to search for the team, taking more time.			
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Pando Clinician EMOTIONAL JOURNEY



Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS

		Keep touchID activated for more time	Allow pinning of teams to the Teams section so important, but infrequently used teams are easily accessible			
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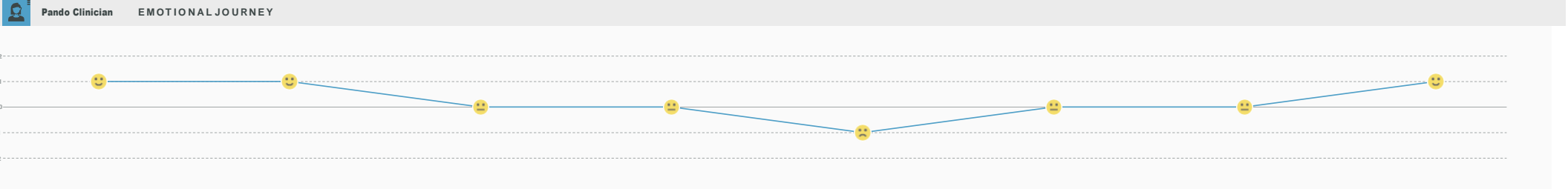
- User wants to share a non-...
- User launches the app
- User validates touchID / faceID /...
- User locates the user they wish ...
- User taps on the 'Files' button un
- Native phone file explorer opens
- User taps on the file to share
- File is sent automatically to the r...

Pando Clinician CUSTOMER JOURNEY

User wants to share a non-photo file with another user	User launches the app	User validates touchID / faceID / enters 4 digit passcode	User locates the user they wish to share the file with	User taps on the 'Files' button underneath the text field on the message screen	Native phone file explorer opens	User taps on the file to share	File is sent automatically to the recipient
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Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS

		Every time you spend more than 5 minutes out of the app you have to validate touchID	If the recipient team or recipient individual has not been contacted recently, the user will need to search for the team, taking more time.	Files button is unlabelled			File is sent automatically, which could result in some files being sent in error after being selected erroneously
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Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS

		Keep touchID activated for more time		Add outline to the team name, or similar design language to express that the team name is a press-able button			Add 2 step confirmation window? Are you sure? y/n
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Opening Pando

Turning off notifications

- User wants to mute conver...
- User launches the app
- User validates touchID / faceID / ...
- User locates the chat they wish ...
- User taps the chat name at the t...
- User taps on the toggle labelled ...
- User taps "Save" in the top right...

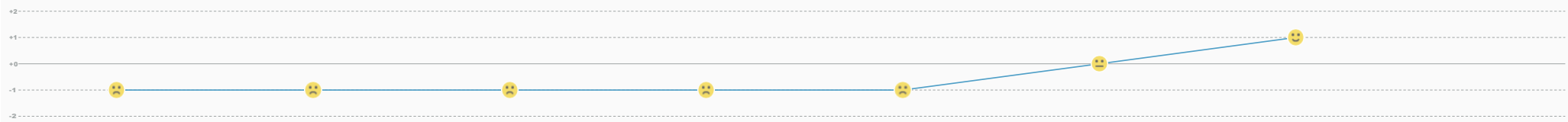
Pando Clinician CUSTOMER JOURNEY

- User wants to mute conversations for a specific chat
- User launches the app
- User validates touchID / faceID / enters 4 digit passcode
- User locates the chat they wish to turn off notifications for
- User taps the chat name at the top of the screen
- User taps on the toggle labelled "Mute Conversation"
- User taps "Save" in the top right of the app

Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS

- Every time you spend more than 5 minutes out of the app you have to validate touchID
- If the recipient team or recipient individual has not been contacted recently, the user will need to search for the team, taking more time.
- Team name is not clearly a button, which can result in users spending a long time searching for the delete feature

Pando Clinician EMOTIONAL JOURNEY



Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS

- Keep touchID activated for more time
- Allow pinning of teams to the Teams section so important, but infrequently used teams are easily accessible
- Add outline to the team name, or similar design language to express that the team name is a press-able button

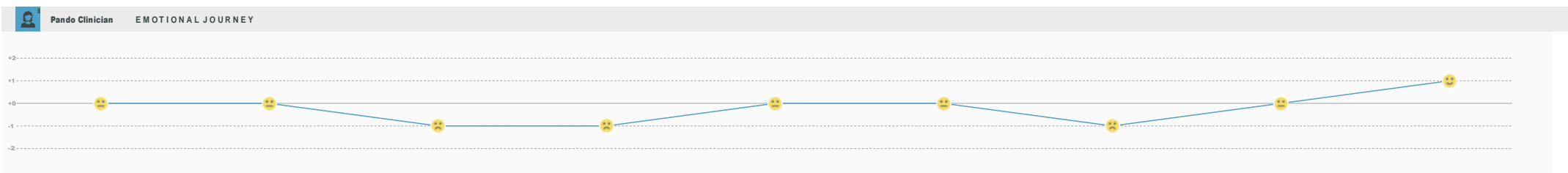




- User wants to export an im...
- User launches the app
- User validates touchID / faceID / ...
- User opens the Gallery on their P
- User selects the photo(s) they'd...
- User taps the Export to Email bu...
- Patient Consent pop up appears...
- Confirmation notification appear...
- User receives image in their NHS

Pando Clinician CUSTOMER JOURNEY								
User wants to export an image from their Gallery into their NHS email	User launches the app	User validates touchID / faceID / enters 4 digit passcode	User opens the Gallery on their Pando app	User selects the photo(s) they'd like to export. Multiple photos can be selected by tapping "Select" in the top right.	User taps the Export to Email button in the bottom right of the screen	Patient Consent pop up appears, user selects appropriate option (Yes/No/NA)	Confirmation notification appears "Image sent to your email address"	User receives image in their NHS email inbox

Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS								
		Every time you spend more than 5 minutes out of the app you have to validate touchID		"Select" wording ambiguous, doesn't make clear the button allows the ability to export/delete multiple images				



Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS								
		Keep touchID activated for more time		Add tap and hold functionality to select multiple photos in the Gallery.		Opportunity to educate about patient consent, add link to consent information?		



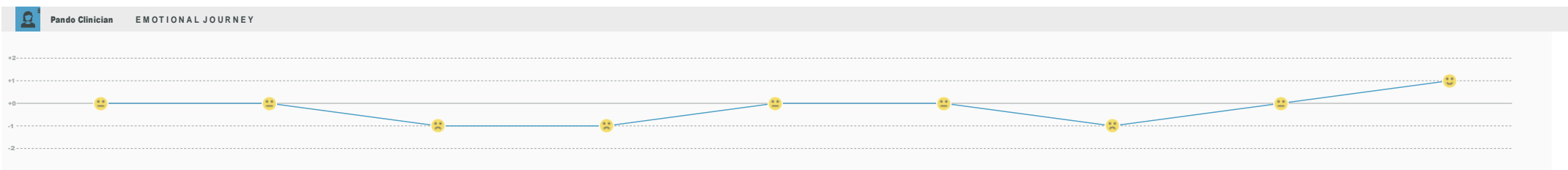
- User wants to create a Foru
- User launches the app
- User validates touchID / faceID / ...
- User opens the Gallery on their P
- User selects the photo(s) they'd...
- User taps the Export to Email bu...
- Patient Consent pop up appears...
- Confirmation notification appear...
- User receives image in their NHS

Pando Clinician CUSTOMER JOURNEY

User wants to create a Forum on the Pando app	User launches the app	User validates touchID / faceID / enters 4 digit passcode	User opens the Gallery on their Pando app	User selects the photo(s) they'd like to export. Multiple photos can be selected by tapping "Select" in the top right.	User taps the Export to Email button in the bottom right of the screen	Patient Consent pop up appears, user selects appropriate option (Yes/No/NA)	Confirmation notification appears "Image sent to your email address"	User receives image in their NHS email inbox
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Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS

		Every time you spend more than 5 minutes out of the app you have to validate touchID		"Select" wording ambiguous, doesn't make clear the button allows the ability to export/delete multiple images				
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Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS

		Keep touchID activated for more time		Add tap and hold functionality to select multiple photos in the Gallery.		Opportunity to educate about patient consent, add link to consent information?		
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Opening Pando Join a Forum

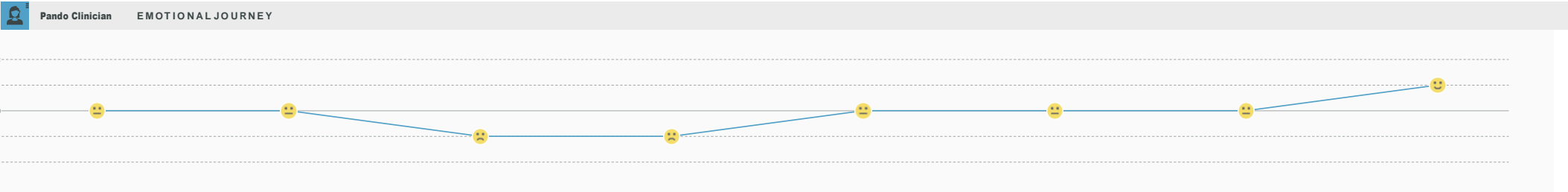
- User wants to join a Forum...
- User launches the app
- User validates touchID / faceID / ...
- User taps on the 'Add Forum' bu...
- User searches for the forum the...
- Forum info appears for the user ...
- User taps on 'JOIN FORUM'
- Forum opens automatically

**Pando Clinician CUSTOMER JOURNEY**

User wants to join a Forum on the Pando app	User launches the app	User validates touchID / faceID / enters 4 digit passcode	User taps on the 'Add Forum' button to the right of the Forum heading	User searches for the forum they would like to join	Forum info appears for the user to read, so they can confirm this is the correct forum they'd like to join	User taps on 'JOIN FORUM'	Forum opens automatically
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**Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS**

		Every time you spend more than 5 minutes out of the app you have to validate touchID		Users are unable to search by Forum description, only forum title			
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**Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS**

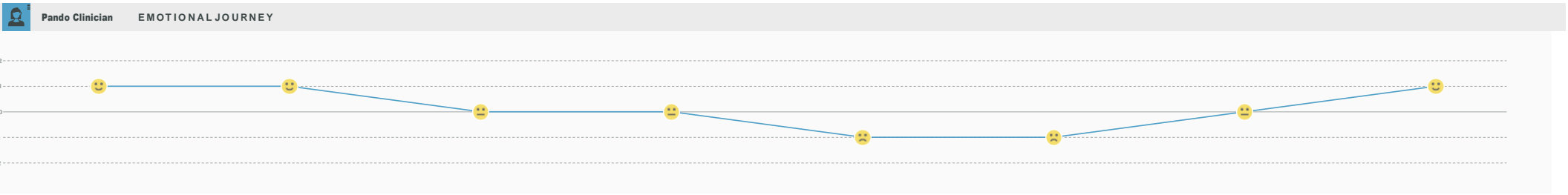
		Keep touchID activated for more time		Expand search functionality to include search of Forum description			
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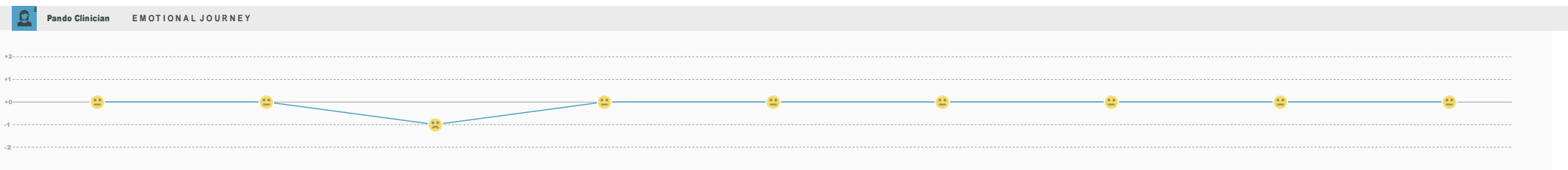
- User wants to leave a forum
- User launches the app
- User validates touchID / faceID / ...
- User locates the forum they wish
- User taps on the forum name at ...
- User taps on 'Leave Team'
- User confirms they want to Leav...
- User is returned to Pando chat s...

Pando Clinician CUSTOMER JOURNEY							
User wants to leave a forum	User launches the app	User validates touchID / faceID / enters 4 digit passcode	User locates the forum they wish to leave	User taps on the forum name at the top of the screen	User taps on 'Leave Team'	User confirms they want to Leave Forum by tapping 'Leave'	User is returned to Pando chat screen, with the Forum removed

Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS							
		Every time you spend more than 5 minutes out of the app you have to validate touchID	If the forum has not been used recently, the user will need to search for the team, taking more time.	Team name is not clearly a button, which can result in users spending a long time searching for the delete feature	Wording implies the user is leaving a team rather than a forum		



Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS							
		Keep touchID activated for more time	Allow pinning of forums to the Forums section so important, but infrequently used teams are easily accessible	Add outline to the forum name, or similar design language to express that the forum name is a press-able button	Change wording on the Forum information page to 'Leave Forum'		



Opening Pando Creating a new Patient Card

- User wants to create a new...
- User launches the app
- User validates touchID / faceID /...
- User taps List at the bottom of th
- User taps on the plus button in t...
- User taps More Info
- User enters Patient name into te...
- User enters Notes into text box
- User taps Patient Info
- User adds Patient information in...

Pando Clinician CUSTOMER JOURNEY

- User wants to create a new patient card
- User launches the app
- User validates touchID / faceID / enters 4 digit passcode
- User taps List at the bottom of the page
- User taps on the plus button in the top right
- User taps More Info
- User enters Patient name into text box
- User enters Notes into text box
- User taps Patient Info
- User adds Patient information into textboxes

Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS

Every time you spend more than 5 minutes out of the app you have to validate touchID

Wording implies the name will need to be entered only once, while the name on the task is separate to the patient name

Pando Clinician EMOTIONAL JOURNEY

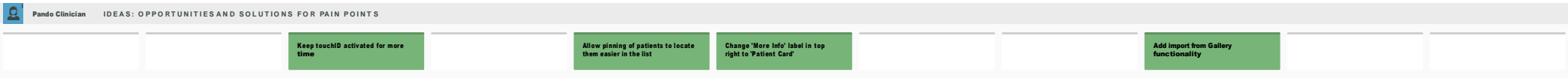
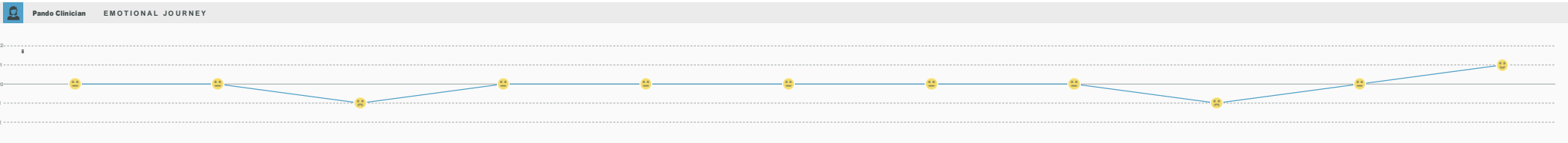
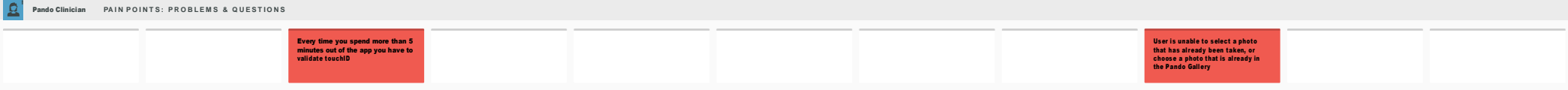


Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS

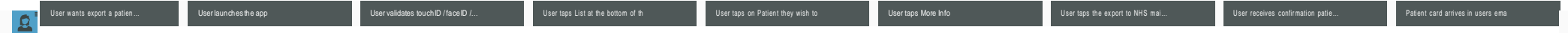
Keep touchID activated for more time

Change 'More Info' label in top right to 'Patient Card'

Opening Pando Attaching a photo to a patient card



Opening Pando **Export a Patient Card to NHS Mail**



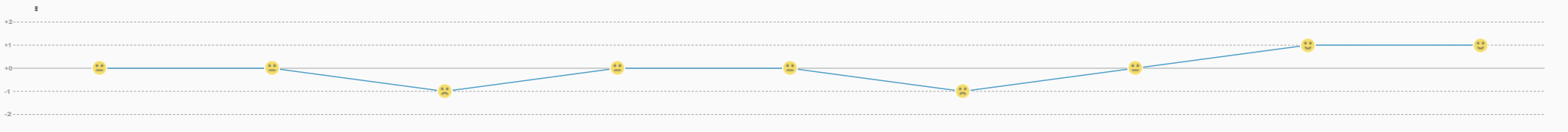
Pando Clinician CUSTOMER JOURNEY



Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS



Pando Clinician EMOTIONAL JOURNEY



Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS







- User wants to change their...
- User launches the app
- User validates touchID / faceID / ...
- User locates the availability togg...
- User taps the toggle next to ava...
- User selects how long they woul...

Pando Clinician CUSTOMER JOURNEY

- User wants to change their availability on the Pando app
- User launches the app
- User validates touchID / faceID / enters 4 digit passcode
- User locates the availability toggle at the top of the chat page
- User taps the toggle next to availability
- User selects how long they would like to be unavailable for

Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS

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- Every time you spend more than 5 minutes out of the app you have to validate touchID
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Pando Clinician EMOTIONAL JOURNEY



Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS

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- Keep touchID activated for more time
- 
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- Options for advance unavailability e.g. for booked holiday



- User wants to invite anothe...
- User launches the app
- User validates touchID / faceID /...
- User taps on Settings
- User taps on Invite Colleagues
- OS sharing window will pop up w
- User returns to Settings screen

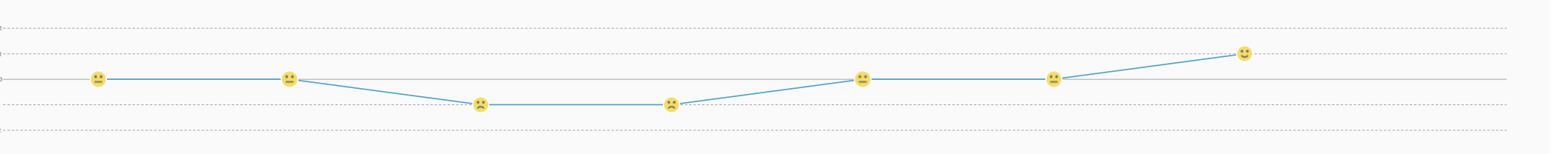
Pando Clinician CUSTOMER JOURNEY

User wants to invite another userto Pando	User launches the app	User validates touchID / faceID /enters 4 digitpasscode	User taps on Settings	User taps on Invite Colleagues	OS sharing window will pop up with pre-filled message with link attached	User returns to Settings screen
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Pando Clinician PAIN POINTS: PROBLEMS & QUESTIONS

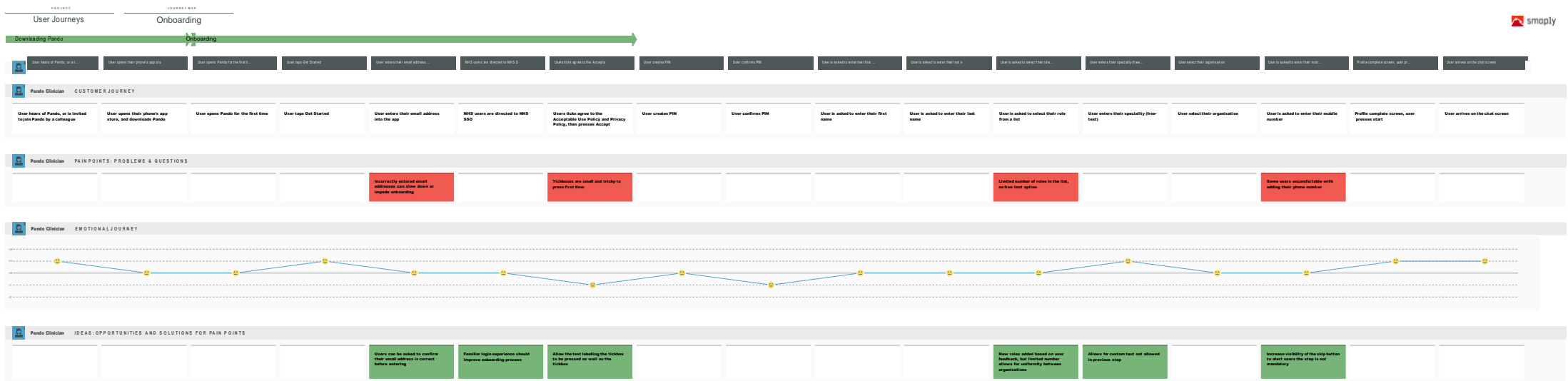
		Every time you spend more than 5 minutes out of the app you have to validate touchID	Invite colleagues button is not intuitive to find		The pre-filled text is not editable	
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Pando Clinician EMOTIONAL JOURNEY



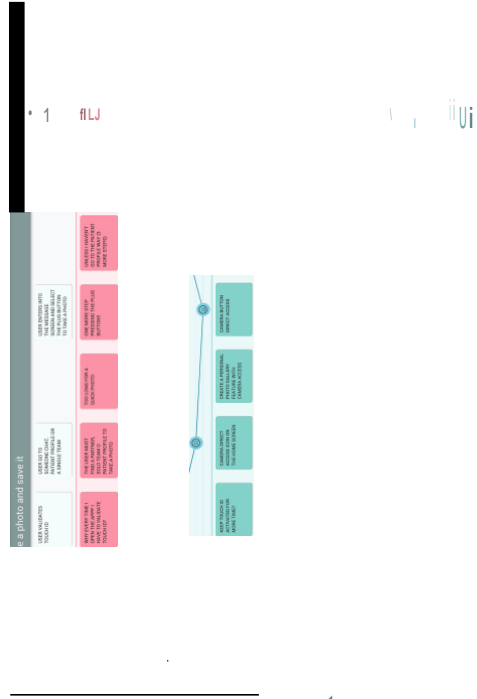
Pando Clinician IDEAS: OPPORTUNITIES AND SOLUTIONS FOR PAIN POINTS

		Keep touchID activated for more time	Add Invite Colleague buttons to more sections fo the app, to allow for more organic sharing		Allow users to edit the text entered into the sharing OS feature via a setting in the app	
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