

# USER FLOWS

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Allows us to visualize the path a user takes through an application

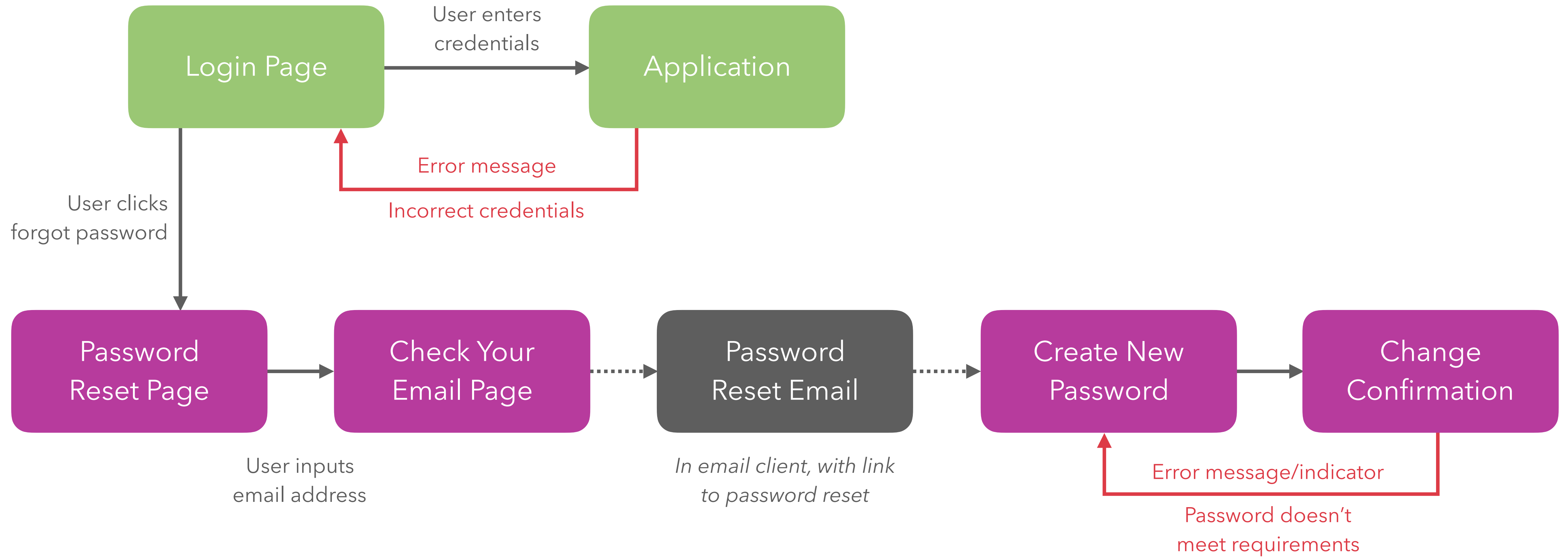
Analyze the efficiency of a task

How many steps does the user have to take to complete a task?

Each piece of a flow represents something that must be *designed*

Even seemingly simple tasks can actually be quite complex

# LOGIN EXAMPLE



# LOGIN EXAMPLE: OTHER CONSIDERATIONS

## Account lockout

Many services will lock an account for a period of time after  $x$  failed login attempts

## New password requirements verification

## Password reset link expired

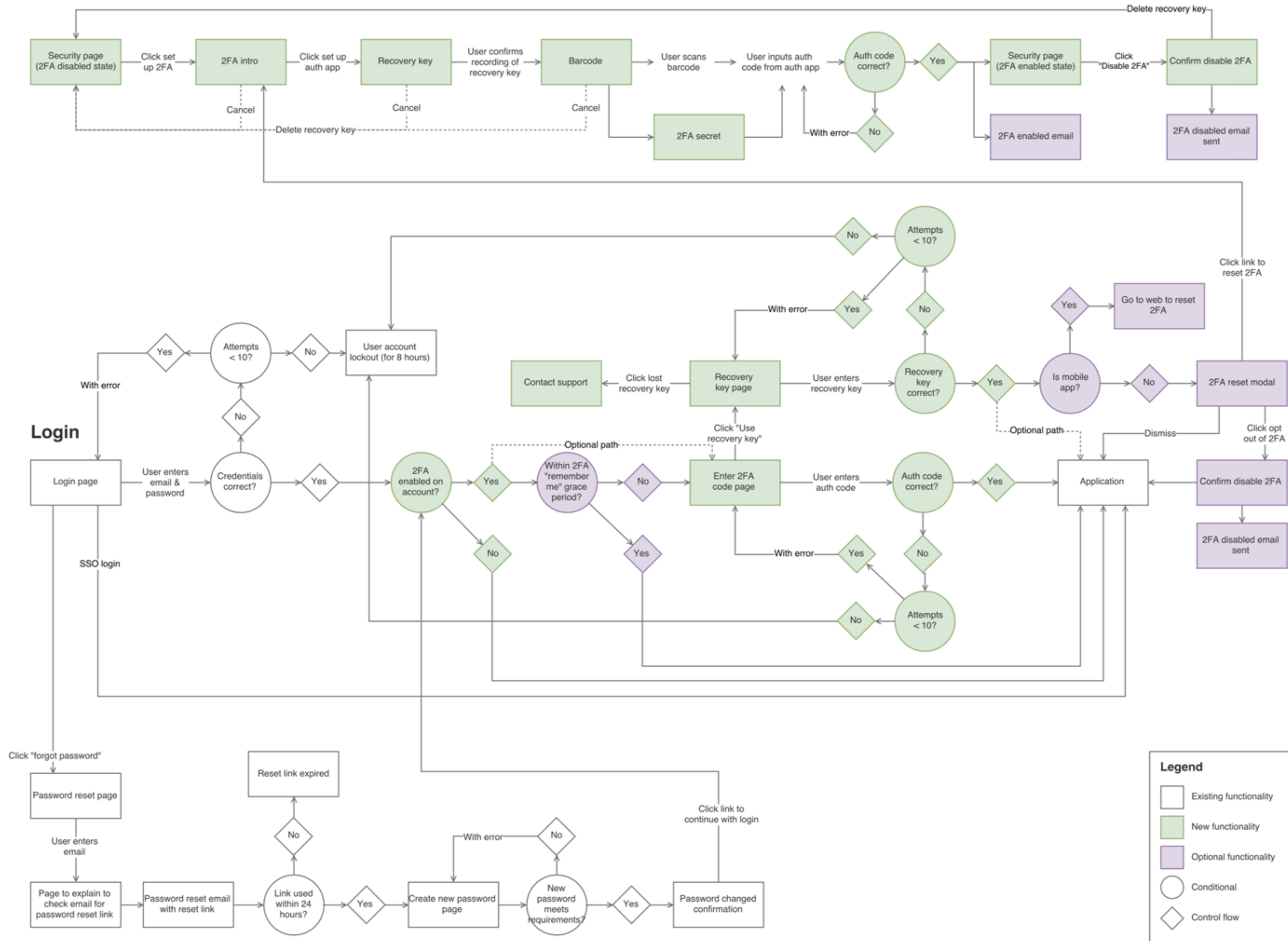
## 2FA: Different methods for receiving auth code

(SMS, Authenticator App)

## 2FA: Recovery codes

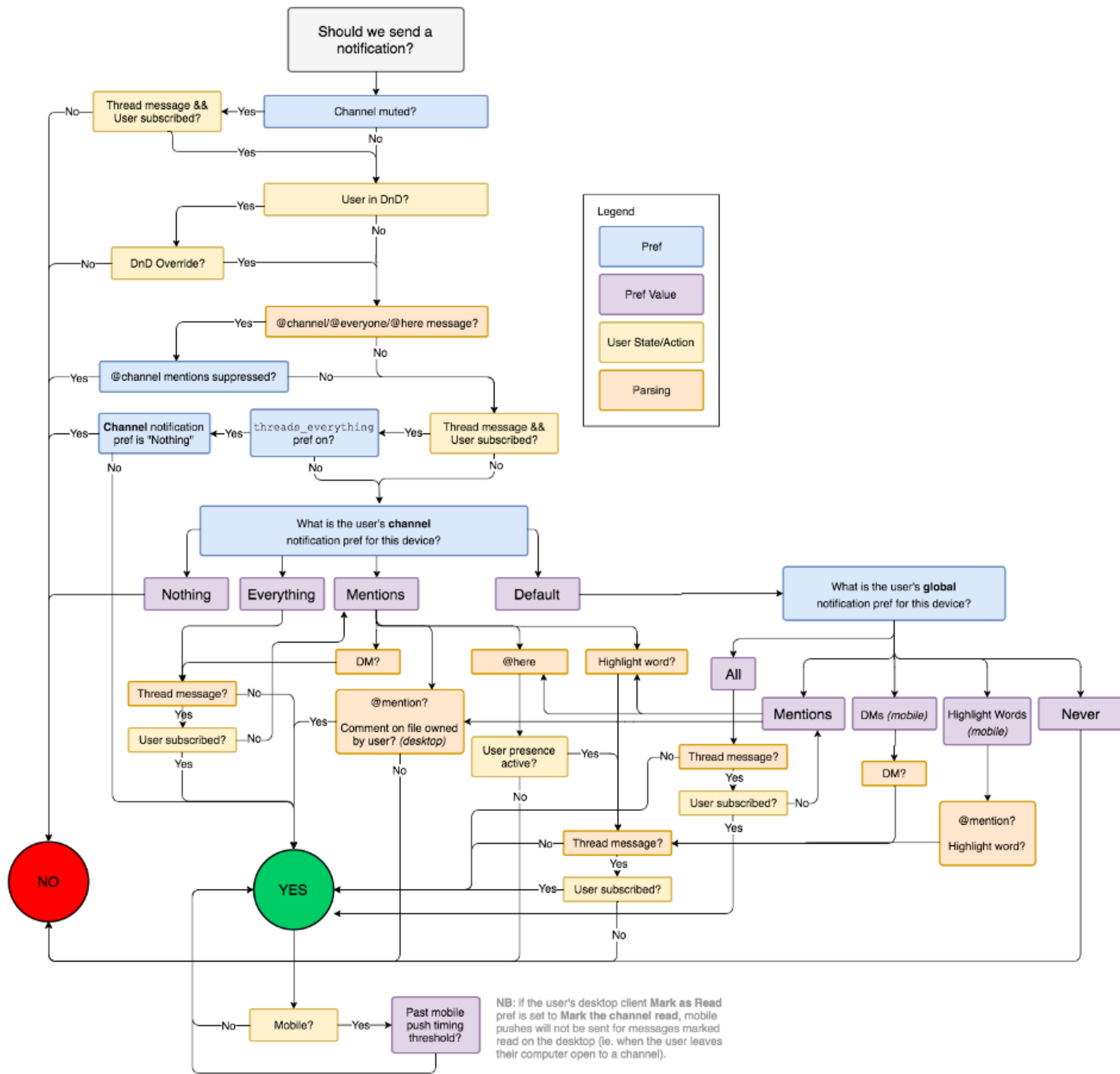
## 2FA: Remember this device grace period

# 2FA Setup



**Legend**

- Existing functionality
- New functionality
- Optional functionality
- Conditional
- Control flow



NB: if the user's desktop client Mark as Read pref is set to Mark the channel read, mobile pushes will not be sent for messages marked read on the desktop (ie. when the user leaves their computer open to a channel).

# CREATING USER FLOWS

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<https://www.draw.io>

OmniGraffle

Adobe Illustrator

**QUESTIONS?**