# USER FLOWS

## USER FLOWS

Allows us to visualize the **path** a user takes through an application
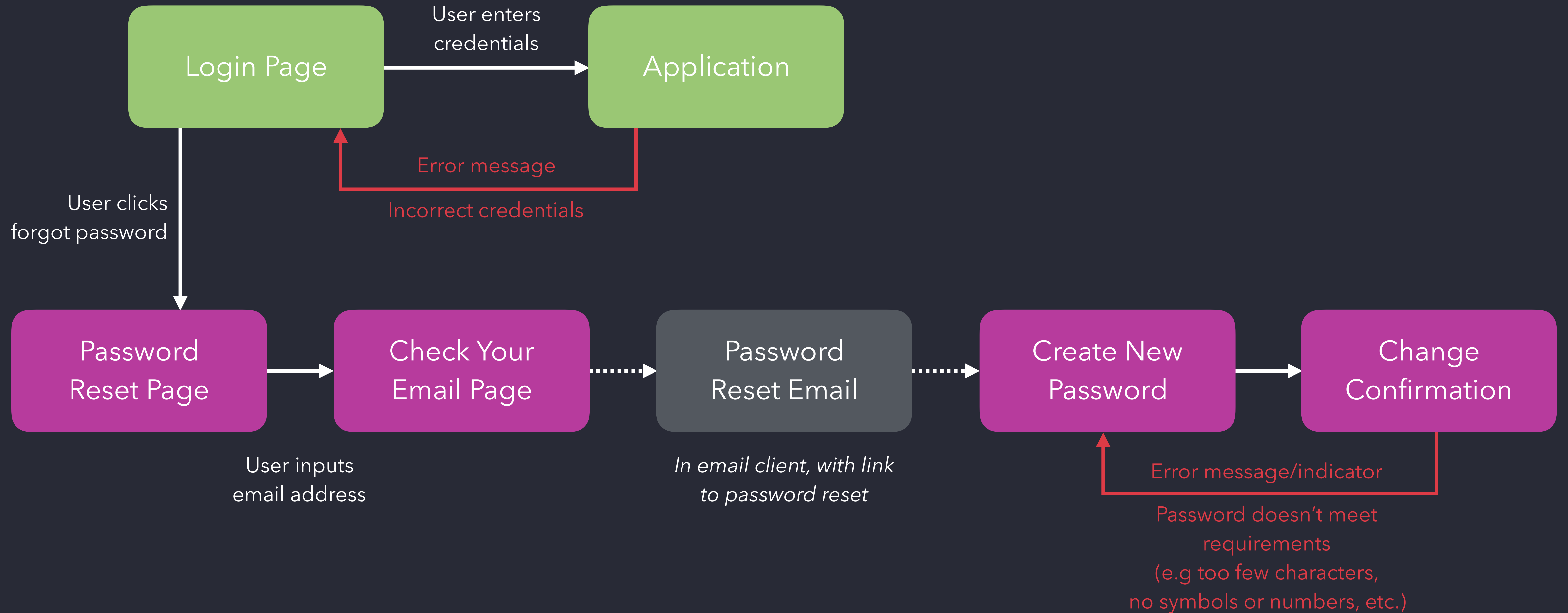
Analyze the **efficiency** of a task
How many steps does the user have to take to complete a task?

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

Even seemingly simple tasks can actually be quite complex

# LOGIN EXAMPLE

Login Page

User enters credentials →

Application

User clicks forgot password ↓

Error message

Incorrect credentials

Password Reset Page → Check Your Email Page ⇢ Password Reset Email ⇢ Create New Password → Change Confirmation

User inputs email address

*In email client, with link to password reset*

Error message/indicator

Password doesn't meet requirements
(e.g too few characters, no symbols or numbers, etc.)

## 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

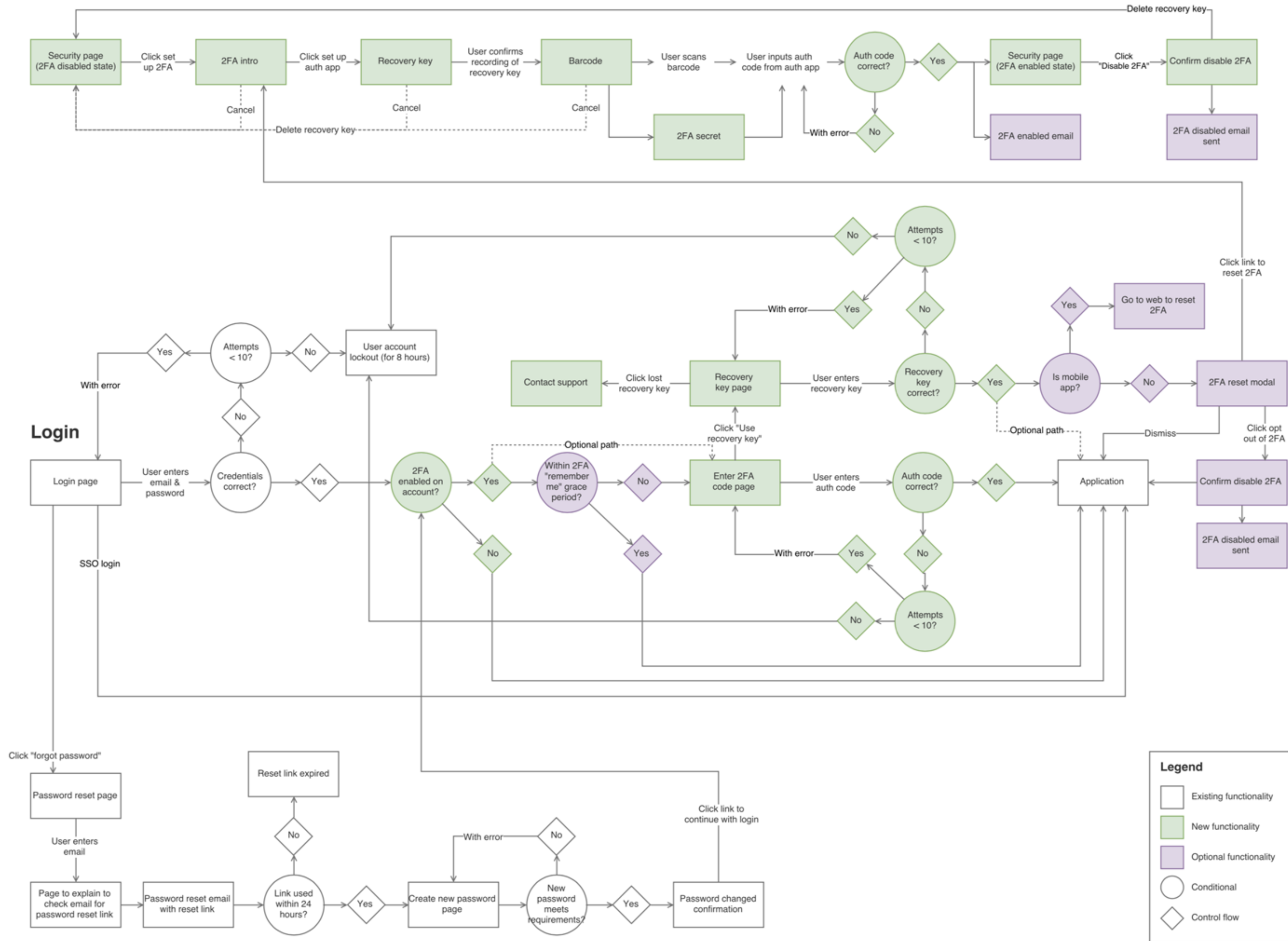2FA: Different methods for receiving auth code

2FA: Recovery codes

2FA: Remember this device grace period

Creating an account…

# 2FA Setup

Security page (2FA disabled state) — Click set up 2FA → 2FA intro — Click set up auth app → Recovery key — User confirms recording of recovery key → Barcode — User scans barcode → User inputs auth code from auth app → Auth code correct?

- Cancel (2FA intro)
- Cancel (Recovery key)
- Cancel (Barcode)
- Delete recovery key

2FA secret

With error → No

Auth code correct? → Yes → Security page (2FA enabled state) — Click "Disable 2FA" → Confirm disable 2FA

Delete recovery key → (Confirm disable 2FA)

2FA enabled email

Confirm disable 2FA → 2FA disabled email sent

# Login

Login page — User enters email & password → Credentials correct? → Yes → 2FA enabled on account?

With error → Attempts < 10? → Yes / No

Attempts < 10? → No → User account lockout (for 8 hours)

Credentials correct? → No

2FA enabled on account? → Yes → Within 2FA "remember me" grace period? → No → Enter 2FA code page

Optional path

Within 2FA "remember me" grace period? → Yes

2FA enabled on account? → No

Enter 2FA code page — User enters auth code → Auth code correct? → Yes → Application

Auth code correct? → No → Attempts < 10? → Yes (With error) / No

Click "Use recovery key" → Enter 2FA code page

Recovery key page — User enters recovery key → Recovery key correct? → Yes → Is mobile app? → Yes → Go to web to reset 2FA / No → 2FA reset modal

Recovery key correct? → No → Attempts < 10? → Yes (With error) / No

Click lost recovery key → Contact support

Attempts < 10? → No

2FA reset modal — Click opt out of 2FA → Confirm disable 2FA → 2FA disabled email sent

Dismiss → Application

Optional path → Application

Click link to reset 2FA → 2FA reset modal

SSO login

Click "forgot password" → Password reset page — User enters email → Page to explain to check email for password reset link → Password reset email with reset link → Link used within 24 hours? → No → Reset link expired / Yes → Create new password page → New password meets requirements? → With error → No / Yes → Password changed confirmation

Click link to continue with login
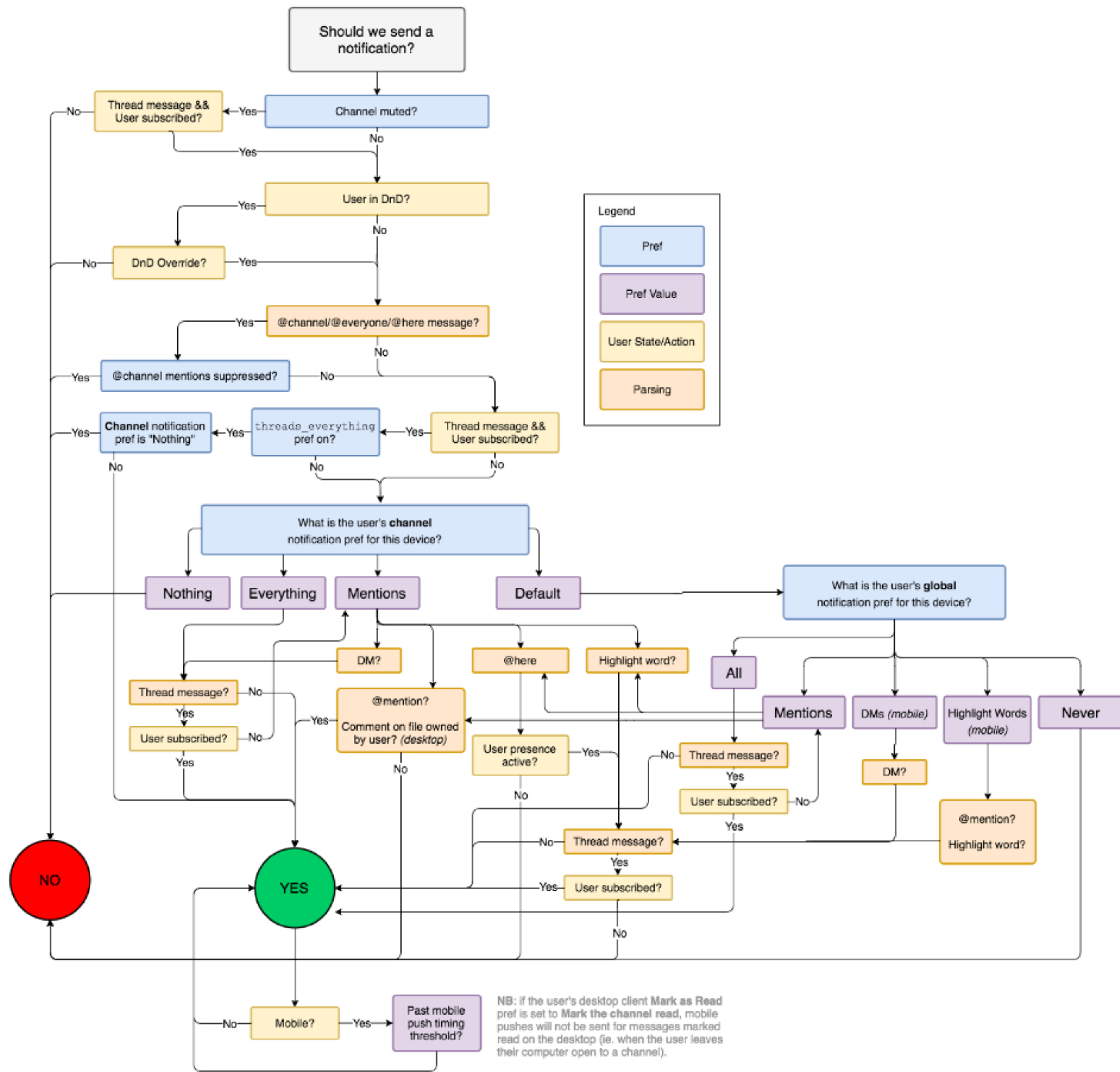
## Legend
- Existing functionality
- New functionality
- Optional functionality
- Conditional
- Control flow

# Should we send a notification?

**Should we send a notification?**

- **Channel muted?**
  - Yes → **Thread message && User subscribed?**
    - No → NO
    - Yes → **User in DnD?**
  - No → **User in DnD?**

- **User in DnD?**
  - Yes → **DnD Override?**
    - No → NO
    - Yes → **@channel/@everyone/@here message?**
  - No → **@channel/@everyone/@here message?**

- **@channel/@everyone/@here message?**
  - Yes → **@channel mentions suppressed?**
    - Yes → NO
    - No → **What is the user's channel notification pref for this device?**
  - No → **Thread message && User subscribed?**
    - Yes → **threads_everything pref on?**
      - Yes → **Channel notification pref is "Nothing"**
        - Yes → YES
        - No → **What is the user's channel notification pref for this device?**
      - No → **What is the user's channel notification pref for this device?**
    - No → **What is the user's channel notification pref for this device?**

## What is the user's **channel** notification pref for this device?

- **Nothing** → NO
- **Everything** → ...
- **Mentions** → ...
- **Default** → **What is the user's global notification pref for this device?**

### Legend
- Pref (blue)
- Pref Value (purple)
- User State/Action (yellow)
- Parsing (orange)

## What is the user's **global** notification pref for this device?

- **All**
- **Mentions**
- **DMs** (mobile)
- **Highlight Words** (mobile)
- **Never** → NO

Parsing branches:
- **DM?**
- **@mention? Comment on file owned by user? (desktop)**
- **@here**
- **Highlight word?**
- **User presence active?**
  - Yes
  - No
- **Thread message?**
  - Yes → **User subscribed?**
    - No
    - Yes → YES
  - No
- **Thread message?**
  - Yes → **User subscribed?**
- **DM?**
- **@mention? Highlight word?**

- **Thread message?**
  - No → YES
  - Yes → **User subscribed?**
    - Yes → YES
    - No

- **Mobile?**
  - No → NO
  - Yes → **Past mobile push timing threshold?**

**NO** (red)
**YES** (green)

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

https://www.draw.io
Highly recommended for user flows!

OmniGraffle

Sketch

Adobe XD

Adobe Illustrator

# QUESTIONS?