

user journey

kiosk check-in

i am a designer

justcallmerob.com



user journey

kiosk check-in

i am a designer

justcallmerob.com

Medical Facility Visitor App

kiosk check-in

User Journey Intro

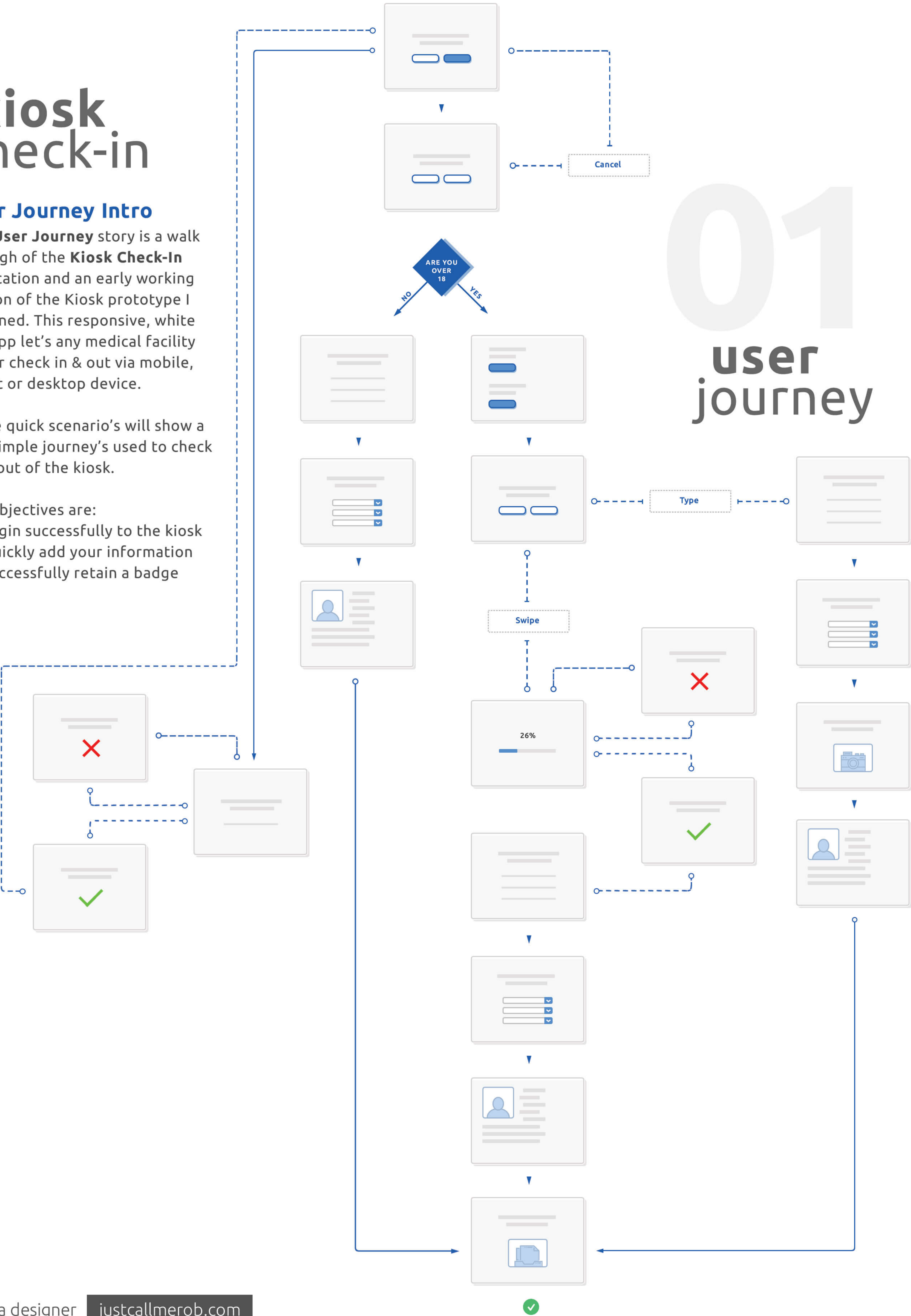
This **User Journey** story is a walk through of the **Kiosk Check-In** application and an early working version of the Kiosk prototype I designed. This responsive, white box app let's any medical facility visitor check in & out via mobile, tablet or desktop device.

These quick scenario's will show a few simple journey's used to check in or out of the kiosk.

The objectives are:

- Login successfully to the kiosk
- Quickly add your information
- Successfully retain a badge

01 user journey



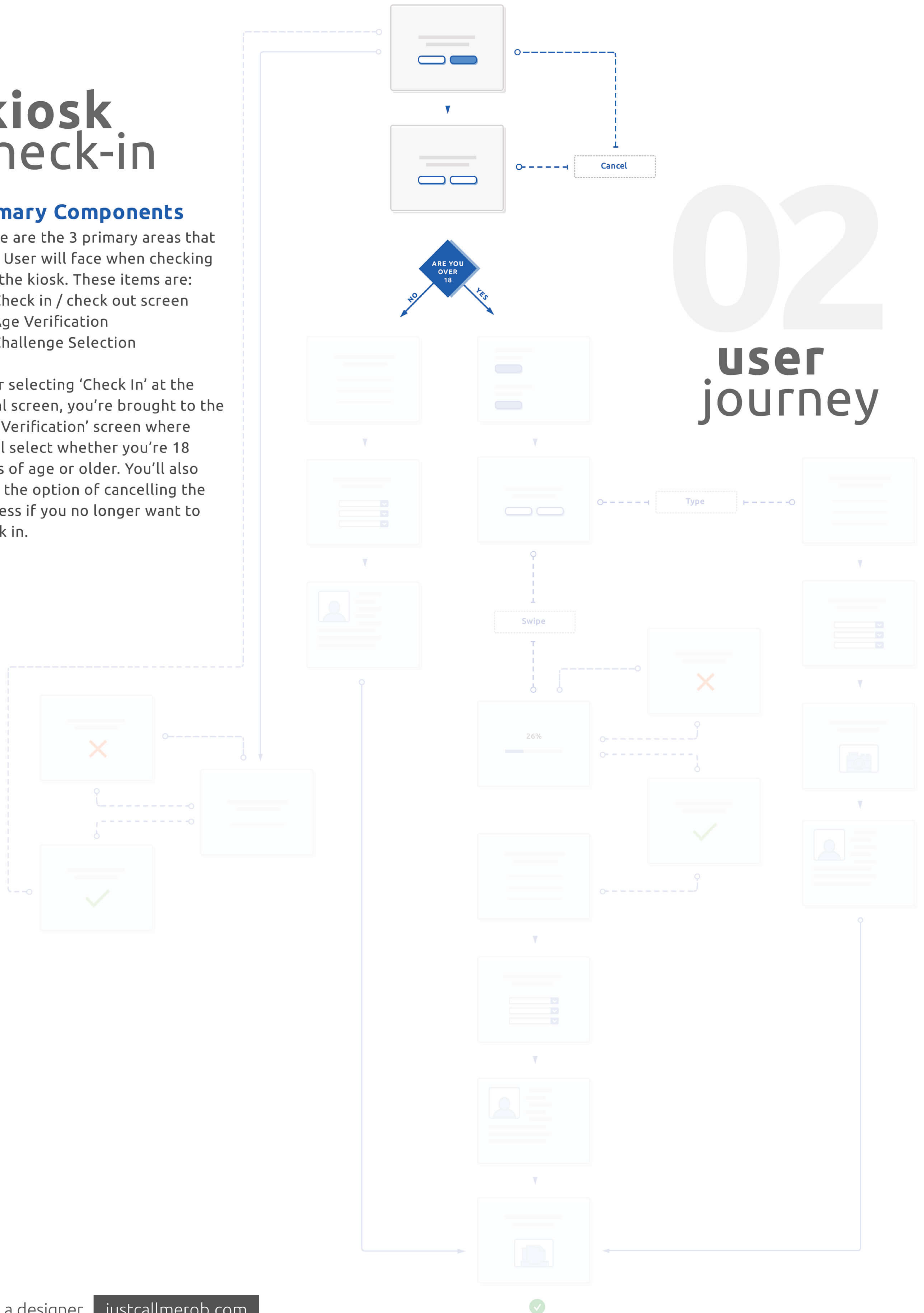
kiosk check-in

Primary Components

These are the 3 primary areas that each User will face when checking into the kiosk. These items are:

- Check in / check out screen
- Age Verification
- Challenge Selection

After selecting 'Check In' at the initial screen, you're brought to the 'Age Verification' screen where you'll select whether you're 18 years of age or older. You'll also have the option of cancelling the process if you no longer want to check in.



kiosk check-in

Users Under 18

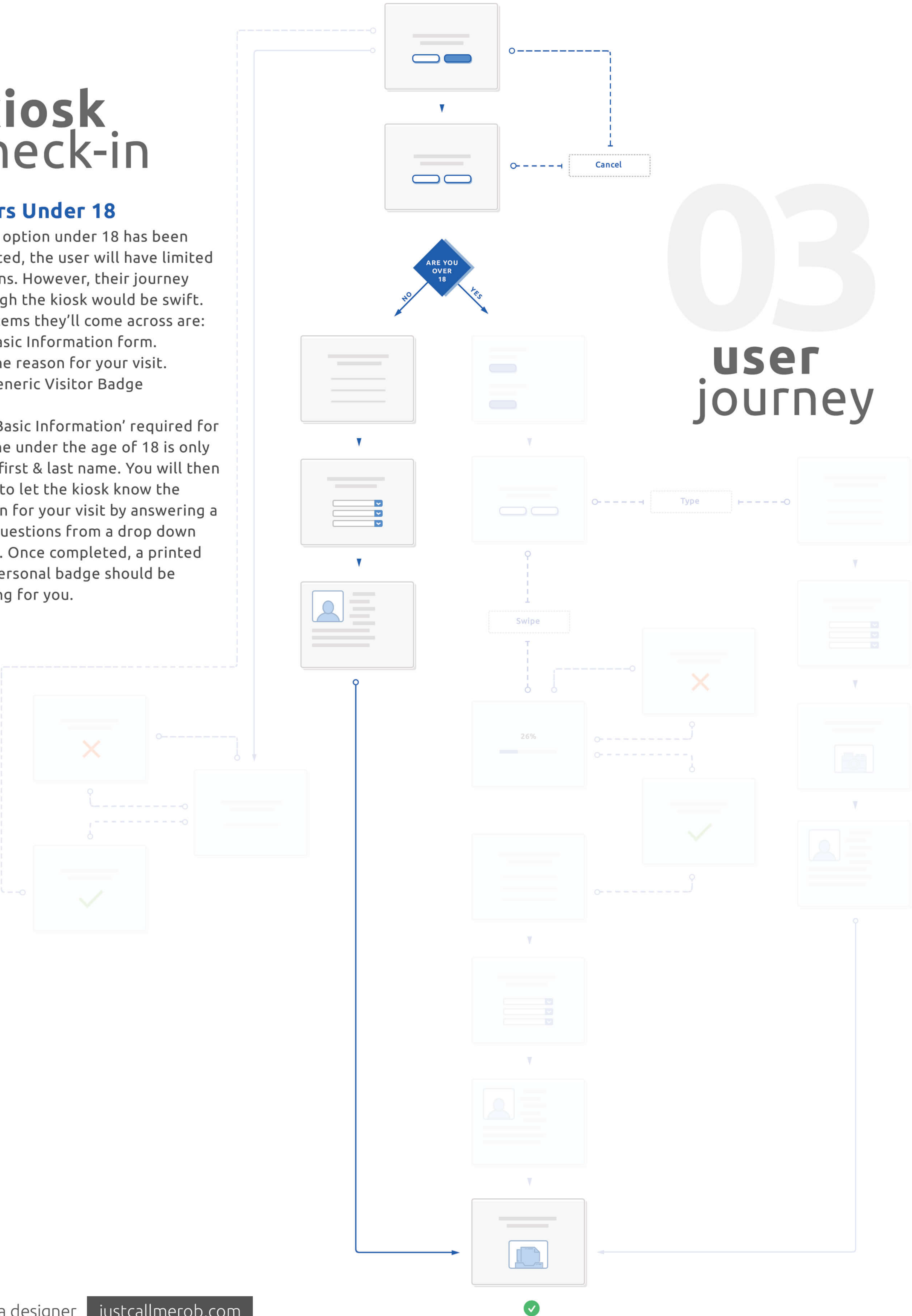
If the option under 18 has been selected, the user will have limited options. However, their journey through the kiosk would be swift.

The items they'll come across are:

- Basic Information form.
- The reason for your visit.
- Generic Visitor Badge

The 'Basic Information' required for anyone under the age of 18 is only their first & last name. You will then need to let the kiosk know the reason for your visit by answering a few questions from a drop down menu. Once completed, a printed out personal badge should be waiting for you.

03 user journey



kiosk check-in

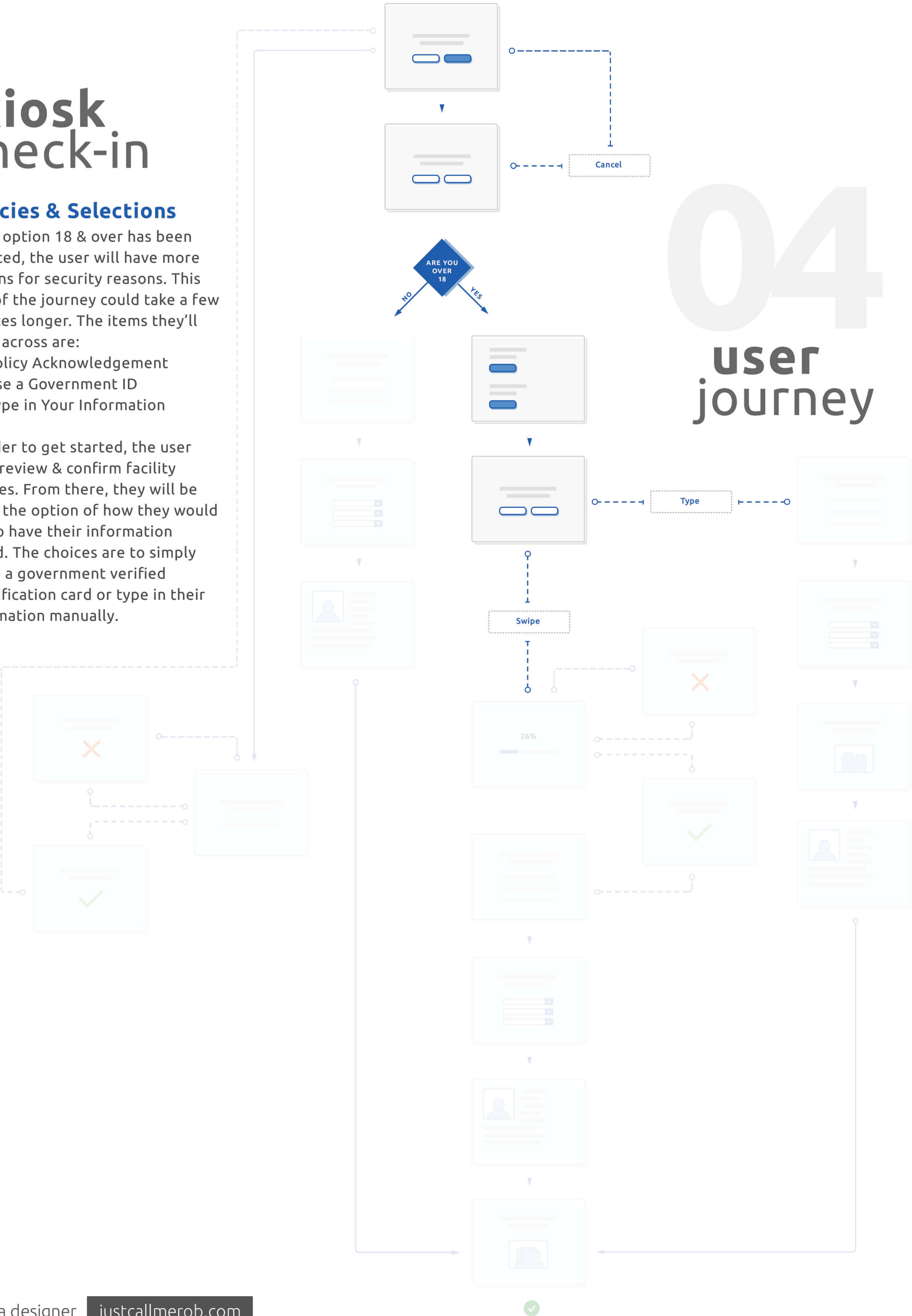
Policies & Selections

If the option 18 & over has been selected, the user will have more options for security reasons. This side of the journey could take a few minutes longer. The items they'll come across are:

- Policy Acknowledgement
- Use a Government ID
- Type in Your Information

In order to get started, the user must review & confirm facility policies. From there, they will be given the option of how they would like to have their information added. The choices are to simply swipe a government verified identification card or type in their information manually.

04
user journey



kiosk check-in

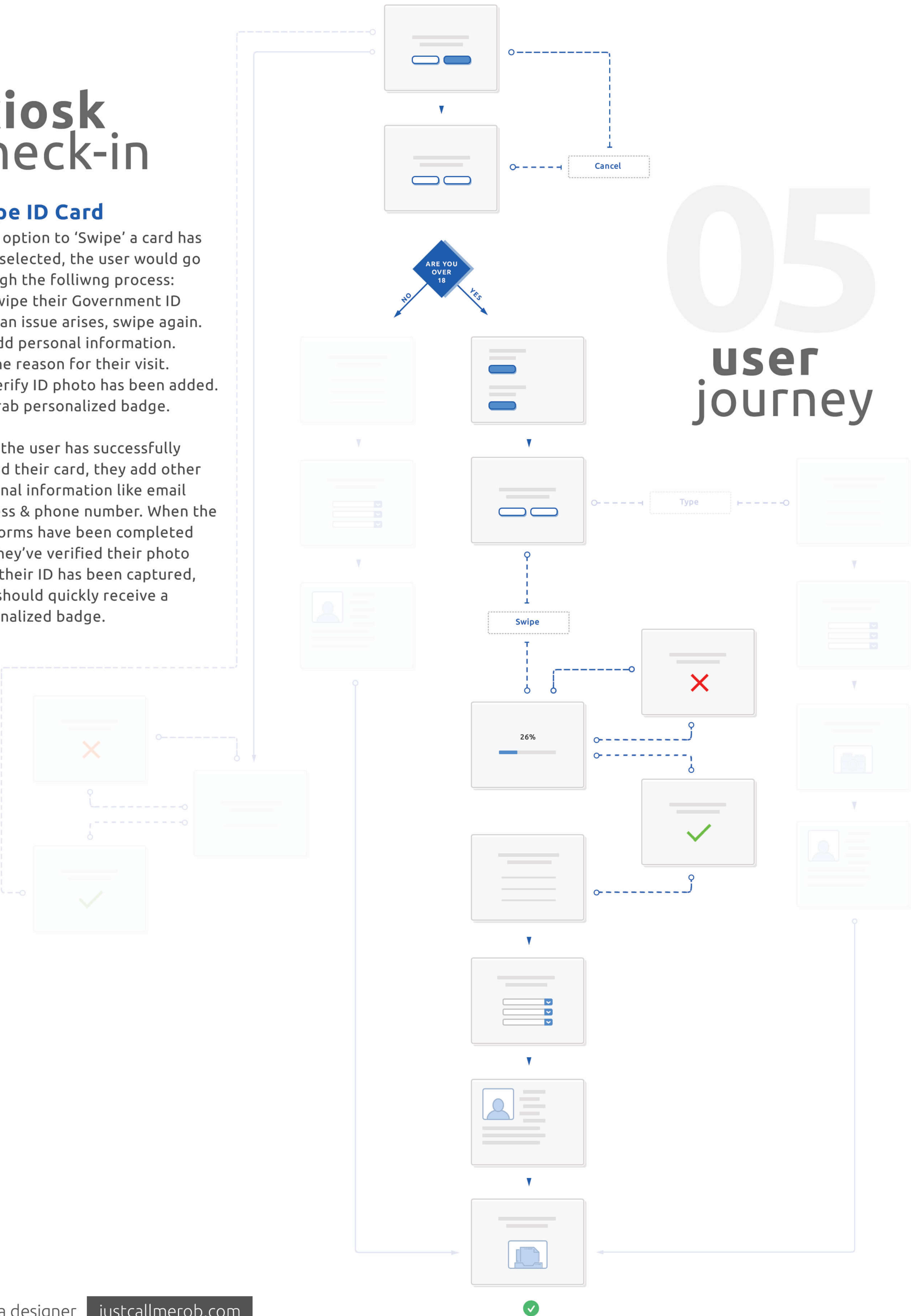
Swipe ID Card

If the option to 'Swipe' a card has been selected, the user would go through the following process:

- Swipe their Government ID
- If an issue arises, swipe again.
- Add personal information.
- The reason for their visit.
- Verify ID photo has been added.
- Grab personalized badge.

Once the user has successfully swiped their card, they add other personal information like email address & phone number. When the two forms have been completed and they've verified their photo from their ID has been captured, they should quickly receive a personalized badge.

05
user
journey



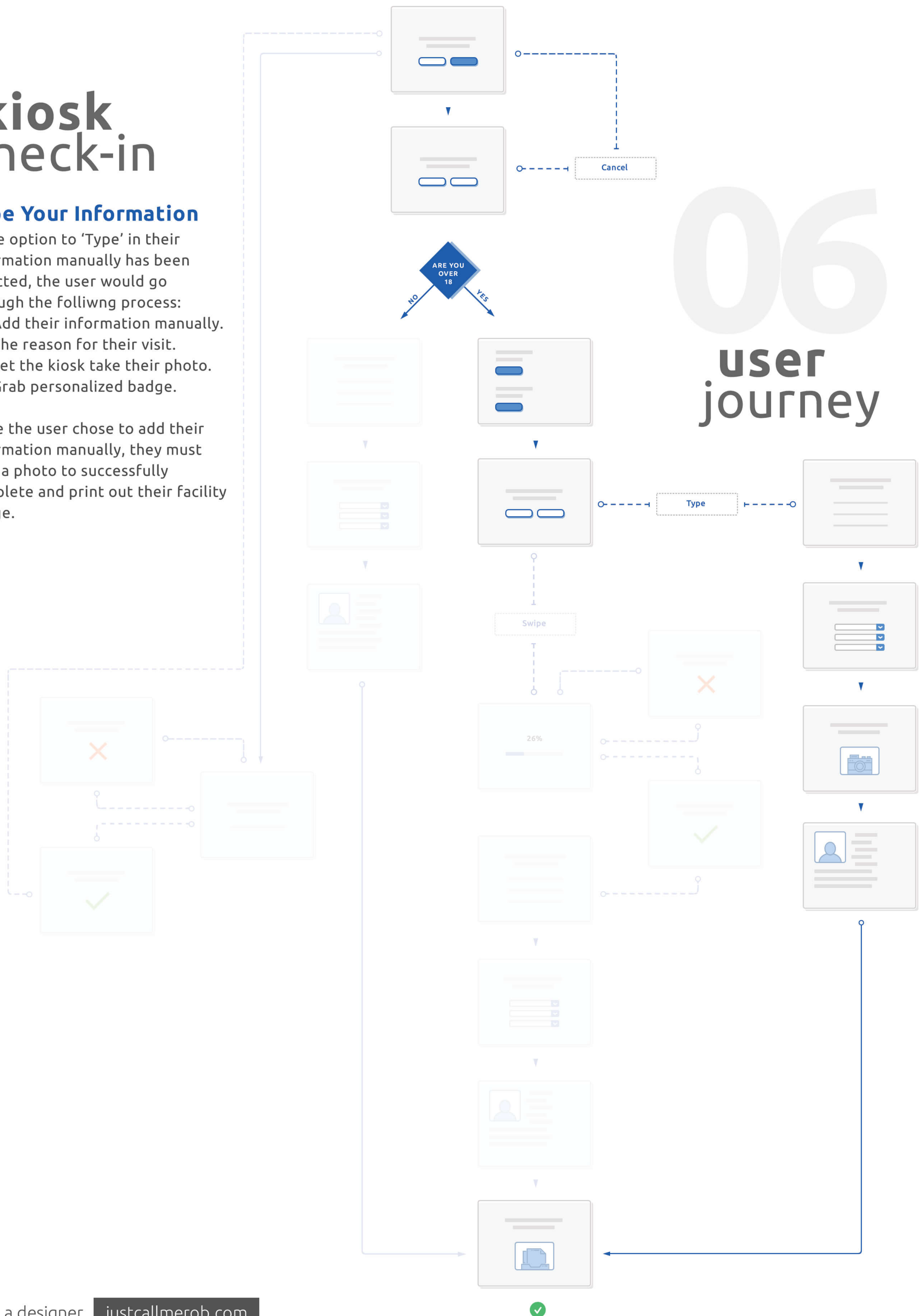
kiosk check-in

Type Your Information

If the option to 'Type' in their information manually has been selected, the user would go through the following process:

- Add their information manually.
- The reason for their visit.
- Let the kiosk take their photo.
- Grab personalized badge.

Since the user chose to add their information manually, they must take a photo to successfully complete and print out their facility badge.



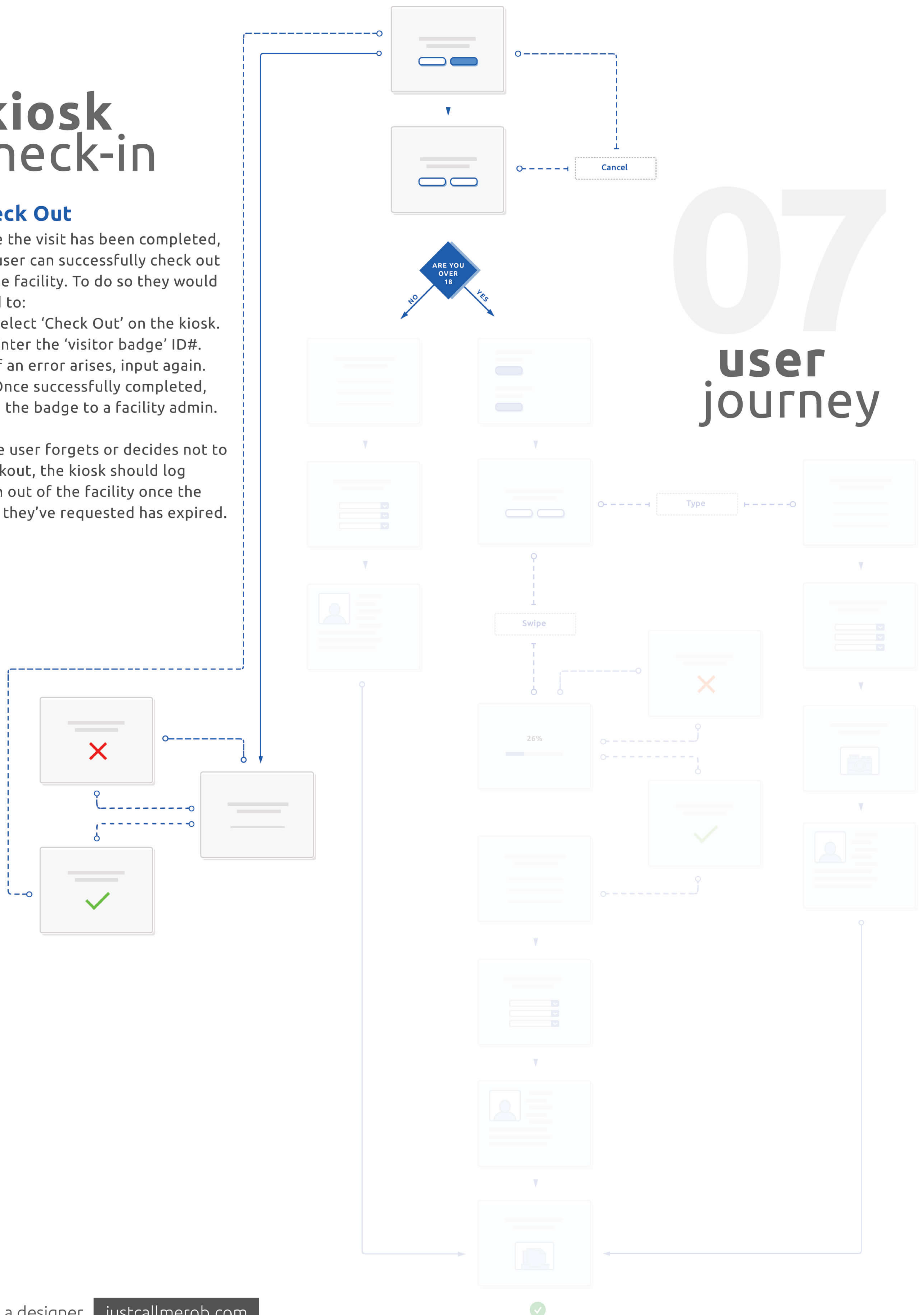
kiosk check-in

Check Out

Once the visit has been completed, the user can successfully check out of the facility. To do so they would need to:

- Select 'Check Out' on the kiosk.
- Enter the 'visitor badge' ID#.
- If an error arises, input again.
- Once successfully completed, hand the badge to a facility admin.

If the user forgets or decides not to checkout, the kiosk should log them out of the facility once the time they've requested has expired.





.user journey

kiosk check-in

i am a designer

justcallmerob.com

[Download Portfolio](#)