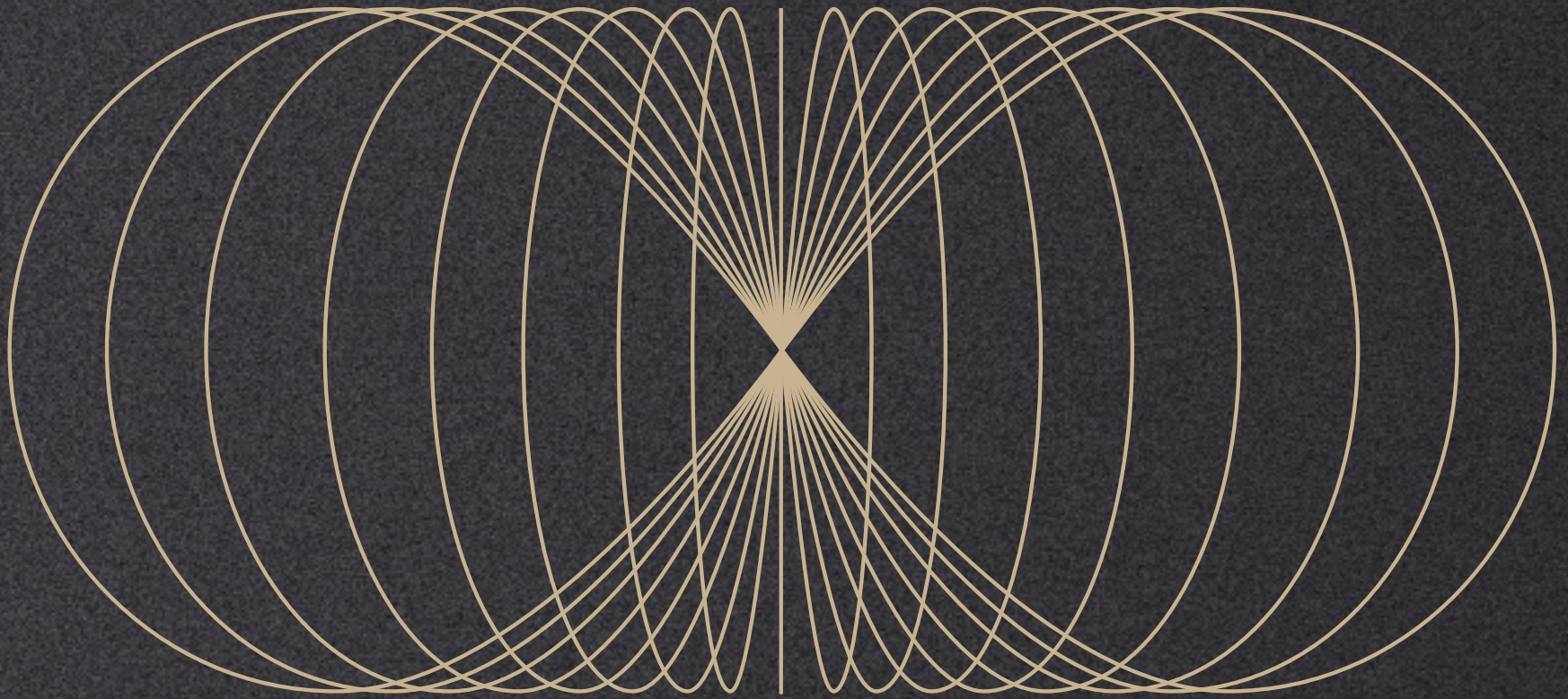


DELIVERABLE PROJECT CATALYST F6: IN-WALLET ONBOARDING FOR ADAHOLDERS.



SOCIAL DESIGN ACADEMY

FUTURE REALITIES, TODAY.

UX REVIEW

JOIN OUR DISCORD

UX REVIEW DAEDALUS

DAEDALUS 4.9 #21112

/CREATE A NEW WALLET

A DIGITAL PRODUCT ASSESSMENT

UX REVIEW

INTENT

A systematic approach to UX review that can be done by external experts or digital product teams.

PURPOSE

Levelling up the quality of your UX by standardizing your problem-sensing using a pain & gain template.

MEANING

Doing continuous UX reviews will humanize your software design, as the pain & gain format forces you to choose the human perspective over the product perspective.

PART OF THE

SOCIAL UX

DESIGN SYSTEM

DAEDALUS 4.9 #21112

CREATE WALLET

FIRST REVIEW

DW- 1A - CREATE WALLET /SETUP

Use of headings and crumbpath help users understand where they are and what they can expect.

Strange use of a model (overlay), the basic functions should be on level0.

CREATE A NEW WALLET



Wallet name

16/40

Conversational Wallet

Spending password

Keep your wallet secure by setting a spending password

Enter password ⓘ

Repeat password

.....

.....|

The password needs to be at least 10 characters and at most 255 characters long.

Create Shelley wallet

Separate Input requirements / explanation in contextual sidepanel?

- Inconsistent use of field requirements in text and (i).

- Explanation in the interface area's feels confusing.

New users to Cardano don't know about the different releases, makes the experience confusing. Shelley ?

DW- 1B - CREATE WALLET

/RECOVERY PHRASE EXPLANATION

RECOVERY PHRASE



On the following screen, you will be given a list of 24 words to write down on paper and keep in a safe place. This list of words is the wallet recovery phrase for the wallet you are creating.

The simplest way to keep your wallet recovery phrase secure is to never store it digitally or online. If you decide to use an online service, such as a password manager with an encrypted database, it is your responsibility to make sure that you use it correctly.

Using your recovery phrase is the only way to recover your wallet if your computer is lost, broken, stolen, or stops working.

☐

I confirm that nobody can see my screen, because anyone who knows my recovery phrase will be able to spend the ada in my new wallet.

Continue (7)

- Crumb path enables users to visit previous steps.
- People learn better if text is accompanied with visuals.
- Is a timer in the CTA button the best way to let people read important communication?

- This important message has the same look and feel (weight) as the term as service or onboarding text.
- Use of Visuals advised.
- Use onboarding logic.
- feels like a legal-text (skip skip skip)

DW- 1C - CREATE WALLET

/RECOVERY PHRASE WRITE DOWN

RECOVERY PHRASE

×

Please make sure you write down the 24 words of your wallet recovery phrase on a piece of paper in the exact order shown here.

24 words

Yes, I have written down my wallet recovery phrase.



- If the exact order is important the visual design must reflect this.
- Hard to distinguish normal text and recovery phrase keywords; use proper font-scaling.
- Thought direction: showing word groups at a time could help writing down the words and could be more secure.

DW- 1D - CREATE WALLET

/RECOVERY PHRASE VERIFICATION

- Inconsistent use of back functionality
- Use a consistent steps-indication.

- Close does not give any warning, lost my creation process trying :(
- Consistent use of close warning advised.

RECOVERY PHRASE

Please enter your 24-word wallet recovery phrase. Make sure you enter the words in the correct order.

Verify your recovery phrase3 of 24 words entered

chest ×

foil ×

fashion ×

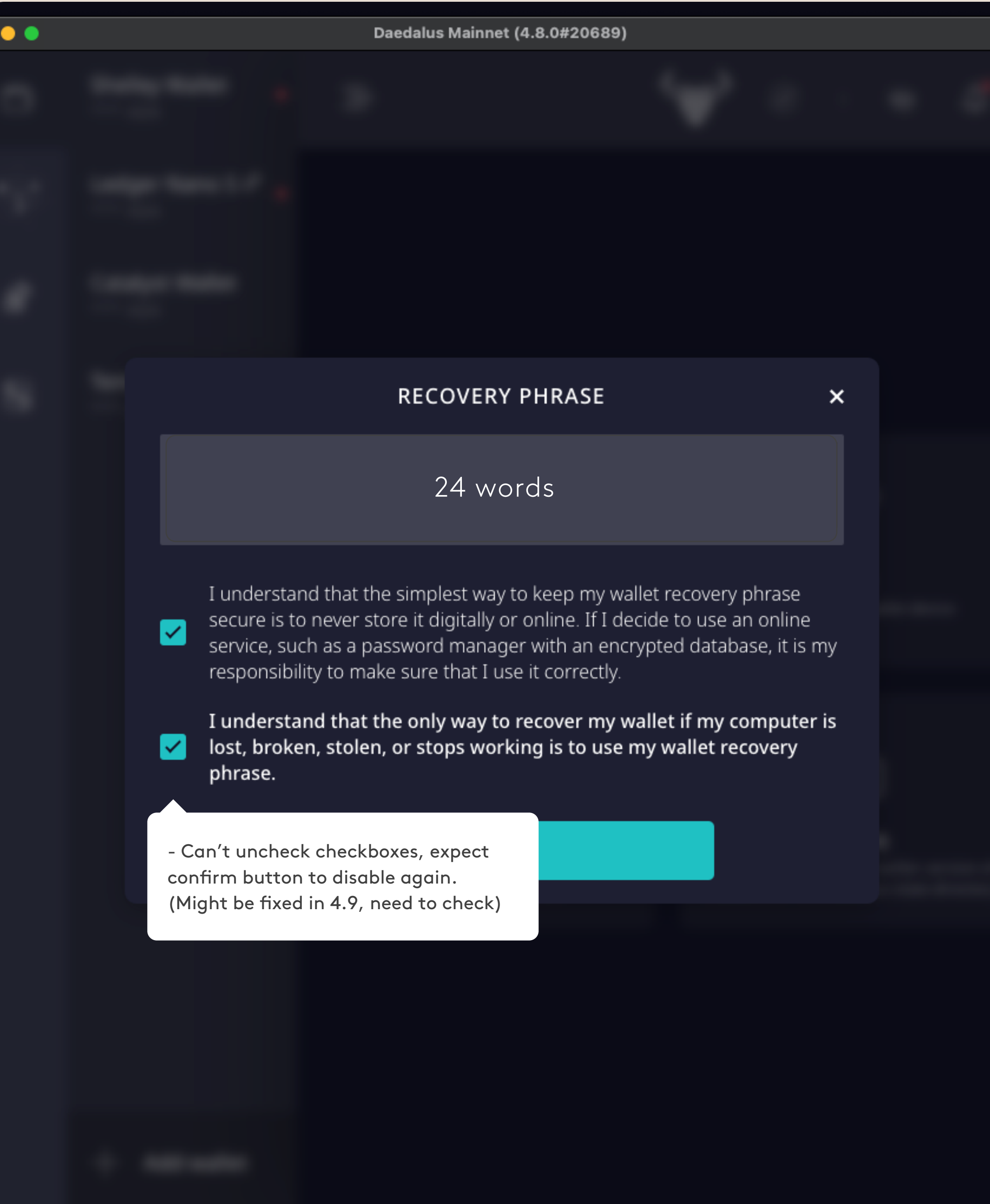
Enter word #4

Confirm

- Window has confirm button but jumps to next screen on completion.. (Might be fixed in 4.9, need to check)

DW- 1E - CREATE WALLET

/RECOVERY PHRASE CONFIRMATION



Daedalus Mainnet (4.8.0#20689)

RECOVERY PHRASE



24 words



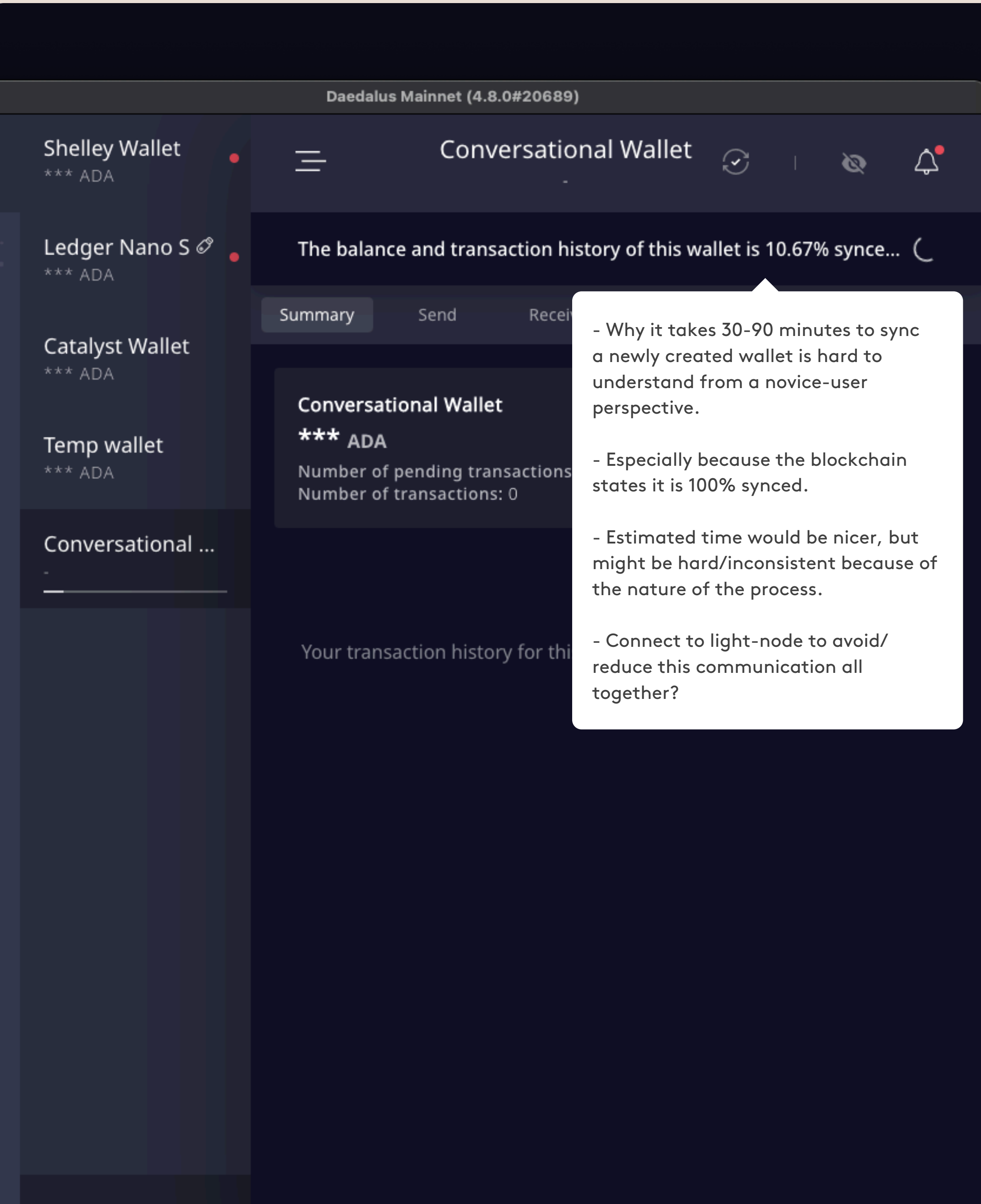
I understand that the simplest way to keep my wallet recovery phrase secure is to never store it digitally or online. If I decide to use an online service, such as a password manager with an encrypted database, it is my responsibility to make sure that I use it correctly.



I understand that the only way to recover my wallet if my computer is lost, broken, stolen, or stops working is to use my wallet recovery phrase.

- Can't uncheck checkboxes, expect confirm button to disable again.
(Might be fixed in 4.9, need to check)

DW-1F- CREATE WALLET /NEW WALLET SYNCING...



UX Review: Create new wallet

Functional Intent

Create a new wallet on the Cardano mainnet, so users can receive and send funds. Provide user with a wallet passphrase for offline storage.

Pain

- Expectation management is non-existent. First blockchain sync upto 9 hours. 8-15min writing, 60-90min wallet synching.
- What it means to be custodian your own crypto (bank) account is missing. How do you safely store your keys? How passphrases link to wallets is unclear?
- Warning / Notice highlights cover up tab states while using tab to toggle through the interface.
- Unclear how many steps I need to take or how much effort it takes.
- Unclear what prerequisites are needed (piece of paper, pen, etc. safe offline storage solution)
- Visual distinction between text and keywords is low.
- A passphrase has no link to the use cases of the wallet. How passphrase and wallet are linked is unclear as no meta-data is stored/retrieved.
- All effort is lost on abandoning flow.
- Re-engagement is non-existent

Advice

Power-users know how important wallet management is, novice users do not. Telling once is not enough to learn. Create a new wallet is more tasking on the user than restoring a wallet. Sending a new user a prepared wallet which the user only has to restore and write down, might speed up this process. Give tips how to safely store your private key. Make absolutely clear that if you lose your keys, you lose your crypto.

Make use of proper numbering of keywords, show 6 words at a time is more fault tolerant and more secure. Learning by heart would be nice for 12 words. Share best practices how to differentiate your wallets/passphrase combinations. Ask the user to write in block letters could also aid in readability. Use block letters in the interface. Manage expectations. Designing conversations instead of pages advised.

Experience Outcome

For non-technical users Daedalus is too daunting. The software is very assumptive & harsh, has no onboarding, nor expectation management. The result is an environment which is not ready for family and friends, as too much Cardano pre-knowledge is required.

Gain

- Slow step by step onboarding, connect to lite-node first, grow with the user.
- Not only indicate passwords does not match, also communicate when passwords do match.
- Recovery phrase explainers would benefit from visual learning support.
- A numbered passphrase word-list, makes it easier to write down words.
- Separation of word-order and actual words could be a nice way to store your keys on paper in a more secure way. (Use simple offset?)
- Linking Assistant to lite-node would speed up the process of giving people a Cardano wallet, move over to full with user experience level.
- Give clear warning when flow is abandoned and data will be lost.
- Consider Conversational Interaction Design would make re-engagement and user-levels possible. Making feature-bloat a thing of the past, and the interface personalized.

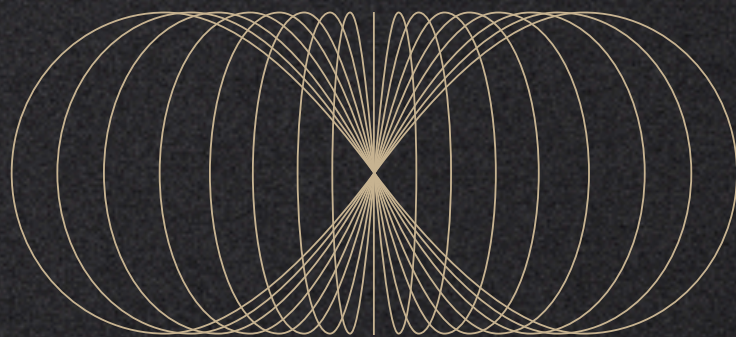
A Social Design Academy course

Conversational Interaction Design

Conversational Interaction Design is the next generation of transitional interface design that combines utility, education and hospitality in digital conversations instead of pages.

Let's make Cardano ready for family and friends.

Join the Conversation →



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