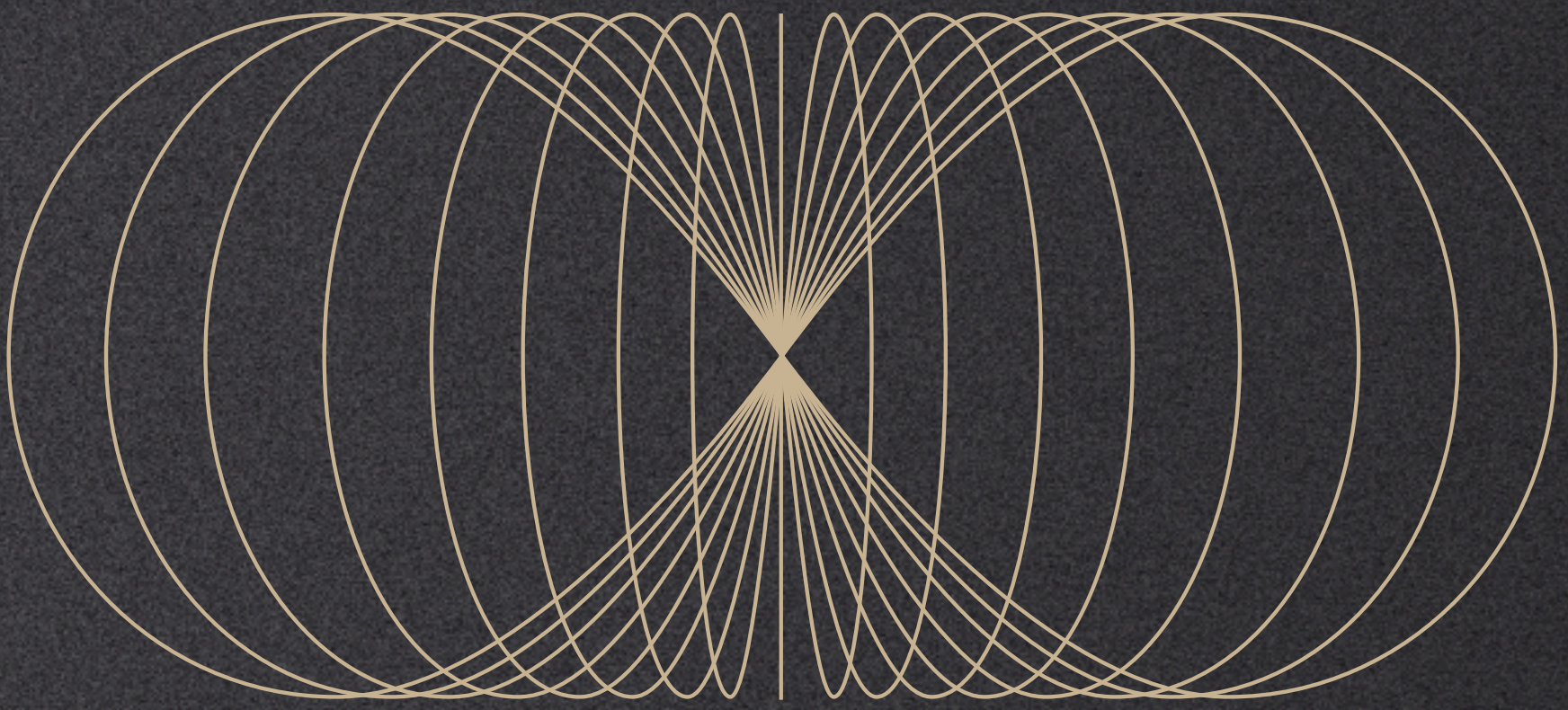
DELIVERABLE PROJECT CATALYST F6: IN-WALLET ONBOARDING FOR ADAHOLDERS.



SOCIAL DESIGN ACADEMY

FUTURE REALITIES, TODAY.

UX REVIEW

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A DIGITAL PRODUCT ASSESSMENT BY SOCIALDESIGNACADEMY.IO

UX REVIEW

DAEDALUS

DAEDALUS 4.9 #21112

/CREATE A NEW WALLET

PAIN & GAIN ASSESSMENT

MICRO FRUSTRATIONS ARE YOUR #1 TRACTION KILLER

RECOMMENDATIONS FOR IMPROVEMENTS

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

SocialDesignAcademy.io/courses-overview/

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CREATE WALLET

FIRST REVIEW

DW- 1A - CREATE WALLET /SETUP

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

Strange us 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

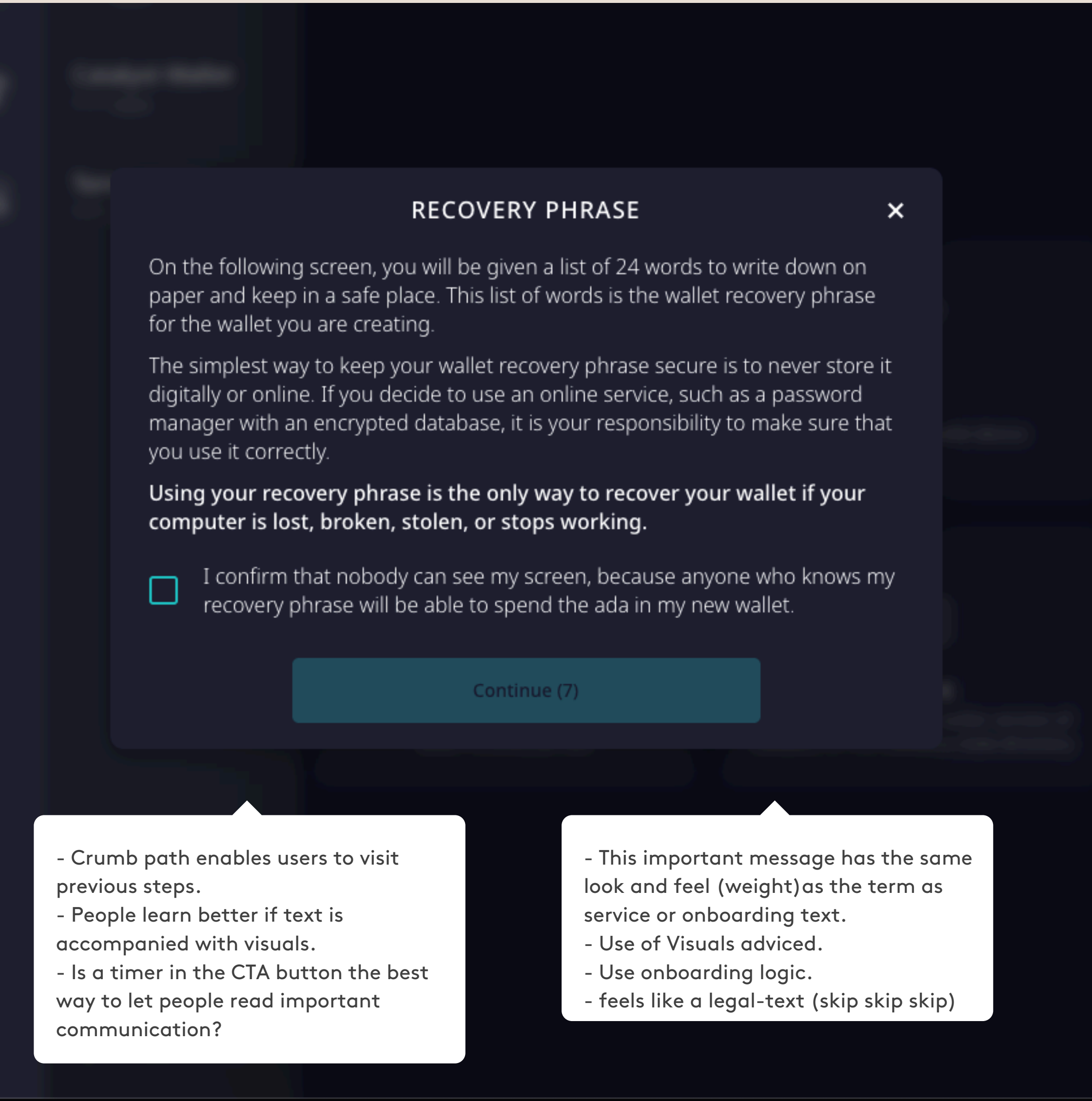
Separate Input requirements / explanation in contextual sidepanel?

- Inconsistant 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 ?

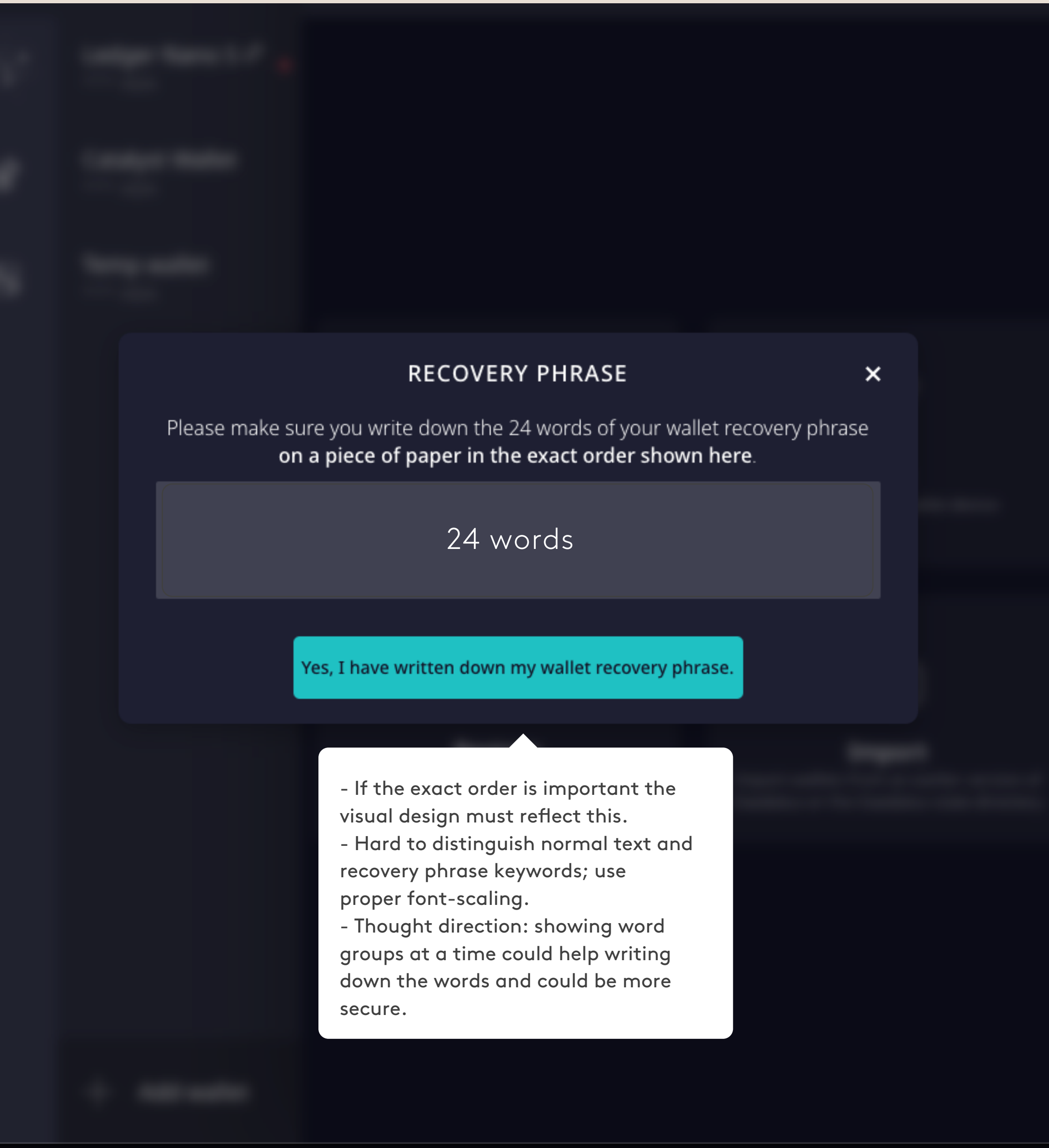
DW- 1B - CREATE WALLET /RECOVERY PHRASE EXPLANATION



- 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 adviced.
- Use onboarding logic.
- feels like a legal-text (skip skip skip)

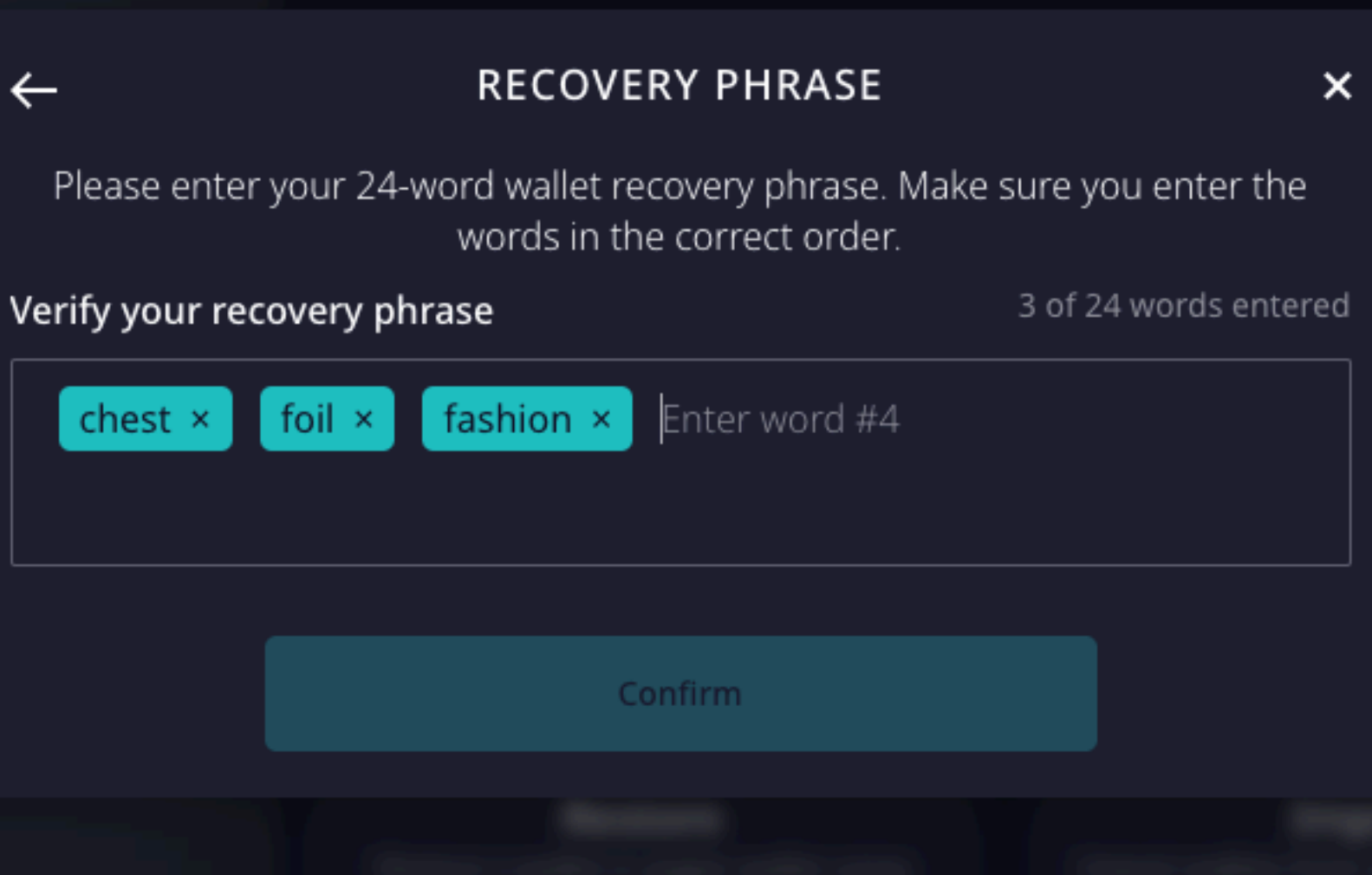
DW- 1C - CREATE WALLET /RECOVERY PHRASE WRITE DOWN



DW- 1D - CREATE WALLET /RECOVERY PHRASE VERIFICATION

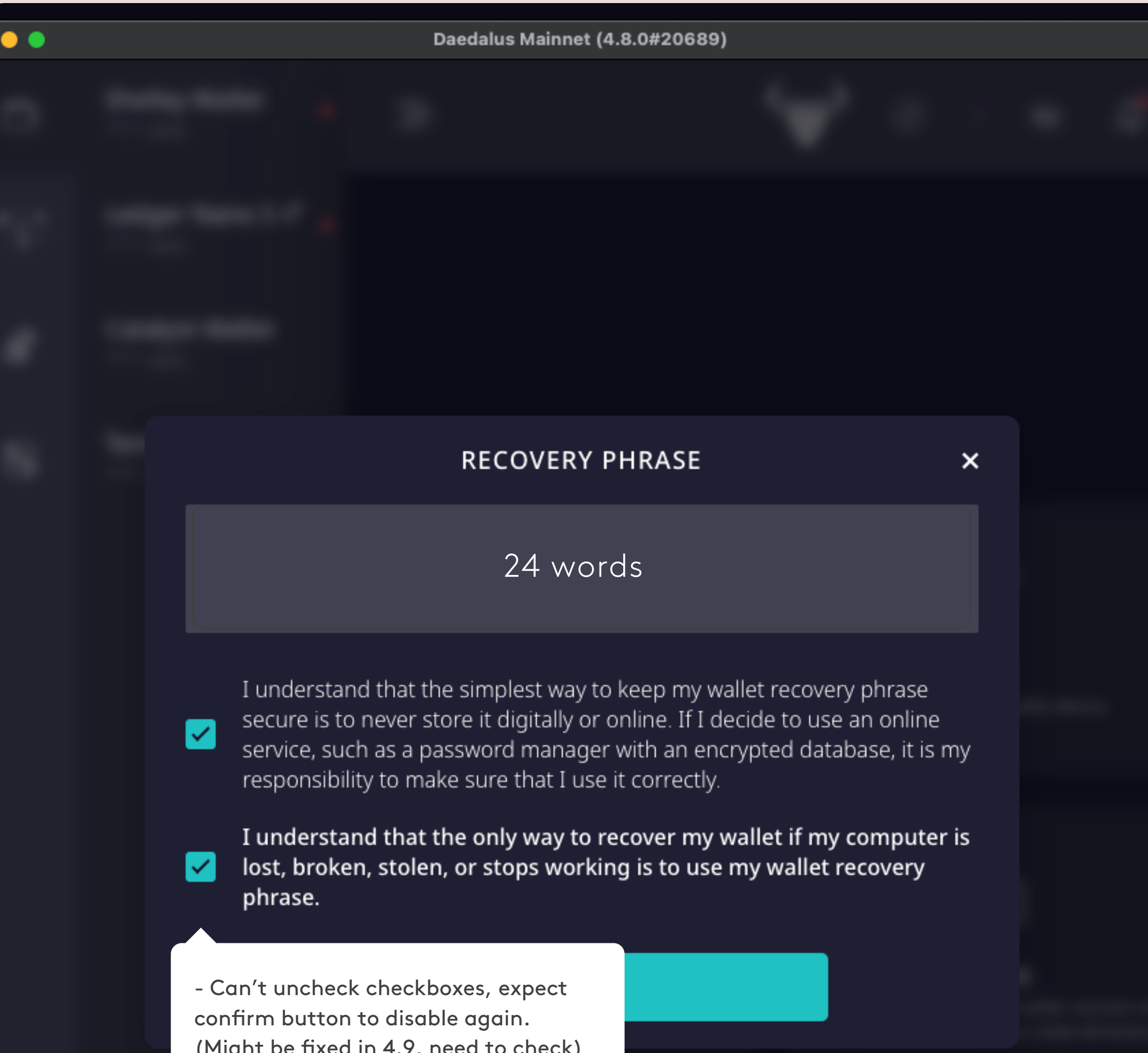
- Inconsistent use of back functionality
- Use a consistant steps-indication.

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

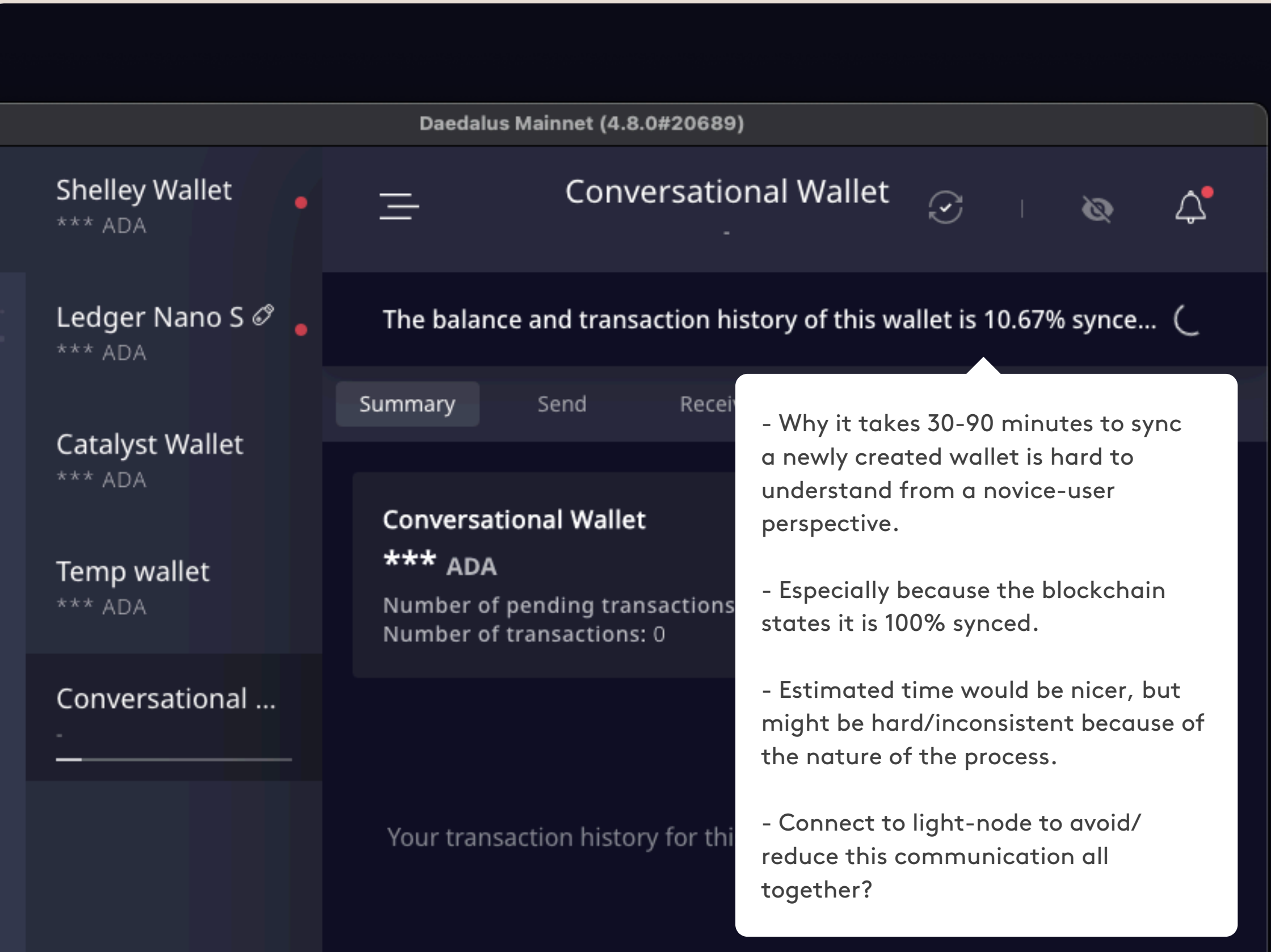


- Window has confirm button but jumps to next screen on completion.. (Might be fixed in 4.9, need to check)

DW- 1E - CREATE WALLET /RECOVERY PHRASE CONFIRMATION



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.

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 enviroment which is not ready for family and friends, as too much Cardano pre-knowledge is required.

Pain

- Expectation management is non-existent. First blockchain sync upto 9 hours. 8-15min writing, 60-90min wallet synching.
- What is 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, cq. 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 abanding flow.
- Re-engagement is non-existent

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.
- Seperation 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 speeds 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.

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 you private key. Make absolutely clear that if you loose your keys, you loose 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 practises how to differentiate your wallets/ passphrase combinations. Ask the user to write in block letters could also aid in readablity. Use block letters in the interface. Manage expectations. Designing conversations instead of pages advised.

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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