

# Pando App User Flow: Creating a Team

## Goal:

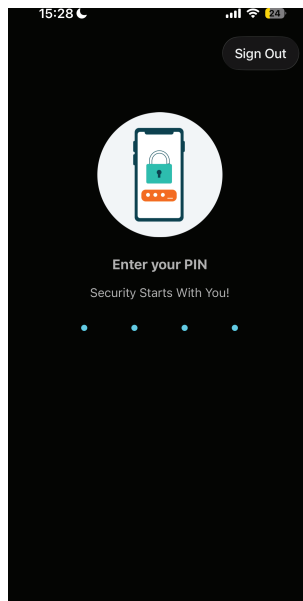
To create a new team within the Pando app to enable secure communication between a group of users.

## Preconditions:

User is registered and authenticated  
User has permission to create a team

### Step 1:

User opens the app



**Step Overview:** User opens the app

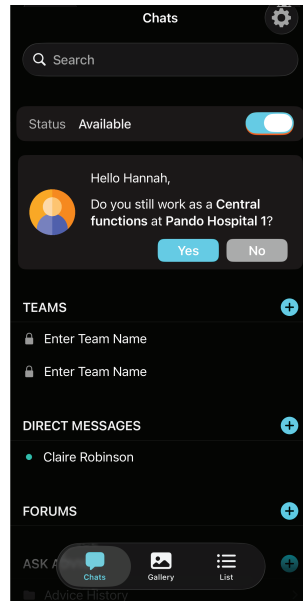
**Touchpoints:** Authentication prompt displayed (PIN / biometric)

**Potential Risks:** Delay accessing messages

**Mitigation:** Biometric login supported for faster access

### Step 2:

User locates Add Team option



**Step Overview:** User navigates to the team creation function

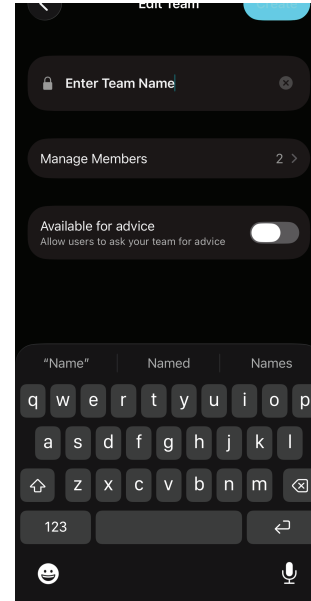
**Touchpoints:** Add Team button within chat/team interface

**Potential Risks:** Button is difficult to locate or confused with other actions

**Mitigation:** Clear labelling and separation from similar actions (e.g. direct message)

### Step 3:

Enter team name



**Step Overview:** User inputs a name for the new team

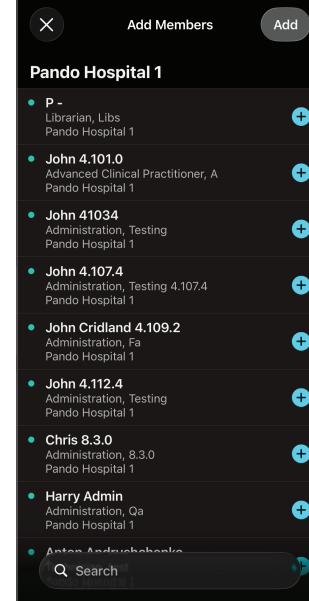
**Touchpoints:** Team name text field

**Potential Risks:** None

**Mitigation:** Not Applicable

### Step 4:

User adds team members



**Step Overview:** User selects colleagues to add to the team

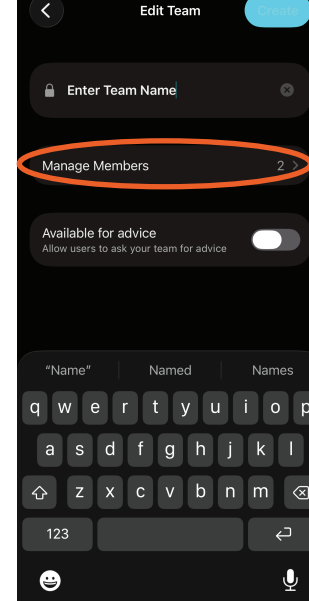
**Touchpoints:** Pando directory and search functionality

**Potential Risks:** Incorrect users added to team

**Mitigation:** Search functionality and identifiable user details reduce selection errors

### Step 5:

Managing team members



**Step Overview:** User reviews and confirms selected team members

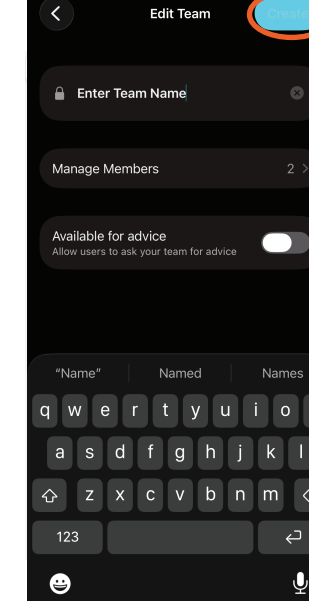
**Touchpoints:** Manage Members interface

**Potential Risks:** Missing or unintended users included

**Mitigation:** Ability to review and adjust members before finalising

### Step 6:

Team creation confirmation



**Step Overview:** User confirms team creation

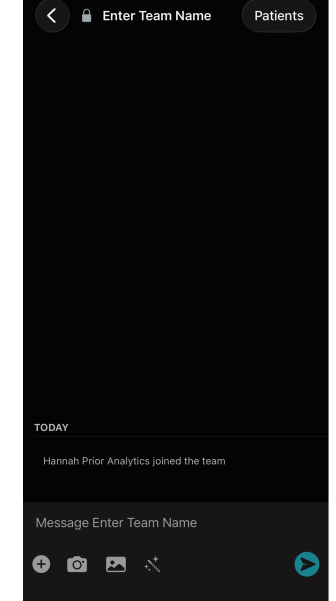
**Touchpoints:** Create button within team setup screen

**Potential Risks:** Team created with incorrect configuration

**Mitigation:** Review step prior to confirmation

### Step 7:

Team is created and opened



**Step Overview:** Newly created team opens automatically

**Touchpoints:** Team chat interface displayed

**Potential Risks:** User unsure if team has been successfully created

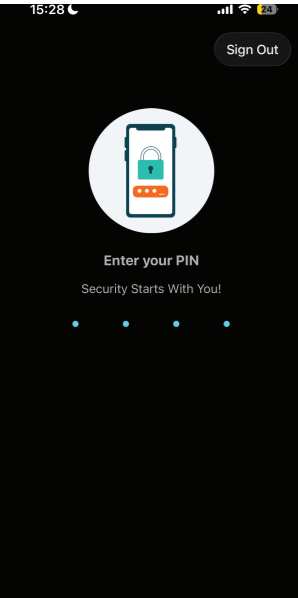
**Mitigation:** Immediate navigation to team confirms successful creation

# Pando App User Flow: Adding a User to a Team

**Goal:** To add a colleague to an existing team within the Pando app to enable secure group communication.

**Preconditions:** User is registered and authenticated  
User is a member of the team  
Colleague exists within the Pando directory

**Step 1:** User opens the app



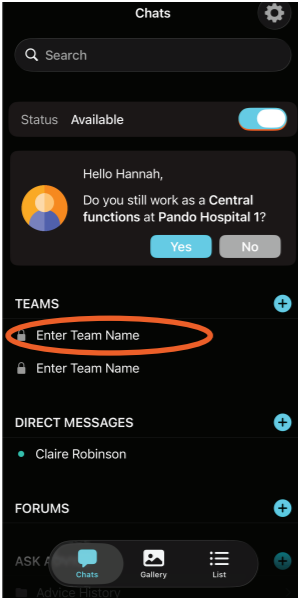
**Step Overview:** User opens the app

**Touchpoints:** Authentication prompt displayed (PIN / biometric)

**Potential Risks:** Delay accessing messages

**Mitigation:** Biometric login supported for faster access

**Step 2:** User locates team



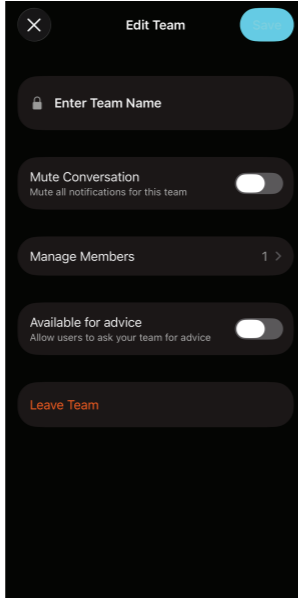
**Step Overview:** User navigates to the relevant team

**Touchpoints:** Chat list & search functionality

**Potential Risks:** Difficulty locating team if not recently used

**Mitigation:** Search functionality supports locating teams

**Step 3:** User opens team settings



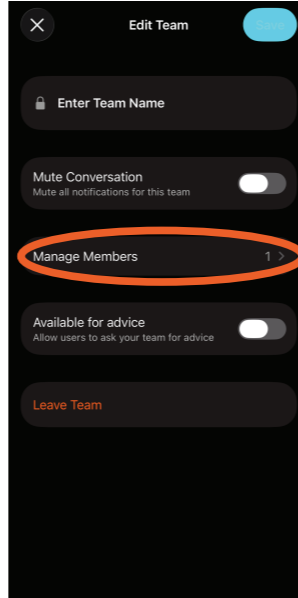
**Step Overview:** User taps on the team name to access settings

**Touchpoints:** Team header (team name)

**Potential Risks:** Team name not clearly identifiable as a selectable element

**Mitigation:** Consistent placement at top of screen supports recognition

**Step 4:** User selects Manage Members



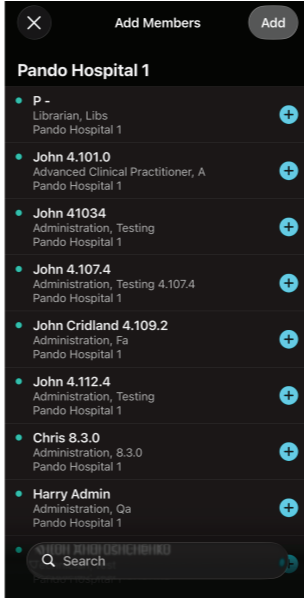
**Step Overview:** User accesses team member management

**Touchpoints:** Manage Members option within team settings

**Potential Risks:** User unsure where to add members

**Mitigation:** Clearly labelled member management section

**Step 5:** Add Members



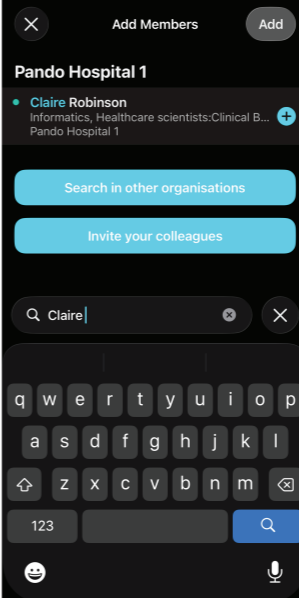
**Step Overview:** User initiates process to add new team members

**Touchpoints:** Add Members button

**Potential Risks:** Action not immediately obvious

**Mitigation:** Clear labelling of action

**Step 6:** Search for colleague



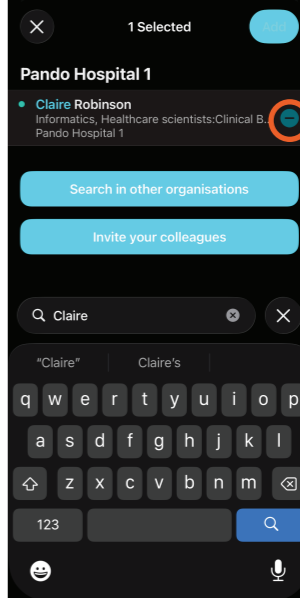
**Step Overview:** User searches for colleague in Pando directory

**Touchpoints:** Search field and results list

**Potential Risks:** Difficulty locating correct user

**Mitigation:** Search functionality and identifiable user details support selection

**Step 7:** Select colleague



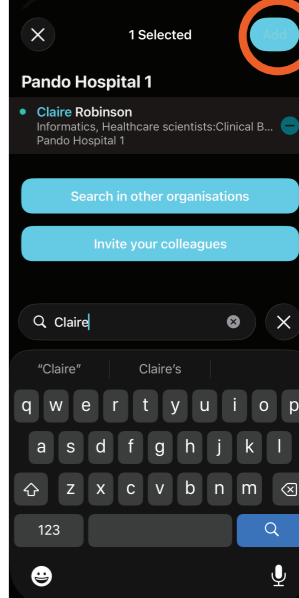
**Step Overview:** User taps plus icon to add selected colleague

**Touchpoints:** Plus (+) icon next to user name

**Potential Risks:** Plus icon is small and difficult to press accurately, increasing risk of selection errors

**Mitigation:** Visual association between user name and action supports correct selection

**Step 8:** Confirm addition



**Step Overview:** User taps "Add" to confirm selected users

**Touchpoints:** Add button (top of screen)

**Potential Risks:** Users added unintentionally

**Mitigation:** Confirmation step before changes are applied

# Pando App User Flow: Leaving a Team

## Goal:

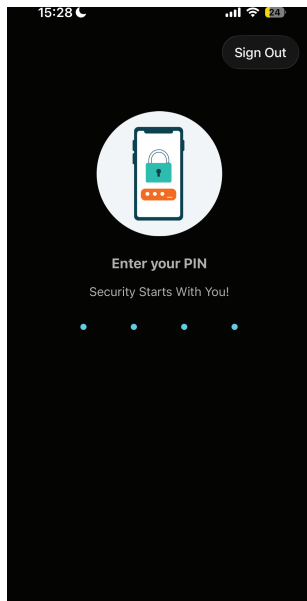
To remove leave team when access is no longer required.

## Preconditions:

User is registered and authenticated  
User is a member of the team

### Step 1:

User opens the app



**Step Overview:** User opens the app

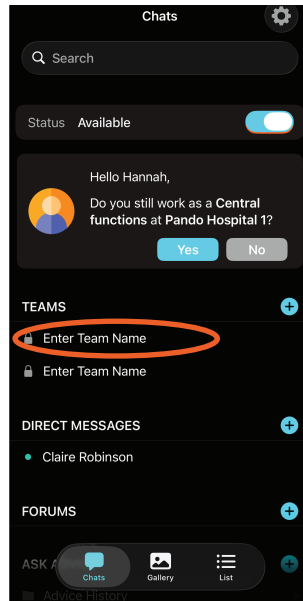
**Touchpoints:** Authentication prompt displayed (PIN / biometric)

**Potential Risks:** Delay accessing messages

**Mitigation:** Biometric login supported for faster access

### Step 2:

User locates team



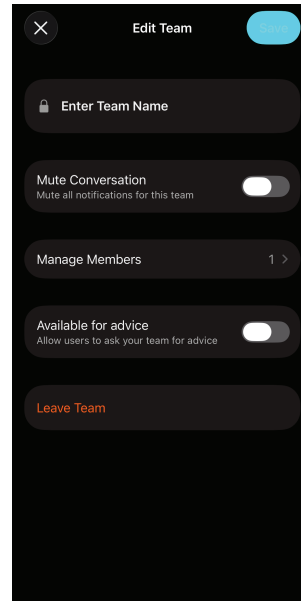
**Step Overview:** User  
**Touchpoints:** Chat list & search functionality

**Potential Risks:** Difficulty locating team if not recently used

**Mitigation:** Search functionality supports locating teams

### Step 3:

User opens team settings



**Step Overview:** User taps on the team name to access settings

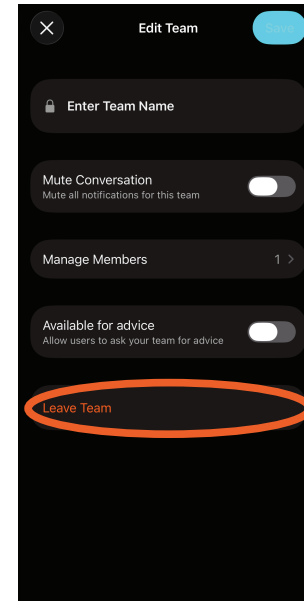
**Touchpoints:** Team header (team name)

**Potential Risks:** Team name not clearly identifiable as a selectable element

**Mitigation:** Consistent placement at top of screen supports recognition

### Step 4:

User selects Leave Team



**Step Overview:** User initiates the process

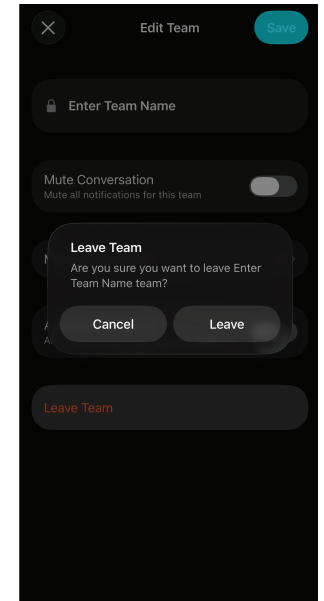
**Touchpoints:** Leave Team option within settings

**Potential Risks:** User may be unsure whether this action deletes the team or only removes them from it

**Mitigation:** Clear action labelling and confirmation

### Step 5:

User confirms action



**Step Overview:** User confirms they want to leave/delete the team

**Touchpoints:** Confirmation dialog

**Potential Risks:** Accidental removal from team

**Mitigation:** Confirmation required before action is completed