

Pando App User Flow: Sending a Message to a User

Goal:

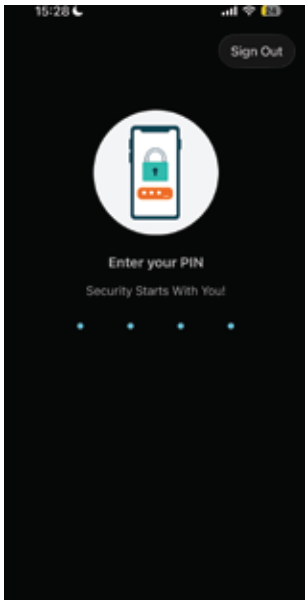
To securely send a message to another user or team within the Pando app to support clinical communication.

Preconditions:

User is registered and authenticated
User has access to relevant users or teams
Recipient exists within the Pando system

Step 1:

User opens the app



Step Overview: User opens the app

Touchpoints:

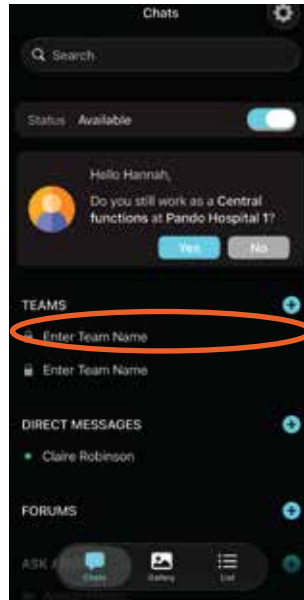
Authentication prompt displayed (PIN)

Potential Risks: Delay accessing messages

Mitigation: Biometric login supported for faster access

Step 2:

User locates recipient



Step Overview: User navigates to the user or team

Touchpoints: Chat list & search functionality

Potential Risks: User may need to search for recipient if not recently contacted, increasing time to send message

Mitigation: Search functionality supports locating users & teams

Step 3:

User opens chat



Step Overview: User selects the relevant user or team conversation

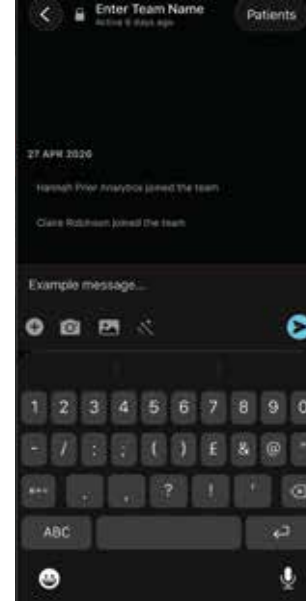
Touchpoints: Chat interface

Potential Risks: Incorrect recipient selected

Mitigation: User and team names displayed clearly within conversation view

Step 4:

User enters message



Step Overview: User types message into text field

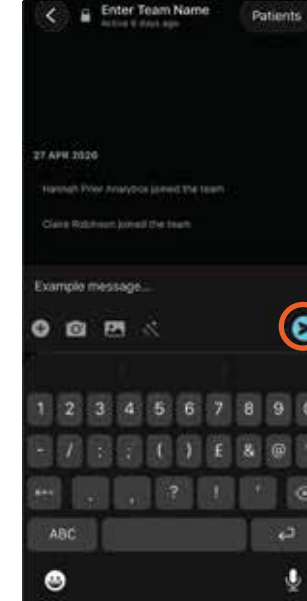
Touchpoints: Message input field

Potential Risks: Incomplete or unclear message content

Mitigation: User can review message before sending

Step 5:

User taps send



Step Overview: User sends message

Touchpoints: Send button

Potential Risks: Message sent to unintended recipient

Mitigation: Active conversation context visible prior to sending

Step 6:

Message is delivered



Step Overview: Message is sent and delivery status is displayed

Touchpoints: Delivery indicators (e.g. tick system)

Potential Risks: User unsure whether message has been delivered

Mitigation: Delivery indicators provide confirmation of message status

Pando App User Flow: Turning Off Notifications Within Teams

Goal:

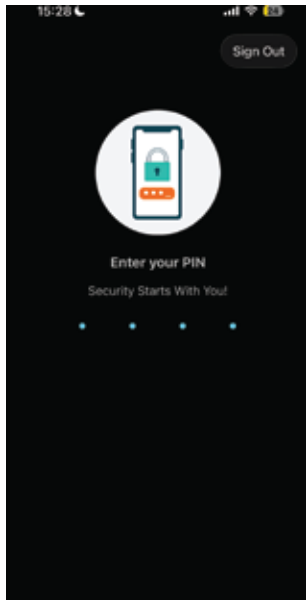
To mute notifications for a specific team conversation within the Pando app to reduce unnecessary interruptions while maintaining access to messages.

Preconditions:

User is registered and authenticated
User is a member of the relevant team
Team conversation already exists

Step 1:

User opens the app



Step Overview: User opens the app

Touchpoints:

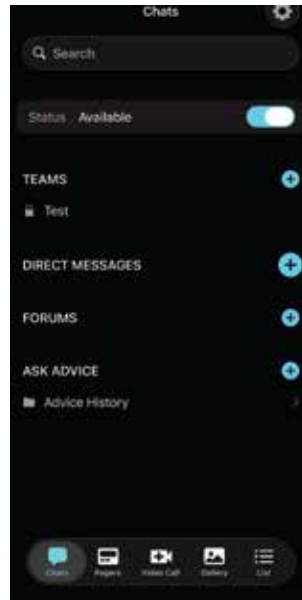
Authentication prompt displayed (PIN)

Potential Risks: Delay accessing chat

Mitigation: Biometric login supported for faster access

Step 2:

User locates team chat



Step Overview: User navigates to the relevant team conversation

Touchpoints: Chat list and search functionality

Potential Risks: User may need to search for the team if not recently accessed

Mitigation: Search functionality supports locating teams

Step 3:

User opens team settings



Step Overview: User taps the team name for team settings area

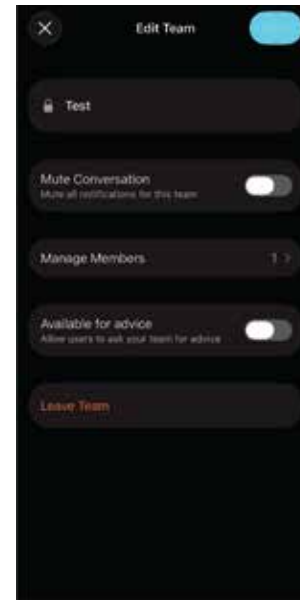
Touchpoints: Team header or settings interface

Potential Risks: Settings area may not be immediately obvious to new users

Mitigation: Consistent placement of team information within the conversation interface

Step 4:

Notification Settings



Step Overview: User accesses mute or notification controls

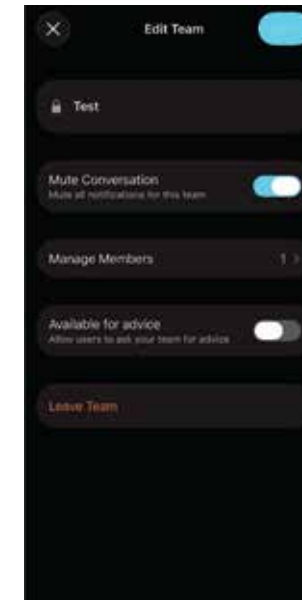
Touchpoints: Mute Conversation toggle

Potential Risks: User may unintentionally mute important notifications

Mitigation: Notification settings remain visible and can be adjusted later

Step 5:

User saves changes



Step Overview: User taps "Save" to apply changes

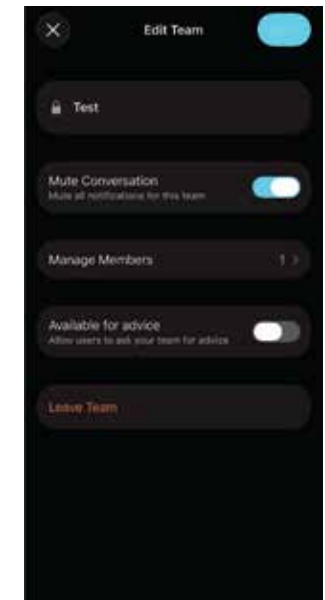
Touchpoints: Save button (top of screen)

Potential Risks: User may forget to save changes, resulting in notifications remaining active

Mitigation: Explicit save action confirms user intent

Step 6:

Notifications are muted



Step Overview: Team notifications are disabled

Touchpoints: Updated notification behaviour

Potential Risks: User may miss important messages due to muted notifications

Mitigation: User retains access to chat and can manually review messages

Pando App User Flow: Set availability

Goal:

To set availability status within the Pando app to indicate whether the user is available for communication.

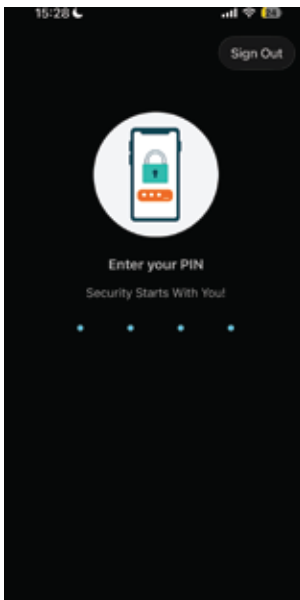
Preconditions:

User is registered and authenticated

User has access to their profile or settings

Step 1:

User opens the app



Step Overview: User opens the app

Touchpoints:

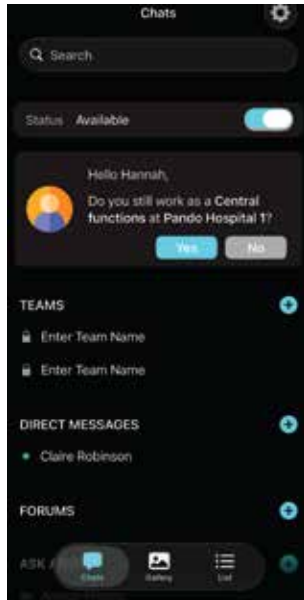
Authentication prompt displayed (PIN)

Potential Risks: Delay accessing settings

Mitigation: Biometric login supported for faster access

Step 2:

Toggle availability



Step Overview: select availability toggle

Touchpoints:

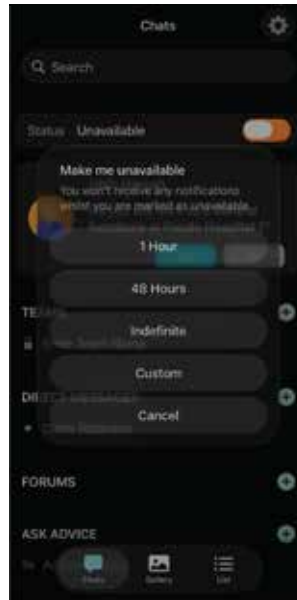
Availability toggle

Potential Risks: User selects incorrect availability status

Mitigation: Simple and clearly defined on/off options reduce selection errors

Step 3:

Select length



Step Overview: User selects the relevant unavailability length

Touchpoints:

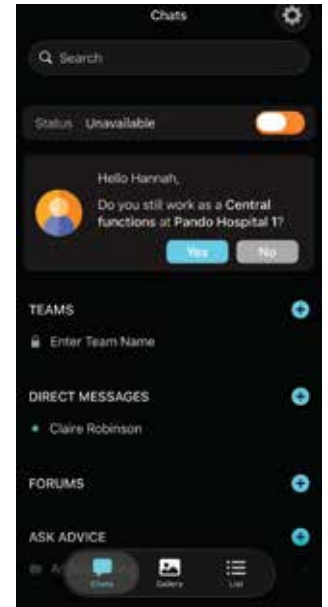
Unavailability menu

Potential Risks: Incorrect availability selected

Mitigation: Simple time or custom availability to reduce errors

Step 4:

Unavailability is set



Step Overview: User is returned to chat screen

Touchpoints:

availability toggle set to unavailable

Potential Risks: User unaware of availability status

Mitigation: Clear off status