

# Pando App User Flow: Sharing a File

## Goal:

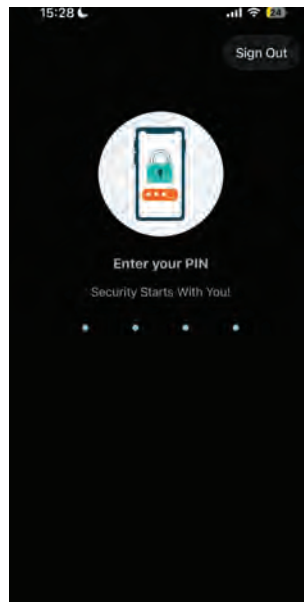
To share a file with another user or team within the Pando app to support communication and collaboration.

## Preconditions:

User is registered and authenticated  
User has access to a chat (user or team)  
File is available on the user's device

### Step 1:

User opens the app



**Step Overview:** User opens the app

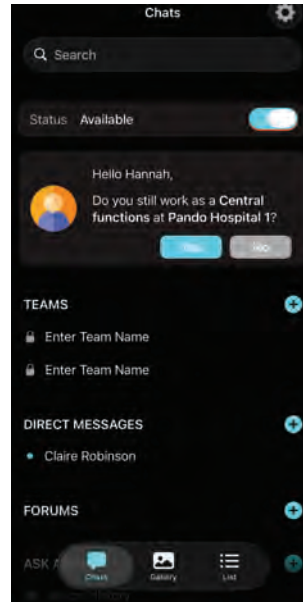
**Touchpoints:** Authentication prompt displayed (PIN)

**Potential Risks:** Delay accessing patient data

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

### Step 2:

User locates chat



**Step Overview:** User navigates to the chat they wish to share the file in

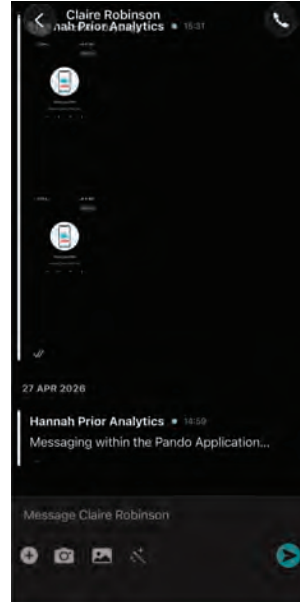
**Touchpoints:** Chat list & search functionality

**Potential Risks:** User may need to search for chat if not recently used

**Mitigation:** Search functionality supports locating chats

### Step 3:

User opens chat



**Step Overview:** User selects the relevant conversation

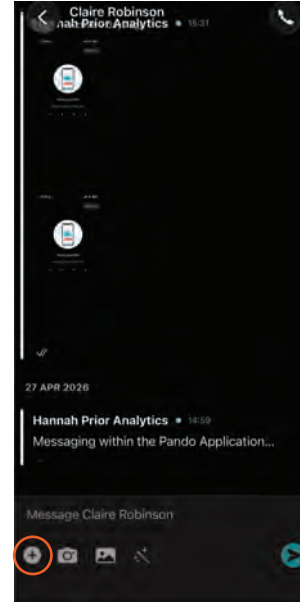
**Touchpoints:** Chat interface

**Potential Risks:** Incorrect chat selected

**Mitigation:** User and team names displayed clearly within conversation view

### Step 4:

User taps + icon



**Step Overview:** User initiates sharing

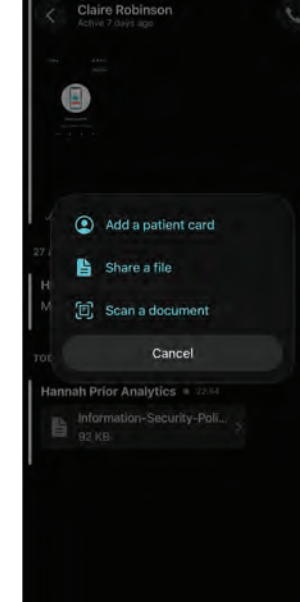
**Touchpoints:** + icon within chat

**Potential Risks:** User unsure which icon to use for file sharing

**Mitigation:** Consistent icon usage supports recognition of function

### Step 4:

User taps share a file



**Step Overview:** User initiates file sharing

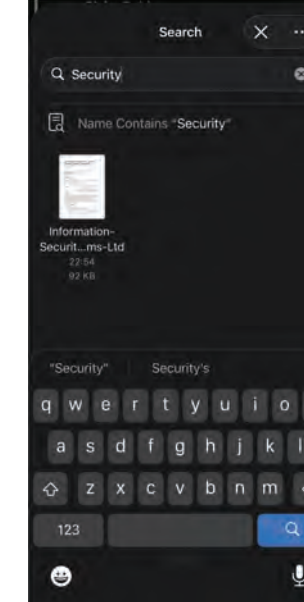
**Touchpoints:** + icon within chat

**Potential Risks:** User unsure option use for file sharing

**Mitigation:** Clear labeling supports recognition of function

### Step 5:

User selects file



**Step Overview:** User selects file from device

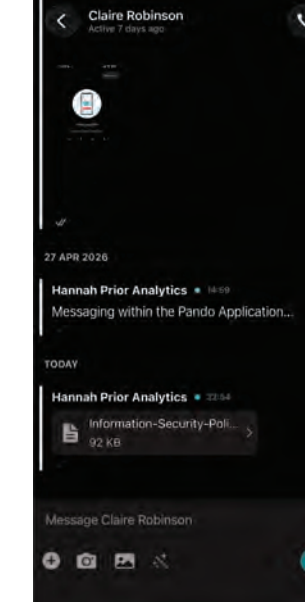
**Touchpoints:** Device file picker

**Potential Risks:** Incorrect file selected

**Mitigation:** User reviews file before confirming selection

### Step 6:

File is sent



**Step Overview:** File is automatically shared within the chat

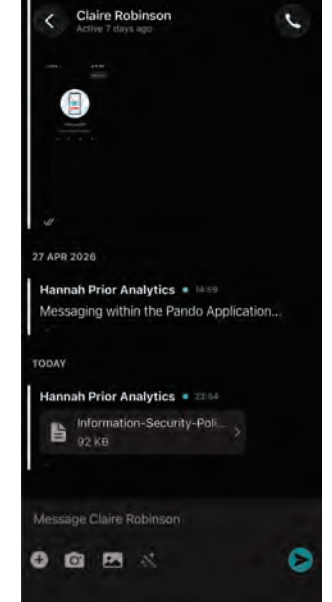
**Touchpoints:** Chat interface

**Potential Risks:** File may be sent immediately without confirmation, increasing risk of accidental sharing

**Mitigation:** Conversation context is visible prior to file selection, supporting correct destination

### Step 7:

File appears in chat



**Step Overview:** Shared file is visible within conversation

**Touchpoints:** Chat message thread

**Potential Risks:** User unsure whether file has been successfully sent

**Mitigation:** File appears within chat, confirming successful sharing

# Pando App User Flow: Sharing a Photo with Another User

## Goal:

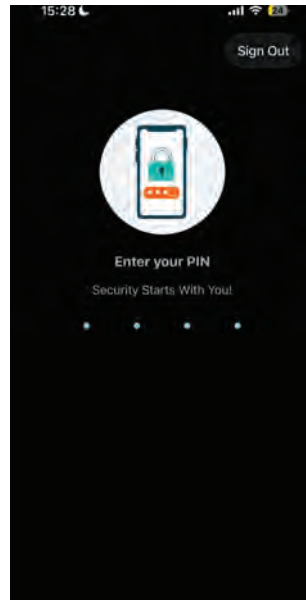
To share a photo with another user or team within the Pando app to support communication.

## Preconditions:

User is registered and authenticated  
User has access to a chat (user or team)  
Device has camera access enabled

### Step 1:

User opens the app



**Step Overview:** User opens the app

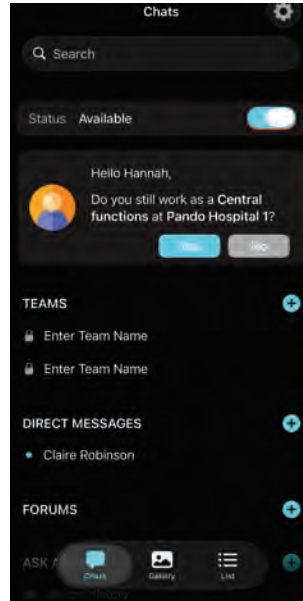
**Touchpoints:** Authentication prompt displayed (PIN)

**Potential Risks:** Delay accessing patient data

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

### Step 2:

User locates chat



**Step Overview:** User navigates to the chat they wish to share the photo in

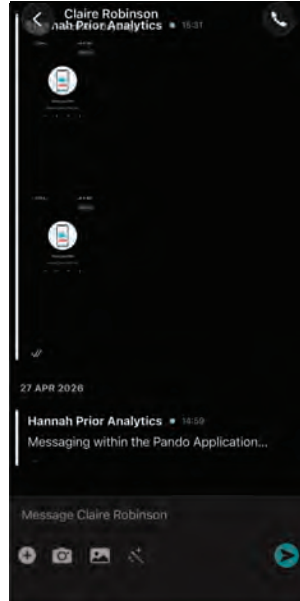
**Touchpoints:** Chat list & search functionality

**Potential Risks:** User may need to search for chat if not recently used

**Mitigation:** Search functionality supports locating chats

### Step 3:

User opens chat



**Step Overview:** User selects the relevant conversation

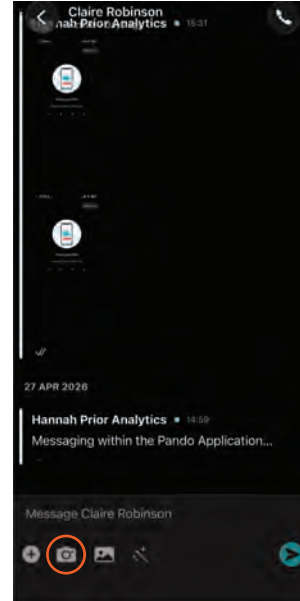
**Touchpoints:** Chat interface

**Potential Risks:** Incorrect chat selected

**Mitigation:** User and team names displayed clearly within conversation view

### Step 4:

User taps camera icon



**Step Overview:** User initiates photo capture

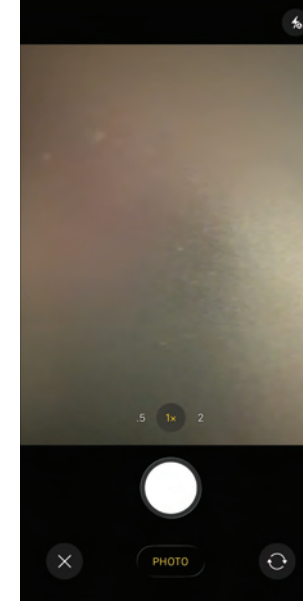
**Touchpoints:** Camera icon within chat

**Potential Risks:** User unsure which icon to use to send a photo

**Mitigation:** Camera icon is commonly recognised for image capture

### Step 4:

User captures photo



**Step Overview:** User takes a photo using device camera

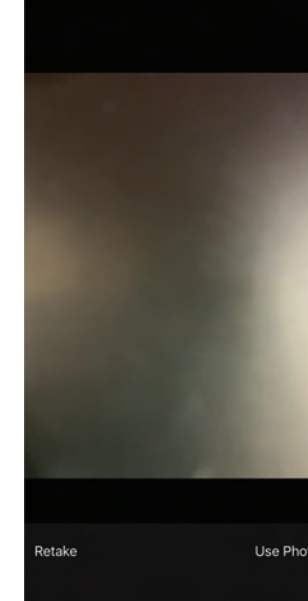
**Touchpoints:** Native camera interface

**Potential Risks:** Poor image quality or incorrect photo captured

**Mitigation:** User reviews image before confirming

### Step 5:

User confirms photo



**Step Overview:** User confirms they want to send the captured image

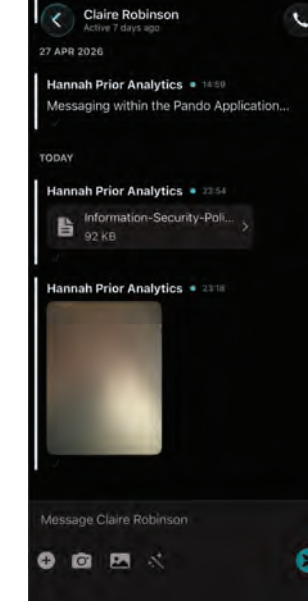
**Touchpoints:** Confirmation prompt

**Potential Risks:** Incorrect image sent

**Mitigation:** Confirmation step allows user to review image prior to sending

### Step 6:

Photo is sent



**Step Overview:** Photo is shared within the chat

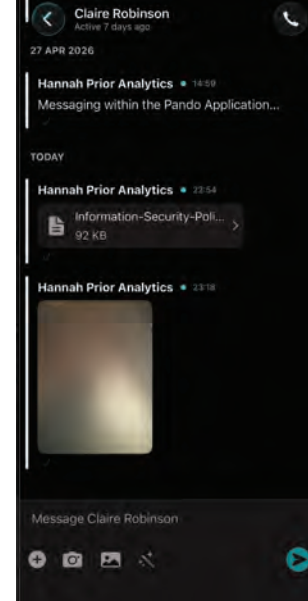
**Touchpoints:** Chat interface

**Potential Risks:** Photo sent to unintended recipient

**Mitigation:** Conversation context is visible prior to sending

### Step 7:

Photo appears in chat



**Step Overview:** Shared photo is visible in conversation

**Touchpoints:** Chat message thread

**Potential Risks:** User unsure whether photo has been successfully sent

**Mitigation:** photo appears within chat, confirming successful sharing

# Pando App User Flow: Taking a Photo and Saving It

## Goal:

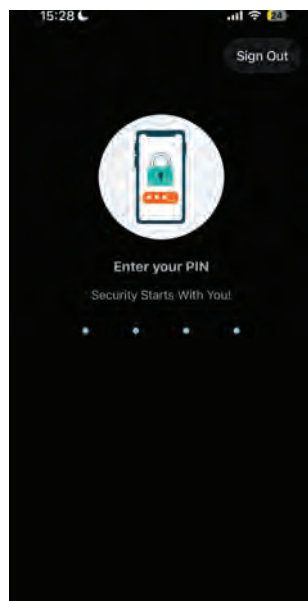
To capture and save a photo within the Pando app for later use or sharing.

## Preconditions:

User is registered and authenticated  
Device has camera access enabled

### Step 1:

User opens the app



**Step Overview:** User opens the app

#### Touchpoints:

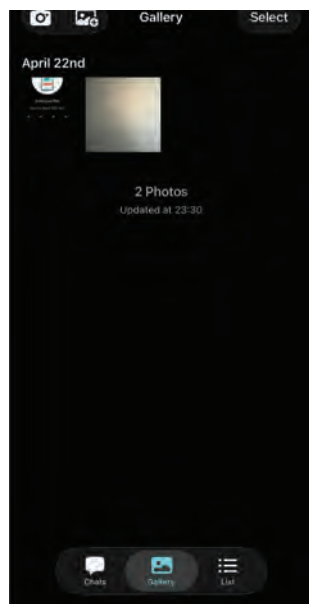
Authentication prompt displayed (PIN)

**Potential Risks:** Delay accessing patient data

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

### Step 2:

User accesses gallery



**Step Overview:** User taps gallery icon within the app

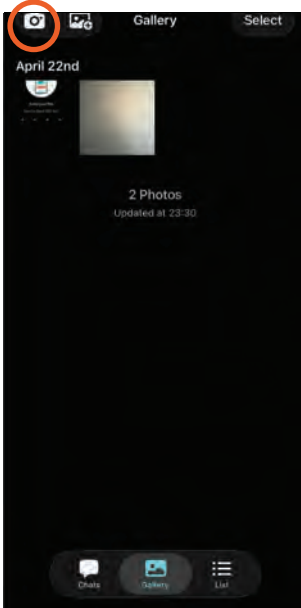
**Touchpoints:** Gallery icon

**Potential Risks:** User unsure where to access gallery functionality

**Mitigation:** gallery icon is consistently used and recognisable across the app

### Step 3:

User accesses camera function



**Step Overview:** User taps camera icon within the app

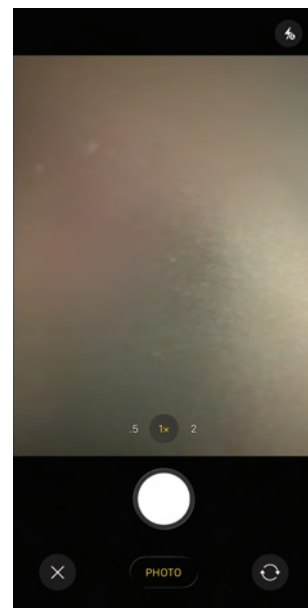
**Touchpoints:** Camera icon

**Potential Risks:** User unsure where to access camera functionality

**Mitigation:** Camera icon is consistently used and recognisable across the app

### Step 4:

User captures photo



**Step Overview:** User takes a photo using device camera

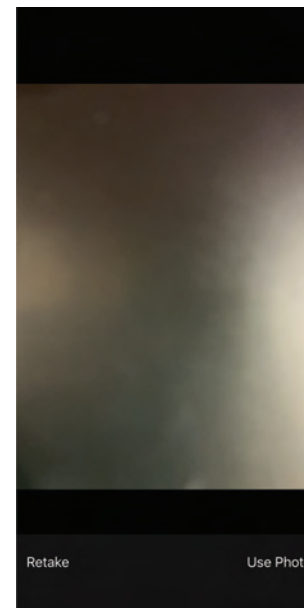
**Touchpoints:** Native camera interface

**Potential Risks:** Poor image quality or incorrect photo captured

**Mitigation:** User reviews image before confirming

### Step 5:

User confirms photo



**Step Overview:** User confirms they want to send the captured image

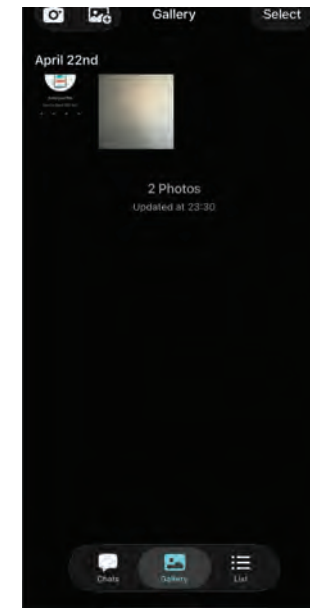
**Touchpoints:** Confirmation prompt

**Potential Risks:** Incorrect image sent

**Mitigation:** Confirmation step allows user to review image prior to sending

### Step 6:

Photo is saved



**Step Overview:** Photo is saved within the app

**Touchpoints:** App storage / file system

**Potential Risks:** User unsure whether photo has been saved successfully

**Mitigation:** Saved image is accessible within gallery