

# Pando App User Flow: Create a Forum

## Goal:

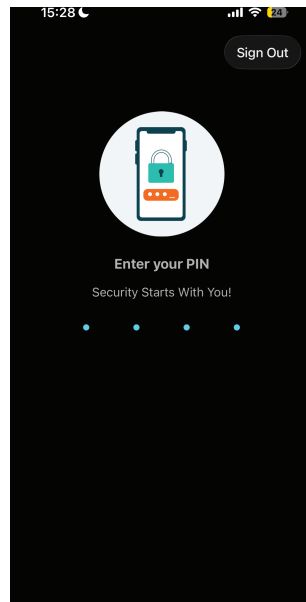
To create a new forum within the Pando app to enable group discussion around a specific topic or purpose.

## Preconditions:

User is registered and authenticated  
User has access to forum functionality  
User has permission to create a forum

### Step 1:

User opens the app



**Step Overview:** User opens the app

#### Touchpoints:

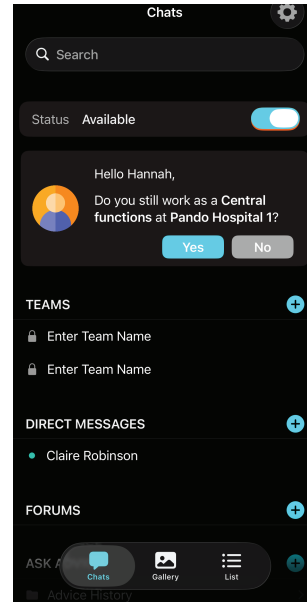
Authentication prompt displayed (PIN)

**Potential Risks:** Delay accessing patient data

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

### Step 2:

User navigates to forums



**Step Overview:** User accesses the forums section

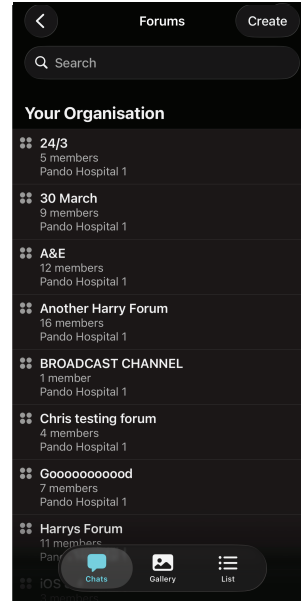
**Touchpoints:** Forums (+) button

**Potential Risks:** User unable to locate forums functionality

**Mitigation:** Consistent placement within navigation supports discoverability

### Step 3:

User taps create forum option



**Step Overview:** User initiates forum creation

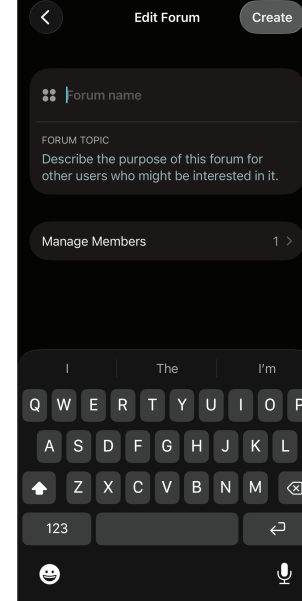
**Touchpoints:** Create Forum button

**Potential Risks:** Create forum action may not be immediately visible

**Mitigation:** Consistent use of plus icon supports recognition of creation actions

### Step 4:

User enters forum details



**Step Overview:** User inputs forum name and relevant details

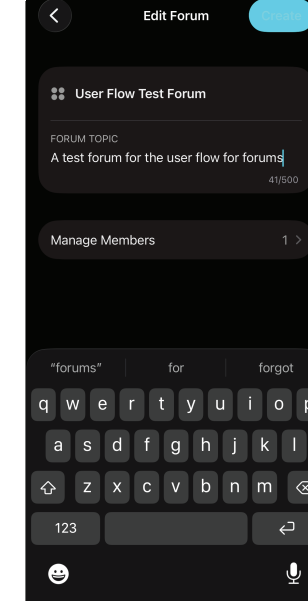
**Touchpoints:** Text input fields

**Potential Risks:** Unclear or inconsistent forum naming

**Mitigation:** User-defined naming allows flexibility based on context

### Step 5:

Adding members (if applicable)



**Step Overview:** User selects users to include in the forum

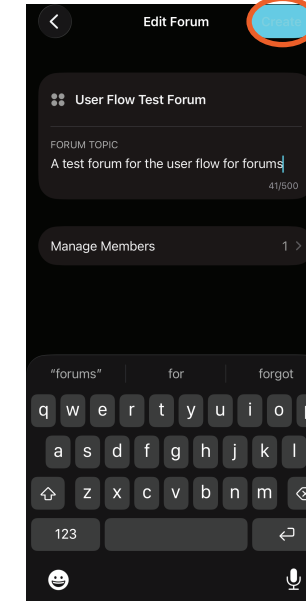
**Touchpoints:** User selection interface

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

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

### Step 6:

User confirms forum creation



**Step Overview:** User taps create/confirm button

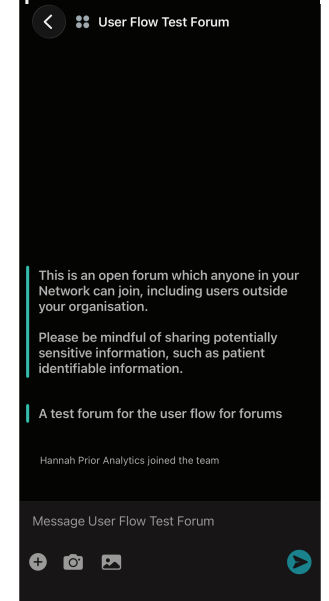
**Touchpoints:** Create button

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

**Mitigation:** User reviews details prior to confirmation

### Step 7:

Forum is created



**Step Overview:** New forum is created and accessible

**Touchpoints:** Forum view

**Potential Risks:** User unsure whether forum has been successfully created

**Mitigation:** Forum opens confirming successful creation

# Pando App User Flow: Joining a Forum

## Goal:

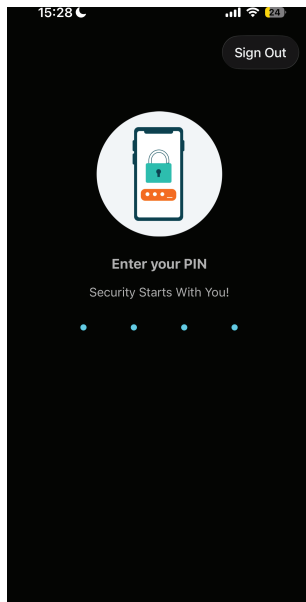
To join an existing forum within the Pando app to participate in group discussions.

## Preconditions:

User is registered and authenticated  
User has access to forum functionality  
Forum exists and is accessible to the user

### Step 1:

User opens the app



**Step Overview:** User opens the app

#### Touchpoints:

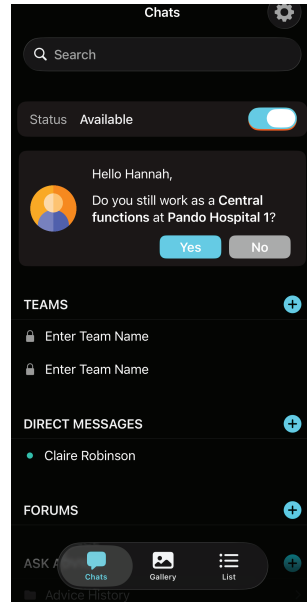
Authentication prompt displayed (PIN)

**Potential Risks:** Delay accessing patient data

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

### Step 2:

User navigates to forums



**Step Overview:** User accesses the forums section

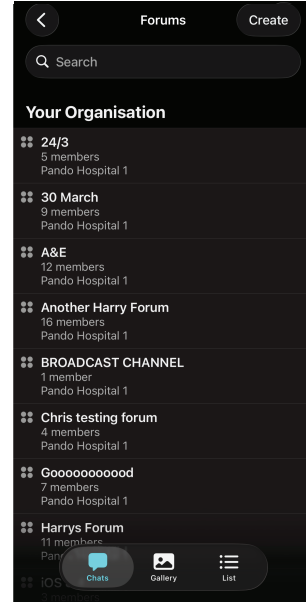
**Touchpoints:** Forums (+) button

**Potential Risks:** User unable to locate forums functionality

**Mitigation:** Consistent placement within navigation supports discoverability

### Step 3:

User searches or browses forums



**Step Overview:** User locates the forum they wish to join

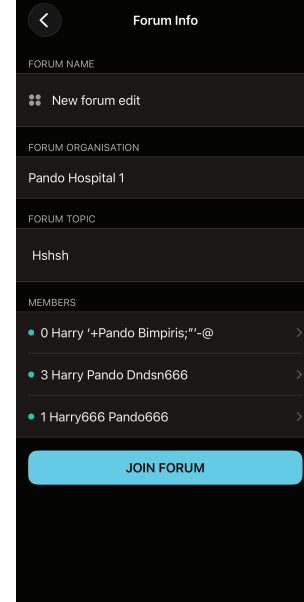
**Touchpoints:** Forum list and search functionality

**Potential Risks:** Difficulty locating the correct forum

**Mitigation:** Search functionality supports locating forums

### Step 4:

User selects forum



**Step Overview:** User opens the selected forum

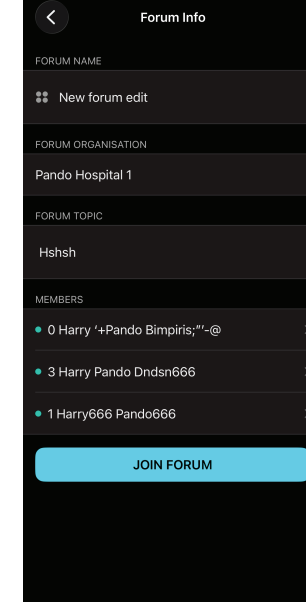
**Touchpoints:** Forum list

**Potential Risks:** Incorrect forum selected

**Mitigation:** Forum names displayed clearly

### Step 5:

User taps Join Forum



**Step Overview:** User initiates joining the forum

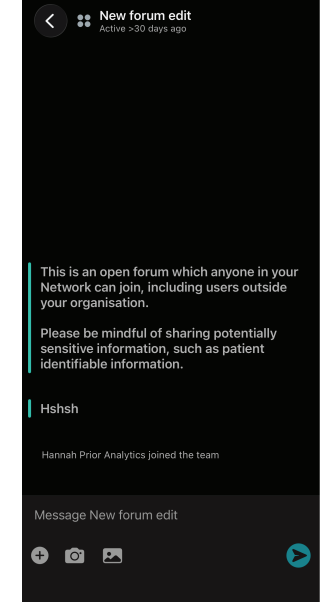
**Touchpoints:** Join button

**Potential Risks:** User unsure whether they have successfully joined

**Mitigation:** System updates access to forum content

### Step 6:

User gains access to forum



**Step Overview:** User can view and interact with forum content

**Touchpoints:** Forum interface

**Potential Risks:** User unsure whether action was successful

**Mitigation:** Forum content becomes visible confirming successful join

# Pando App User Flow: Leaving a Forum

## Goal:

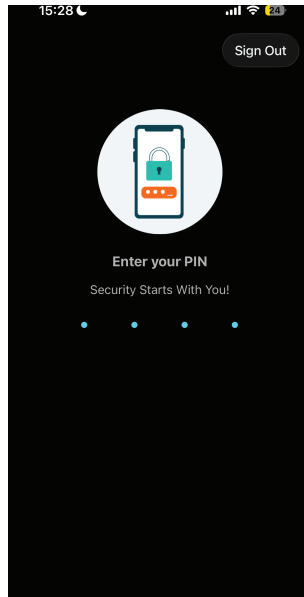
To leave a forum within the Pando app when it is no longer relevant.

## Preconditions:

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

### Step 1:

User opens the app



**Step Overview:** User opens the app

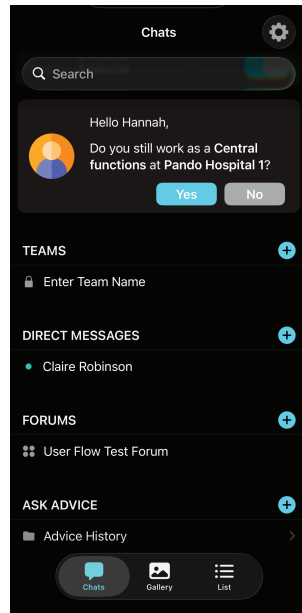
**Touchpoints:** Authentication prompt displayed (PIN)

**Potential Risks:** Delay accessing patient data

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

### Step 2:

User navigates to forums



**Step Overview:** User accesses the forums section

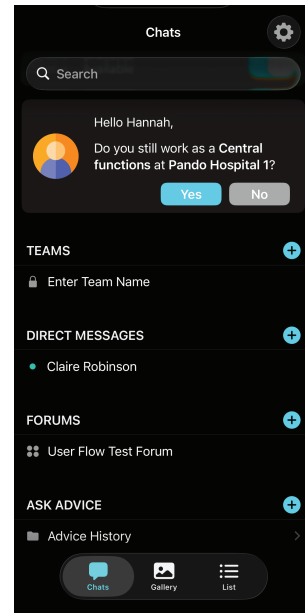
**Touchpoints:** Forums (+) button

**Potential Risks:** User unable to locate forums functionality

**Mitigation:** Consistent placement within navigation supports discoverability

### Step 3:

User selects forum



**Step Overview:** User opens the forum they wish to leave

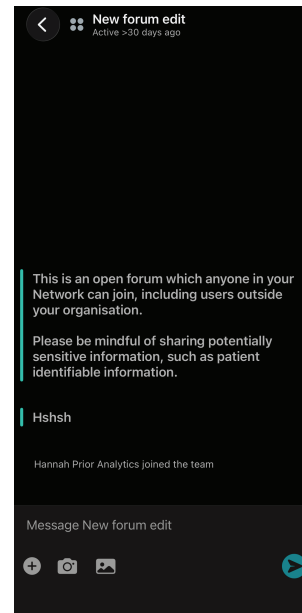
**Touchpoints:** Forum list

**Potential Risks:** Incorrect forum selected

**Mitigation:** Forum names displayed clearly

### Step 4:

User accesses forum settings



**Step Overview:** User opens forum settings or options

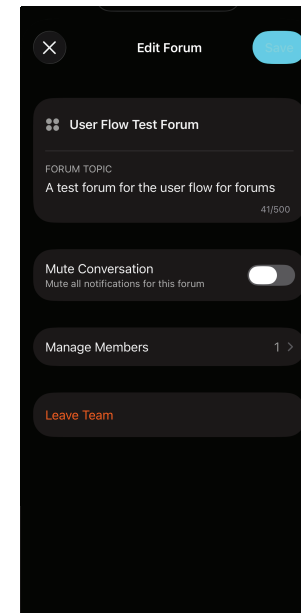
**Touchpoints:** Forum header or settings menu

**Potential Risks:** User unsure how to leave the forum

**Mitigation:** Settings or options menu provides access to forum actions

### Step 5:

User taps Leave Team



**Step Overview:** User initiates leaving the forum

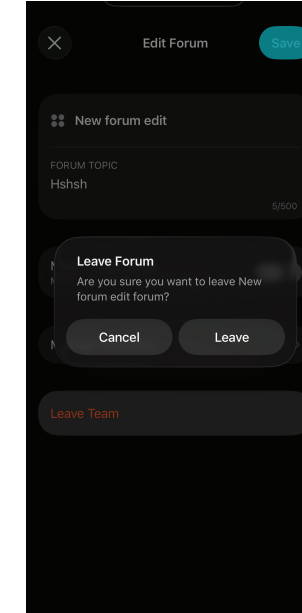
**Touchpoints:** Leave Team option

**Potential Risks:** User may be unsure whether leaving removes access permanently

**Mitigation:** Clear action labelling and confirmation step prior to completion

### Step 6:

User confirms action



**Step Overview:** User confirms they want to leave

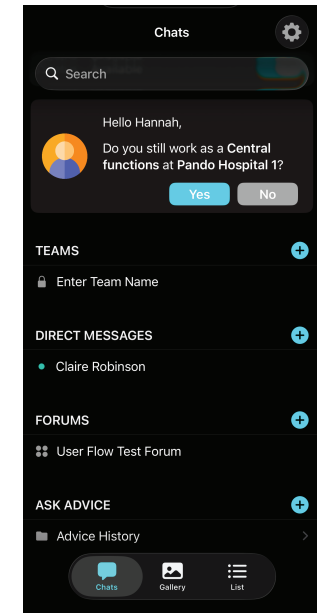
**Touchpoints:** Confirmation dialog

**Potential Risks:** Accidental removal from forum

**Mitigation:** Explicit confirmation required before action is completed

### Step 7:

User is removed from forum



**Step Overview:** User no longer has access to forum

**Touchpoints:** Updated forum list

**Potential Risks:** User unsure whether action has been completed

**Mitigation:** Forum no longer visible or accessible confirms successful removal