Frameworks #WWDC14

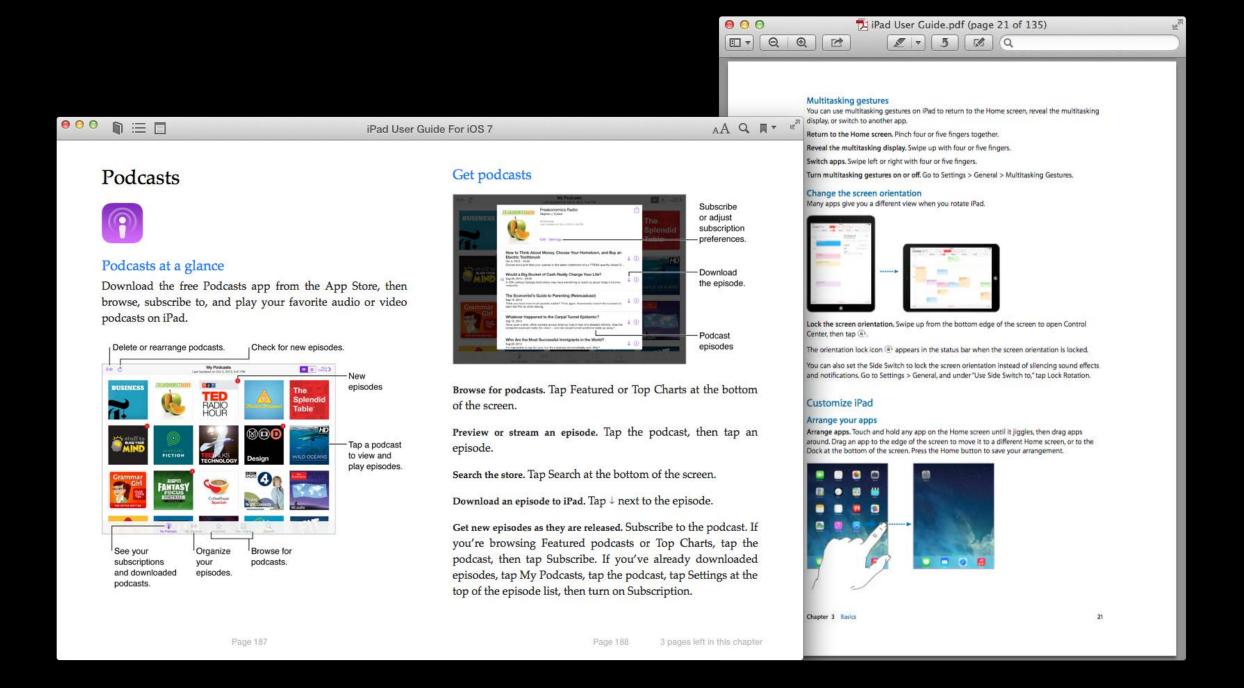
# Making a Great First Impression

With Strong Onboarding Design

Session 230
John Cavanaugh
Apple Product Documentation

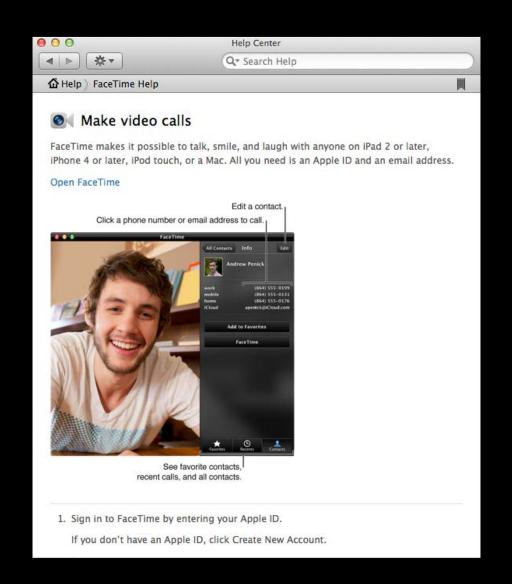
Rachel Roth User Experience Evangelist

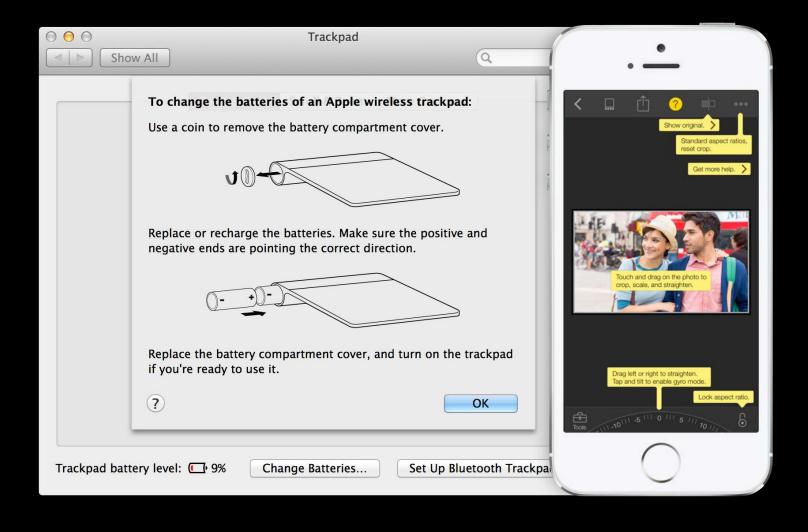




Print

### iBooks & PDFs



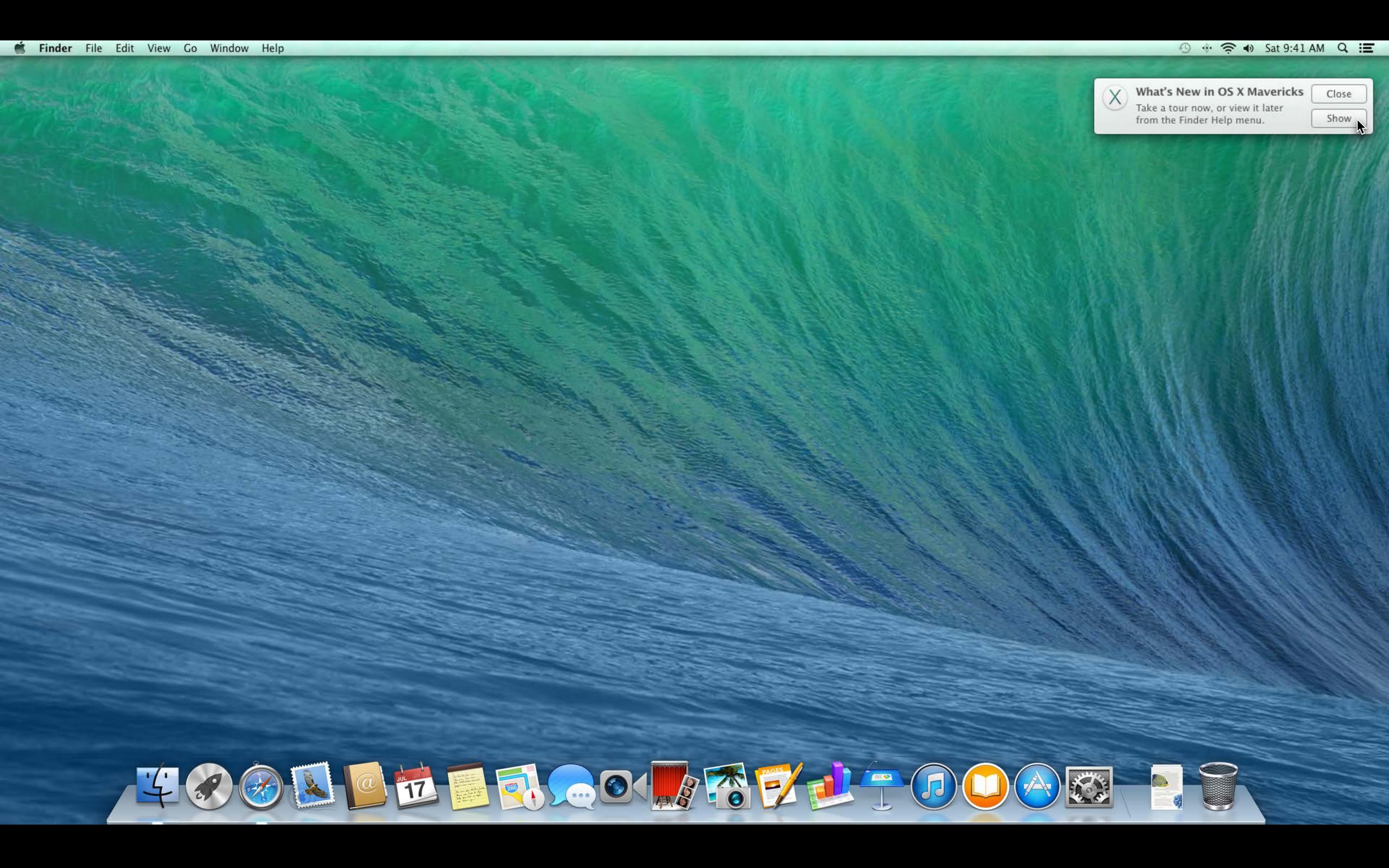




Help Viewer

In the app

On the web







#### Maps. Explore the world.

Get directions, then easily take them with you.

#### Find your route, then let iPhone lead the way.

Enter your destination, pick the best route, then click to send your map to iPhone and hear voice directions as you go.

Click (A) to get real-time traffic estimates, so you get there on time.

#### Explore like a local.

Click the pins to get the details on the best places in town-even if you're just passing through.



#### Soar over cities.

See your destination in 3D with Flyover.

Click **t** to get a whole new perspective.



































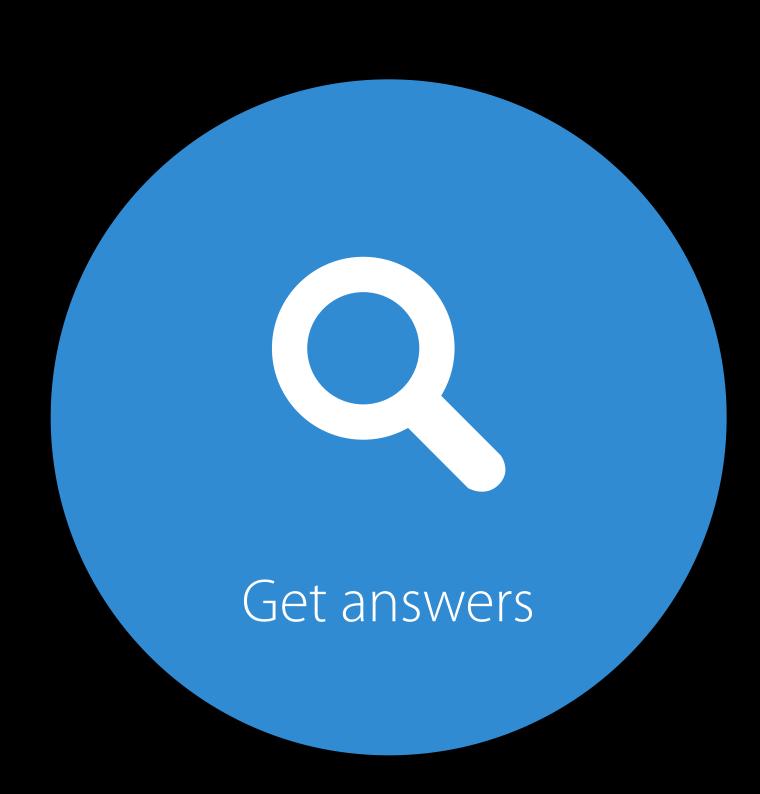


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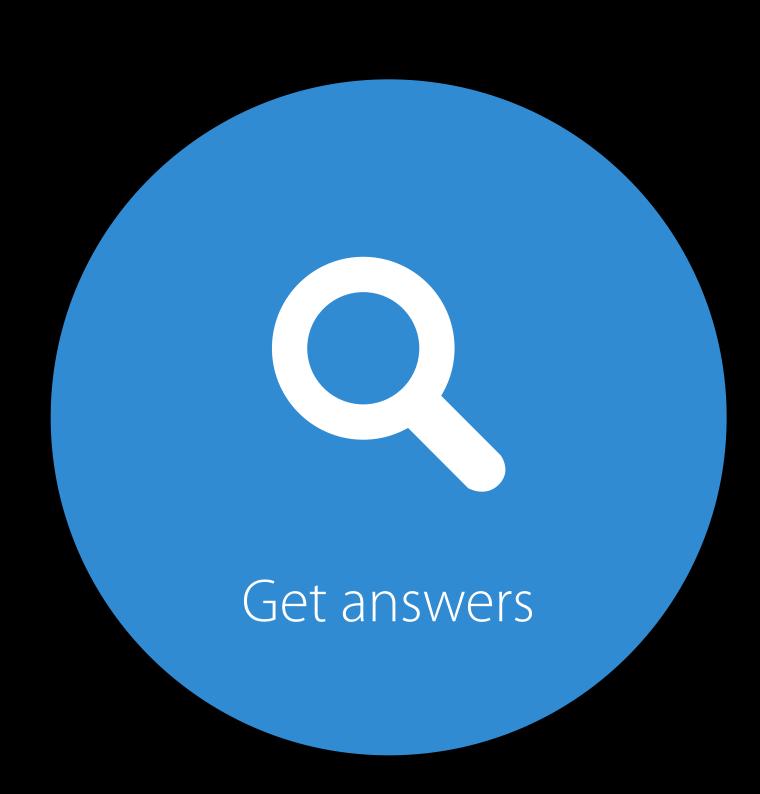




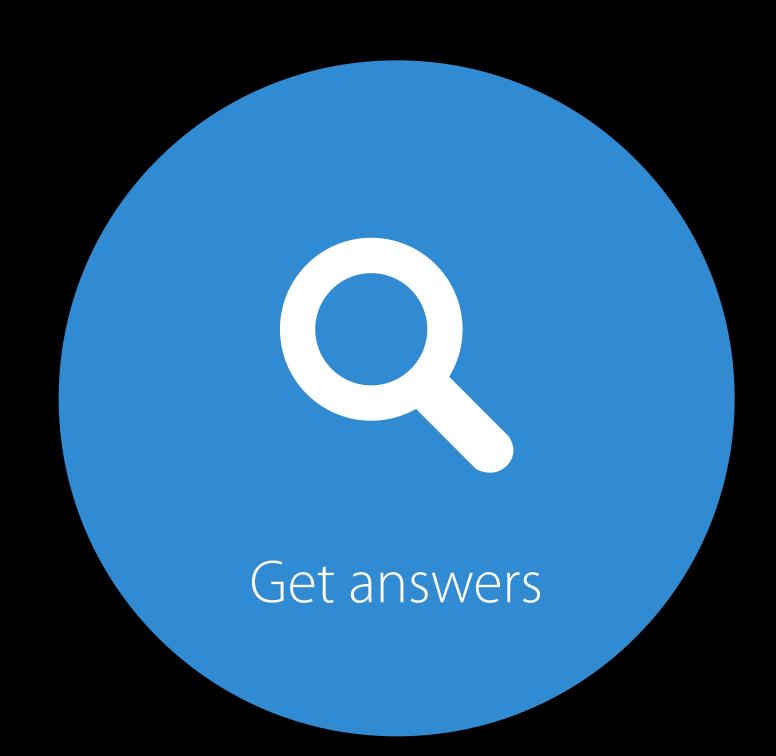




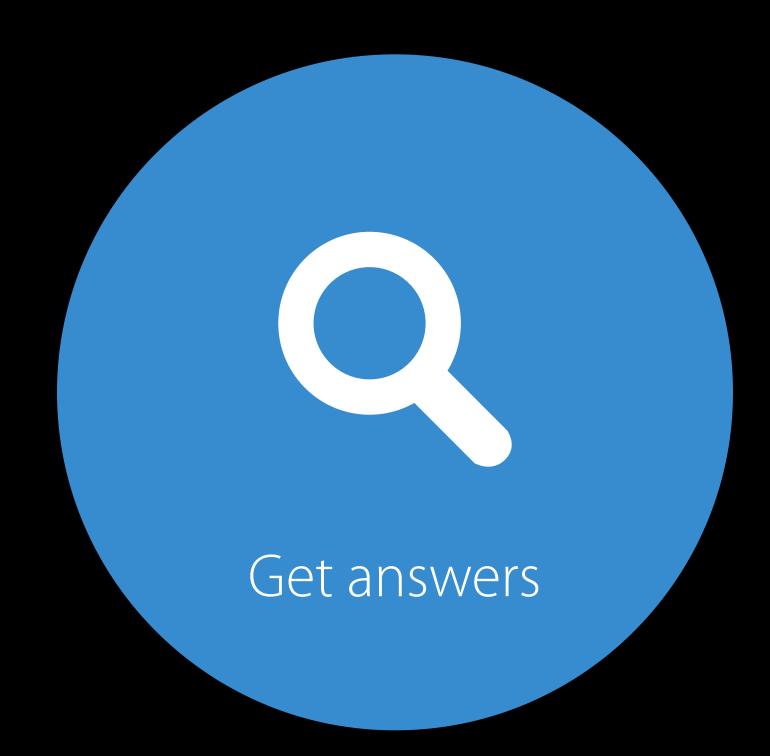


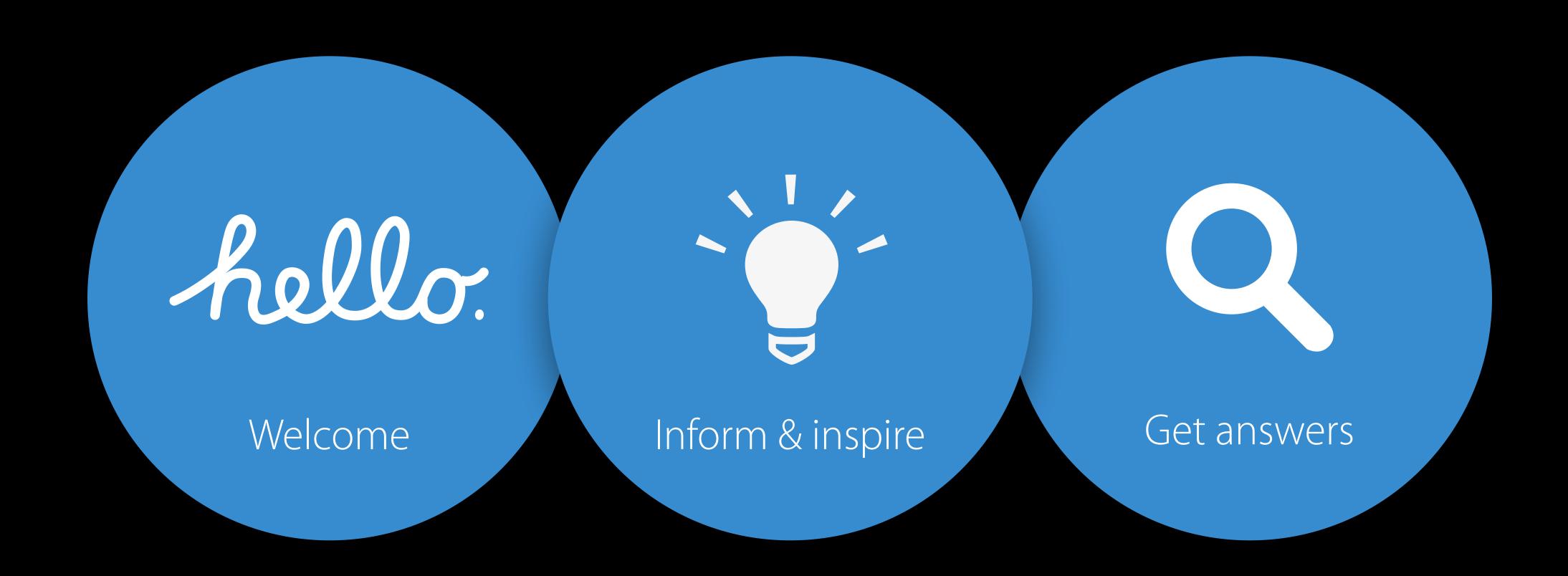




















Delight users



Show what's possible









## Welcome

When registration is required

When registration is required

To explain the backstory or rules for a game

When registration is required

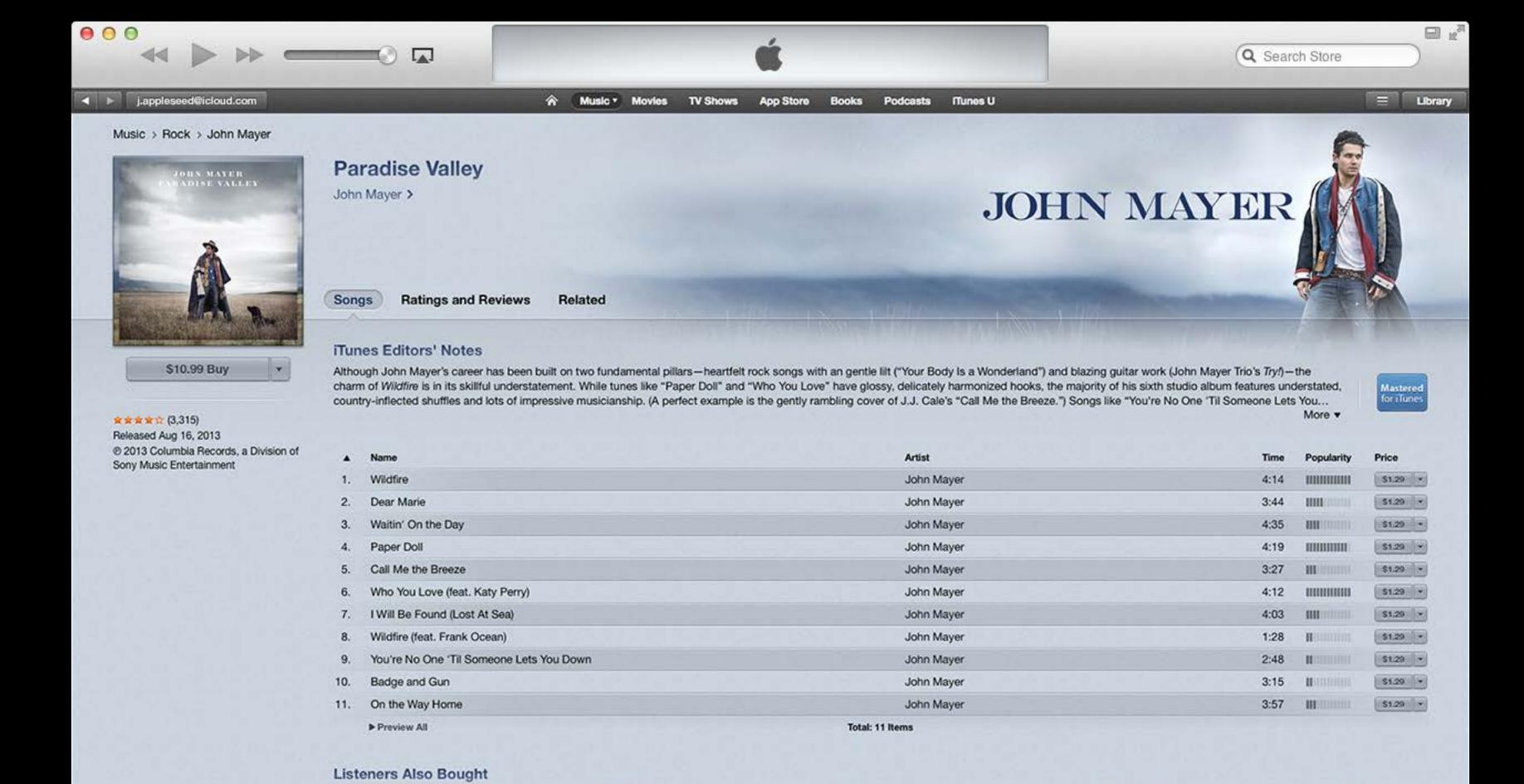
To explain the backstory or rules for a game

To expose gestures

# Requiring Registration

### When Registration is Required

Delay until absolutely necessary



Sweet
Dave Matthews Band — A...

Broken Things
Dave Matthews Band — A...

S1.29

Here We Gc
Mat Kearner

Another Kind of Green (Live)

John Mayer Trio — Try! - Li...

Rebel Beat

The Goo Goo Dolls — Mag...





#### Concert matchmaker

We magically match friends with upcoming concerts and help start a conversation.

. . . .

f

••••• 🕏

Log in with Facebook

Sign up

Log in



### JUKELY

#### Concert matchmaker

We magically match friends with upcoming concerts and help start a conversation.



Log in with Facebook

Sign up

Log ir



**1** 100%

### JUKELY

#### Concert matchmaker

We magically match friends with upcoming concerts and help start a conversation.

f Log in with Faceb

Sign up

Log in



#### Concert matchmaker

We magically match friends with upcoming concerts and help start a conversation.

0 0 0

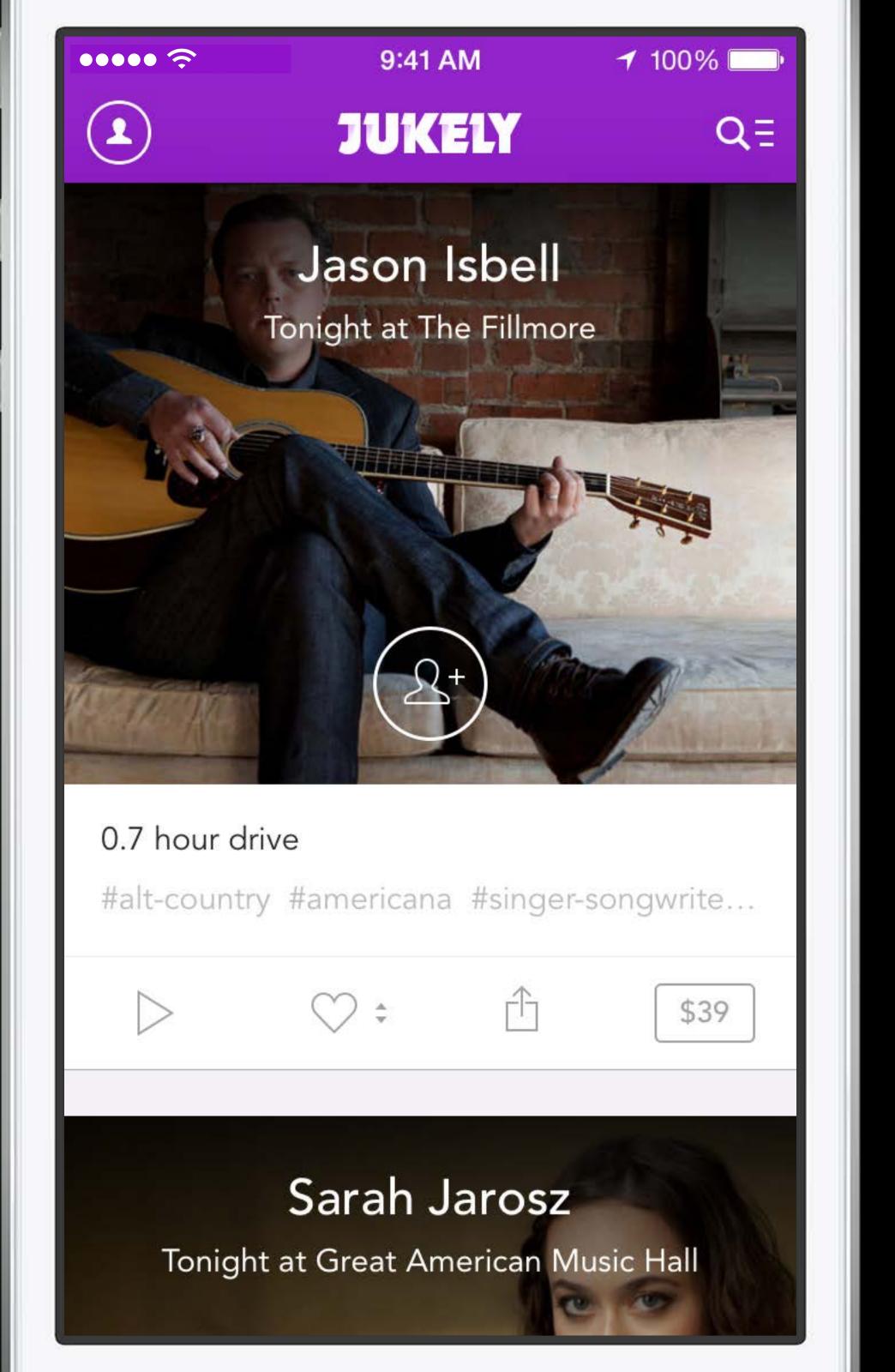


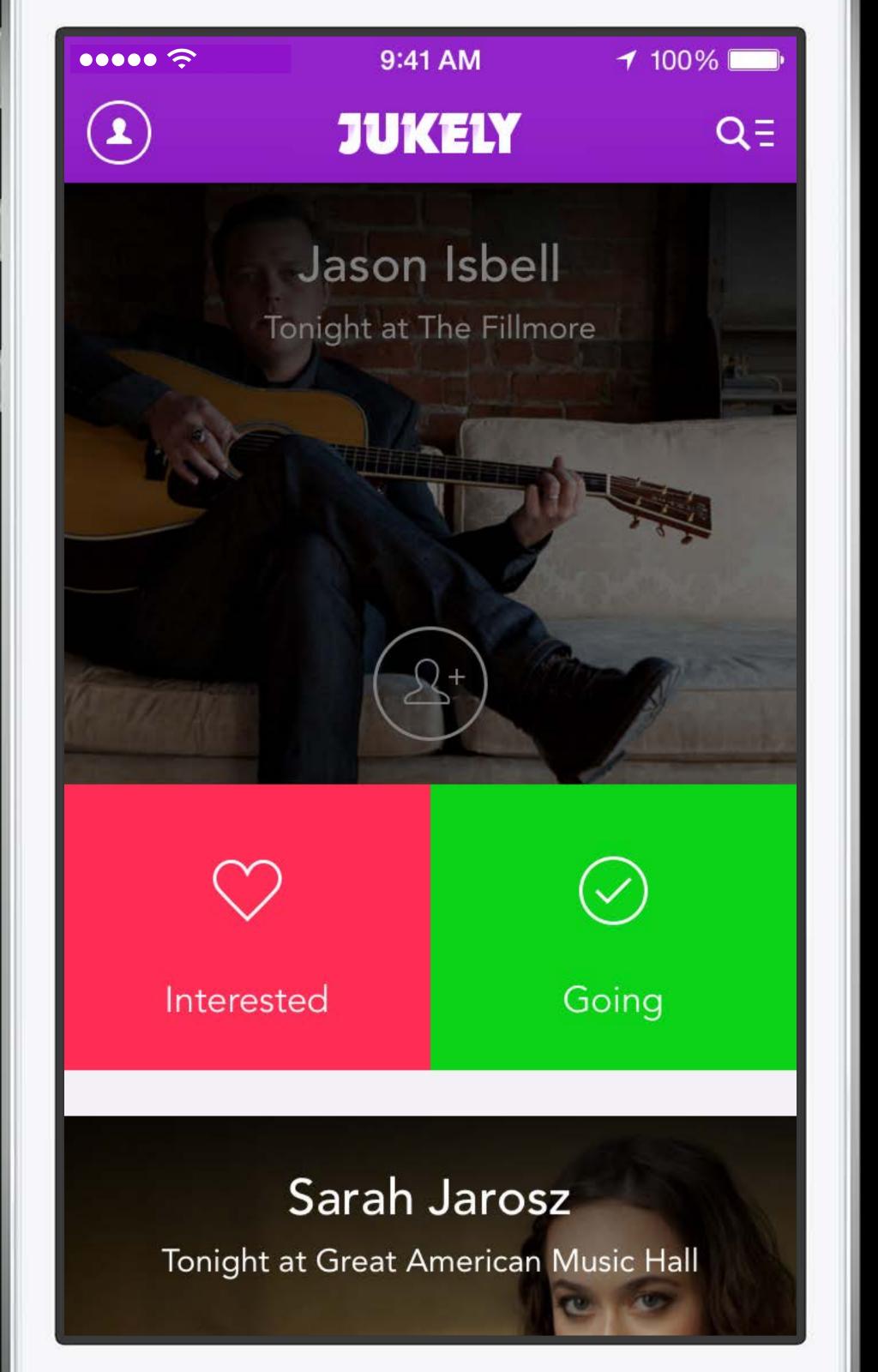
••••• 🕏

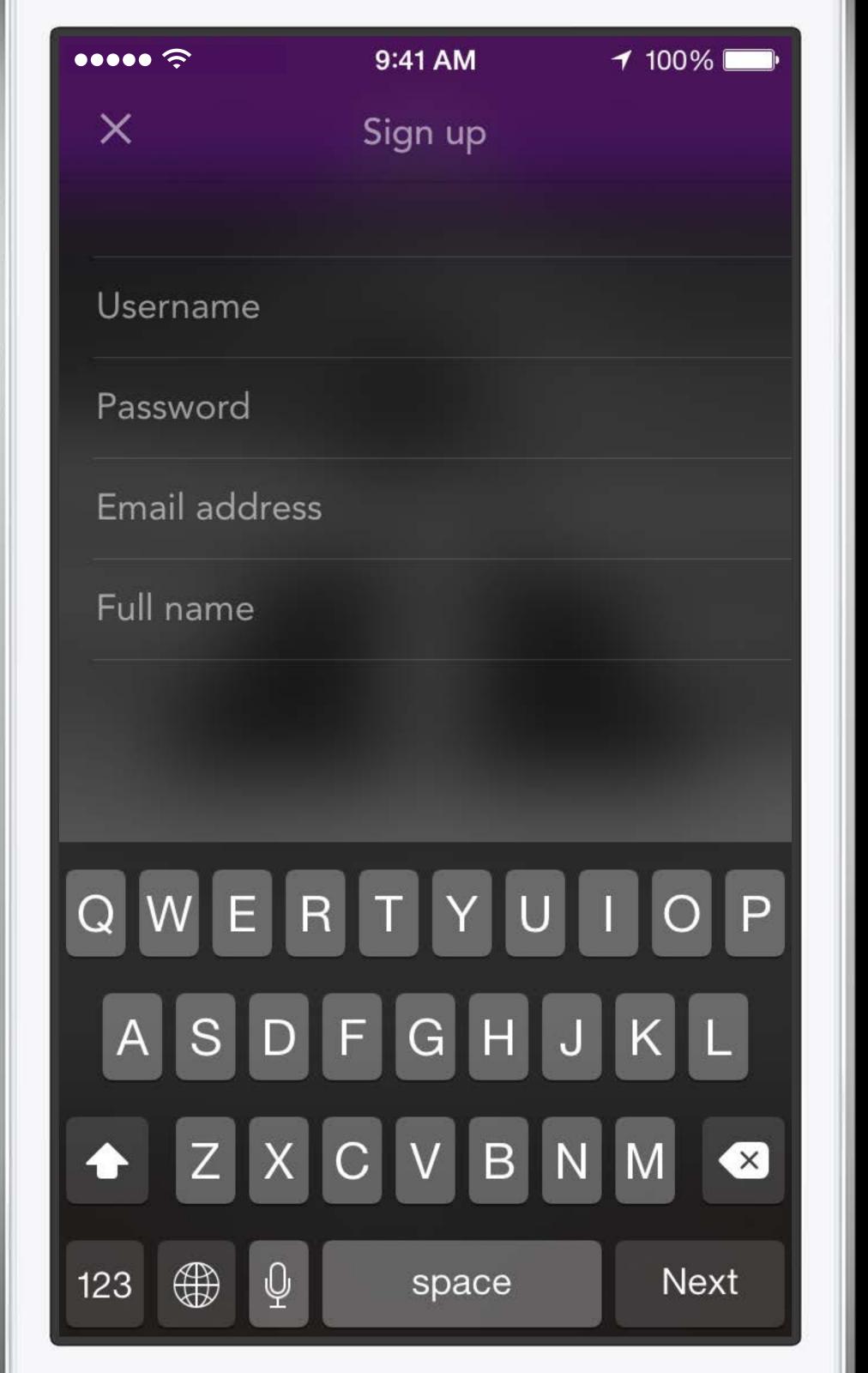
Log in with Facebook

Sign up

Log in







Delay until absolutely necessary

Delay until absolutely necessary

Explain the benefits of registering





100%



#### Let's Get Started

You need to connect a social network so we can route your questions to the right people.

Don't worry, we won't post anything automatically.





By tapping "Get Started" you are indicating that you have read & agree to the <u>Privacy Policy & Terms of Service</u>

Delay until absolutely necessary

Explain the benefits of registering

Delay until absolutely necessary

Explain the benefits of registering

Protect people's privacy



Anonymously "Like" or "Pass" on people Tinder Suggests.



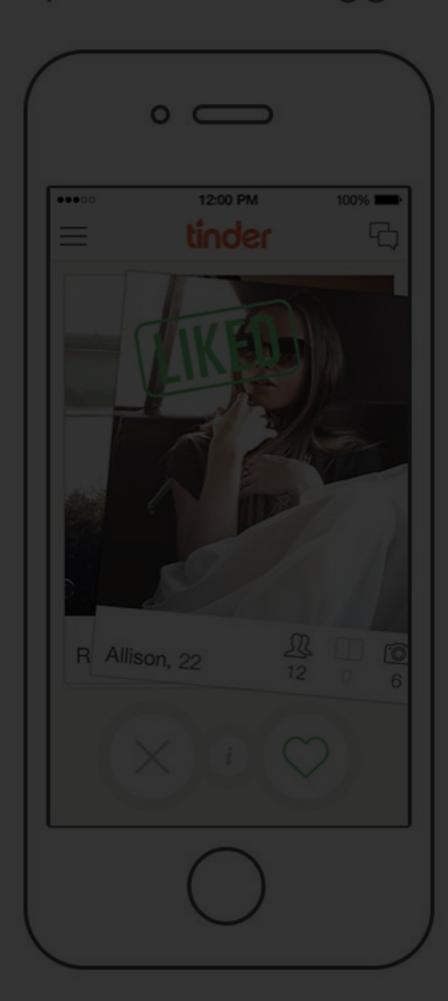
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Log In with Facebook

We'll never post anything to Facebook.

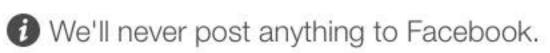


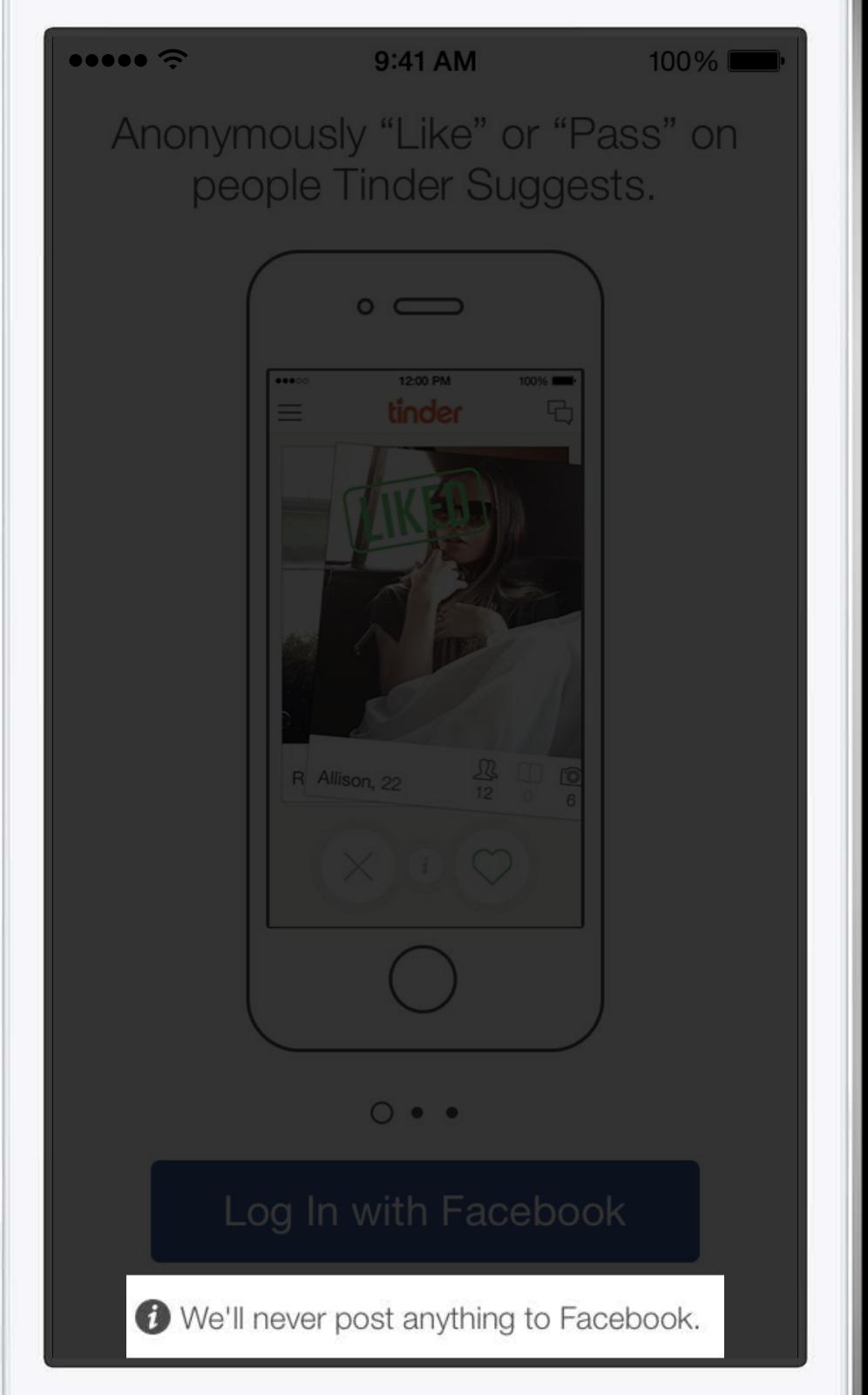
Anonymously "Like" or "Pass" on people Tinder Suggests.



In with Facebook

0 • •







Anonymously "Like" or "Pass" on people Tinder Suggests.

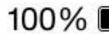


 $\circ \bullet$ 

Log In with Facebook

We'll never post anything to Facebook.







#### Log In with Facebook

#### We take your privacy seriously

- We will never post anything to Facebook
- Other users will never know if you've liked them unless they like you back
- Other users cannot contact you unless you've already been matched
- Your location will never be shown to other users

Delay until absolutely necessary

Explain the benefits of registering

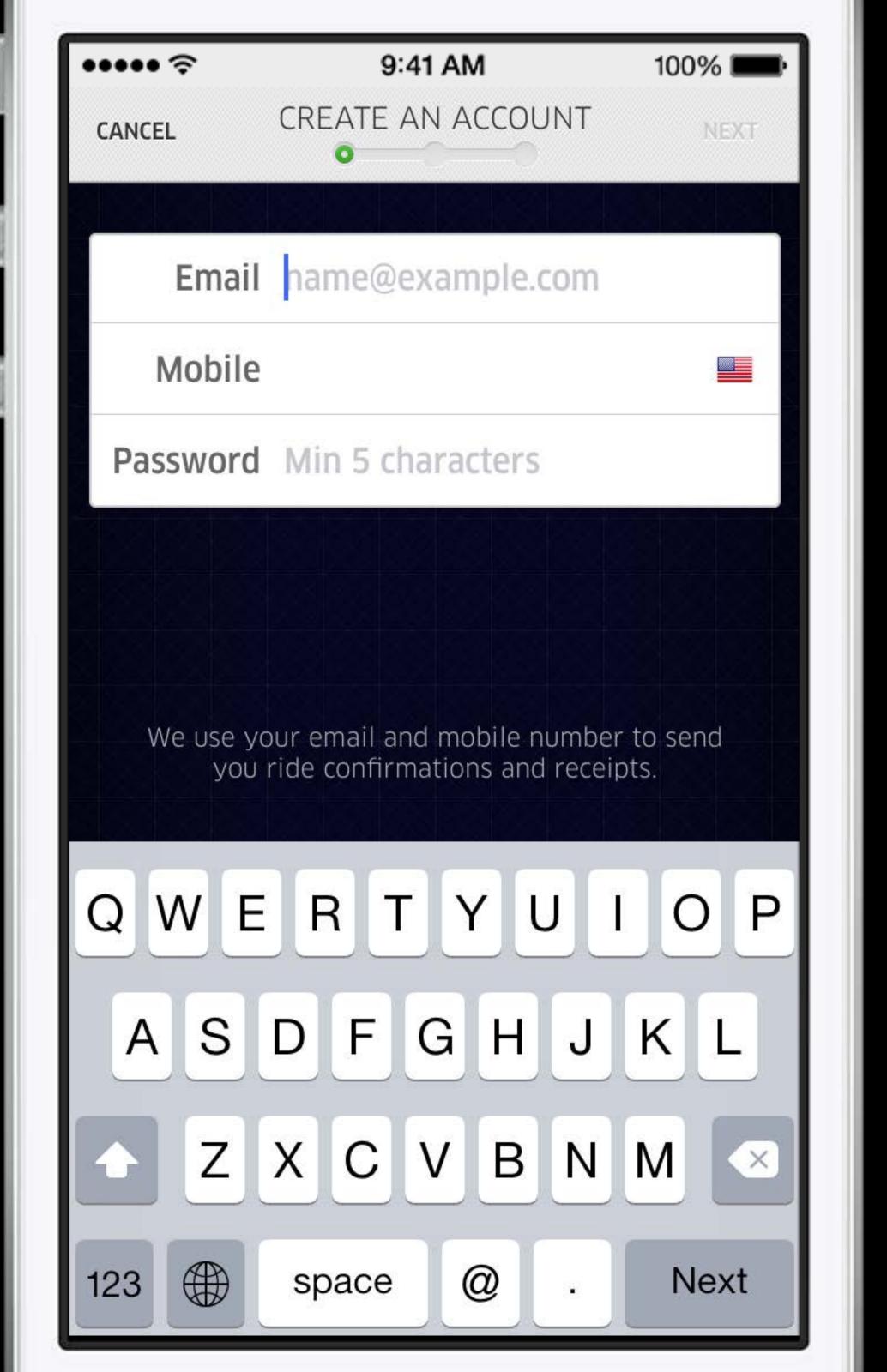
Protect people's privacy

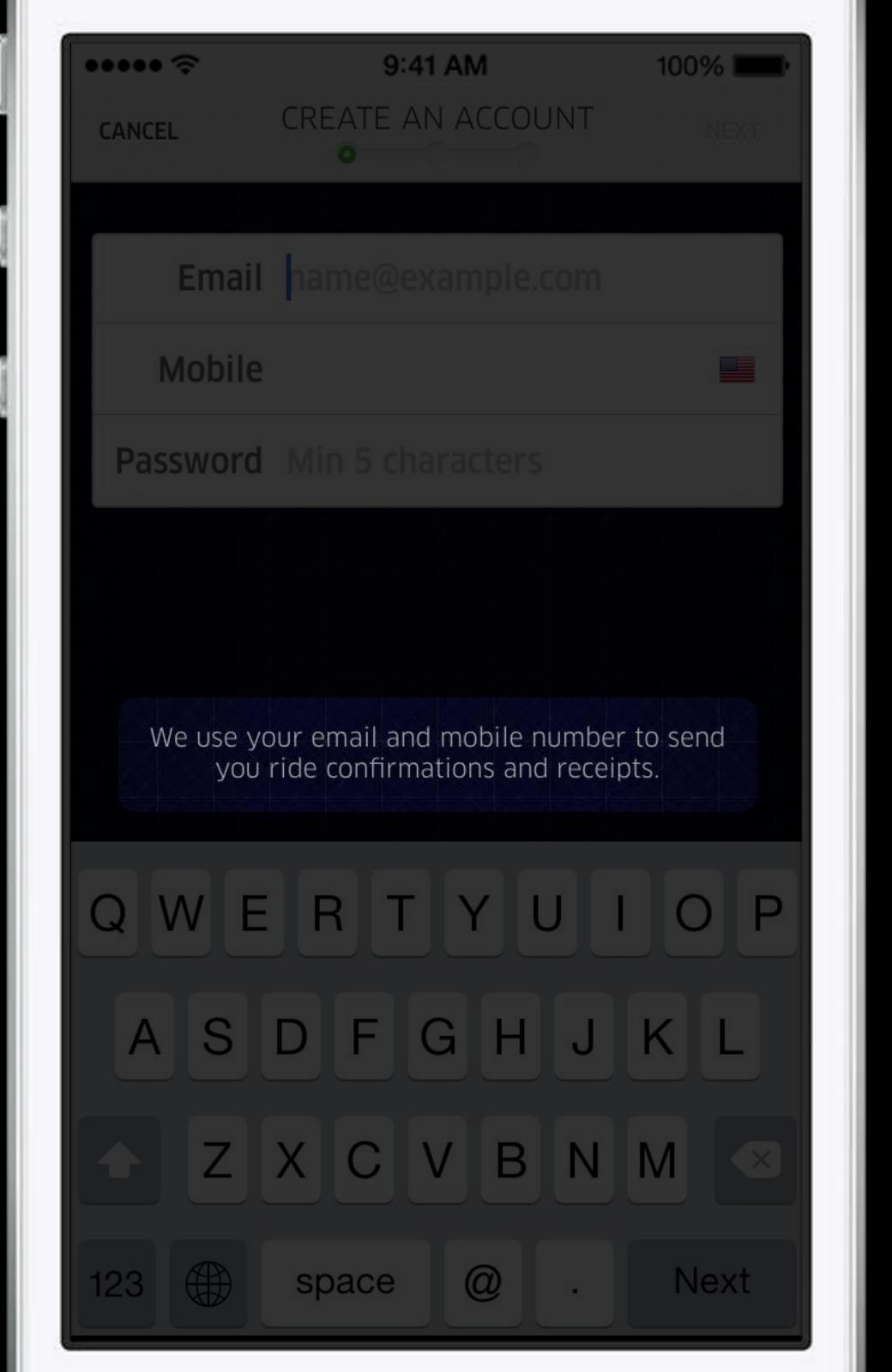
Delay until absolutely necessary

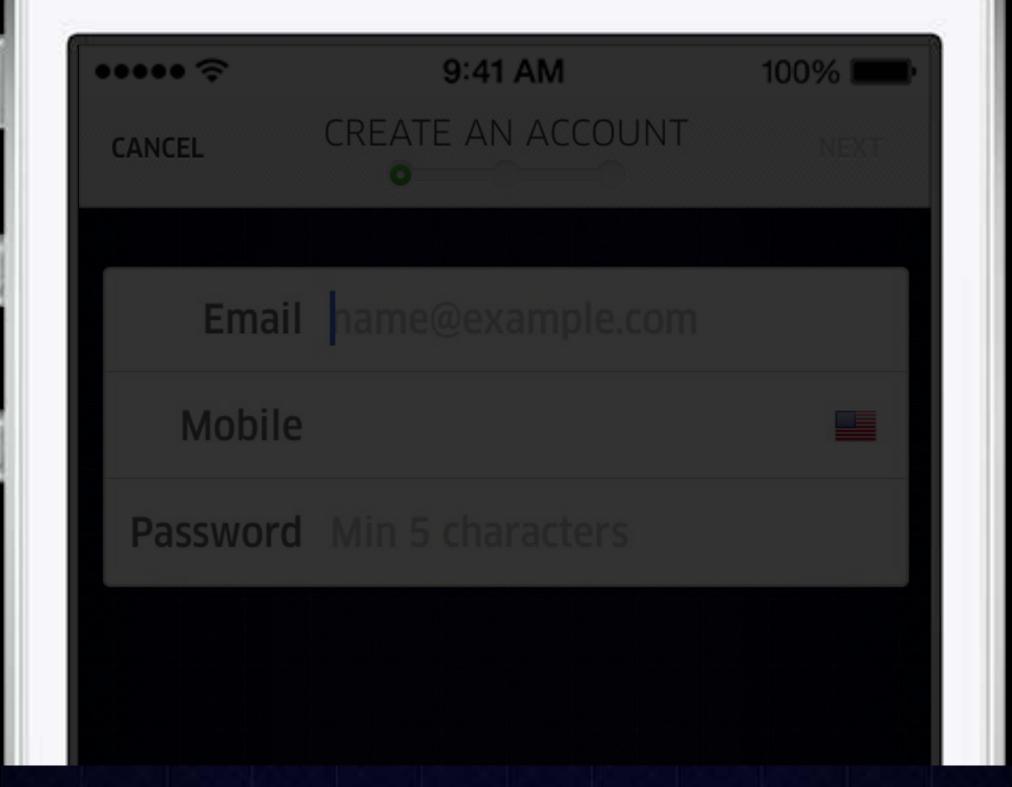
Explain the benefits of registering

Protect people's privacy

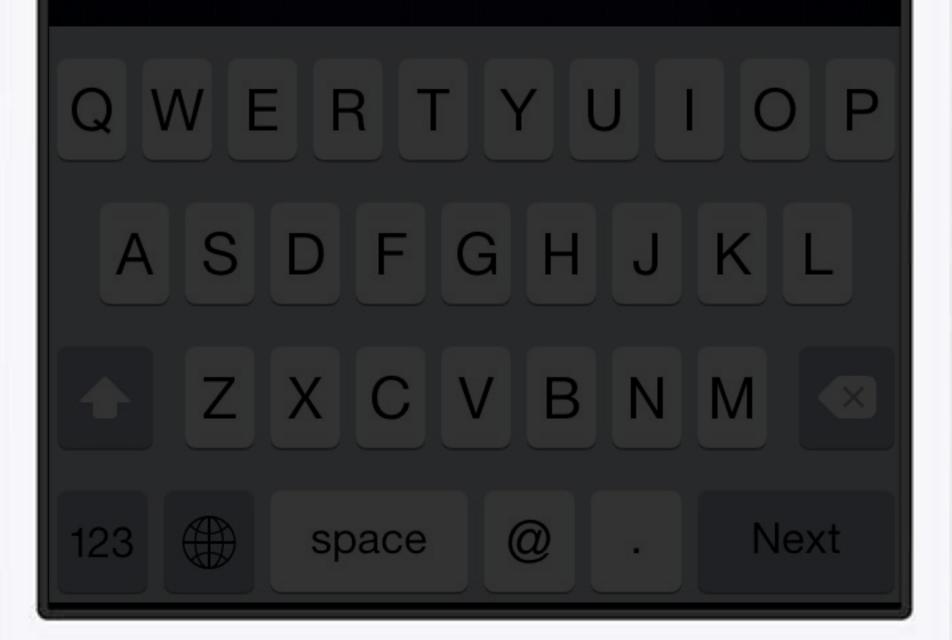
Be succinct







We use your email and mobile number to send you ride confirmations and receipts.



Delay until absolutely necessary

Explain the benefits of registering

Protect people's privacy

Be succinct

Delay until absolutely necessary

Explain the benefits of registering

Protect people's privacy

Be succinct

Only collect what is needed now

Delay until absolutely necessary

Explain the benefits of registering

Protect people's privacy

Be succinct

Only collect what is needed now

# Onboarding Best Practices

# Onboarding Best Practices

Get out of the way

Tackle advanced mathematical calculations or simple arithmetic in one place.

Calculate percentages using positive or negative integers.

Results calculated up to 9 decimal places.

100% ---••••• 9:41 AM +/\_ %

# Onboarding Best Practices

Get out of the way

# Onboarding Best Practices

Get out of the way

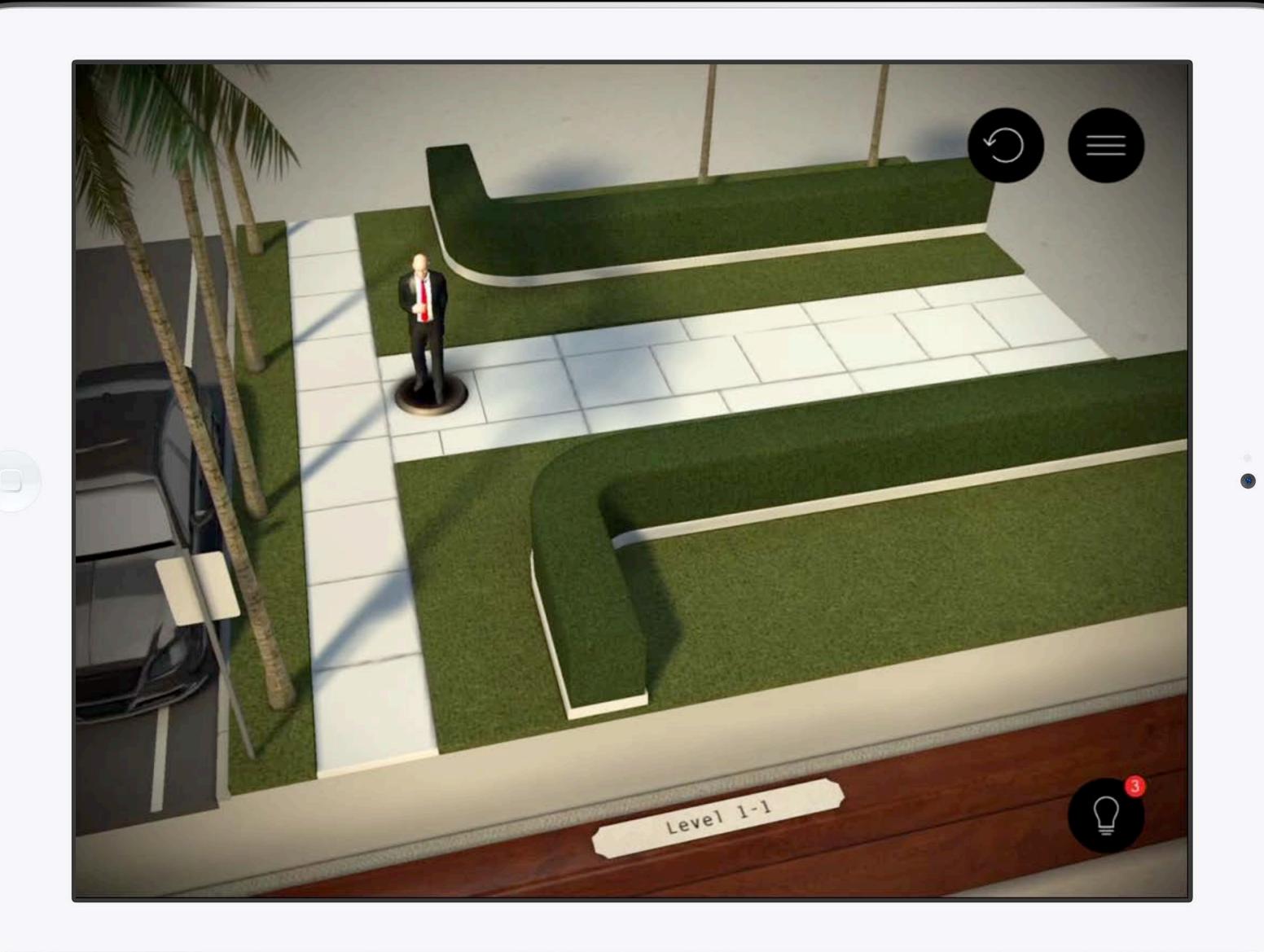
Start with the basics

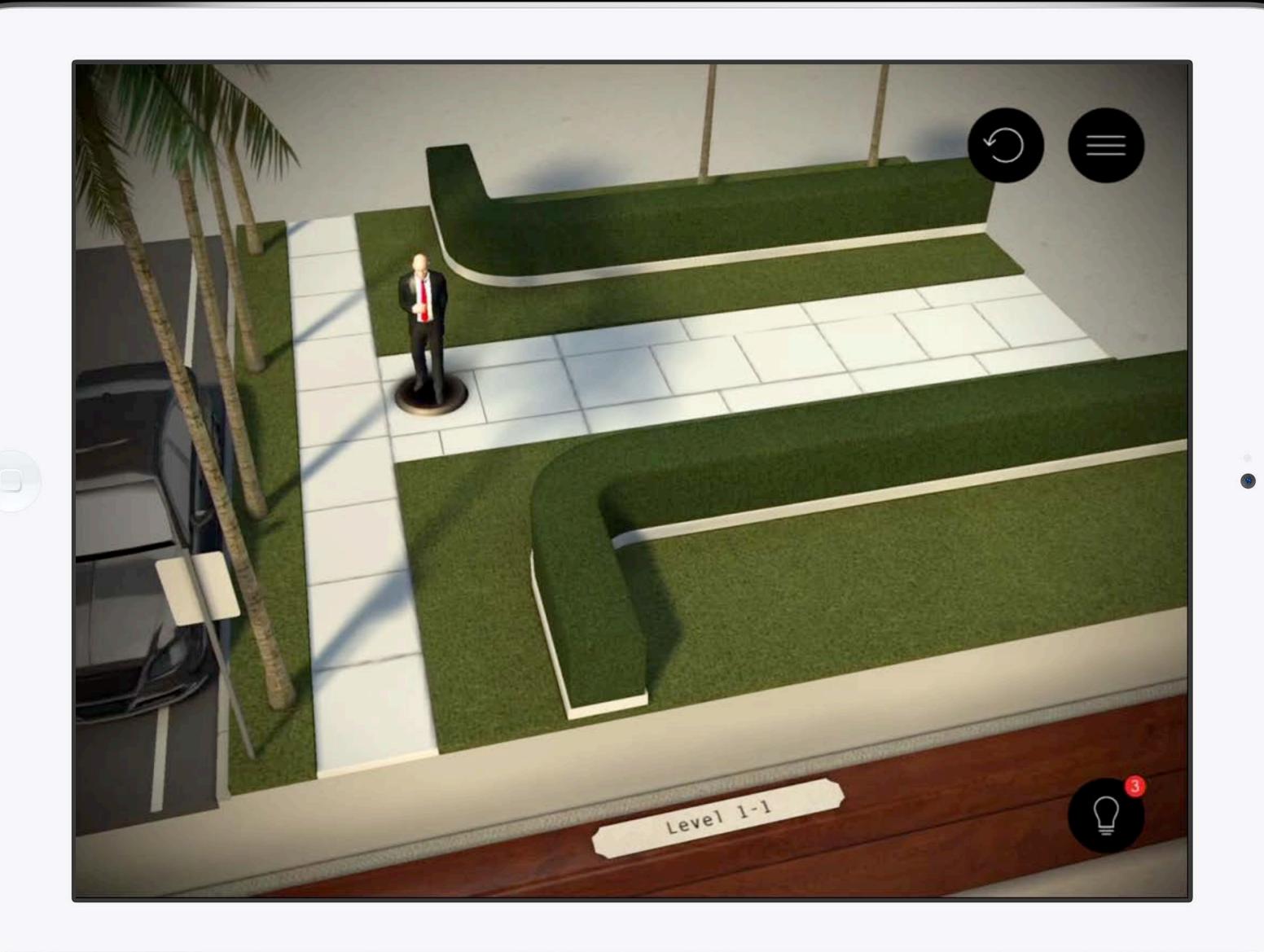
A smart man once said, "Eventually, everything connects."

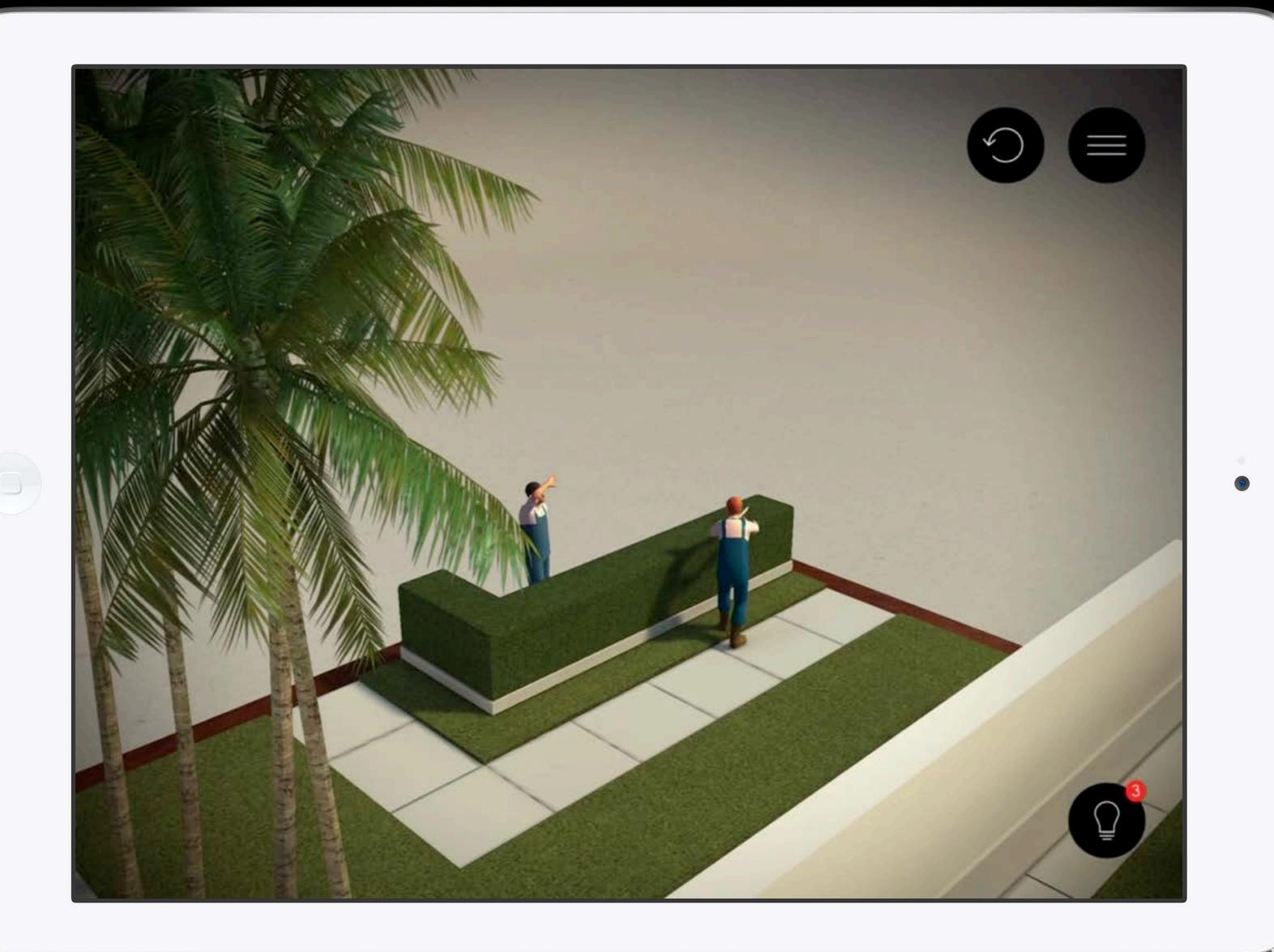


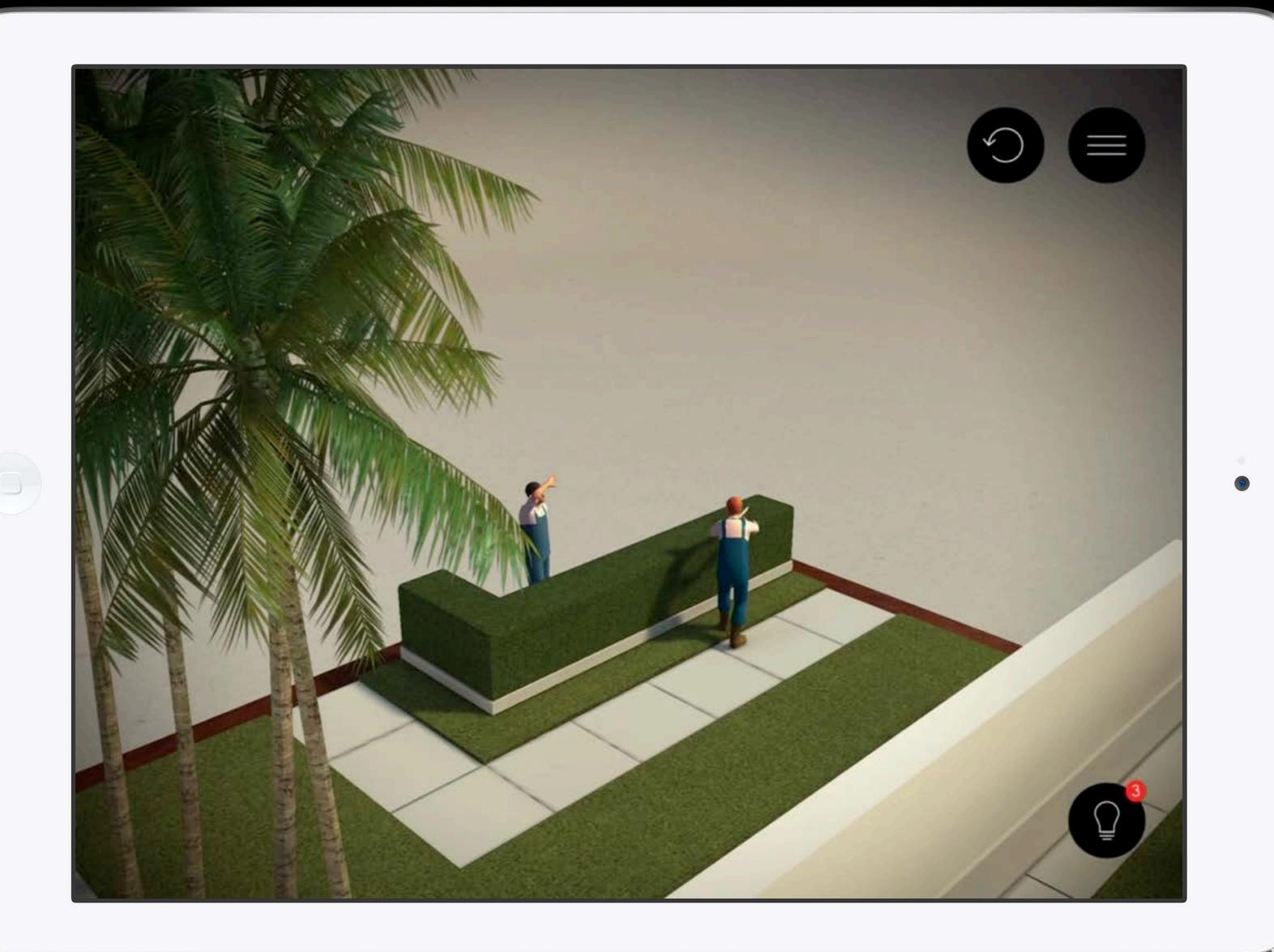
A smart man once said, "Eventually, everything connects."



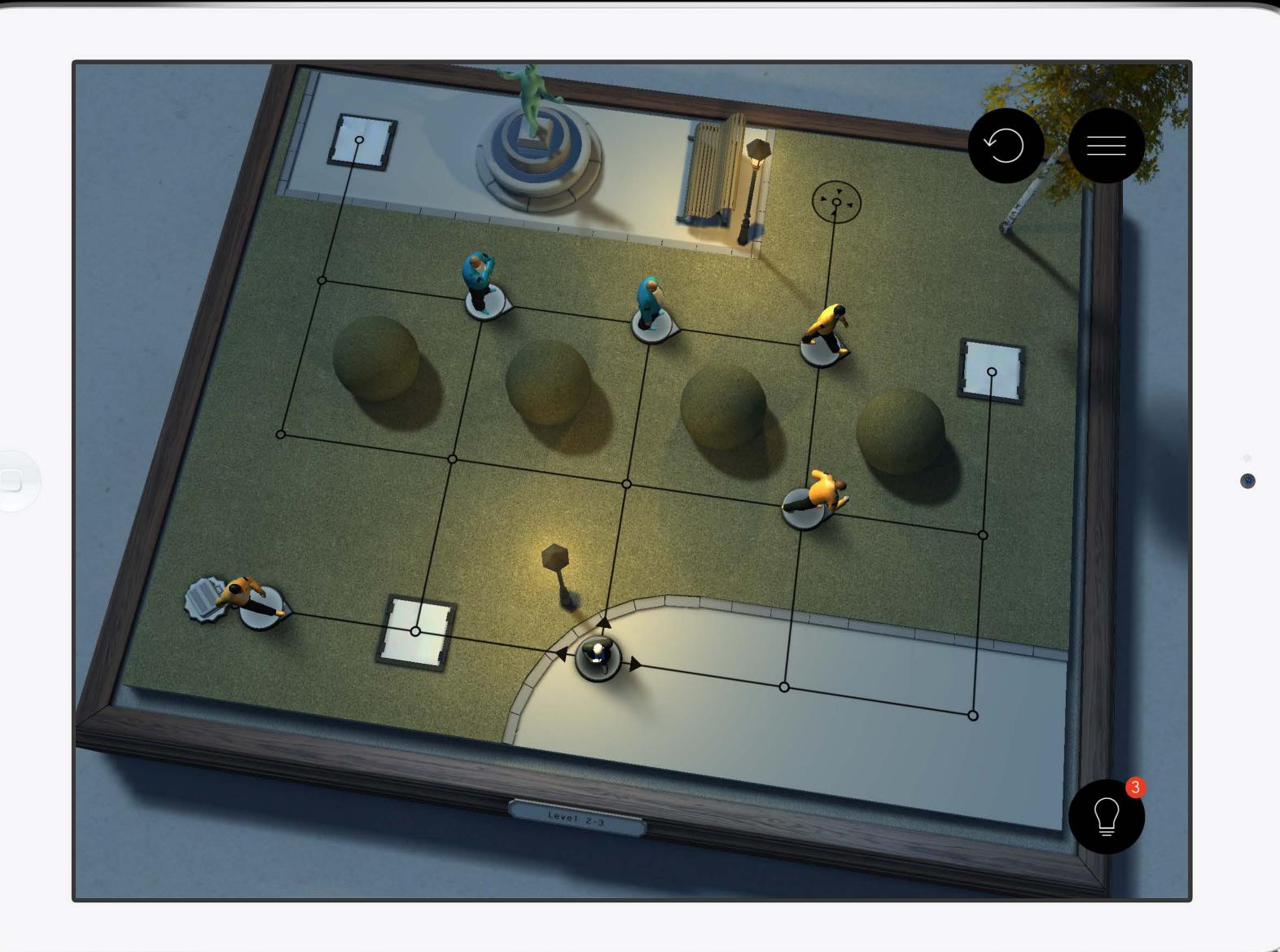




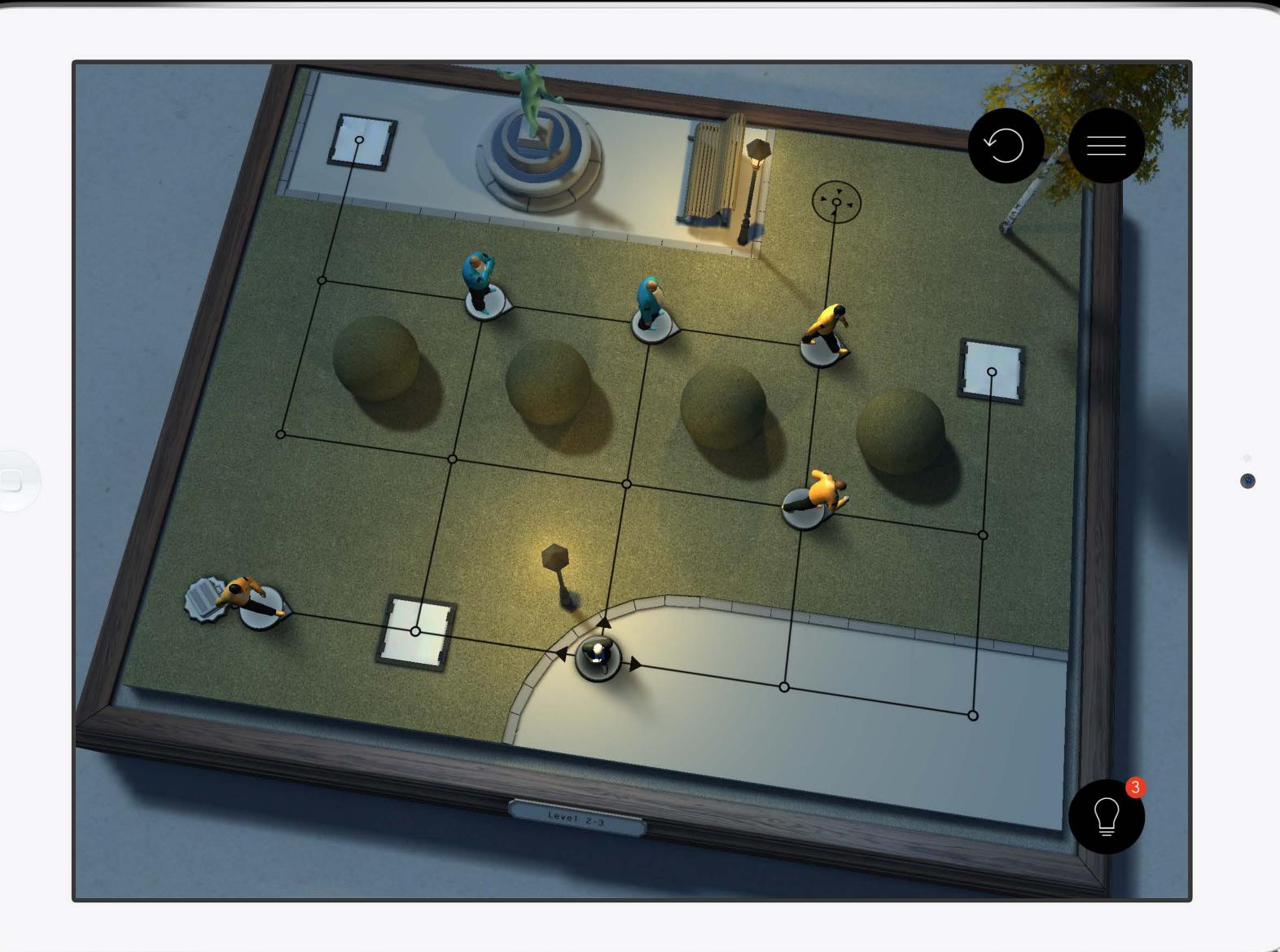




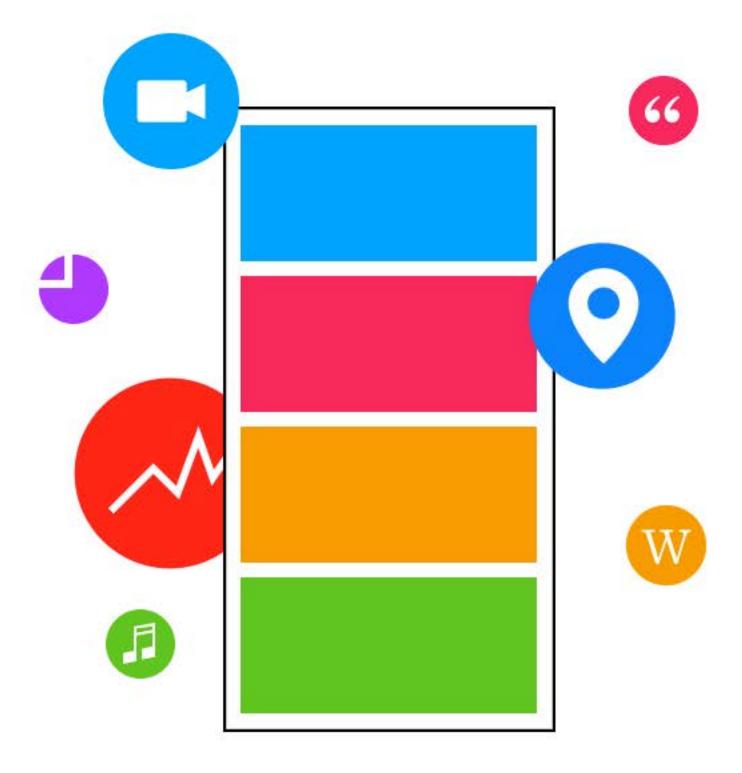








#### Skip



### Comprehensive

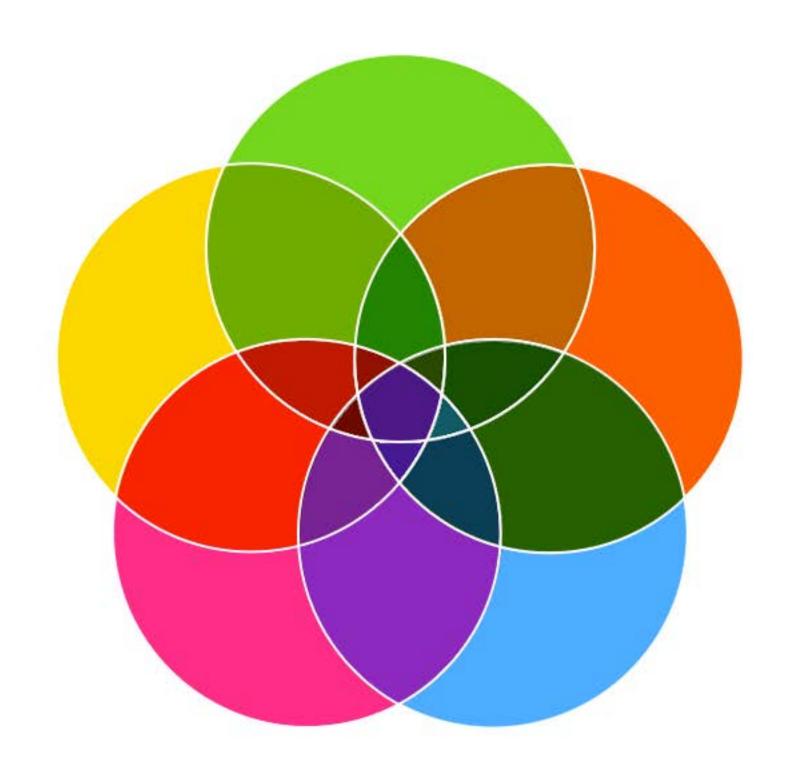
We collect the best pieces from around the web and combine them into a story

. .



#### Twice a day

Top stories delivered to you at 8 a.m. and 6 p.m. local time.



#### Definitive

We surface the most important need-to-know news.

Let's go!

Get out of the way

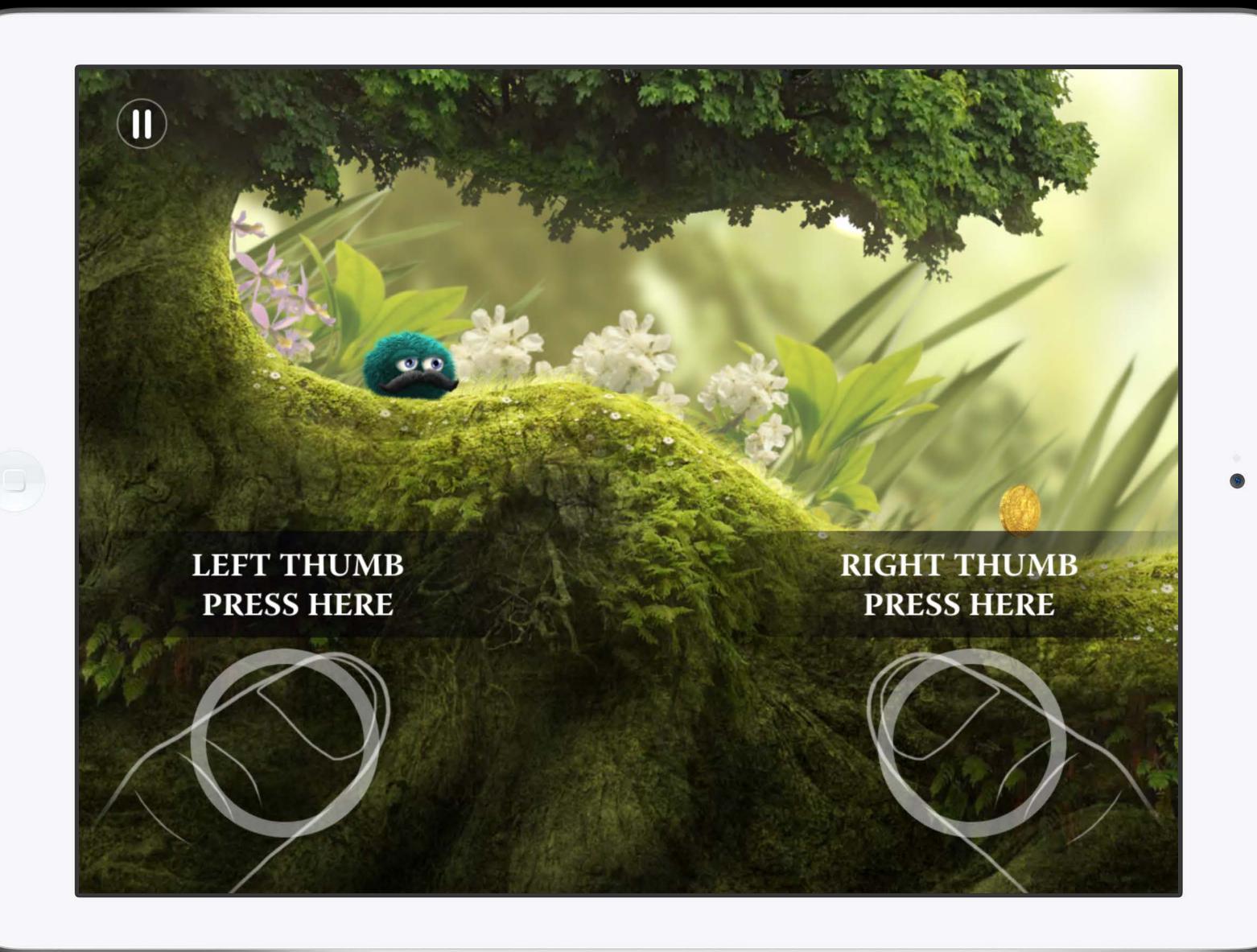
Start with the basics

Get out of the way

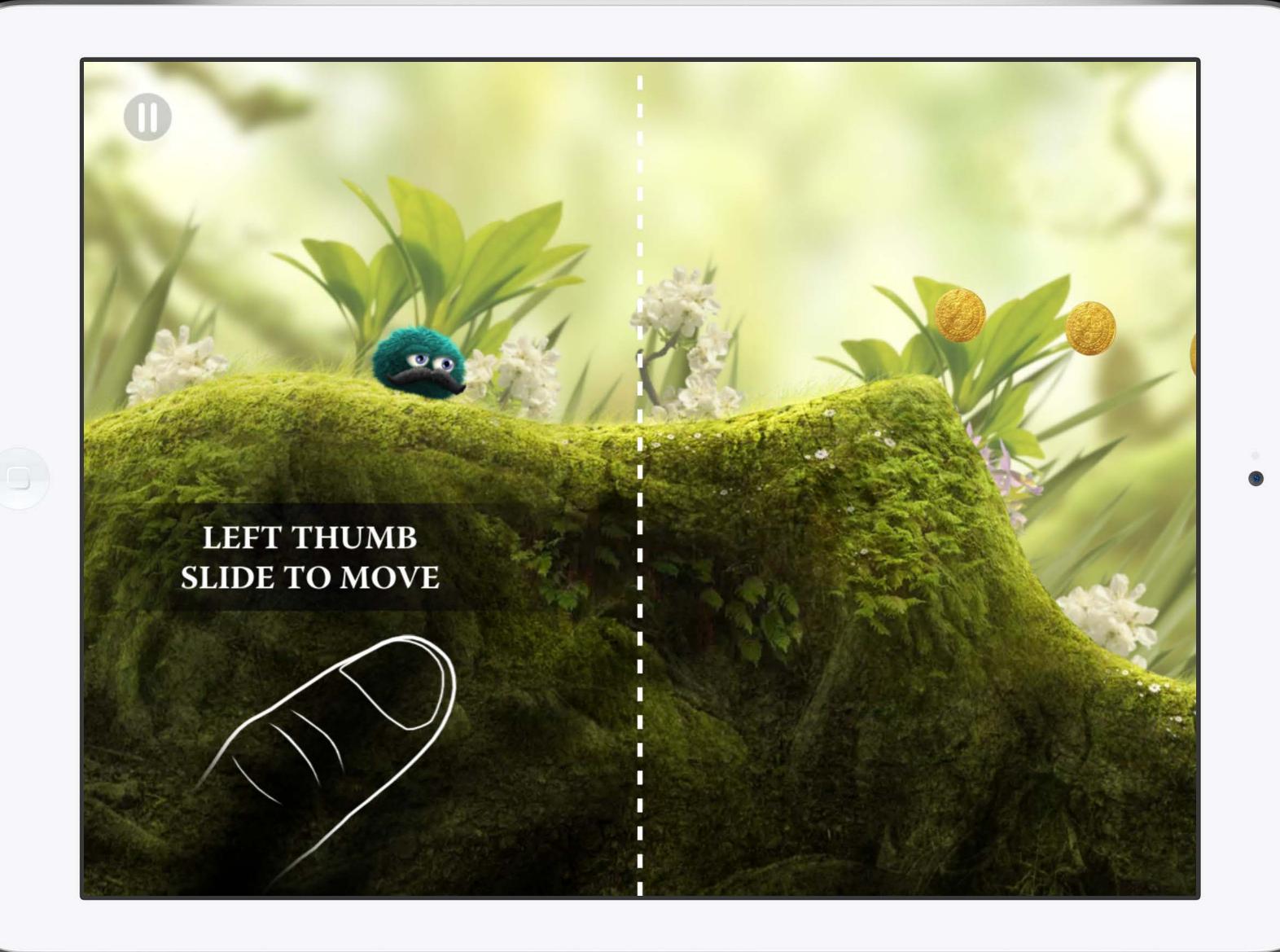
Start with the basics

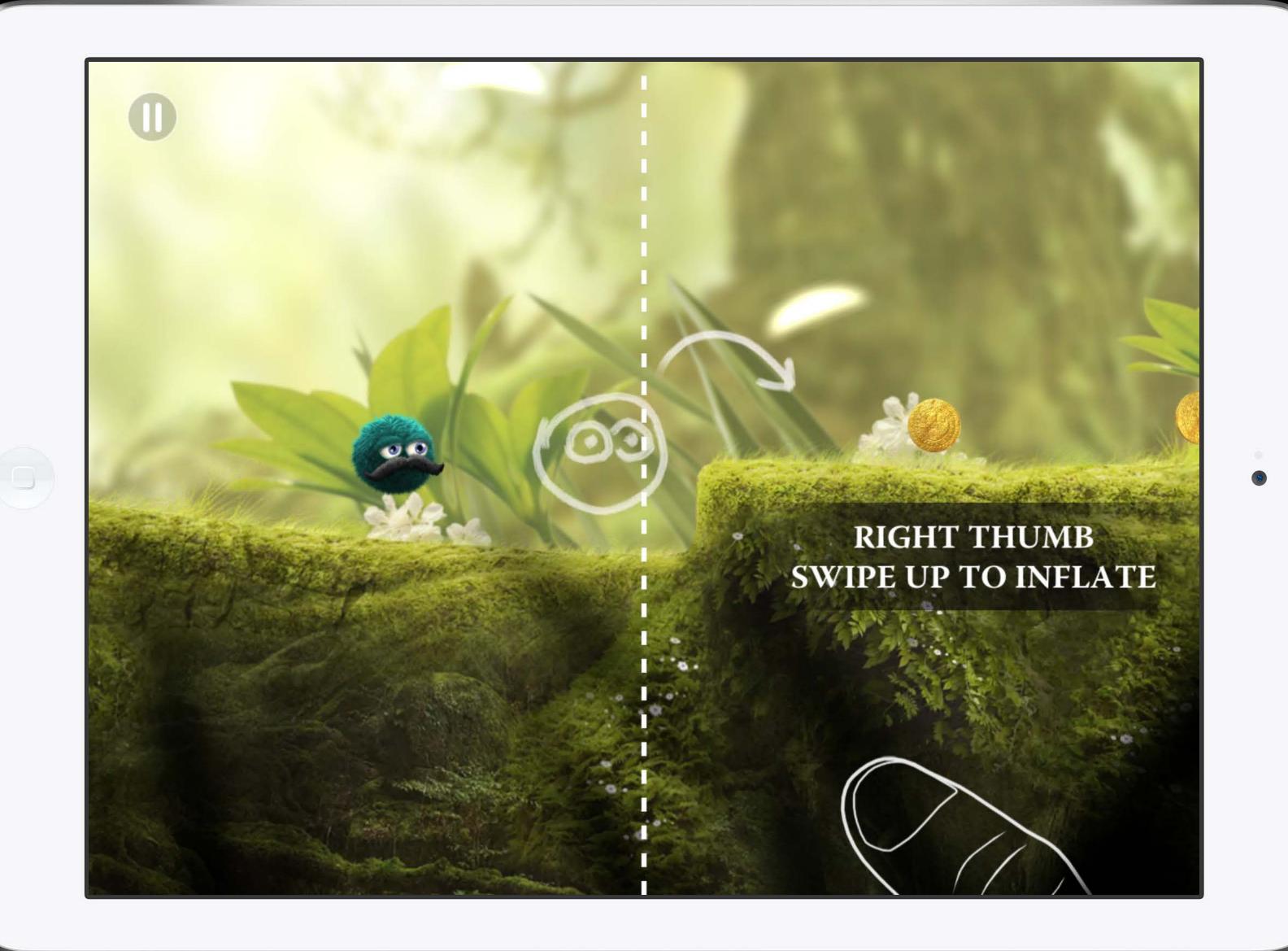
Teach one thing at a time

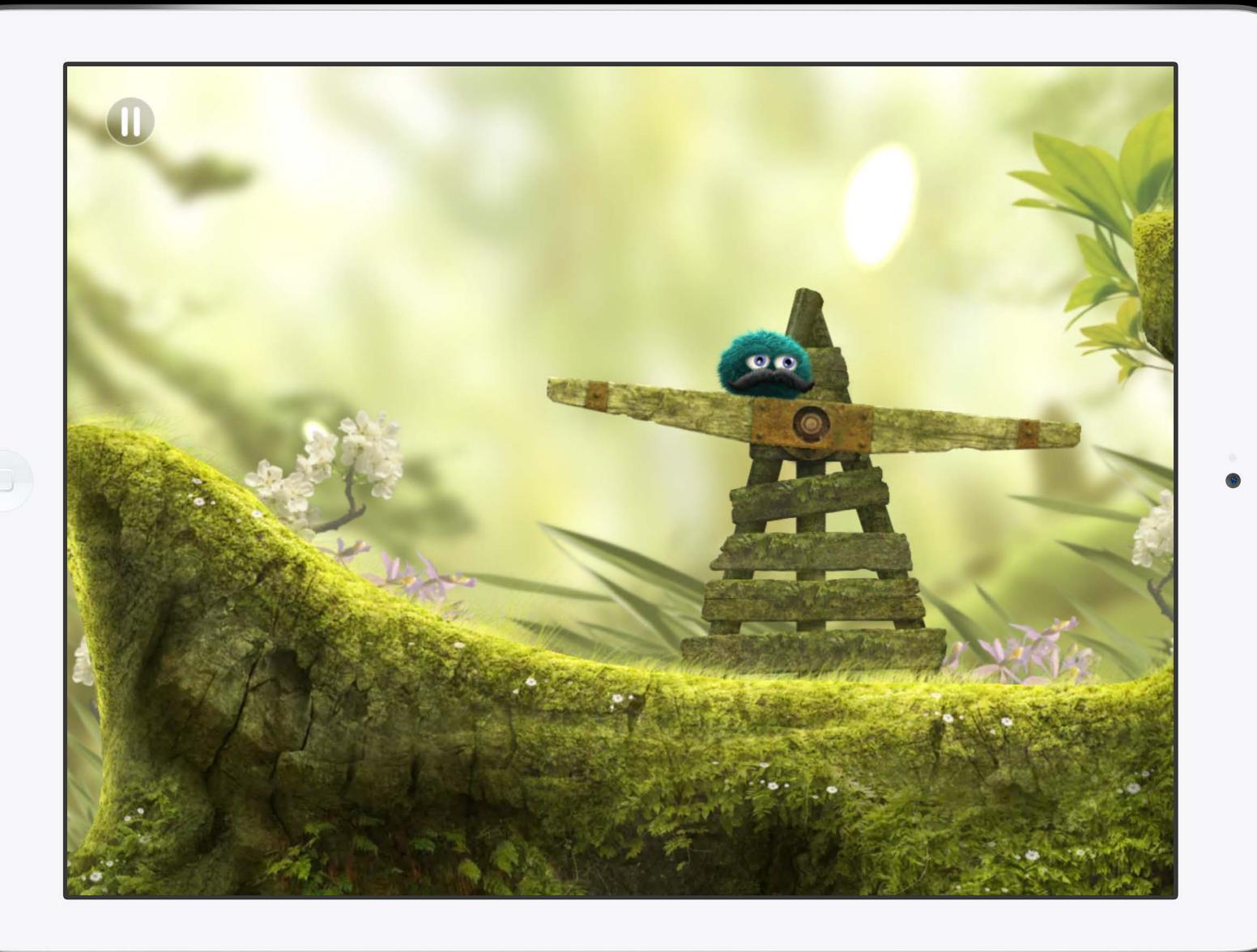


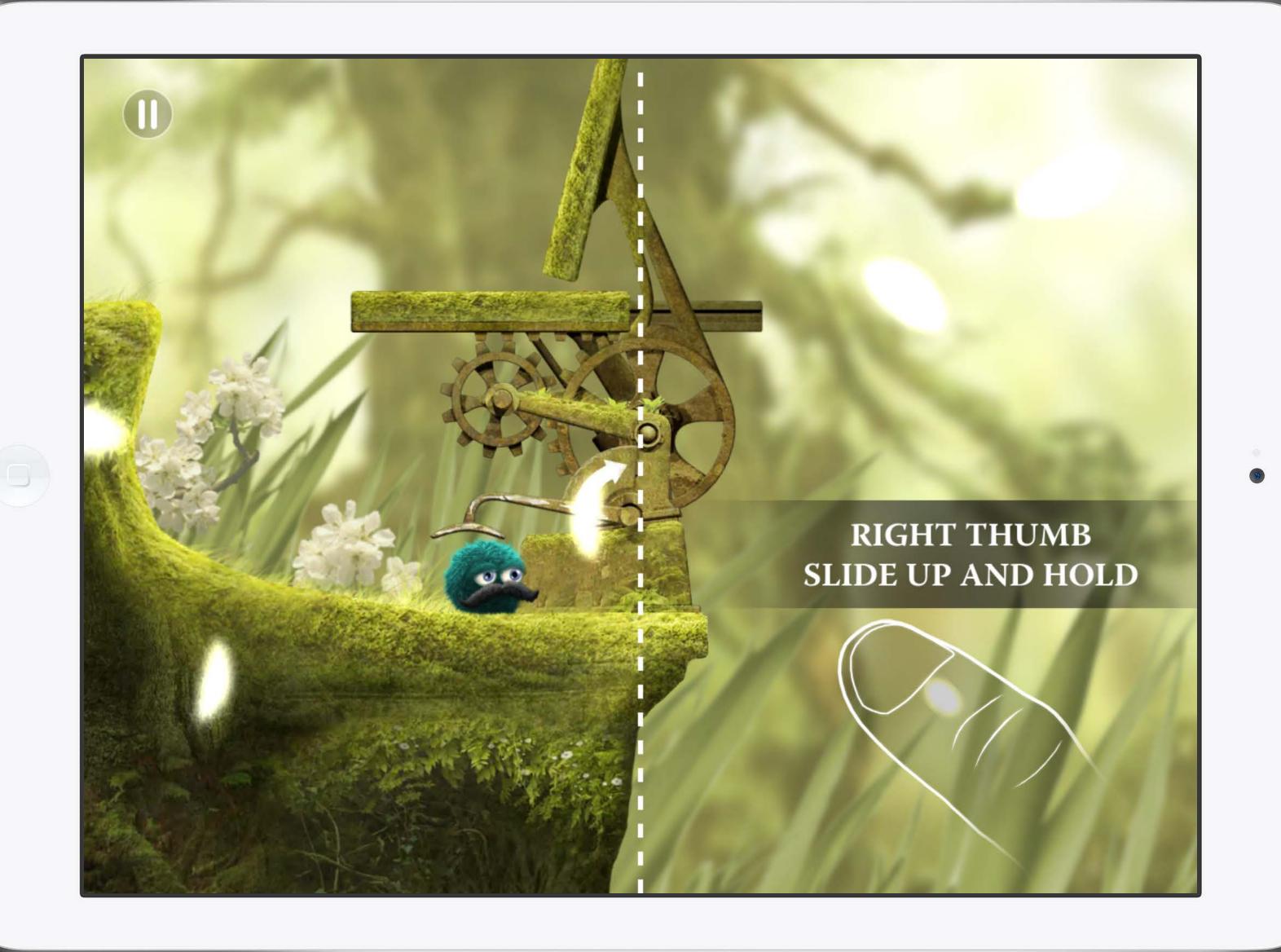


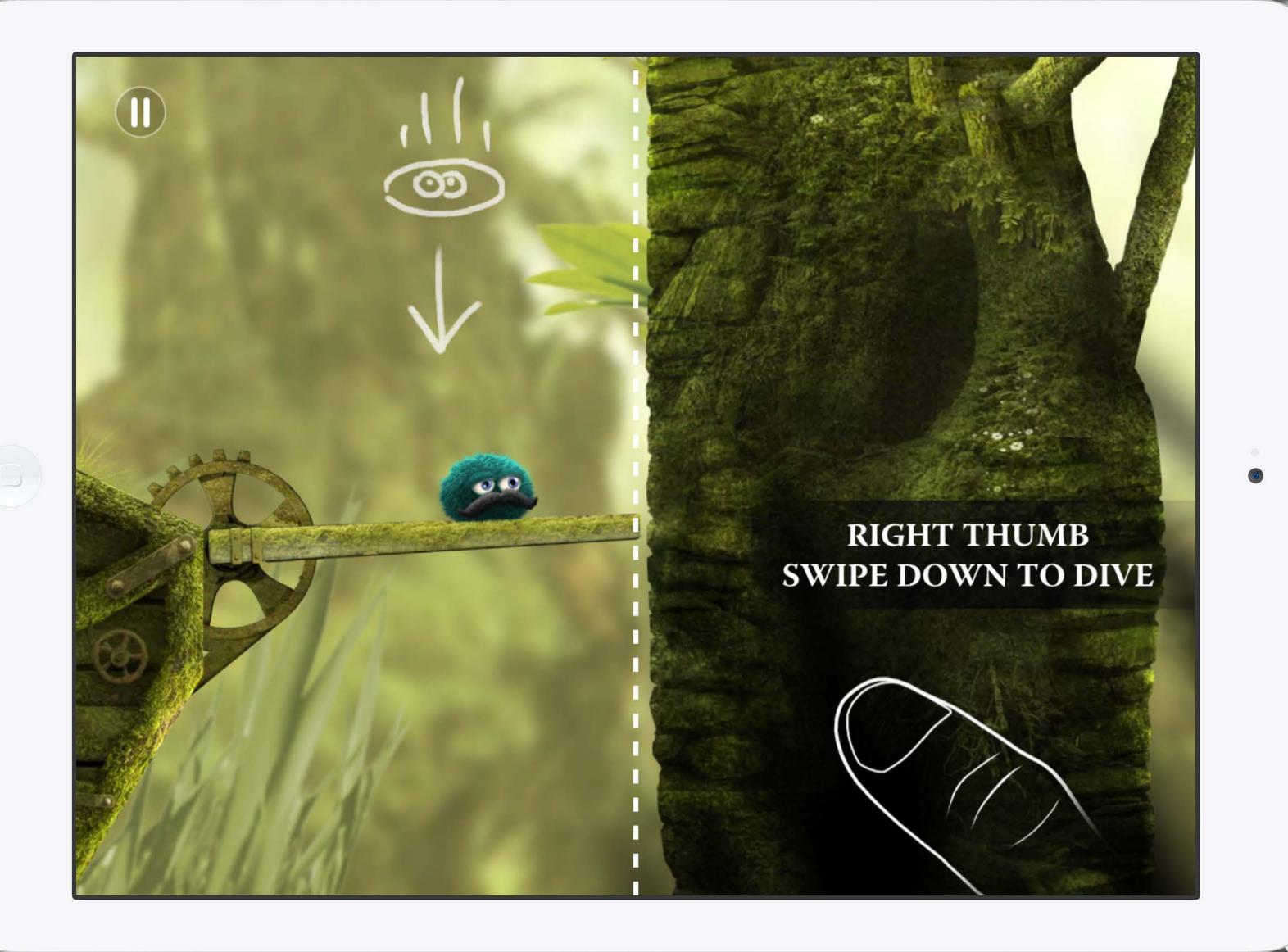


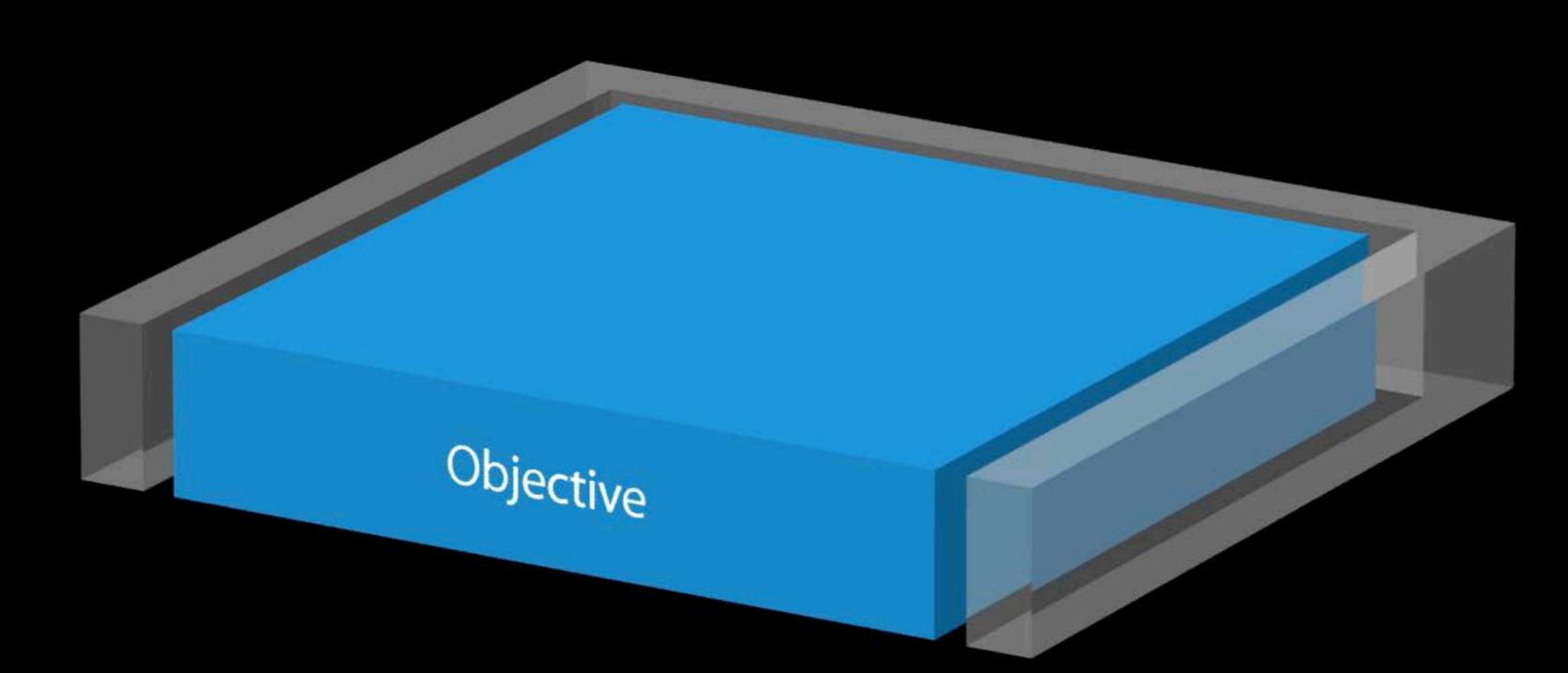


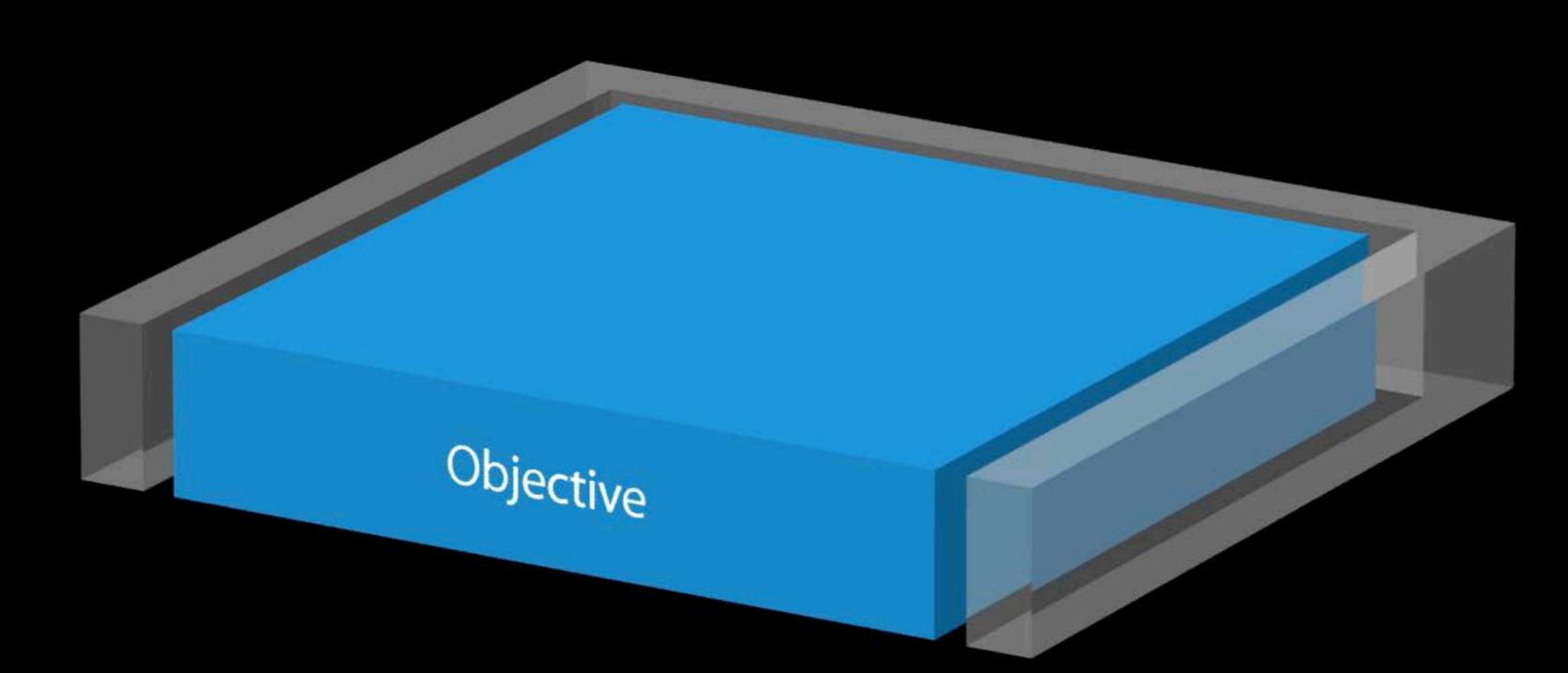












Optimal Hand Position

Optimal Hand Position

Basic Movement

Optimal Hand Position

Basic Movement

Optimal Hand Position

Basic Obstacles

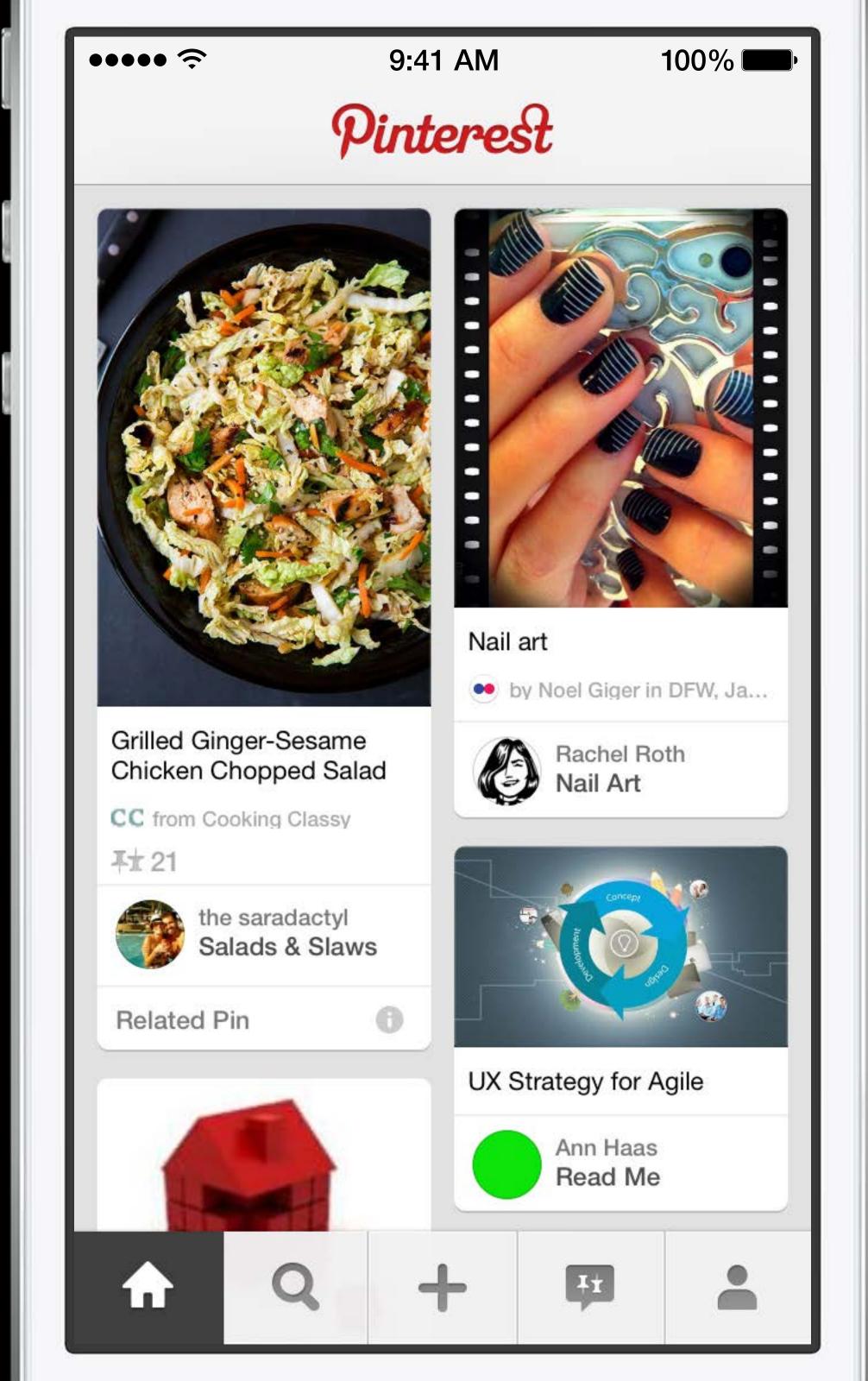
Basic Movement

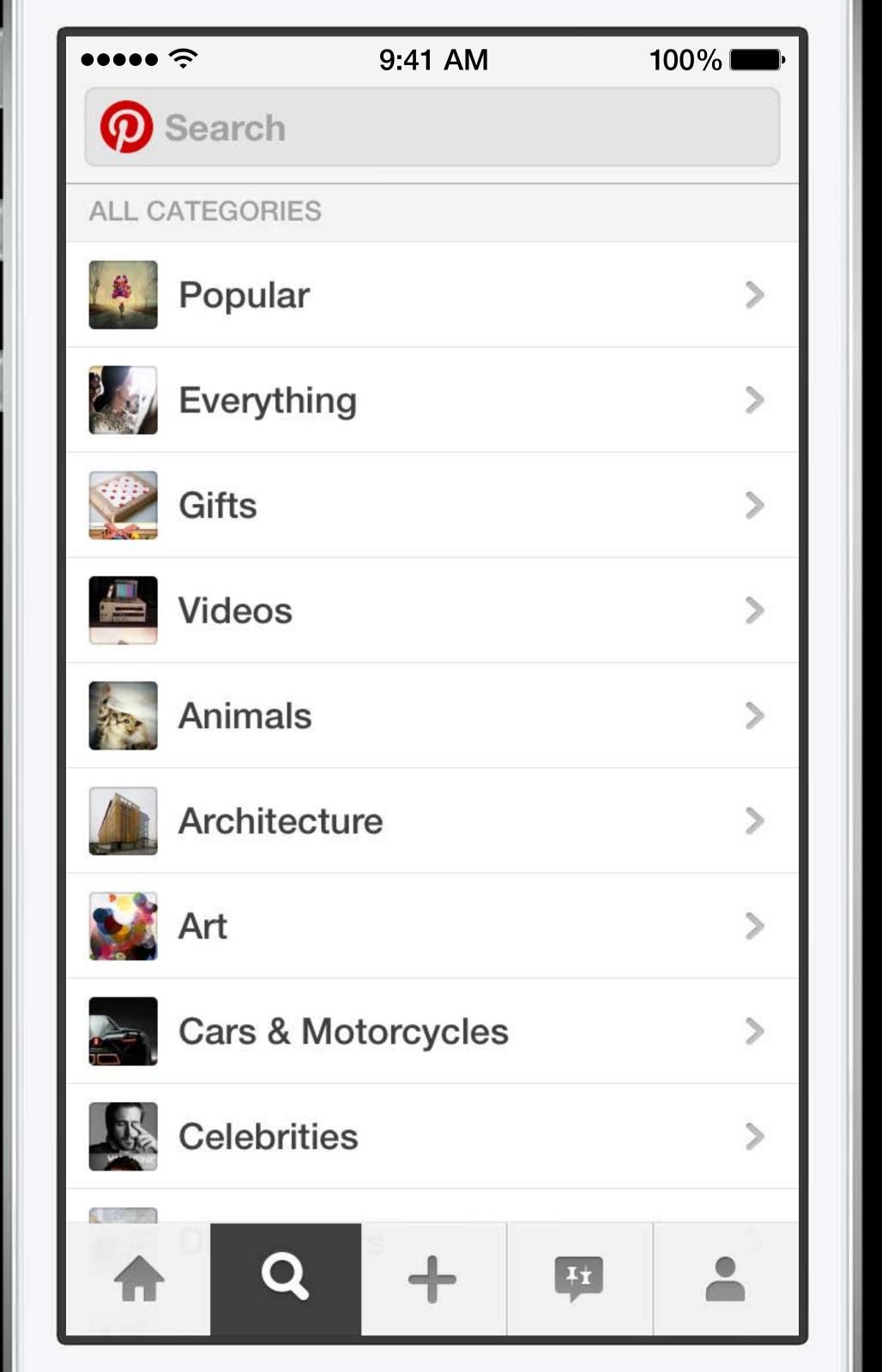
Optimal Hand Position

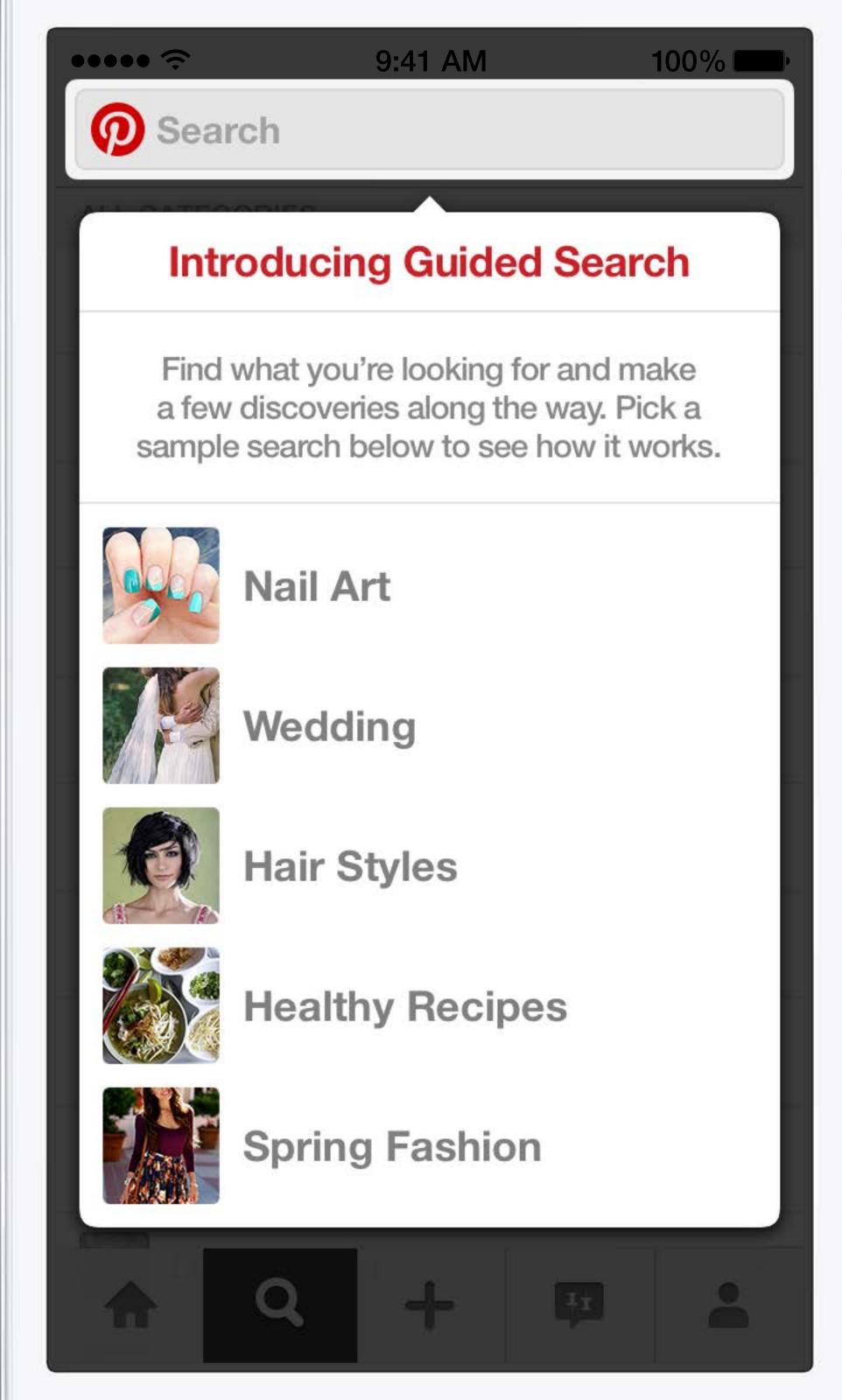
Basic Obstacles

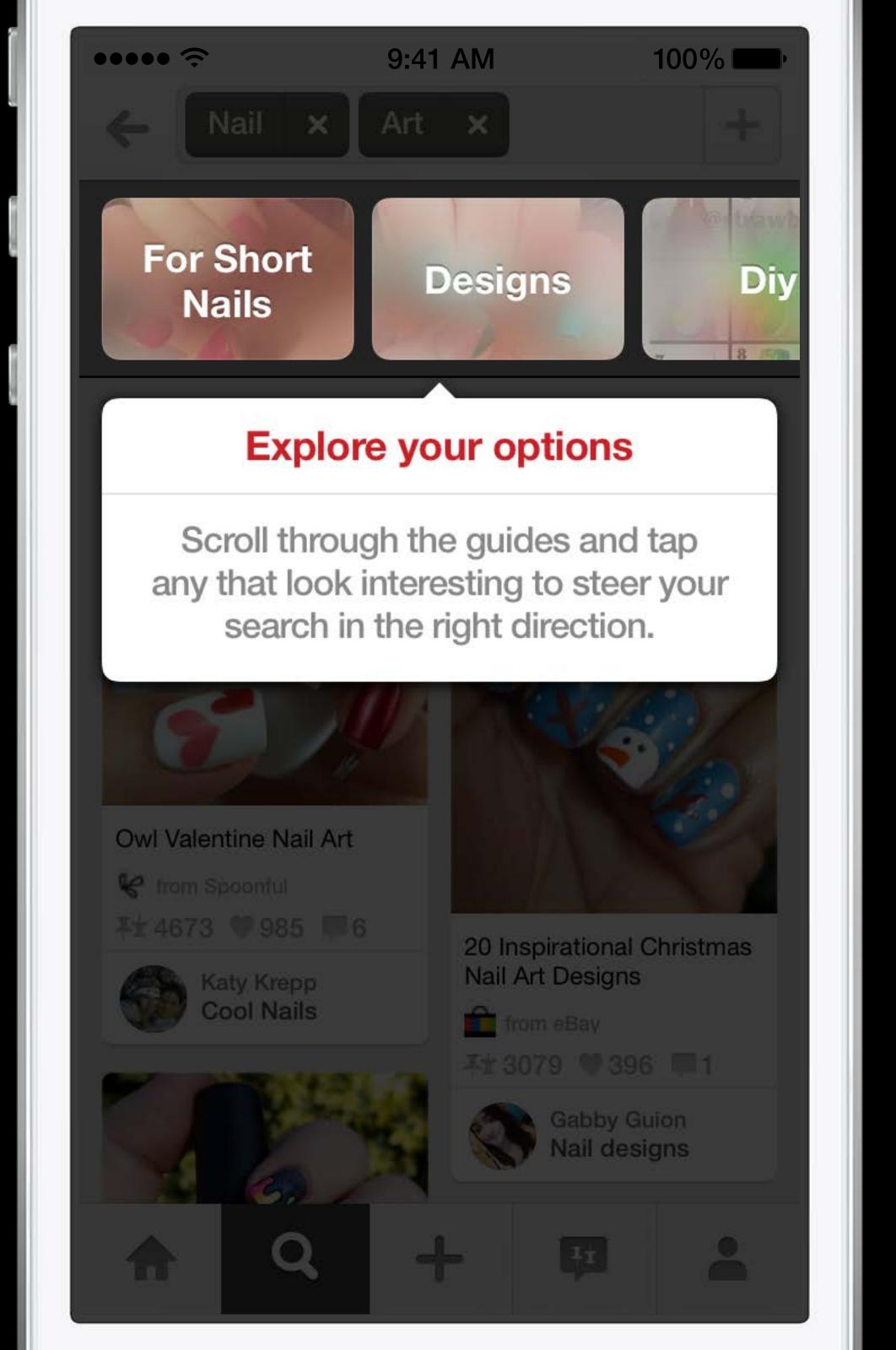
Basic Movement

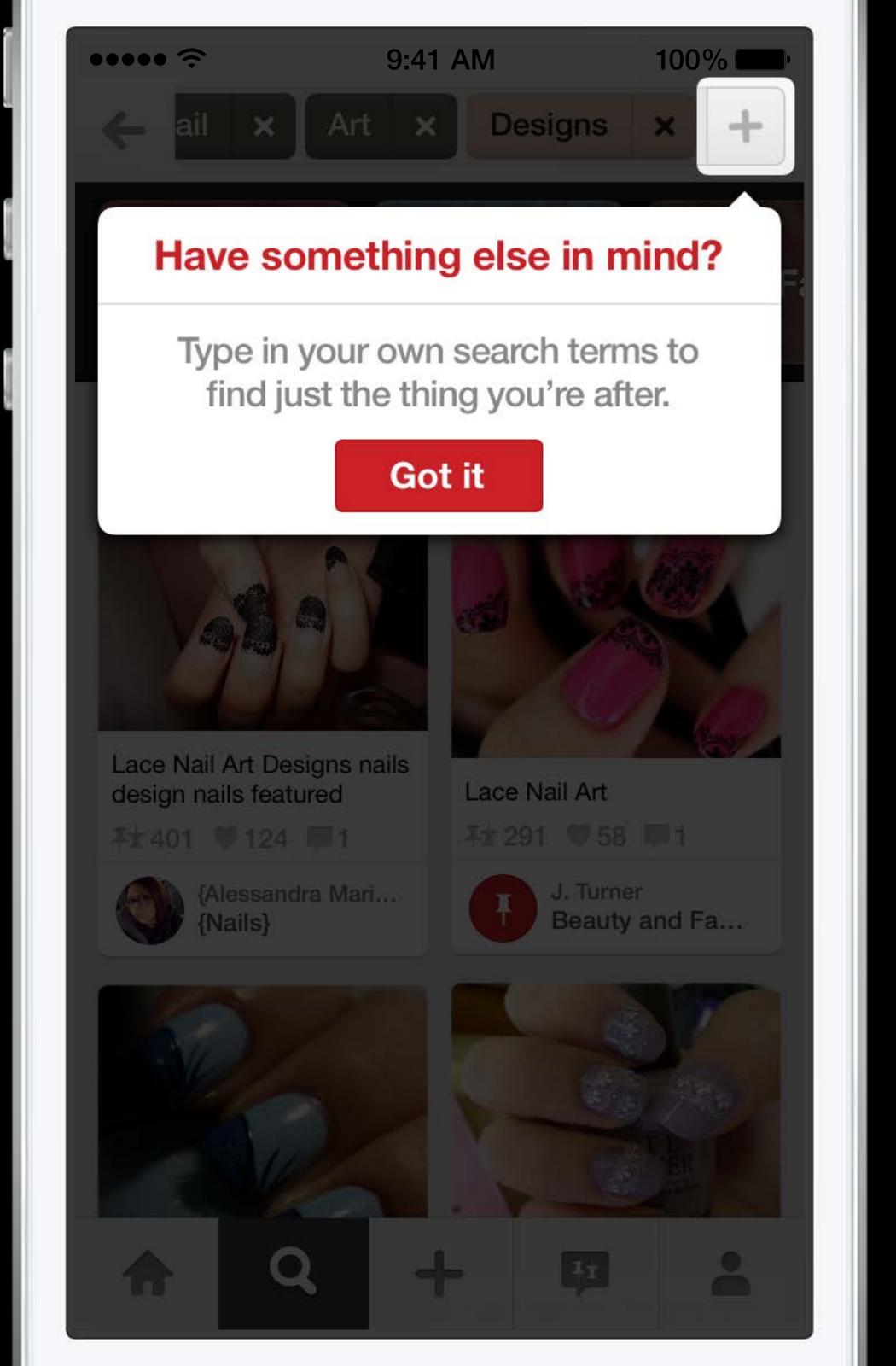
Optimal Hand Position











Get out of the way

Start with the basics

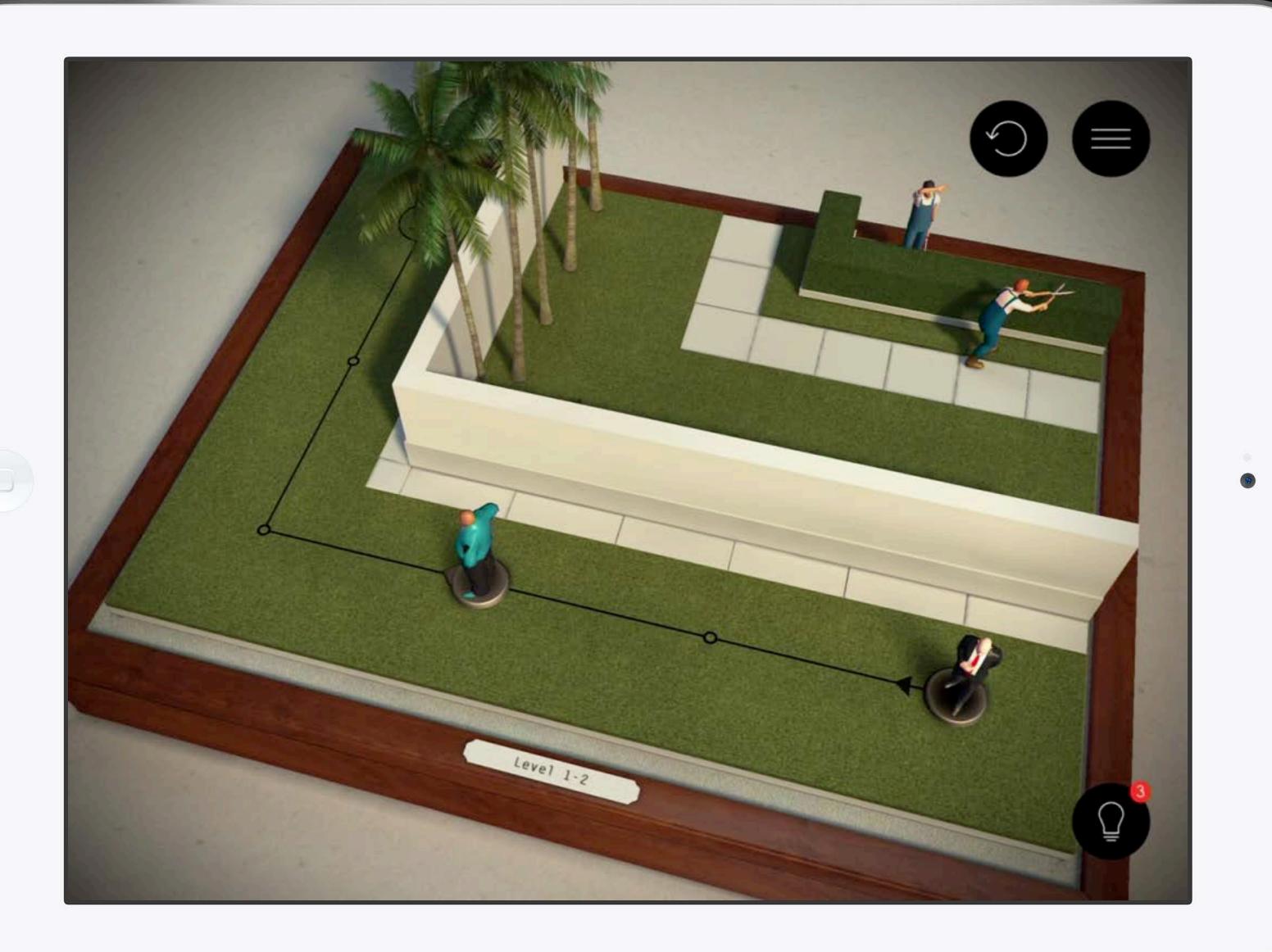
Teach one thing at a time

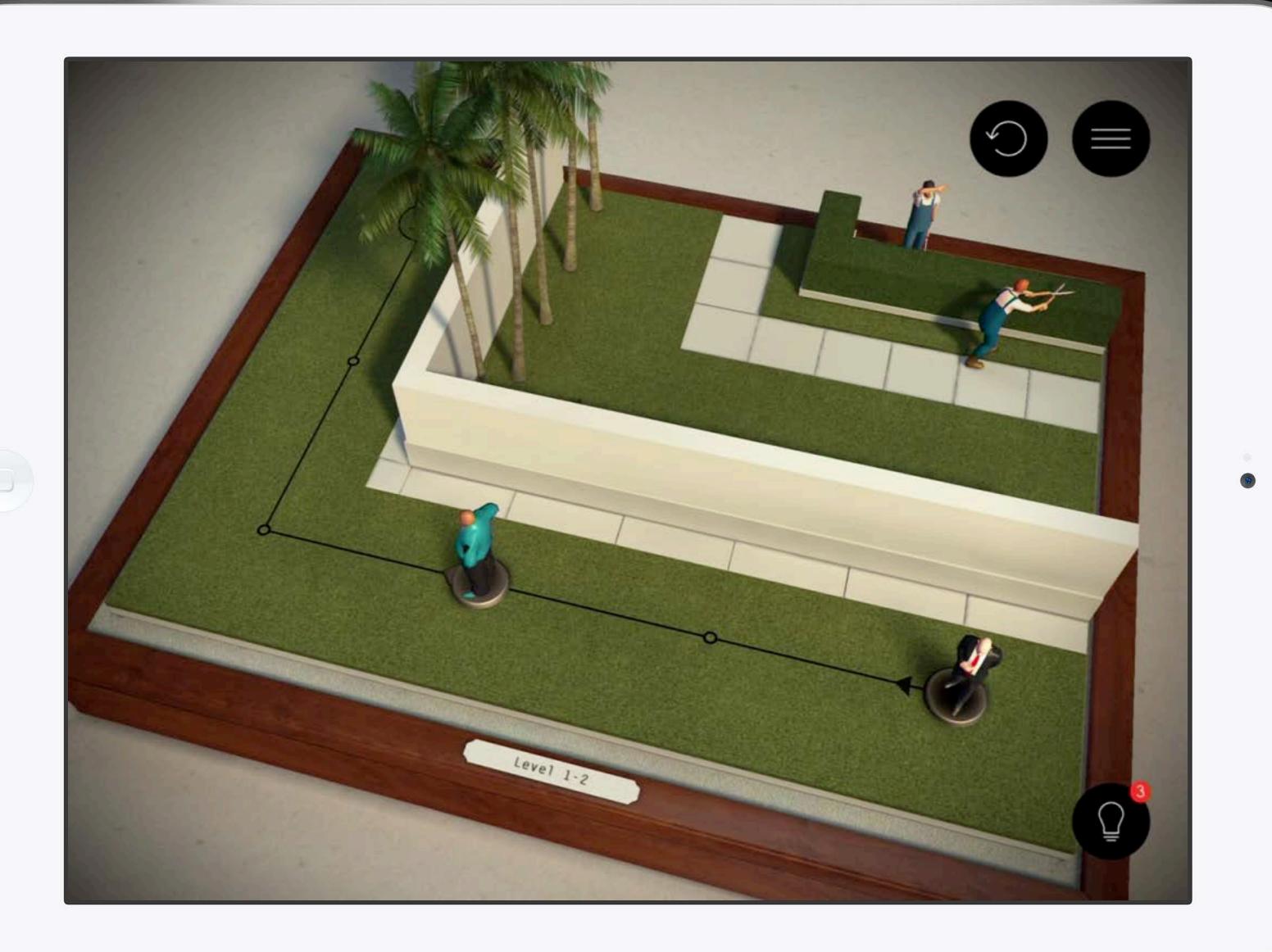
Get out of the way

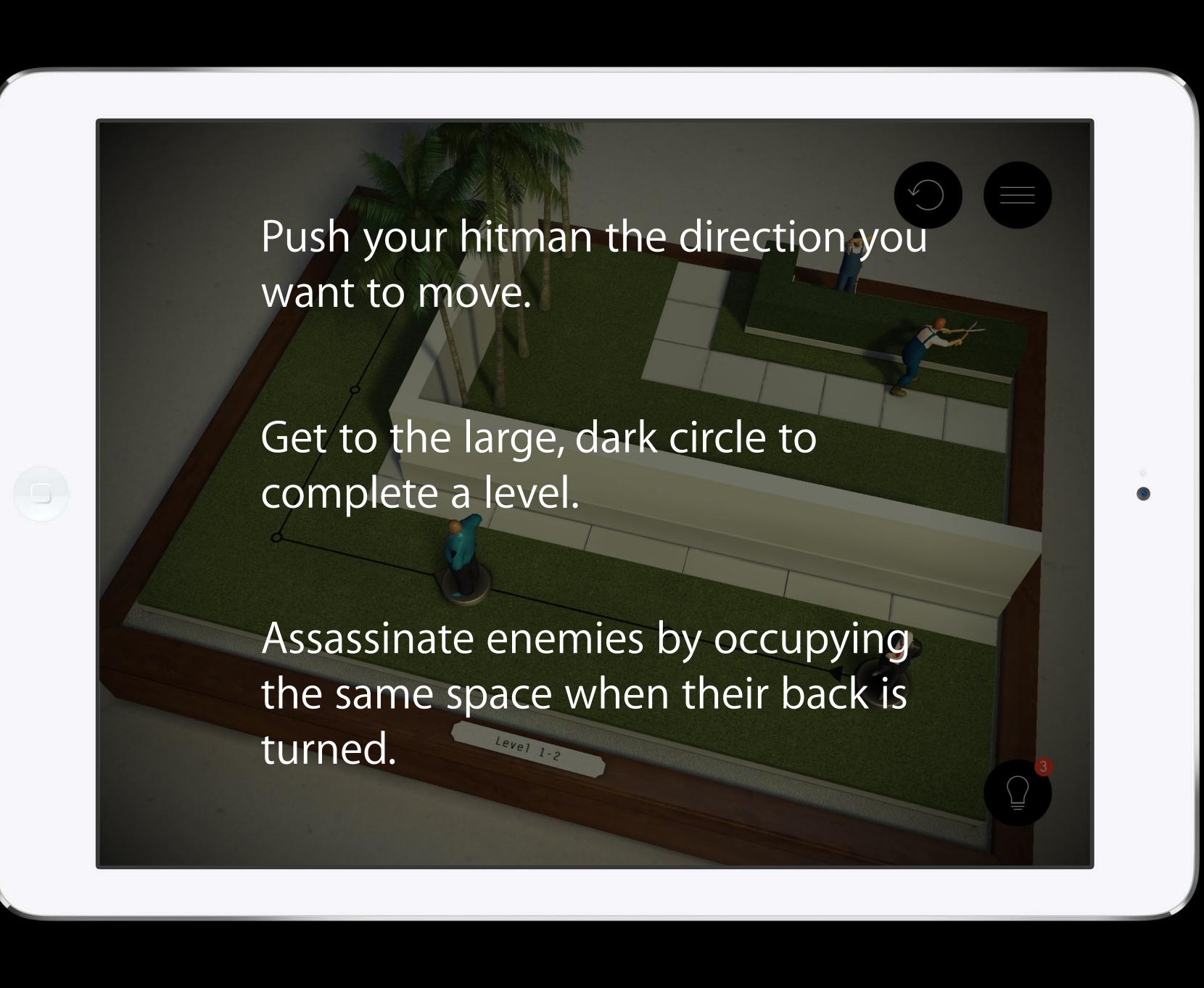
Start with the basics

Teach one thing at a time

Let people learn by doing

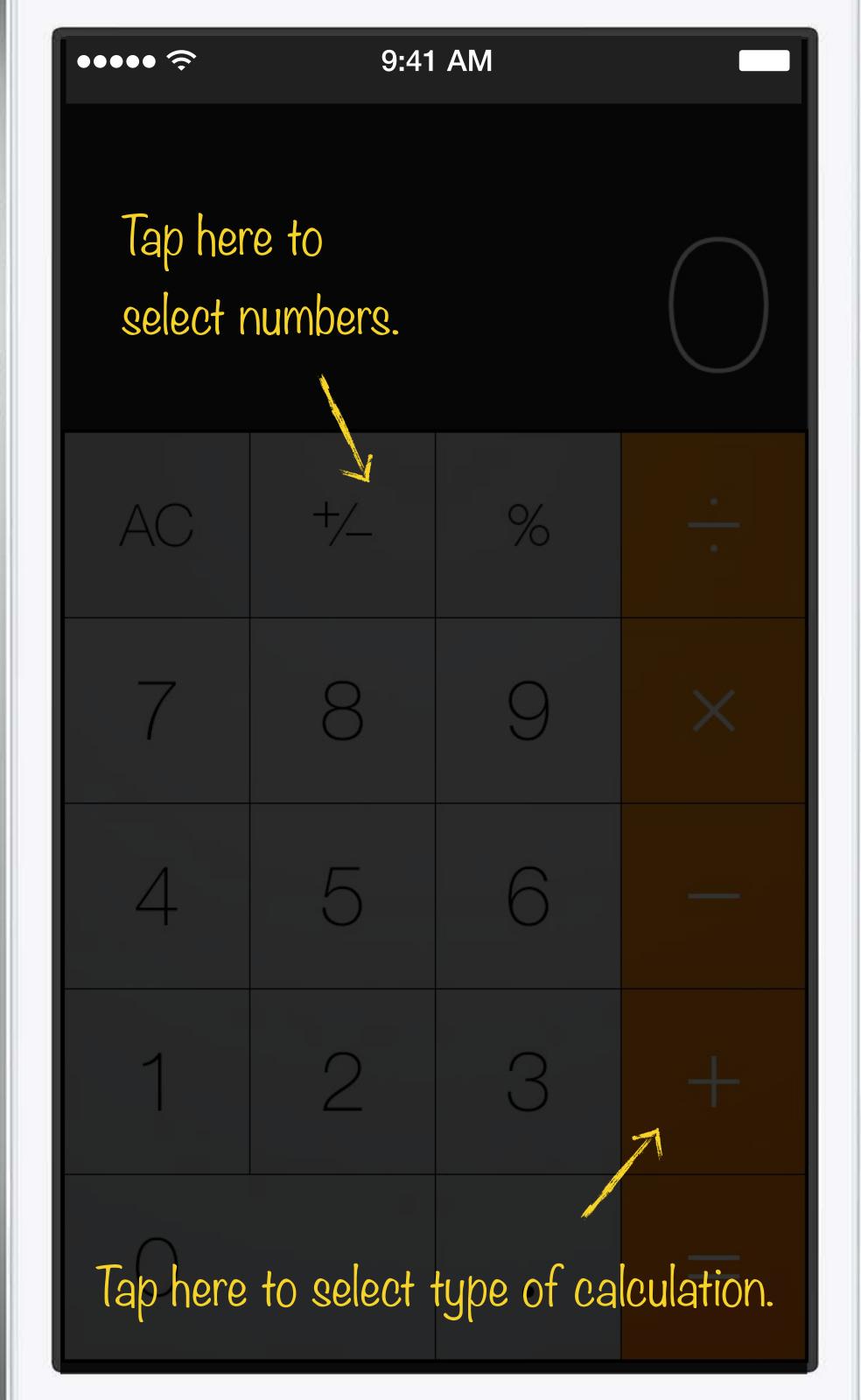






# "Tell me and I forget. Teach me and I remember. Involve me and I learn"

Benjamin Franklin



Get out of the way

Start with the basics

Teach one thing at a time

Let people learn by doing

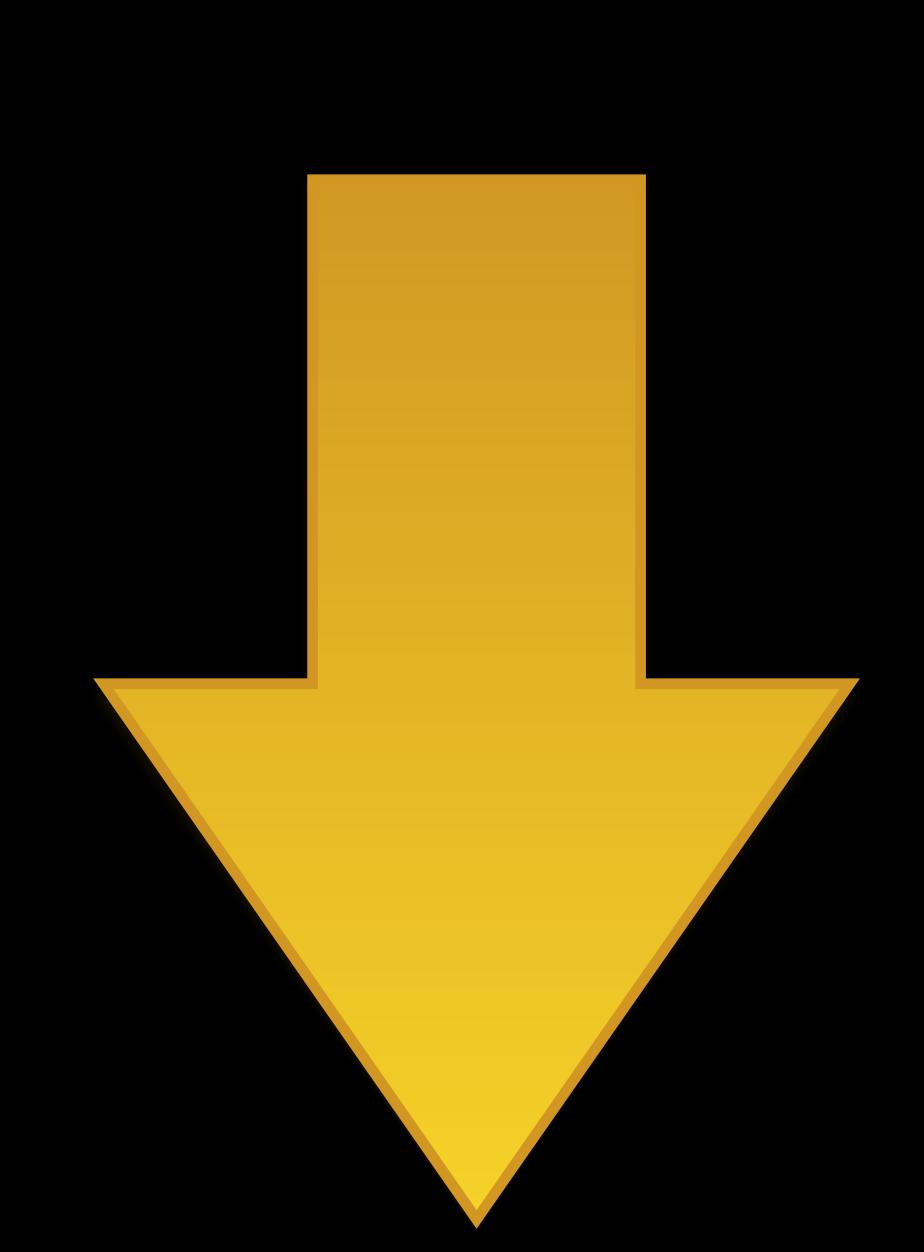
Get out of the way

Start with the basics

Teach one thing at a time

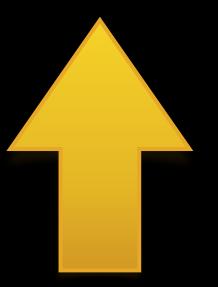
Let people learn by doing

Use animation thoughtfully

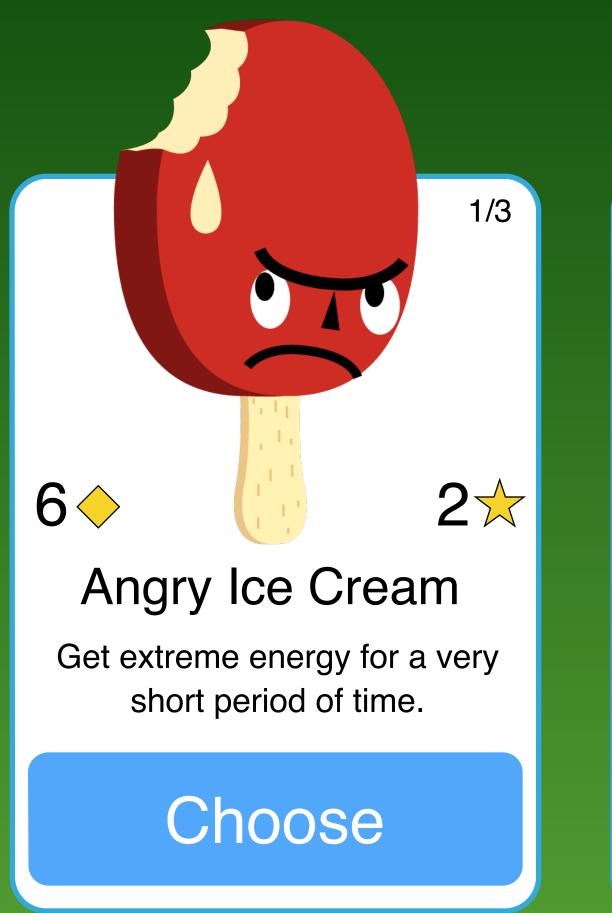


Start Tutorial

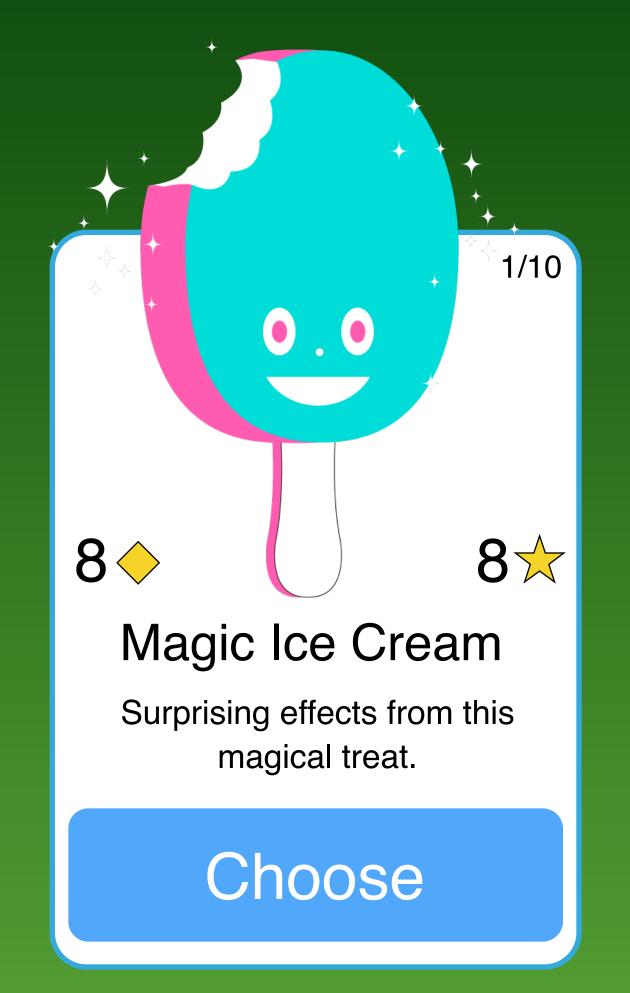
Start Tutorial



#### Choose your ice cream:







#### Choose your ice cream:







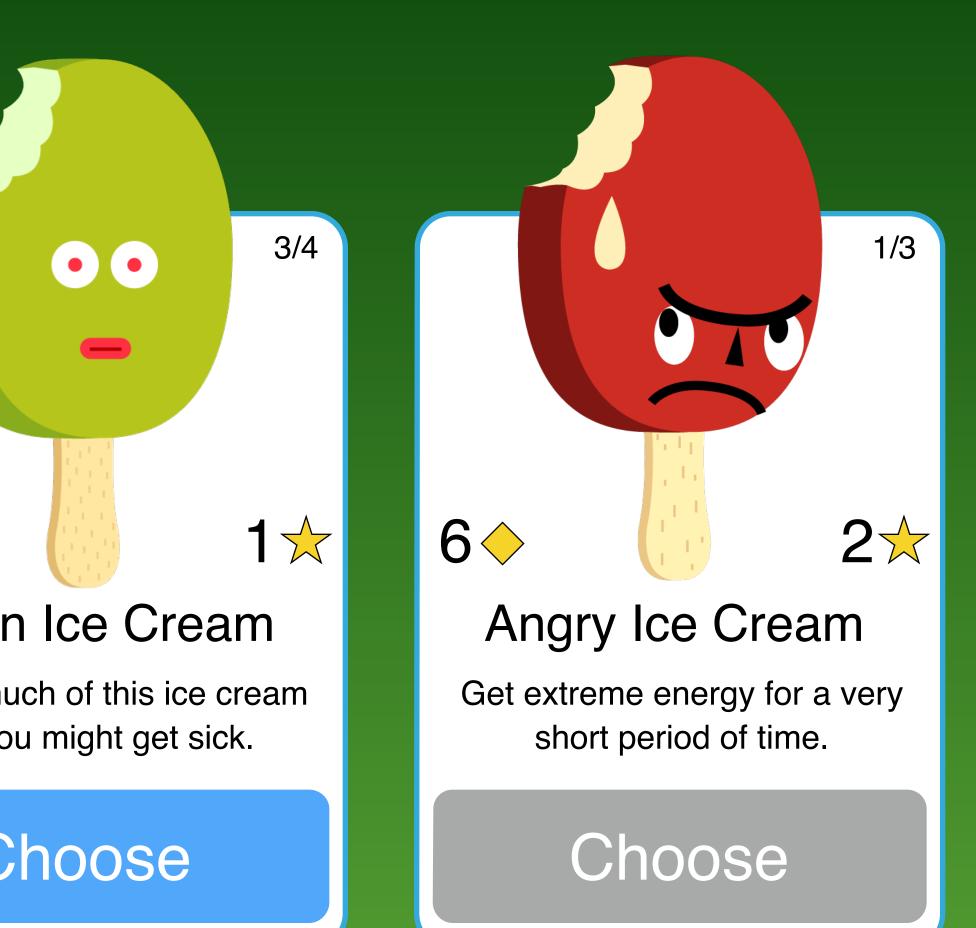










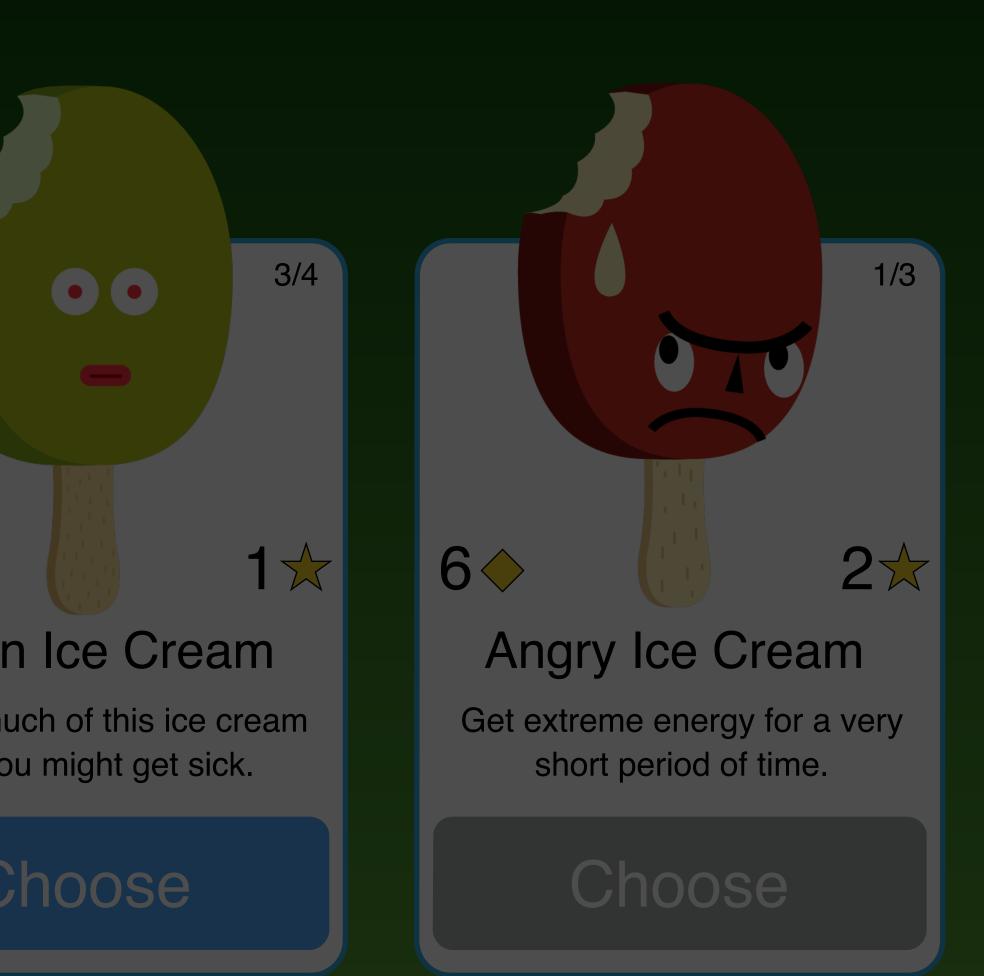


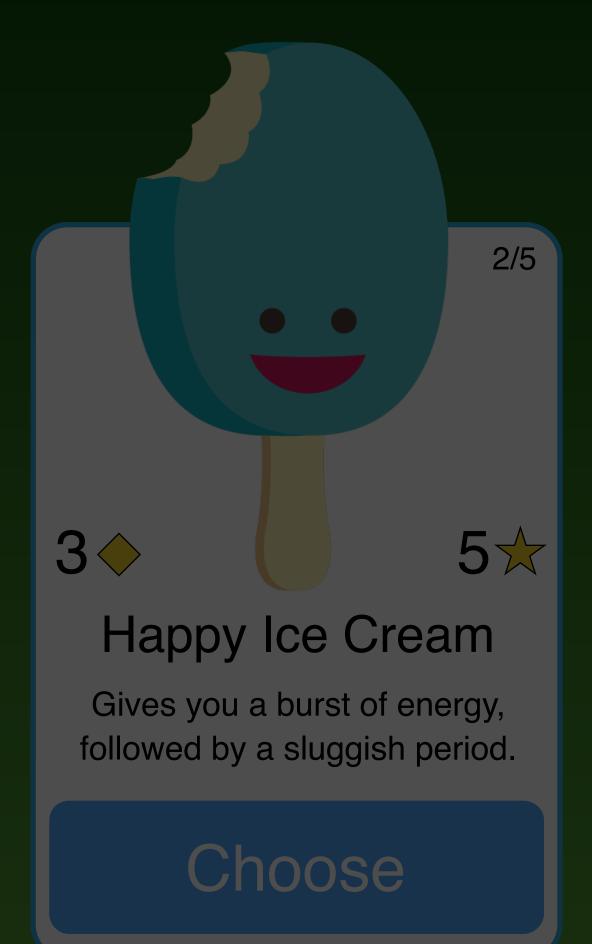


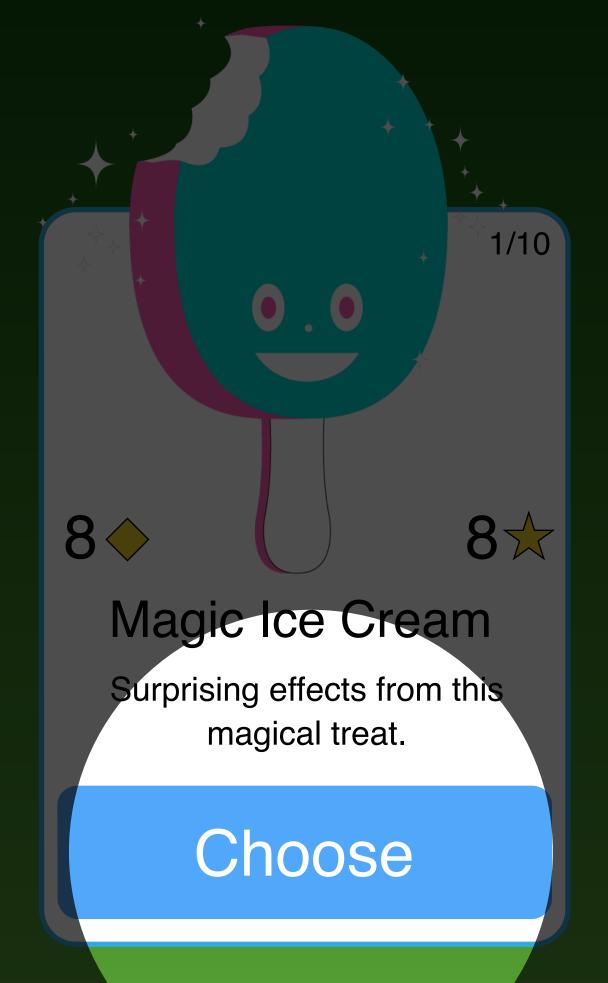


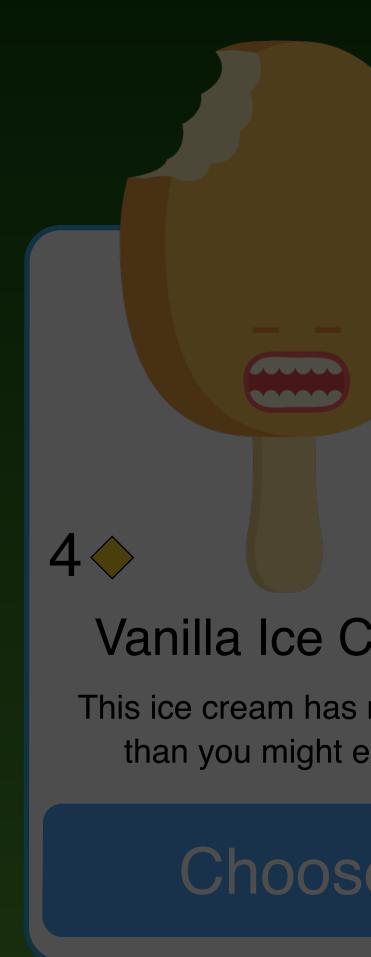


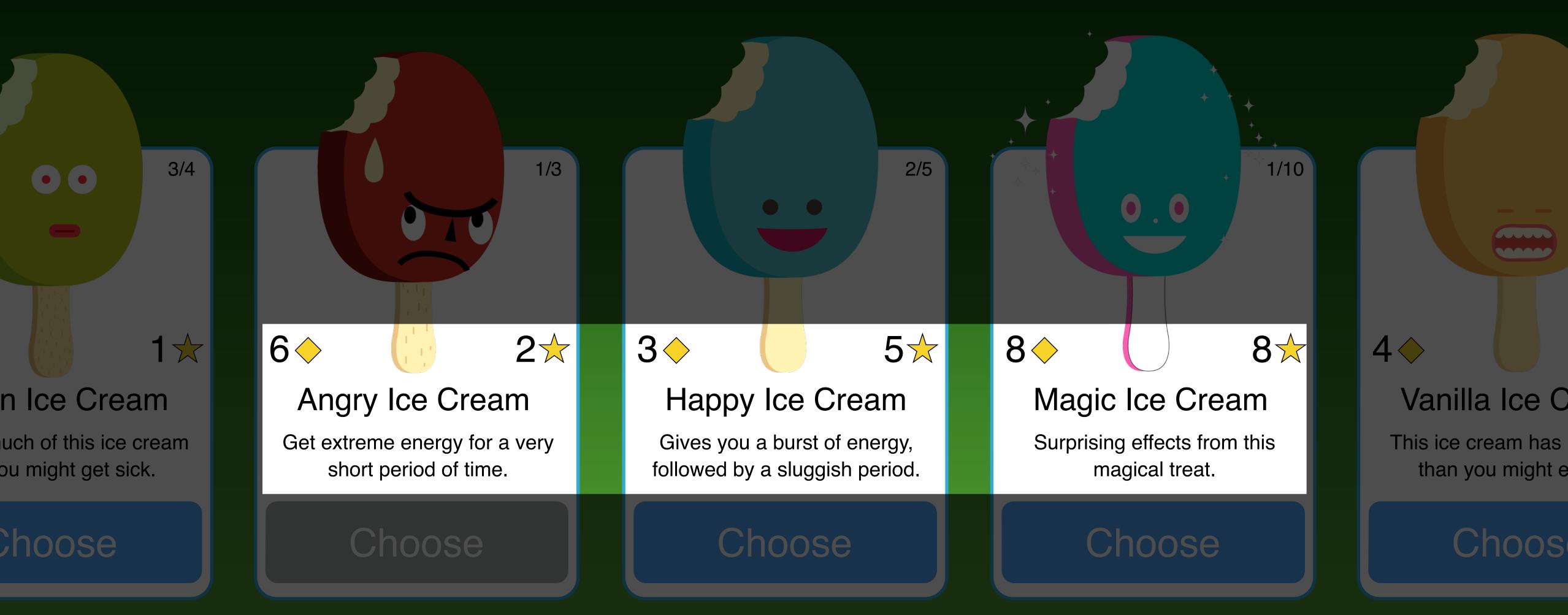




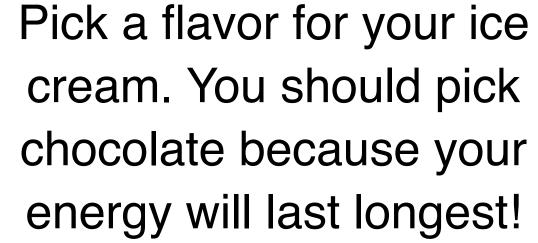








Pick a flavor for your ice



#### Flavor Picker

Chocolate

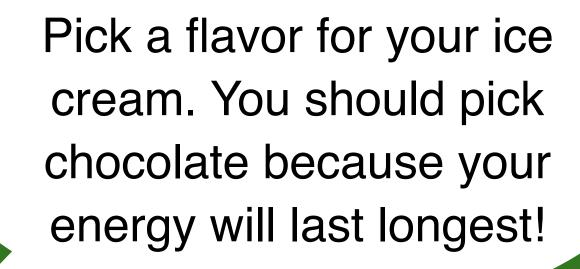
Vanilla

Strawberry

Bubble Gum

Caramel







Chocolate

Vanilla

Strawberry

Bubble Gum

Caramel



#### **Shop Location**

#### San Francisco

Milan

London

Miami Beach

Let's set up shop on Miami Beach because they have the most customers!



#### **Shop Location**

San Francisco

Milan

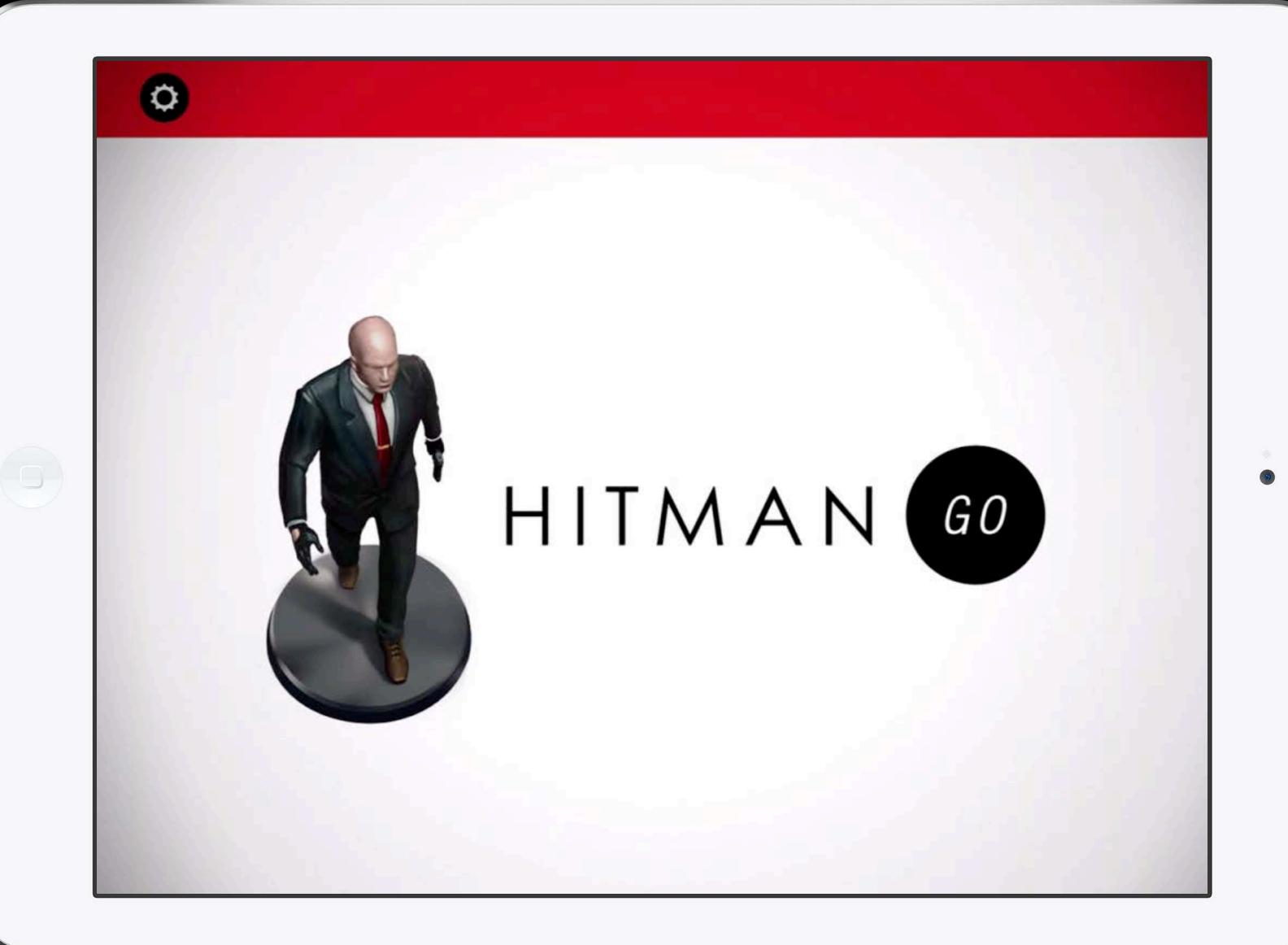
London

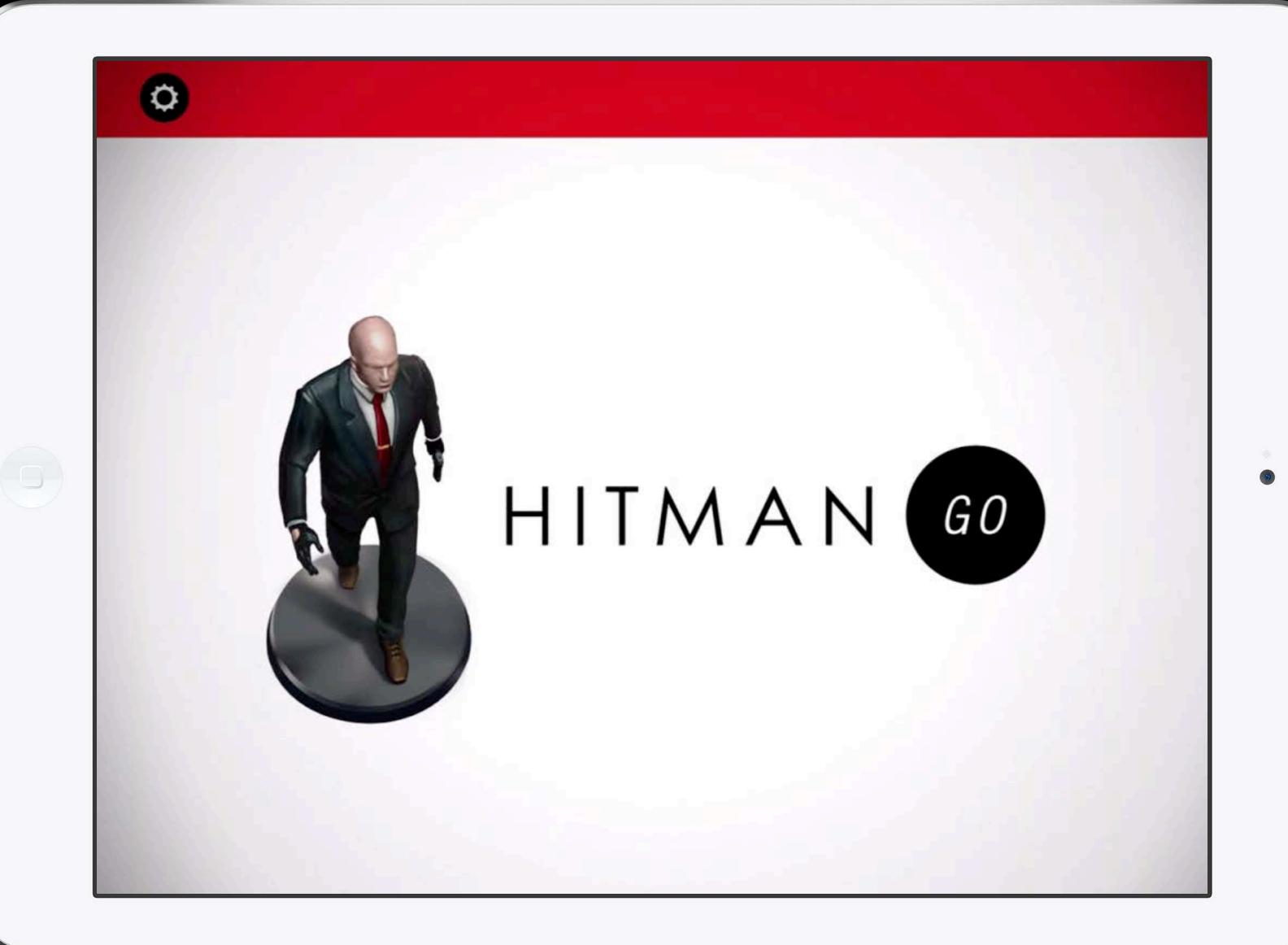
Miami Beach

Let's set up shop on Miami Beach because they have the most customers!









Get out of the way

Start with the basics

Teach one thing at a time

Let people learn by doing

Use animation thoughtfully

Get out of the way

Start with the basics

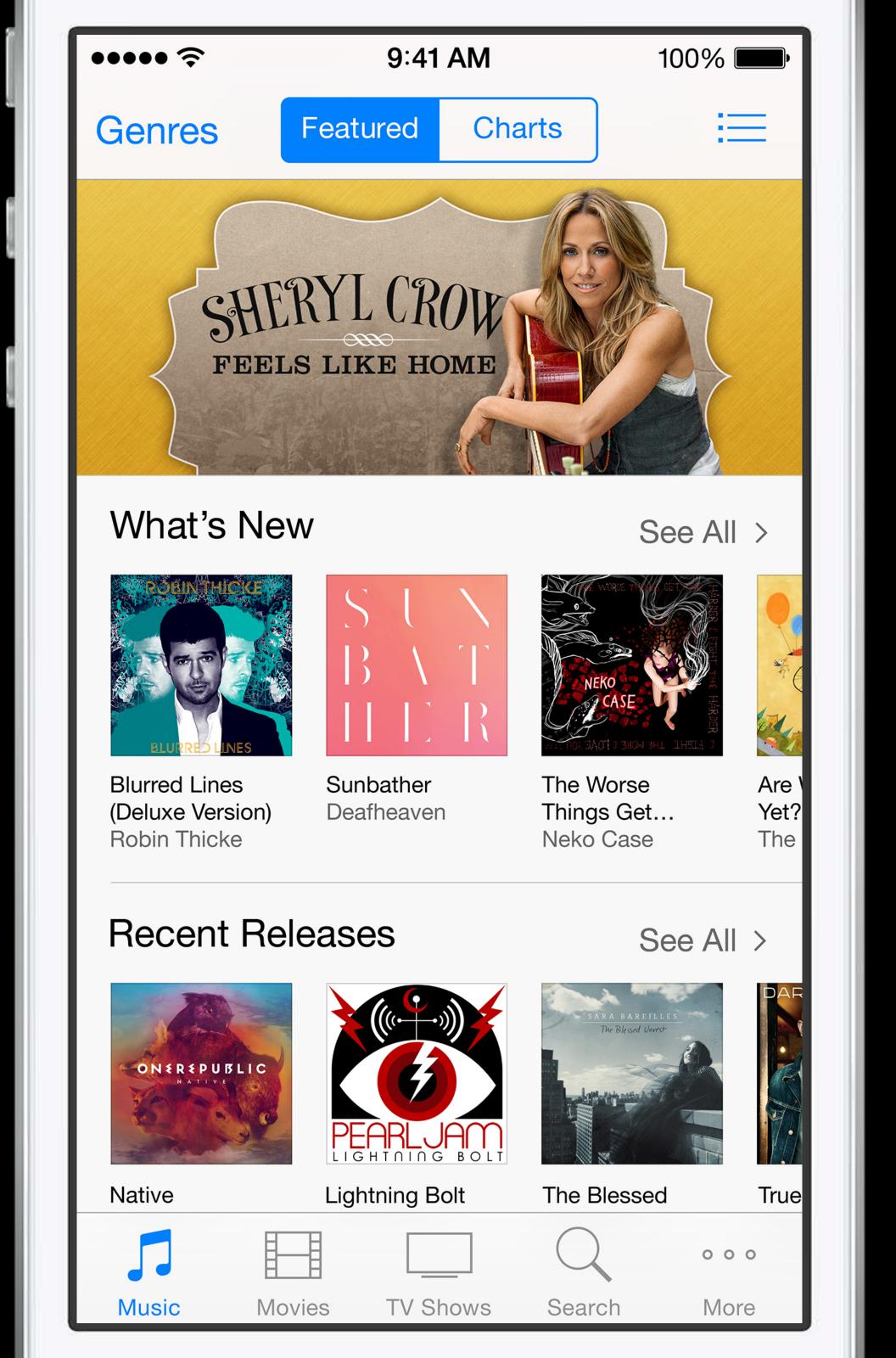
Teach one thing at a time

Let people learn by doing

Use animation thoughtfully

Only point out the unconventional





Get out of the way

Start with the basics

Teach one thing at a time

Let people learn by doing

Use animation thoughtfully

Only point out the unconventional

Get out of the way

Start with the basics

Teach one thing at a time

Let people learn by doing

Use animation thoughtfully

Only point out the unconventional

Make secondary actions optional

Get out of the way

Start with the basics

Teach one thing at a time

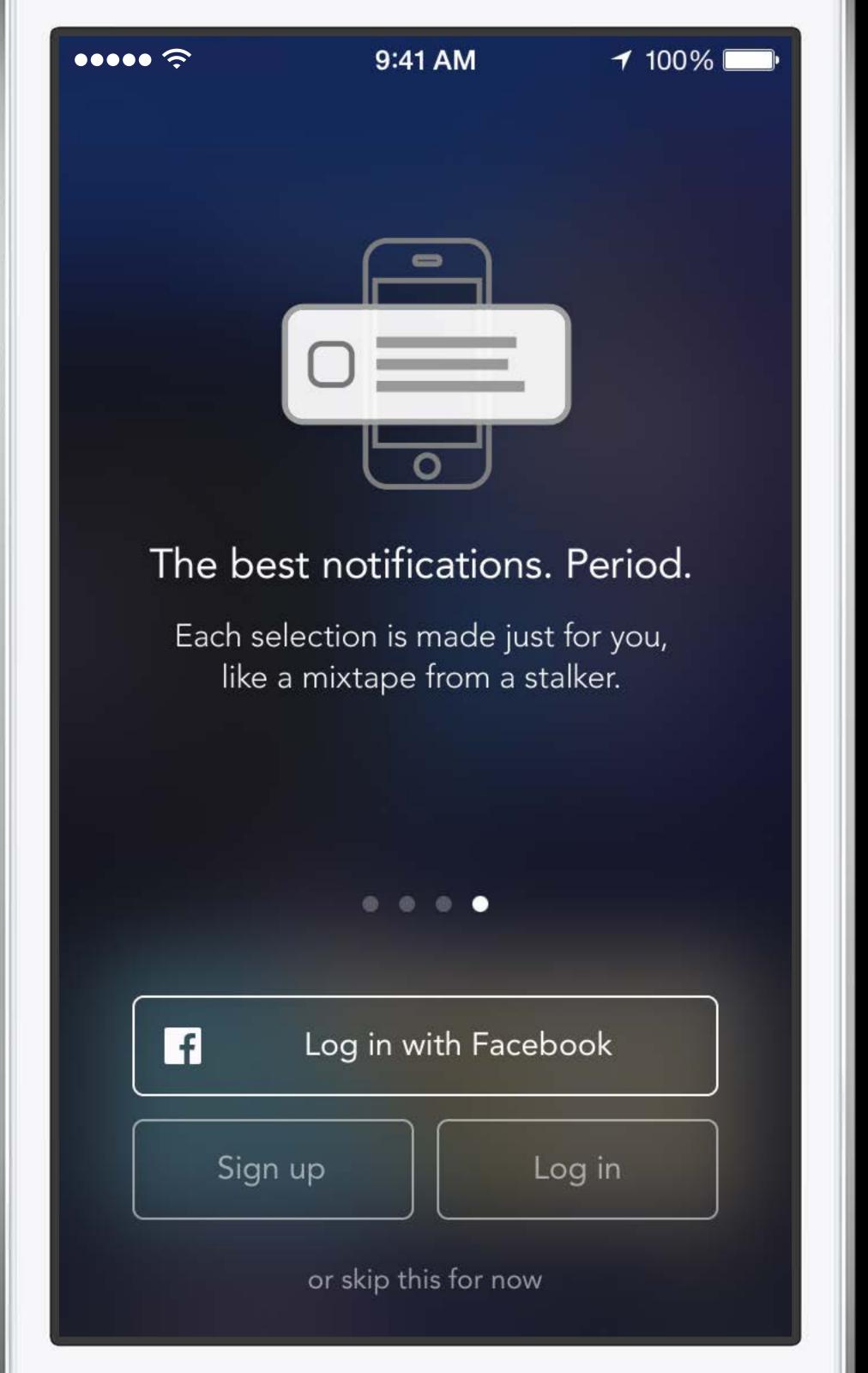
Let people learn by doing

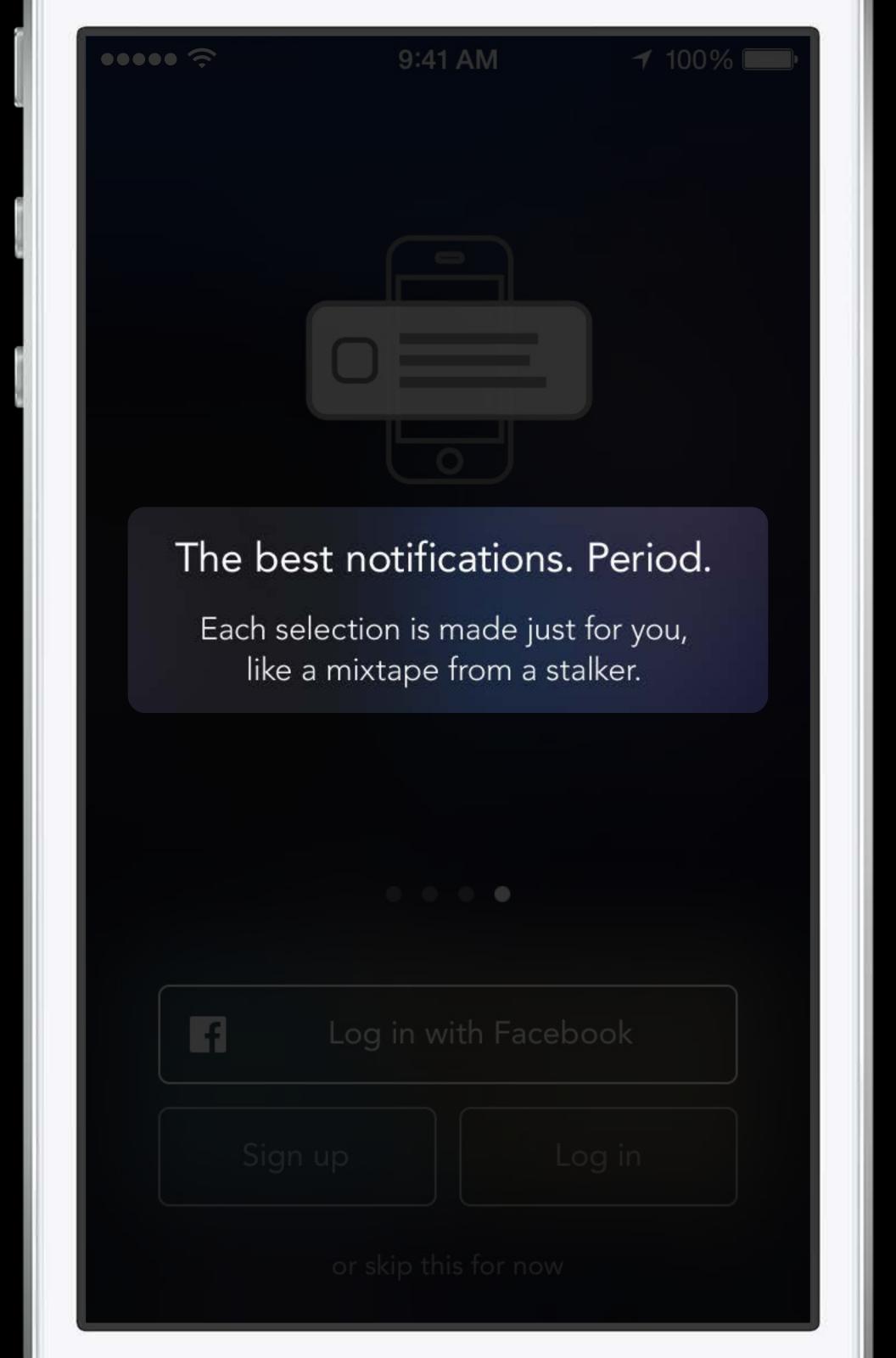
Use animation thoughtfully

Only point out the unconventional

Make secondary actions optional

Keep text brief and clear





Could the text be shorter or clearer?

Could the text be shorter or clearer?

Will the text make sense to someone who is new to the app?

Could the text be shorter or clearer?

Will the text make sense to someone who is new to the app?

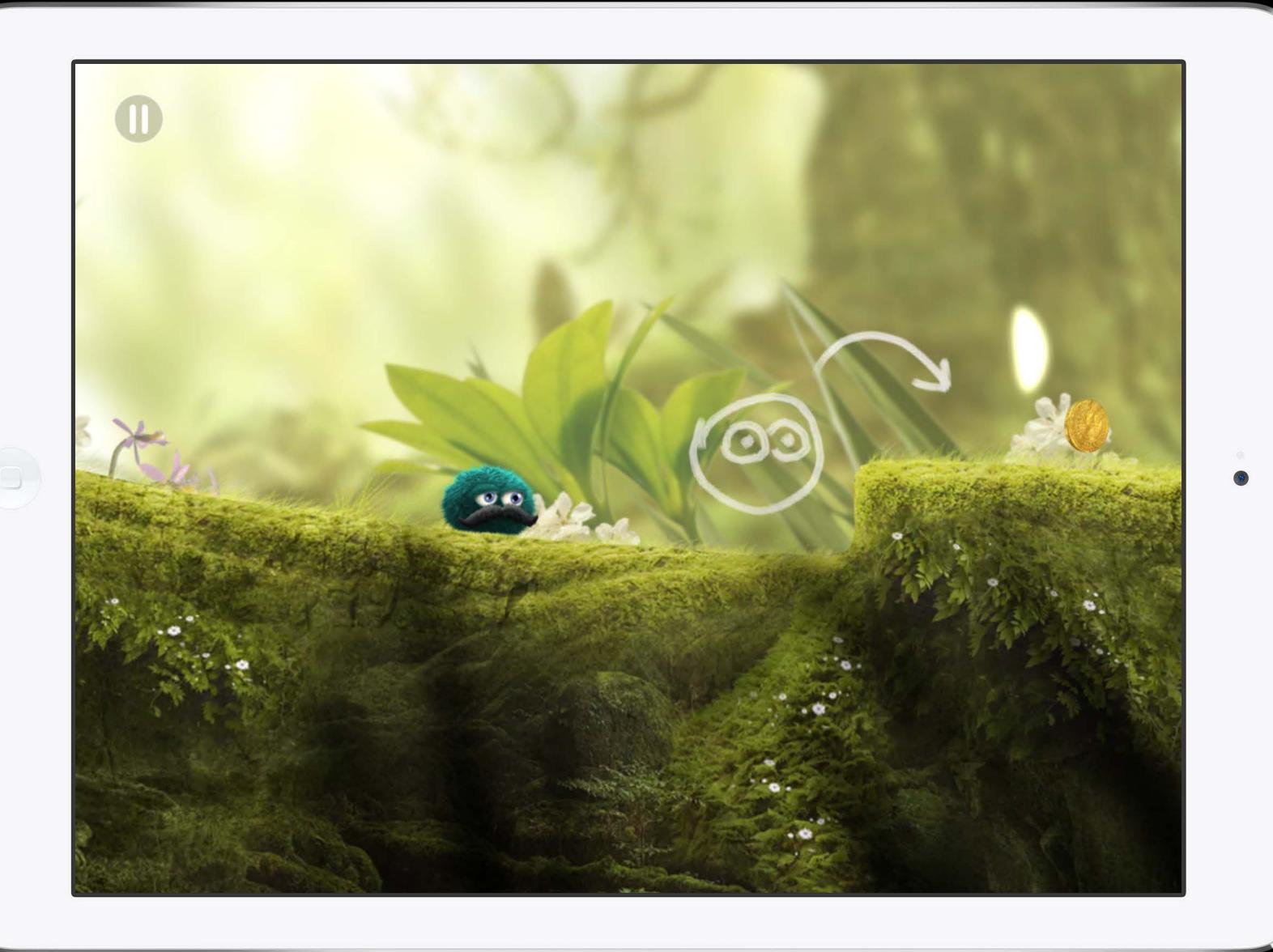
Is the message too complicated?

Could the text be shorter or clearer?

Will the text make sense to someone who is new to the app?

Is the message too complicated?

Would images work better than text?



Get out of the way

Start with the basics

Teach one thing at a time

Let people learn by doing

Use animation thoughtfully

Only point out the unconventional

Make secondary actions optional

Keep text brief and clear

Get out of the way

Start with the basics

Teach one thing at a time

Let people learn by doing

Use animation thoughtfully

Only point out the unconventional

Make secondary actions optional

Keep text brief and clear

Provide an option to skip

Get out of the way

Start with the basics

Teach one thing at a time

Let people learn by doing

Use animation thoughtfully

Only point out the unconventional

Make secondary actions optional

Keep text brief and clear

Provide an option to skip

Make it enjoyable

Close

#### WELCOME ABOARD

0

0



20 8 |||||||||||

Please turn your attention to the flight tutorial

Close

#### WELCOME ABOARD

0

0



20 8 |||||||||||

Please turn your attention to the flight tutorial

Get out of the way

Start with the basics

Teach one thing at a time

Let people learn by doing

Use animation thoughtfully

Only point out the unconventional

Make secondary actions optional

Keep text brief and clear

Provide an option to skip

Make it enjoyable

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Start with the basics

Teach one thing at a time

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Only point out the unconventional

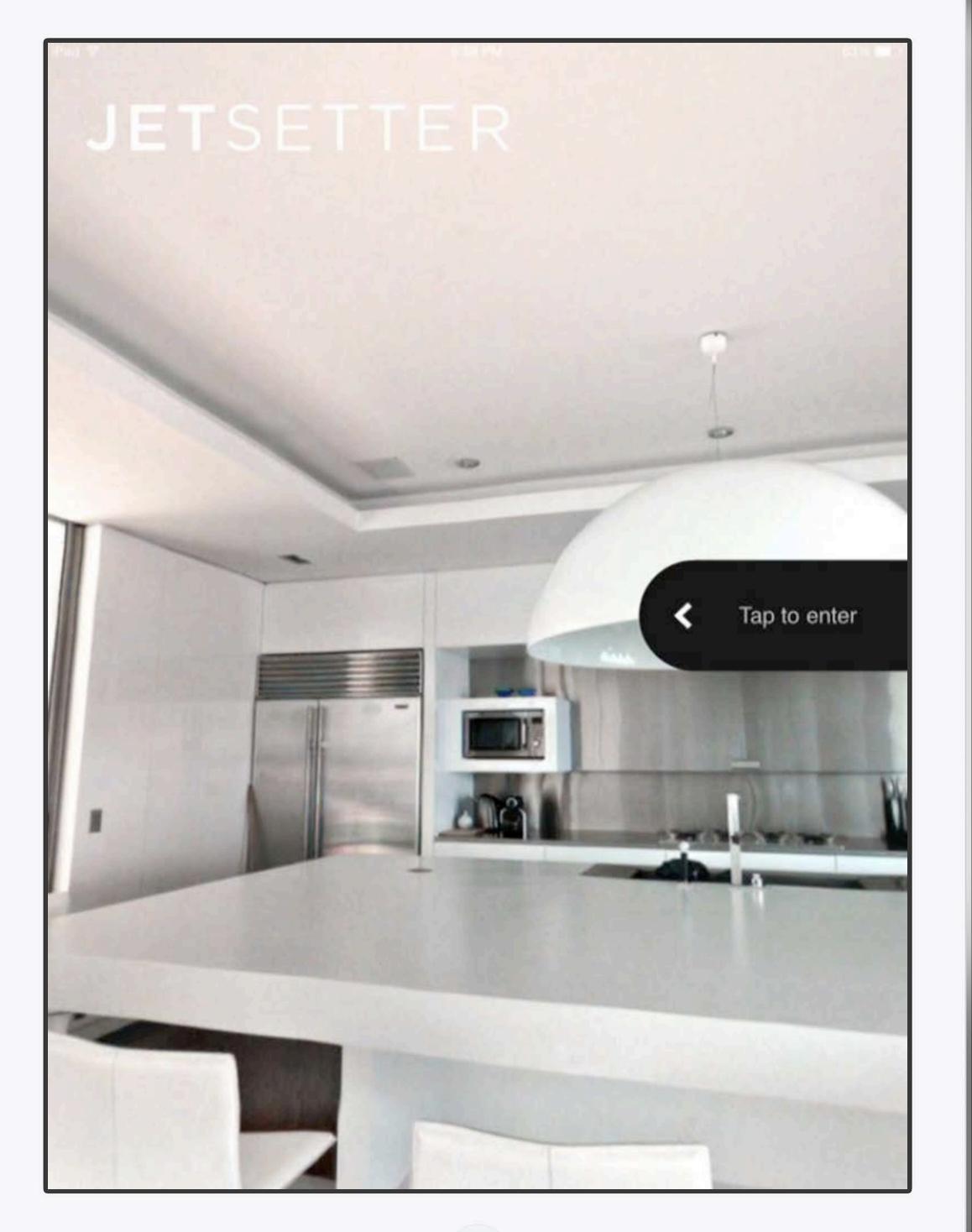
Make secondary actions optional

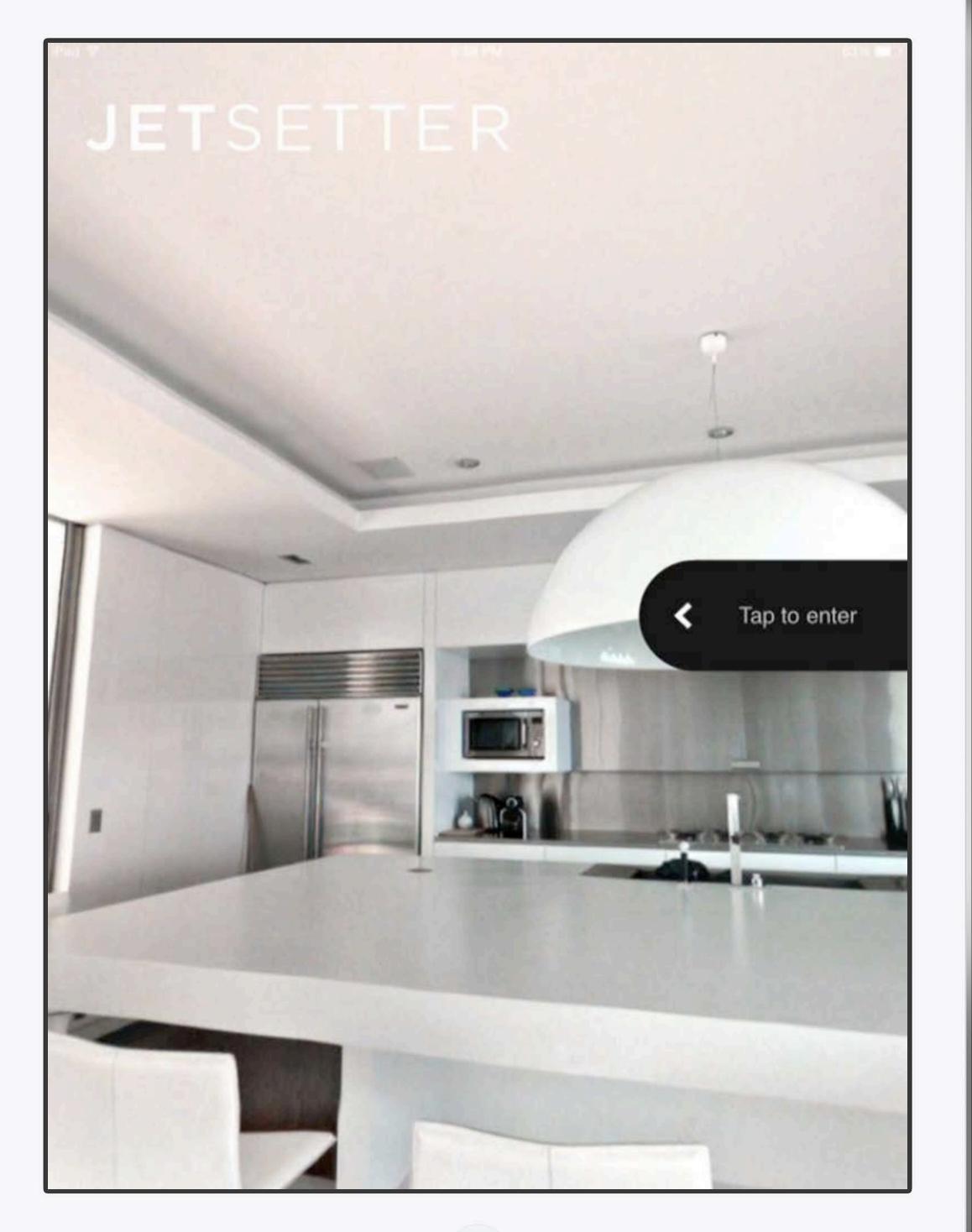
Keep text brief and clear

Provide an option to skip

Make it enjoyable

Use animation cues





●●●●○ AT&T 🖘 9:42 AM

100%1

Weight
Set a goal.
Weigh yourself.
Log food.
Follow trends.

Join Withings

Log In

●●●●○ AT&T 🖘 9:42 AM

100%1

Weight
Set a goal.
Weigh yourself.
Log food.
Follow trends.

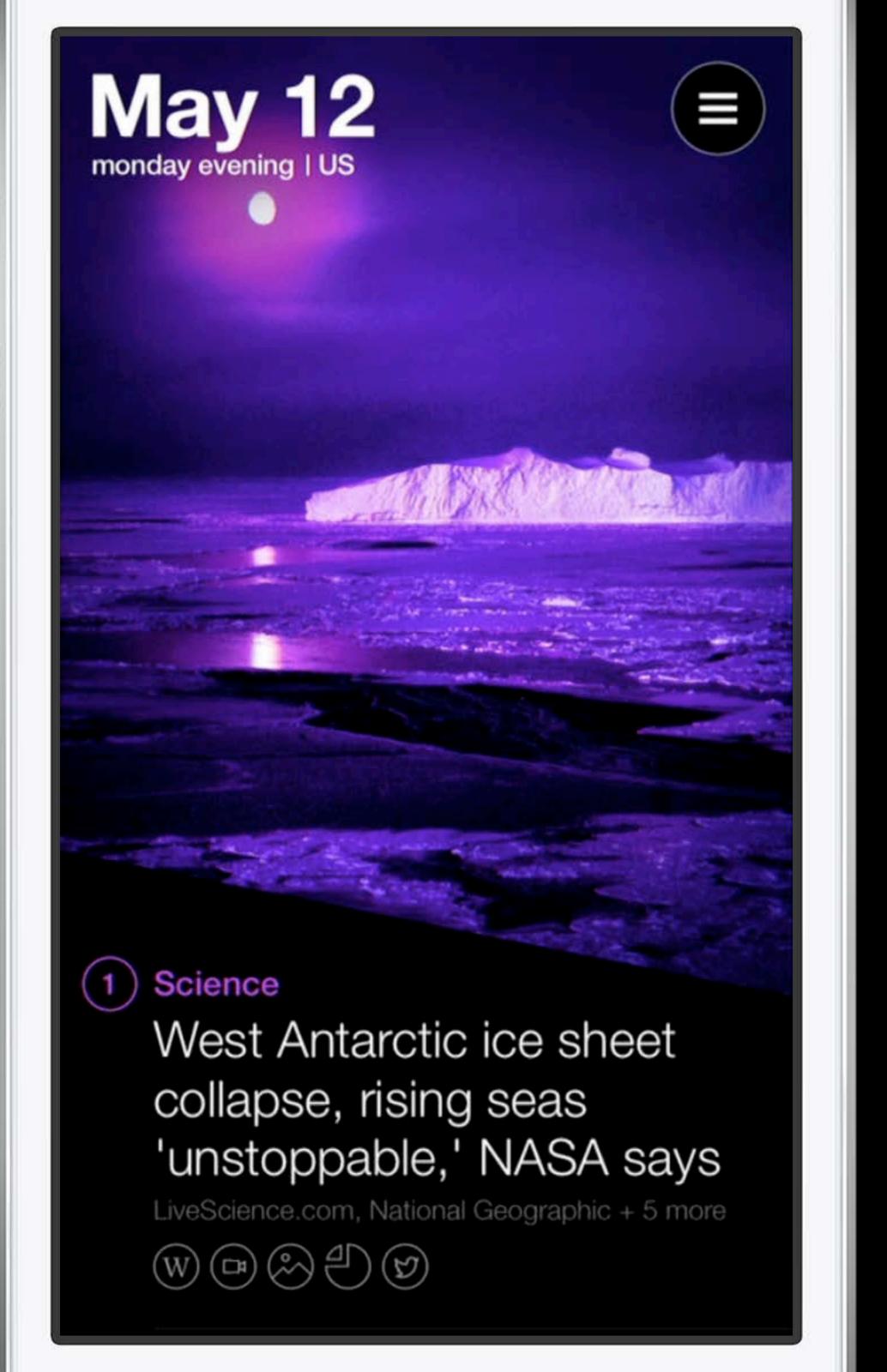
Join Withings

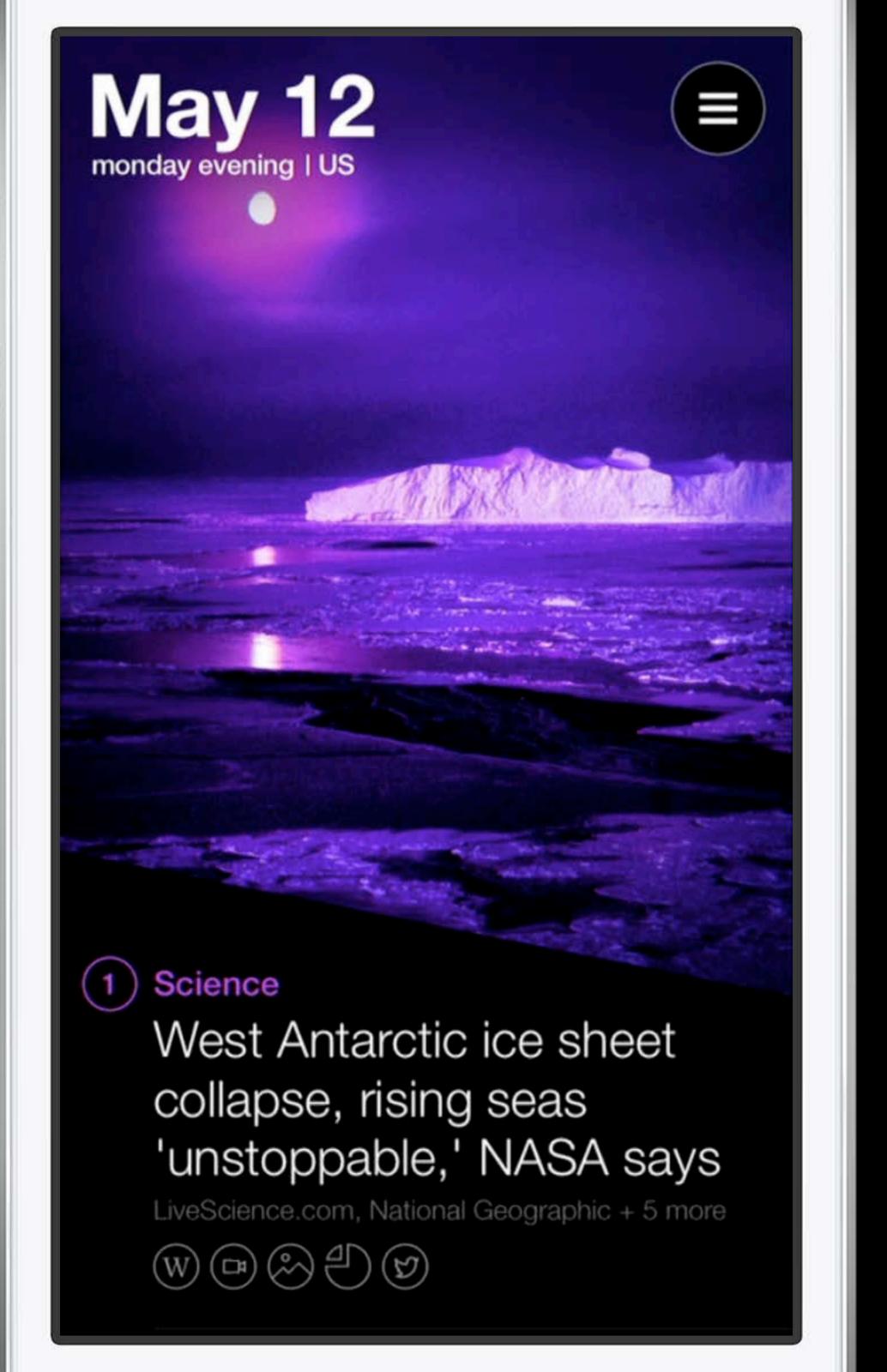
Log In

Use animation cues

Use animation cues

Display temporary hints





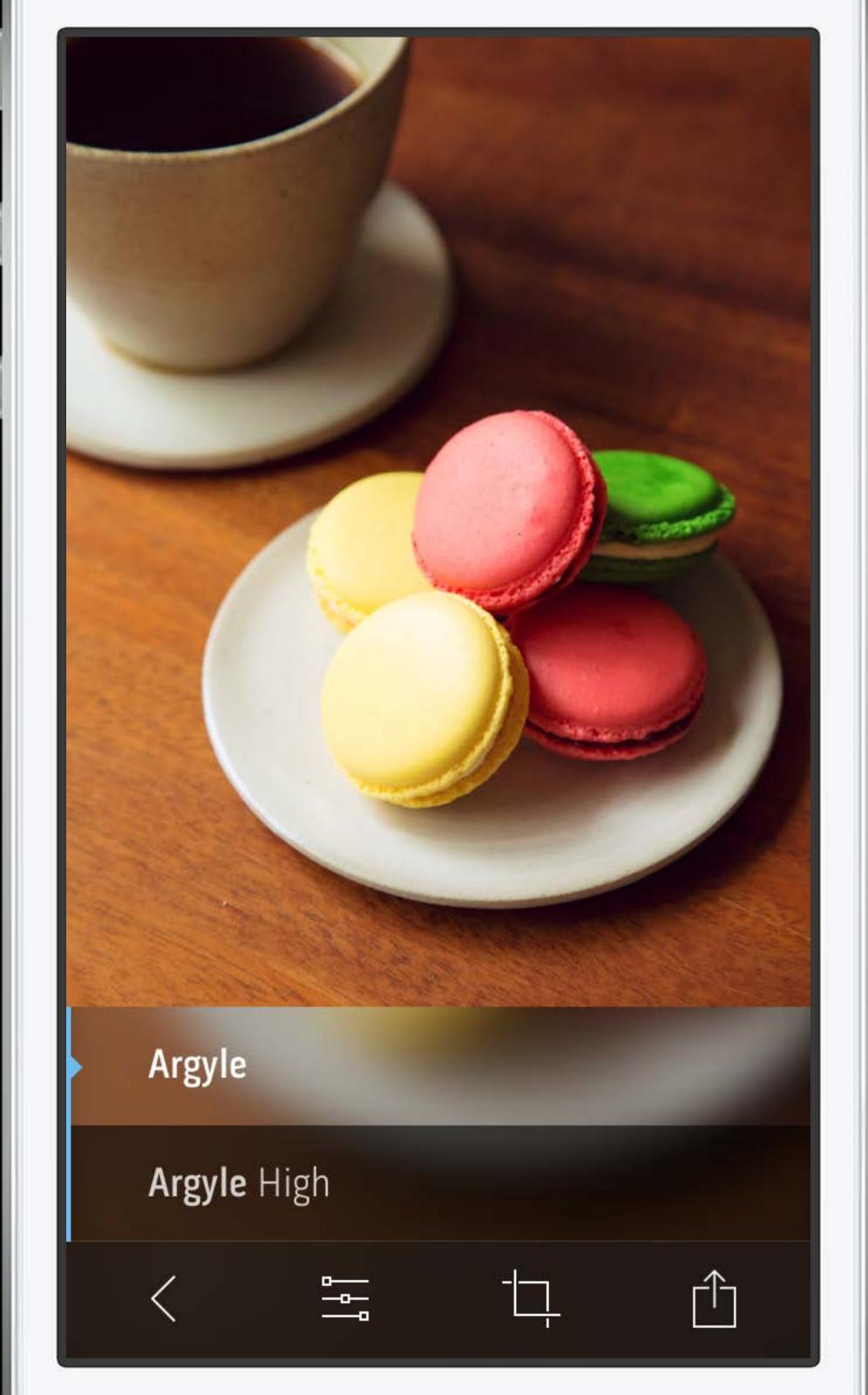


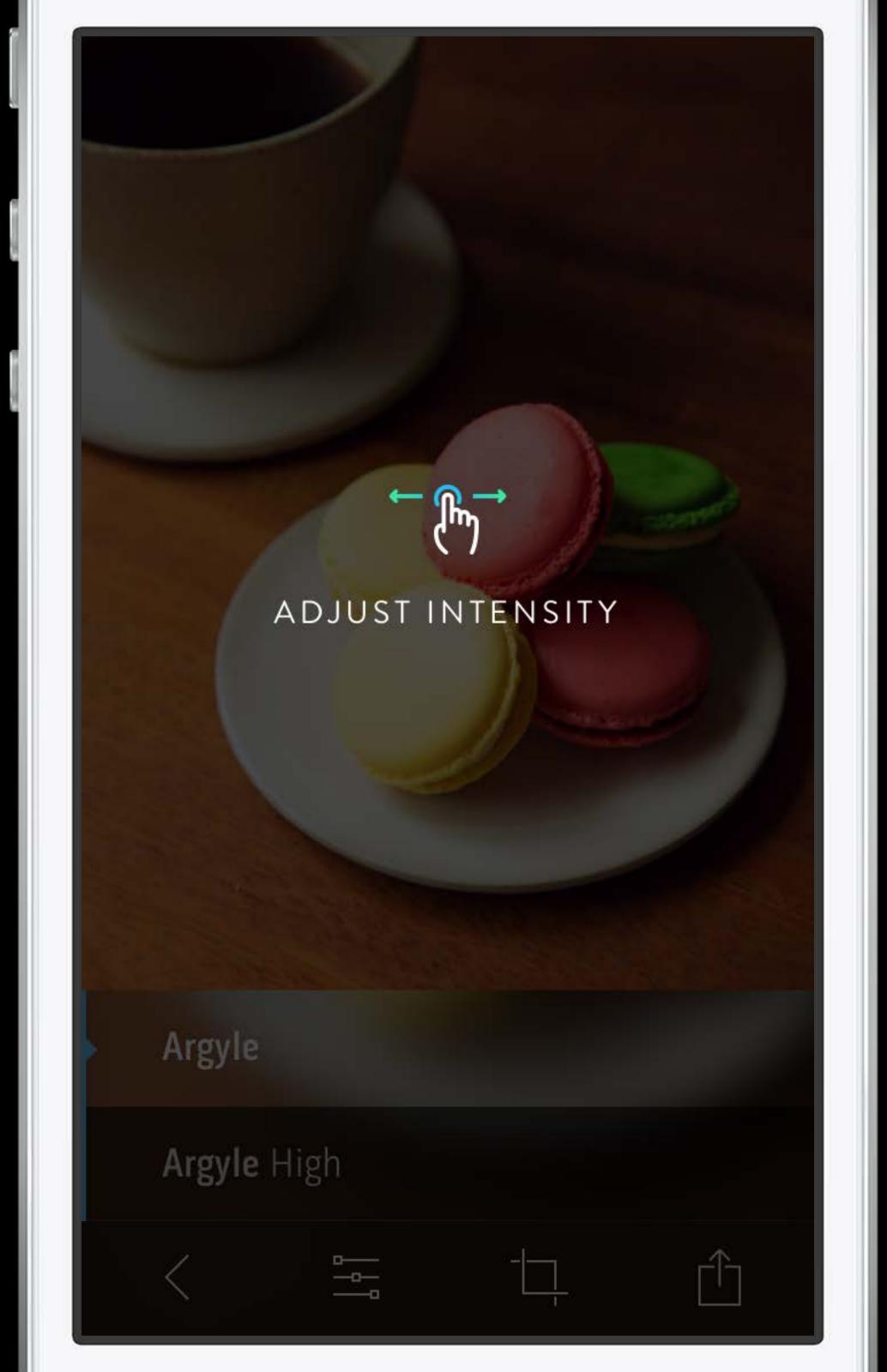
■ swipe article to article 
 ■

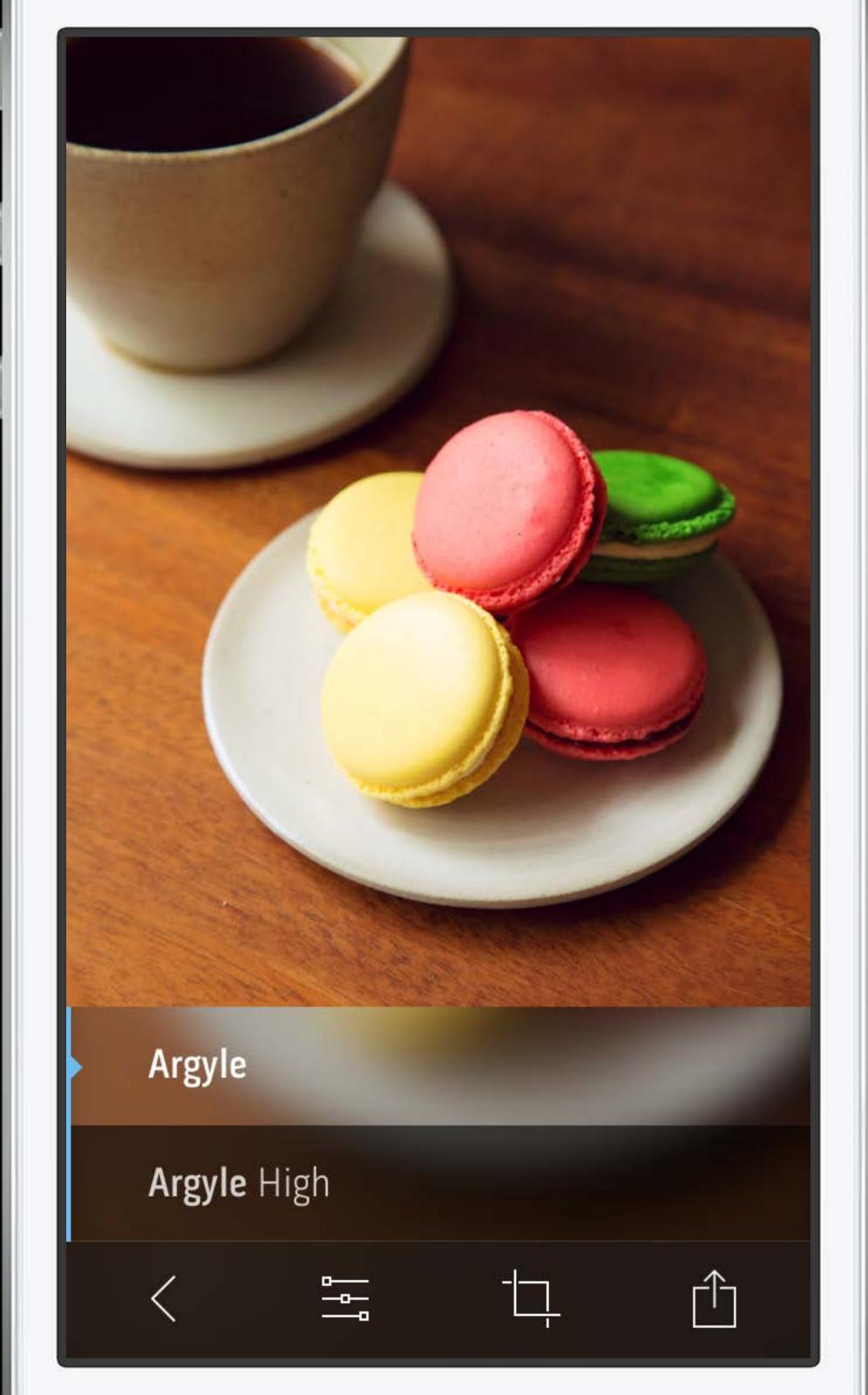
1 Science

West Antarctic ice sheet collapse, rising seas 'unstoppable,' NASA says

The catastrophic collapse of the massive West Antarctic Ice Sheet is underway. The biggest glaciers in West Antarctica are hemorrhaging ice without any way to stem the loss, according to two independent studies. The unstoppable retreat is the







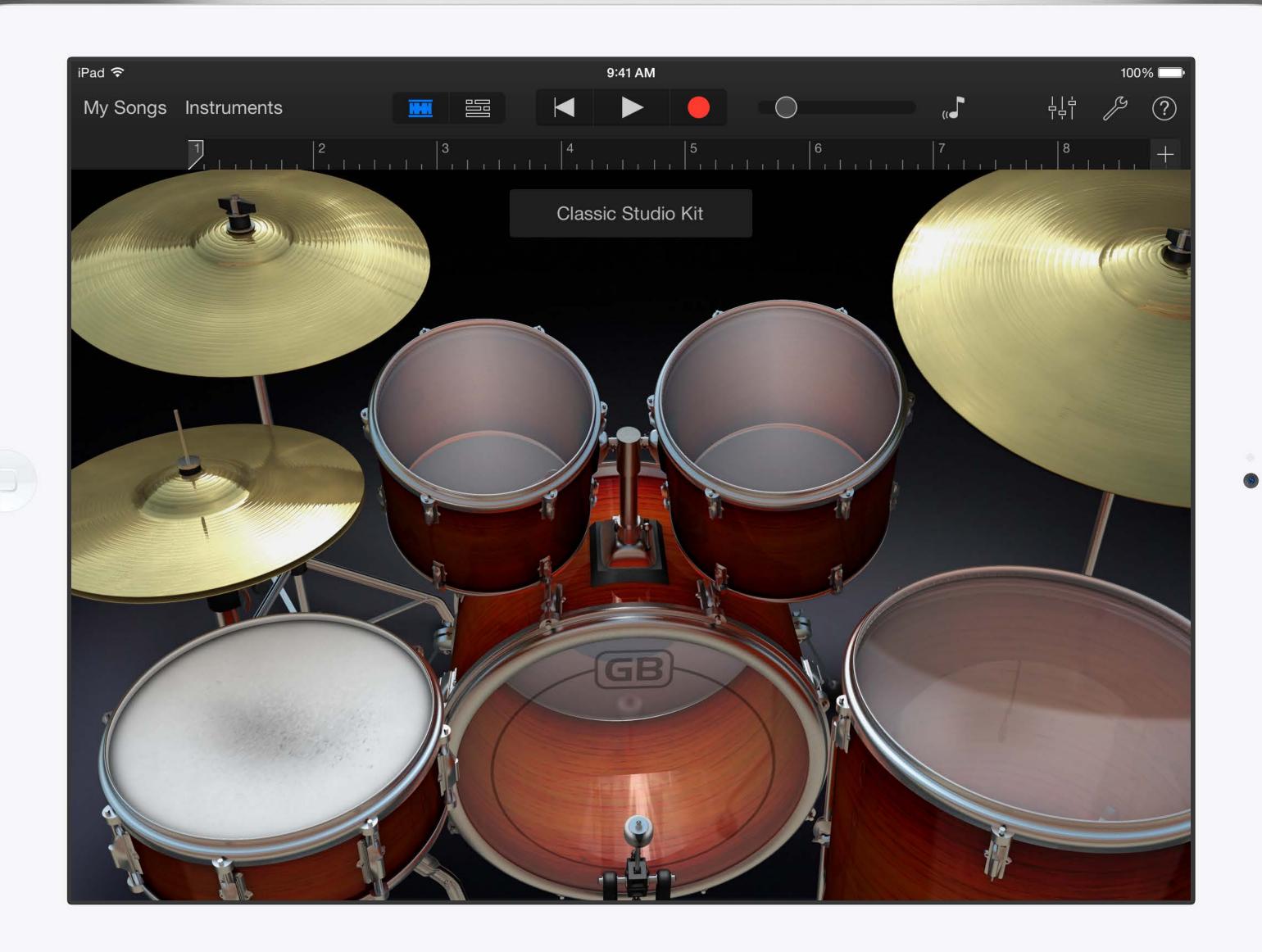
Use animation cues

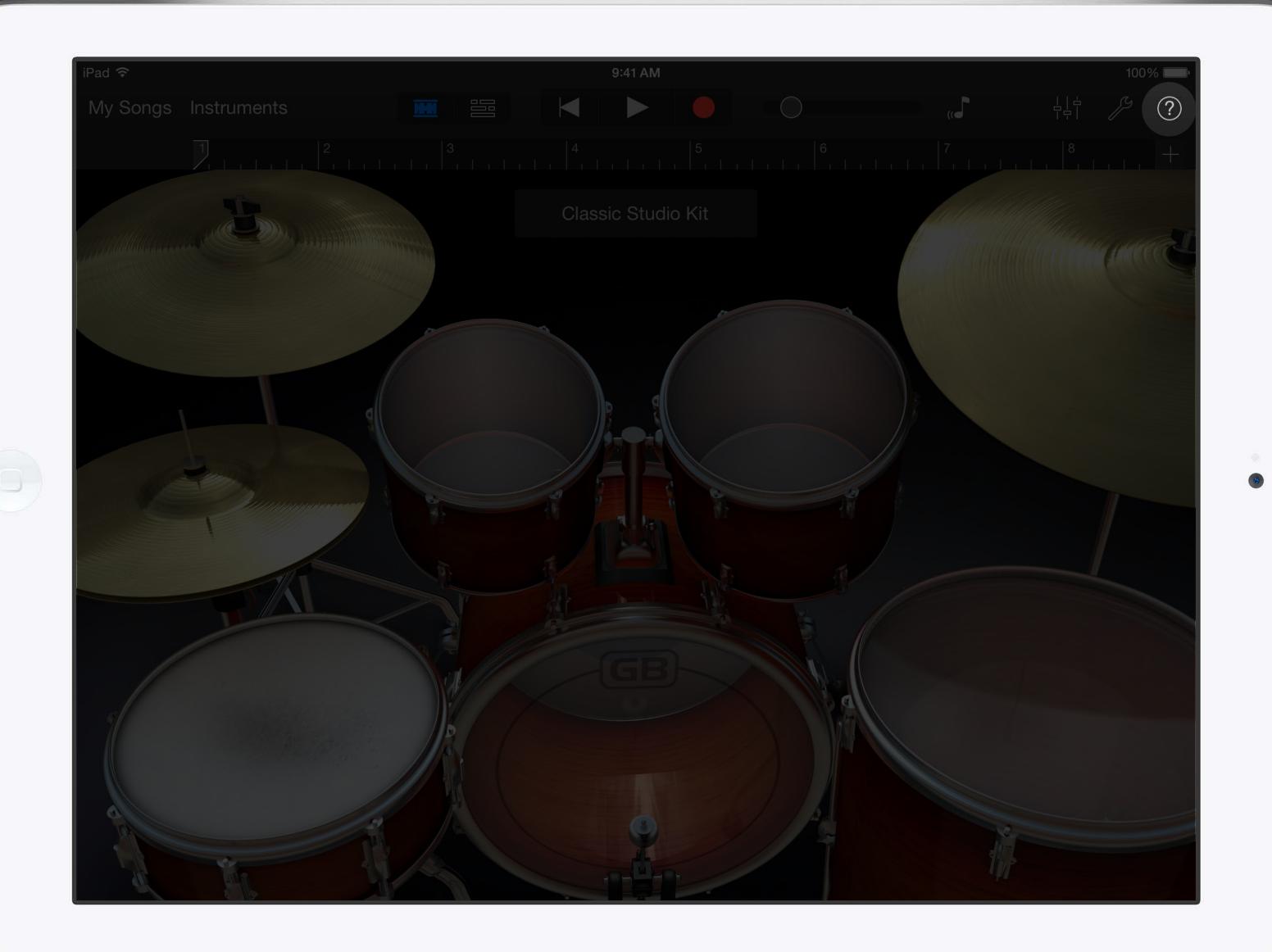
Display temporary hints

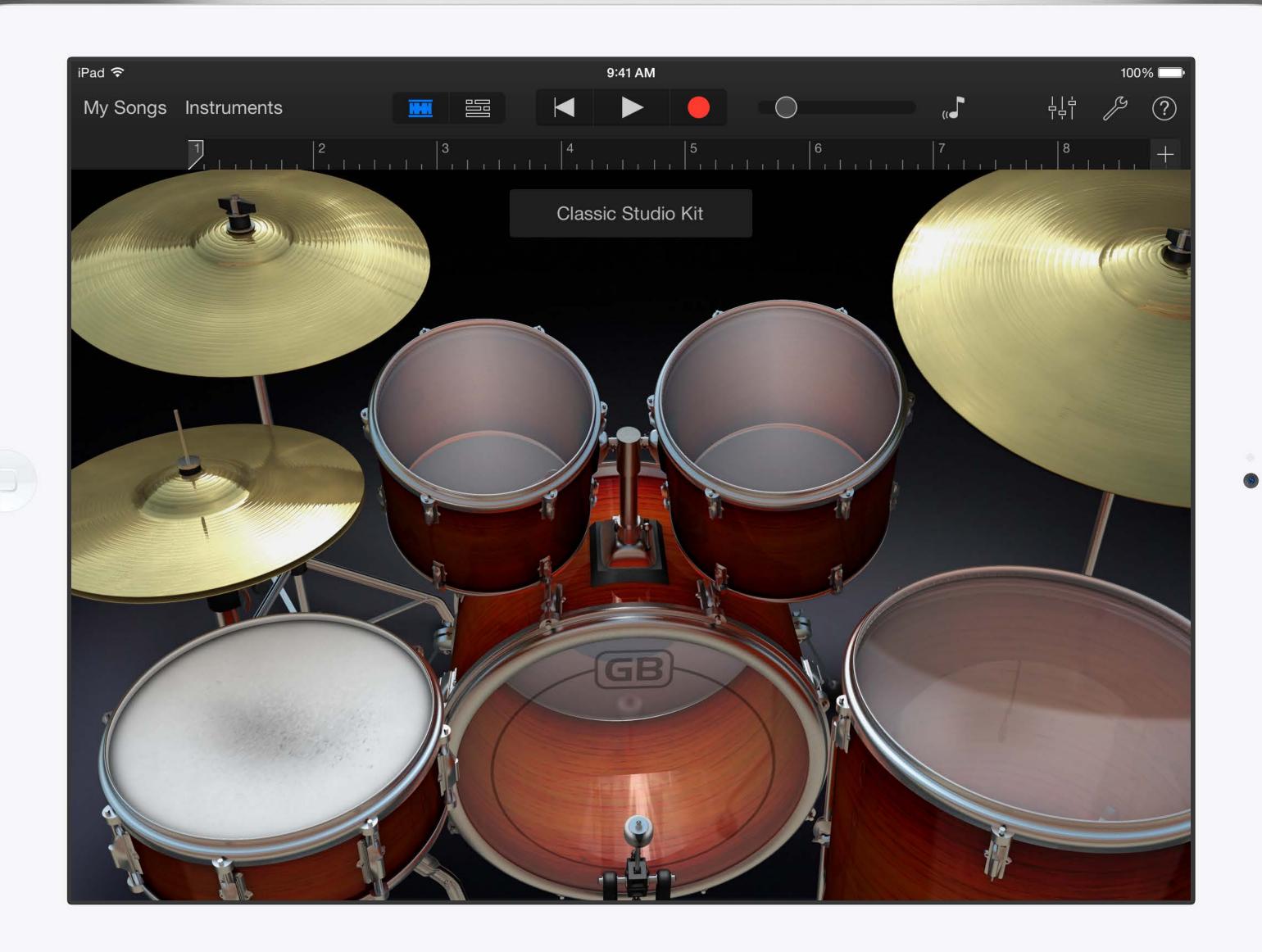
Use animation cues

Display temporary hints

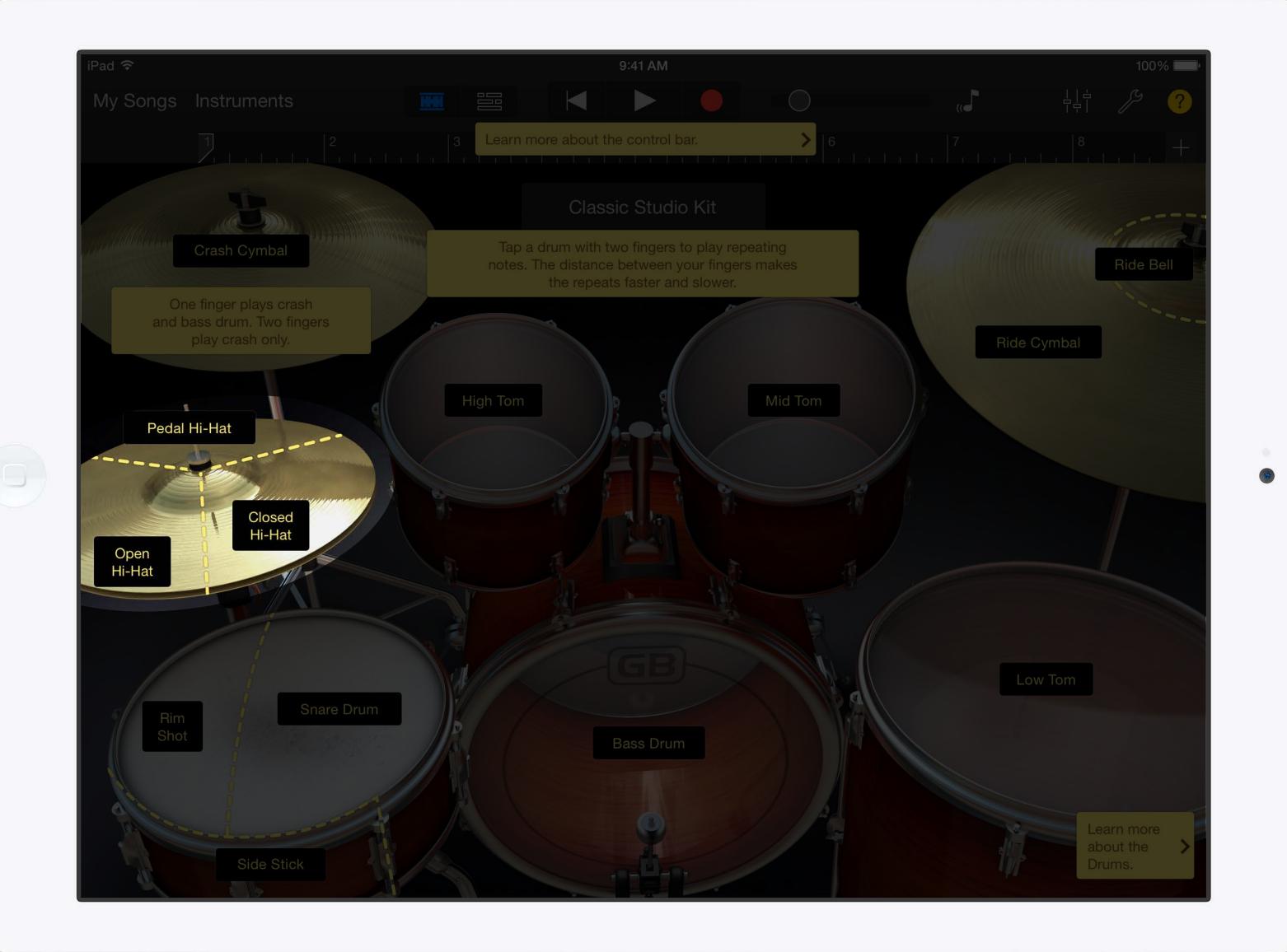
Provide controls

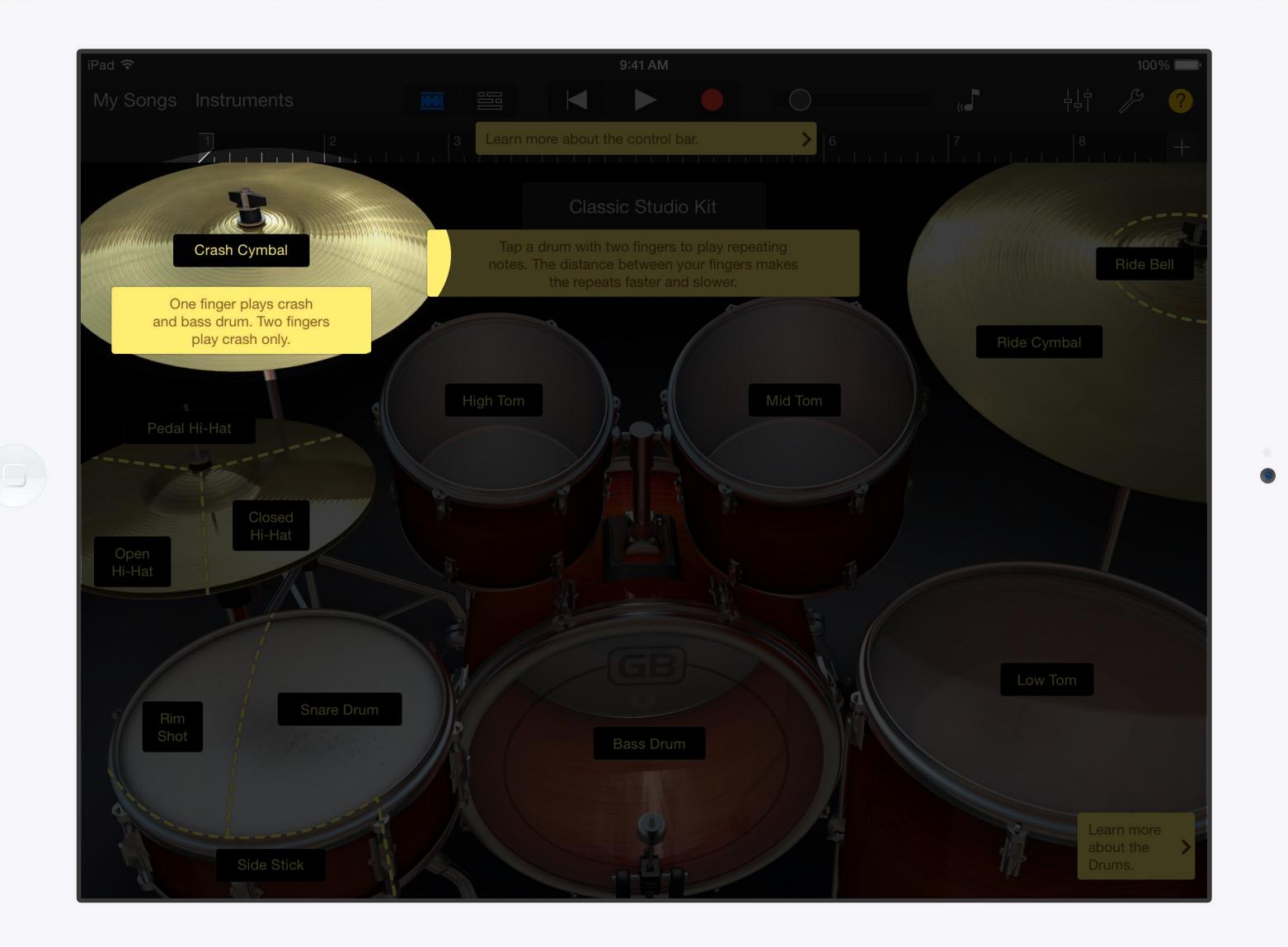


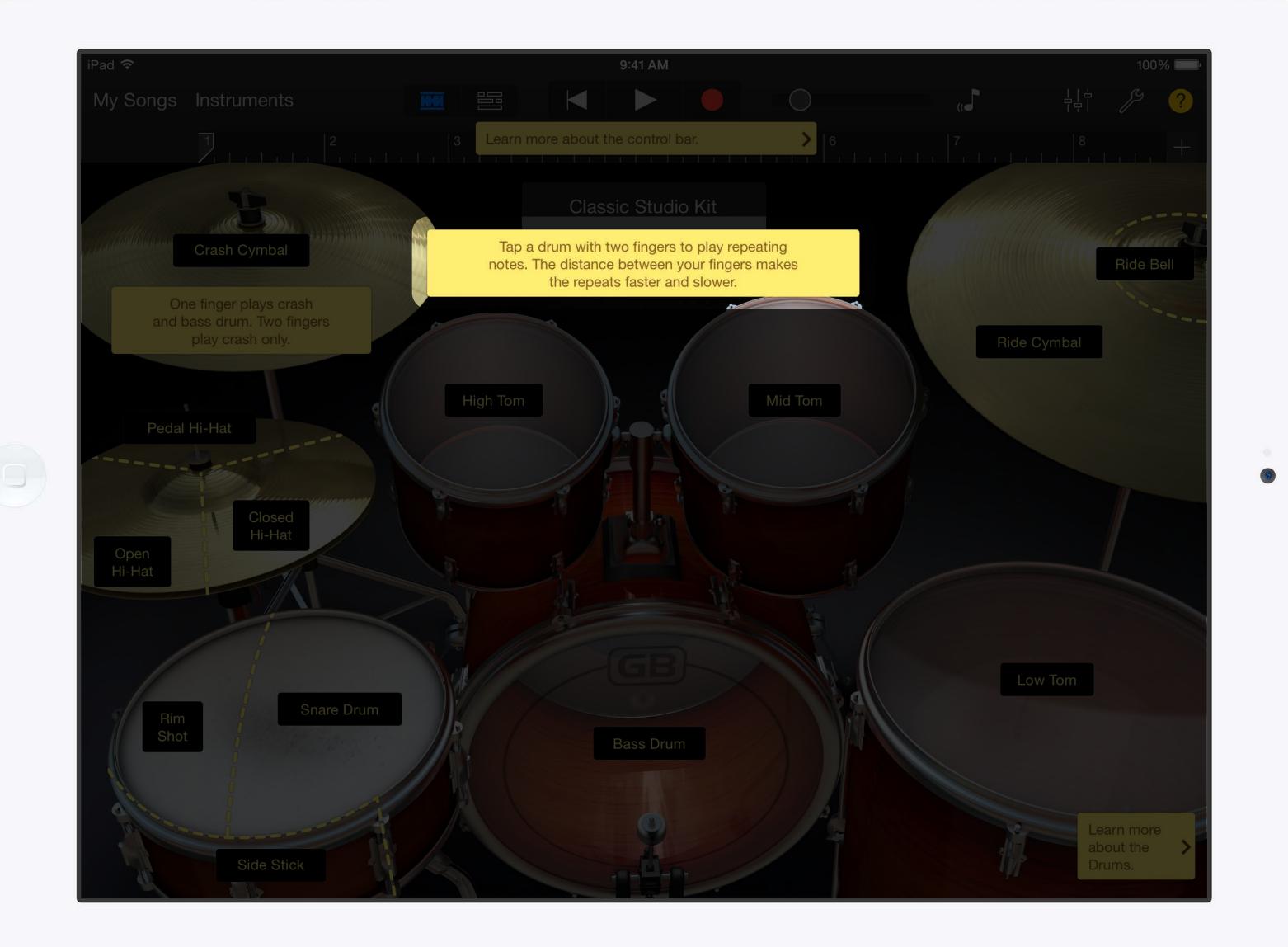












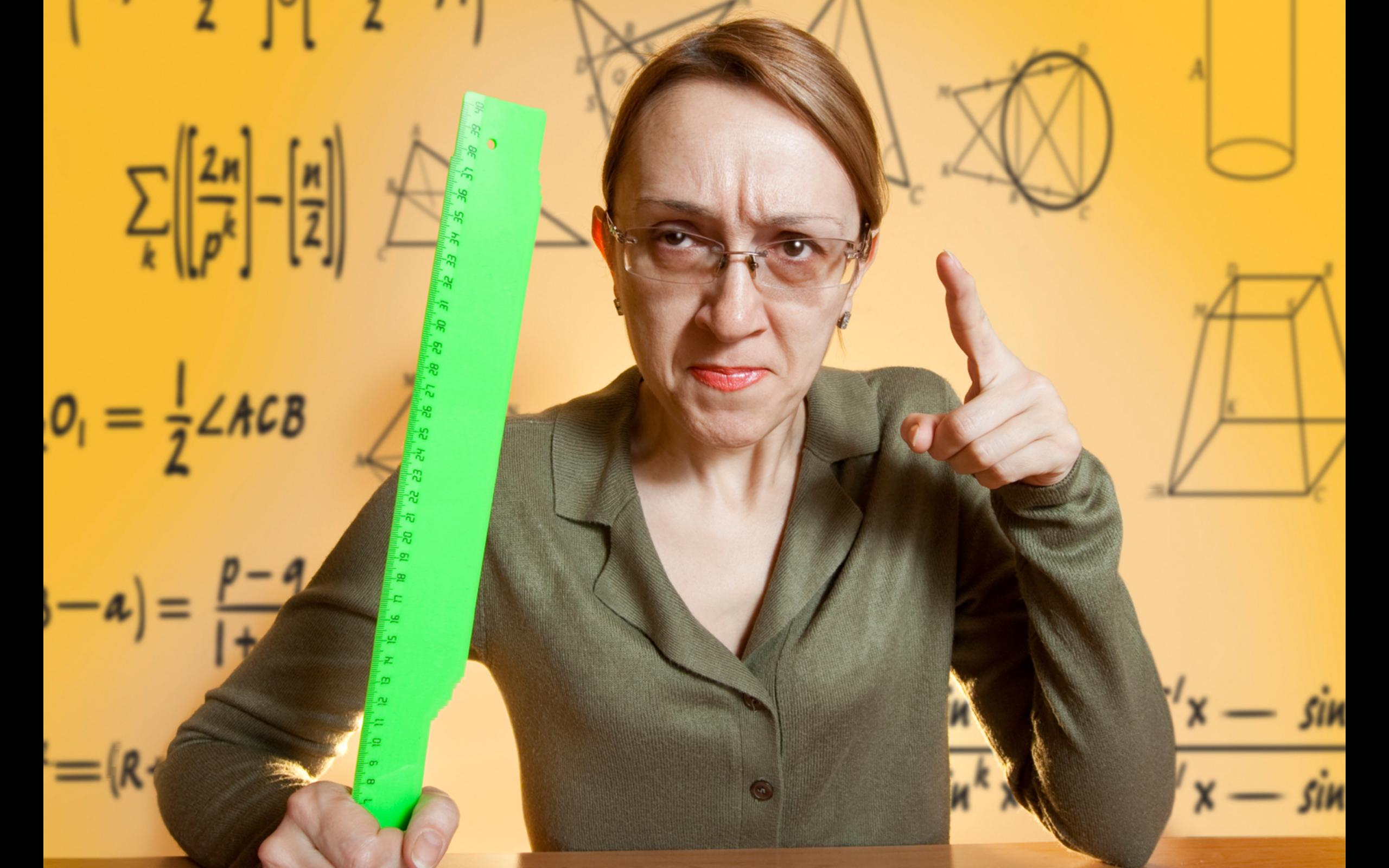


Use animation cues

Display temporary hints

Provide controls

# Help

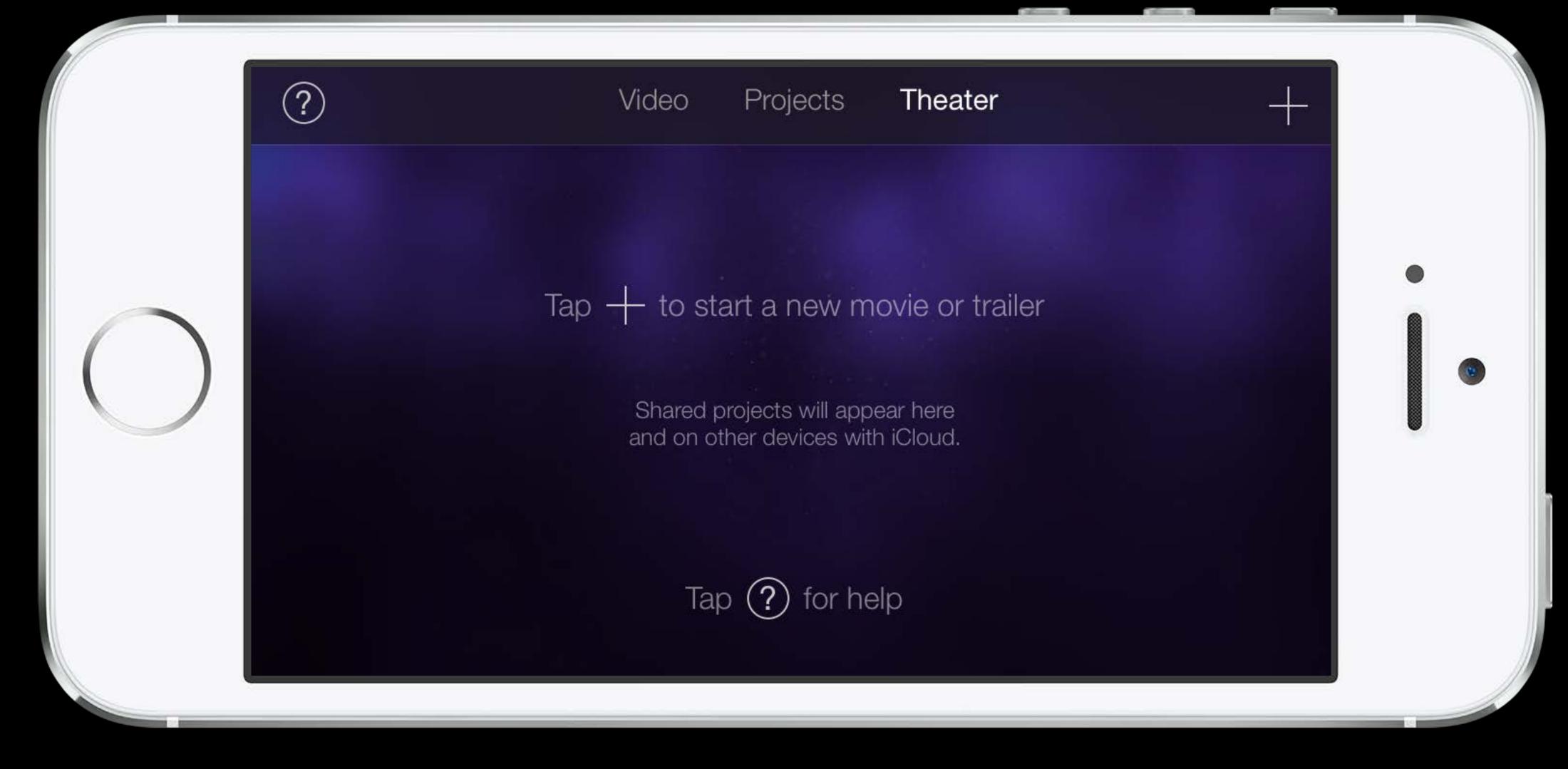


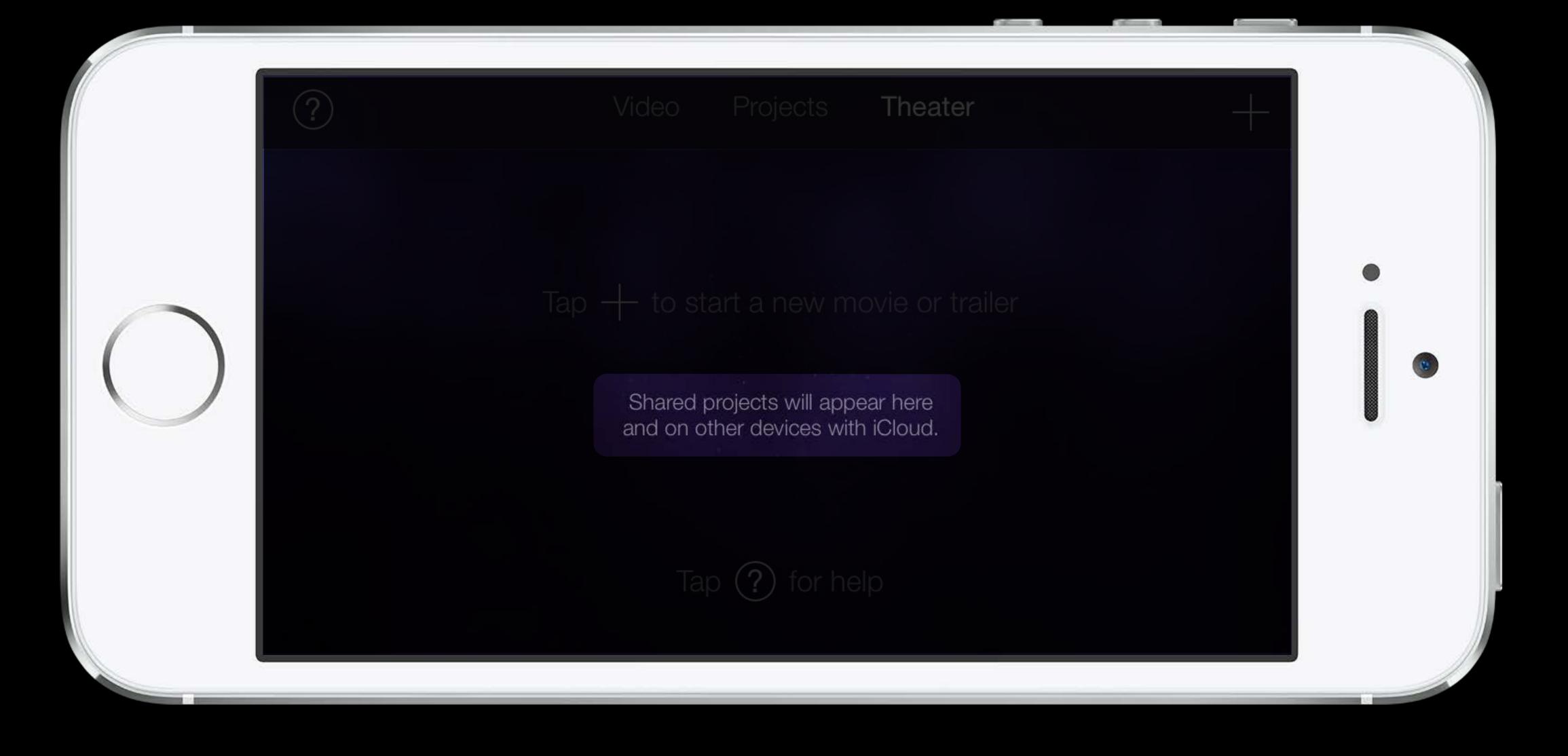


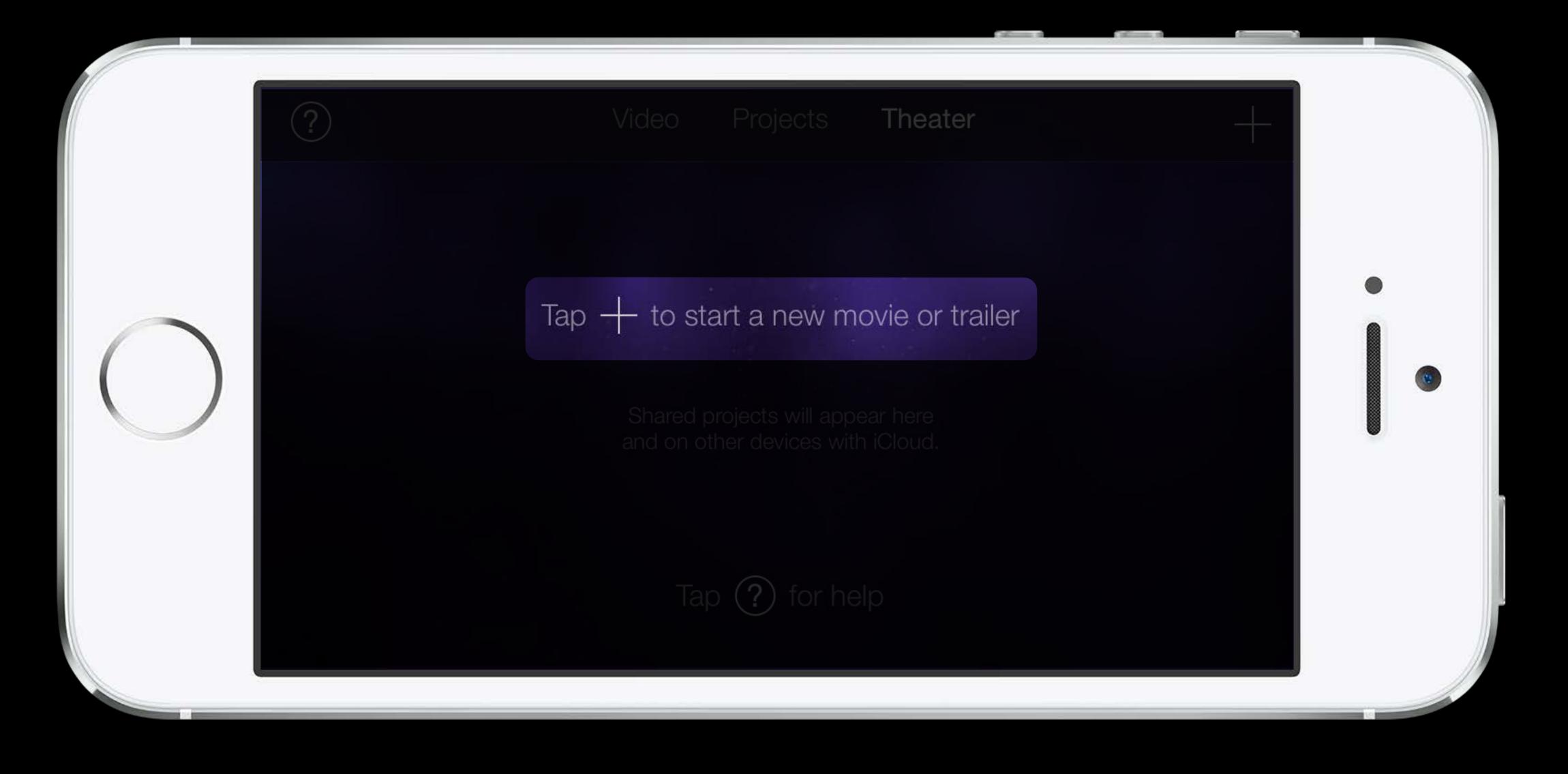


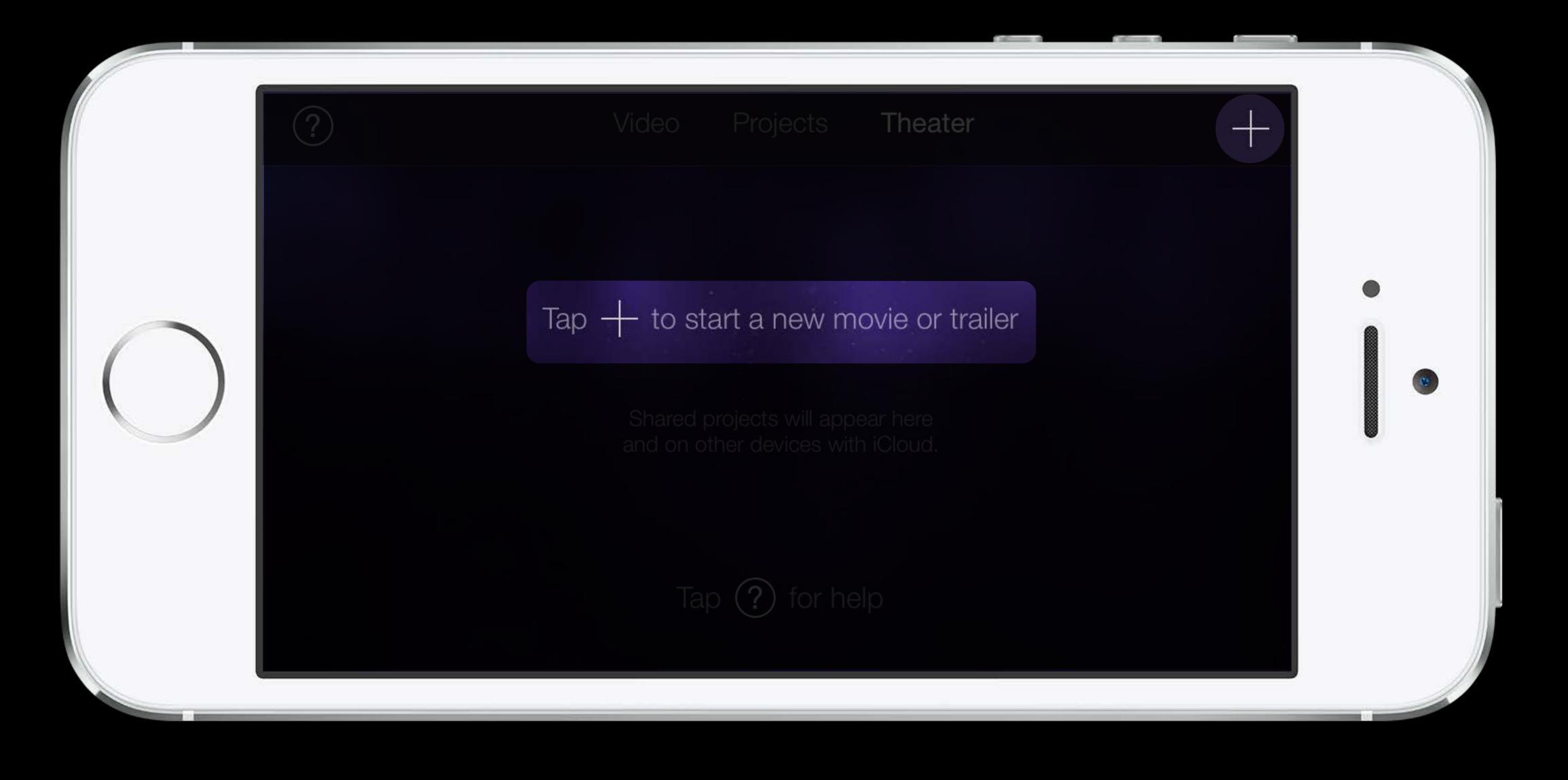


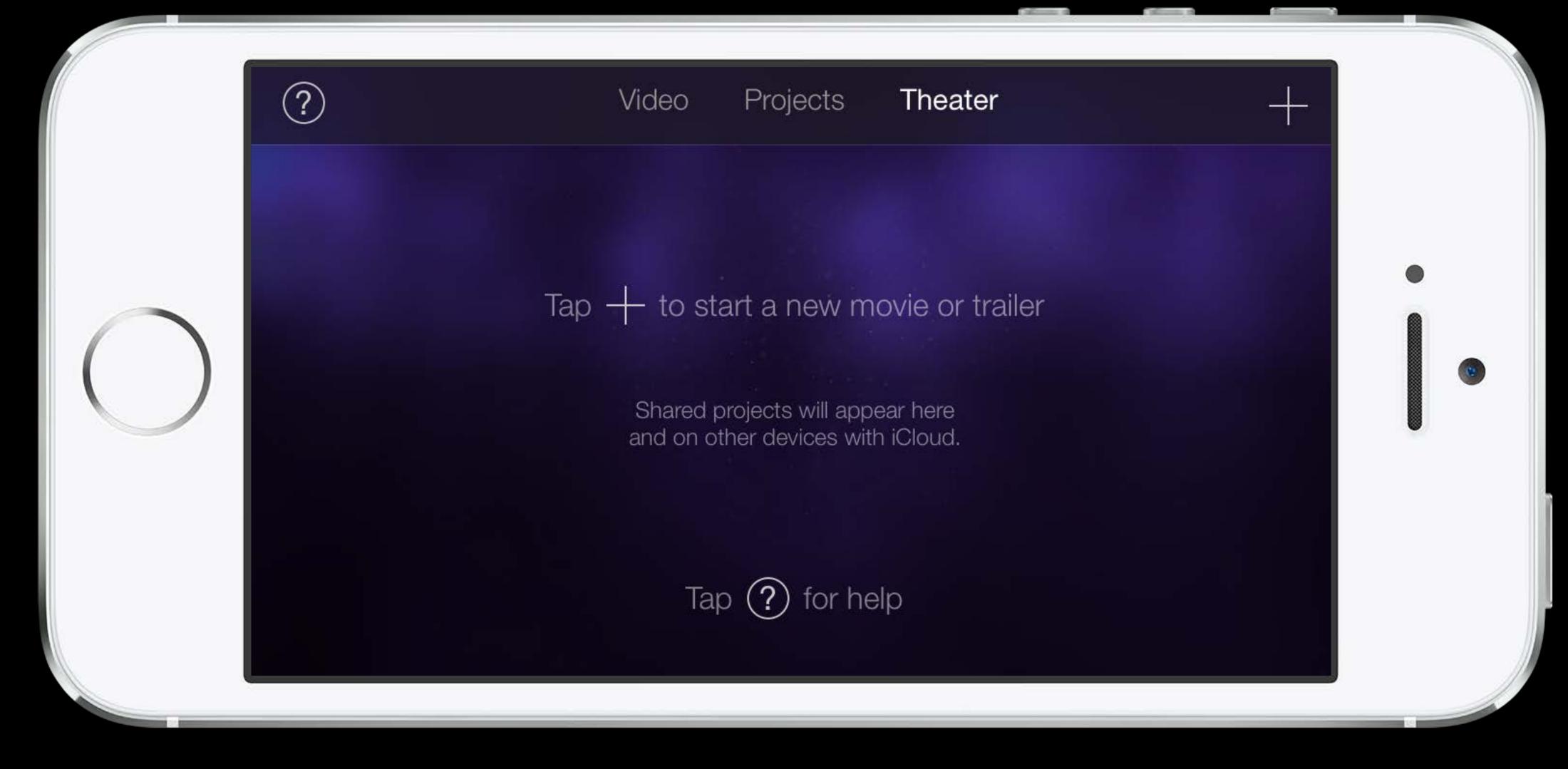
Put instructions in empty containers

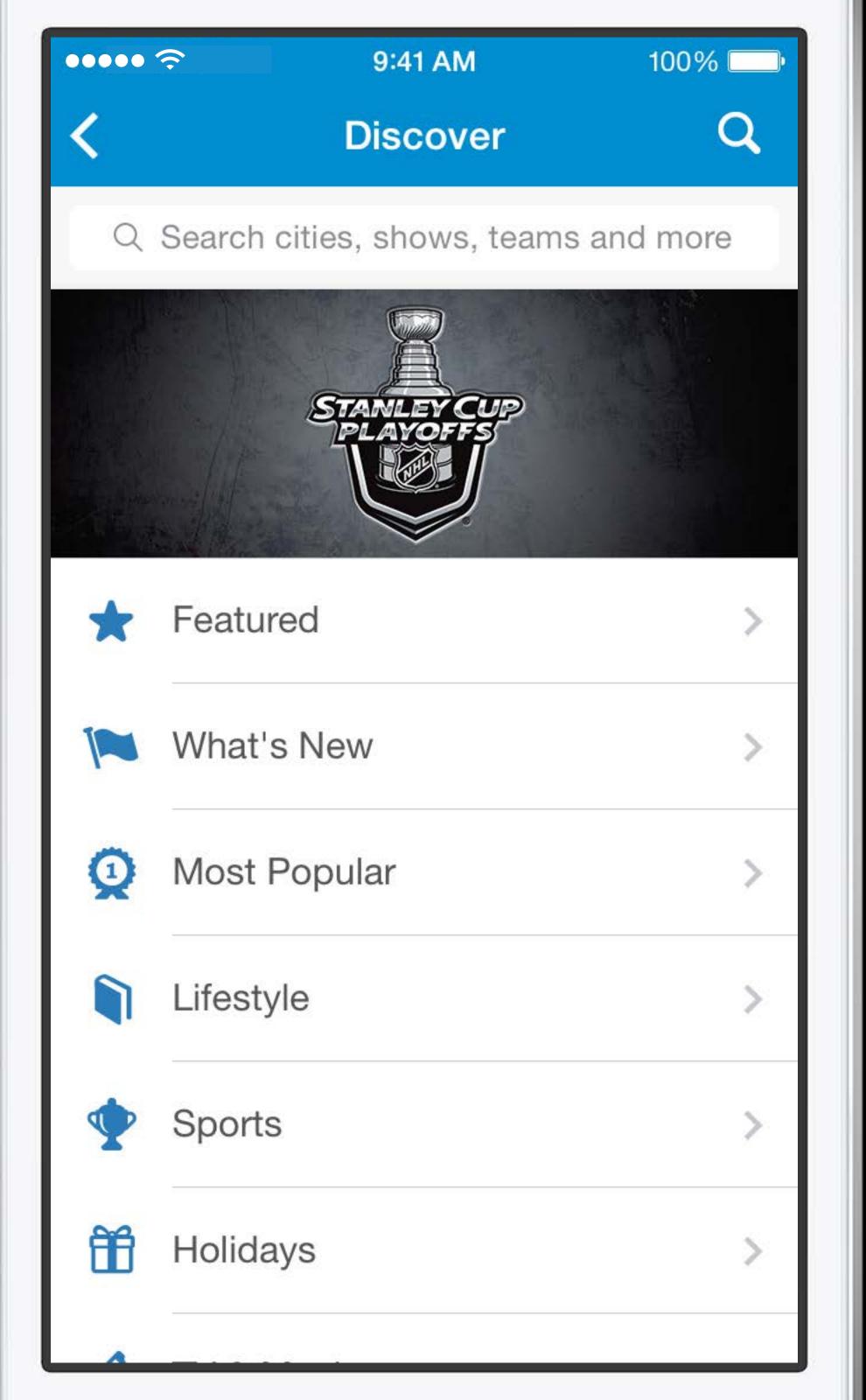


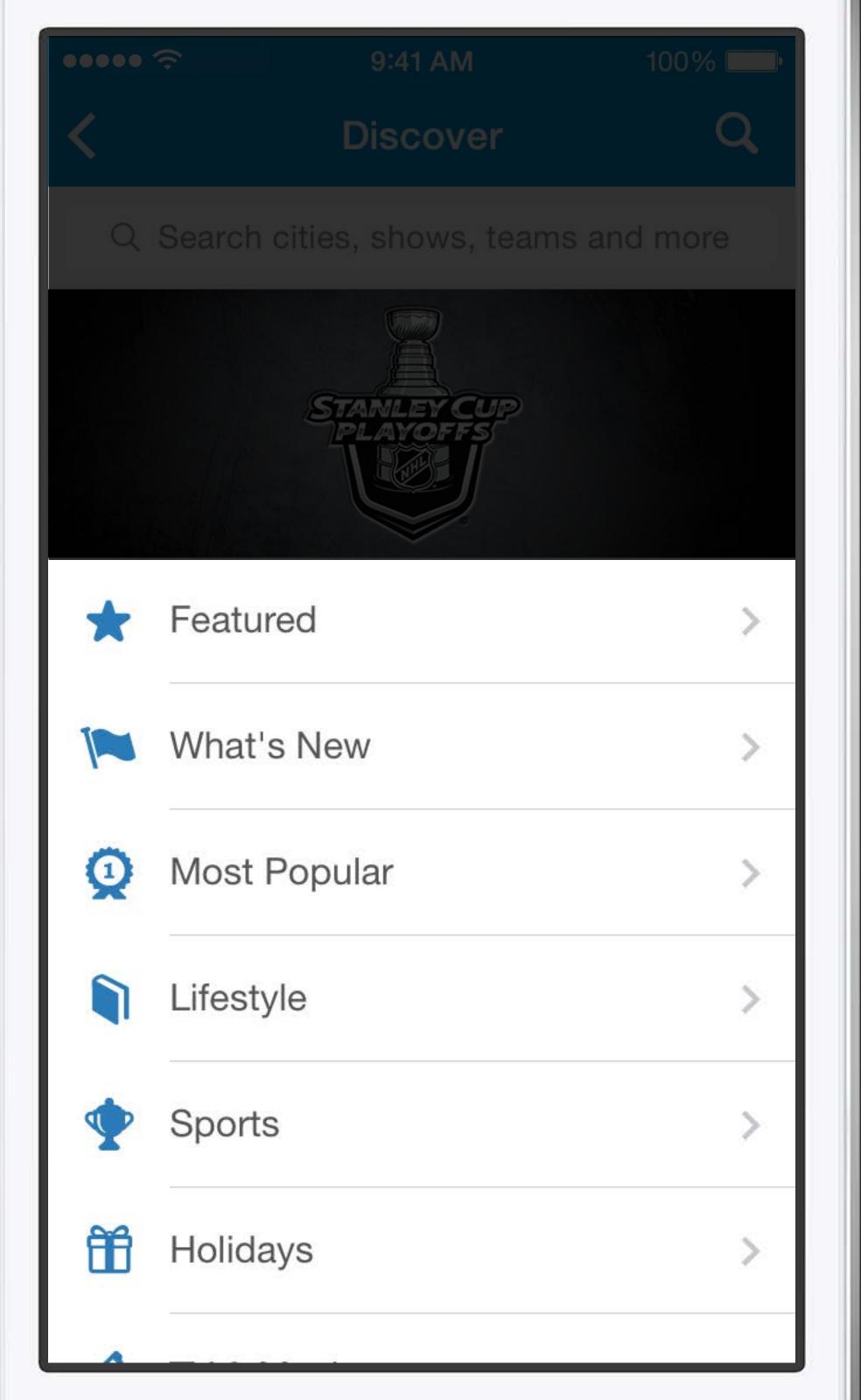


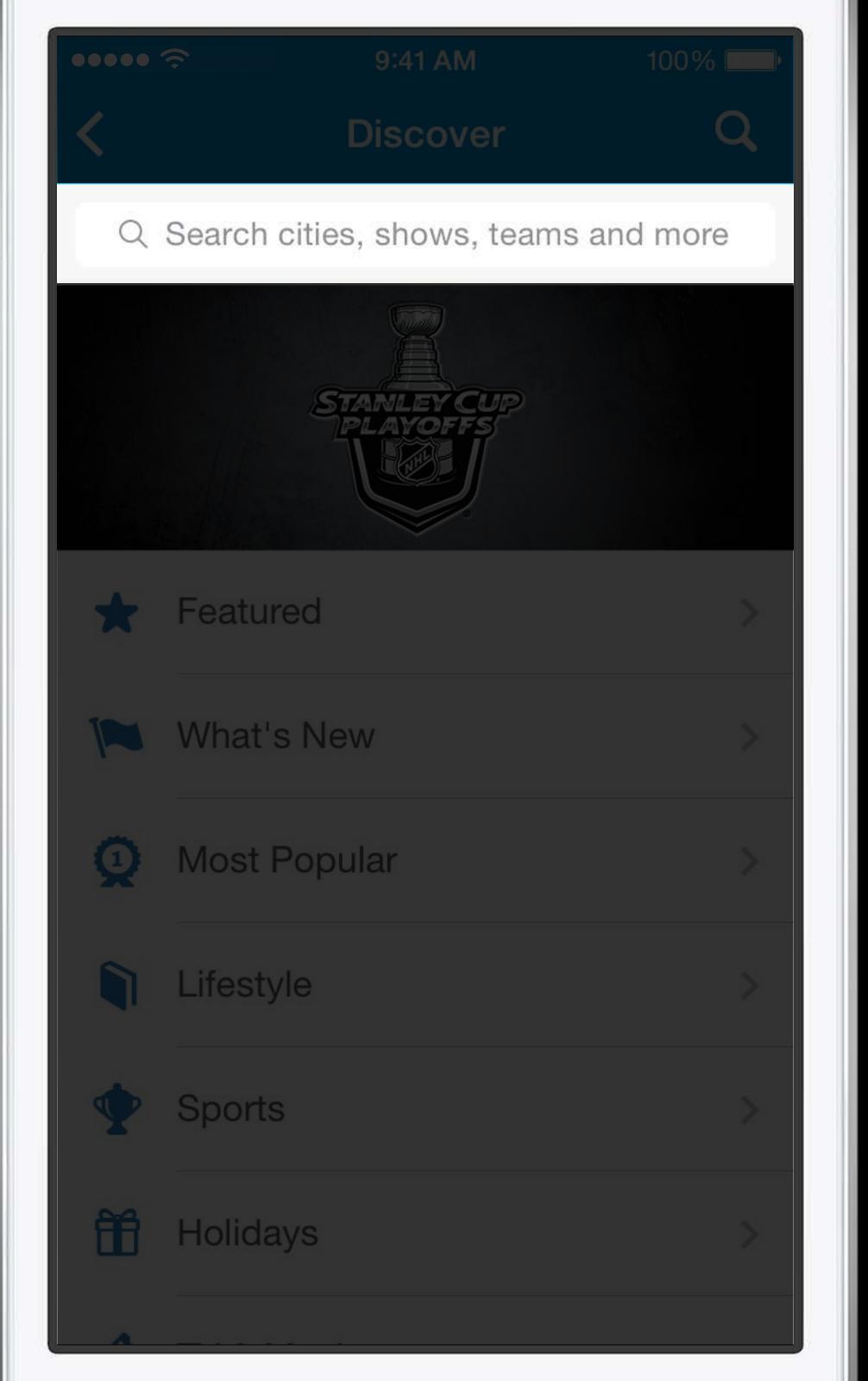


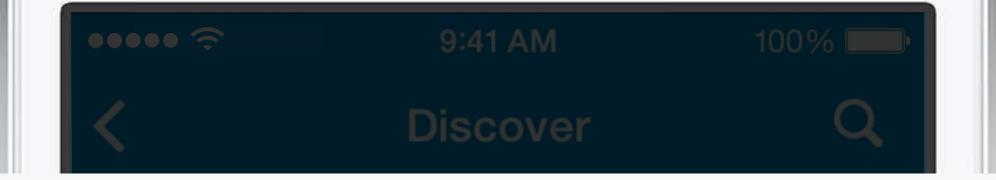




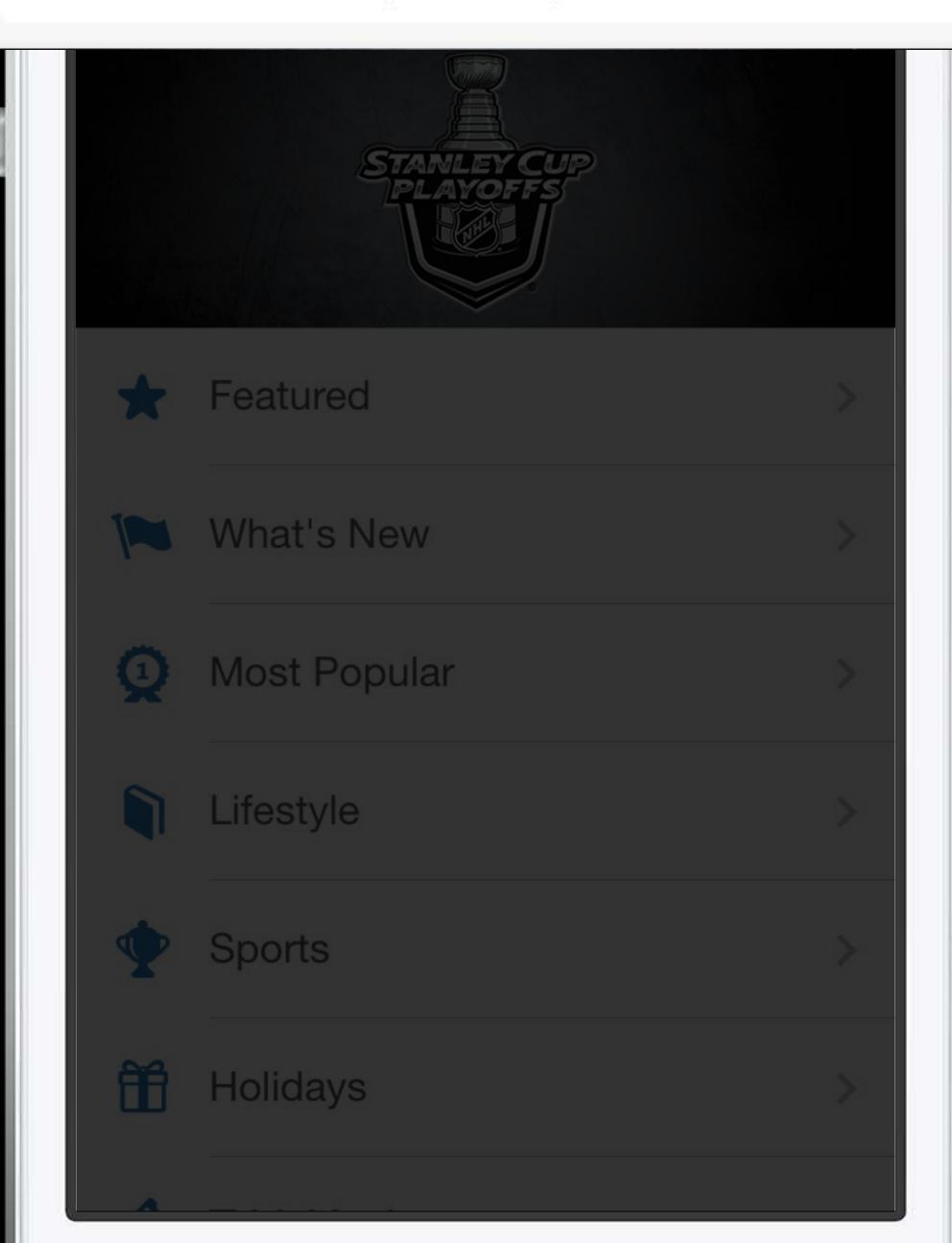








Q Search cities, shows, teams and more

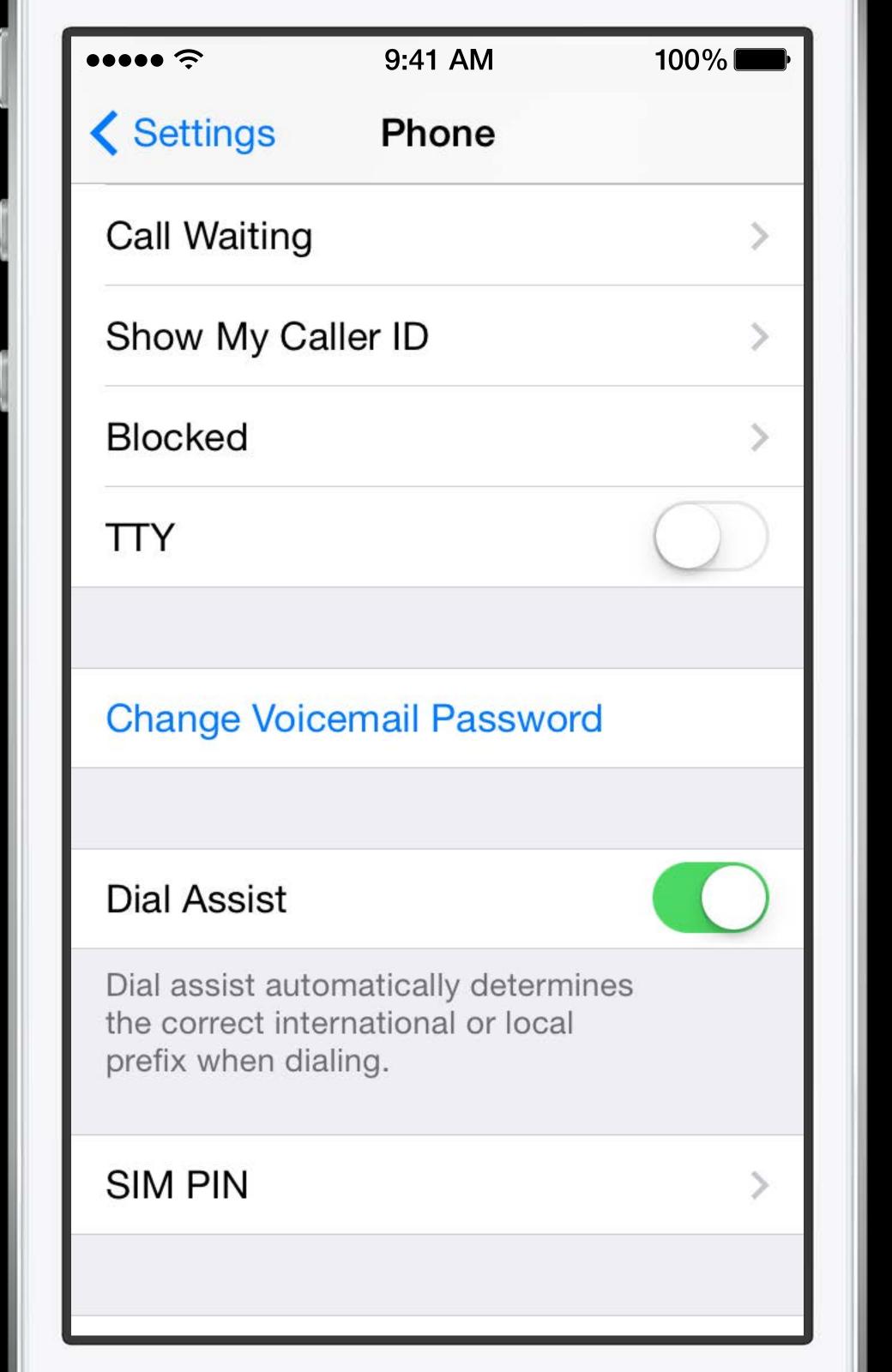


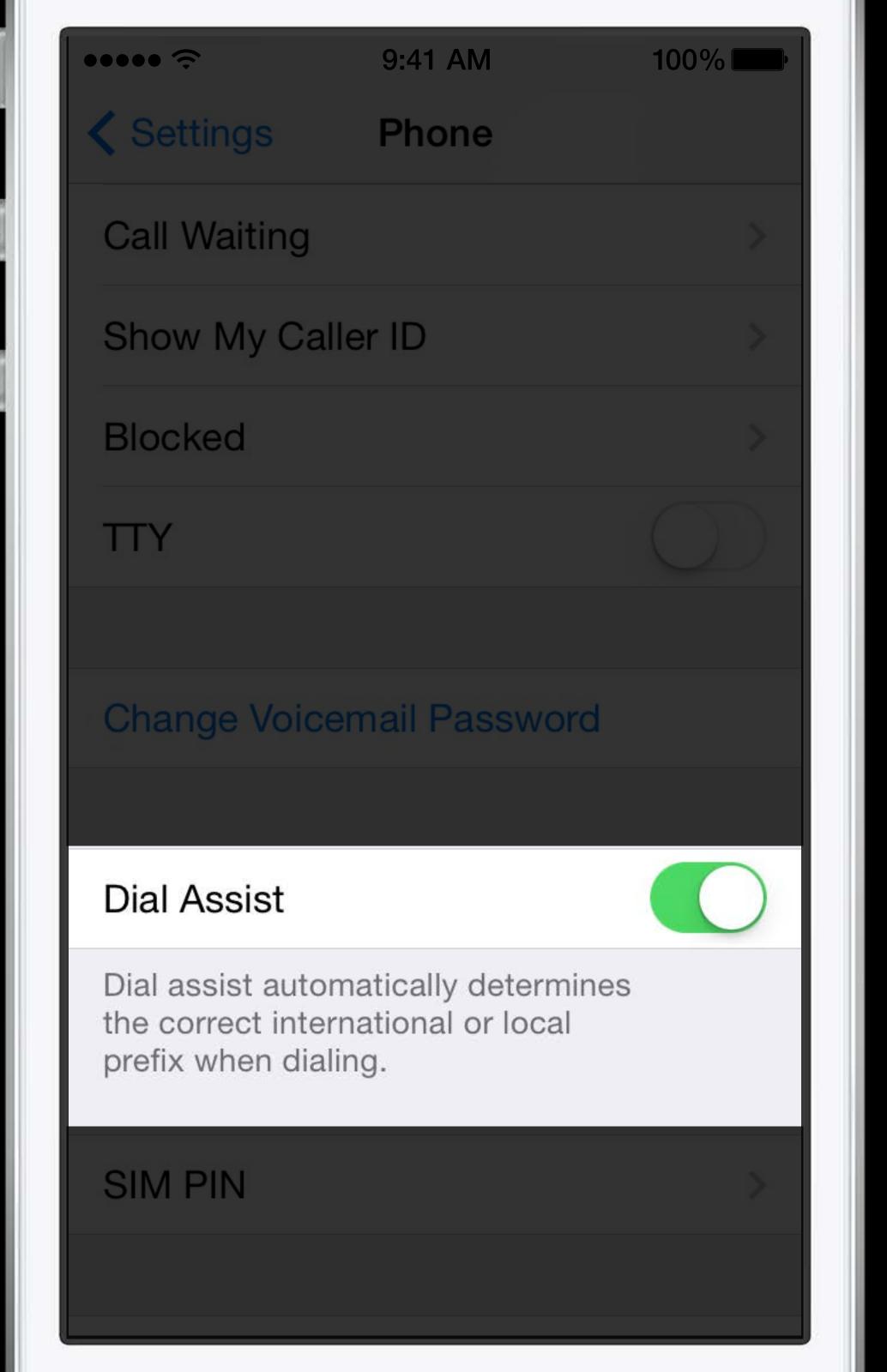
Put instructions in empty containers

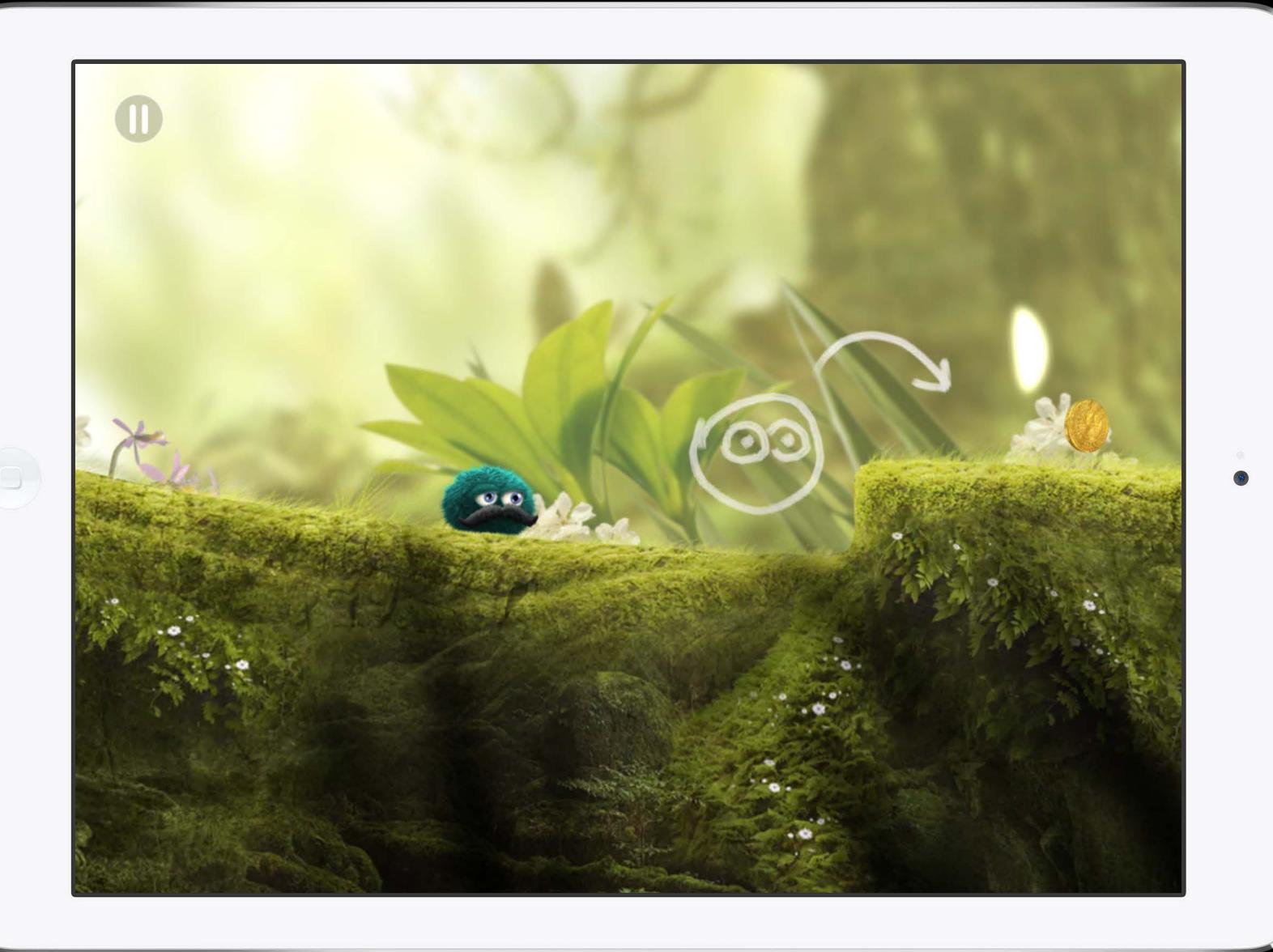
Put instructions in empty containers

Show supporting information inline











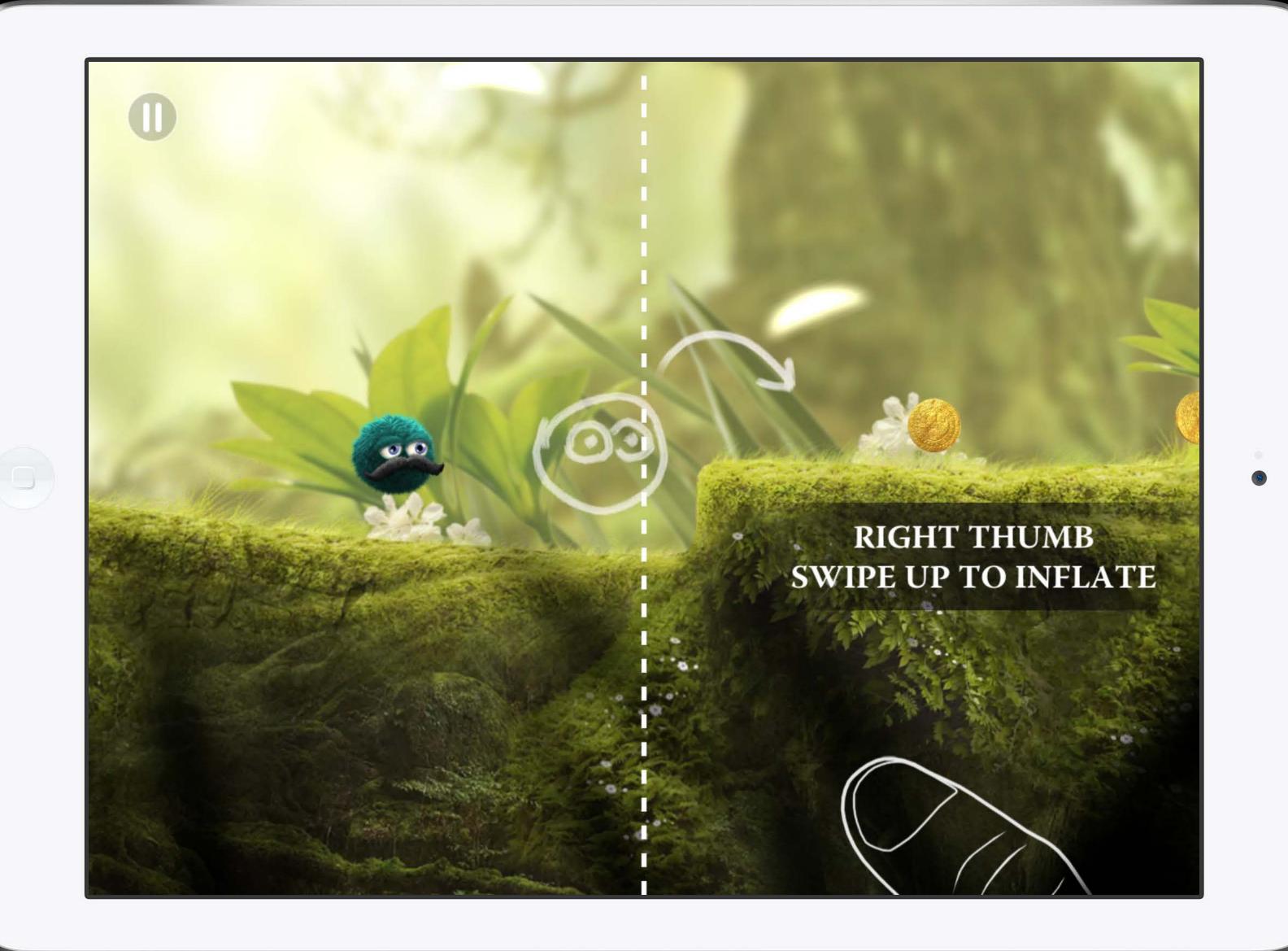
Put instructions in empty containers

Show supporting information inline

Put instructions in empty containers

Show supporting information inline

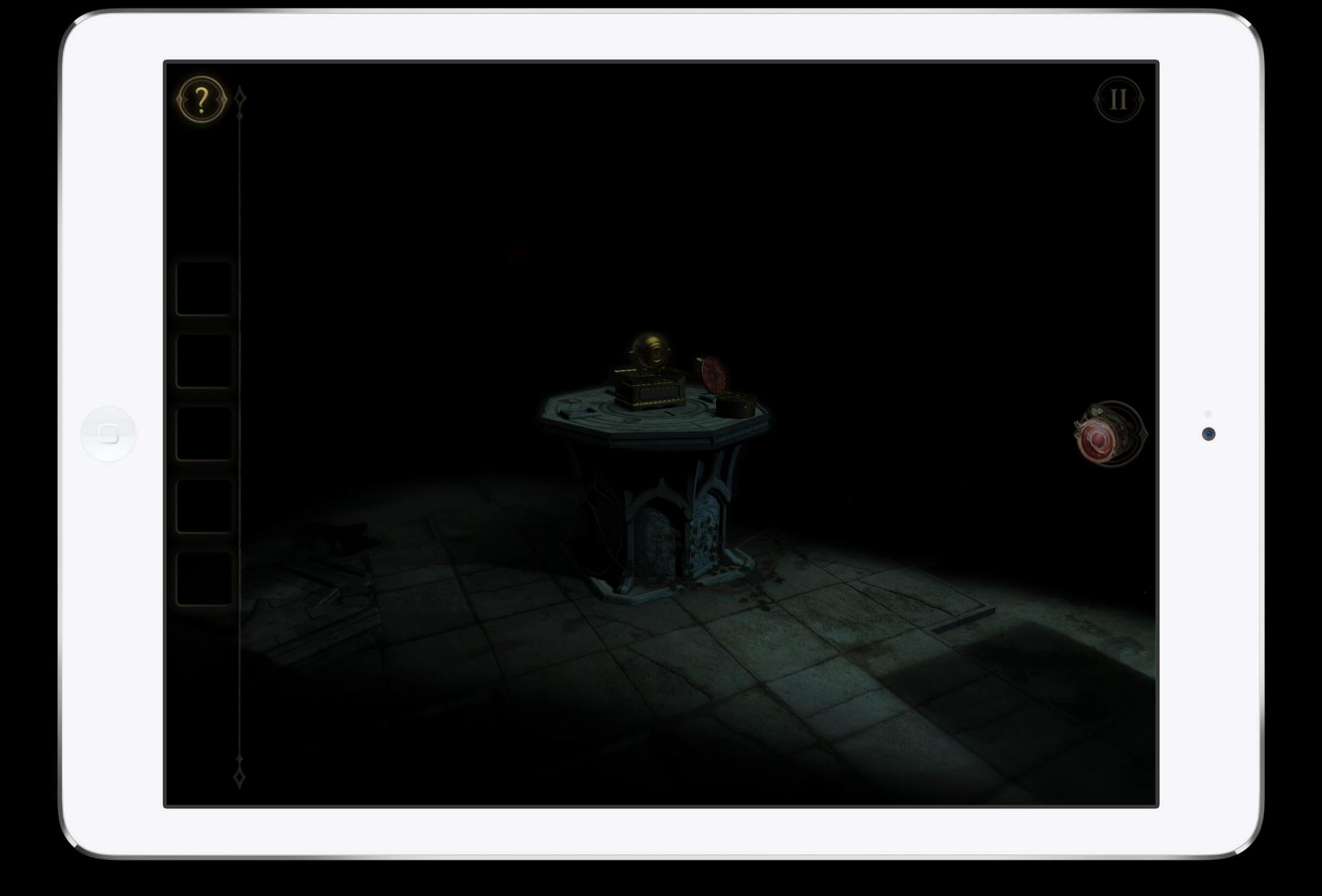
Watch for indications people are stuck

















Sky

#### Betelgeuse

Star in Orion

Right Ascension 05<sup>h</sup> 55<sup>m</sup> 12<sup>s</sup> J2000

**Declination** +07° 24' 25" J2000

Visual Magnitude 1.1-0.3

Luminosity

85,000 suns

Distance

570 LY

Spectral Type M1.5lab

Other Names

a Orionis, 58

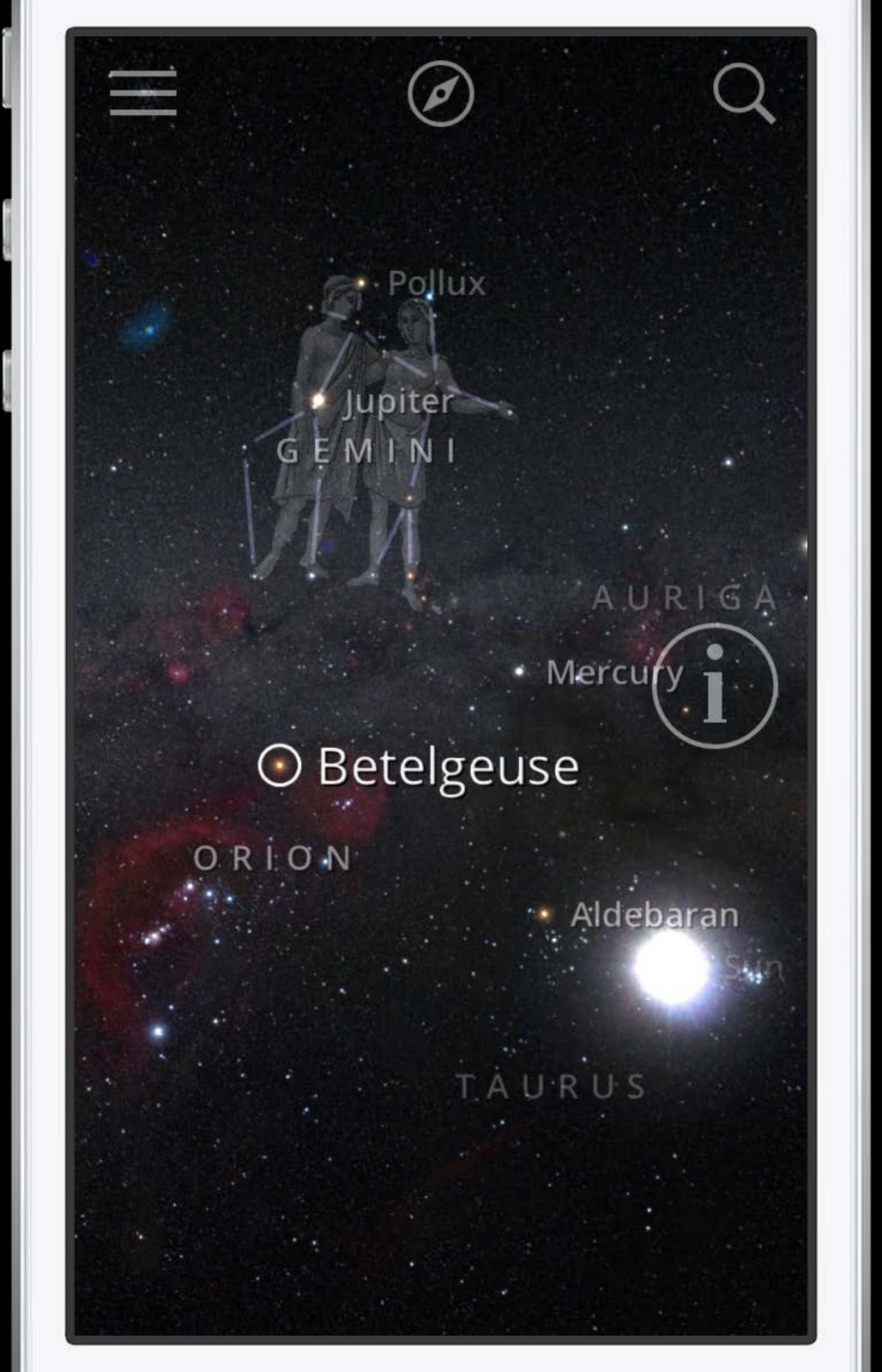
Orionis, HIP 27989,

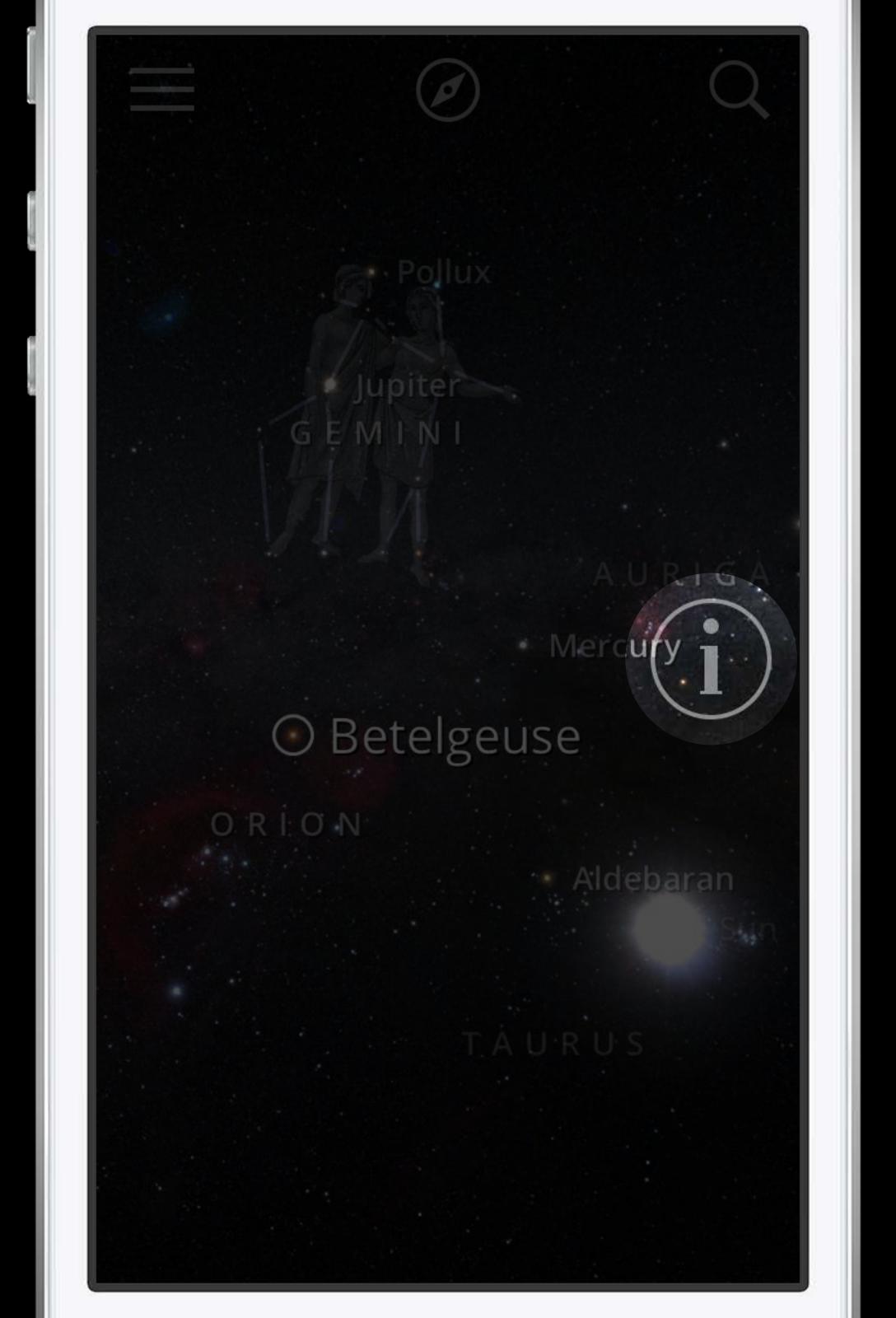
HD 39801, HR

2061

The great star Betelgeuse is one of the two that dominate mighty Orion of northern winter, the other Rigel, the pair respectively also called Alpha and Beta Orionis. The name Betelgeuse is a corruption of the Arabic yad al jauza, which means the "hand of al-jauza," aljauza the ancient Arabs' "Central One," a mysterious woman. For westerners,

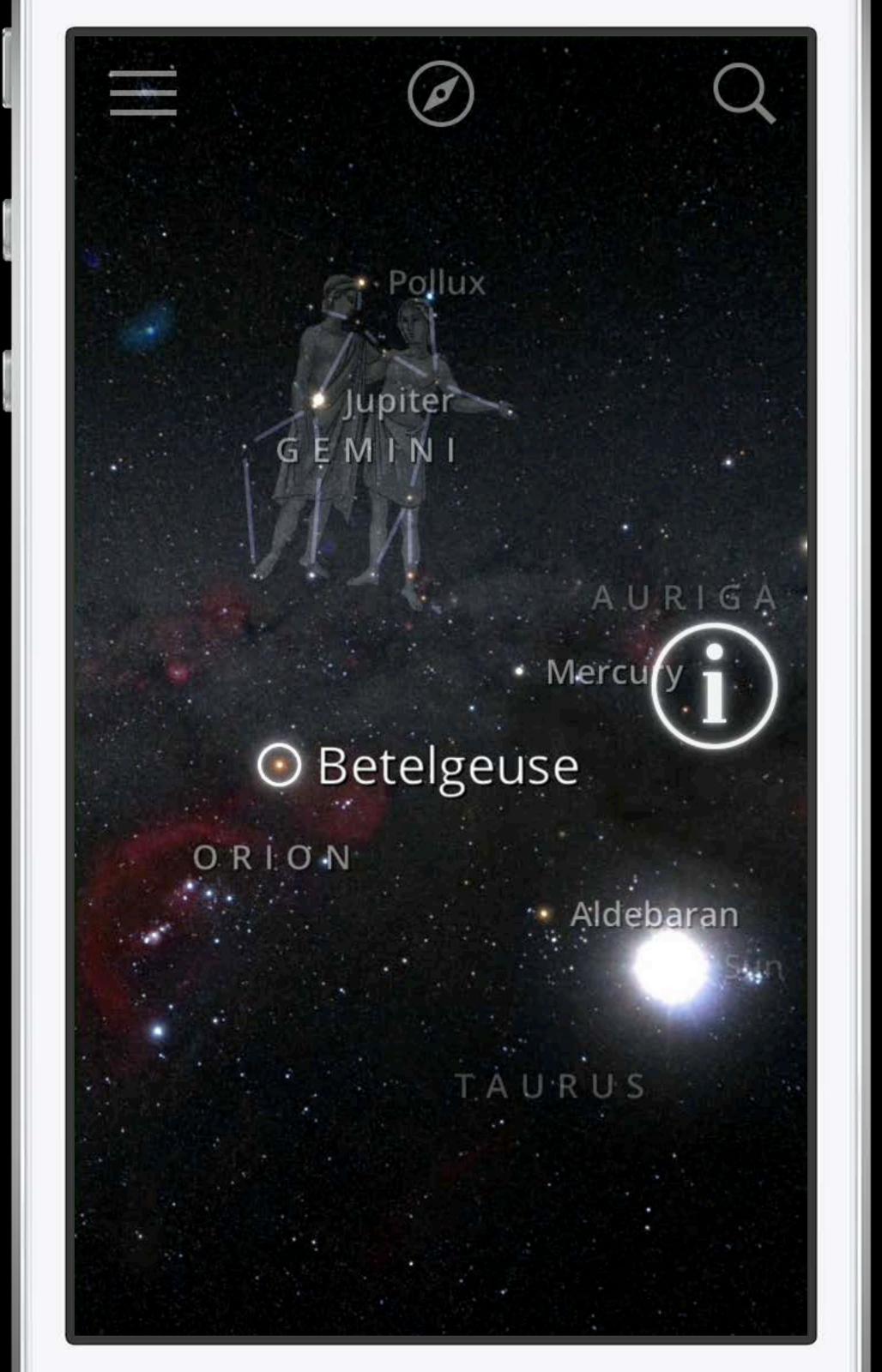


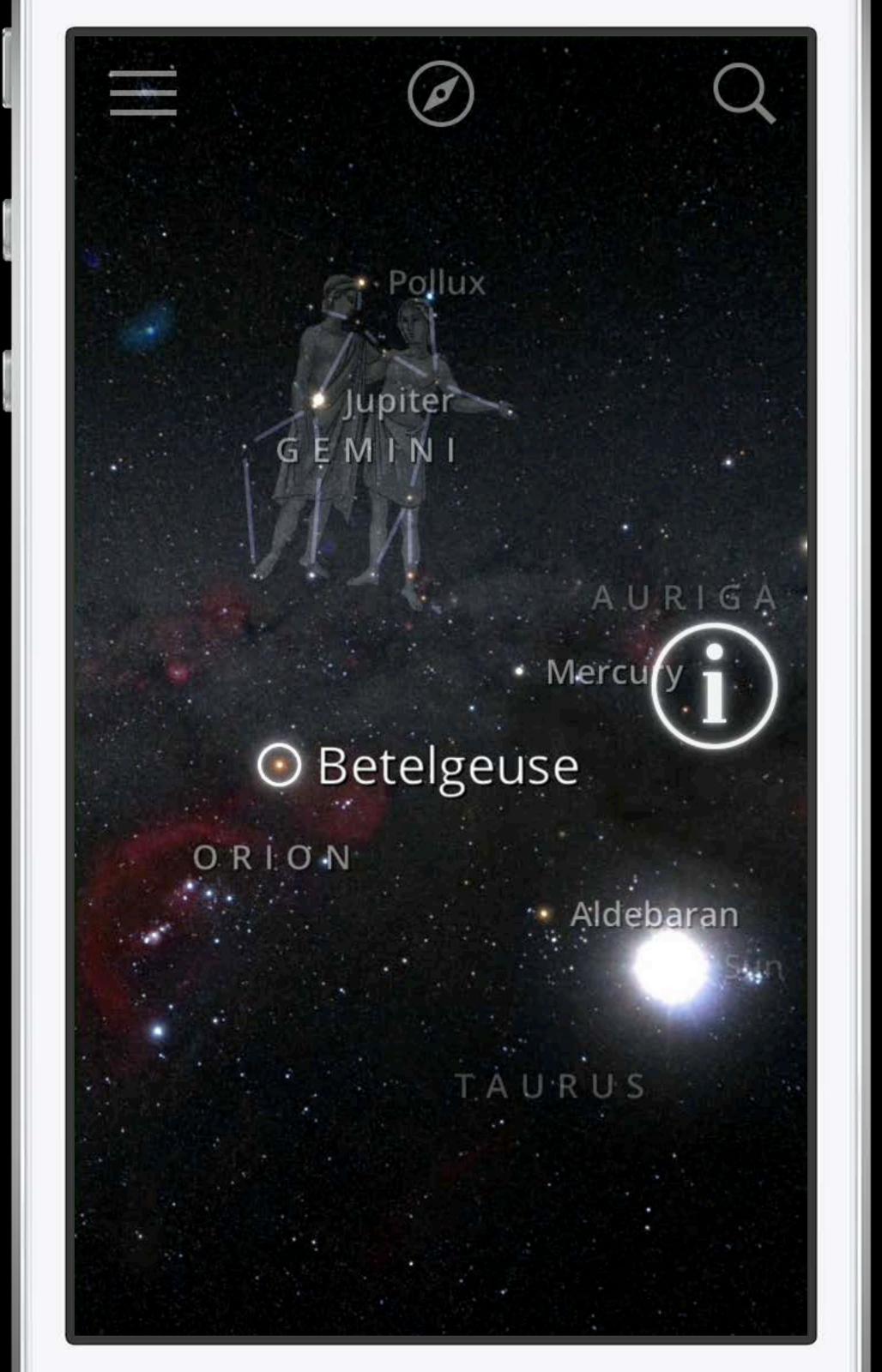












Put instructions in empty containers

Show supporting information inline

Watch for indications people are stuck

Put instructions in empty containers

Show supporting information inline

Watch for indications people are stuck

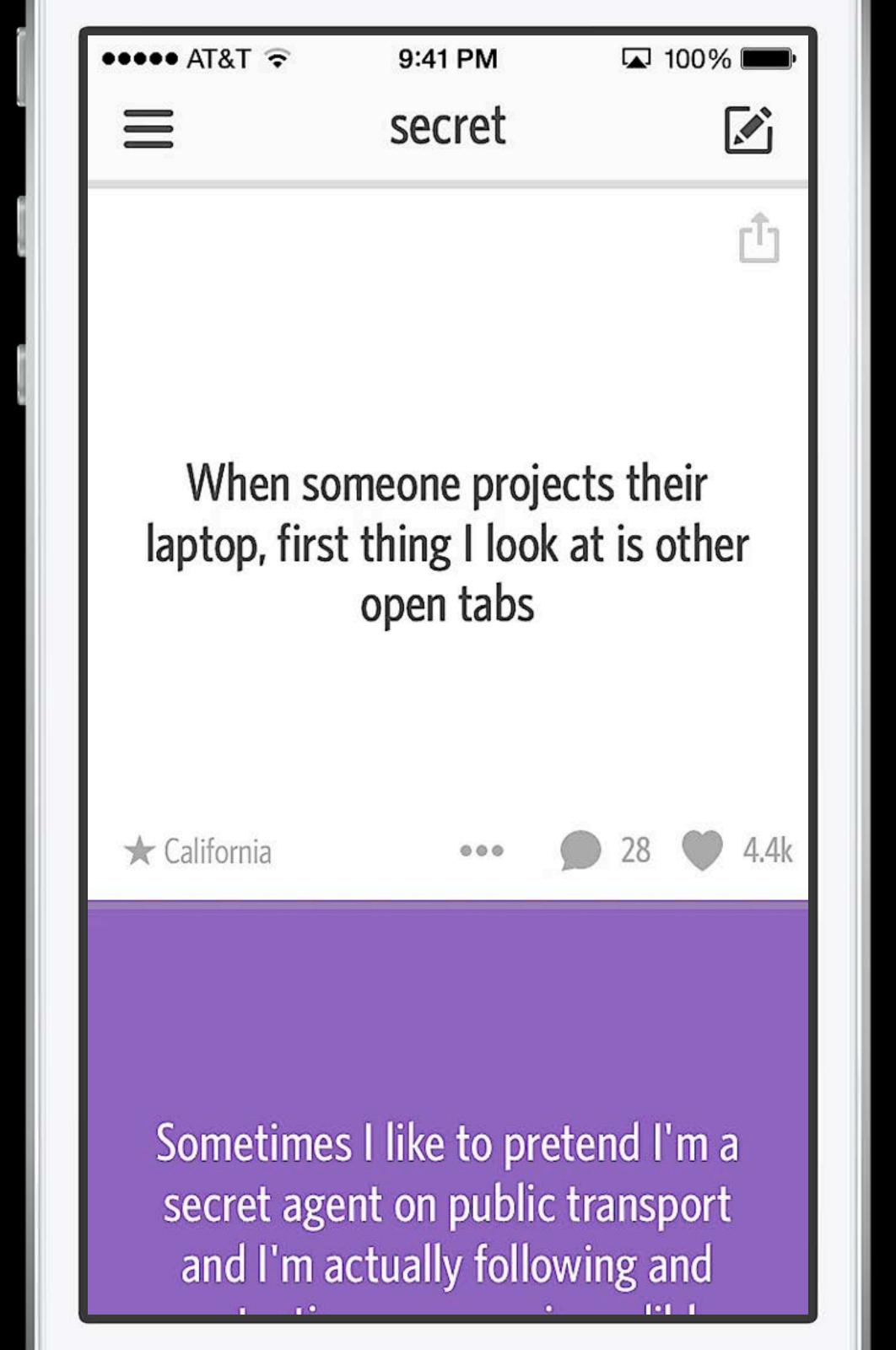
Anticipate people's needs

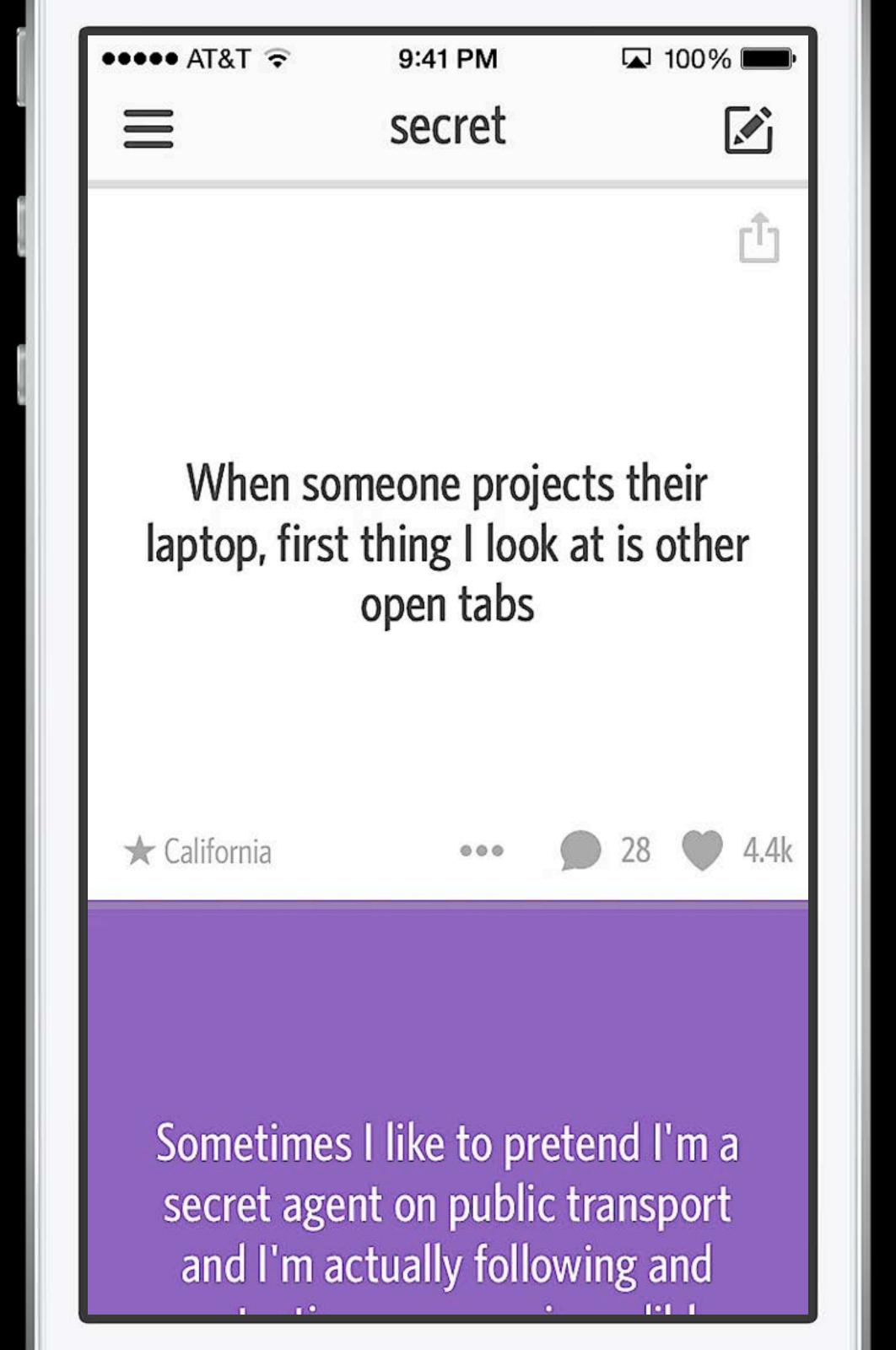


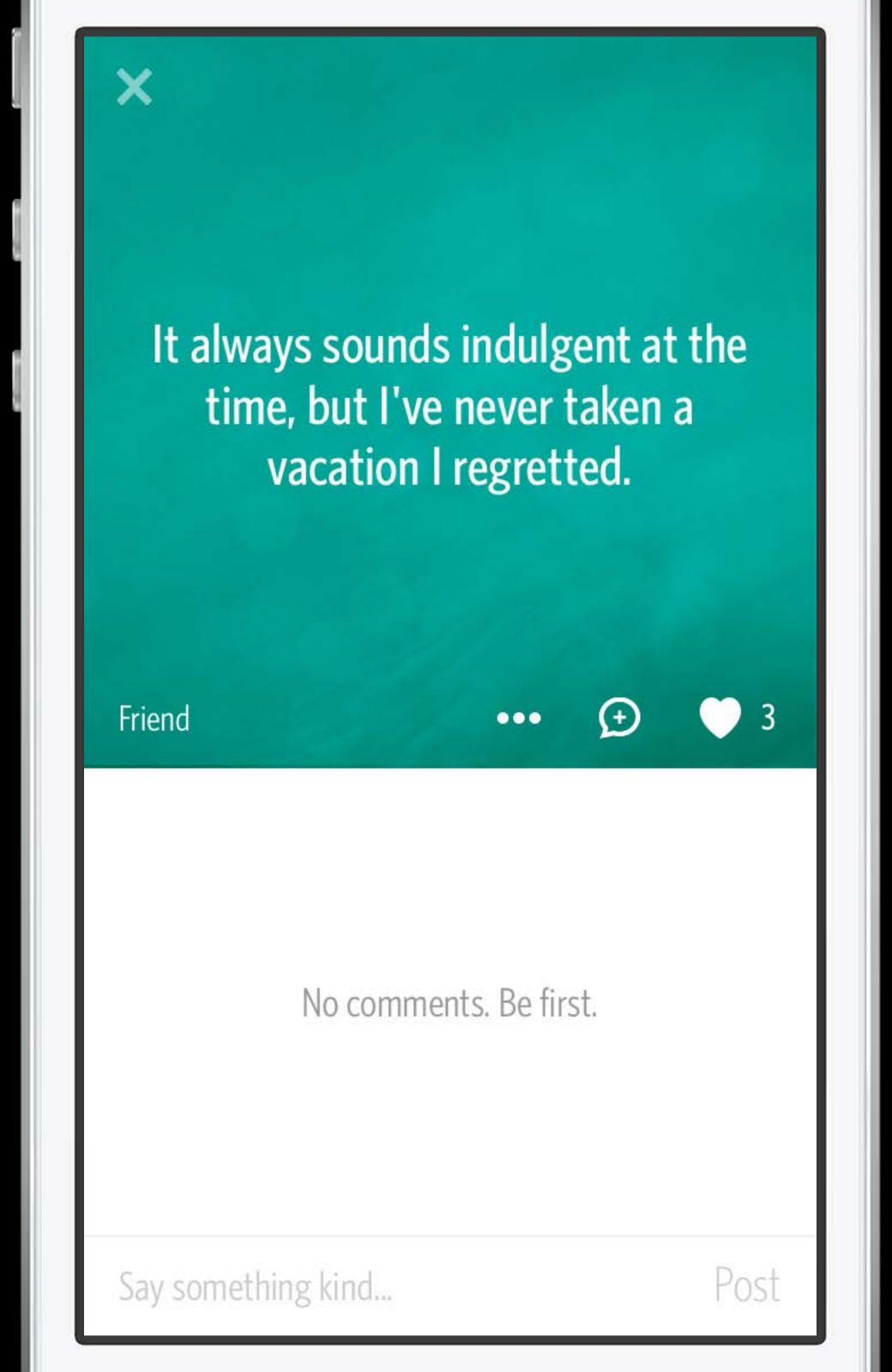
Sometimes it takes me weeks to mourn tSecretfictional character on my favorite shows.

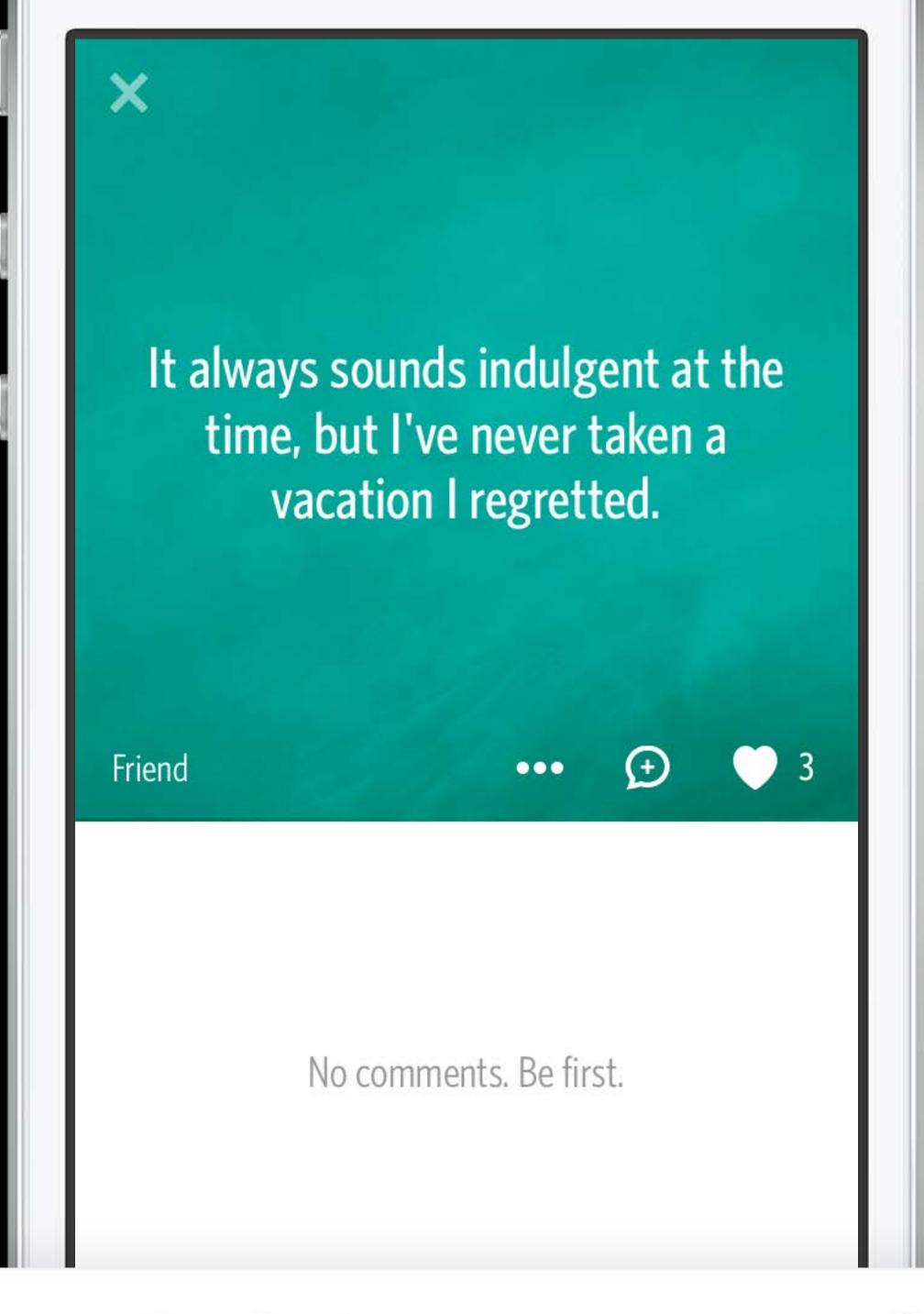
Speak freely.
Swipe to learn more.

• 0 0 0 0









Put instructions in empty containers

Show supporting information inline

Watch for indications people are stuck

Anticipate people's needs

Put instructions in empty containers
Show supporting information inline
Watch for indications people are stuck
Anticipate people's needs
Take the opportunity to inspire

9:41 AM

••••• 🕏

100%

What can I help you with?

9:41 AM

100%

"Who's the fairest of them all" tap to edit

You, my friend, are the fairest of all.



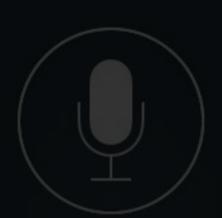
••••

•• <del>•</del> 9:41 AM

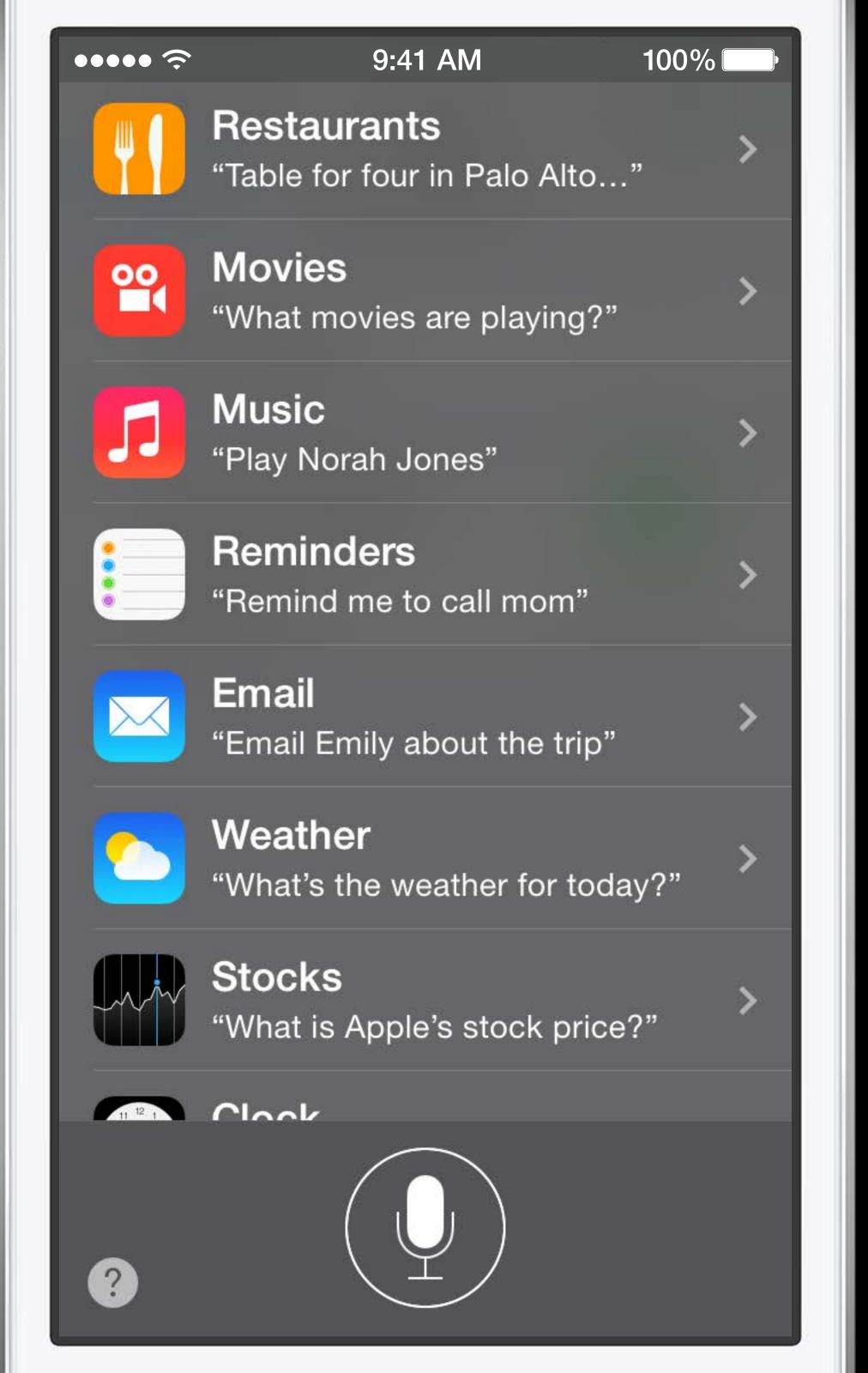
100%

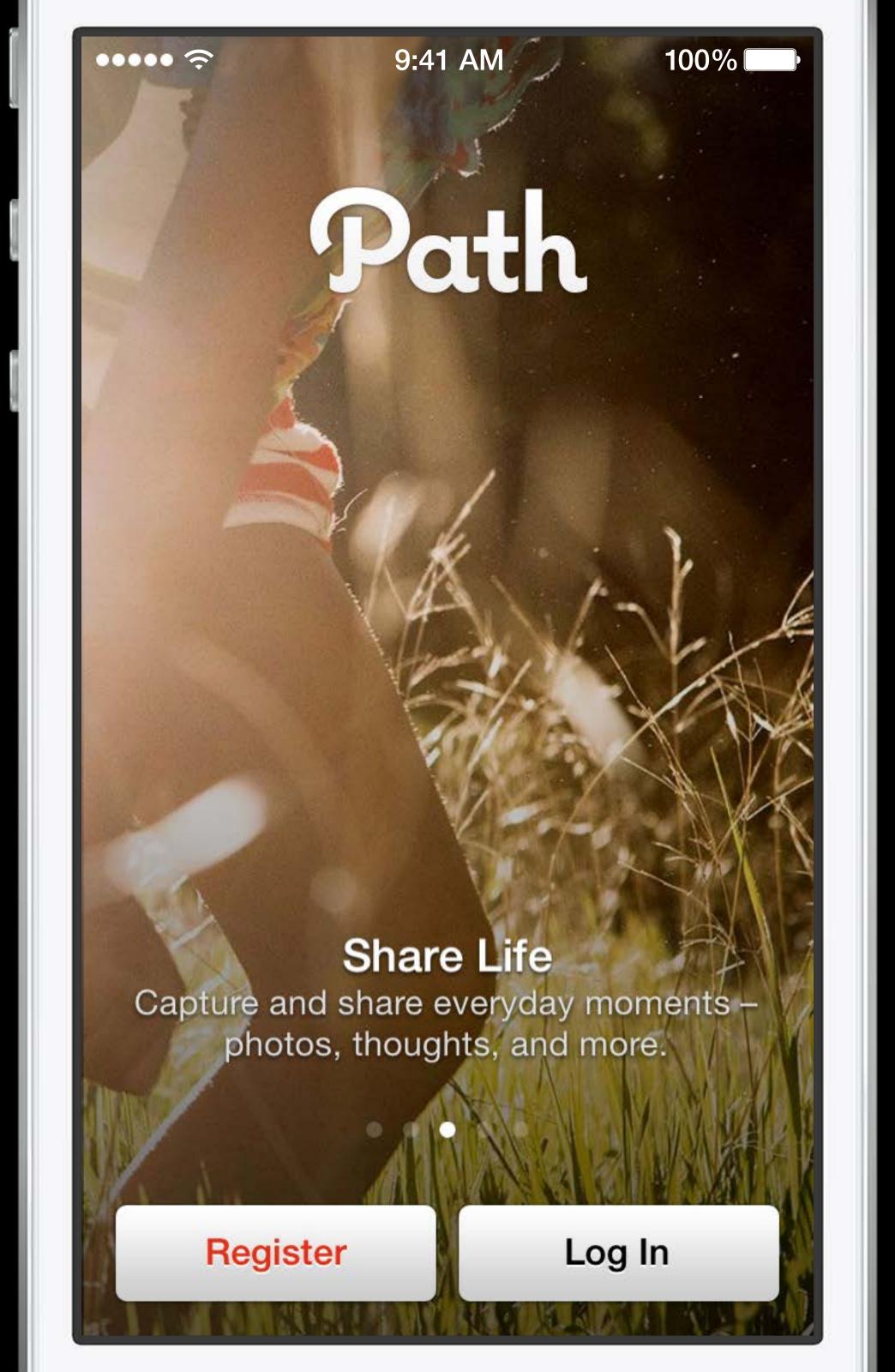
"Who's the fairest of them all" tap to edit

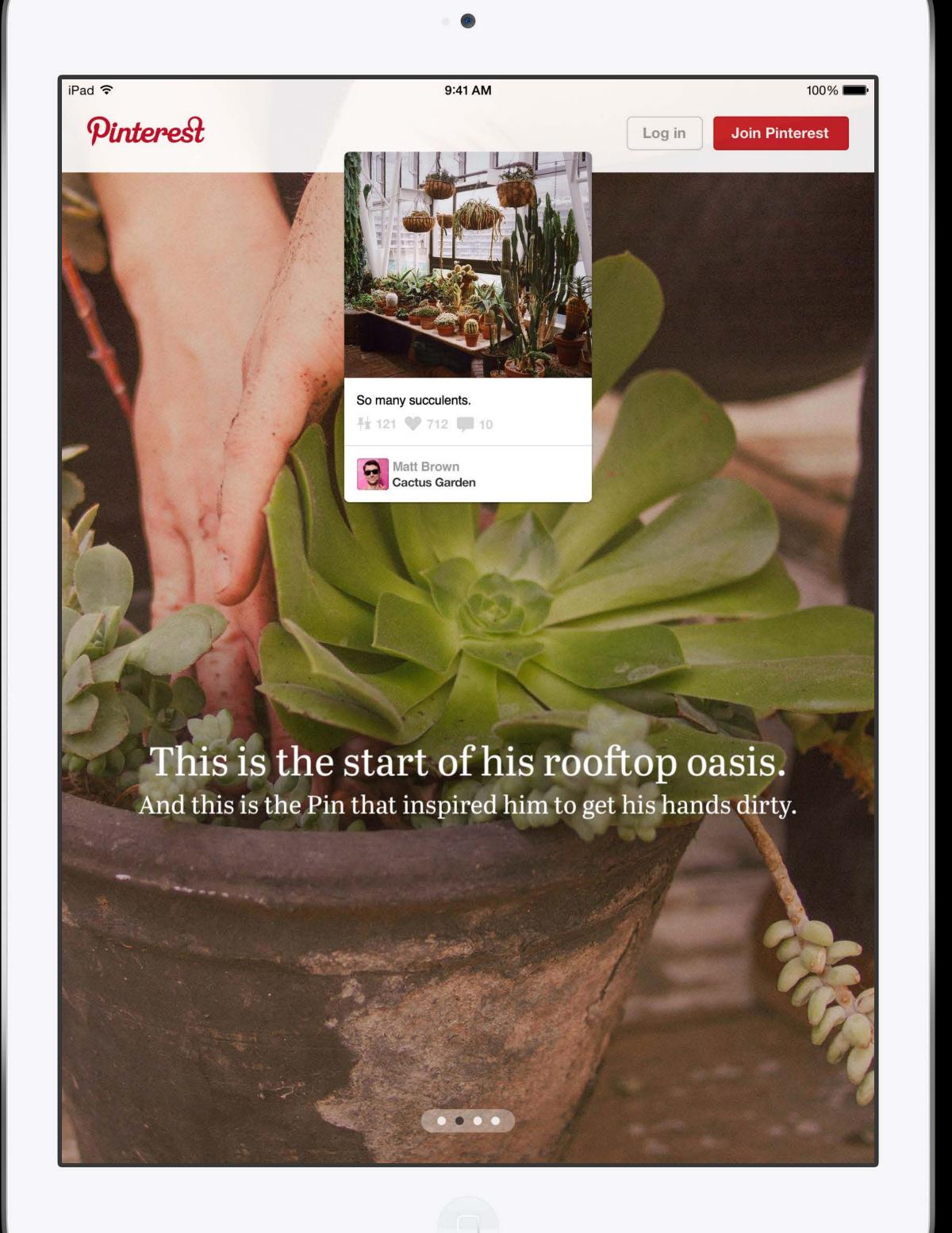
You, my friend, are the fairest of all.











Put instructions in empty containers
Show supporting information inline
Watch for indications people are stuck
Anticipate people's needs
Take the opportunity to inspire

# Summary

Delay registration until absolutely necessary

Get out of the way

Teach people through actions

Anticipate people's needs

Take the opportunity to inspire

#### More Information

Rachel Roth User Experience Evangelist rroth@apple.com

Designing Great Apps
https://developer.apple.com/design/

# Related Sessions

<ul> <li>Ingredients of Great Games</li> </ul>	Presidio	Tuesday 3:15PM
<ul> <li>Designing Intuitive User Experiences</li> </ul>	Presidio	Tuesday 4:30PM

#### Labs

User Interface Design Labs

User Interface Design Lab

Daily 9:00AM

# WWDC14