



**Bastion**

Professor Clark Delashmet

IACT 315: Human-Computer Interaction

Fall 2020

# Team AACCCquire



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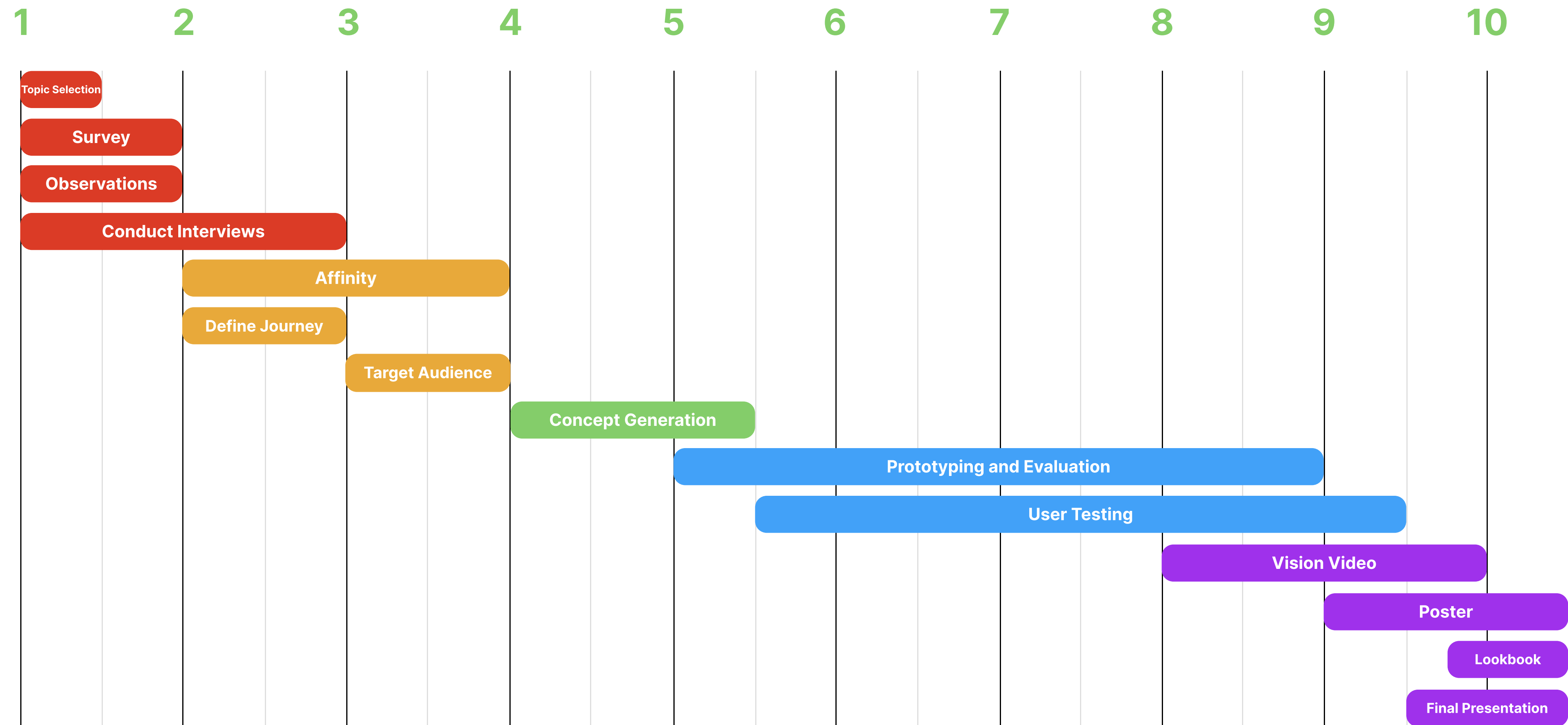


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# Project Timeline



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**1** Overview

**2** Research

**3** Define

**4** Bastion

**5** Development

**6** Deliver

# 1 Overview

# Project Brief

Create a product/service that addresses a newly defined opportunity area created by recent technology innovations.

# 2 Research

# Secondary Research





# Initial Competitive Analysis

## YubiKey 5Ci



- ✓ USB-C & Lightning connector supports iOS
- ✓ 2 Factor Authentication
- ✓ Portable and lightweight
- ✗ Confusing Setup
- ✗ Needs dongle for USB-C

## iCloud Keychain



- ✓ Automatically detects website for login
- ✓ Suggests randomly generated passwords
- ✓ Notifies if password has been exposed
- ✗ Only works with apple devices
- ✗ No export option

## Nitrokey Fido U2F



- ✓ Open source hardware & software
- ✓ Supports various methods of authentication to Google, Facebook, etc.
- ✓ Portable and lightweight
- ✗ No 2 Factor Authentication
- ✗ No wireless support

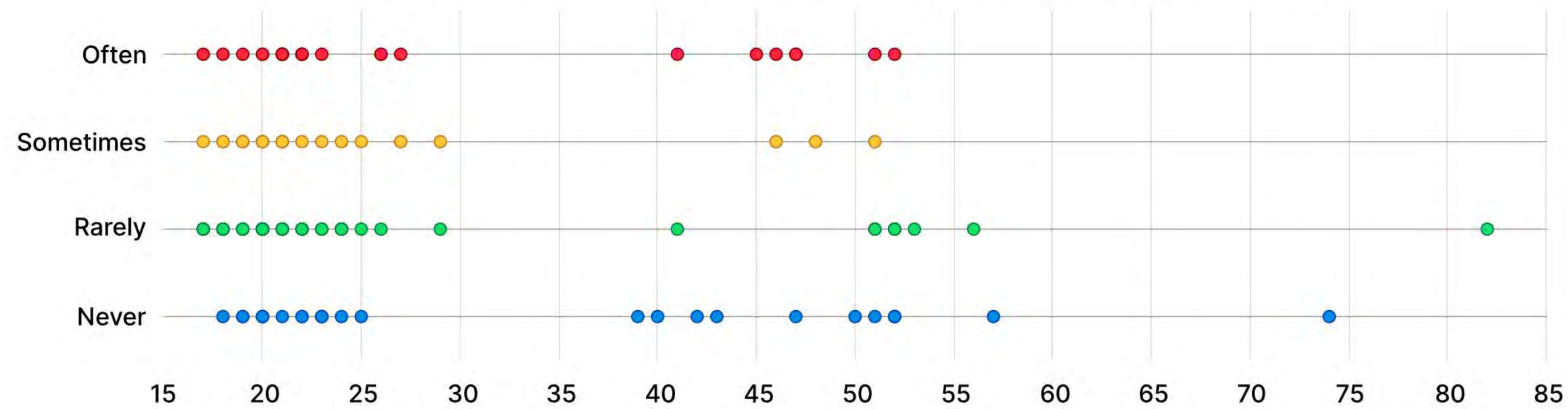
## Notebook



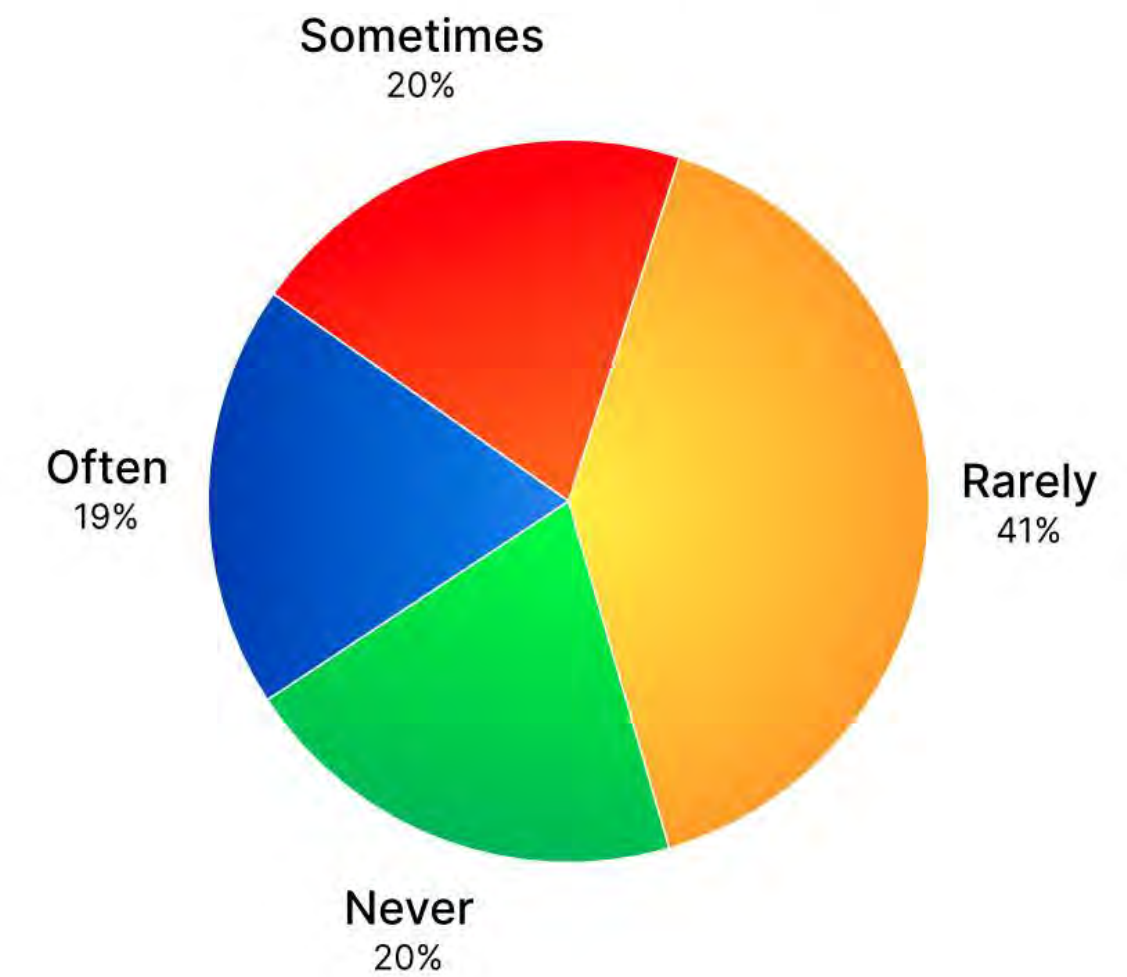
- ✓ Cheap and easily accessible
- ✓ Portable
- ✓ Familiar
- ✗ Limited web filters
- ✗ Is expensive

# Survey Results: 163 Participants

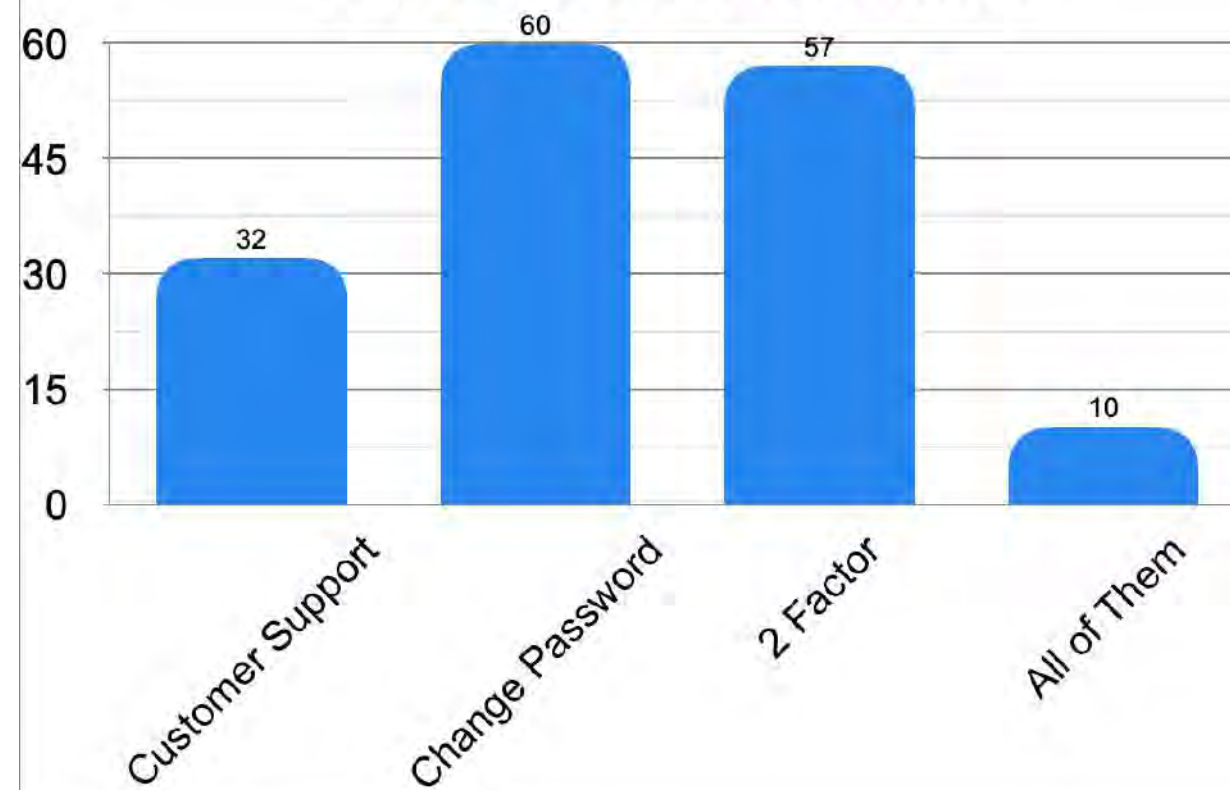
How often do websites tell you your password is weak?



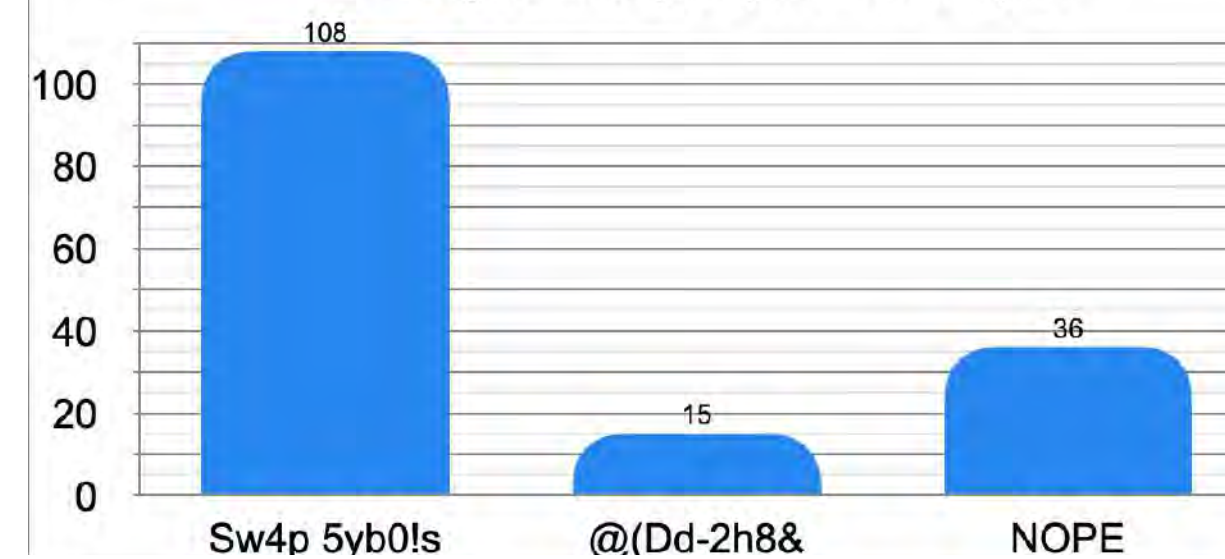
Weak Password Alerts



Steps taken to secure hacked account



How do you make your password unique?



# Interviews

## 13 initial interviews (experts & students)

Interview Data	Observation
Tech is a hobby; I find it fascinating.	I associate the color red with security. (5)
I frequently use software (5)	I do not trust Google (4)
I honestly immediately think digital security with security.	I think the idea of passwords is archaic.
I use adobe software (5)	Passwords are like a key to your house.
To me, passwords are a way of showing your identity (5)	I love TouchID®
One problem I face with FaceID is that it will not work if you are wearing sunglasses.	I like FaceID®
I don't use facial recognition for anything.	I think facial recognition is okay for suggesting nearby friends.
Having fingerprint recognition is not a huge fan of fingerprint recognition.	I enjoyed using TouchID®
I had a concern that my password has to be easy to remember (5)	I use facial recognition (7)
I'm concerned about my password being broken (5)	I don't like using my platforms (5)
If I use a password, I would prefer to use a password that is easy to remember.	

## 4 refined interviews (parents & teens)

### Arjun's Mom

- Naming conventions for certain things is too complex
- Set & forget, doesn't want to spend too much time
- Needs more context in a quick and easy way
- Careful to not make it overwhelming or too complex
- Notifications would be good but give options to cater to personal taste
- Differentiate elements using colors
- Approve and disapprove requests on the spot
- Make certain things bigger

### Quint's Dad

- Parent-student Internet contracts
- Show kids how much their parents use their phone
- Ransomware was an annoyance, now its lost money & time
- Limited version of the web that grows with your child
- Parents want their kids to be better than themselves
- Whitelist

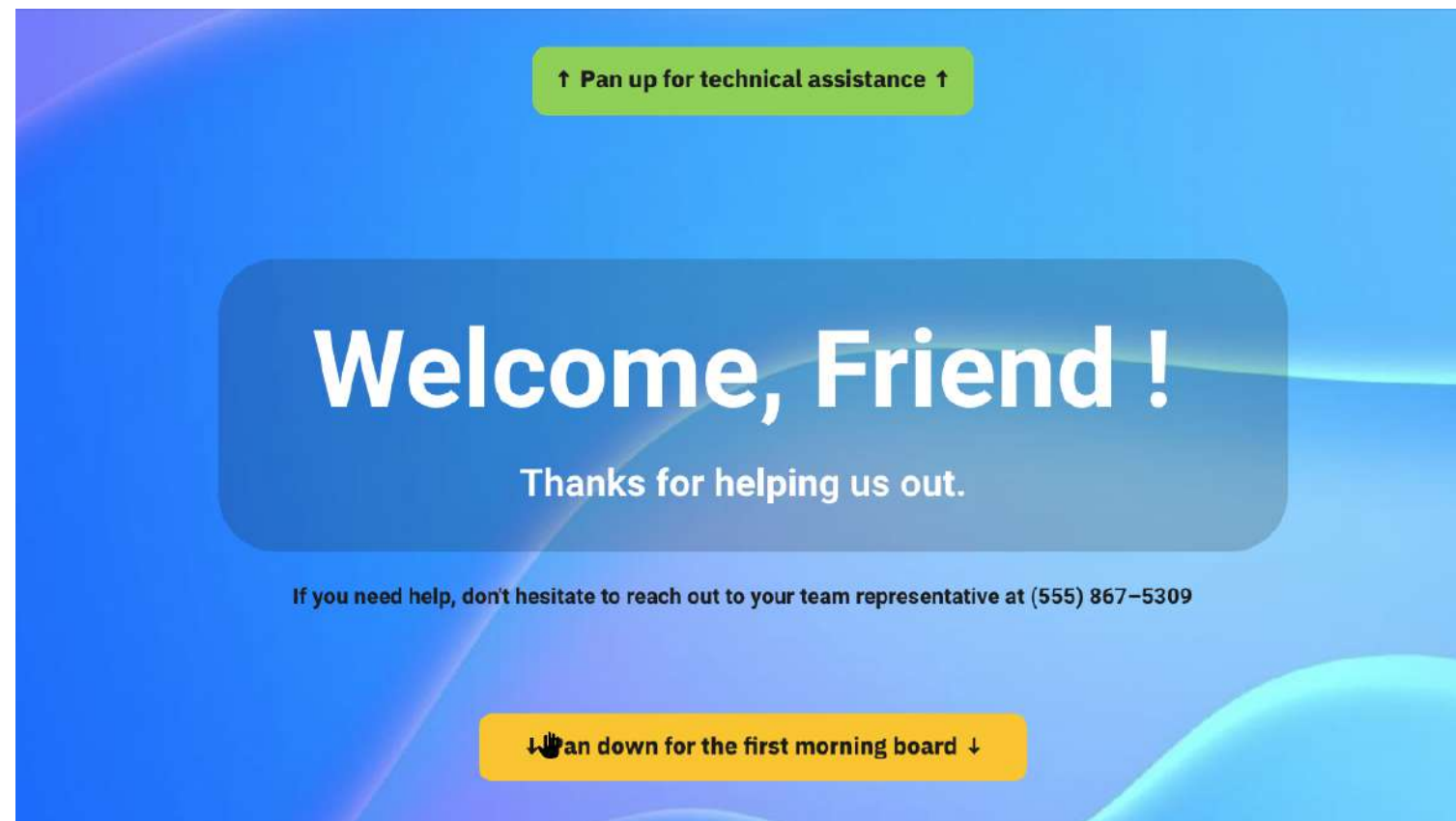
### Caroline's Brother

- Doesn't want to feel inferior
- Would like to see peers stats
- Most people don't have common sense (esp w/ password security)
- Louis (bestfriend, 15) clicked on a link for a reward for halo and his whole wifi got booted for a day
- Understands the set up & how to use it
- The explanation of bad/viral things is a good idea
- Really likes that the app gives you a chance for second thoughts
- Doesn't understand Internet safety terms and would like to have explanation in app

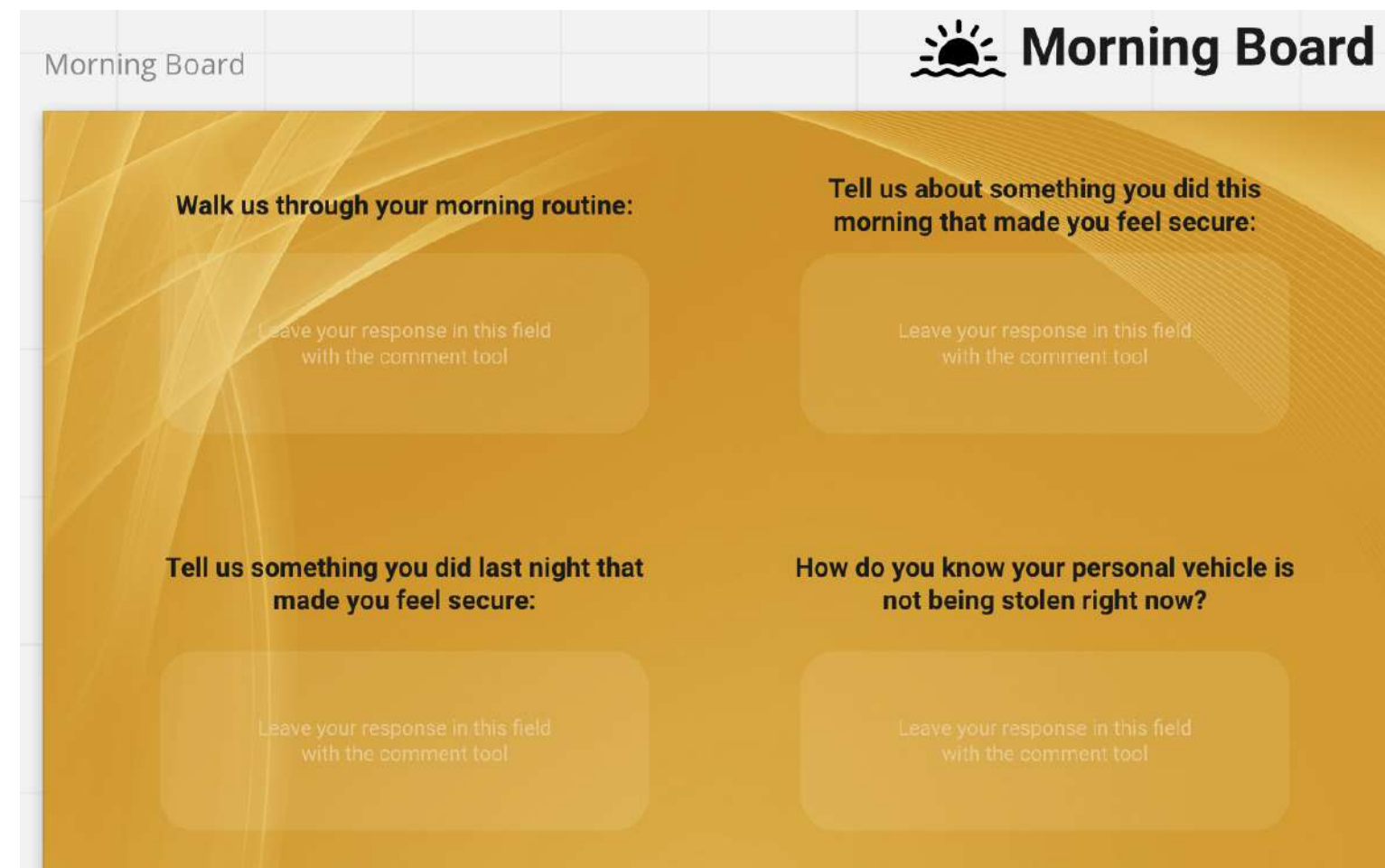
### Arjun's Brother

- App UI navigation is easy
- Don't make it feel like I'm walking on eggshells
- Shared sentiments about tuts and context
- As a rebellious kid, likes the concept
- Let me set my own restrictions and goal
- Suggestions for alternate apps instead of resources

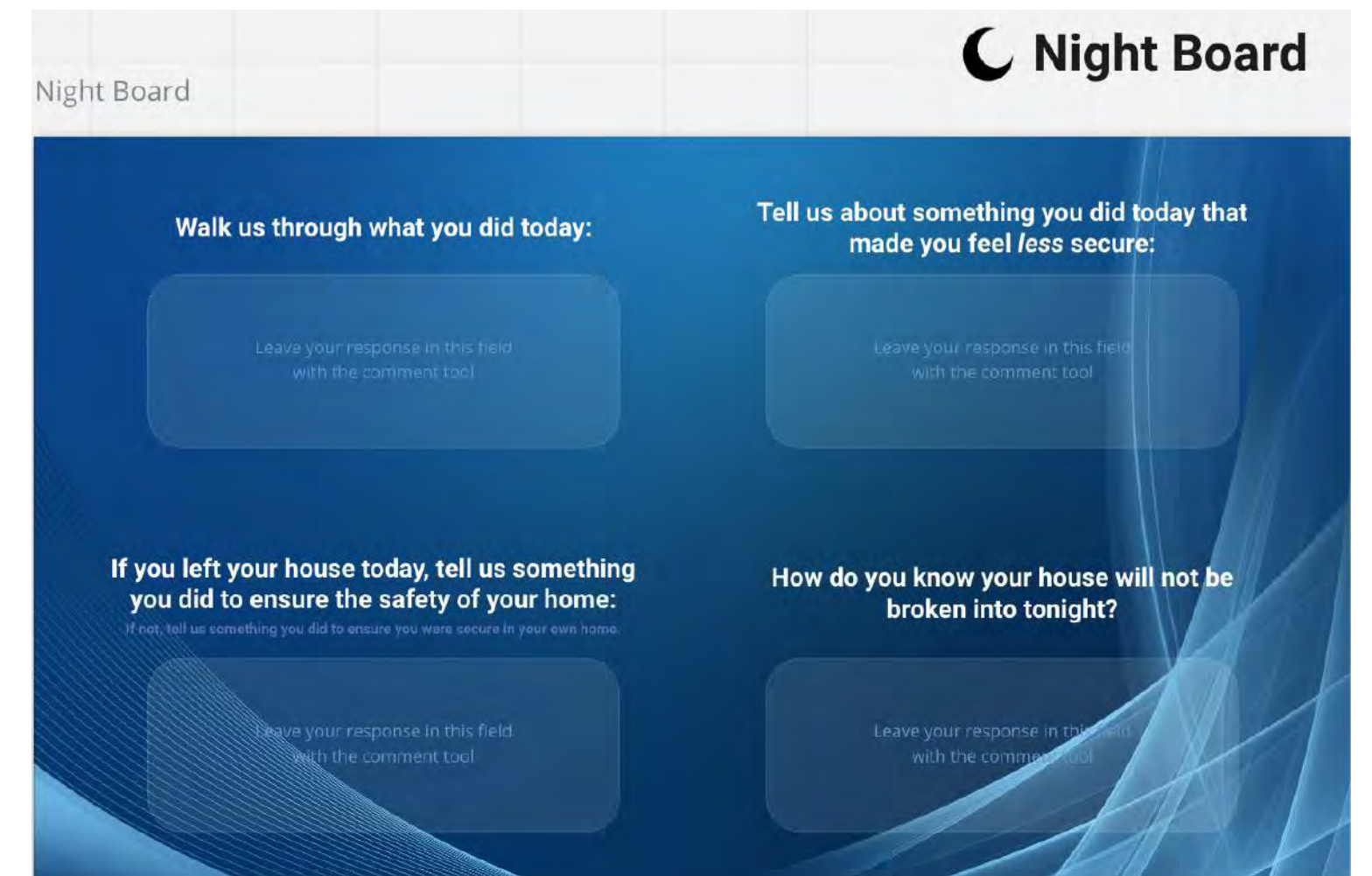
# Cultural Probe Structure



Welcome board for cultural probe



Board filled in morning



Board to be filled at night



# Cultural Probe

6  
cultural probes

HMW give users confidence in the security measures they've put in place

HMW draw on users' existing knowledge of physical barriers that provide safety?

## Cultural Probe Key Insights

sometimes it's something that doesn't benefit you directly but helps the whole area you're in, including you

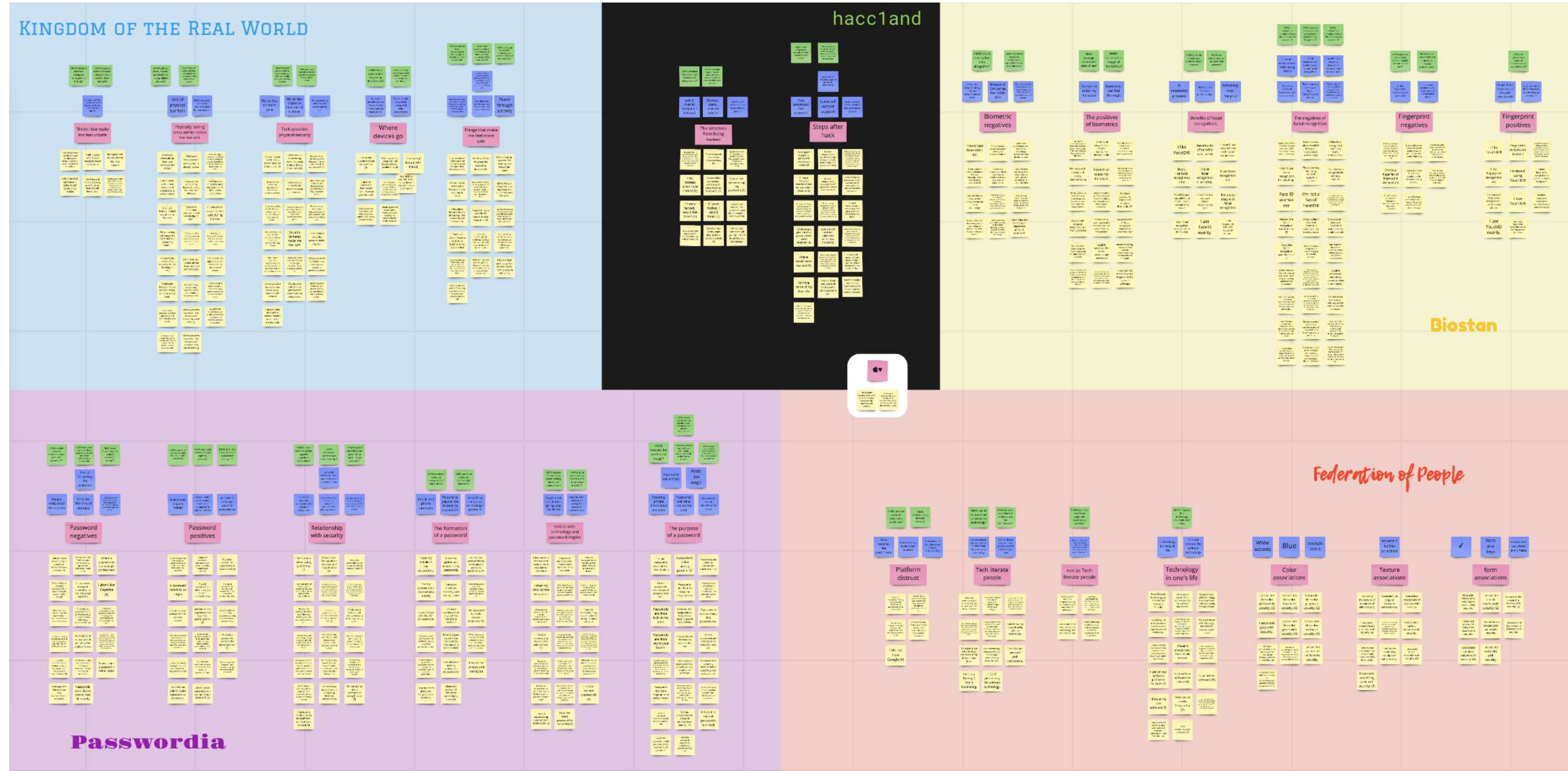
An ever-present device like a phone makes people feel secure

lots of physical barriers are used to make you feel safe

Strangers coming in close contact in my personal area make me feel unsafe

You always feel safe when someone else is there

# Affinity



# Key Insights

Generally speaking users see security as a vendor issue	Only the first line of defense	Biometrics can feel like magic	People really dont like captcha	Multiple door security is implemented in some places	Passwords are like a lock on the door	Storytelling is important for making a password	There are a lot of weird ideas about how passwords work (like changing 3x to avoid hacking?)
The harder it is for you to get into your account, the harder it is for hackers	Sometimes it's something that doesnt benefit you directly but helps the whole area you're in	An ever present device like a phone, makes people feel secure	Coexists with an inherent need and fundamental right to privacy	Lack of trust in company + betrayal	Requires more intention than just looking at the device	Biometric sensors that read data that's a part of you and that's a little too personal for some people	There's a lot of misconceptions around how FaceID works and how data is stored
Logging out is vital when giving away the device	Who watches the watchmen?	I cannot wear a mask while using FaceID	Distrust of companies having bio data	Stoplight Colors	Biometrics make my life easier	Lots of physical barriers	

# 5 Why's

1

Why do people fall for phishing scams?

They're emotionally manipulated.

2

Why are they being emotionally manipulated?

Scared people notice less details.

3

Why do they notice less details?

The scam relies on faking urgent situations.

4

Why do scams rely on faking urgent situations?

It pertains to financial credit and personal data.

5

Why does it pertain to potentially compromising details?

That's the kind of information people really care about.



# How Might We's

**HMW harness  
the magic  
users feel  
when they use  
biometrics?**

**HMW alleviate  
the stress that  
comes with  
being hacked?**

**HMW generate  
a secure,  
memorable  
password?**

# 3

# Define

# Previous Personas

## Pamela

🎂 25  
 🏙️ Chicago, IL  
 📧 IT Helpdesk



**Newell-Jobs**  
 Technology Preference Identification Card

 FIRST: Pamela  
 LAST: Myers  
 TYPE: CWDO-S

TOOL: ANALOGUE — COMPUTER  
 A |-----●-----| C

USE CASE: SOCIAL — WORK  
 S |-----●-----| W

MOBILITY: PORTABLE — DESKTOP  
 P |-----●-----| D

ECOSYSTEM: WALLED GARDEN — OPEN  
 G |-----●-----| O

PASSWORD: MEMORABLE — SECURE  
 M |-----●-----| S

“Ugh, I don’t need all this fluff. I just need to see where my data is...”

“Jeez, this needs an account? I guess it’s another password on the pile...”

“Home Depot got hacked again? I’m *never* shopping there for anything.”

## Logan

🎂 30  
 🏙️ Providence, RI  
 📧 Accountant



**Newell-Jobs**  
 Technology Preference Identification Card

 FIRST: Logan  
 LAST: Himmel  
 TYPE: CSPG-M

TOOL: ANALOGUE — COMPUTER  
 A |-----●-----| C

USE CASE: SOCIAL — WORK  
 S |-----●-----| W

MOBILITY: PORTABLE — DESKTOP  
 P |-----●-----| D

ECOSYSTEM: WALLED GARDEN — OPEN  
 G |-----●-----| O


PASSWORD: MEMORABLE — SECURE  
 M |-----●-----| S

“Another update? Why can’t they just make one solid version of Quicken® and stick with it?”


“This new Star Wars Squadrons game looks sick! I gotta get the new Oculus.”


“Should I use my secure password for this? Nah, there’s no financial stuff tied to it, it’ll be fine.”

# Previous Concepts









**Orble** 


**ALL-IN ON ALL-IN-ONE**


**Logan**   
"I love how easy it is to store, secure, and access my files and passwords."




**Pamela**   
"With Orble, I'm in control of where my data is secured. I know it's safe."

Secure, easy storage for all your favorites

- \*\*\* 
-   
-  
-  

Yes, we scan. 

Let's get physical 



# Previous Concepts



# Previous Concepts

**Thronos** 

You're already in.

**Logan**   
"Mind blown. When I sit down it lets me in, when my coworker sits, it asks for a password. What??"

**Pamela**   
"Keeping me authenticated throughout my work session eliminates the needs for any passwords."

Plays nice with the chair you have now.

Automagically logs out when you leave.

Puts the \*\*\* in P\*\*\*word

You just go



After receiving feedback, we decided to pivot into the direction of finding ways parents and children can talk about internet safety in a comfortable and non-invasive way.

# Problem

Parental control applications are made to monitor, block and censor what kids do online while creating a emotional disconnect and lack of trust between the parents and the child.



# Target Audience

Parents who want to protect their children's online habits while building trust and healthy communications. The target age range for children is 11-16 years old.

# 4 Bastion

# What is it?

**Bastion** is a service that allows parents and children to have healthy conversations about Internet safety, without the child feeling untrusted or watched over. It also promotes healthy security hygiene throughout the whole family.

# Final Competitive Analysis

## Norton Family



- ✓ Unlimited Devices
- ✓ Great web filters and monitoring
- ✓ Works with Windows and Mac
- ✗ Expensive
- ✗ No geofencing

## Net Nanny



- ✓ Great Design
- ✓ Parity between Android and iOS
- ✓ Great web filters
- ✗ Does not foster healthy communication

## Qustodio



- ✓ Wide feature set
- ✓ Connects to PCs, Macs and tablets
- ✓ Powerful call and text monitoring
- ✗ Expensive
- ✗ Outdated design, navigation

## OurPact



- ✓ Great Design
- ✓ Good navigation
- ✗ Limited web filters
- ✗ Is expensive

# Persona 1 : Nick Light



13 • Student • Seattle, WA

Recently got his first phone. Wants to be independent and keep his sense of privacy.

## Personality

- Extroverted. Likes having fun with others. Popular.
- Wants to be independent.
- Rebellious. Naturally curious.

## Frustrations

- Doesn't want to be hovered upon by family.
- With new phone, doesn't know how to navigate Internet securely.
- Wants to be independent but feels parents won't let him do his own thing.

## Needs

- Wants freedom of choice and decision when it comes to his tech and real life habits.
- Wants to be able to proactively work on improving his tech habits.
- Does not want invasive restrictions placed on him.

**Newell-Jobs**  
Technology Preference Identification Card

FIRST  
**Nick**

LAST  
**Light**

TYPE  
**CFCG-M**

TOOL: ANALOGUE — COMPUTER  
**A** |-----●-----| **C**

INDEPENDENCE: SAFETY — FREEDOM  
**S** |-----●-----| **F**

SELF-IMPROVEMENT: COMFORTABLE — DRIVEN  
**C** |-----●-----| **D**

ECOSYSTEM: WALLED GARDEN — OPEN  
**G** |-----●-----| **O**

PASSWORD: MEMORABLE — SECURE  
**M** |-----●-----| **S**

# Persona 1 : Reginald Light



46 • IT Professional • Seattle, WA

Tech savvy and well informed. Wants the best for his kids.

## Personality

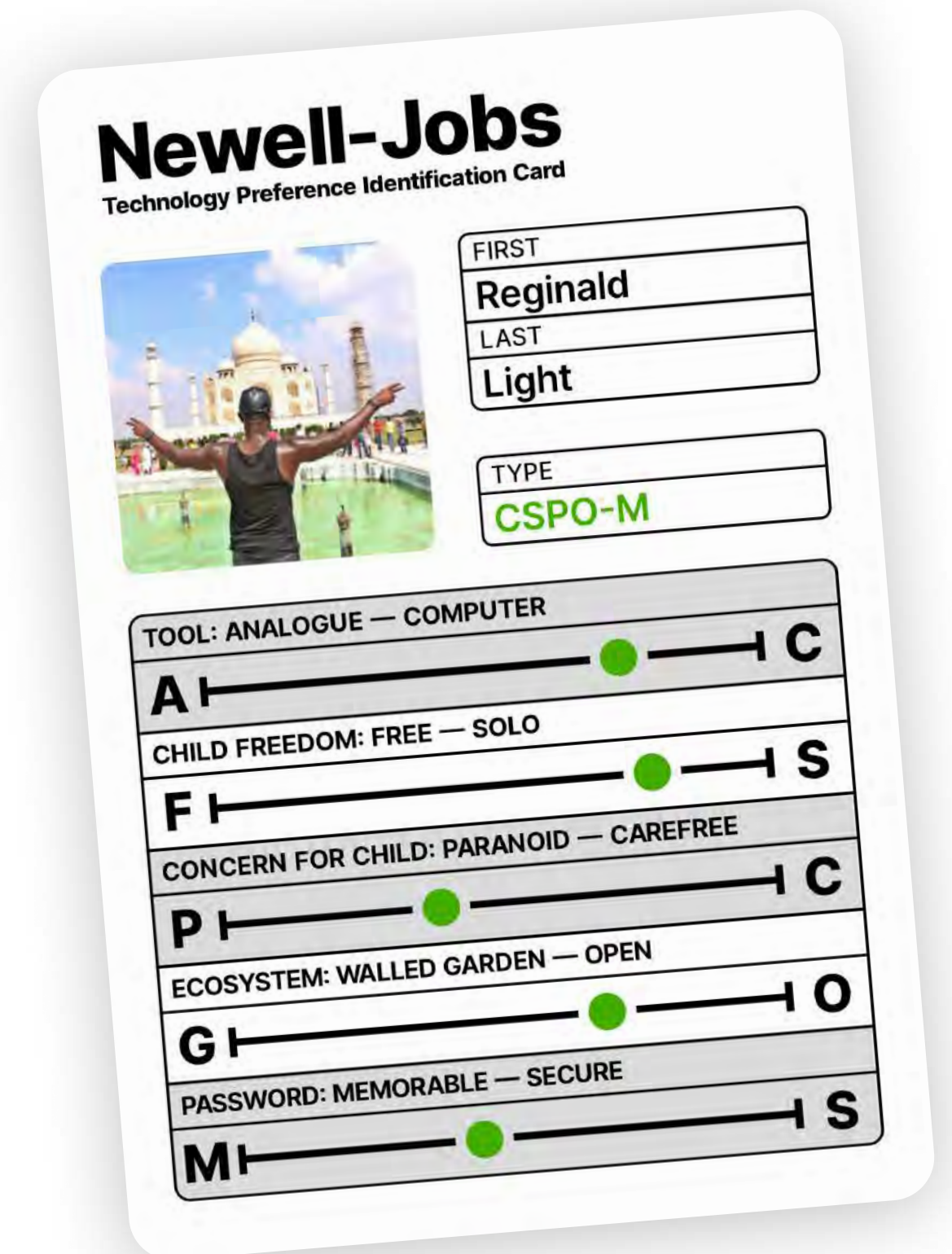
- Calm and logical. He is understanding and rational.
- Progressive as a parent and can be fun.
- He is experienced and concerned.

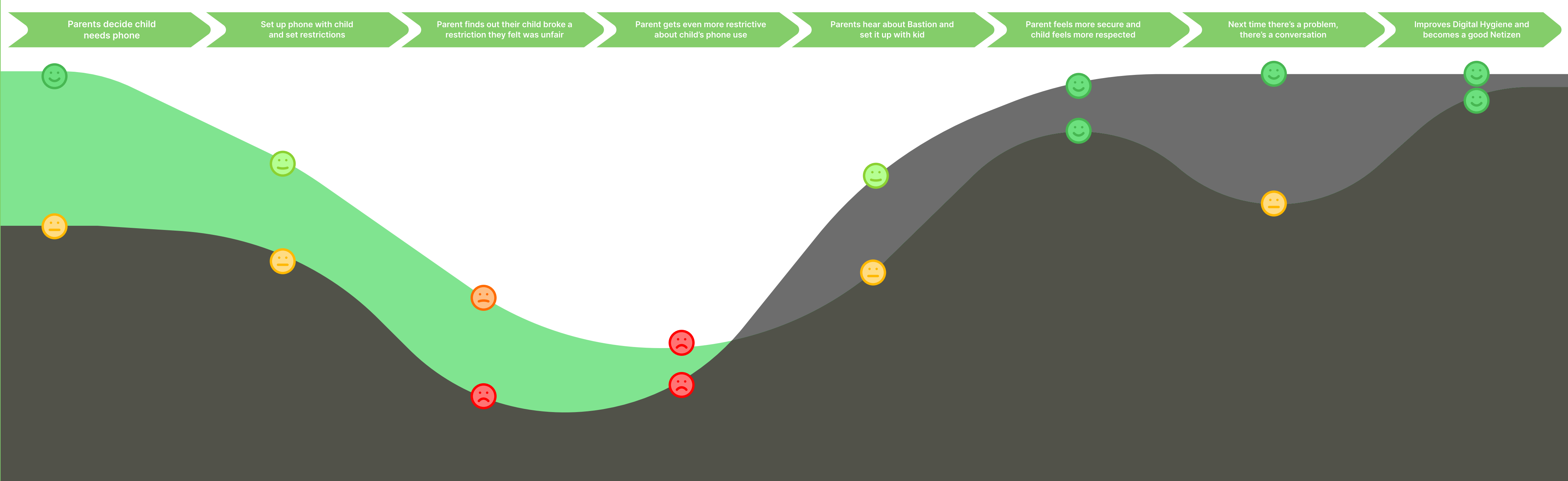
## Frustrations

- Is constantly worried about what his kids might come across on the internet.
- Wants to make his kids better “netizens” but doesn’t know how to without being invasive.
- Lack of security in regards to passwords, login info and data.

## Needs

- Something that encourages healthy conversation with his kids about their security, while simultaneously reassuring him of their safety.
- Wants his kids to be well informed of their own safety, and wants to build trust with them.
- Wants a seamless approach to digital security.

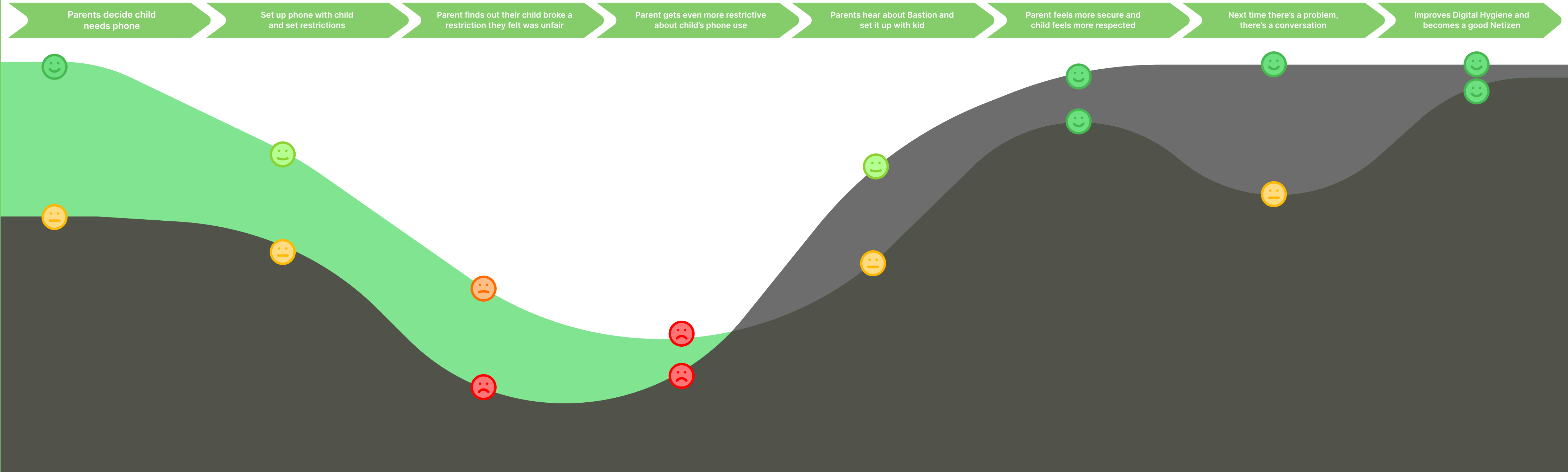




Nick



Reginald



**Experience**

<ul style="list-style-type: none"> <li>● Proud their child is growing up</li> <li>● Concerned about exposing their child to the Internet</li> </ul>	<ul style="list-style-type: none"> <li>● Find a mid-tier device for kid that gives basic smart device functionality</li> <li>● Sets up restrictions to severely limit the amount of trouble the kid can get into and monitor the child activity</li> </ul>	<ul style="list-style-type: none"> <li>● Parent and kid fight about phone use</li> <li>● Parent grounds them from using phone</li> <li>● Child is frustrated by their lack of agency</li> </ul>	<ul style="list-style-type: none"> <li>● Parent is upset with child for breaking restriction, gets more restrictive and invasive with child's security</li> <li>● The child is angry and frustrated because they feel what they did was justified</li> </ul>	<ul style="list-style-type: none"> <li>● Parents learn about Bastion and feel that it might be a good way of initiating a middle ground</li> <li>● Child is concerned about what kind of app is being used to monitor / restrict them</li> </ul>	<ul style="list-style-type: none"> <li>● Parents are reassured about the security and wellbeing of their children</li> <li>● Child appreciates the ability to make their own decisions in a safe and secure environment</li> </ul>	<ul style="list-style-type: none"> <li>● Next time the child breaks a restriction or wants to access restricted material, the app prompts them to think through their actions and discuss it with their parents</li> </ul>	<ul style="list-style-type: none"> <li>● The child develops better internet habits, and is able to grow into a responsible citizen of the internet.</li> <li>● Both parties improve their respective security hygienes, and the app helps create more trust between them.</li> </ul>
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**Parent's Expectations**

<ul style="list-style-type: none"> <li>● Child will honor parents rules if provided a device</li> </ul>	<ul style="list-style-type: none"> <li>● Child will follow all the rules and be safe online</li> <li>● They will be able to contact child and see where they are</li> </ul>	<ul style="list-style-type: none"> <li>● Child will listen to the parent and not be upset about</li> </ul>	<ul style="list-style-type: none"> <li>● Child will not touch any restricted platform</li> </ul>	<ul style="list-style-type: none"> <li>● The best parental control that will allow the child to make smart choices while the parent can trust the child's mobile use</li> </ul>	<ul style="list-style-type: none"> <li>● Child will be more agreeable</li> </ul>	<ul style="list-style-type: none"> <li>● Child will address issues with parent when they arise</li> </ul>	<ul style="list-style-type: none"> <li>● Child will grow to eventually not need parent's decision-making</li> </ul>
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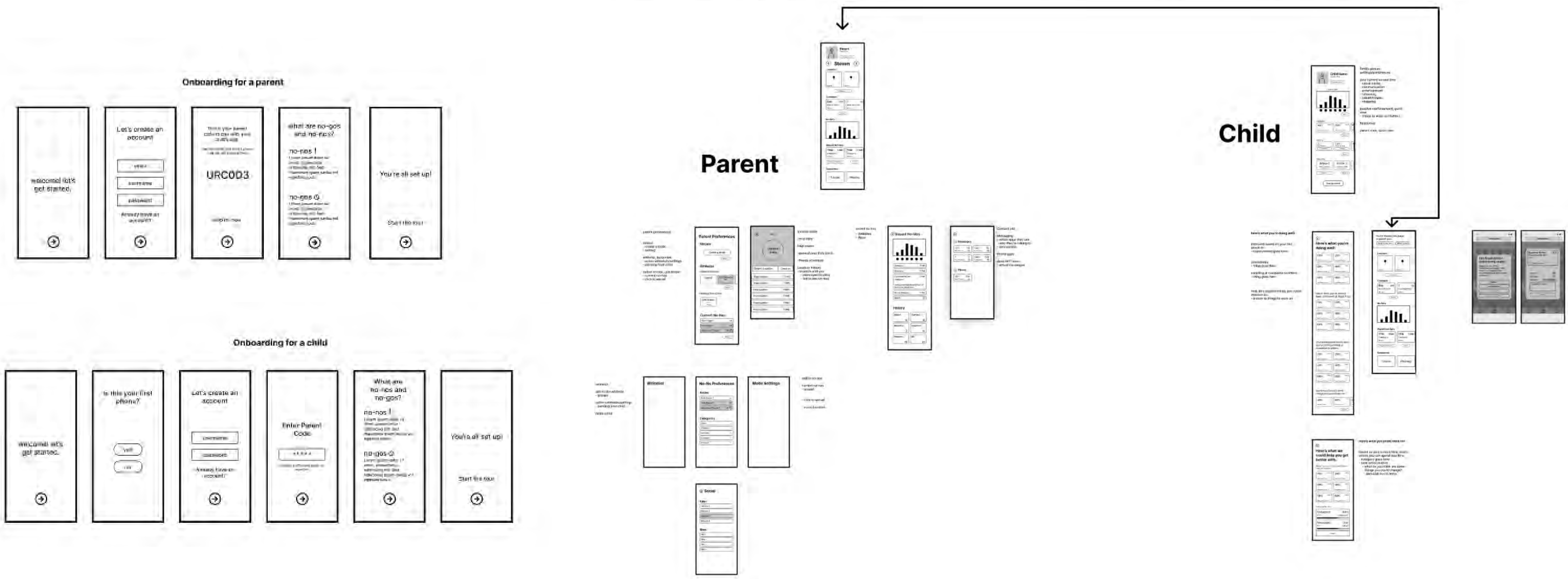
**Child's Expectations**

<ul style="list-style-type: none"> <li>● Parents will respect child's privacy if provided a device</li> </ul>	<ul style="list-style-type: none"> <li>● Concerned about exposing their child to the Internet</li> </ul>	<ul style="list-style-type: none"> <li>● Parent will understand and accept child's request</li> </ul>	<ul style="list-style-type: none"> <li>● Child will not touch any restricted platform</li> </ul>	<ul style="list-style-type: none"> <li>● Child is concerned this is another power grab from their parental units</li> </ul>	<ul style="list-style-type: none"> <li>● Parent will respect privacy</li> </ul>	<ul style="list-style-type: none"> <li>● Their parent will be reasonable and has the final say</li> </ul>	<ul style="list-style-type: none"> <li>● Child can take advantage of the vast resources of the internet without being taken advantage of</li> </ul>
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# 5 Development

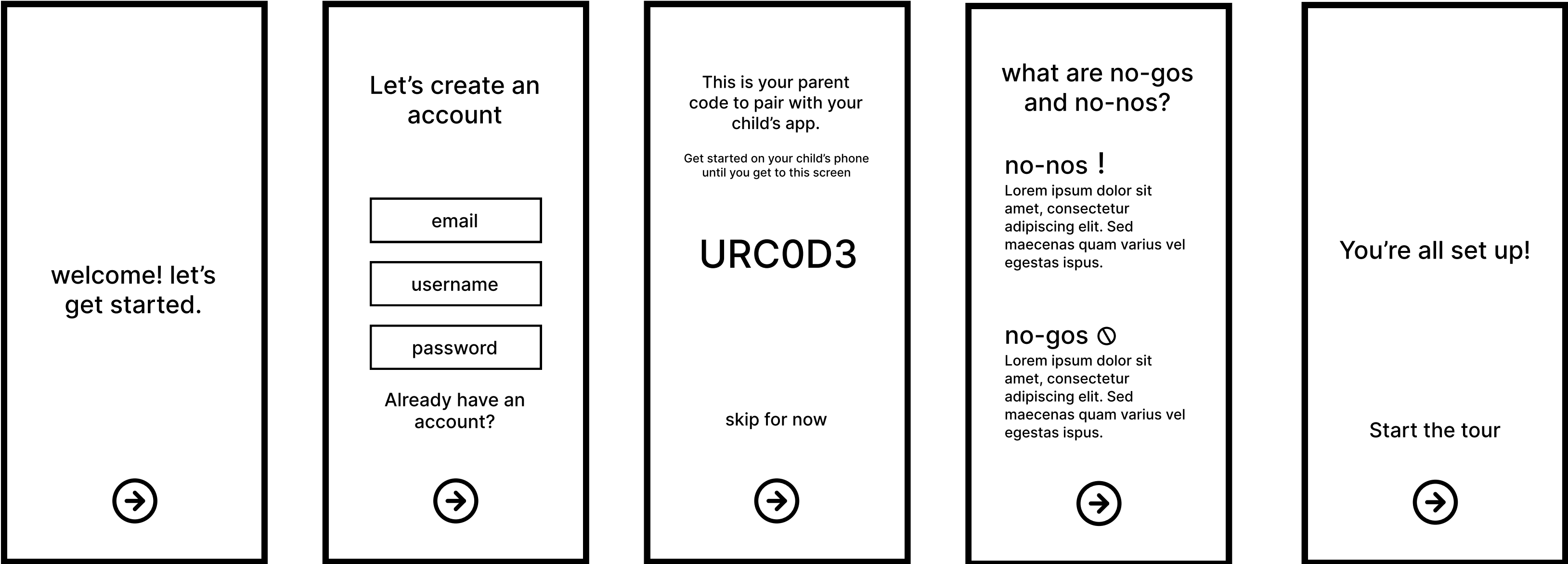


# Low-Fidelity: Structure



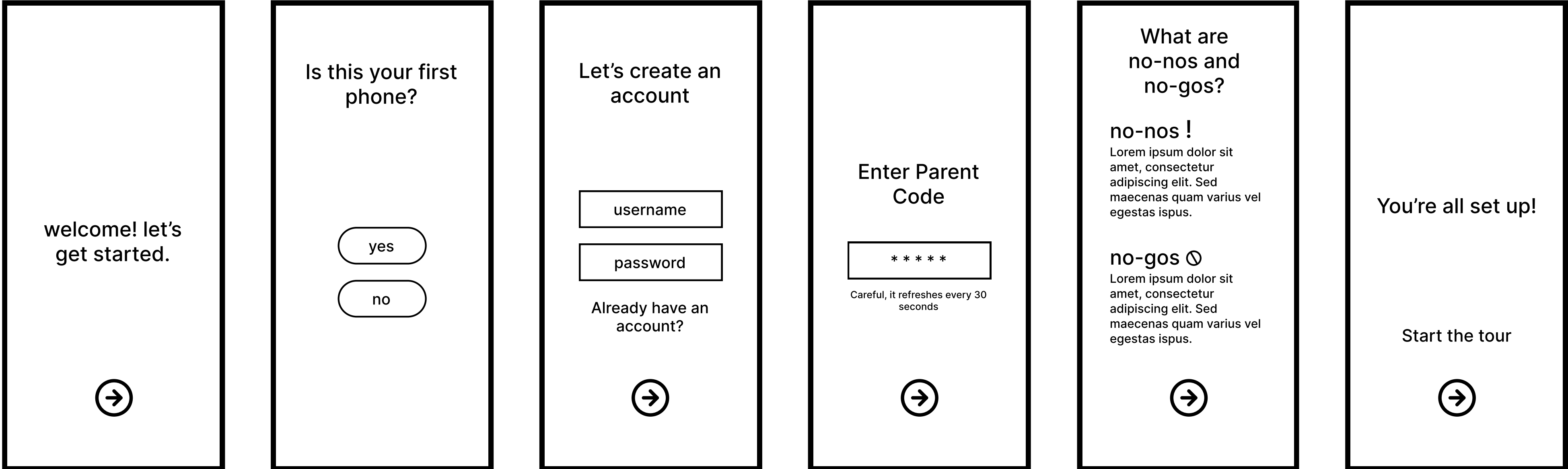
# Low-Fidelity: Onboarding

## Parent Onboarding



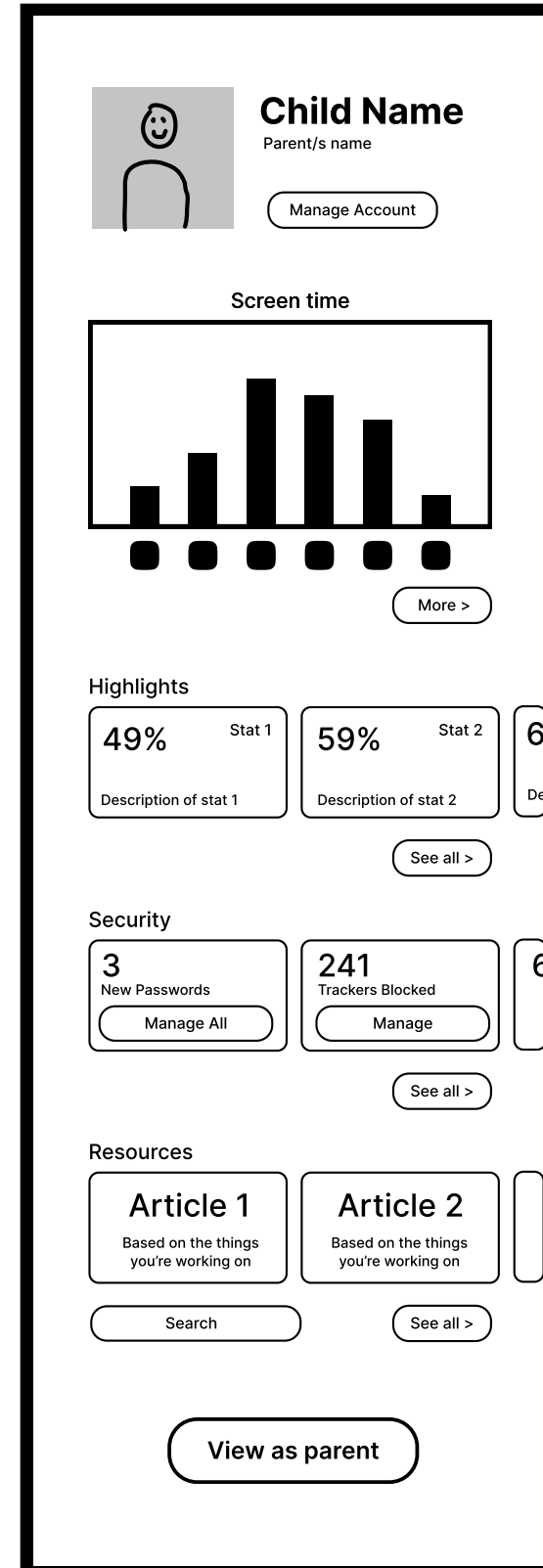
# Low-Fidelity: Onboarding

## Child Onboarding

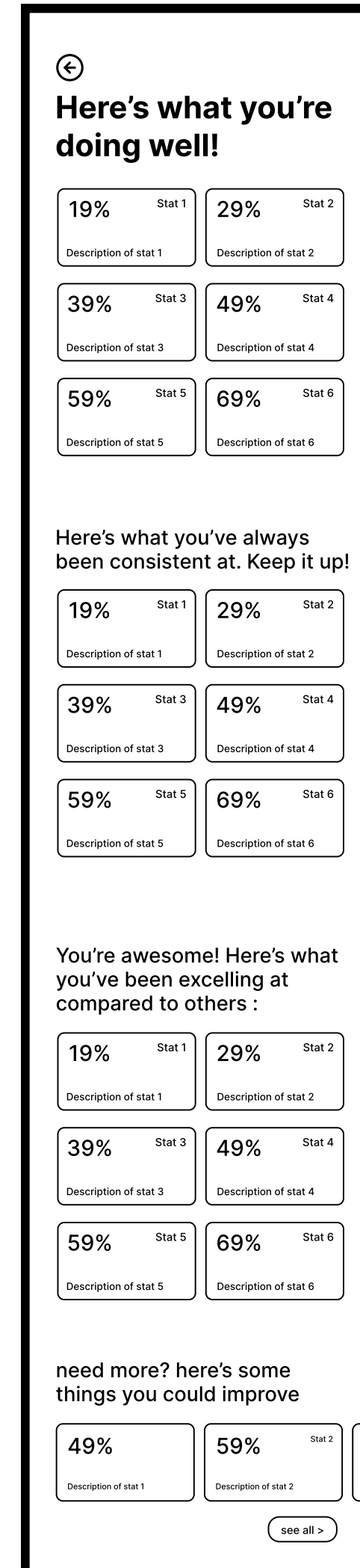


# Low-Fidelity: Child Dashboard

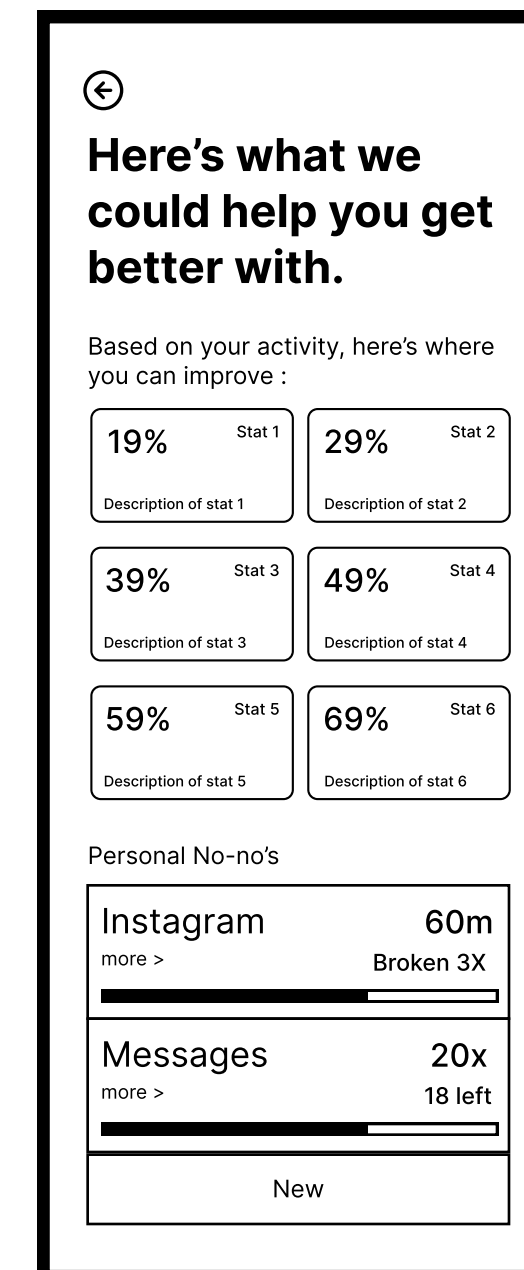
## Child Positive Statistics



Child Dashboard

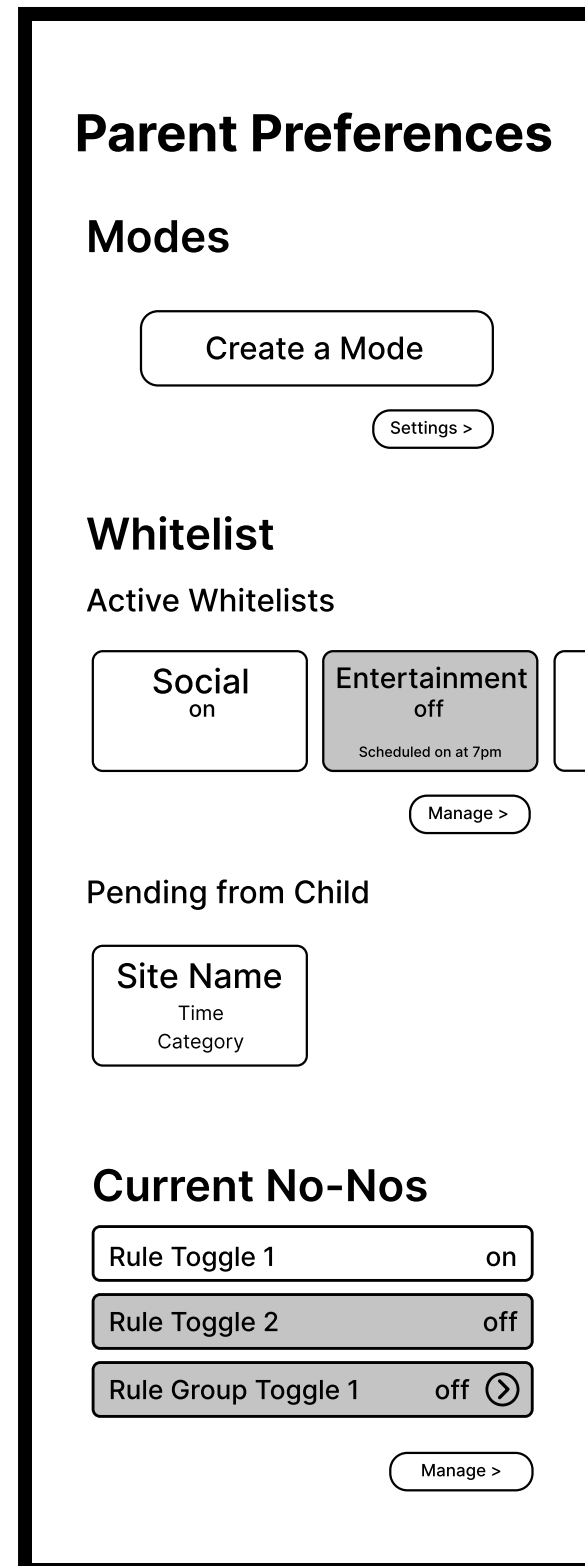
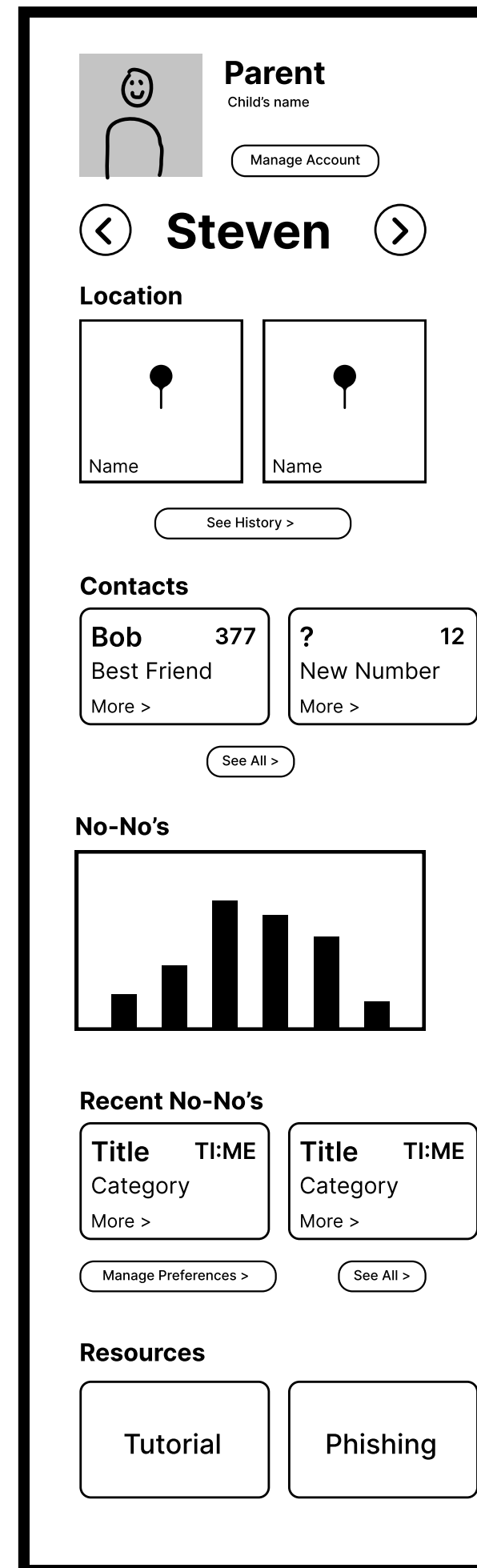


## Self Improvement Statistics

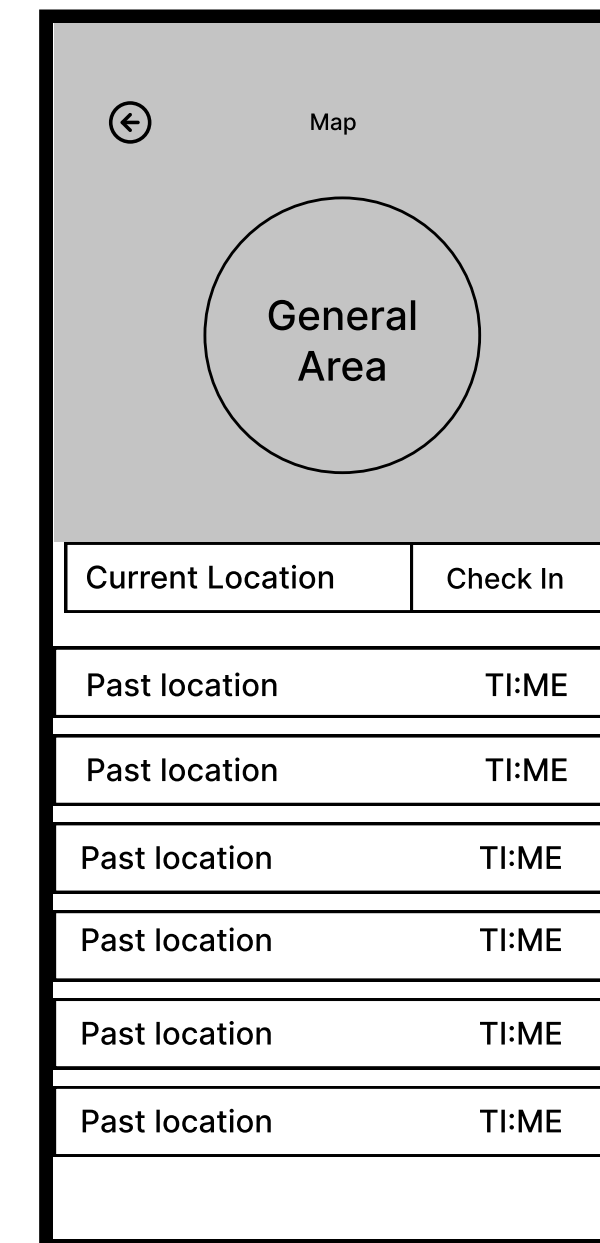


# Low-Fidelity: Parent Dashboard

Parent Dashboard



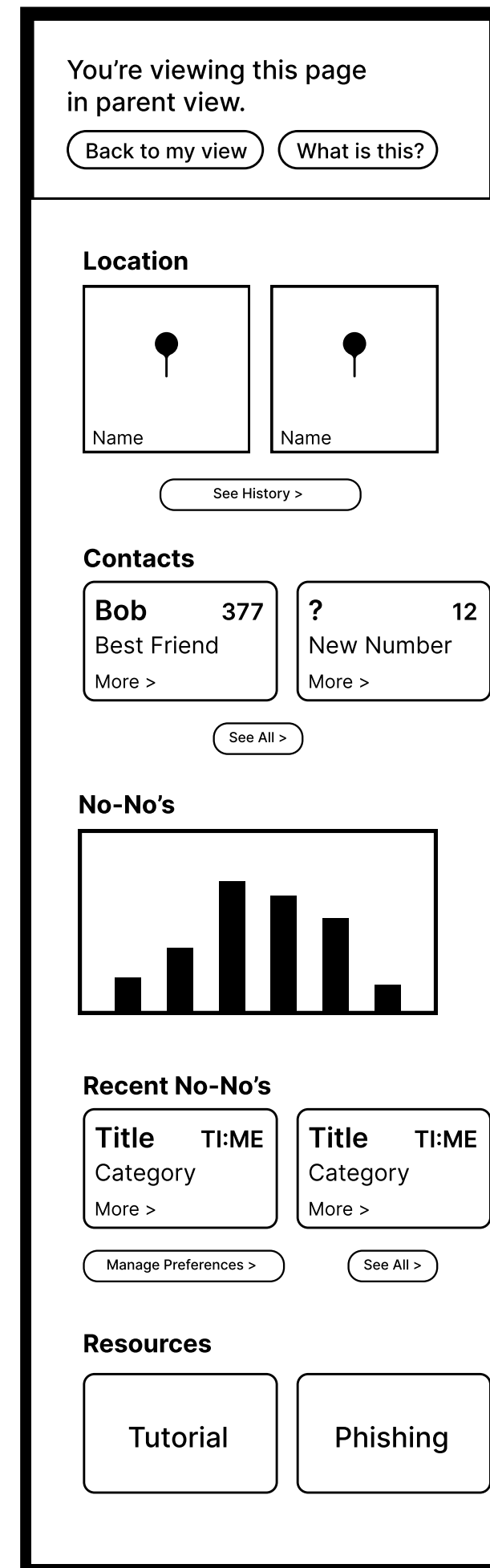
Parent Preferences



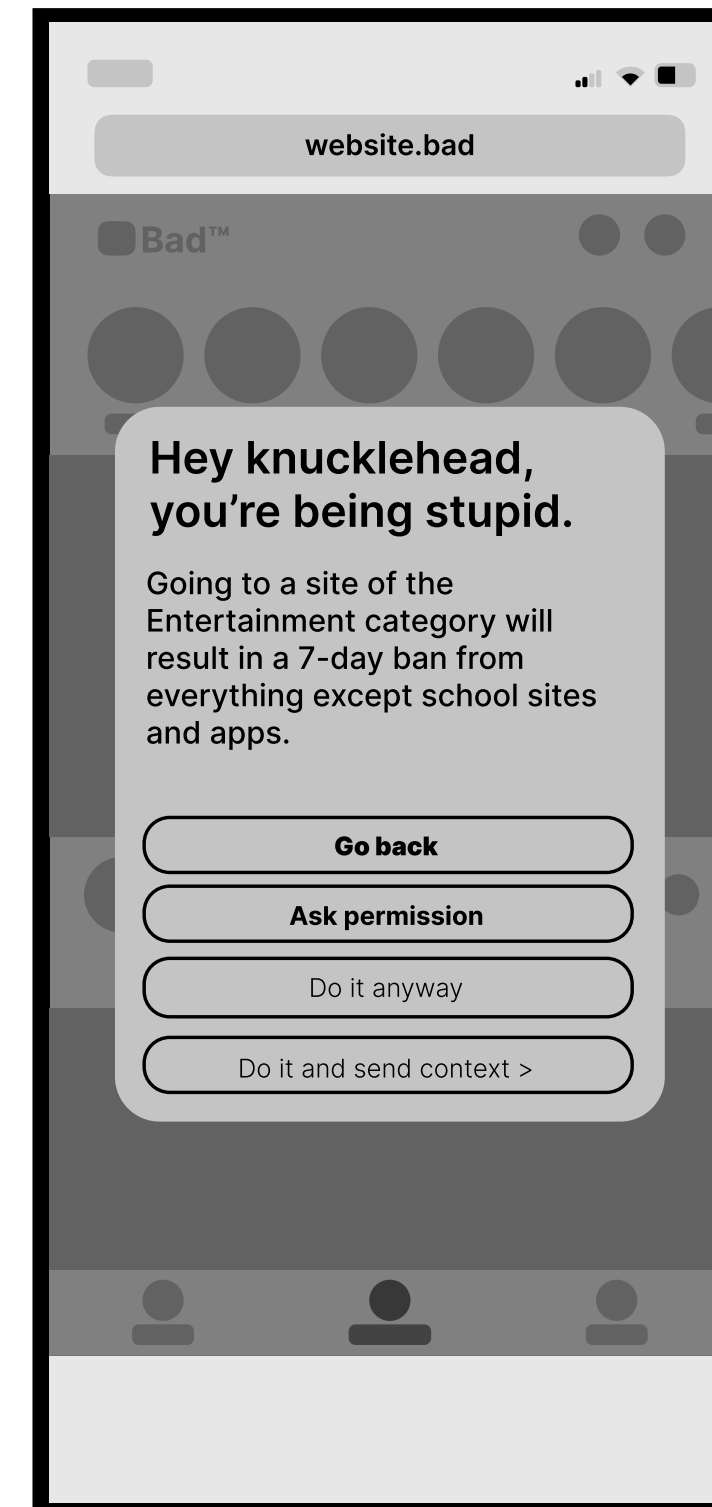
Location Tracking

# Low-Fidelity: Parent View & Alerts

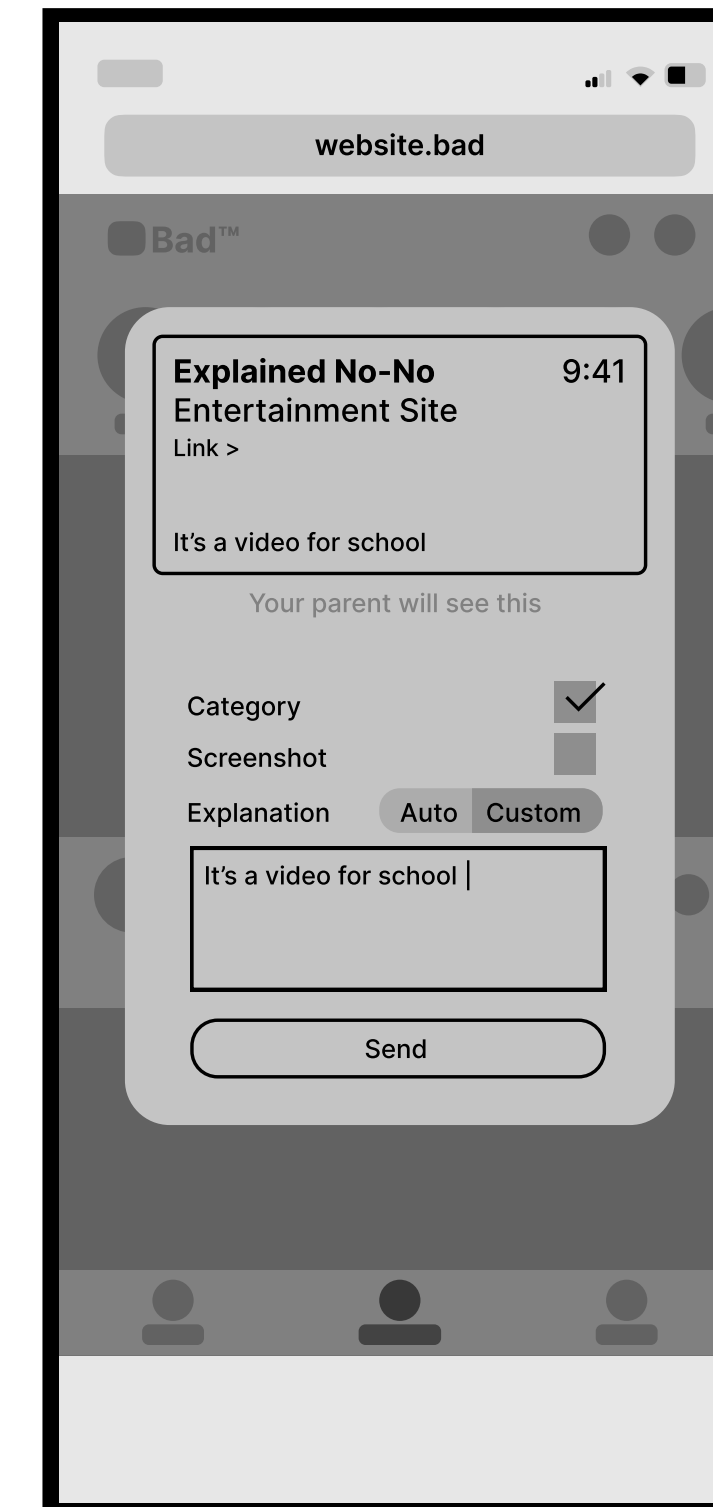
Parent View



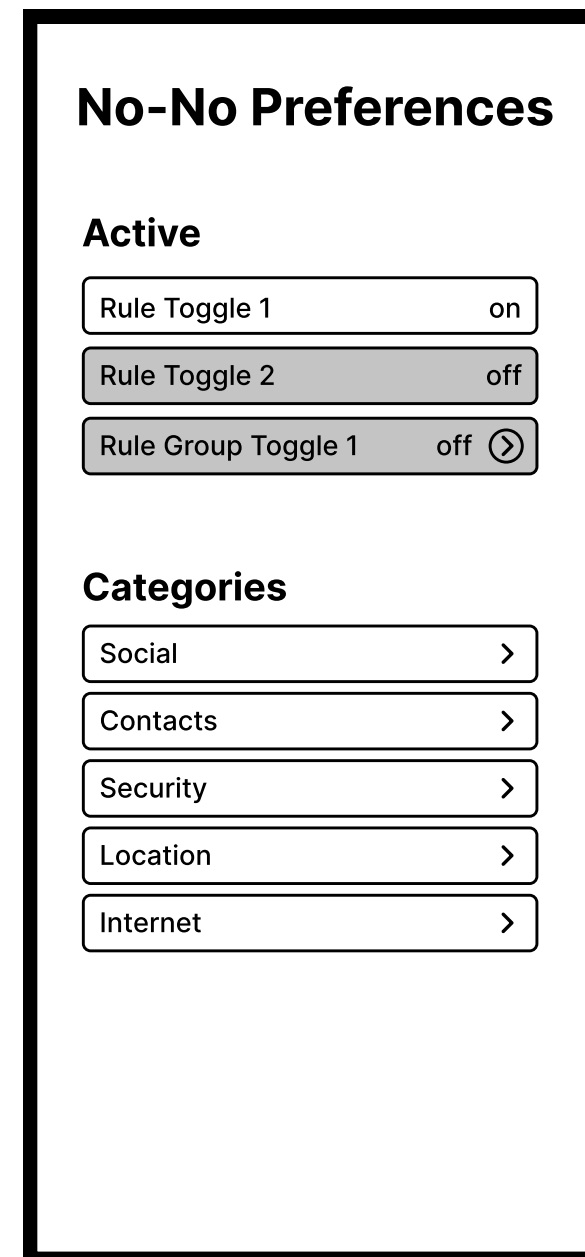
Restriction Alert



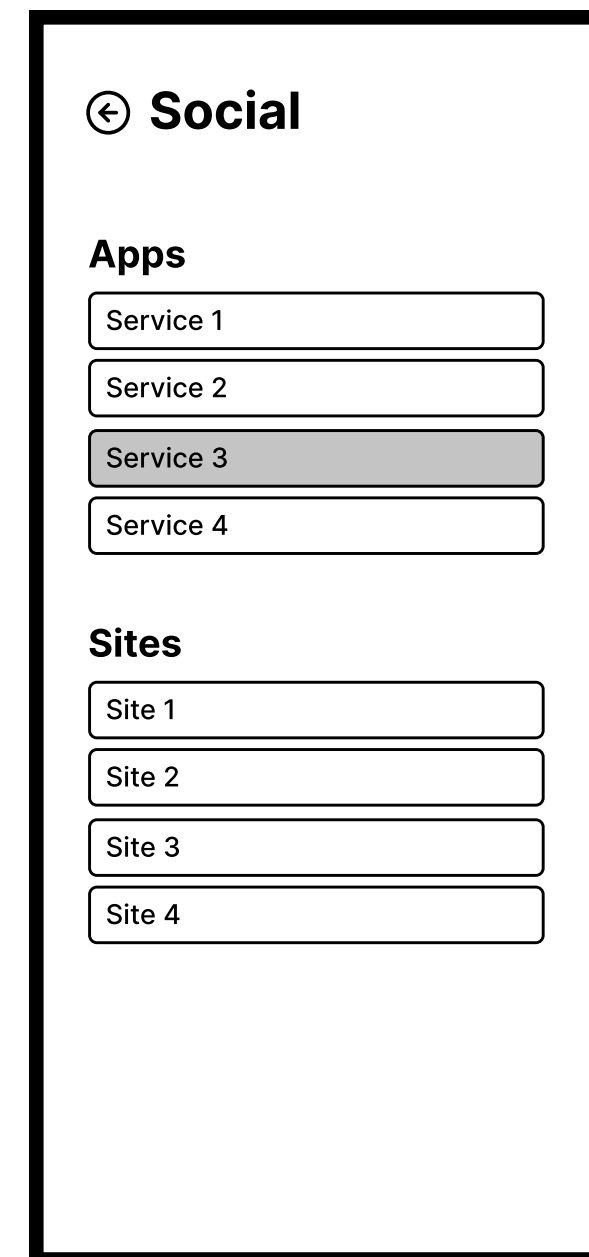
Sending context



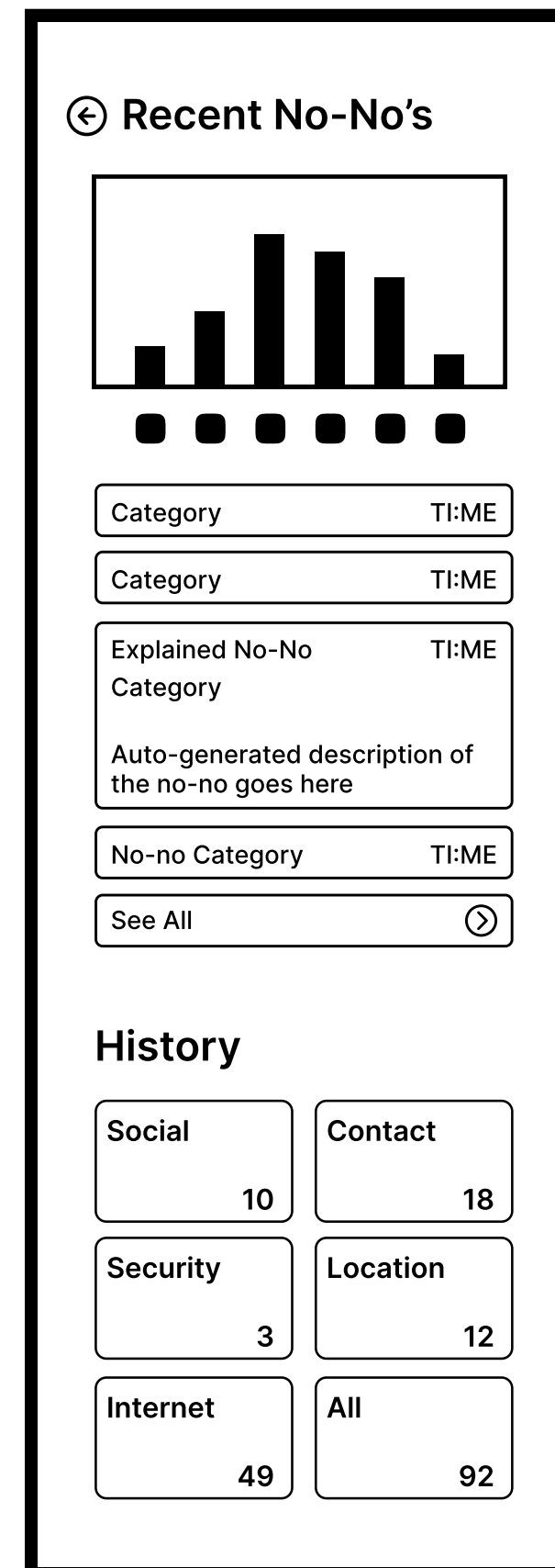
# Low-Fidelity: Restriction Settings



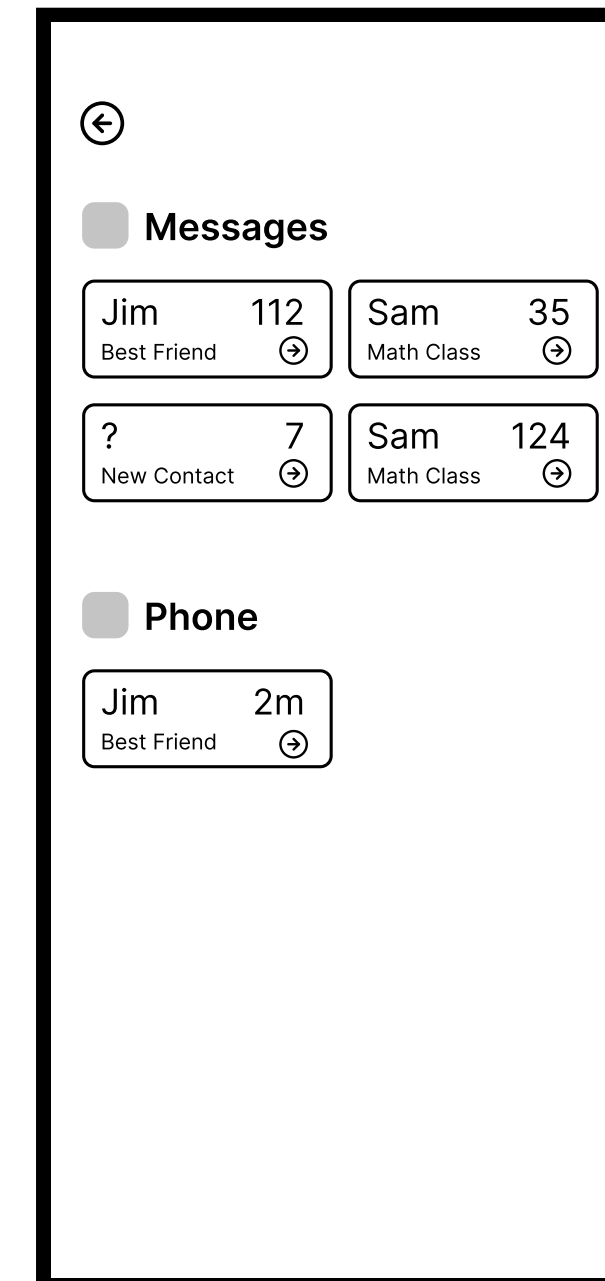
No-No Preferences



No-No Configurations



No-No History



Contacts History

# Lo-Fi: Testing

## User Test 2

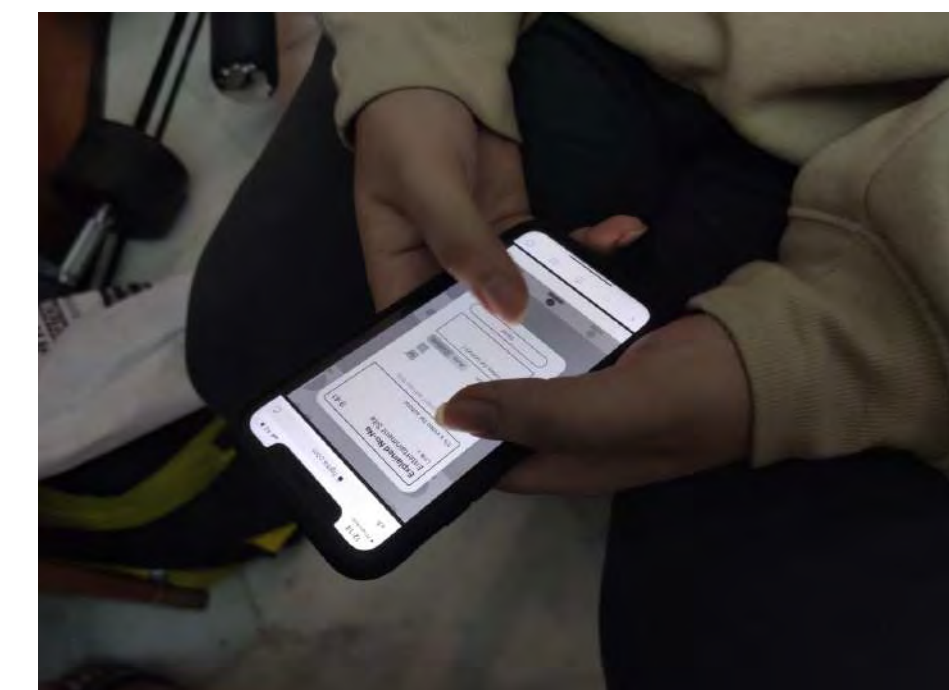
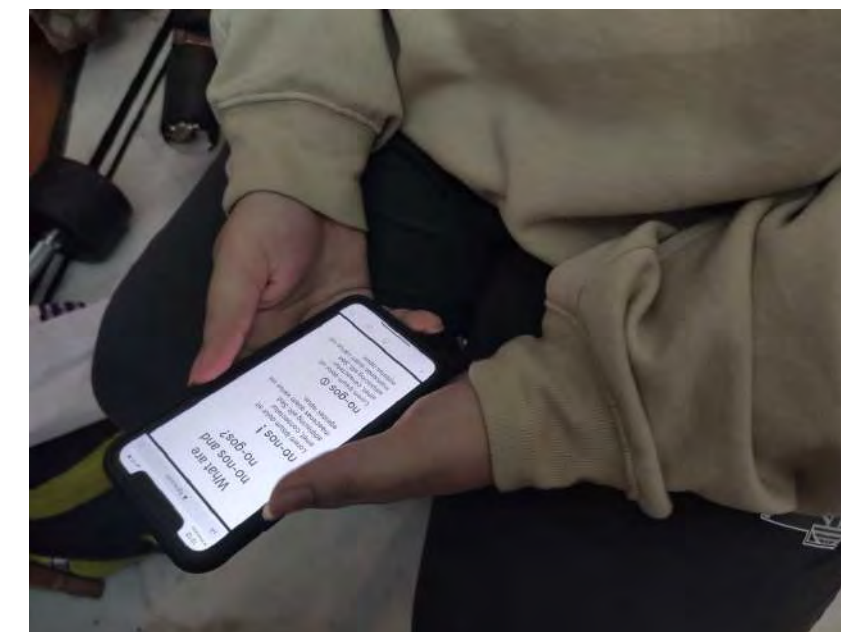
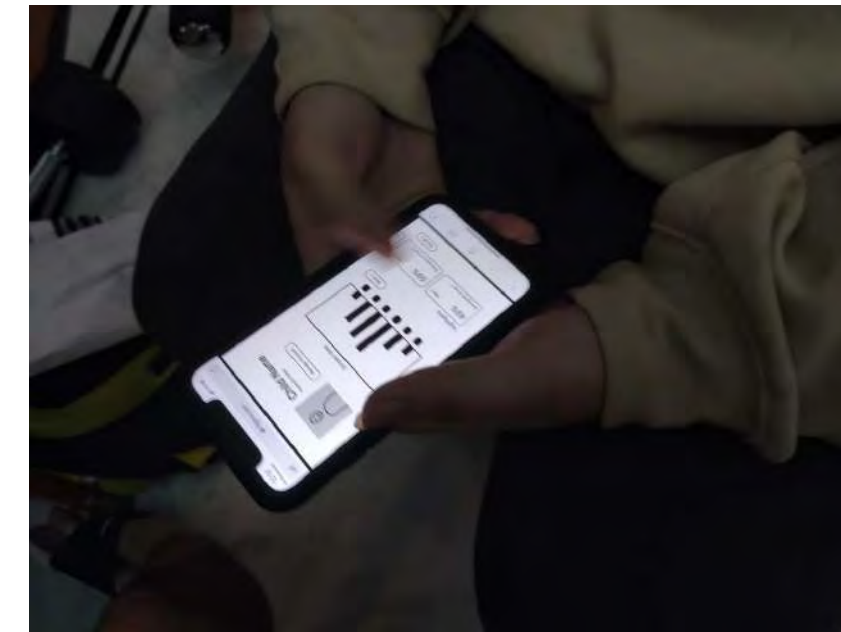
Akshat, 16

Our second User Test was run with Akshat (16). Akshat was a good fit for our user test because he is the rebellious kind of child.

Akshat gave us some good points as feedback. Some of the key ones have been listed as follows:

- He really did not like the name No-no on the app. He felt it was childish.
- He felt that the app navigation was easy to use, but he wanted a tab bar to reduce scrolling.
- He shared Sujata's sentiments on wanting more context for certain elements.
- He wanted to be able to set his own restrictions for self improvement and monitoring.
- Wanted alternate app suggestions instead of "Resources" to be more productive. Overall feedback to concept was positive.

User Test 2: Akshat (Brother, 16)





# Lo-Fi: Testing

## User Test 1

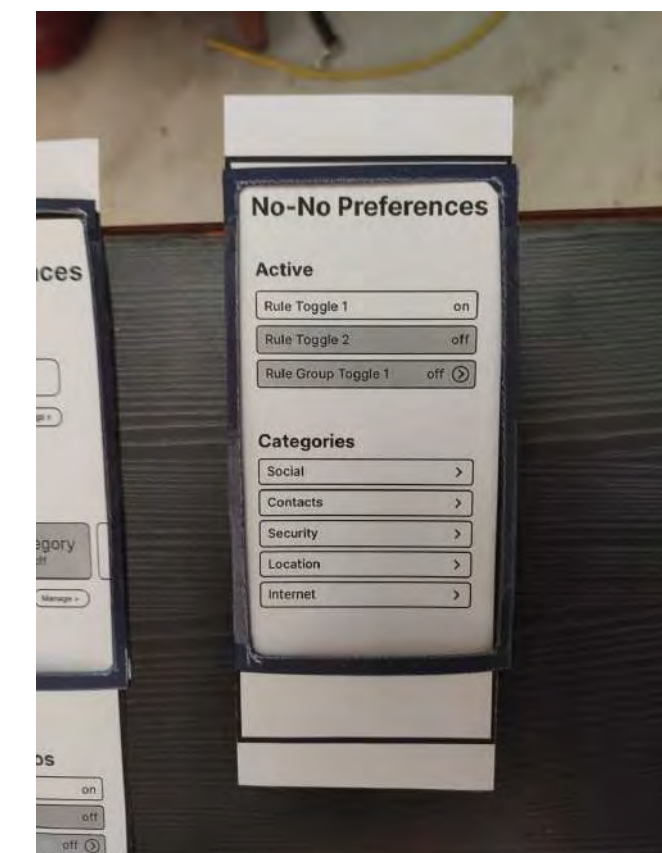
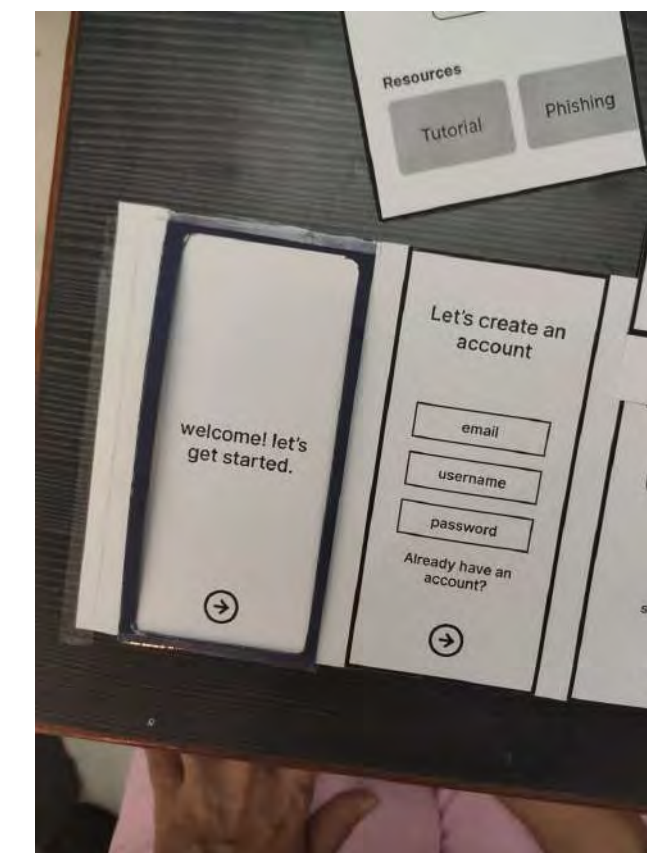
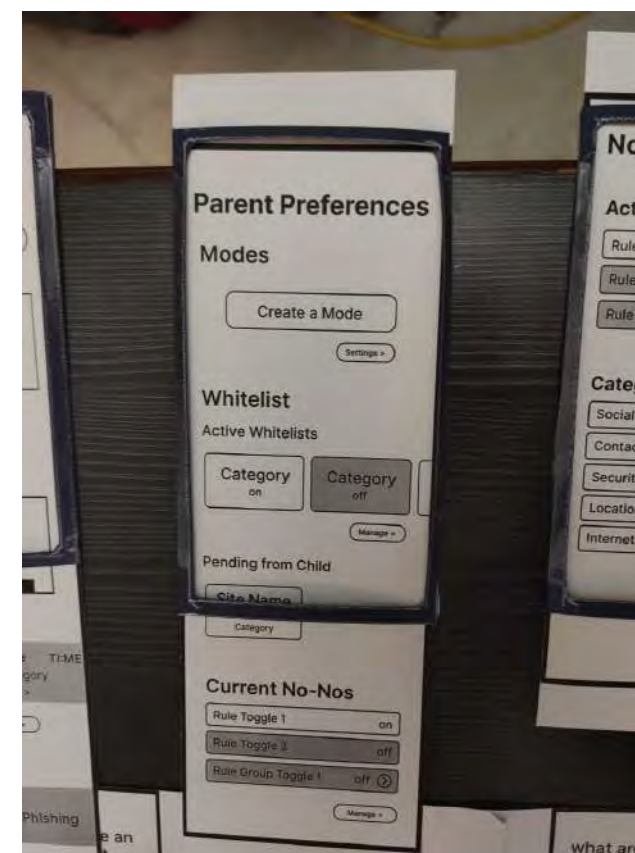
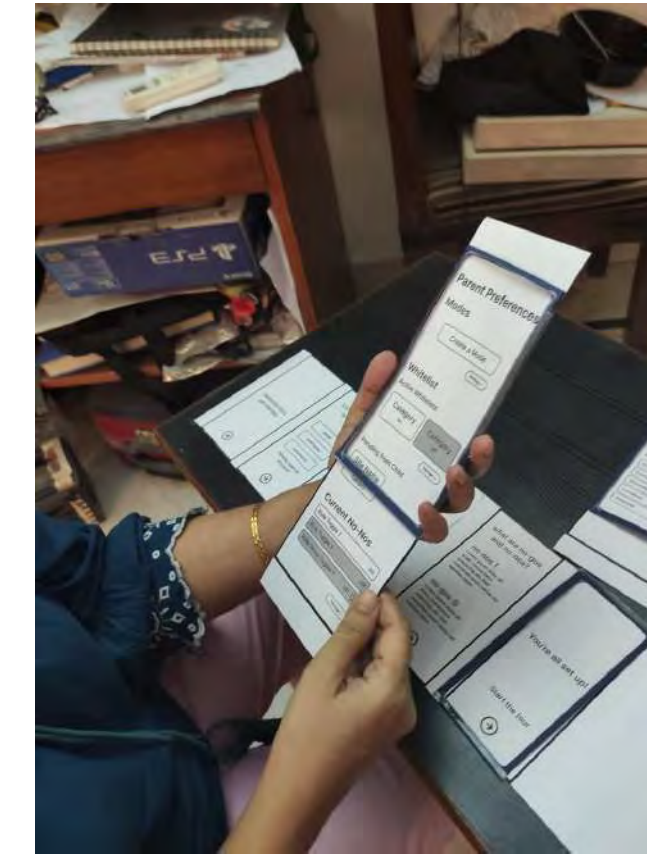
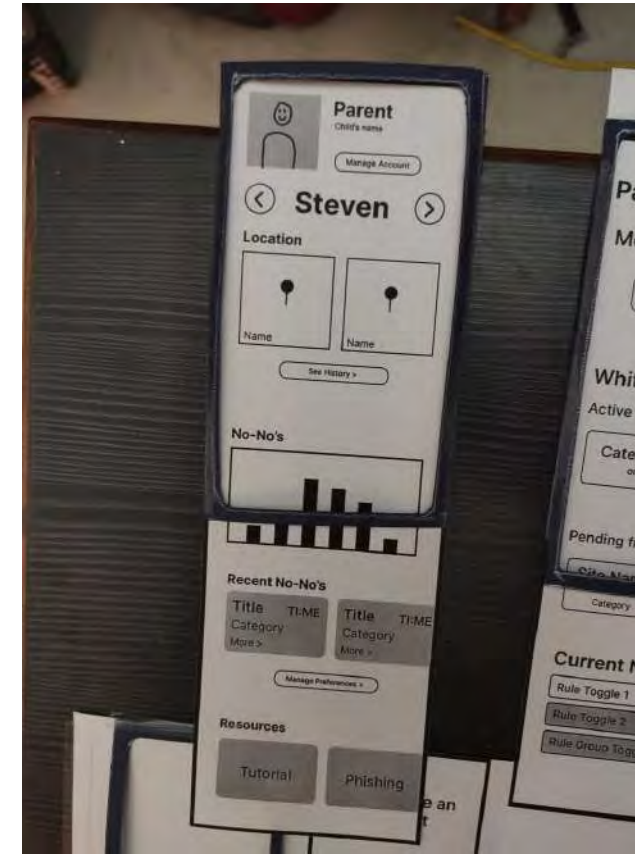
Sujata, 52

Our first Lo-Fi user test was run with Sujata (52). She has 2 children, both on the relatively rebellious side, which is why we thought she was a good person to run a user test by.

Sujata liked the concept & gave us some very good insight on our Lo-fi screens. Some of the key ones have been listed as follows:

- Naming conventions for certain things were too complex. Wants more context.
- She wanted notifications but with the ability to modify the reception to her own preference.
- She doesn't want to spend too much time on the app. Wants to be able to set and forget.
- Make certain elements bigger, and lay them out more clearly. Want to be able to approve and disapprove requests on the spot. Don't make it overwhelming.

Paper mockup testing in progress



# Lo-Fi: Testing



## User Test 3

Christian, 16  
Testing via Zoom

**Christian is a student athlete with strict parents, especially when it comes to technology use. He has an iPhone and shares any other tech with his parents.**

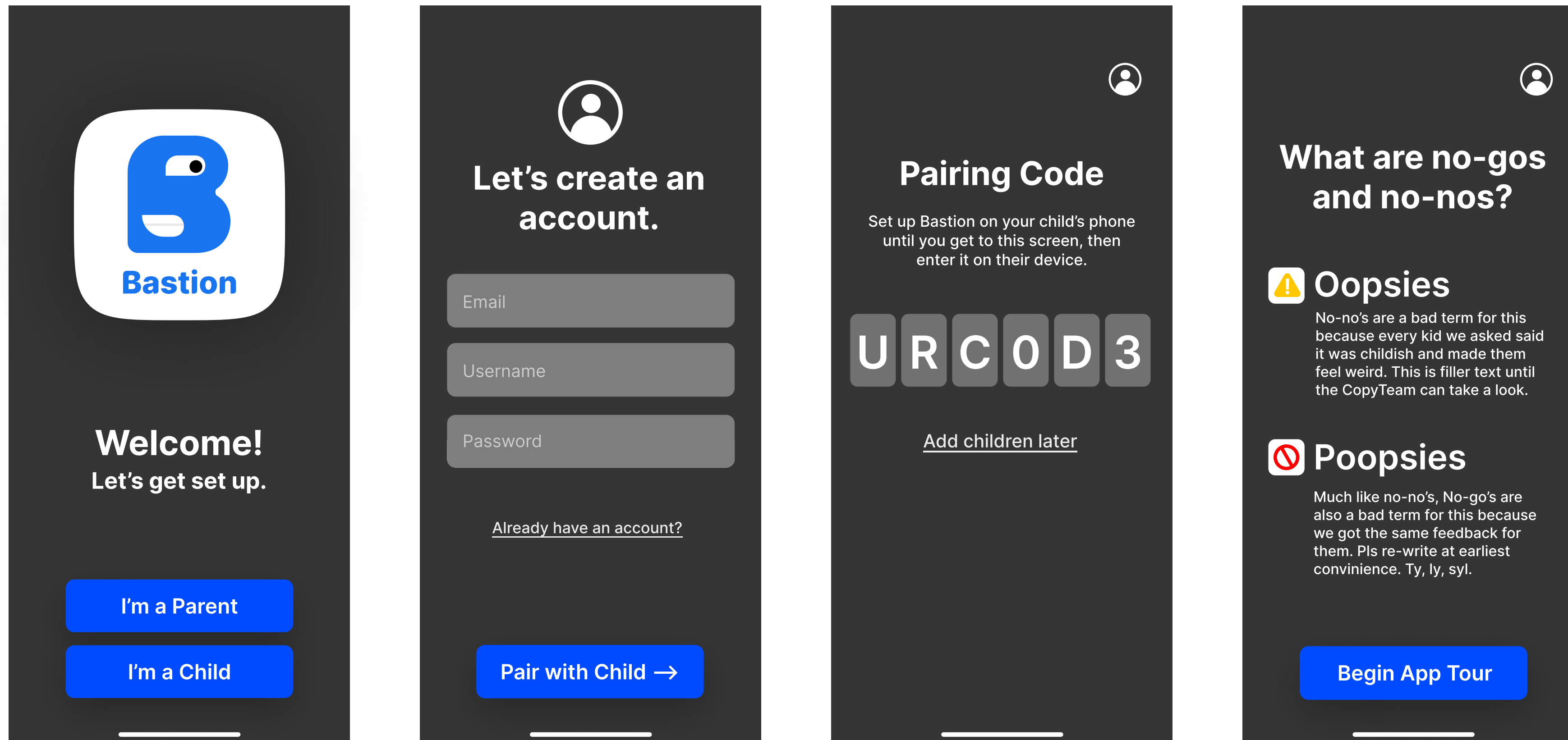
- Understands the set up & how to use it
- Doesn't understand internet safety terms and would like to have explanation in app
- Would like to see others using app
- Likes the warning feature
- Likes the language used on the lo-fi

## User Test 3: Christian

- Louis (bestfriend, 15) clicked on a link for a reward for halo and it said it was from xbox and his whole wifi got booted for a day
- The explanation of bad/viral things is a good idea, better than just alerting parents, gives you descriptions then telling your parents if you do view
- Here's a warning for you, maybe you didn't think this through and it's not worth getting in trouble for, but you can still continue if you think it is
- change from nono - my age group (16) would say it sounds childish, you have a kiddy version of your phone cause you can't use the real one. Makes you feel inferior when you're @ an age where all you want is to feel adult

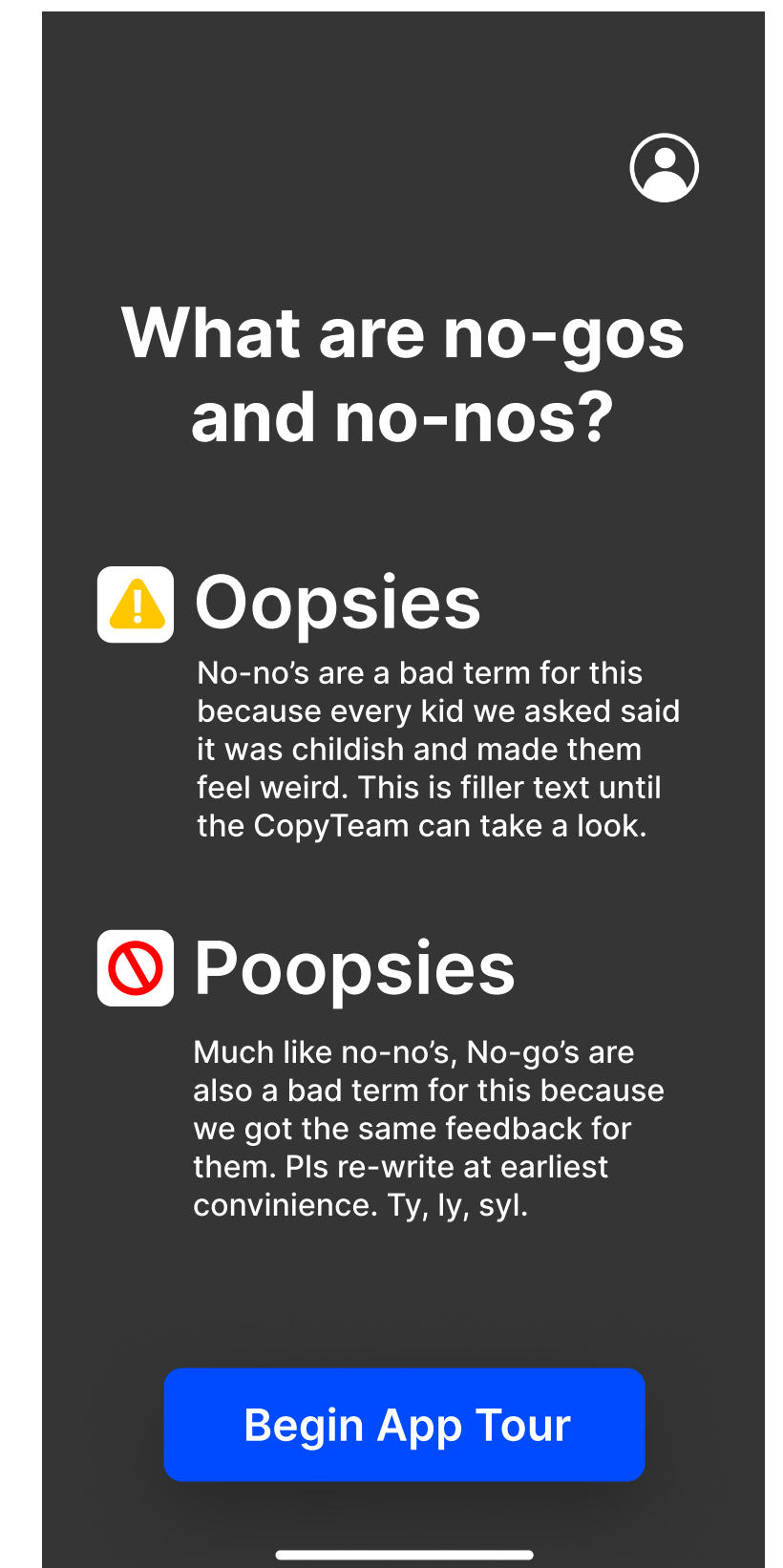
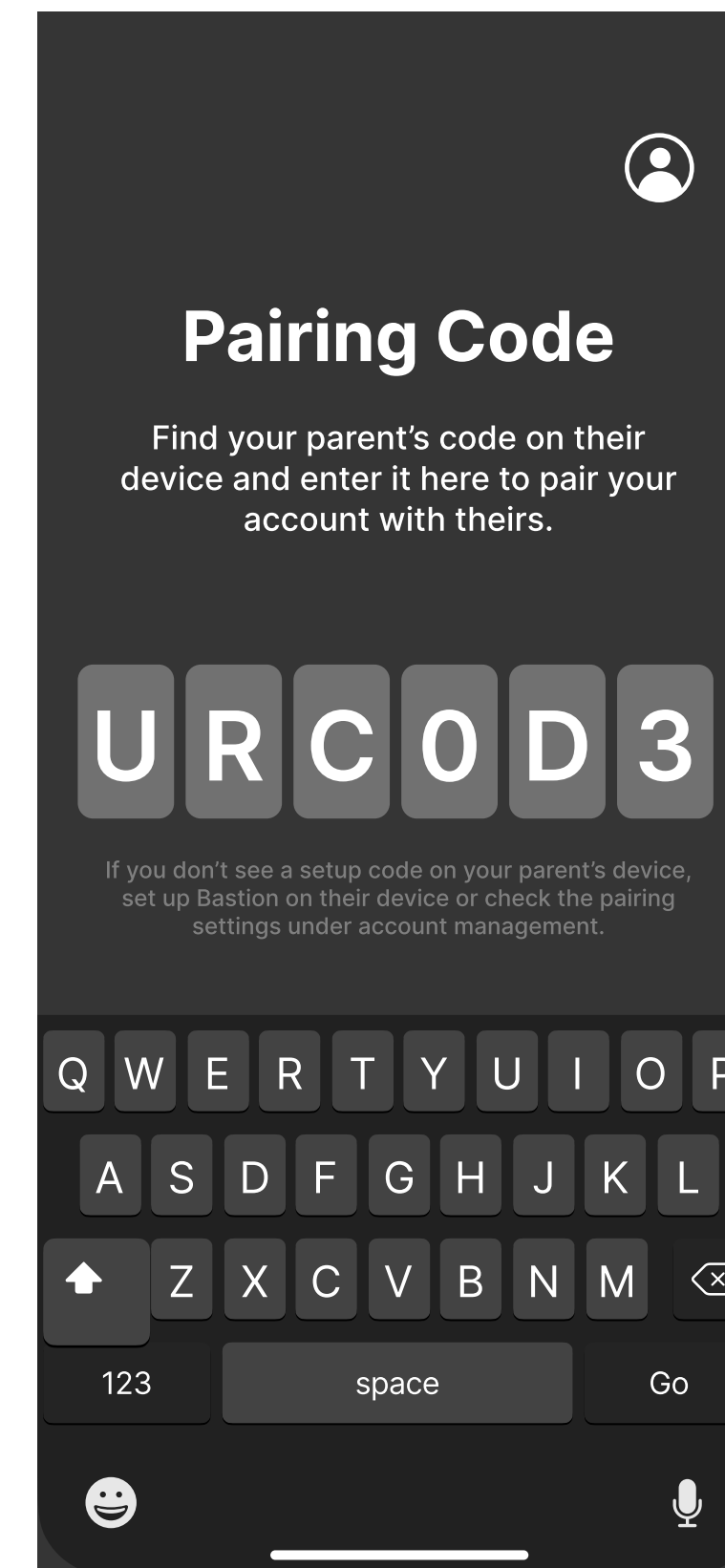
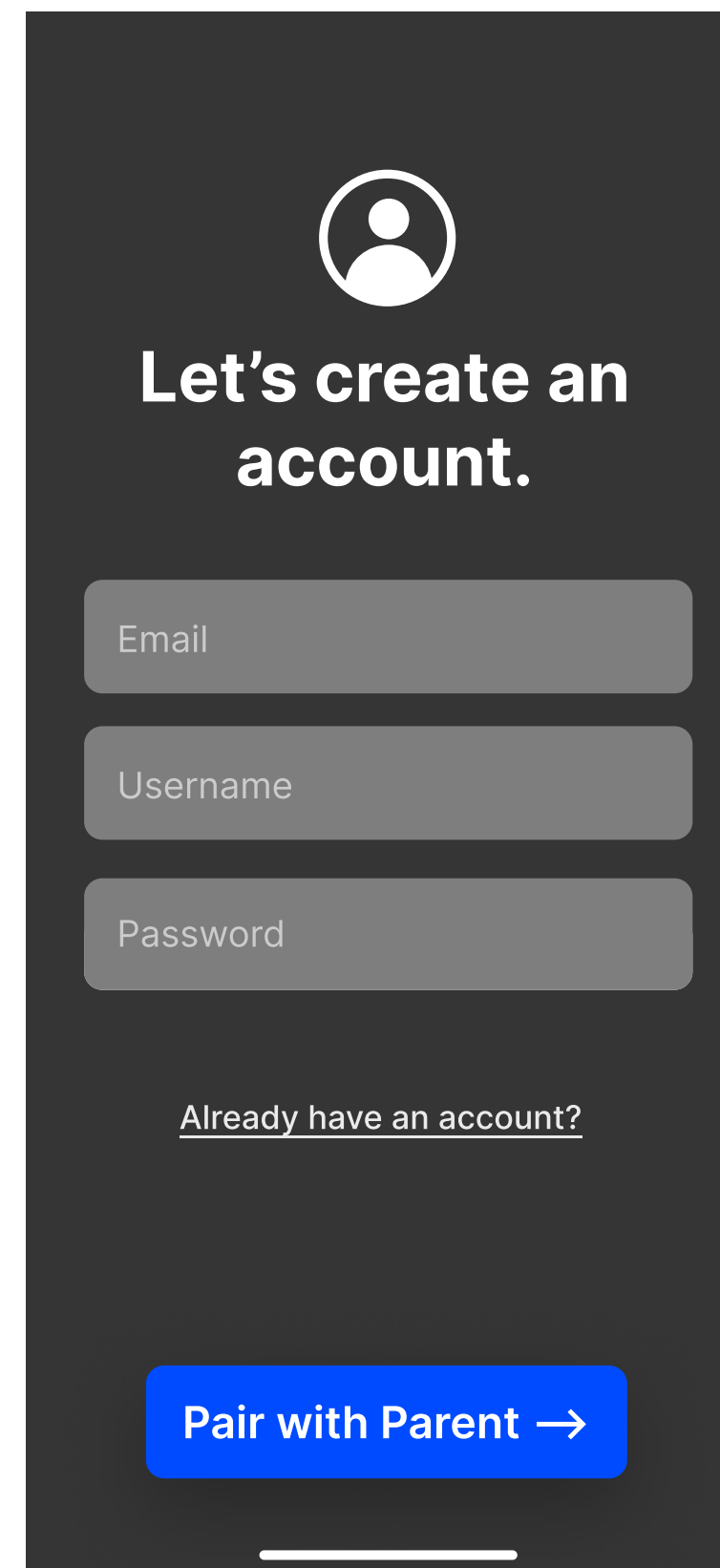
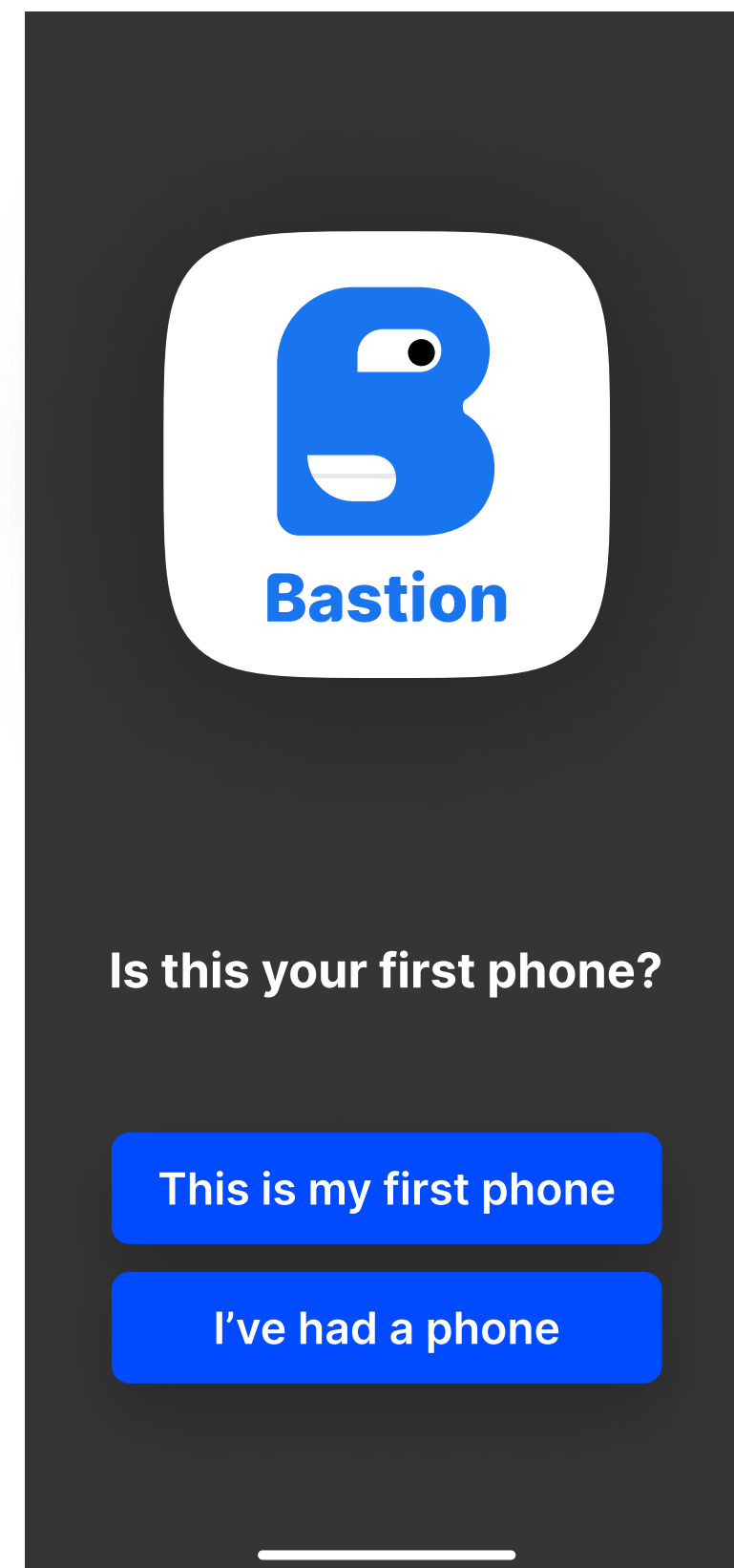
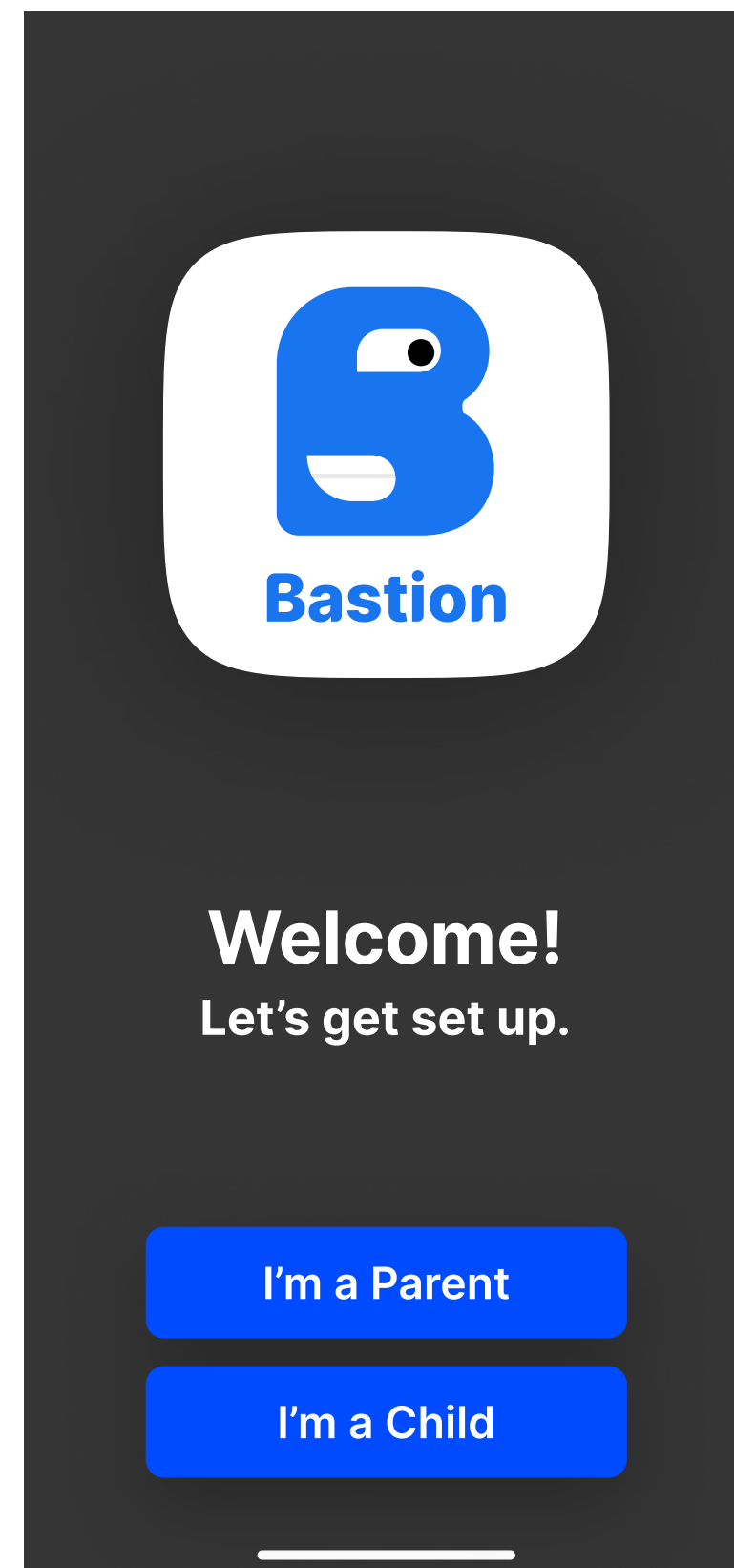
# Mid-Fidelity: Onboarding

## Parent Onboarding



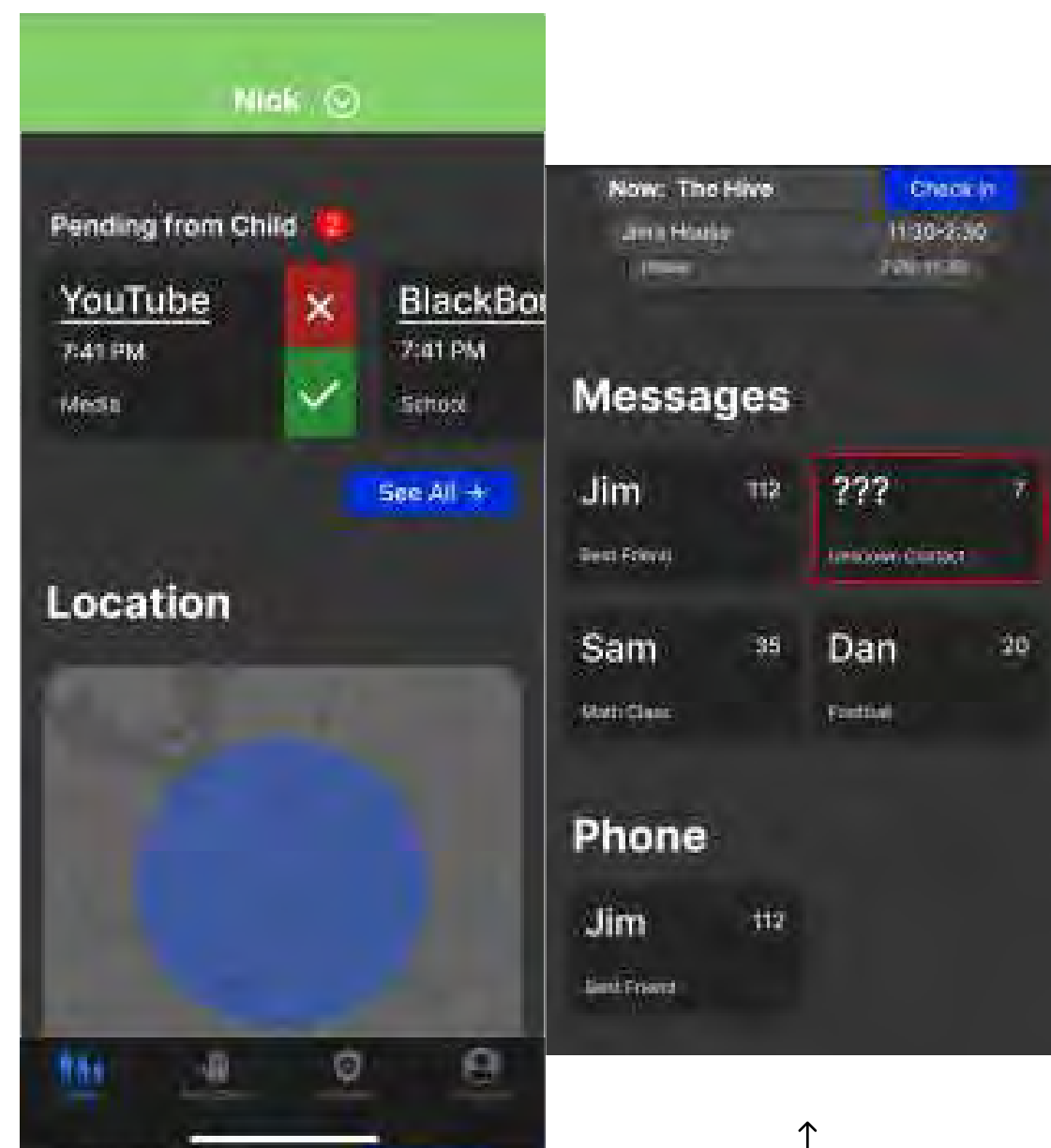
# Mid-Fidelity: Onboarding

## Child Onboarding



# Mid-Fidelity: Child Info, Whitelists, and Security

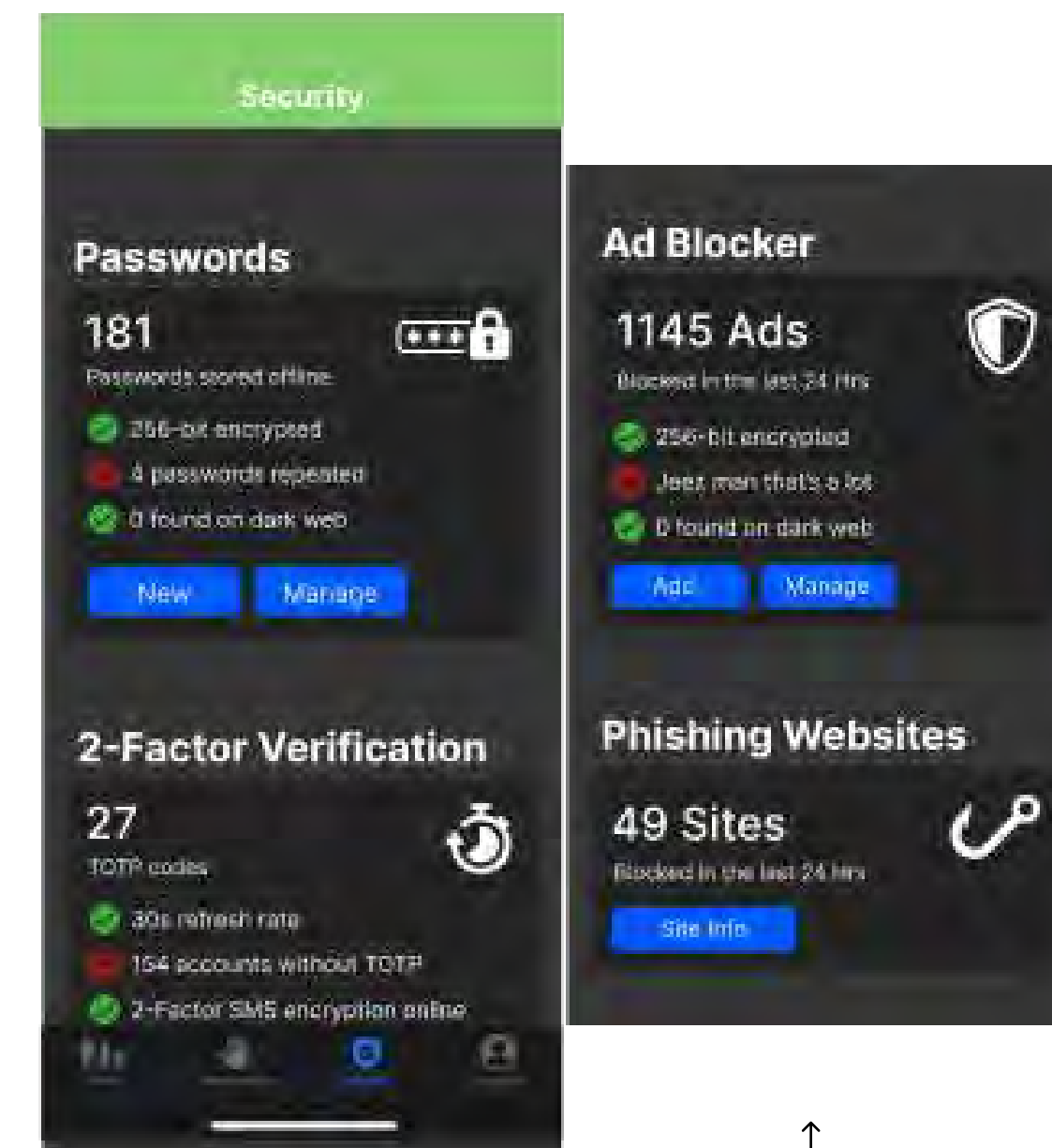
## Parent Side



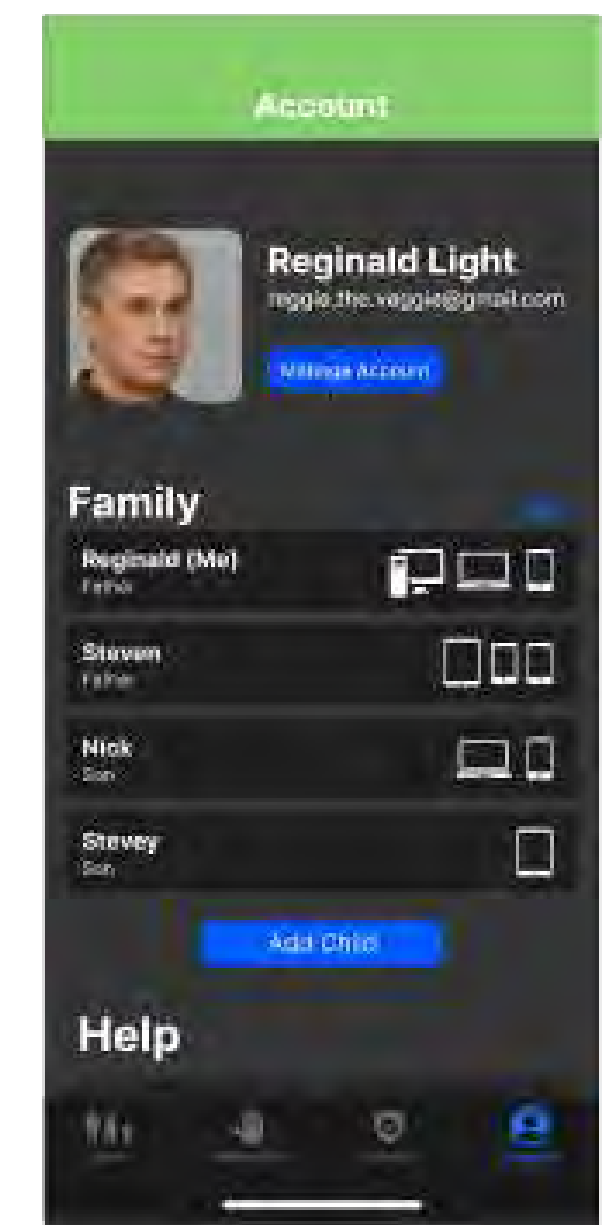
Scroll



Scroll



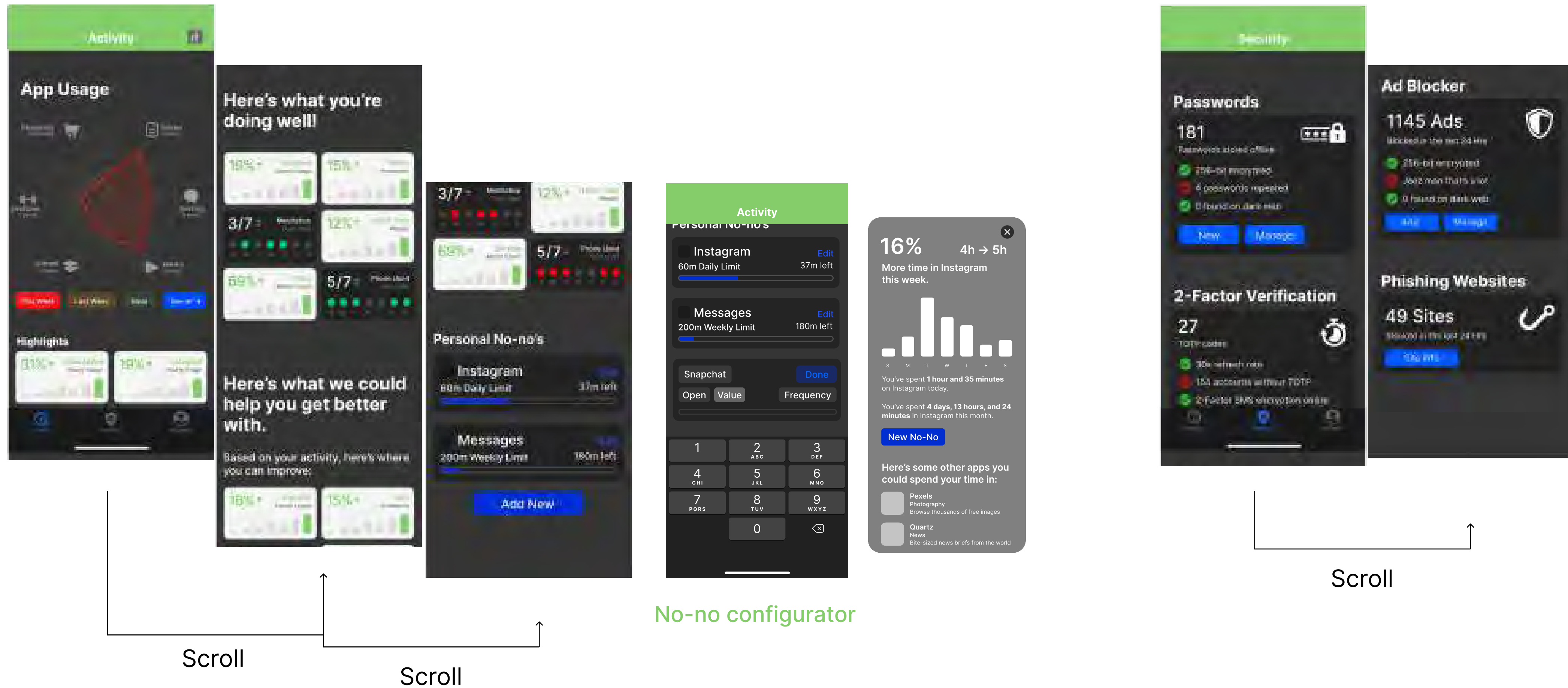
Scroll



Account screen (Same on both ends)

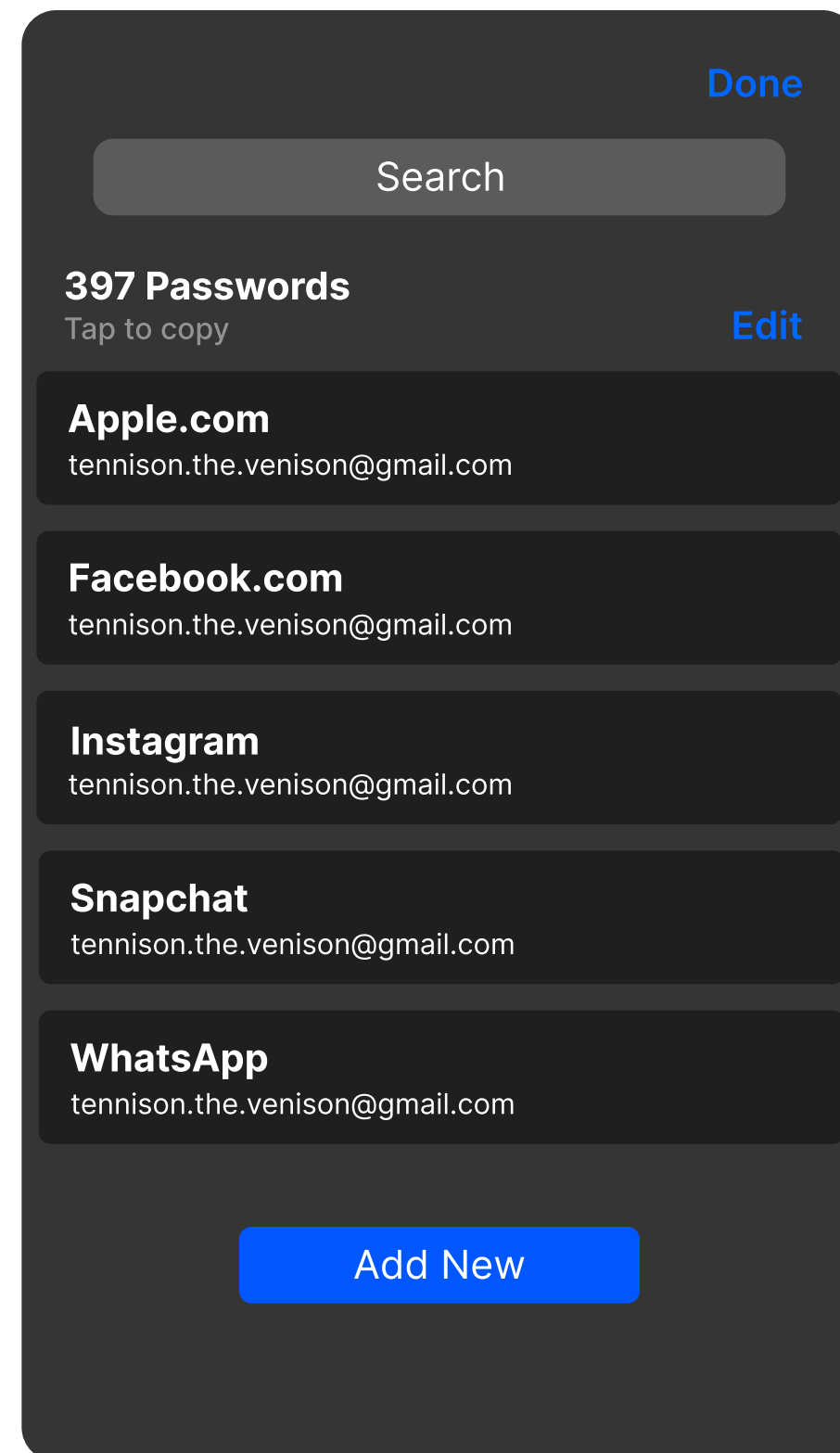
# Mid-Fidelity: Child Info, Whitelists, and Security

## Child Side

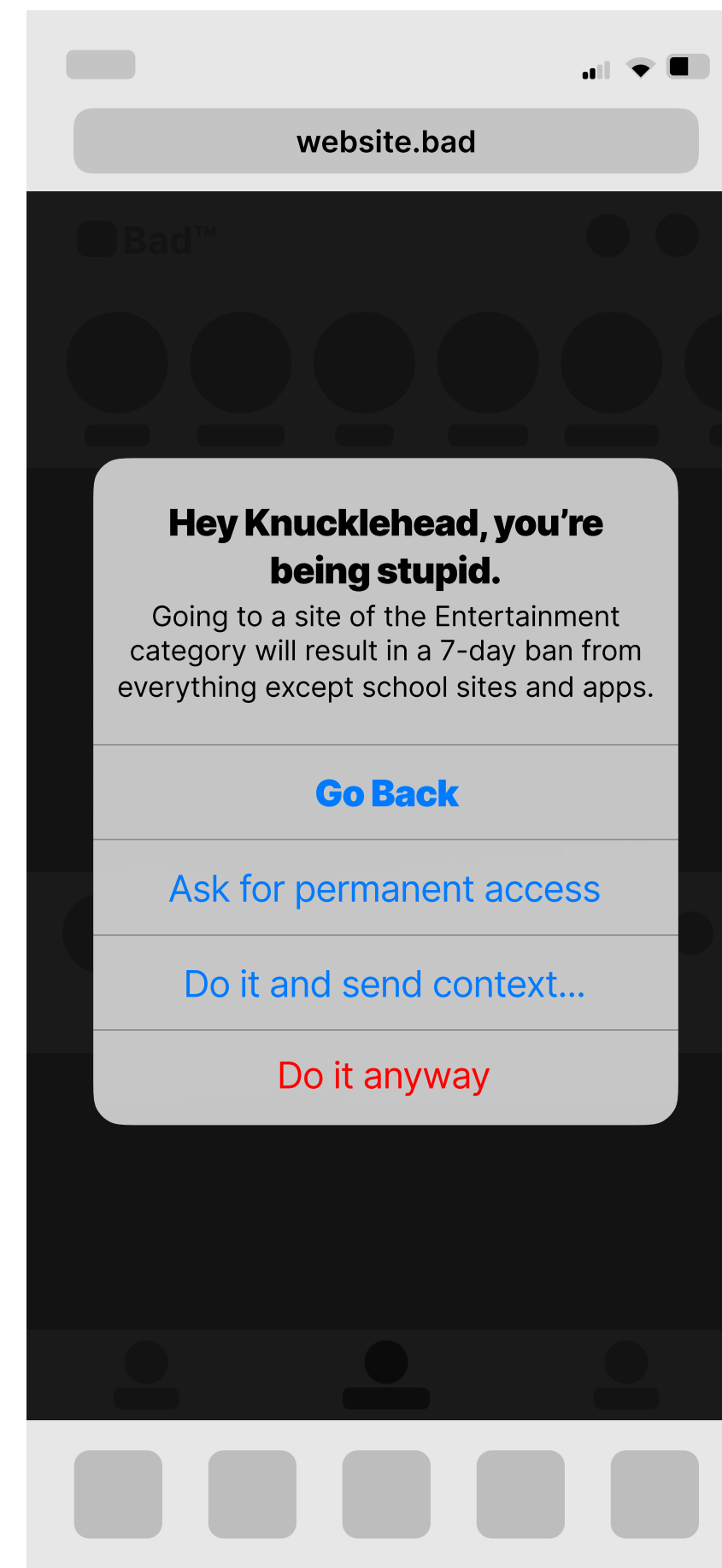


No-no configurator

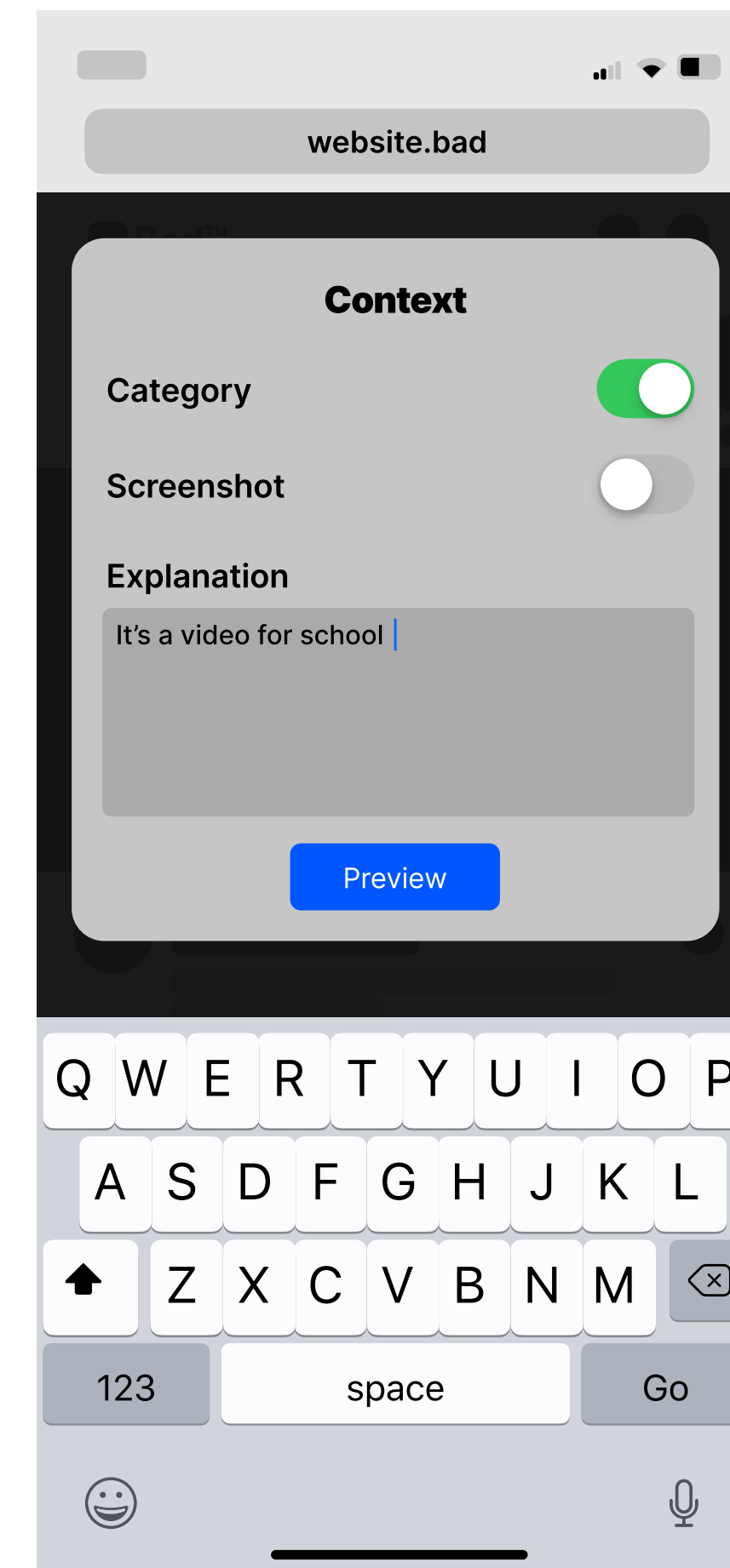
# Mid-Fidelity: Password Overlay, Child Alert & Context



Password overlay



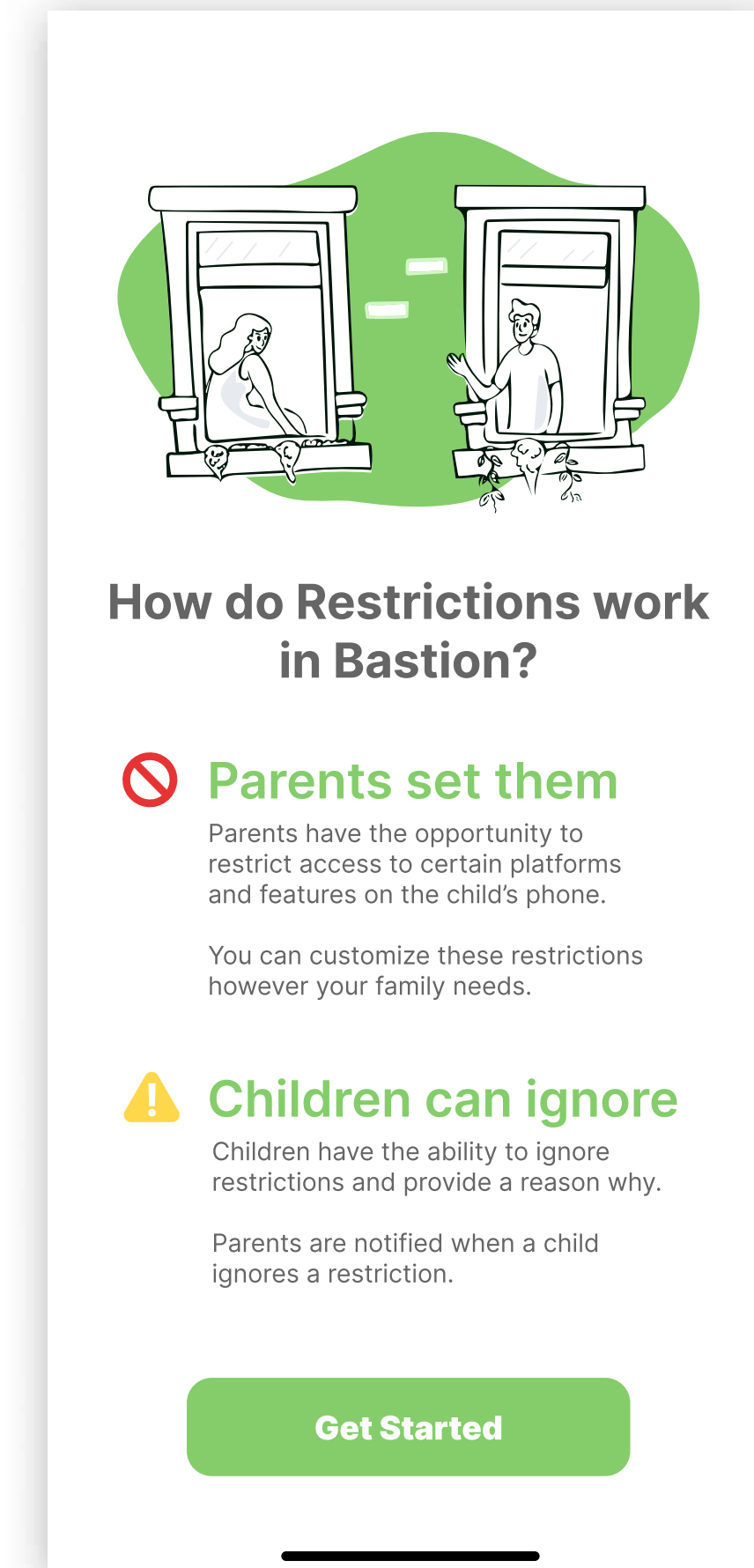
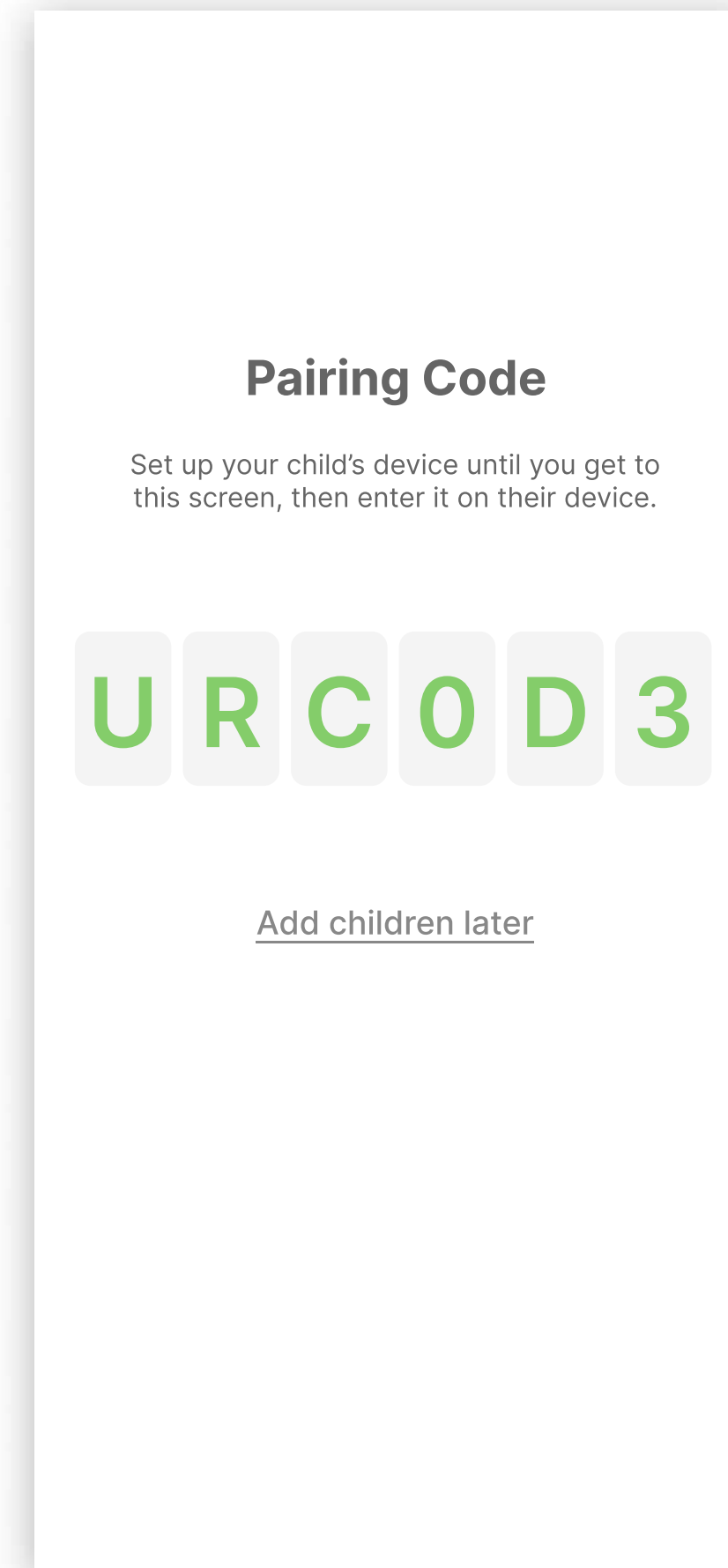
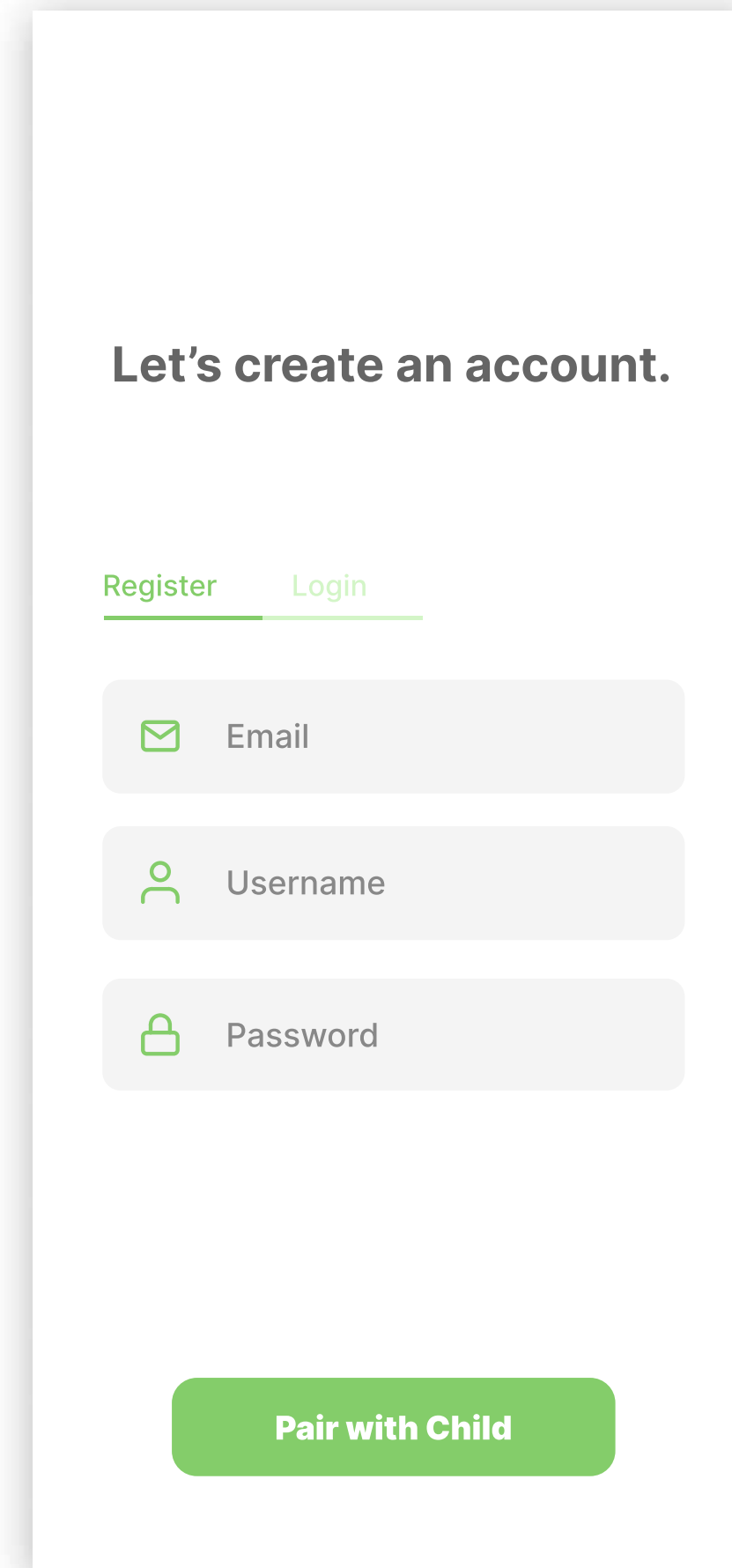
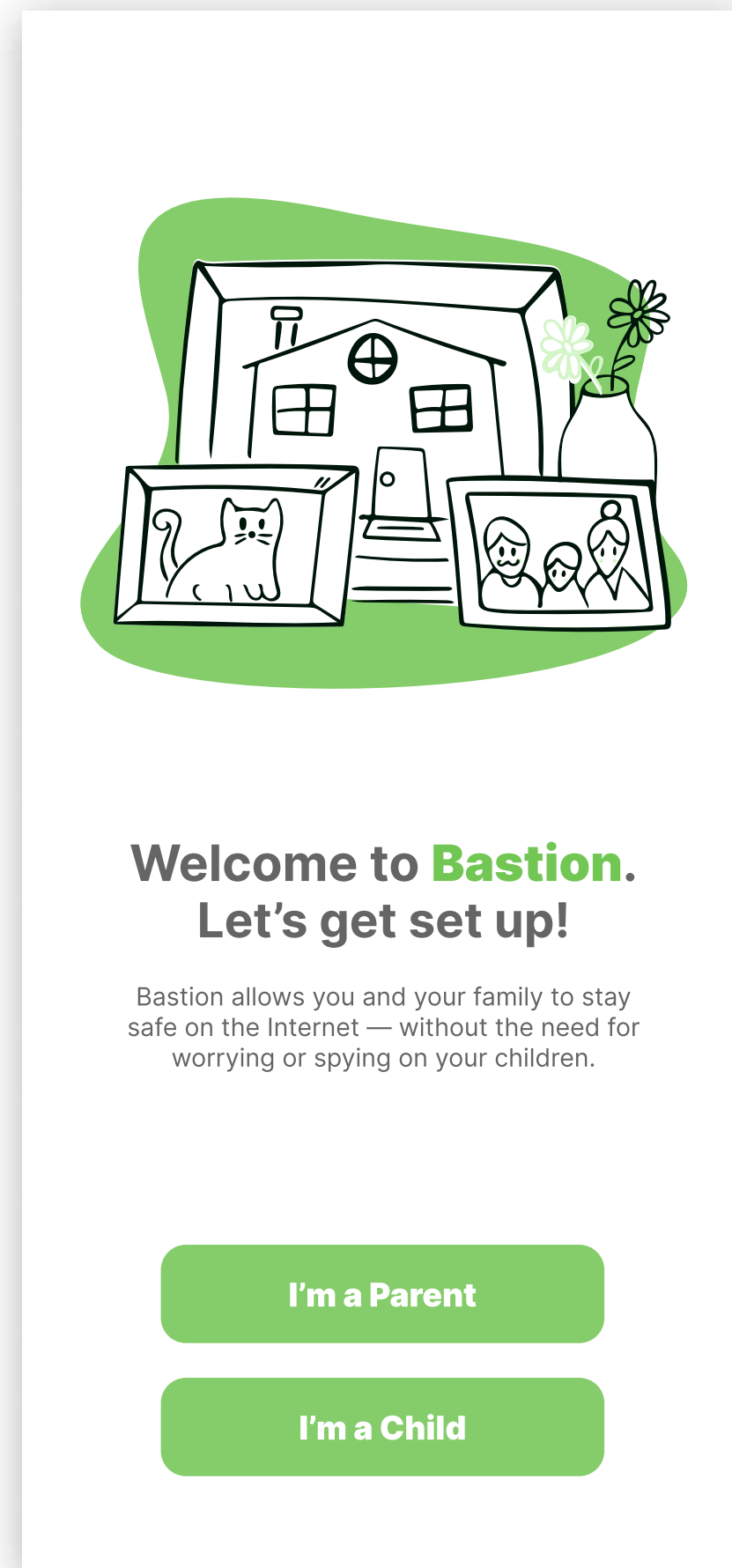
Restriction violation overlay



Send context overlay

# High-Fidelity: Onboarding


## Parent side





# High-Fidelity: Child Onboarding

## Child Side




**Welcome to Bastion.**  
**Let's get set up!**

Bastion allows you and your family to stay safe on the Internet — without the need for worrying or spying on your children.

[I'm a Parent](#)

[I'm a Child](#)



**Is this your first phone?**

[This is my first phone](#)

[I've had a phone before](#)

**Let's create an account.**

[Register](#) [Login](#)

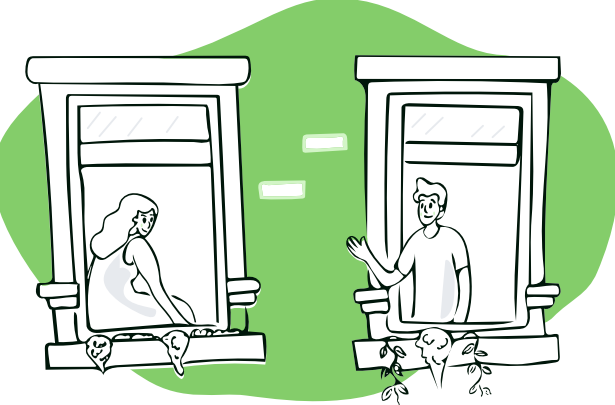
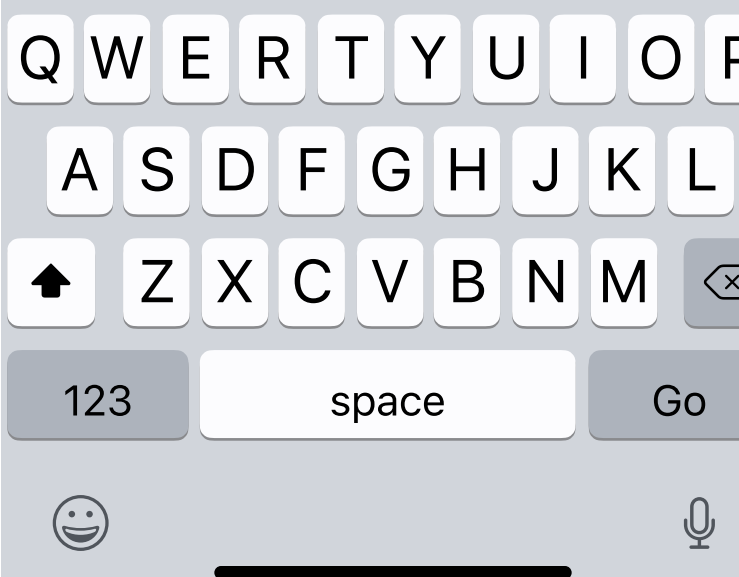
[Pair with Parent](#)

**Pairing Code**

Find your parent's code on their device and enter it here to pair your account with theirs.

**U R C O D 3**

If you don't see a setup code on your parent's device, set up Bastion on their device or check the pairing settings under account management.



**How do Restrictions work in Bastion?**

- Parents set them**  
Parents have the opportunity to restrict access to certain platforms and features on the child's phone.  
You can customize these restrictions however your family needs.
- Children can ignore**  
Children have the ability to ignore restrictions and provide a reason why.  
Parents are notified when a child ignores a restriction.

[Get Started](#)

# Mid-Fi: Testing Results



## User Test 4

Caroline brother, 16  
Testing via Zoom

**Christian is a student athlete with strict parents, especially when it comes to technology use. He has an iPhone and shares any other tech with his parents.**

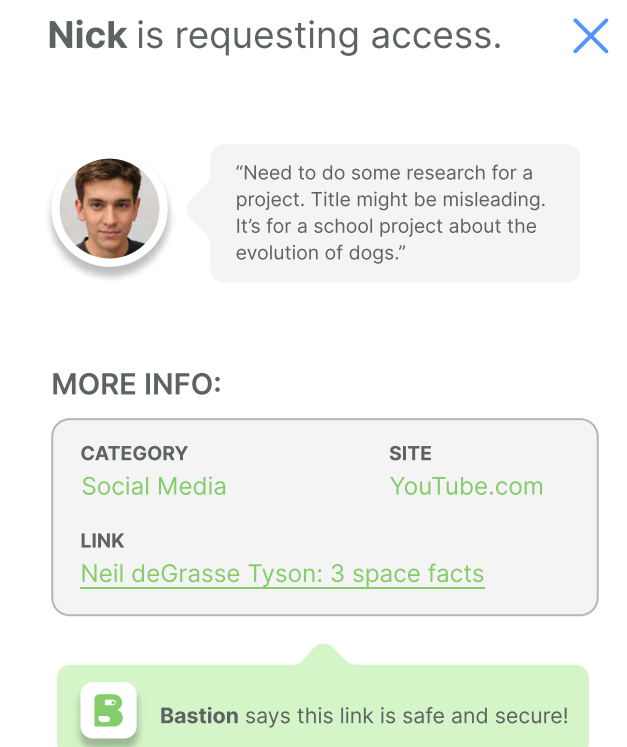
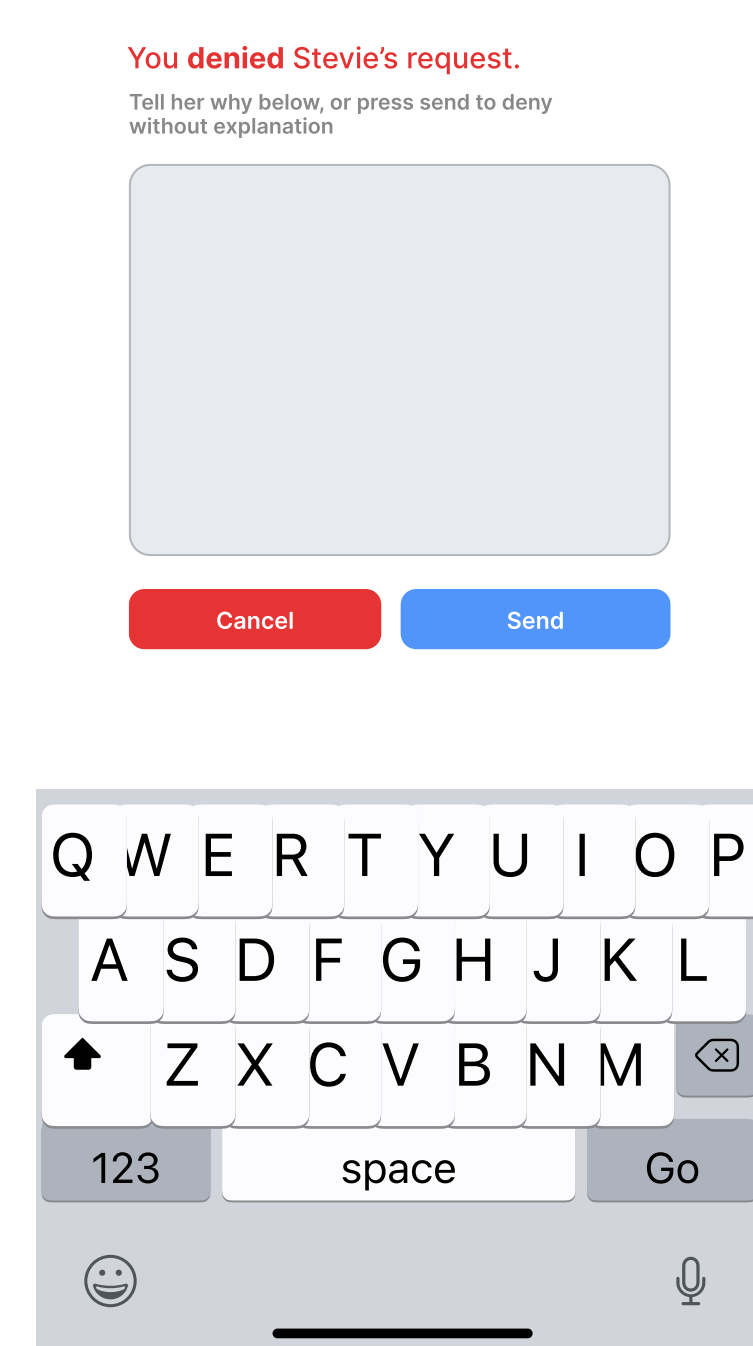
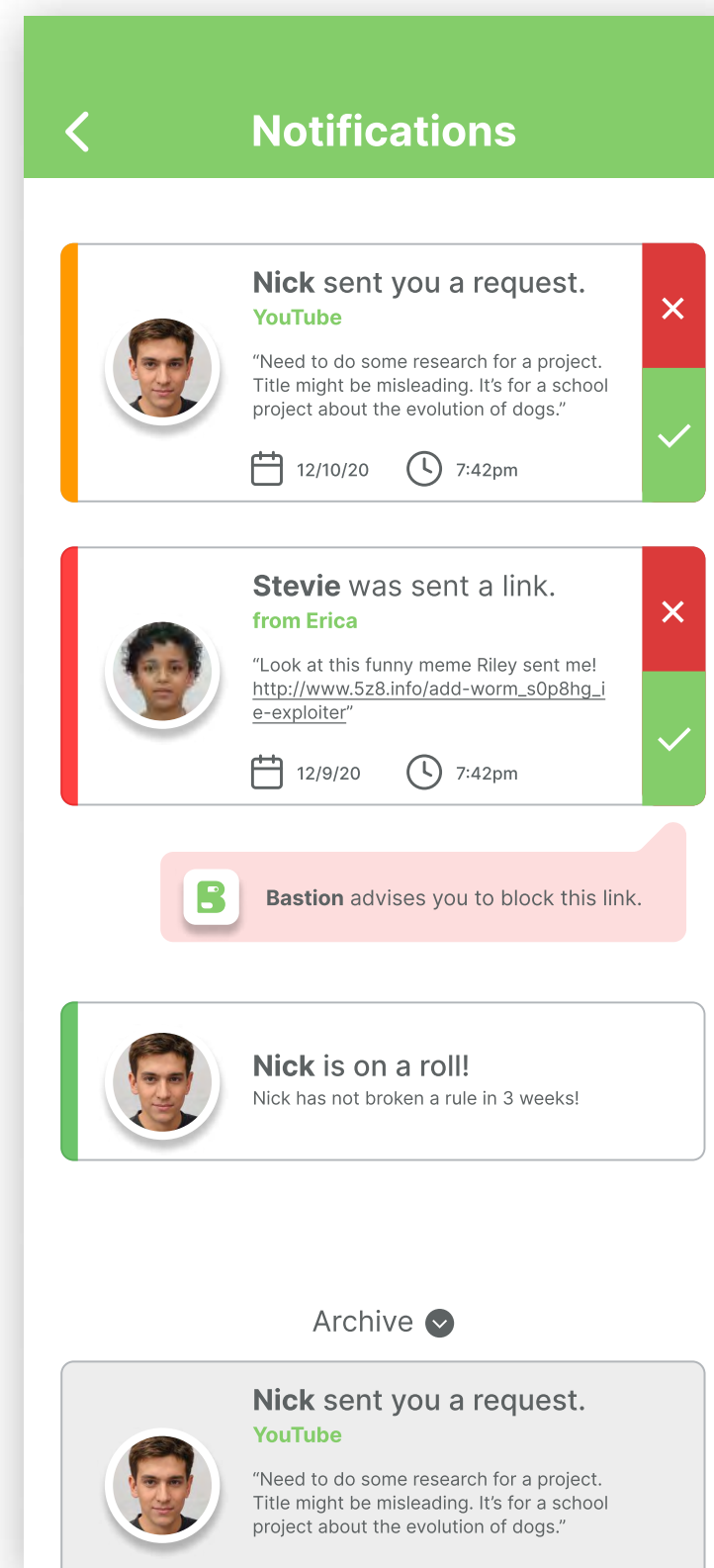
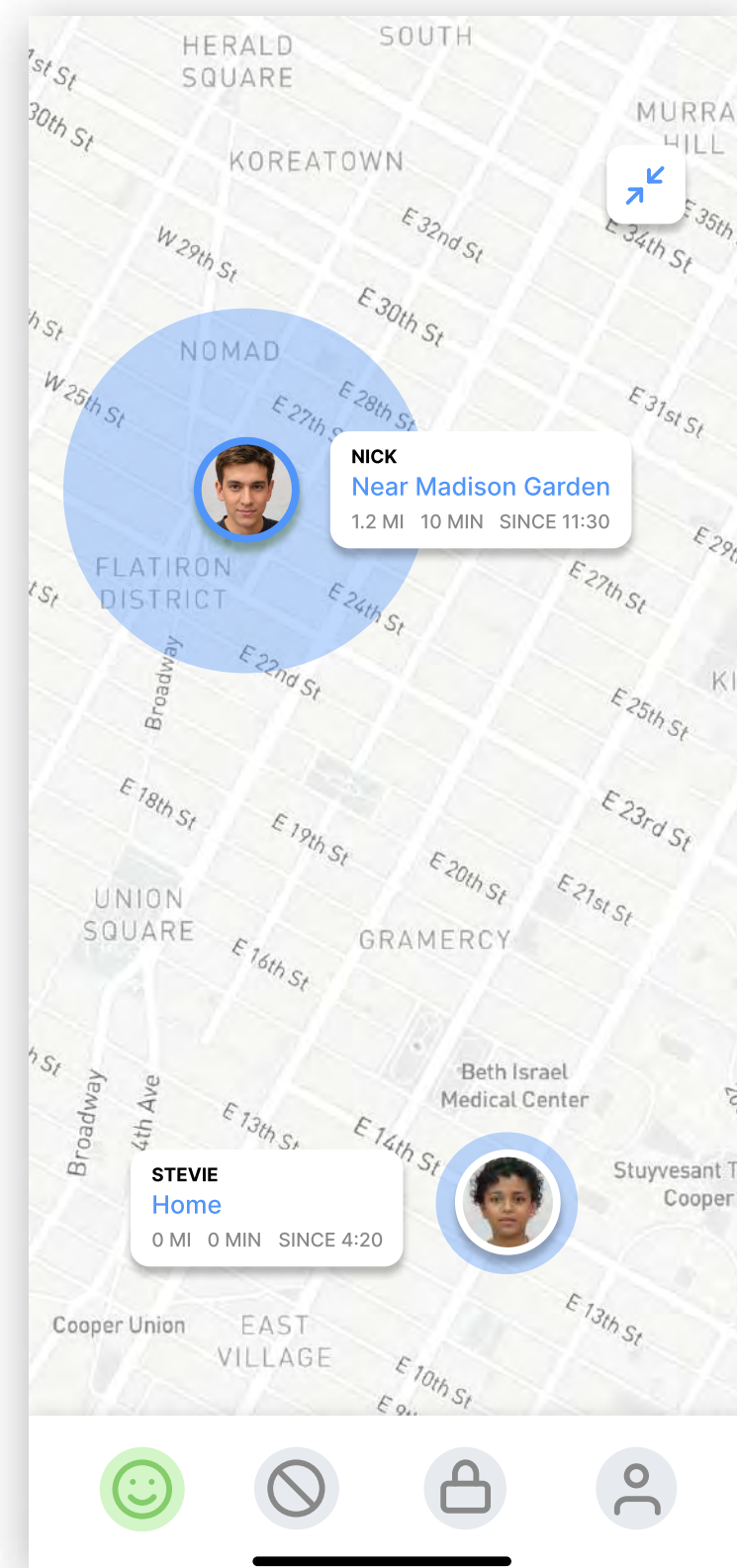
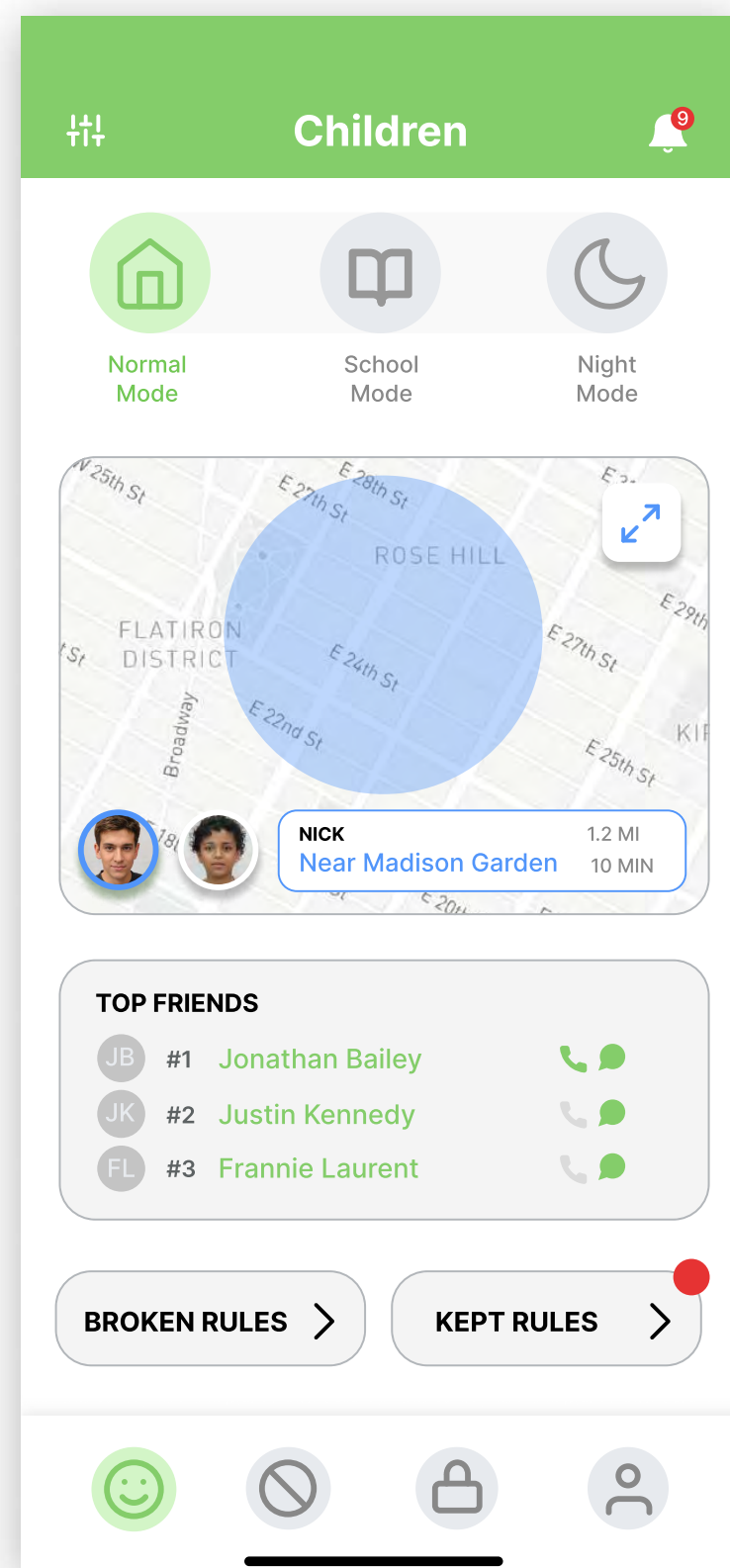
- He appreciated the updated copy and language used throughout
- He enjoyed being able to store & manage passwords because that is something he frequently forgets/struggles with

- He was confused by the activity app usage map and how to understand it.
- He liked the encouraging “Here’s what you’re doing well”
- He suggested themes/customization abilities
- The improvements from low-fi to mid-fi were understood and received well
- He navigated the app easily and discussed how he felt that his peers would also be able to navigate the app easily



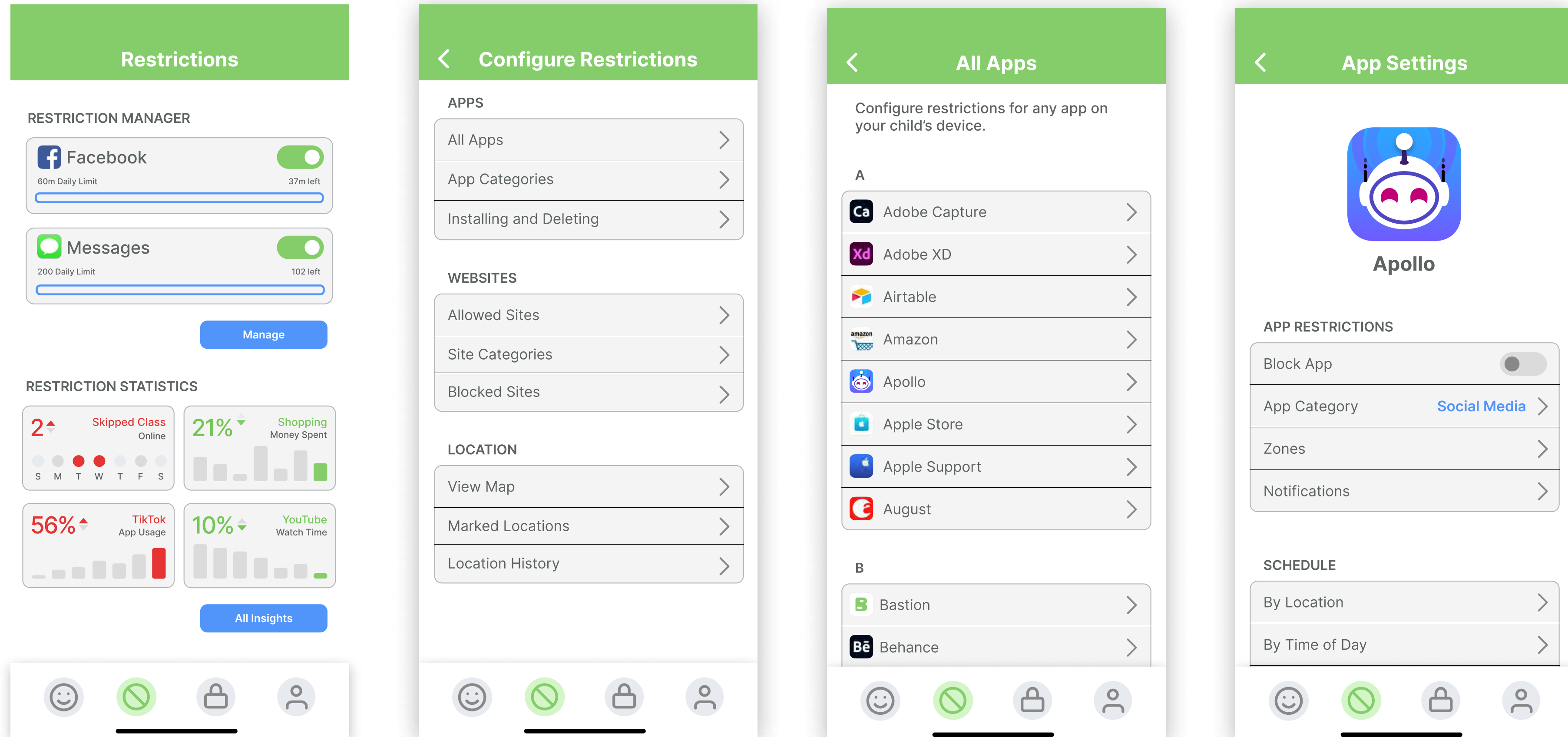
# High-Fidelity: Parent, Child, Map

## Parent Side



# High-Fidelity: Parent, Restrictions

## Parent Side



# High-Fidelity: Parent, Account, Security

## Parent Side

Search Passwords, Sites, etc.

WEBSITE  
scad.edu

USER NAME  
rlight23@student.scad.edu

PASSWORD  
X#4]DH<E\$^x^.sk]k  
Tap to copy. Hold to generate a new password.

TWO-FACTOR CODE  
2 2 1 2 2 1  
Tap to copy. Hold to edit. 23

Done

Search Passwords, Sites, etc.

397 Accounts  
Tap to copy Edit

- activision.com  
reginald.d.rock@gmail.com
- adobe.com  
tennison.the.venison@gmail.com
- aetna.com  
reginald.d.rock@gmail.com
- scad.edu  
rlight23@student.scad.edu
- affinity.store  
reggie.the.veggie@gmail.com
- airbnb.com  
tennison.the.venison@gmail.com
- aliexpress.com  
tennison.the.venison@gmail.com
- aliexpress.com

Add New

### Security

PASSWORDS + Q ☰

- 397 accounts stored
- 4 passwords repeated
- 156 account codes set up
- 0 compromised

AD BLOCKER ↻ ☰

- 257 Ads blocked this week
- All trackers are allowed

MALWARE SITES ☰

- 14 Sites blocked this week
- 2 Potential vulnerabilities

Navigation icons: Home, Settings, Security, Profile

You have 4 accounts with the same passwords.  
Repeated passwords open the door to malicious attacks that compromise multiple accounts with one hack.

Help me fix them

Learn more

Dismiss

Website trackers from any source are enabled.  
Cross-site trackers allow companies to track you as you browse the web, even if you aren't on their site.

Turn off

Learn more

Dismiss

Your information has appeared on the Dark Web  
Our sources indicate your information has appeared on the Dark Web in data auctions. View Report to see which data has been compromised and what we suggest to fix it.

View Report

Dismiss

### Account

Reginald Light  
reggie.the.veggie@gmail.com  
Manage Account

FAMILY

- Reginald (Me)  
Father (Admin)
- Steven  
Father
- Nick  
13 years old
- Stevey  
7 years old

Add Child

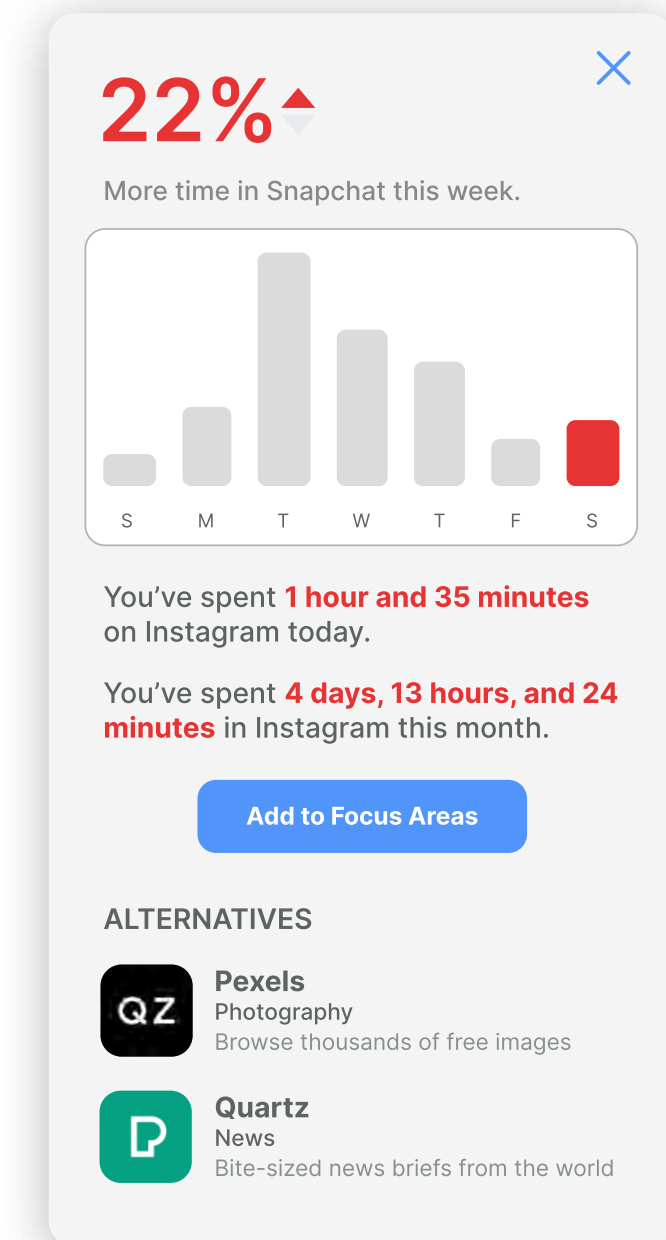
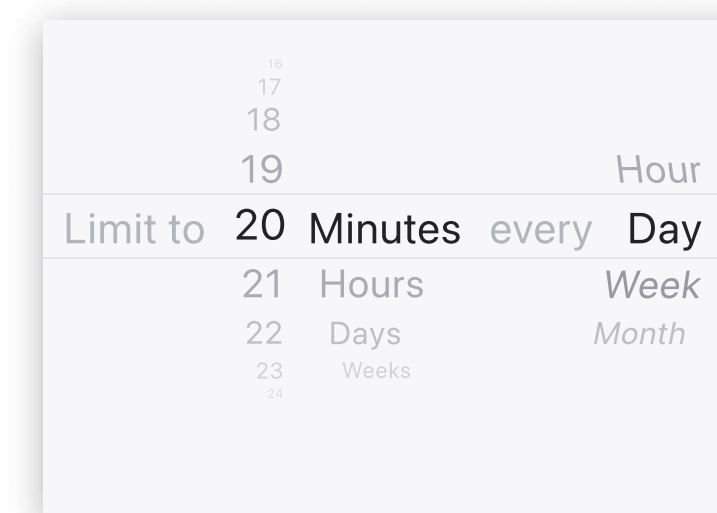
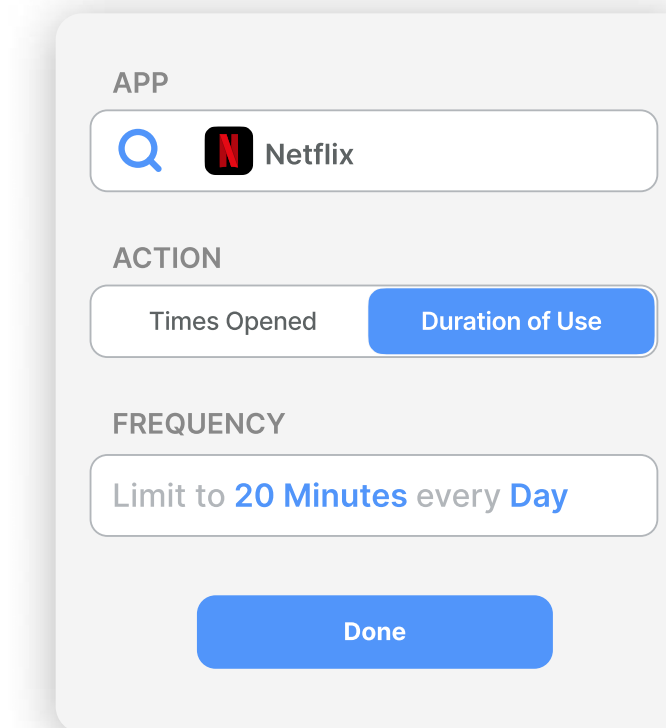
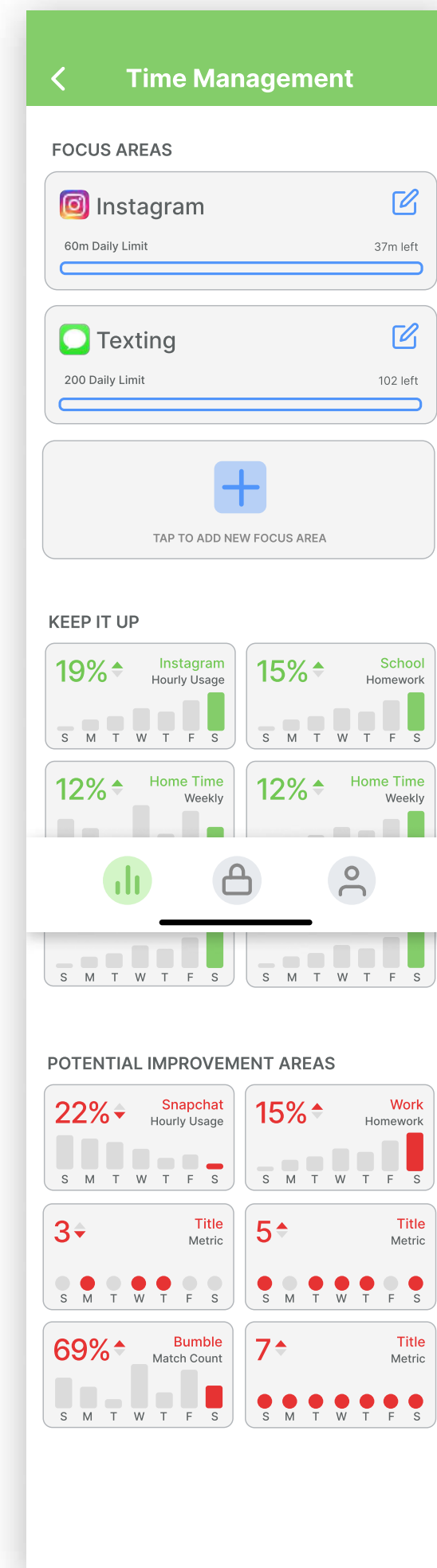
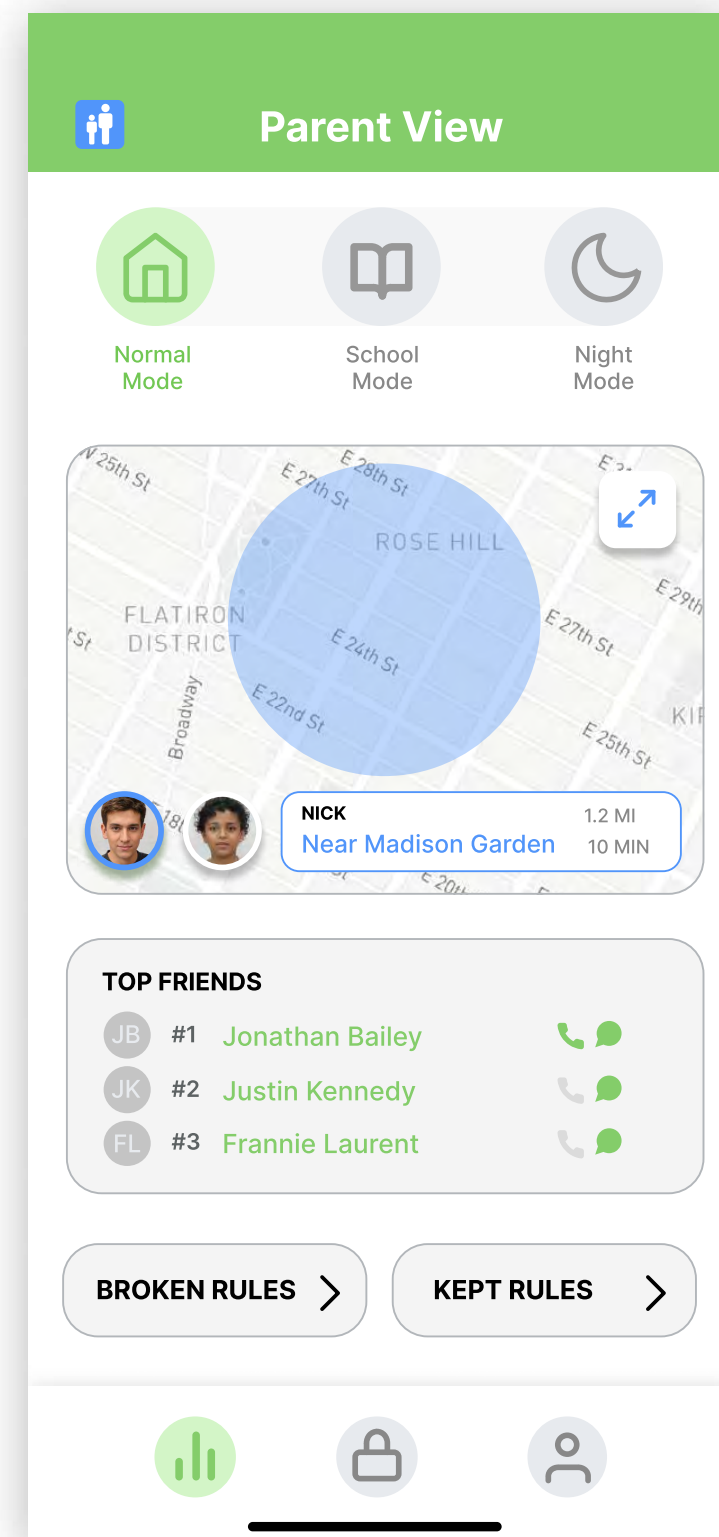
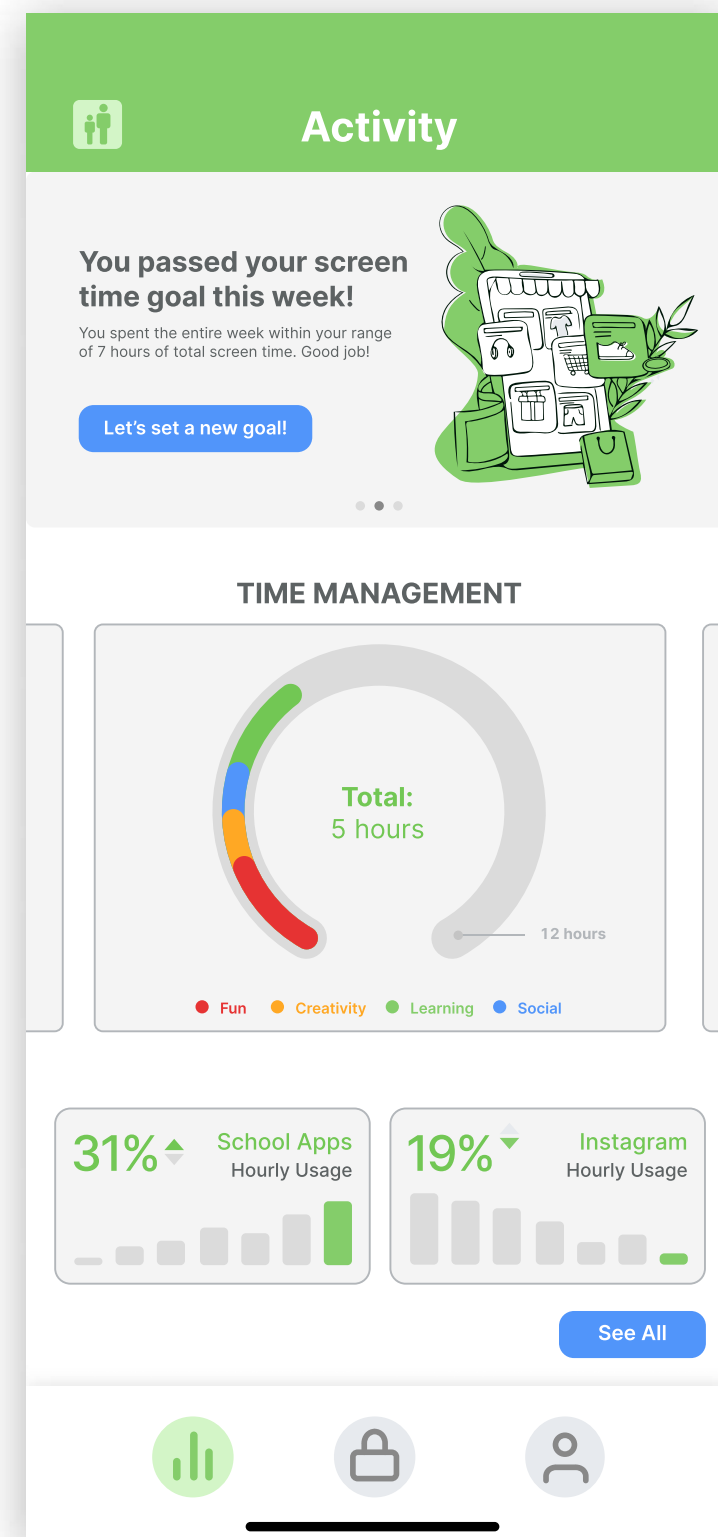
HELP

How do I use this app?

Navigation icons: Home, Settings, Security, Profile

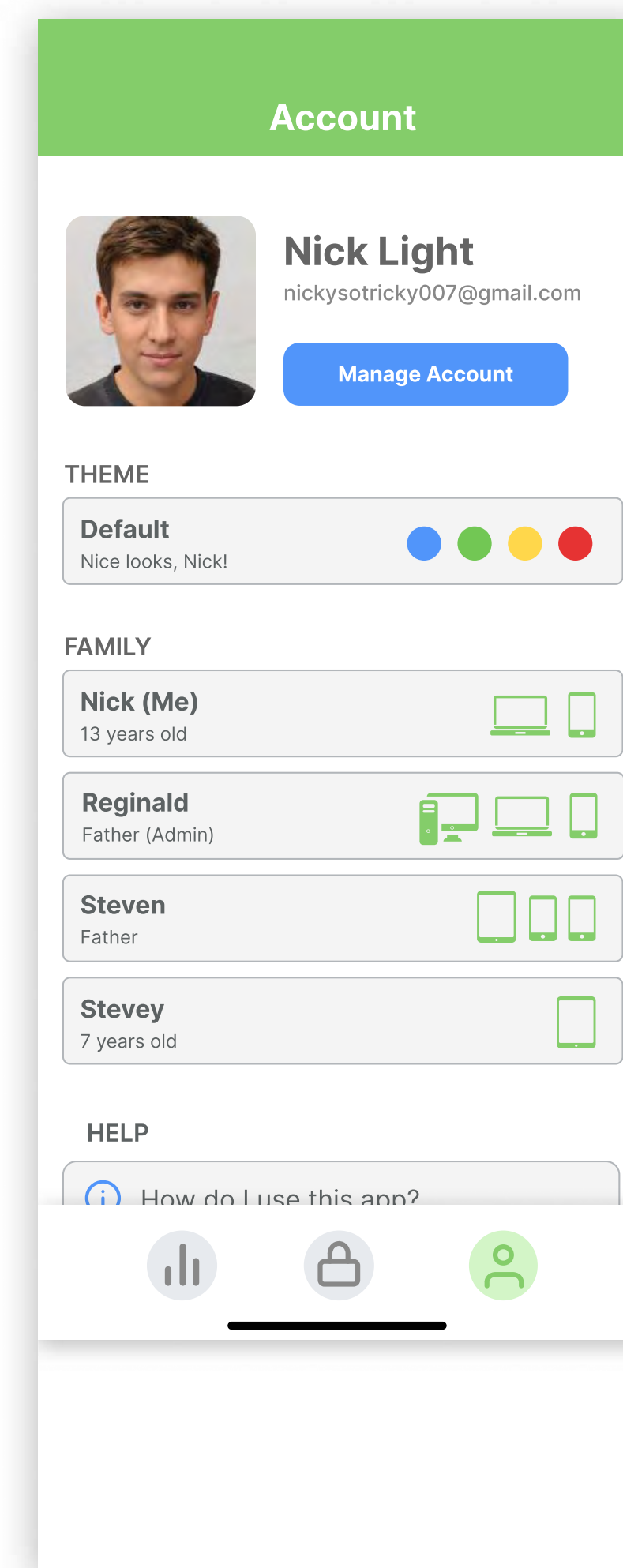
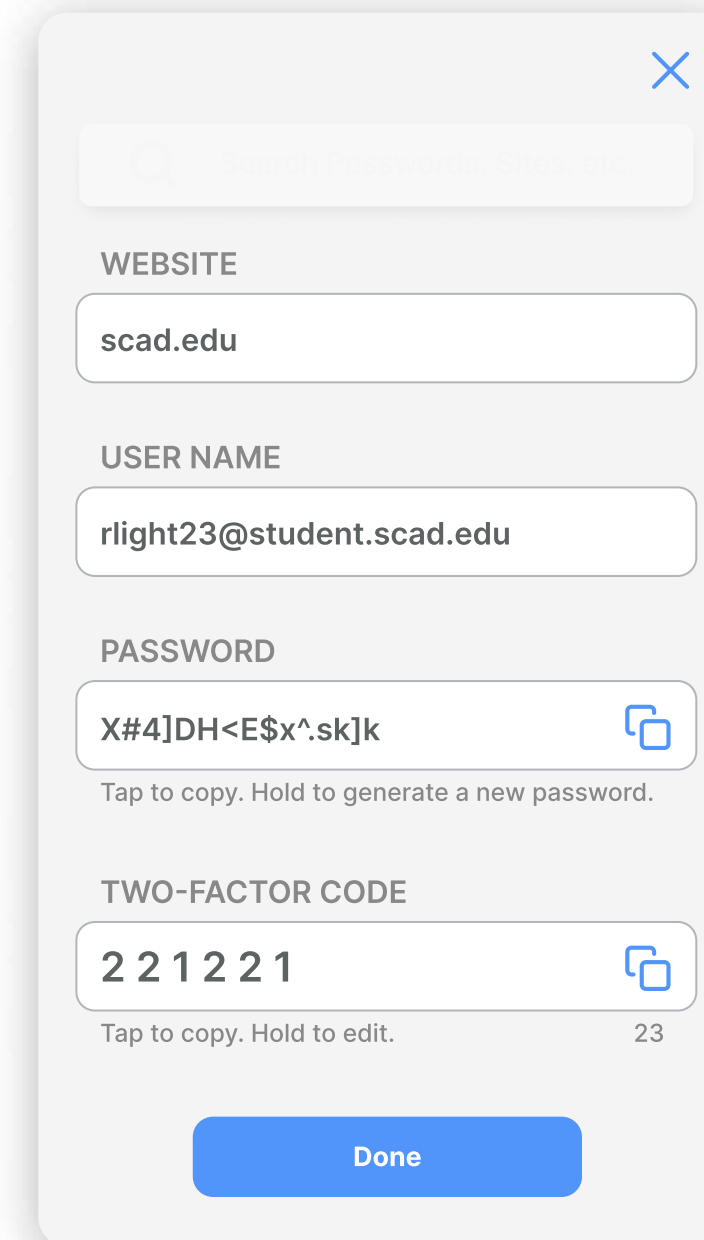
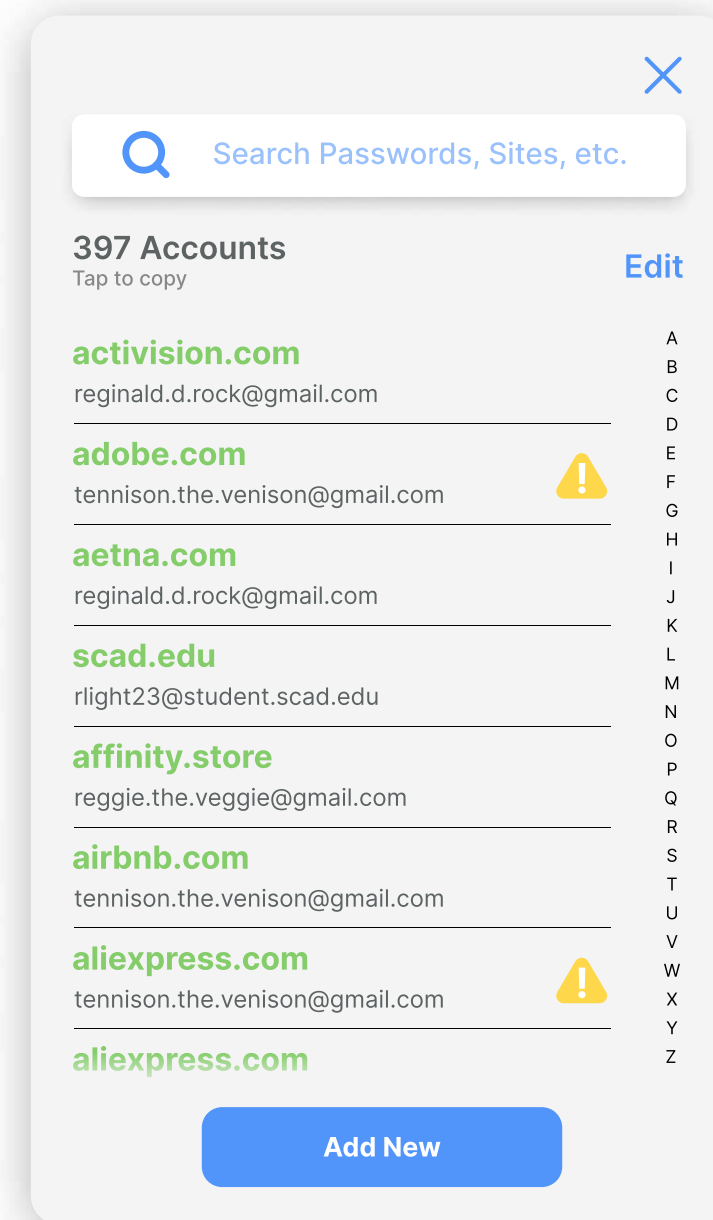
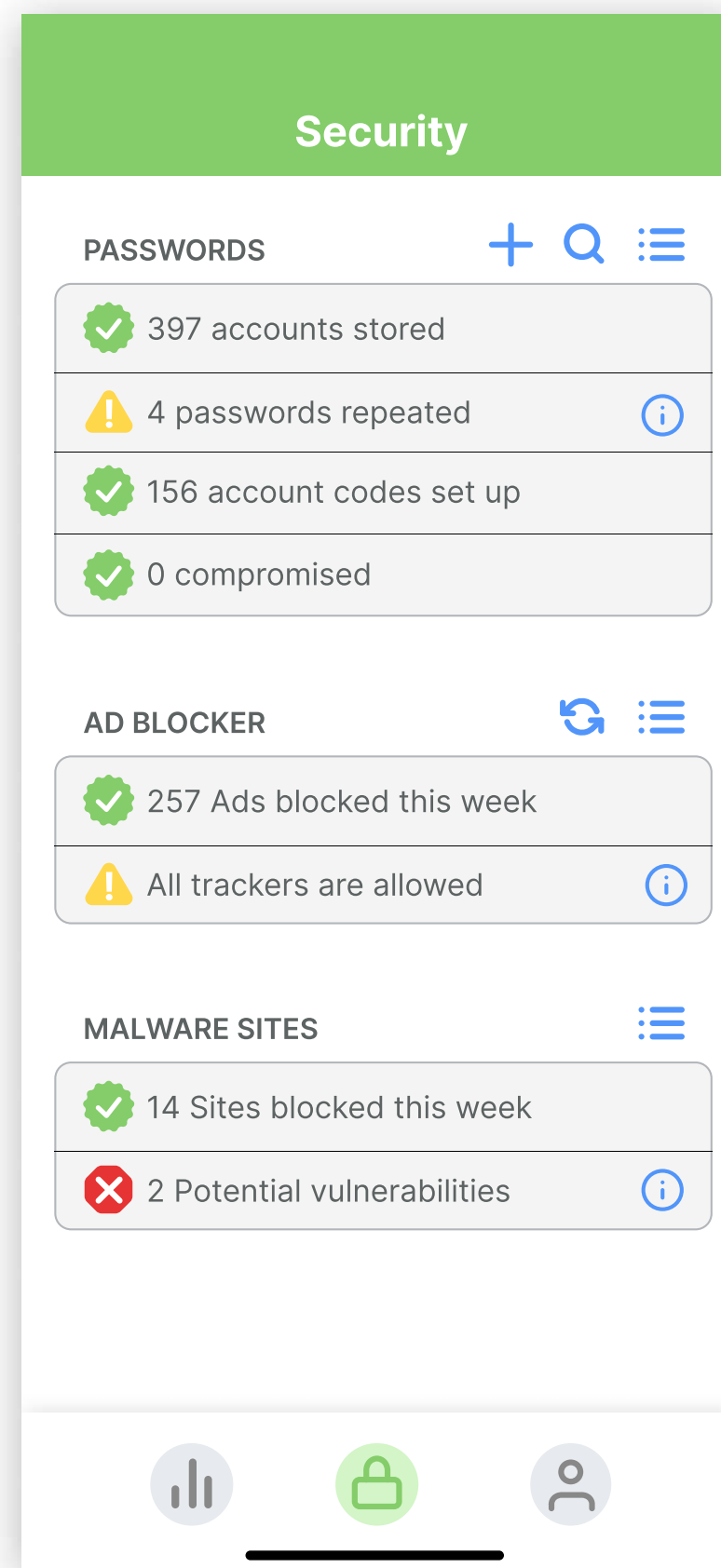
# High-Fidelity: Activity, Parent View

## Child Side



# High-Fidelity: Account, Security

## Child Side



# Hi-Fi: Testing

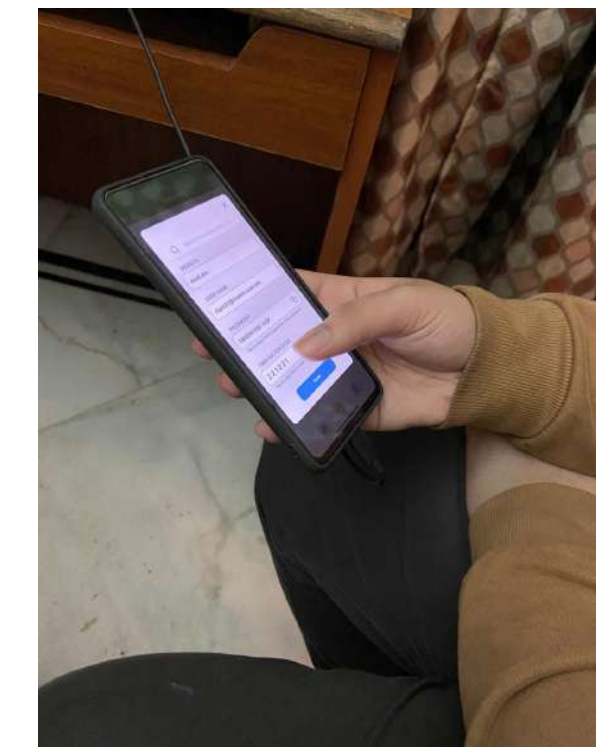
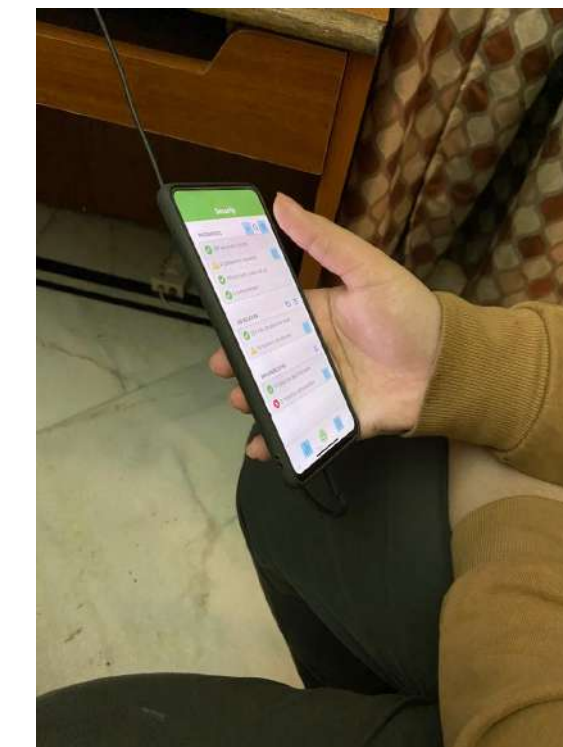
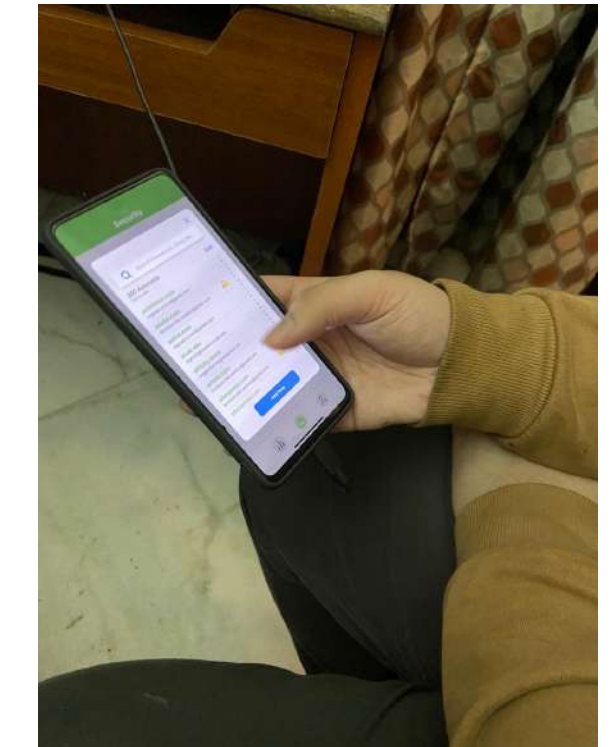
User Test 1: Sujata (Mother, 52)



Our final user tests were conducted with Sujata and Akshat. These were the same people we conducted Lo-Fi testing with, and thought it might be interesting to see how they would react to the changes made based on their feedback.

Feedback from both tests was positive. Akshat appreciated the inclusion of the tab bar, and both users liked the visual design and general layout/flow of the UI. They suggested some changes in copywriting, and changing the layouts of certain elements on a few pages, but most of these were quite minimal.

User Test 2: Akshat (Brother, 16)

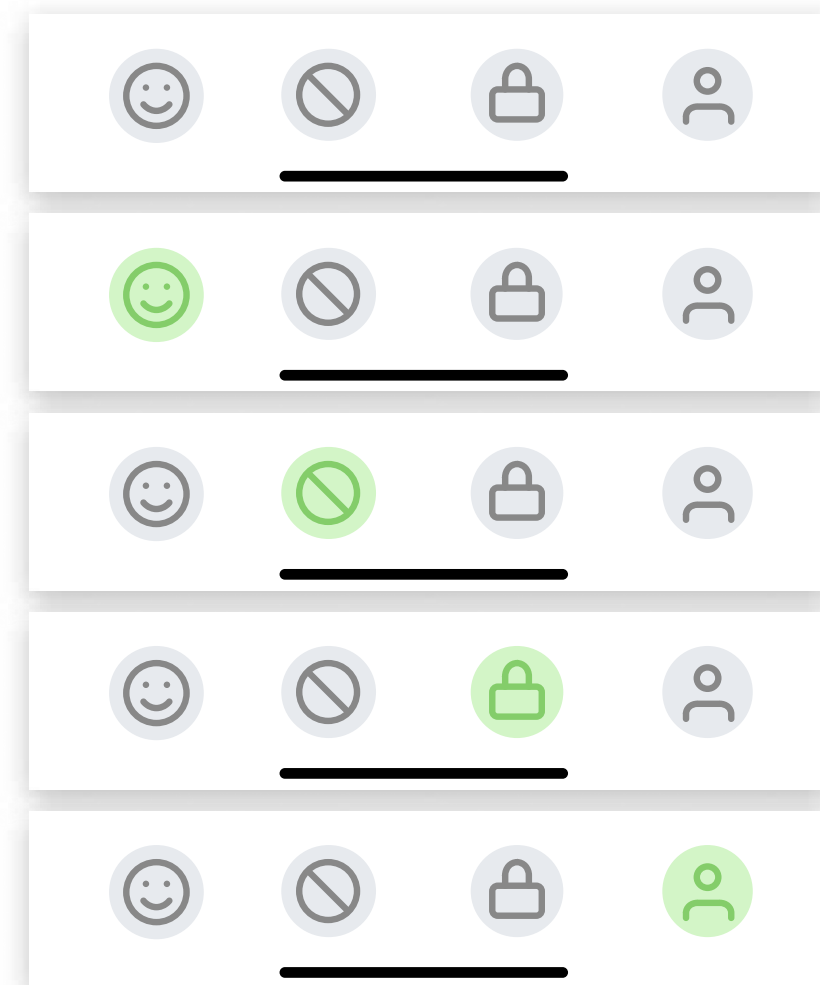




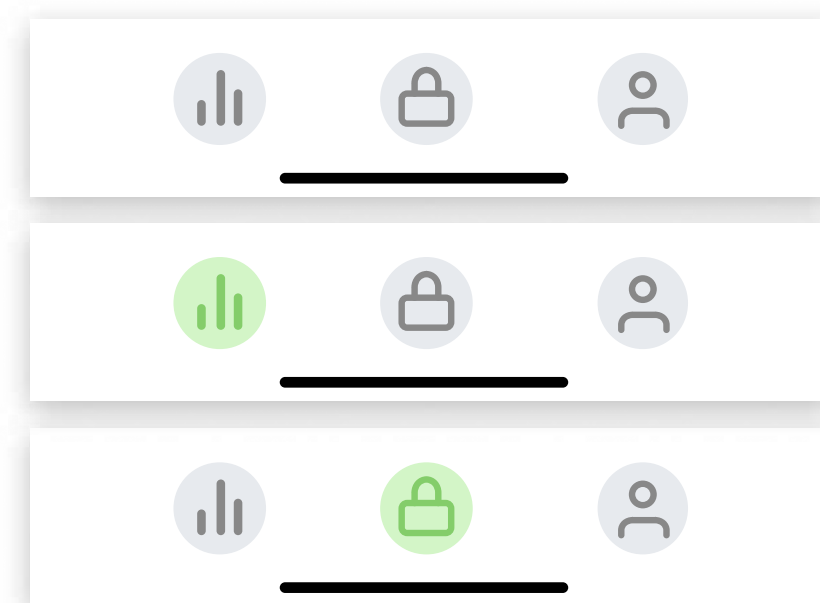
# Final Visual System

## Interface Assets

### Global Nav.

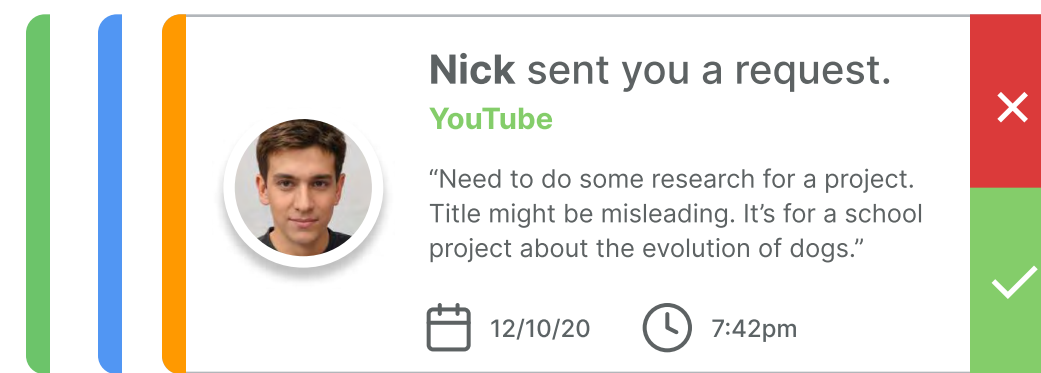


Parent

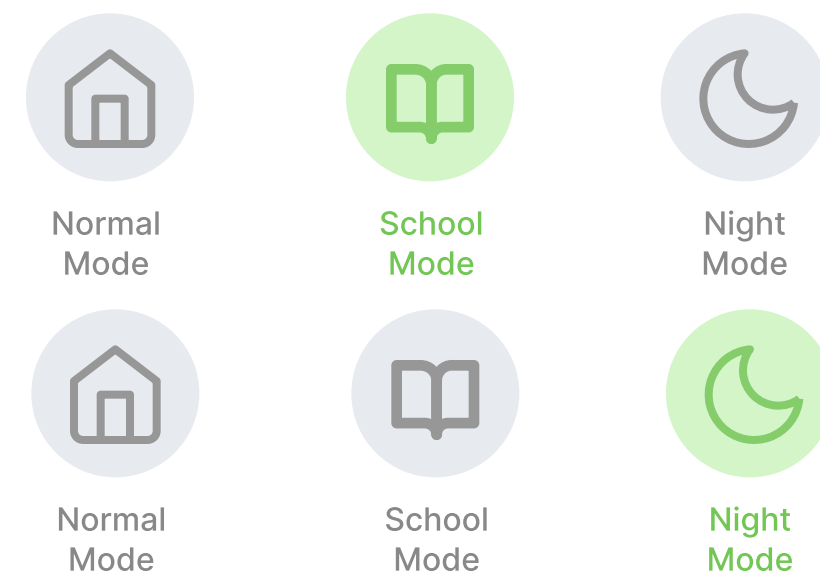


Child

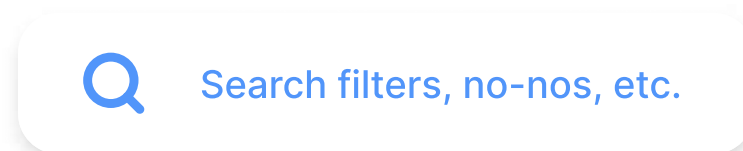
### Request



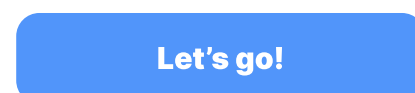
### Modes



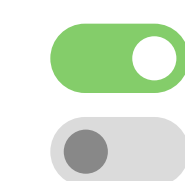
### Search



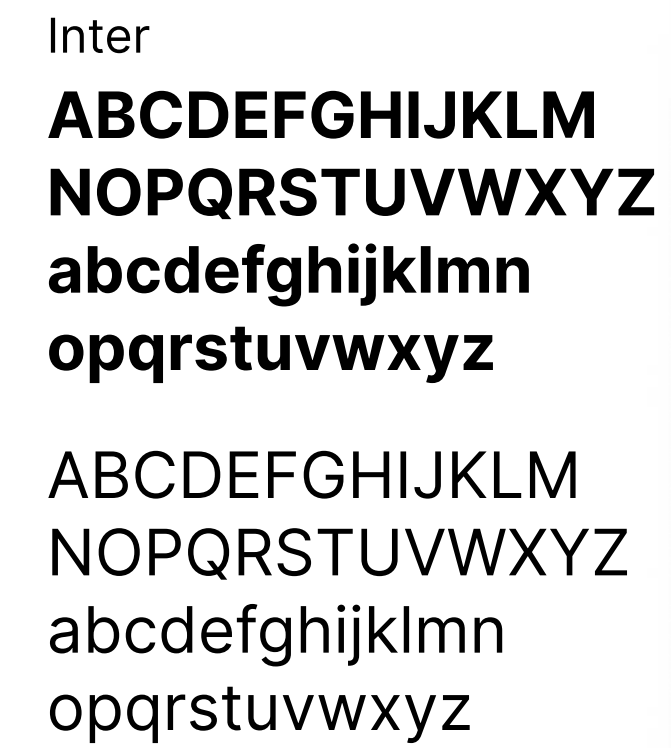
### CTA



### Toggle



### Typefaces



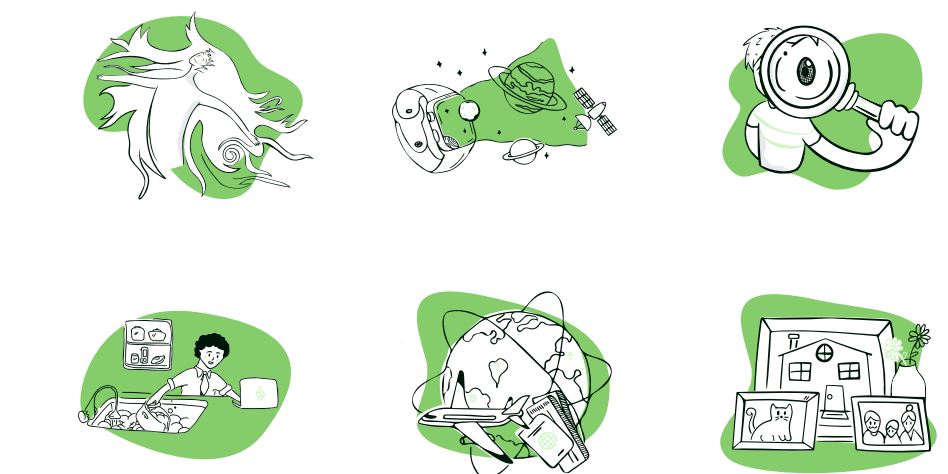
### Color



### Iconography

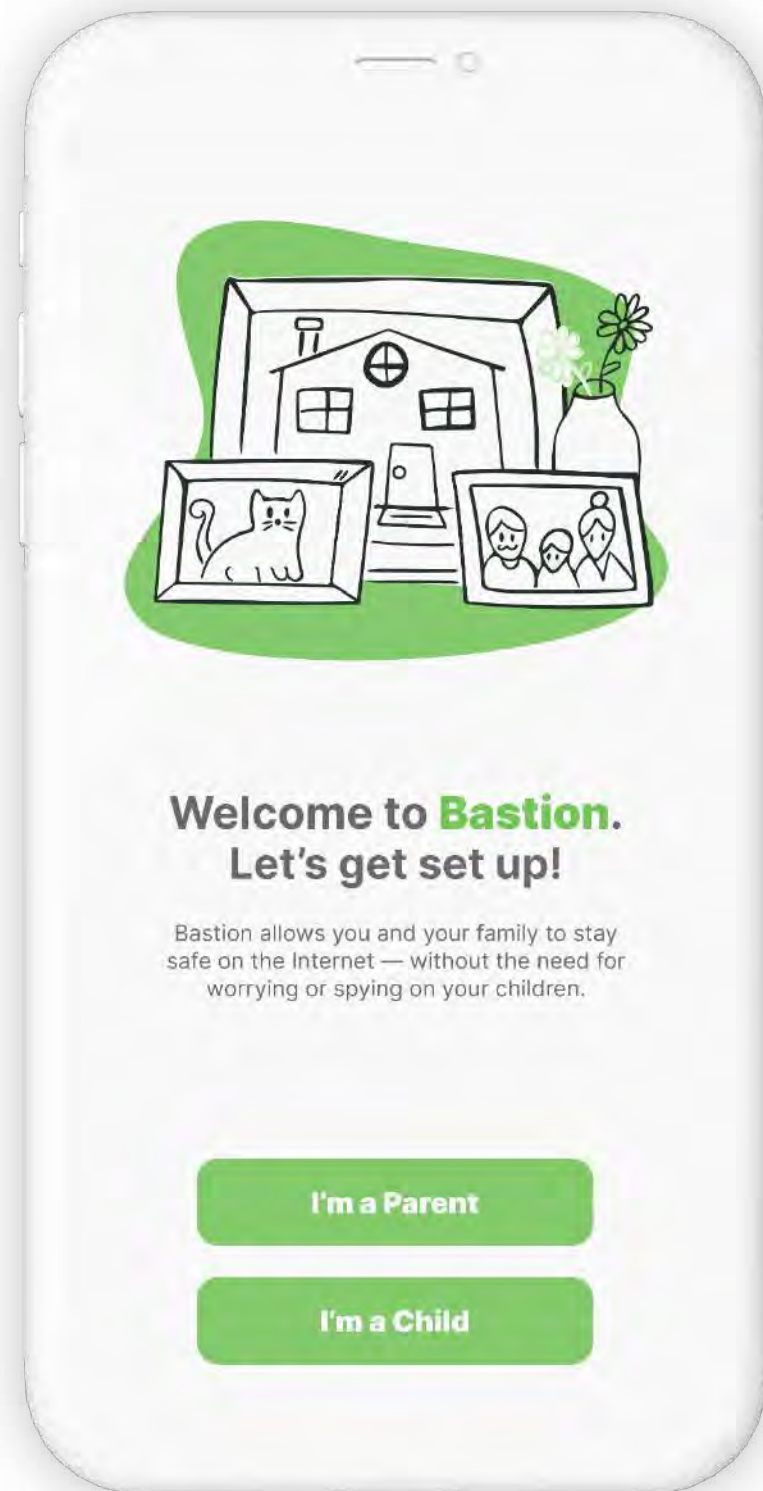


### Illustrations

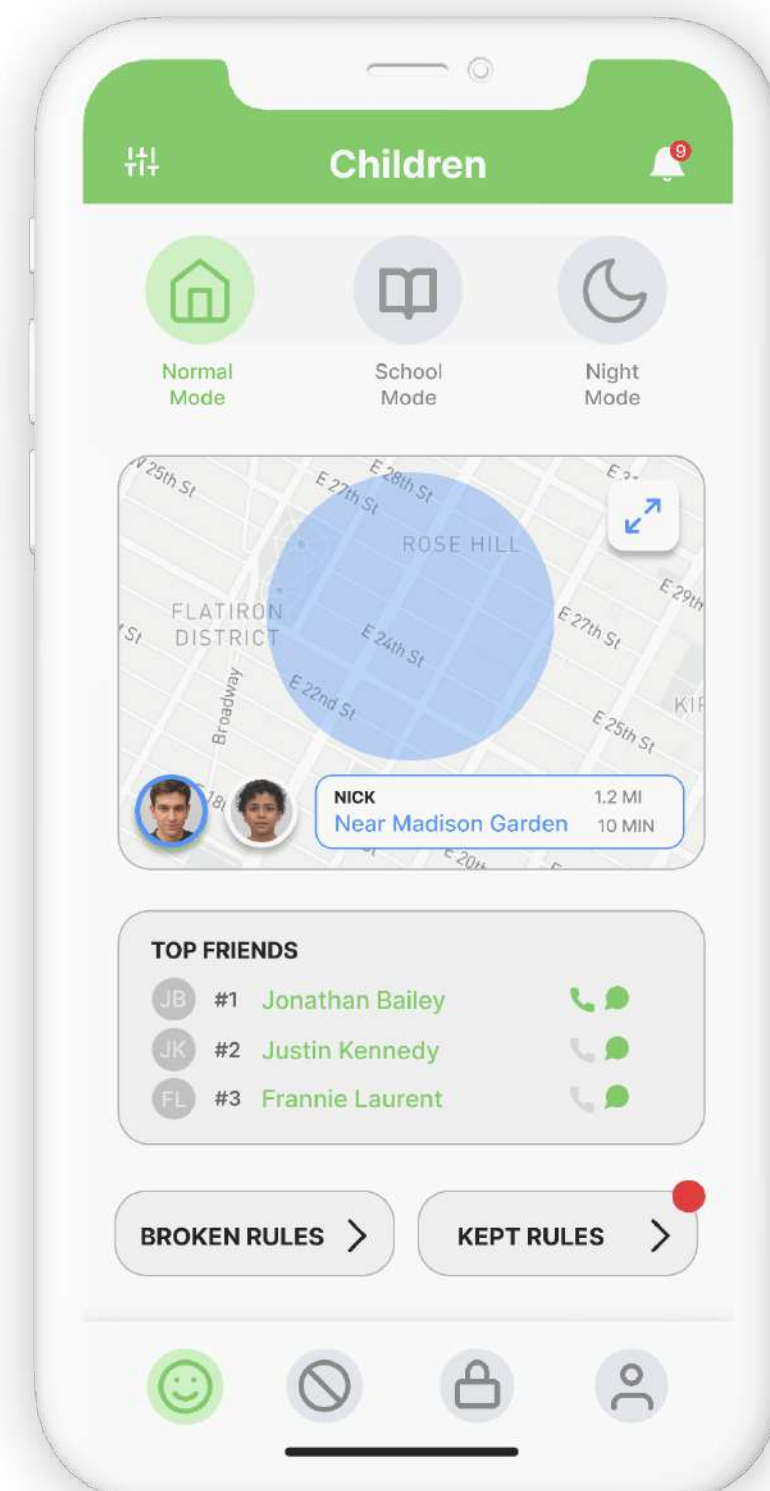


# 6 Deliver

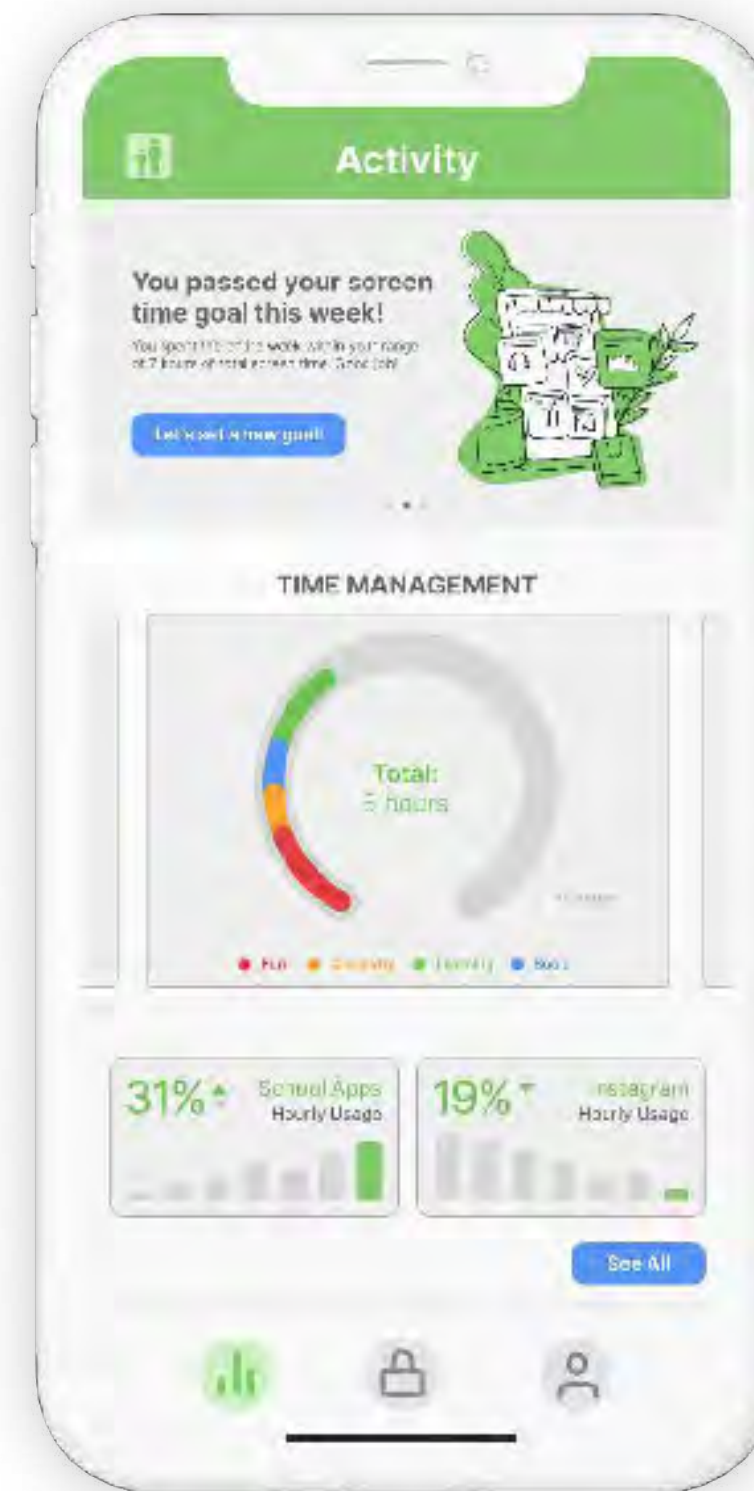
# Featured Screens



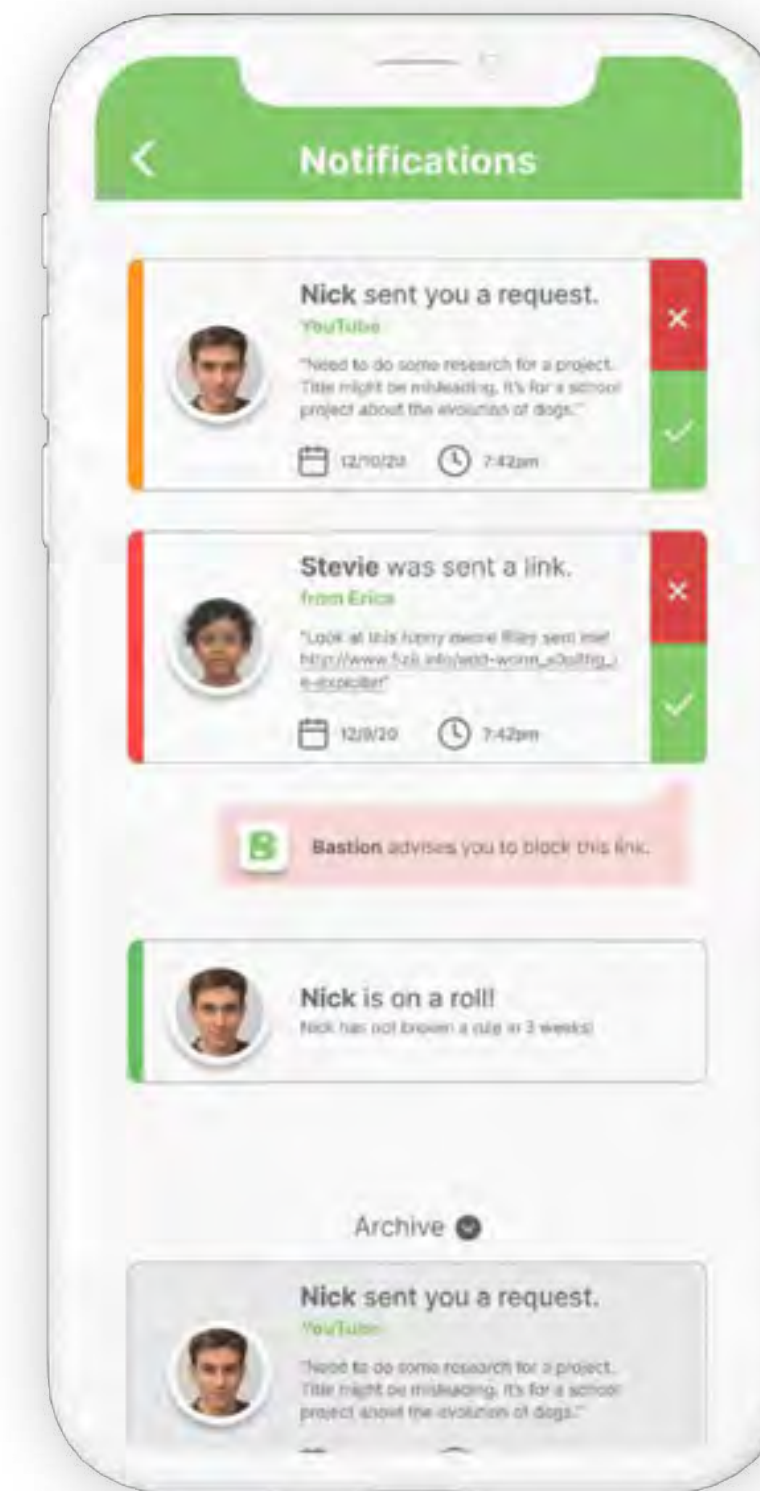
Onboarding



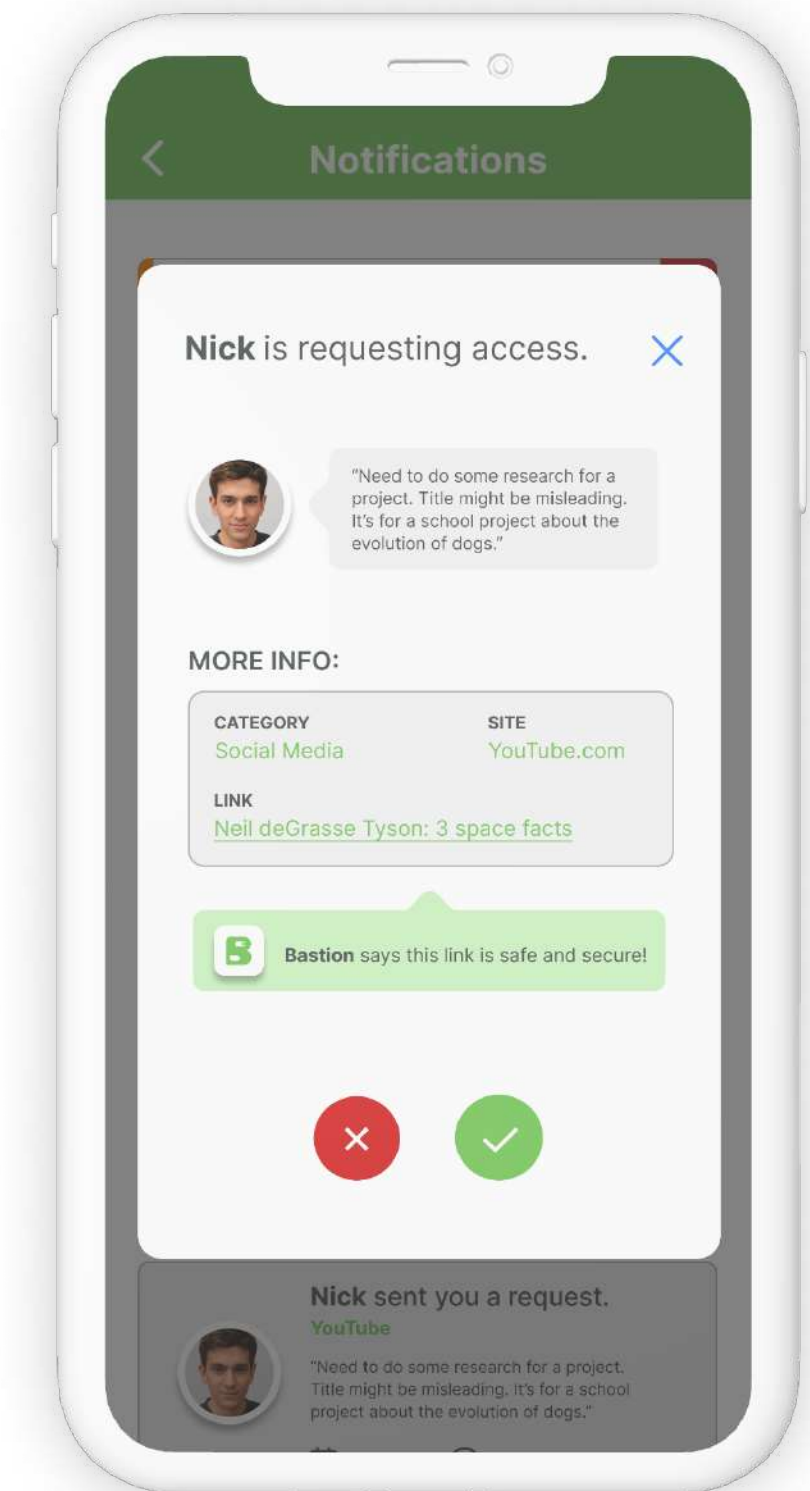
Parent Dashboard



Child activity dashboard



Parent notifications



Request from child

# Look Book



# Final Poster

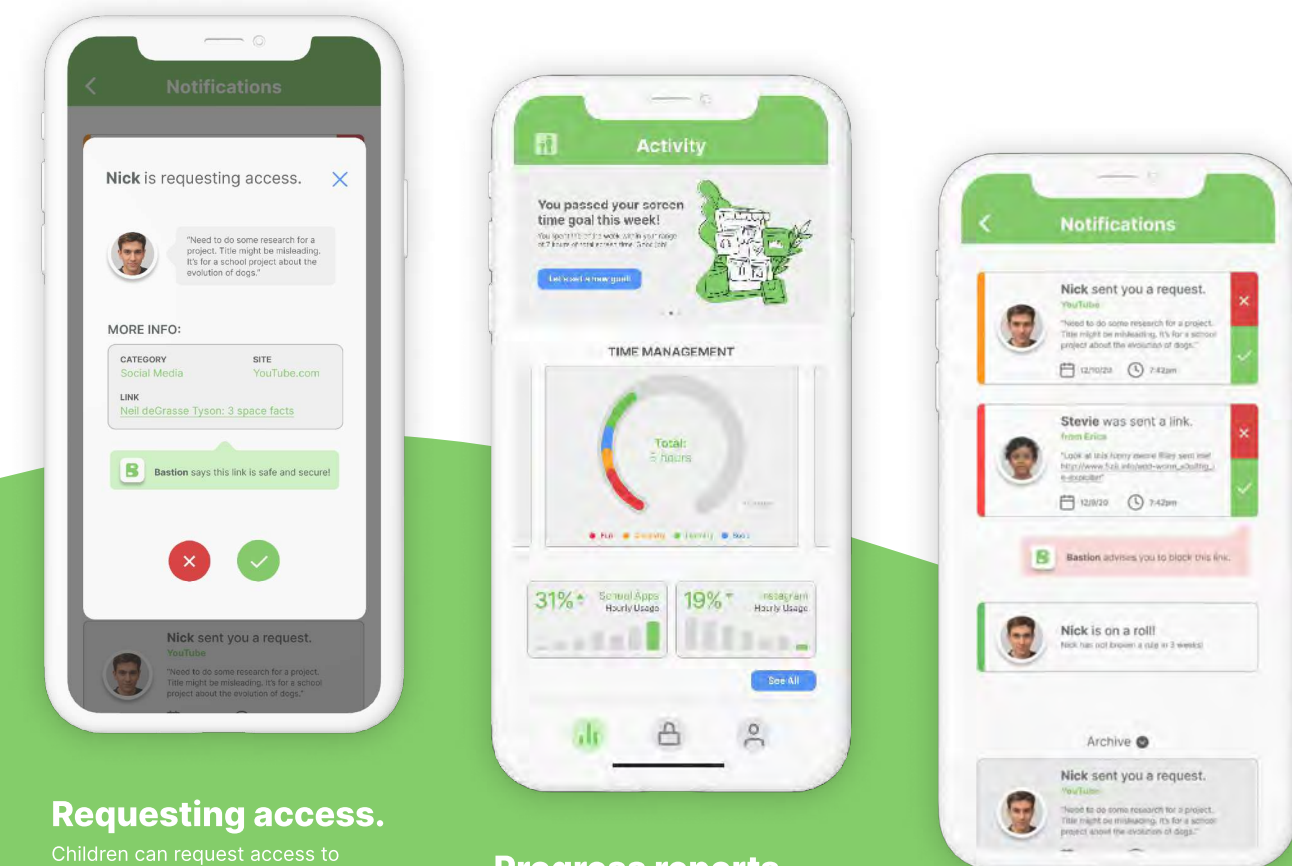


### Our Problem

Parental control applications are intended to monitor, block, and censor what kids do online, but create emotional disconnect and lack of trust between the parents and the child.

### Our Solution

Bastion is an application that allows parents and children to have healthy conversations about internet safety, without the child feeling untrusted or watched over.



### Requesting access.

Children can request access to certain sites their parents restrict, but they have the option to view the site and provide context later as to why they went to the site.

### Progress reports.

Children receive progress reports every month of their screen time, how many rules they broke and kept, and any progress on a specific focus area. Focus areas are recommended by Bastion and provide the child a goal in order to cut down on time they spend.

### Healthy practices.

Children can request access to certain sites their parents restrict, but they have the option to view the site and provide context later as to why they went to the site.

### Project Process

We started investigating with a variety of research methods, into the realm of password protection and authentication— but, we transitioned into parental controls. From there, we took our insights and developed low/mid/high fidelity iterations of the applications, with in-depth user testing at every step.

Alejandro Marques • Arjun Gupta • Caroline Ramsey • Chris Bartoldus • Quint Bailey



**Bastion**