

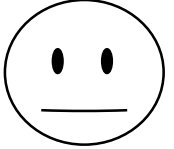






Megan the IT Manager | Changing company ID password

Megan is 37 and has been an IT manager for five years. She is responsible for managing the day-to-day operations in her department and assisting with project deadlines. She is working on a project with a hard deadline and she received a warning message to change her company ID password. Megan needs to take action right away so she can continue her work and meet the deadline.

Primary Steps:	Warning message displays	Locating change password form	Confirmation	Effects of password change	Back on track
User Goals:	Megan received a warning message to change her company ID password due to security reasons and she needs to update it as soon as possible.	Megan needs to find the link where she can change the password.	Megan fills out the change password form.	Megan resumes her work using an application on her laptop which is connected to her company ID password.	Megan can now finish her project.
Process and Channels:	- Megan is in a rush to meet a project deadline and a warning message popped up in her computer forcing her to change her company ID password.	- Megan tries to locate the link and the instructions on how she can change her company ID password but the warning message lacks information about it.	- Megan enters her current company ID password. - She creates a new password that follows the guidelines for password creation to increase security. - She clicks the change password button to confirm the action.	- Megan tries to login to the application using her new password but it did not work. - Megan needs to investigate on how to update her password in the application.	- Megan opens the application and logs in successfully. - Megan continues to work without interruption.
Experience:	 <i>Unhappy</i>	 <i>Very unhappy</i>	 <i>Neutral</i>	 <i>Unhappy</i>	 <i>Happy</i>
Pain Points:	- Megan needs to meet a project deadline and the warning message won't let Megan change her password at a later time or date.	- Megan couldn't find in the warning message the location where she can change her company ID password. - This is the first time Megan needs to change her password and she is spending extra time trying to find out how she should change her password. - Megan spent five minutes locating the change password form.	- Megan received a common password error message. - Megan must follow all the password creation guidelines to successfully change her password. - Megan didn't receive a confirmation message if she successfully changed her password.	- The change of password didn't update on Megan's laptop which made her account automatically sign out from the application. - Megan had to enter her new password on all the applications she used that were signed out.	- Megan had to enter her new password on all the applications she used that were signed out.
Ideas and Opportunities:	- A notice should have been sent out earlier to remind the employees that they need to change their company ID password on a specific date. - Provide an option to complete the action at a later time.	- A redirection link or an instruction on how to change the password should be included in the warning message.	- Display a confirmation message that the process was successful. - Send an email confirming that the company ID password was updated.	- Manual login after password reset could help in updating browsers' saved password information.	- Manual login after password reset could help in updating browser's saved password information.

Disclaimer: Please note that this journey map was created as an example to illustrate user scenarios and pain points using a journey map format. The processes and details shown here are not affiliated with any department or unit at Yale University.