

PAUL SCHERRER INSTITUT



Markus Knecht :: PSI Useroffice :: Paul Scherrer Institut

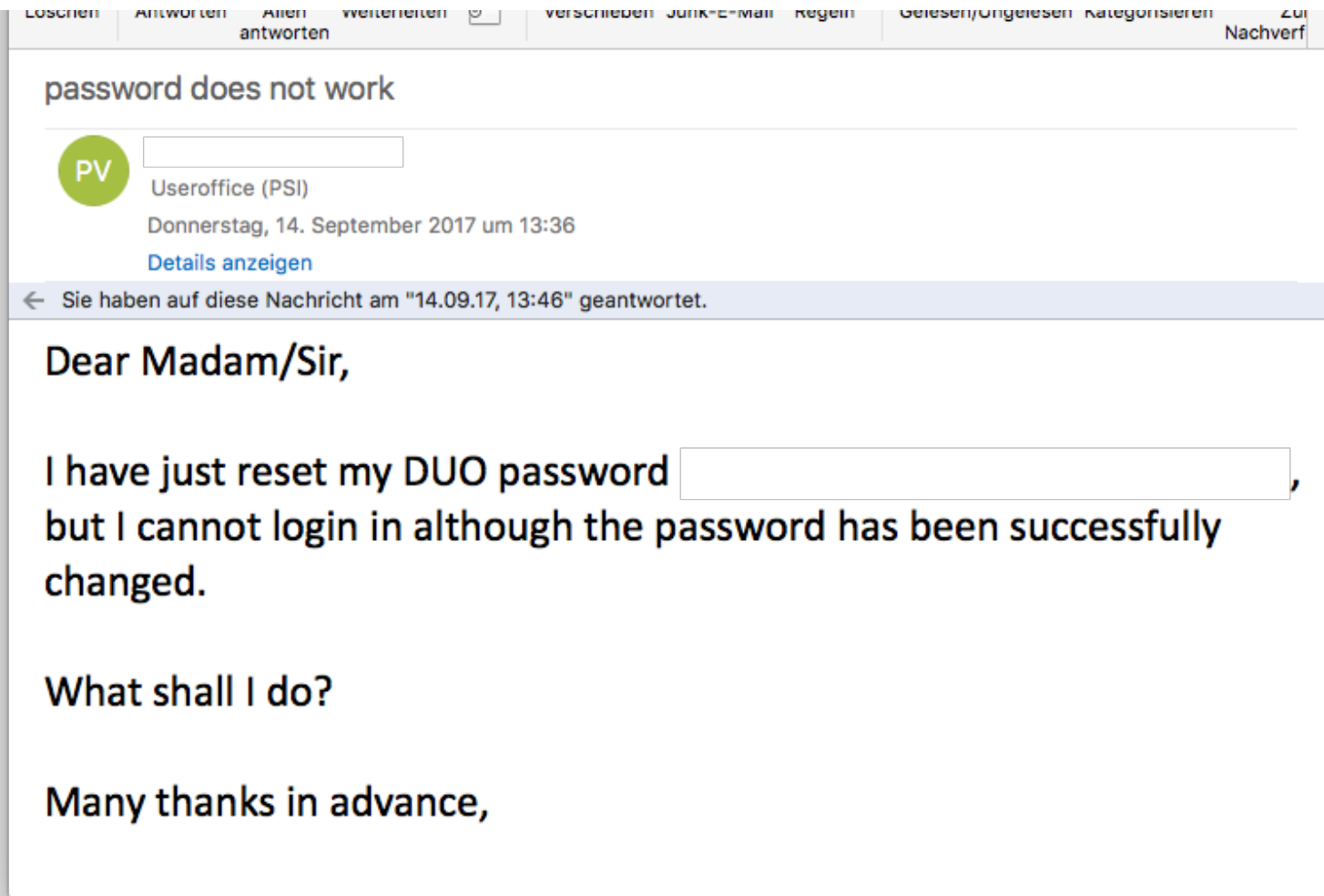
Don't make me think!

10 Ideas for improving the PSI DUO user experience

3rd Meeting of European User Offices, Oct. 24th 2017, Lund

- SwissFEL (Proposal integration)
- Particle Physics (Proposal integration)
- Experimental accounts
- Variable Co-Proposer List (all facilities)
- Publication tool (discontinuing)
- 2nd Level Support

How it might start.... (try to avoid such mails)



#1: Accept e-mail addresses as username

DUO or PSI Account

PSI Account

Umbrella Ac

Login with

Accept username OR the e-mail address of the account.

Username

Password

Login

#2: Add option to show the password

Add this (unsecure) option to all password input fields

Account password		
Password (*)	<input type="text" value="SomeKeyzAreHardToFiñd{"/>	<input checked="" type="checkbox"/> Show password

(*) these fields are mandatory.

Create

Cancel

#3: Keep number of login options low

DUO or PSI Account **PSI Account** **Umbrella Account**

Login with your DUO or PSI Account.

Username

Password

Login

Create a new DUO Account **Reset your DUO Password**

#4: Have good monitoring (for the useroffice)

Nice to have:
Logging of events
without account
context

Once the user logged in we have an action log:

User's log

<u>When</u> ↓	<u>What</u> ↑ ↓	<u>Additional infos</u>
11/09/2017 08:53:21	Proposal update	COWRITER4: ->6013
11/09/2017 08:51:37	Proposal update	STATUS: S->E
11/09/2017 08:50:56	Proposal update	COWRITER3: ->6295
11/09/2017 08:50:56	Proposal update	Attach to CYCLE SING-I/17
11/09/2017 08:47:43	Proposal update	COWRITER2: ->6013
11/09/2017 08:46:49	Proposal update	COWRITER1: ->6295
11/09/2017 08:26:28	Proposal update	STATUS: A->S
11/09/2017 08:26:28	Proposal update	Attach to CYCLE SING-I/17
08/09/2017 08:51:30	Proposal update	COWRITER3: ->513
08/09/2017 08:51:30	Proposal update	Attach to CYCLE PX

Nice to have: Address for
detecting problems and
resetting browser data.

Build the address that detects all problems:

<https://duo.psi.ch/visit-me-and-it-tell-you-whats-wrong>

#5: "Secure" channel to send a password

DUO PSI Digital User Office

Set a new password for this DUO user:

Firstname (*)	Markus
Lastname (*)	Knecht
E-Mail (*)	markus.knecht@psi.ch
New DUO password (*)	<input type="text" value="PickOneForTheUser"/> Strong

(*) these fields are mandatory

Set new password

Mail it as JPEG **Send as SMS (text message)**

Have option to set and send the password (as secure as possible)

#6: Divide registration in (at least) two steps

The screenshot shows a web browser window with the URL "Paul-Scherrer-Institut (PSI)" and the page title "DUO PSI Digital User Office". The page content is titled "DUO User registration (create a new account)" and includes a "Personal information" section with the following fields:

- Position (*) - Select One -
- Title (*) - Select One -
- First name (*)
- Middle initial
- Last name (Family name) (*)
- Gender (*) - Select One -
- Birthdate (*) (Dateformat: DD/MM/YYYY)
- Nationality (*) - Select One -
- Institute (*) Select your institute with the select button [Select]
- Department
- Address [Click here if the address is not correct]
- E-Mail (*)
- Phone (*)
- PSI Facility to be used mainly Swiss Light Source

Below the personal information section, there is a section titled "Please choose a username and password for your new DUO account" with the following fields:

- Please note: Username and password are used case sensitive !
- DUO Username (*)
- Password (*)
- Confirm password (*)

Ask for the e-mail in first step (and check for existing accounts).

#7: Confirm E-Mail during Proposal submission

Make e-mail confirmation the 1st step of the proposal submission

Undeliverable: Proposal 20171427 submitted

#8: Activation E-mail on registration

When new user registers at the DUO: Send out a welcome e-mail with an link the user can confirm his e-mail address. {Standard feature}

#9: Change affiliation more easily

The control over the institute attributes must remain at the useroffice! Implement a control workflow.

Opens selection dialogue...

Personal Citizenship	Citizenship
Institute	Paul Scherrer Institut [Select other institute]
Department	Forschung mit Neutronen und Myonen (NUM)
Address	5232 Villigen PSI Switzerland [Click here if this address is not correct]

Opens e-mail to user office

#10: Reuse co-proposer lists on new proposals

Proposers

Main Proposer

Principal Investigator (*)

Search within the DUO accounts (use firstname or lastname)

Experiment Category

Experiment Type (*)

Provide an option to use "crew-lists" of previous proposals.

Thank you!

