Team Innixi

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Product Designer

Andrea
UX Writer

Rahul
Software Engineer
A mental health companion for life transitions
The Problem
Life transitions can be stressful

- Separation or divorce
- Financial hardship
- Loss of a loved one
- COVID-19 pandemic
- Serious injury

- Sudden changes can cause stress, worry, and rumination
- Left unaddressed, these feelings can create bigger problems
- Self-awareness is often a major mental health hurdle
Generative research

Diary study

- 12 participants
- 7 days, 3 entries per day
- App-based questionnaire

Source of stress

- Coronavirus: 37%
- Work: 34%
- School: 16%
- Other: 12%
- Relationships: 1%
Generative research

**Interviews**
- 5 participants
- 1 hour each
- Semi-structured

**Pain points**
- Major life changes
- Social isolation
- Lack of control over a situation
- Uncertainty about the future
- Lack of daily routine
Meet Hans

Pain Points

- Feeling of uncertainty
- Lack of daily routine
- Unable to afford therapy

Needs

- A way to track personal progress
- Greater understanding of self
- Reminders to engage in mindfulness activities

"It is difficult to maintain my daily routine during COVID-19"
The Solution
Hi there,
I’m Innixi

Your companion through life’s transitions

GET STARTED

SIGN IN
Goal setting to build a wellness routine
Precise and delightful mood tracking
Get actionable insights on overall wellness
User privacy at the forefront of design
What makes Innixi unique

- Focused on difficult transitions
- Compartmentalizes feelings
- Encourages reflection on activities
- Holistic wellbeing: mental & physical
Design Process
Testing the low-fi prototype for proof of concept

User feedback:
“IT gives me peace of mind to understand that sometimes there are worse days”

“I like the idea of correlating my mood to what I’ve been doing.”

Design changes:
• More personality & visualization
• More granular mood tracking
Testing the hi-fi prototype for usability

Making the product voice more human

“I appreciated that the onboarding questions were kept to a minimum, but still had a personal touch.”
Testing the hi-fi prototype for usability

Improving mood tracking and incorporating visuals

“I like the bottles. They remind me of “glass half full vs. half empty””

“The plant is a nice metaphor for human growth”
Implementation
System architecture & database design

Innixi iOS app

User data (MySQL)

AWS - Virtual Private Cloud

Innixi server
Privacy engineering

- No collection of personal information during onboarding
- “Privacy Mode” option keeps user data on phone’s storage
- Users can erase their data any time

Innixi iOS app

User data (MySQL)

AWS - Virtual Private Cloud

Innixi server
Proposed privacy architecture

1. Register User
2. Generate Token
3. Assign Token
4. Receive Token
5. Save Token
6. Get Data (Token)
7. Authenticate
8. Success
9. Data
Privacy considerations

- System prevents identity disclosure and impersonation
- Potential inference attacks or membership disclosures
- Lost token = lost data
- Compromised token = privacy breach

### Authentication Table

<table>
<thead>
<tr>
<th>id</th>
<th>user</th>
<th>token</th>
<th>expiry</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>bob</td>
<td>56265883-0bd9-4623-a532-7775883-0bd9-4623-bbee66946449a</td>
<td>2021-12-31 00:00:00</td>
</tr>
<tr>
<td>2</td>
<td>alice</td>
<td>7775883-0bd9-4623-a532-bee66946449a</td>
<td>2021-12-31 00:00:00</td>
</tr>
</tbody>
</table>

### Sleep Log Table

<table>
<thead>
<tr>
<th>id</th>
<th>user</th>
<th>start</th>
<th>end</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>alice</td>
<td>2020-05-05 22:00:00</td>
<td>2020-05-06 06:00:00</td>
</tr>
<tr>
<td>2</td>
<td>alice</td>
<td>2020-05-06 18:00:00</td>
<td>2020-05-06 22:00:00</td>
</tr>
<tr>
<td>3</td>
<td>bob</td>
<td>2020-05-07 00:15:00</td>
<td>2020-05-07 08:00:00</td>
</tr>
</tbody>
</table>
Next Steps
Future explorations

- Integration with smart wearables
- How to facilitate social connection
- Expanding the product to fit more needs
Thank you!

We are grateful to our advisor, Dr. Coye Cheshire for lending his expertise and guidance.
Apendix
# Feature Set

<table>
<thead>
<tr>
<th>Features</th>
<th>Goal</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Onboarding</strong></td>
<td>• Introduce the goal of the app&lt;br&gt;• Understand user's specific needs to provide personalized user experience</td>
<td>P0</td>
</tr>
<tr>
<td>• Landing page</td>
<td></td>
<td></td>
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<tr>
<td>• Nickname setup</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Two-question survey</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Account setup</strong></td>
<td>• Build trust with users&lt;br&gt;• Motivate users to maintain check-in routine and become a regular user</td>
<td>P1</td>
</tr>
<tr>
<td>• Privacy policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Registration / Sign in</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Goal setting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Reminder setup</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Homepage</strong></td>
<td>• Show progress&lt;br&gt;• Provide easy access to mood tracking&lt;br&gt;• Provide tools to reflect</td>
<td>P0</td>
</tr>
<tr>
<td>• Progress tracking</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Tools/activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Mood check-in</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Mood tracking</strong></td>
<td>• Enable multiple mood selection with nuances scale&lt;br&gt;• Track well-being holistically by connecting mood with activities&lt;br&gt;• Show gratitude and growth to motivate users</td>
<td>P0</td>
</tr>
<tr>
<td>• Mood selection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Activities selection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Growth progress visualization</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Dashboard</strong></td>
<td>• Visualize data about mood and activities to bring insights&lt;br&gt;• Provide summary to facilitate introspection</td>
<td>P0</td>
</tr>
<tr>
<td>• Mood data visualization</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Insights about what influences mood</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Sleep data visualization</td>
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<td></td>
</tr>
<tr>
<td>• Exercise data visualization</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Tools/Activities</strong></td>
<td>• Use psychology theories to help users understand more about their mental health&lt;br&gt;• Provide intervention methods to</td>
<td>P2</td>
</tr>
<tr>
<td>• Guided reflection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Journaling</td>
<td></td>
<td></td>
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<tr>
<td>• Meditation</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Motivation/Goals</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Motivate users stick with the plan&lt;br&gt;• Help users maintain a habit</td>
<td>P3</td>
</tr>
<tr>
<td>• Milestone check-in&lt;br&gt;• Dynamic reminder&lt;br&gt;• Dynamic plant</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>My profile</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Provide methods to protect privacy&lt;br&gt;• Provide more customized experience</td>
<td>P3</td>
</tr>
<tr>
<td>• Data storage&lt;br&gt;• Change goals&lt;br&gt;• View achievement</td>
<td></td>
</tr>
</tbody>
</table>

In our lo-fi prototype, we designed all P0 features. Then in our hi-fi prototype, we included P1 features and part of P2 features. We haven’t designed P3 features but plan to include them in our next round of iteration.
Database

Inniix Database Schema