

# SafeCard Case Study

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# The Goal

The primary objective of this project was to create a mobile wallet solution that imitates the essential functions of a physical wallet, with a focus on security to safeguard the user.

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# The Problem

Users struggle to find a secure and versatile mobile app that can store more than just their bank cards; for example, their identification cards, event or bus passes, without feeling uneasy due to the lack of mobile security.

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# The Solution

To satisfy users' needs and solve user frustrations, I designed a mobile app that prioritizes security by requiring multi-step identity verification to access the app and their personal information such as ID cards or passes.

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# My Approach

As with any project, I began with **researching**. The three wallet apps I investigated: Folio & Apple Wallet being direct and CLEAR being indirect.

What followed next was **site-mapping** and **wireframing**.

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# Findings

- Most central themes consisted of *security and ease-of-use*
- Strong emphasis on *security measures* being important, with multiple options to protect users and their data
- *Interfaces* being simple and *easy to navigate*
- Common challenges consisted of *slow load times* and *subscriptions* for full features

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# Wireframes

Keeping the UI minimal to aid in preserving load times to an average, as for subscriptions I did not touch on that as this was an app that would not be fully developed and launched for users.

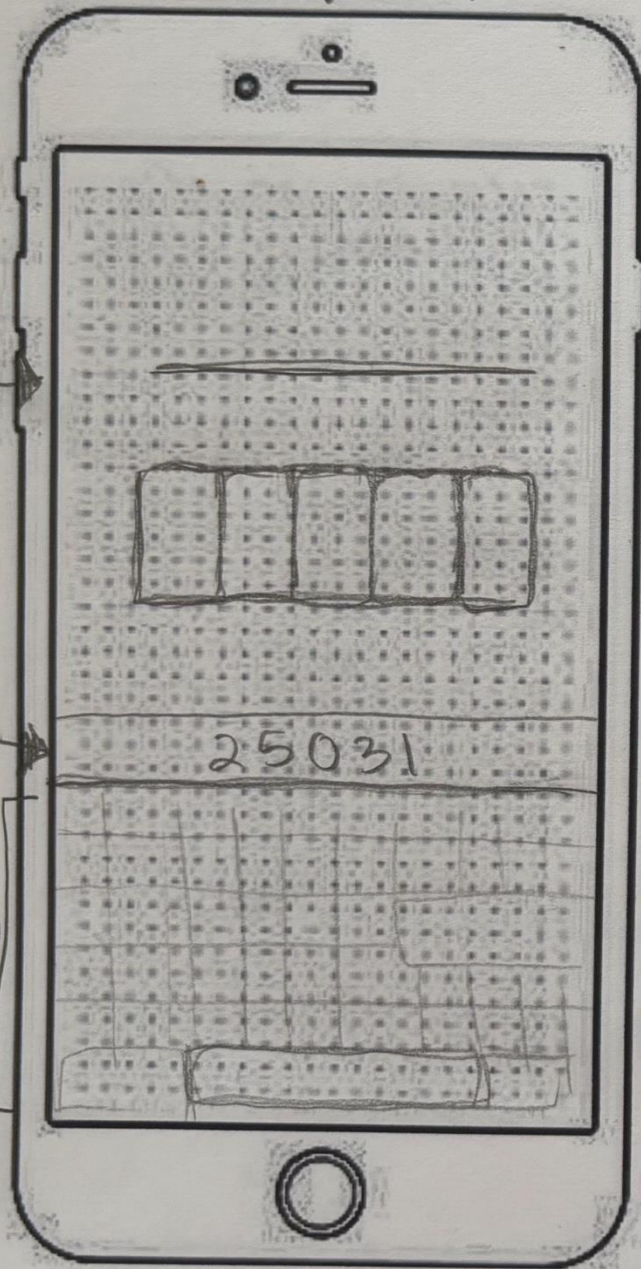


# OTP verification

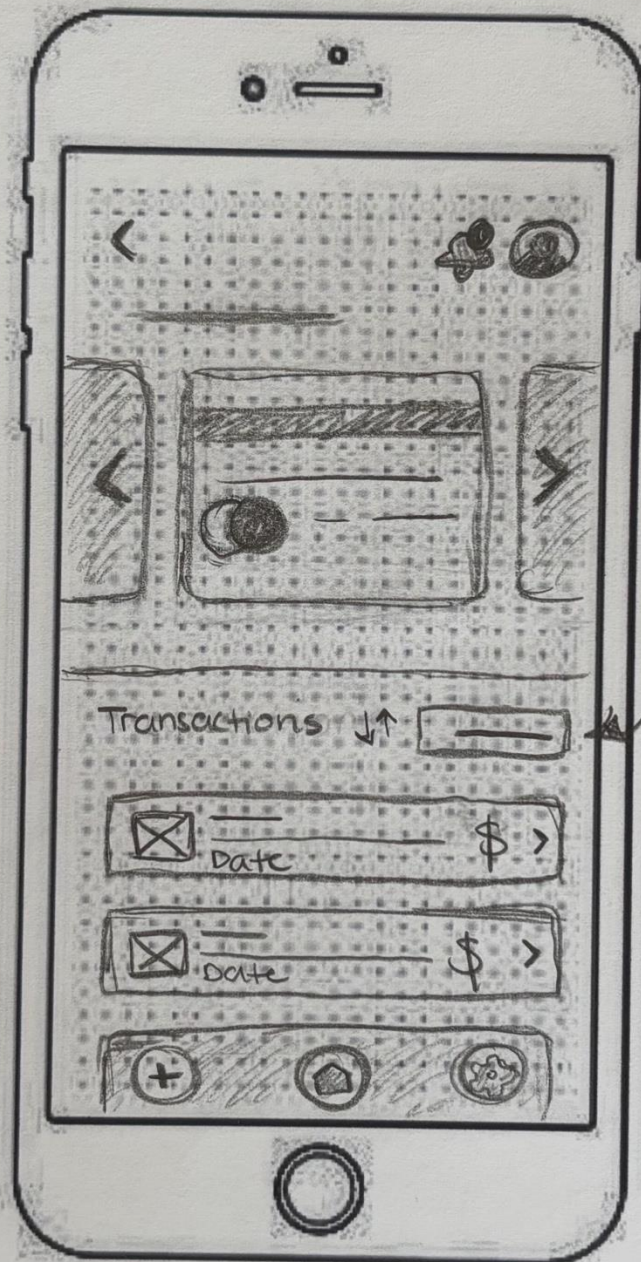
Please enter  
OTP to  
access:

autofill  
from message

(keyboard)

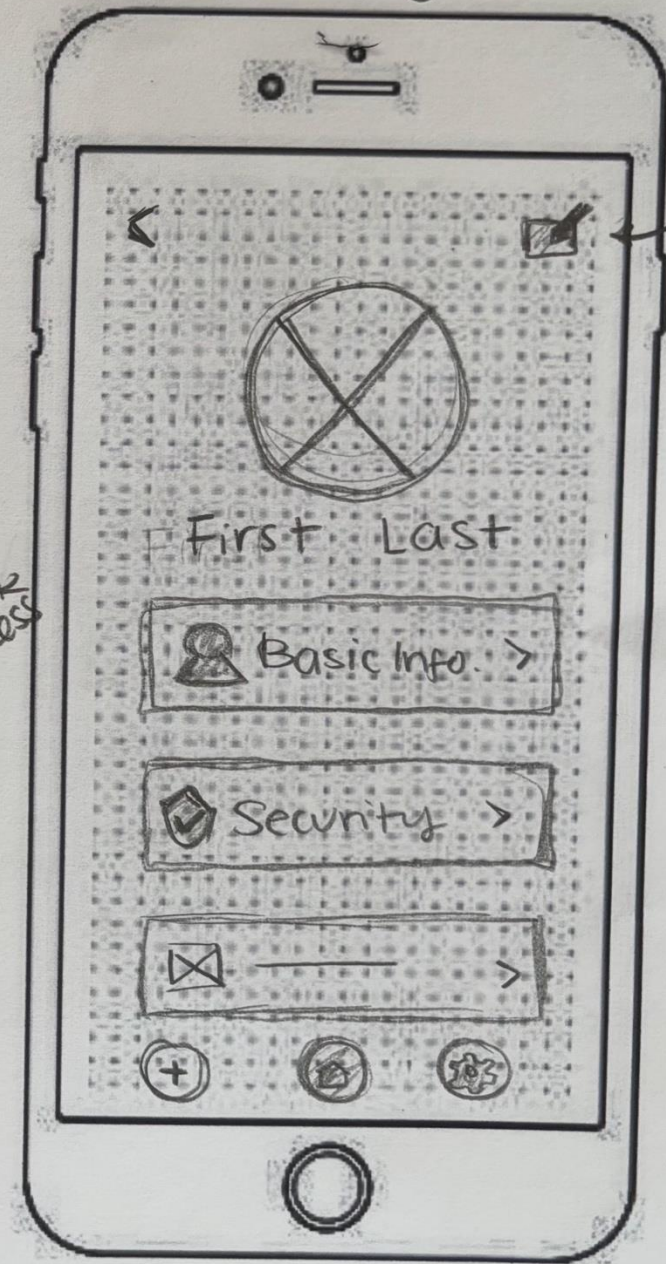


# DC/CC Page



Bank  
access

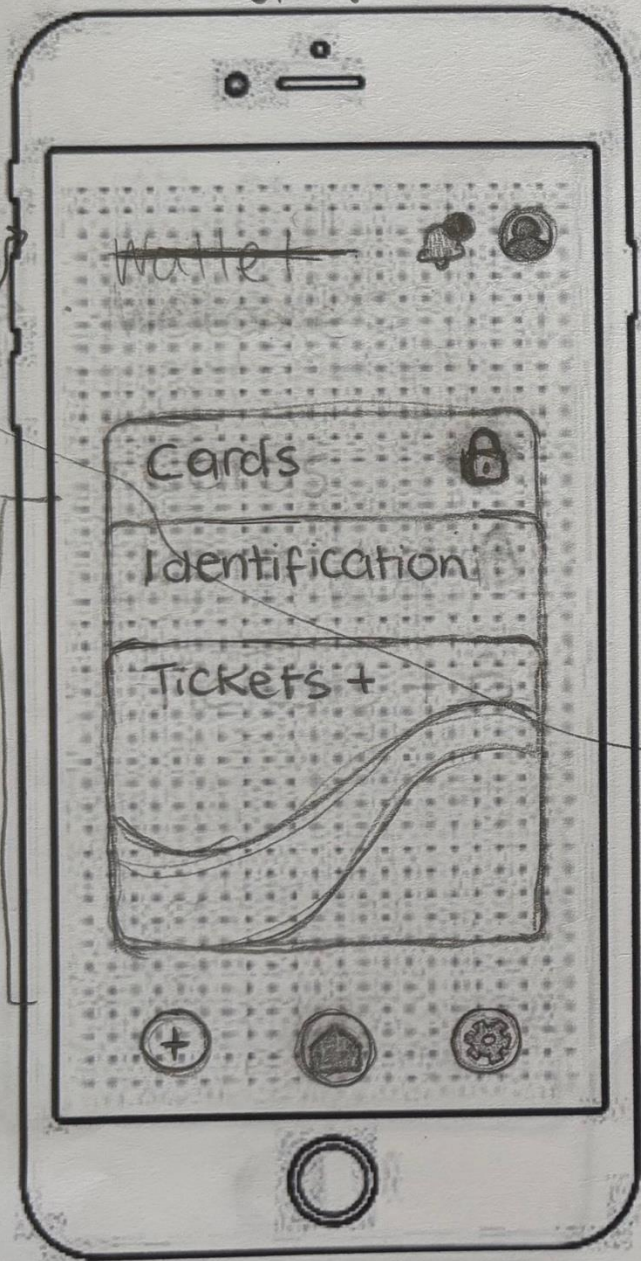
# PROFILE



edit



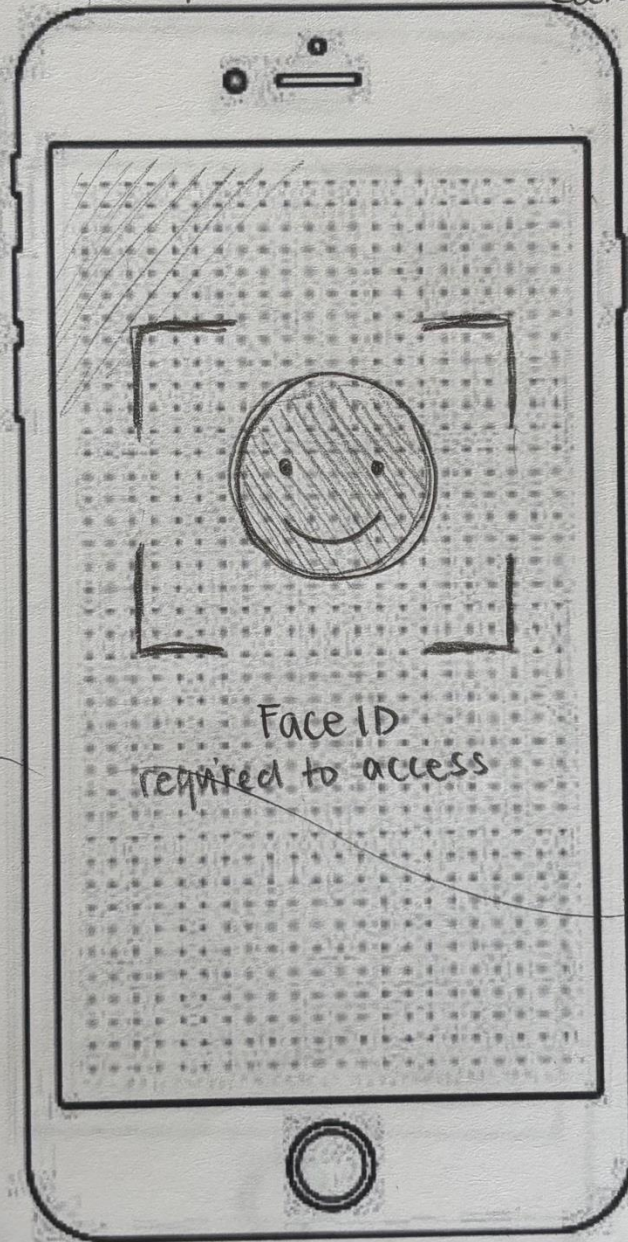
Homepage



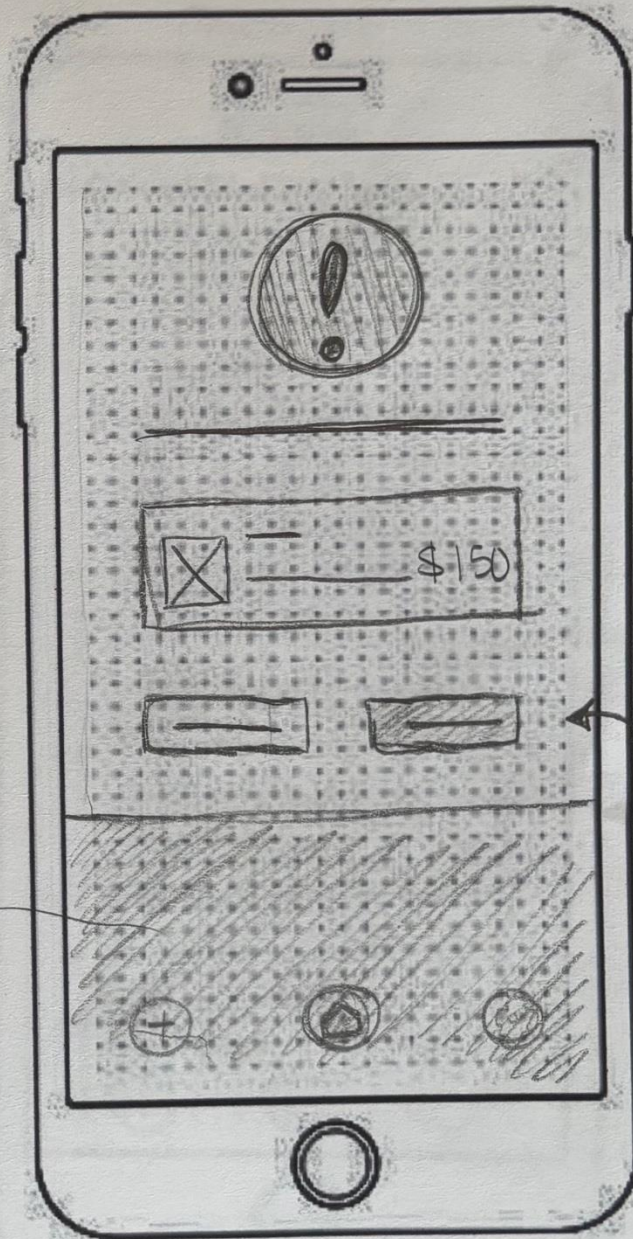
wallet  
Hello  
welcome  
Good  
morning  
? evening  
? ?

more  
to add  
w. space  
@ bottom  
? ?

ID req. for unlocking app + cards



Fraud notification



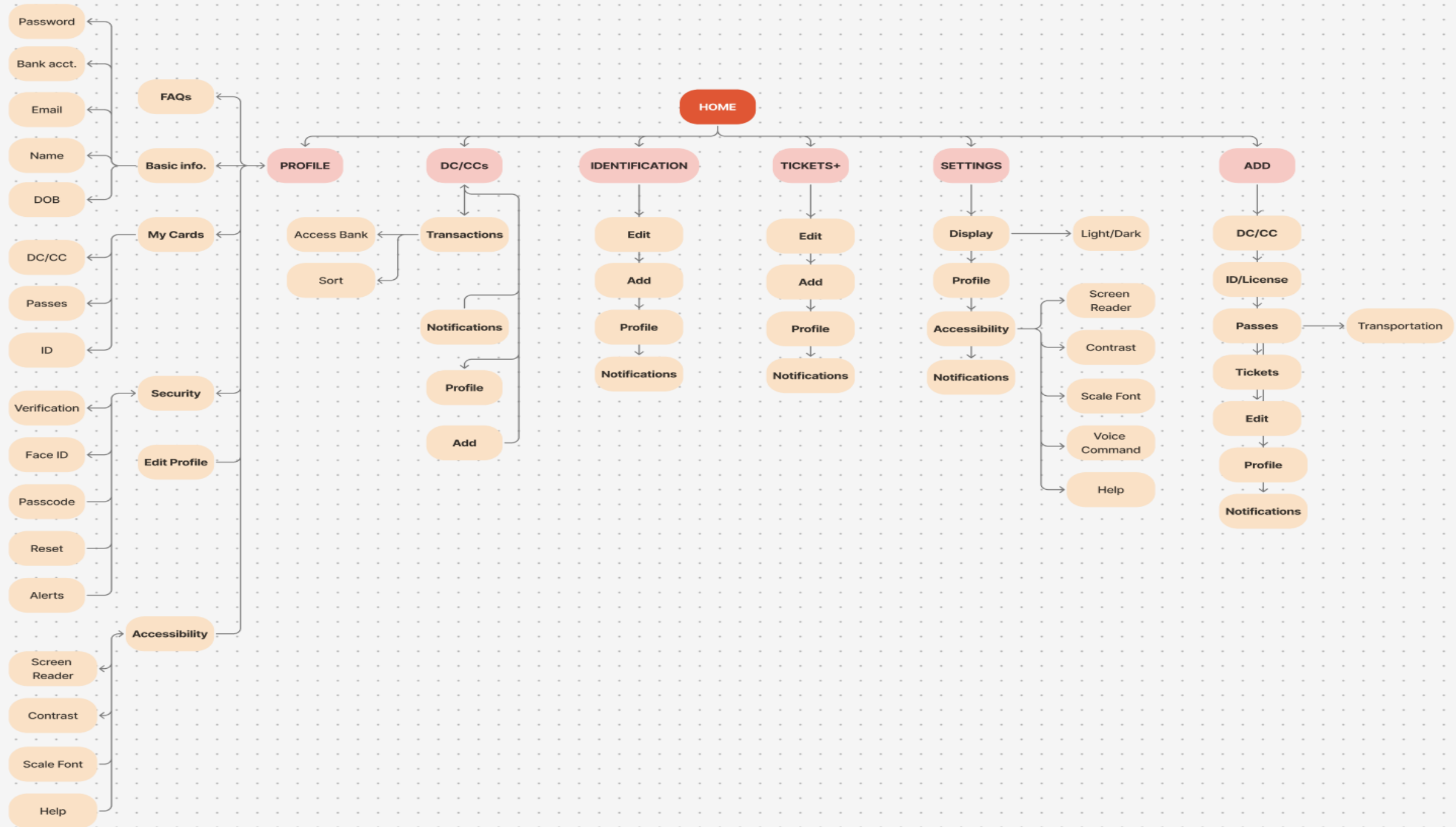
yes/no  
it was  
not me

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# Sitemap

I placed accessibility in more than one location; under 'Profile' and 'Settings', to allow for a diverse way to access the accessibility settings. This is because not everyone has the same browsing style. I also limited the amount of steps a user would need to do in order to complete basic tasks such as navigating to change the display mode of their app.

























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# Feature Prioritization

1. **Security:** a top concern for users is their privacy and security, making this the top feature to prioritize. Facial recognition and a one-time verification code to open the app, with the option to add additional verification for select cards.
2. **Fraud Monitoring:** aiding in the security concern, fraud monitoring allows users to be notified when suspicious activity is seen on their transactions for all credit or debit cards.
3. **Bank Access:** the ability to link and access a bank account to allow for money transferring directly onto cards, to refill transportation cards, etc.

# Content Outline

1. **Welcome Page**
  - Headline: SafeCard
  - Sub headline: 'Your Friendly & Secure Digital Wallet'
    - Sub headline 1: 'Sign up'
    - Sub headline 2: 'Log in'
  - Body Paragraphs:
    - Paragraph 1: 'Forgot your password?'
  - Images or Graphics:  
2. **Home Page**
  - Headline: 'Welcome, \*first name\*'
    - Sub headline 1: 'Cards'
    - Sub headline 2: 'Identification'
    - Sub headline 3: 'Tickets+'
  - Images or Graphics:      
3. **Main Feature 1 Page (Face ID)**
  - Headline: 'Face ID Required to Access'
  - Images or Graphics: \*Face ID icon to be created in Xd\*
4. **Main Feature 2 Page (Fraud Notification/Pop-up)**
  - Headline: 'Potential Fraudulent Charge'
  - Sub headline: 'The transaction(s) below have been marked suspicious. Please review and confirm if they are fraudulent.'
  - Images or Graphics: 
  - Body Paragraphs:
    - Paragraph 1: \*Information of the suspected fraud charge\*
    - Paragraph 2: 'Yes, this was me'
    - Paragraph 3: 'No, this is fraudulent'
5. **Main Feature 3 Page (OTP Verification)**
  - Headline: 'Please enter the one-time passcode sent to the number on file'
6. **Page of your choice (Profile)**
  - Headline: 'First & Last Name'
    - Sub headline 1: 'Edit'
    - Sub headline 2: 'Account Information'
    - Sub headline 3: 'Security'
    - Sub headline 3: 'Help'
  - Images or Graphics: \*Profile of person\*     
7. **Page of your choice (DC/CCs)**
  - Headline: 'Your Cards'
    - Sub headline 1: 'Transactions'
    - Sub headline 2: 'Access Bank'
  - Images or Graphics:      
  - Body Paragraphs:
    - Paragraph 1: \*Information about transaction 1\*
    - Paragraph 2: \*Information about transaction 2\*
    - Paragraph 3: \*Information about transaction 3\*

To aid in obtaining a deeper visual of what will go on each page, I created a content outline that outlines the pages and information that will go within.

# Final Deliverables



4:45



Face ID approved



4:45



Face ID required  
to access

4:45



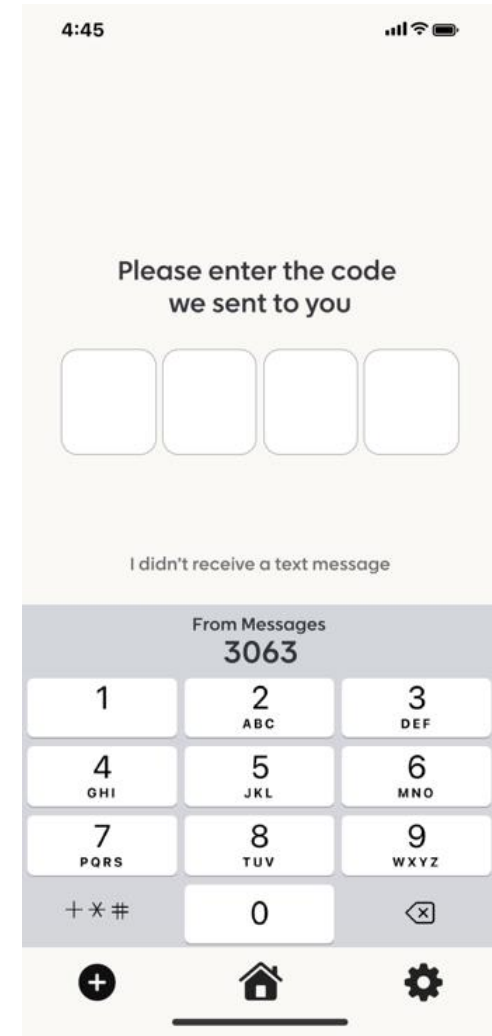
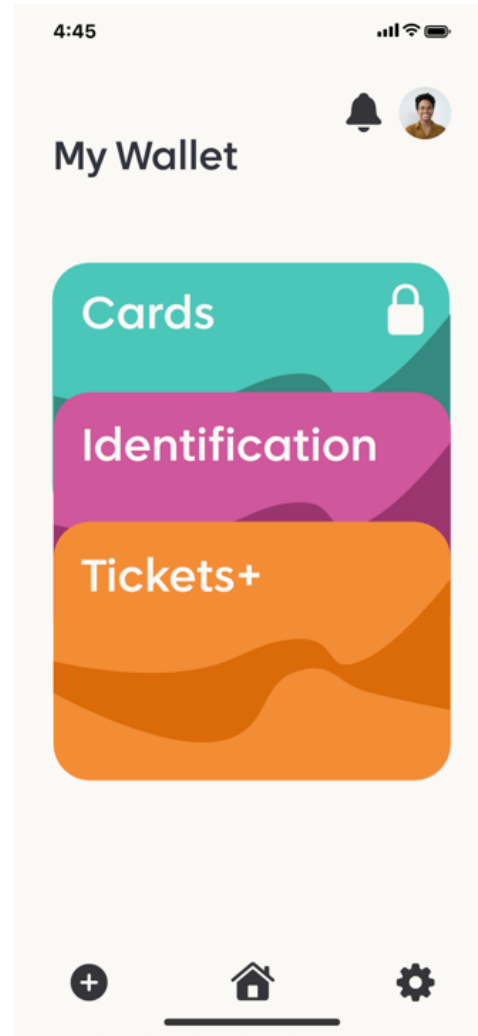
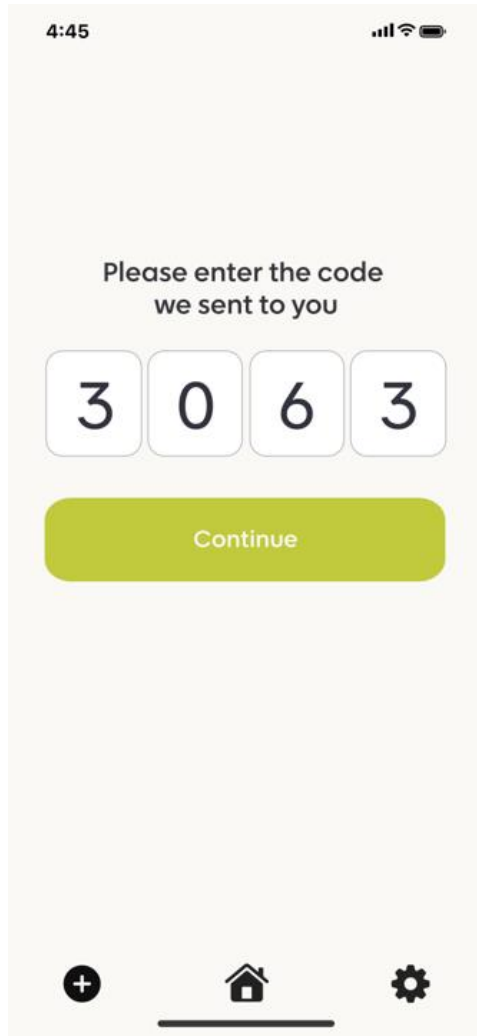
Your Friendly & Secure Digital Wallet

Sign Up

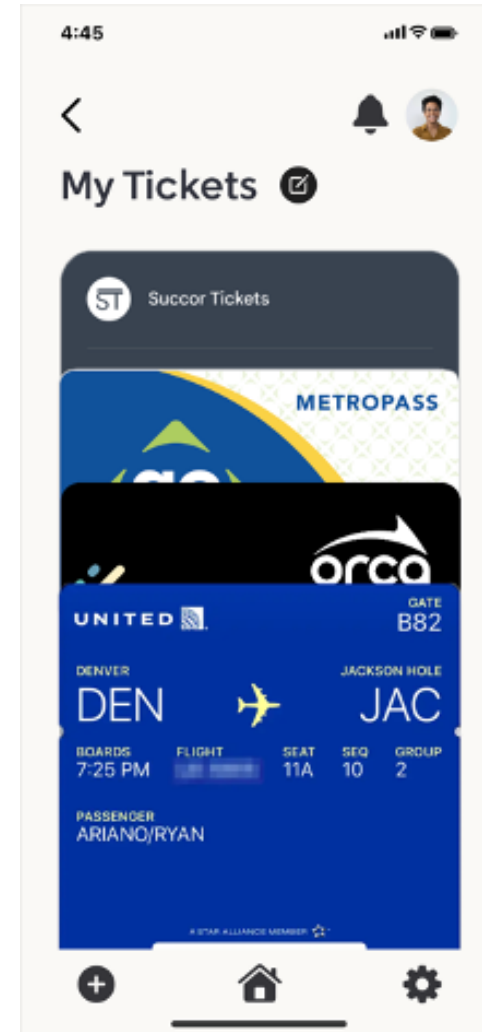
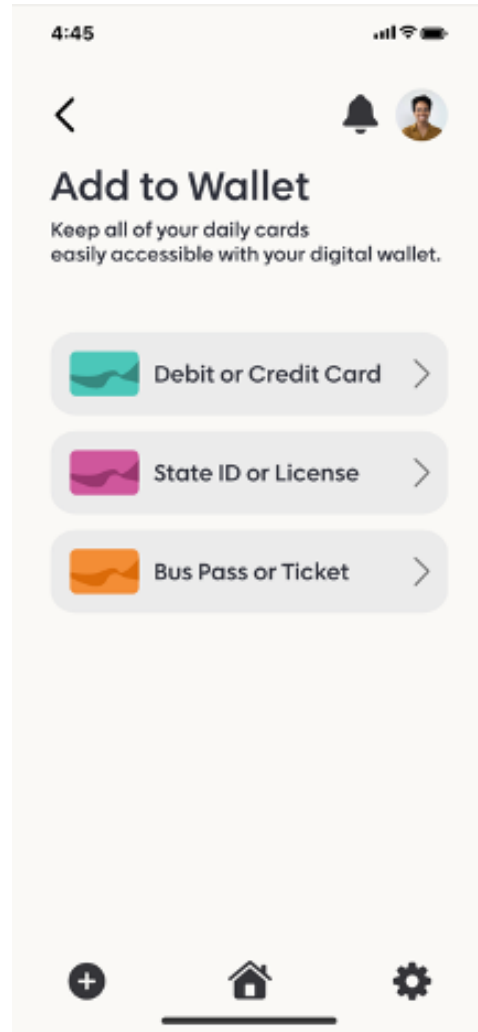
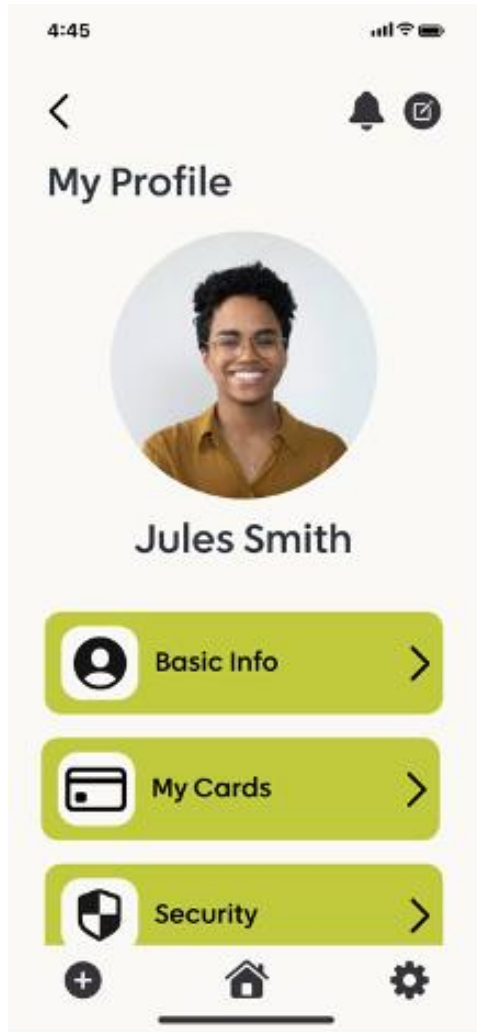
Log In

[Forgot your password?](#)









4:45



Your Friendly & Secure Digital Wallet

Sign Up

Log In

[Forgot your password?](#)

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# Conclusion

Upon completing this project, I was able to have a better understanding outside of my own opinion on what a digital wallet *should* look like.

Security is a major concern in today's digital world and approaching it one step at a time helps build trust and make systems feel safer.

I am interested in diving back into this project to make improvements and further expand the app by adding more user flows and pages. I would also like to conduct usability tests upon completion of said additions.

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# Thank you

All screenshots and files used or mentioned are in the PDF below

[SafeCard Combined PDF.pdf](#)

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