bianca forte   january 2024

passaportonline.it

V.1

login
security provider

applicants
appointments
profile
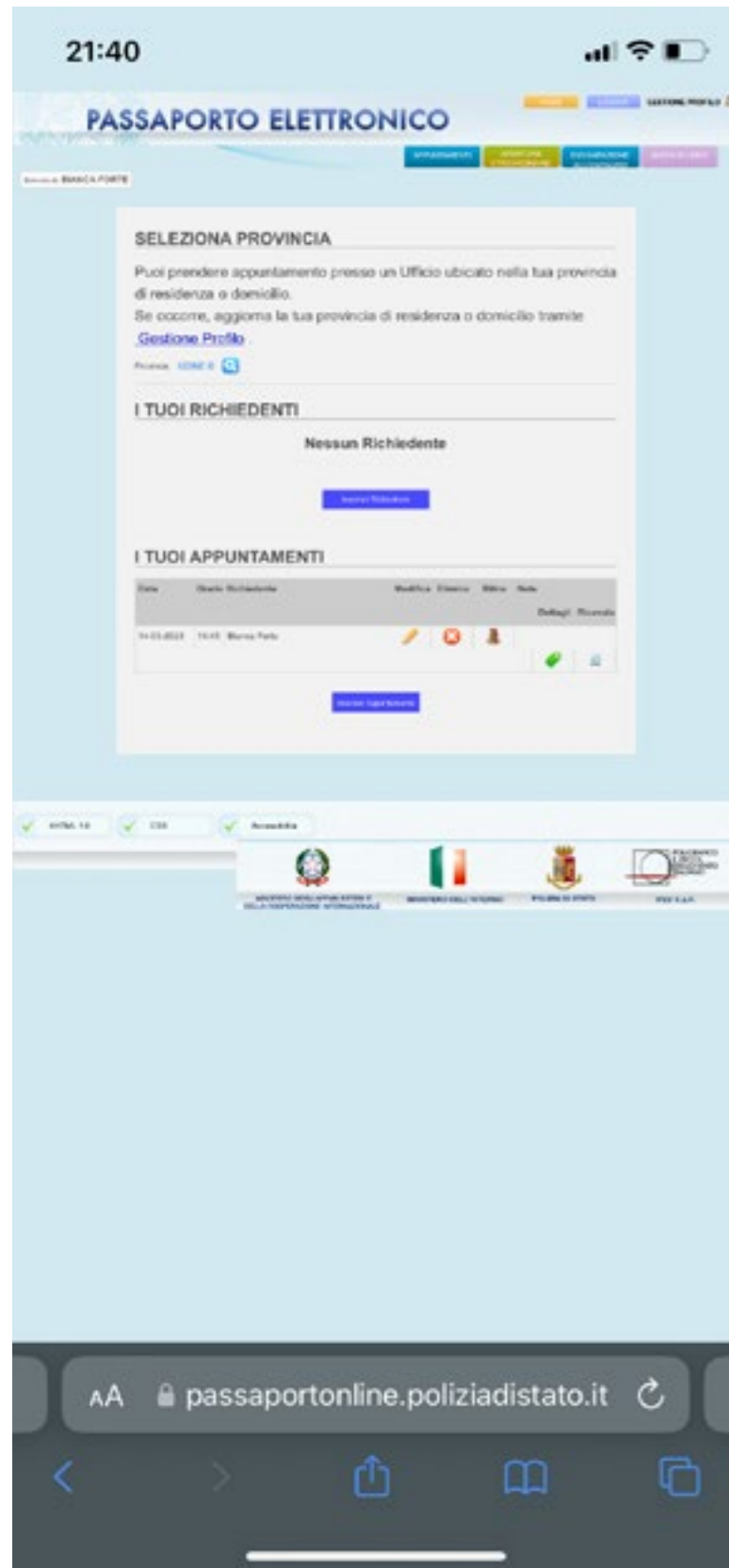information

V.2 information

login

profile

appointments security provider applicants

step 1 - access
double access for citizen and
public administration
not optimized for mobile
immediate access through
security provider

step 2 - login
messy interface
doesn't mention applicants
barrier for people who don't
have a digital identity

step 3 - onboarding
unclear hierarchy
uncoherent visual language
mysterious booking system
no information about applicants
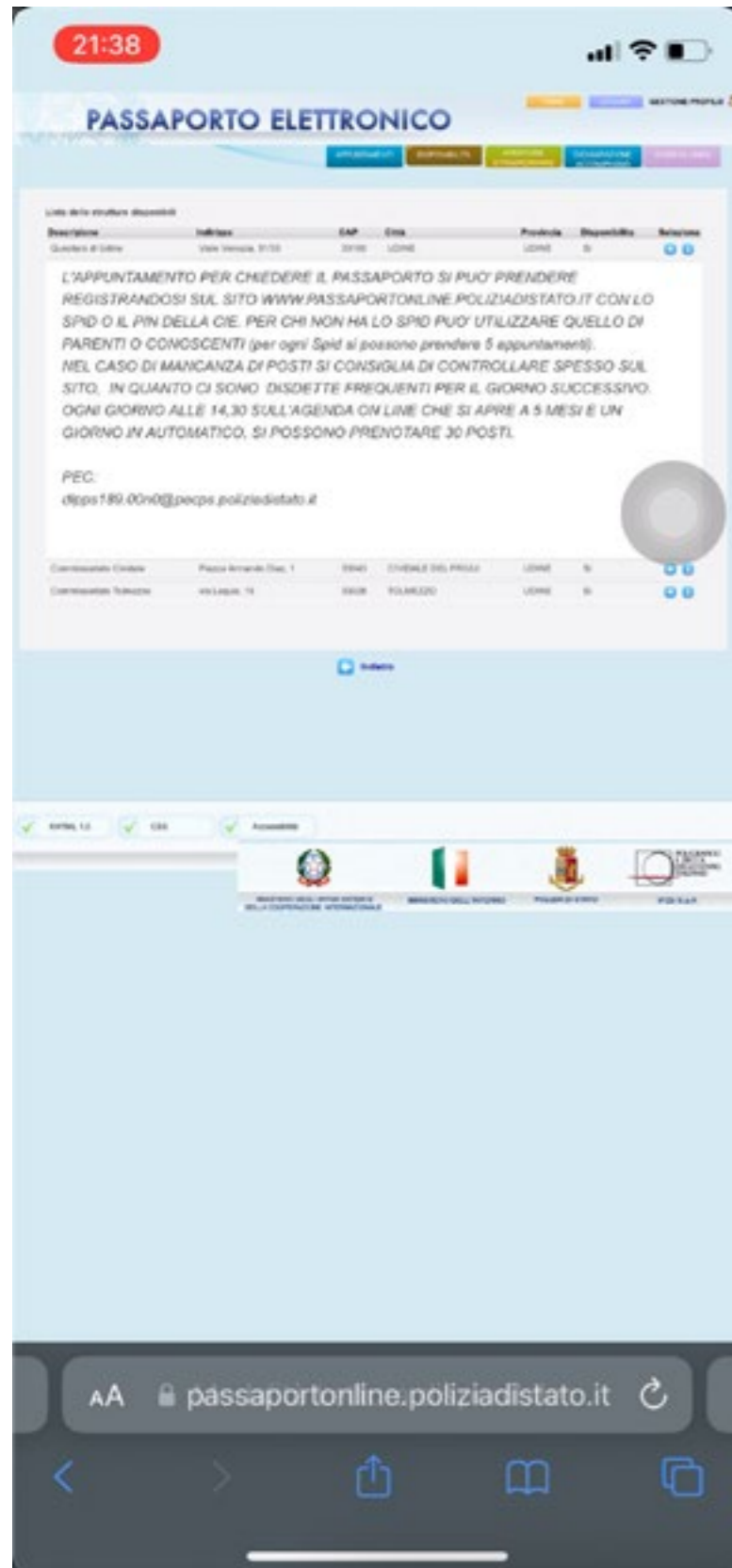
step 4 - booking
unelastic location selection
information about applicants
unintelligible visualization of
the calendar
weeks of unavailable slots:
manually find first opening
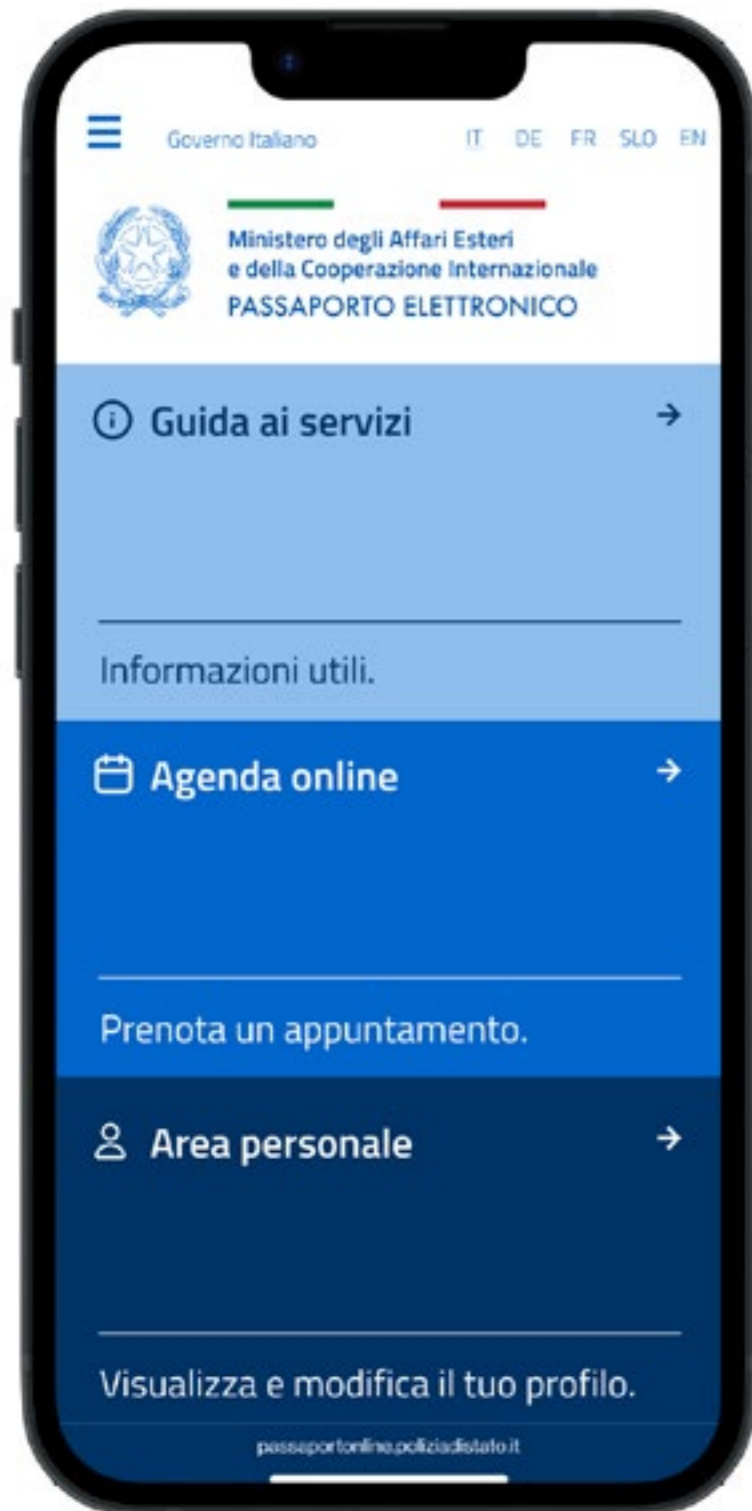
step 1 - information and choice
hierarchy well established
information and services have the same
level of accessibility
explanation of the singular steps
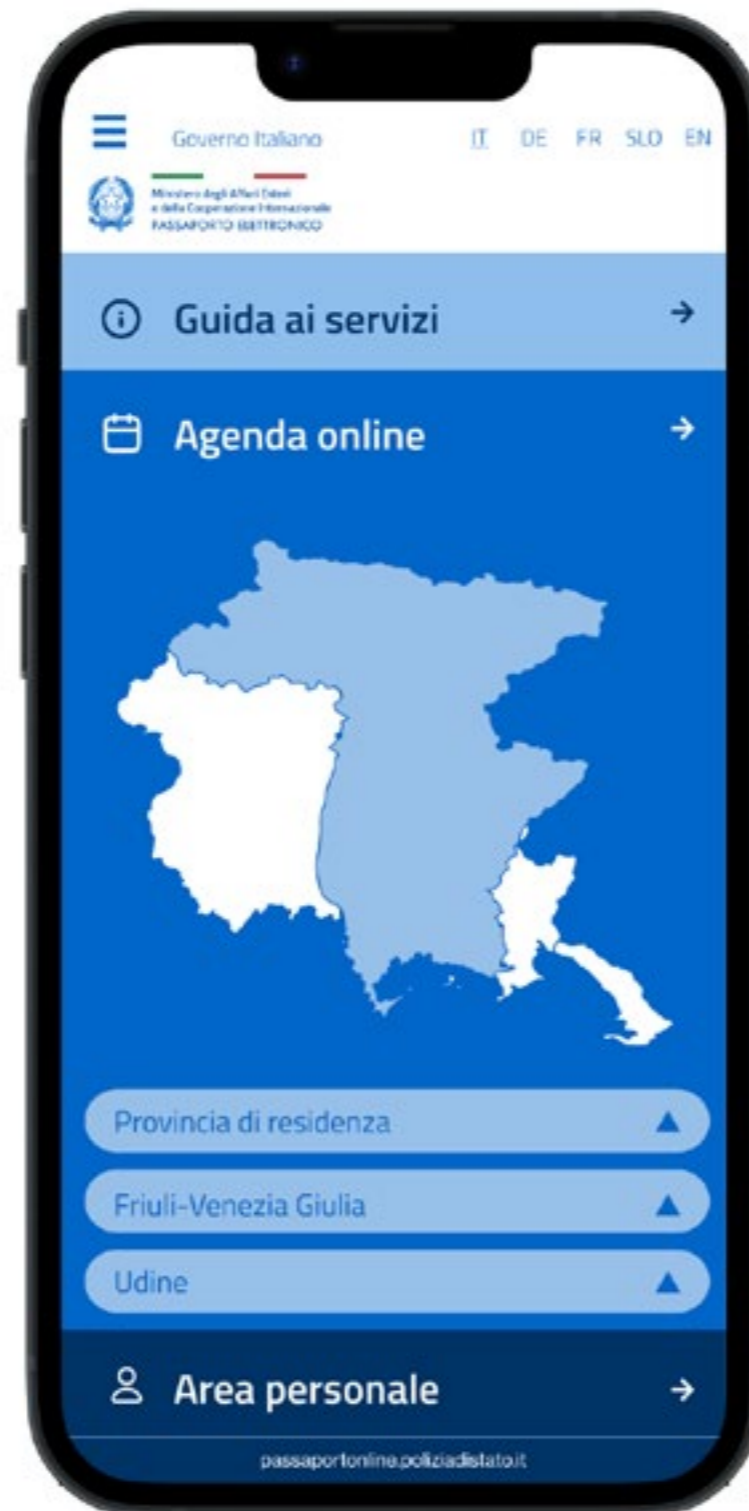
step 2 - onboarding
the interface guides the user
though the steps in order
information is available
on the go (e.g. province of
residence or domicile)

step 3 - booking
only available slots appears
dynamic selection: possibility to change
type of appointment and location
only when confirmed: access through
digital identity provder
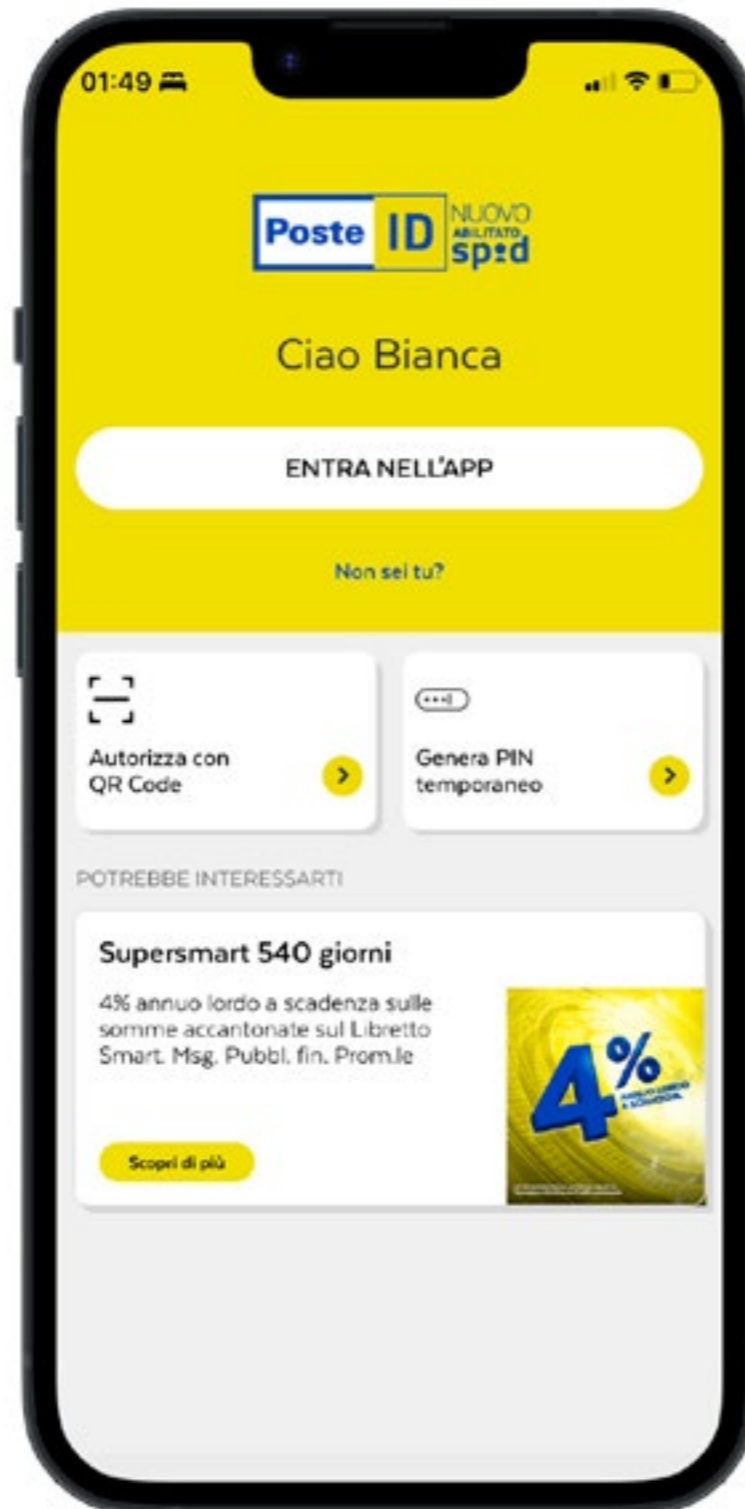
step 4 - login
information about
the applicants before login
does not represent a wall
includes information about
digital identity providers
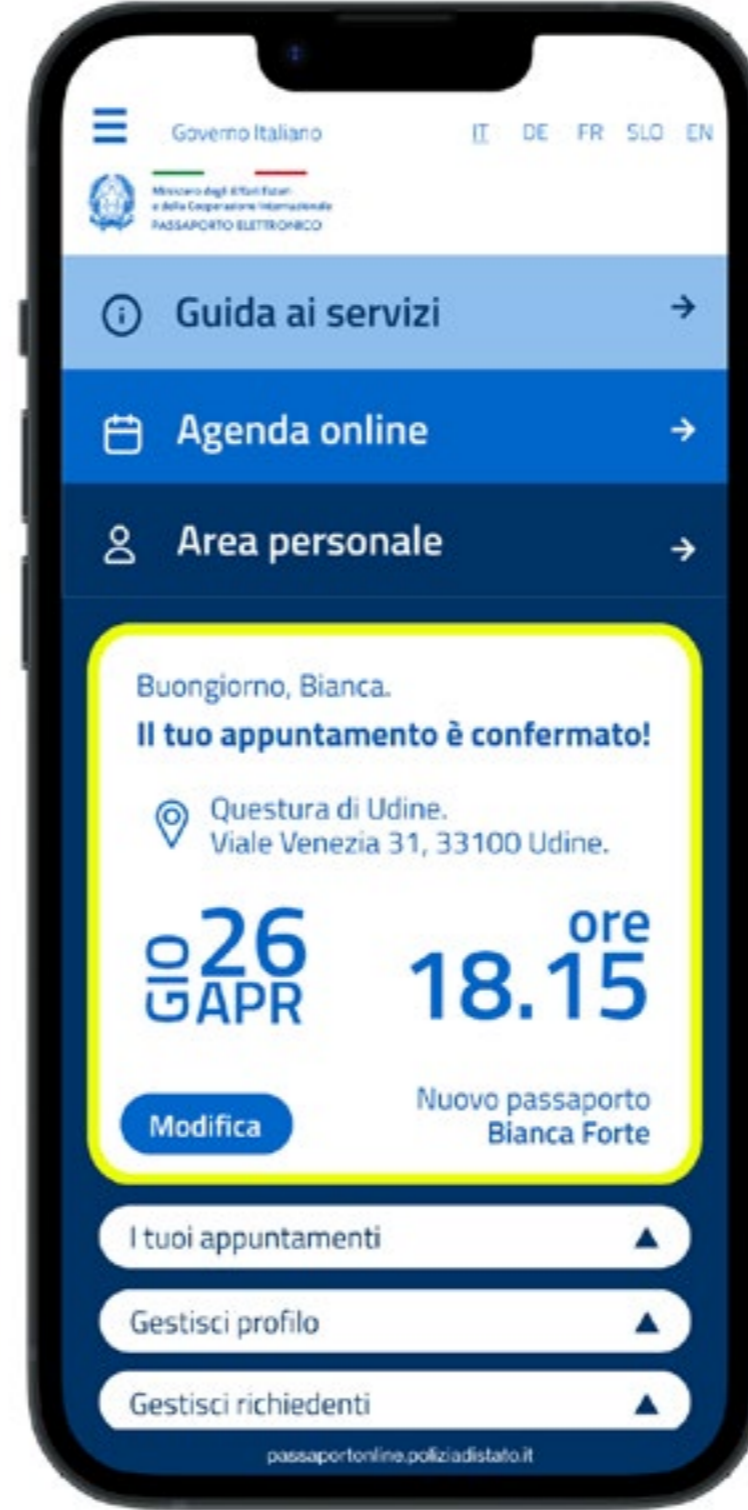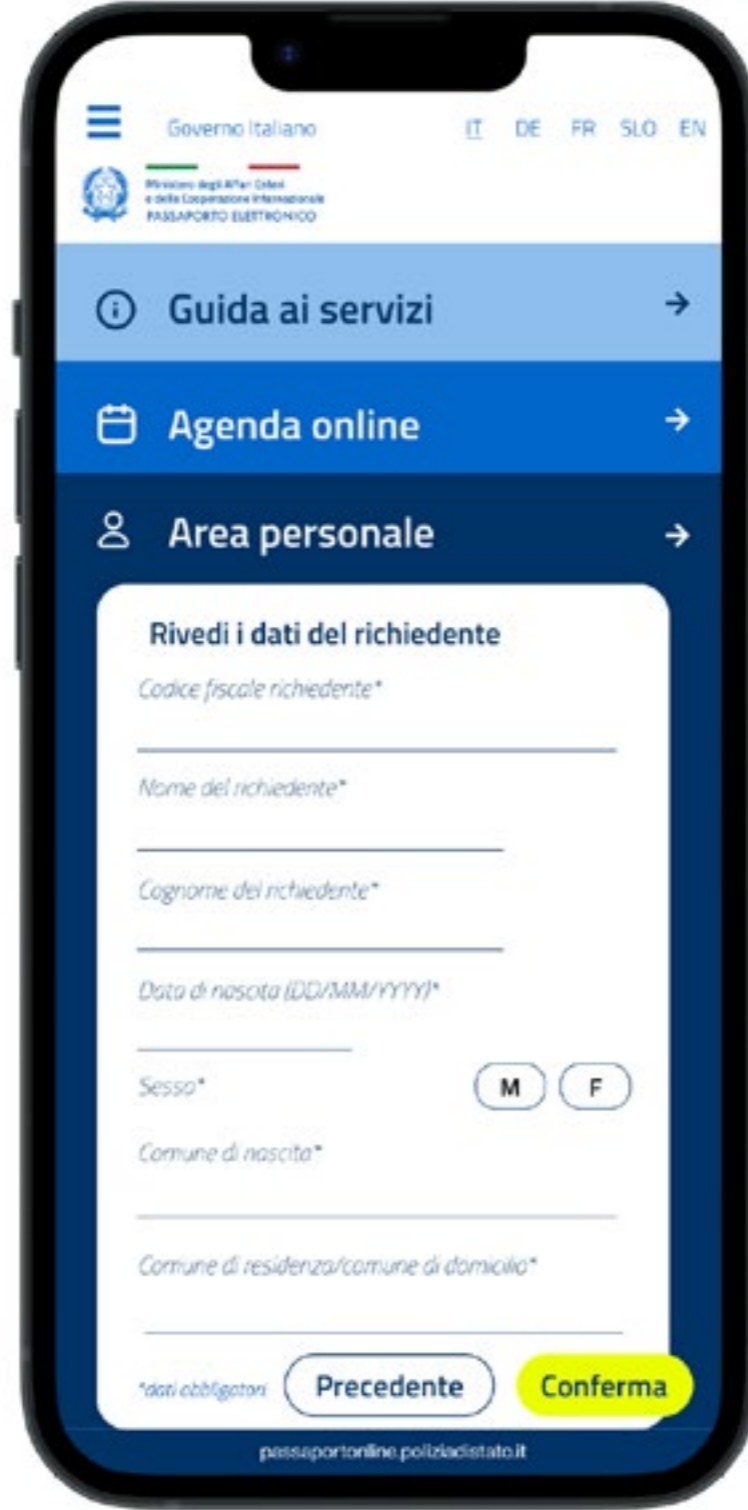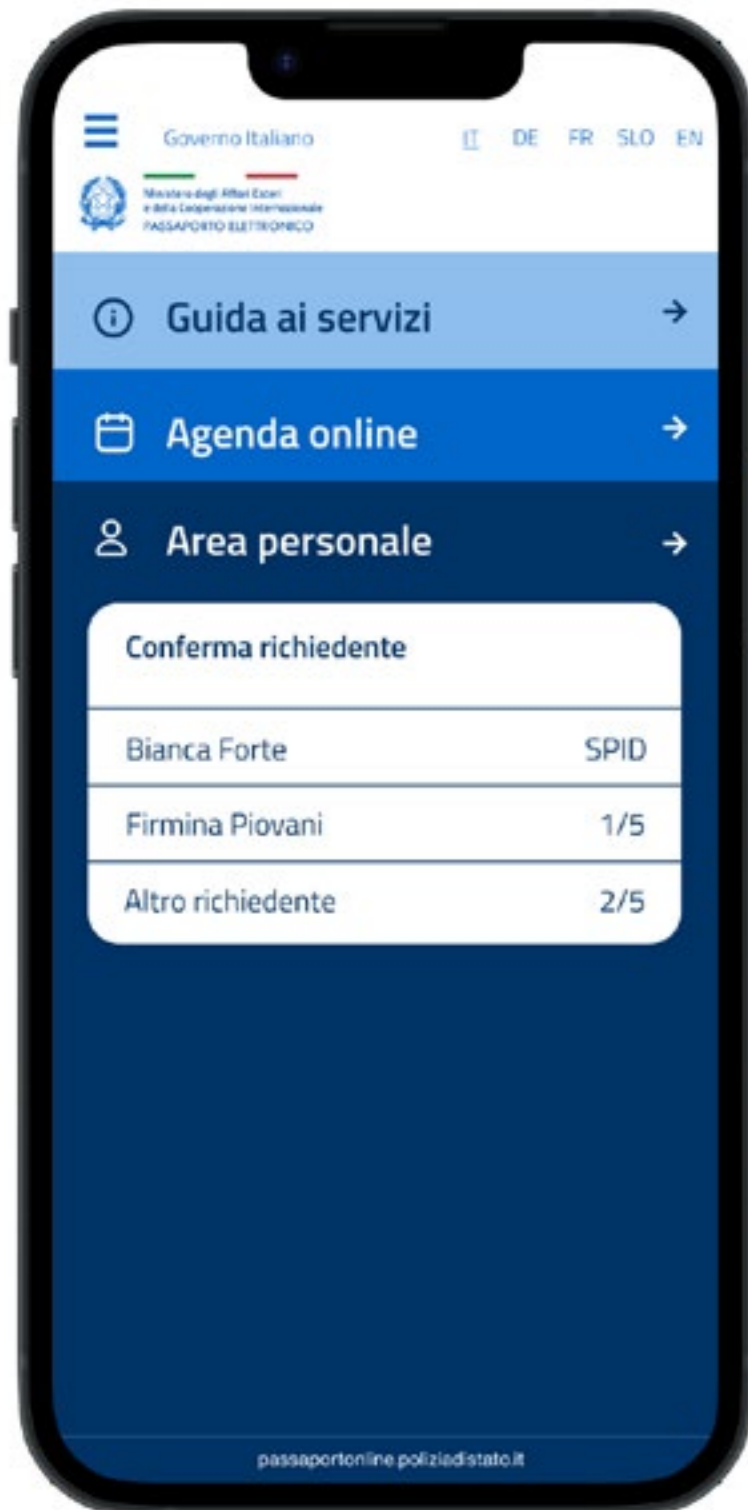
step 5 - finalization
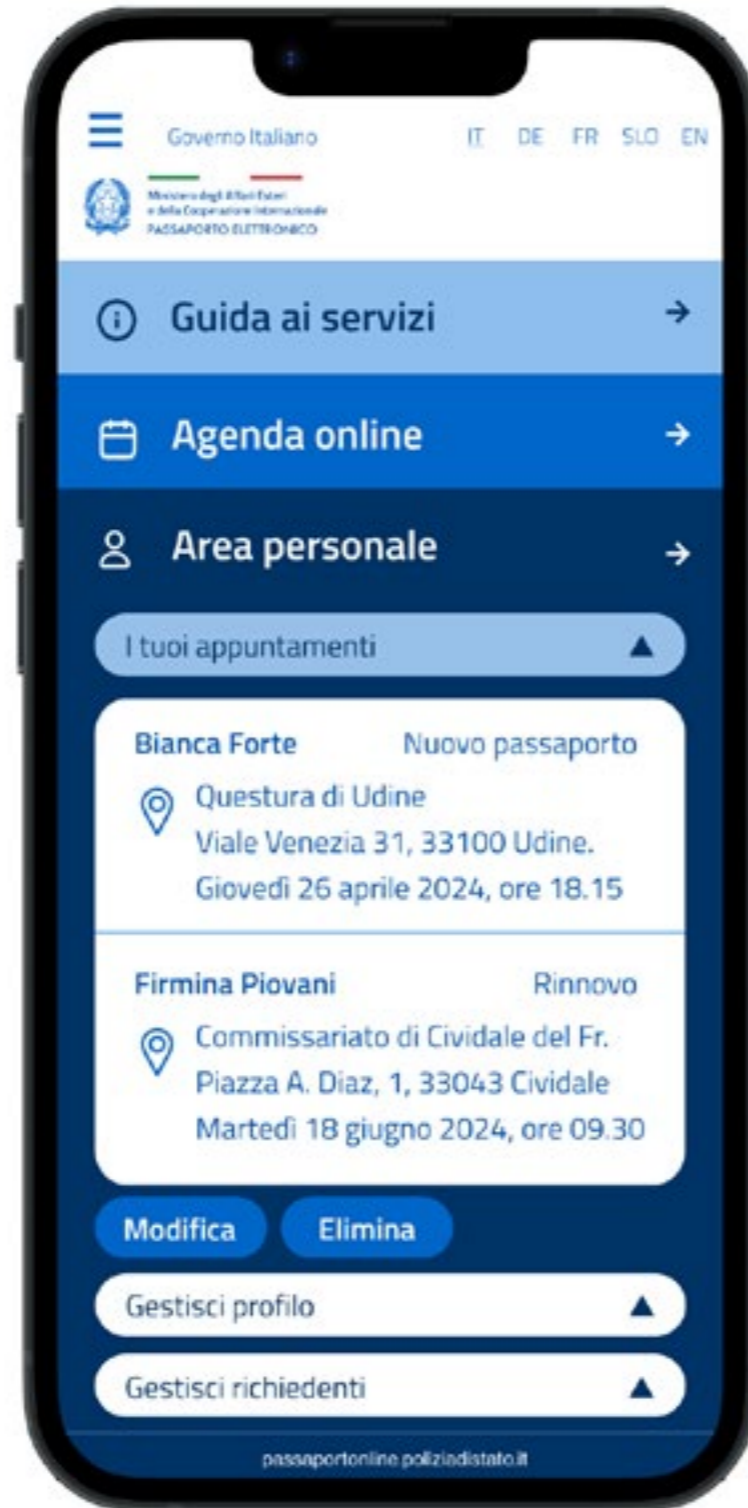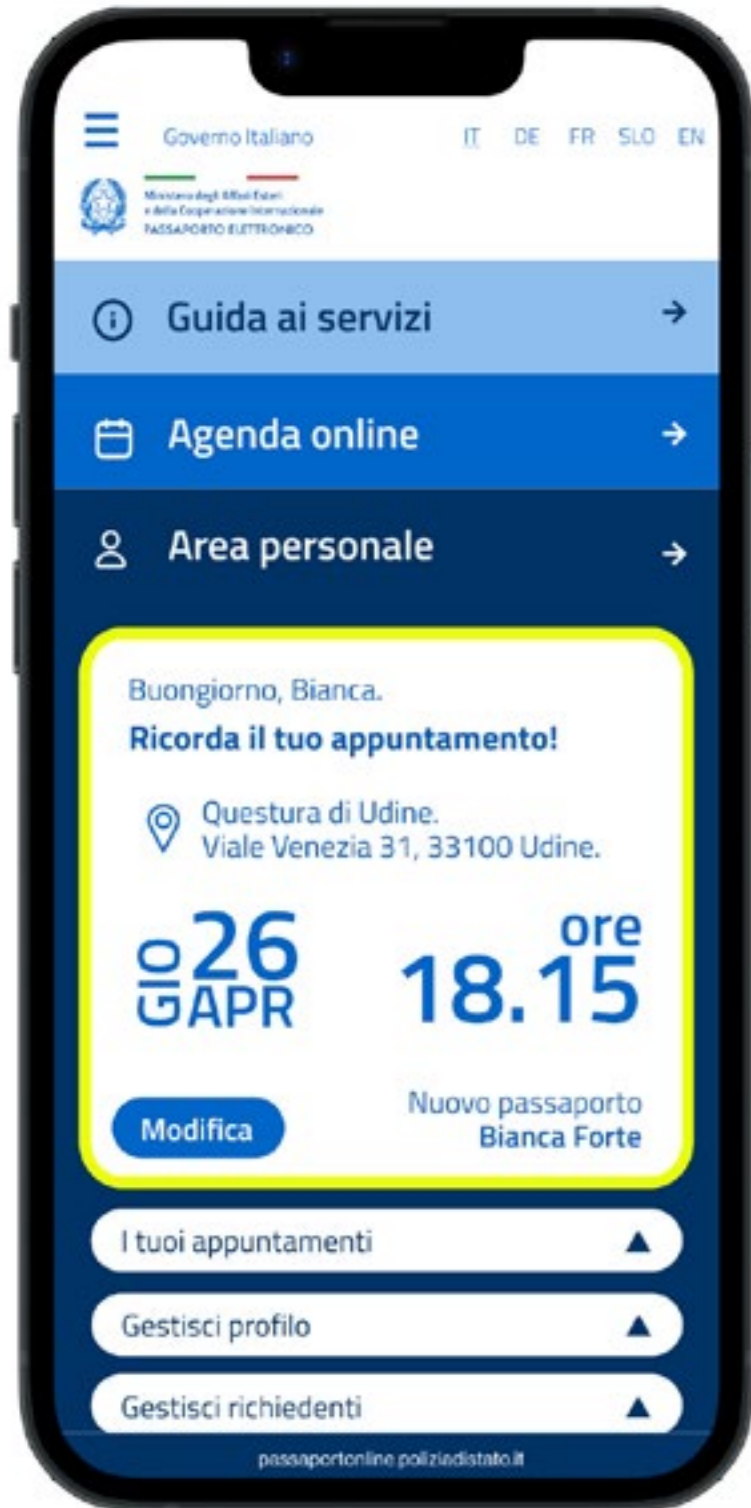
step 5 - finalization

dankjewel
thank you
grazie