

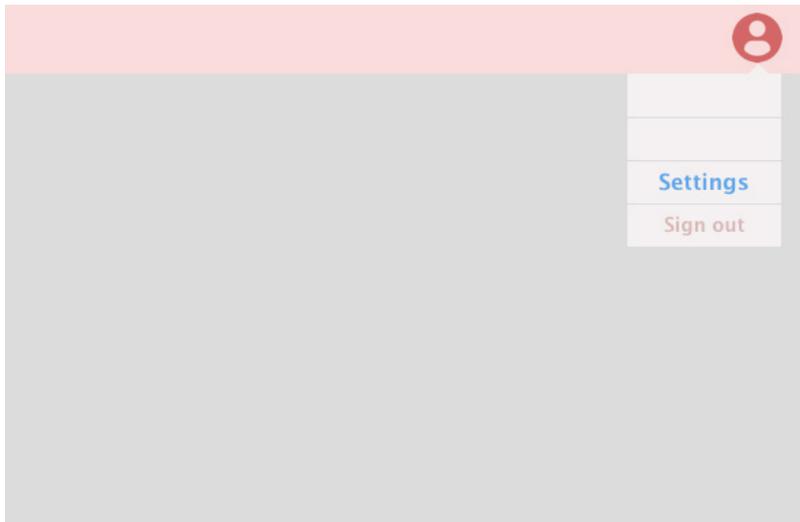
Scavenger Ari - Account Settings

I am Ari, so excited that this will be the very first blog of 'Scavenger Ari' series. This gonna be a place to store my findings in User Experience world.

The reason I begin with account setting is that I am working as part-time on the wireframe/ prototype of a product. And right now it comes to the layout and workflow of Account settings. Then I wander around and grab everything in my horizon. And then there are my trophies.

P1 Where is the entrance?

Most popular one: Drop Down list



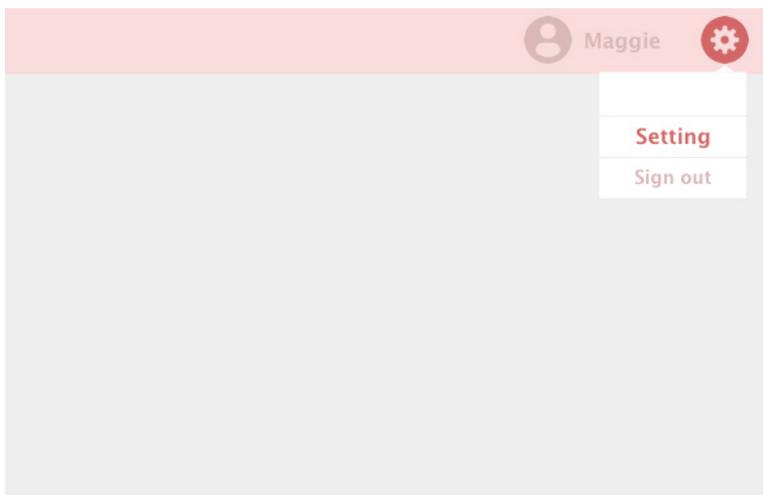
This dropdown layout form top nav bar appear nearly everywhere! From F.L.A.G to Flip board, Yelp, Airbnb.

People has got used to it, click on your picture ,which indicates your account, and find settings in the dropdown list. Seems so intuitive.

However there are subtle differences.

1. Info Structure

Mostly, they will place them seperately in the list(Airbnb, Yelp, Linkedin, Duolingo, Evernote, Facebook)



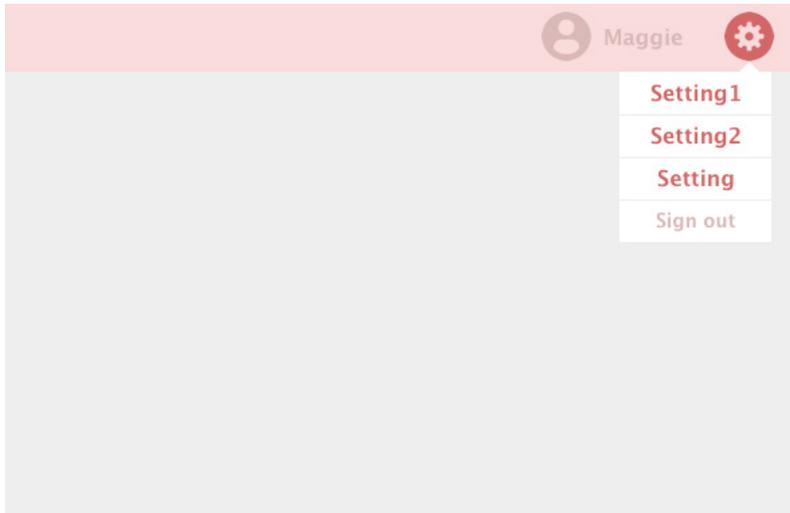
For their consideration, account is a place for user to view their account information and setting is another place to edit, they are different in term of function. Intuitive.

Other websites will put setting inside account (Google, Flipboard, Amazon, Flipboard)
It indicates that the settings in these web sites are almost about users' accounts. And while viewing their account settings, they can edit them there immediately. Easy to use.

2. Levels

Most website have a general entrance for settings.

There is one that have a pre-categorization of settings on the drop down list.



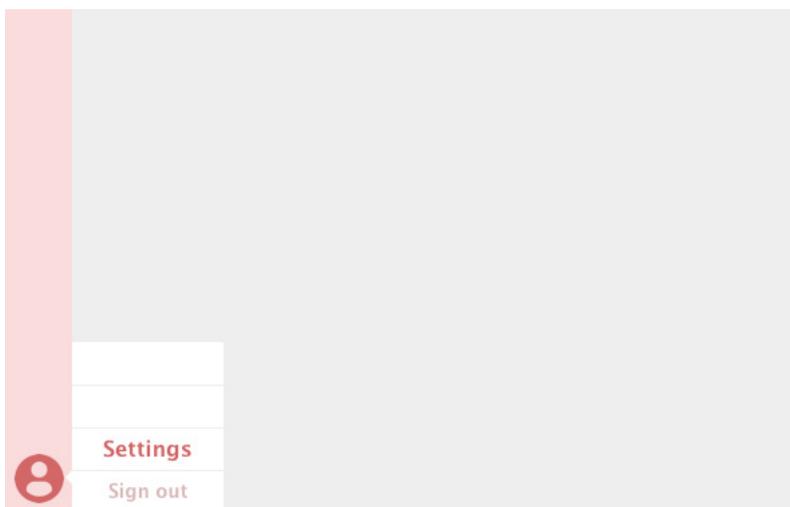
When there are different categories of setting to save a step, the website goes for a pre-categorization. But it increases user's cognitive load in this step.

3. Direction

Most of the website use a top navigation bar to place account and settings and other main functions.

It is a common behavior that user will read from top to bottom, vertical layout is some thing users have got used to.

Conversely, Evernote uses a left navigation bar to do this.



This is based on the overall layout of the website itself, because it is vertically divided into 2 parts, everything comes from left to right. So to keep it consistent, drop down list becomes drop right list.

P2 Inside Settings Layout

1. Number of levels

One level settings (Flipboard)

Some website with quite simple settings has just one level of settings. And all the settings are listed in a single page. There is no need for multiple levels.

Multiple levels settings (everywhere!)

Settings are grouped according to rules and there are hierarchy. Several broader function sections and detailed functions inside them. These are for users to quickly locate the function they are looking for based on common rules or conceptions that are understandable to users to group functions.

2. Layout

Horizontal Tab



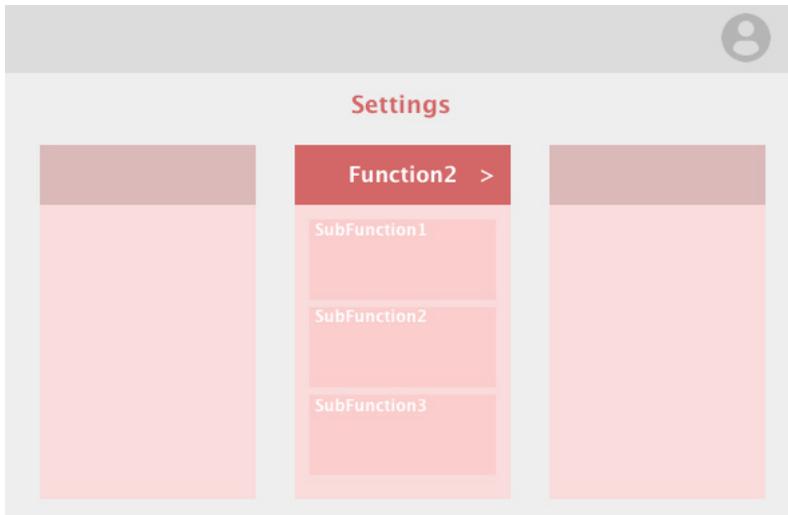
Lots of websites use Tab, especially horizontal one, to show different groups of settings. It is intuitive and people can easily see all different groups but focus on the settings they are interested at the seem time. Only potential question is that before you switch to another tab, you do not know what is inside it. So improper conception model (no being able to meeting users' expectation) will cause a unnoticed trouble: people will feel depressed and need to go back and forth, looking for it.

Vertical Tab



There are also websites using vertical version. From up to down, which is adapted to people's reading habit. It is good if the number of tabs is small, it get cluttered when the number gets bigger (like WellsFargo).

Cards



Google likes cards, placing them everywhere. They are also using cards for settings. Use horizontally placed cards to show groups of settings and list the sub-groups in each of the cards. It is consistent with other designs of Google, but personally I cannot see it as an appealing design. Information is cluttered in small cards. And you still do not know where you should go, because any limited number of sub-groups are listed here, and you definitely need to go further into next level to locate them.

Vertical sections



The most simple way to show the settings is listing all the sub-group on the same page, under different groups. When the number of settings is small, it is doable. But the list will be too long to navigate when the number of settings get bigger and bigger. So be careful before making decision (Is it possible that the number of settings will increase gradually in the future?).

Vertical cards



Amazon is also using cards, but in a different way. They have too many settings and list the groups cards vertically. And 3 horizontally placed subgroups inside cards, and a list of functions in each of the subgroups. There are 3 levels on this page, and information is cluttered so much. It is good to show everything here, people can usually access everything from here. Any way, the recognition burden is heavy and make users feel stressful. A little bit hard for first-time users. And if there comes more functions, there is no place for them

P3 Details you won't miss

1. Facebook: "I hide it! Let's treasure hunting!"



2. Google&Yelp: "Umm, maybe I should tell users more.."

Your personal info

Manage this basic information – your name, email, and phone number – to help others find you on Google products like Hangouts, Gmail, and Maps, and make it easier to get in touch.

Name	林狸	>
Email	cmq92811@gmail.com	>

Your Headline

America's Next Top Yelper, Don't you wish your girlfriend was Elite like me?

I Love...

Comma separated phrases (e.g. sushi, Radiohead, puppies)

3. LinkedIn: "Users will need these advices and shortcuts for frequently used ones!"

The screenshot shows the LinkedIn account settings page for Mengqi Chen, a member since September 3, 2014. The page is organized into several sections:

- Account Information:** Includes a profile picture, name, and member since date. A "Need help?" link is in the top right.
- Account Management:** Contains links for "Password Change", "Primary Email Change/Add" (with email cmq92811@gmail.com), and "Phone numbers Add/remove".
- Payment:** Includes a link to "View purchase history".
- Your active sessions:** Includes a link to "See where you're signed in".
- Account Type:** Shows the current account is "Basic".
- Get More When You Upgrade!** Lists benefits like "More communication options" and "Enhanced search tools", with a yellow "Upgrade" button.
- Navigation:** At the bottom, there are tabs for "Profile", "Privacy Controls" (with a sub-link "Turn on/off your news mention broadcasts"), and "Settings" (with a sub-link "Manage your Twitter settings").

4. Weibo: "The completion progress will encourage them to make more settings!"

The screenshot shows the Weibo user profile settings page. At the top, it displays "我的信息" (My Information) with a "资料完善度" (Profile Completion) progress bar at 50% and a link to "预览我的主页" (Preview My Home Page).

登录名	cm***11@163.com	修改密码»
手机号	152*****546	查看
昵称	野生的iyssa跳出来了	编辑
个人资料	完善资料, 让大家更了解你	编辑

5. Amazon: "Probably users will want to use these functions.."

Your Account > Your Amazon Wallet

Here are the payment methods stored in your Amazon account.

Manage 1-Click settings

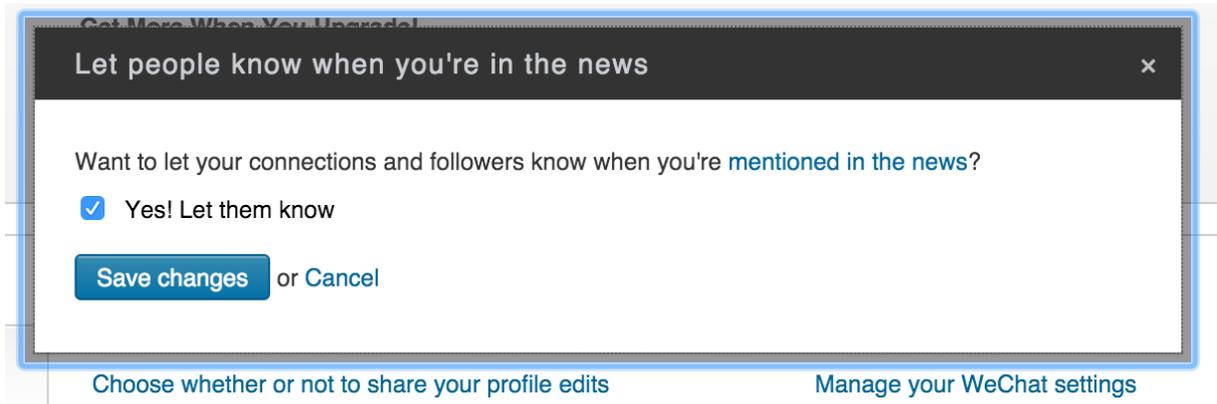
Edit payment method for a current order

Credit & Debit Cards

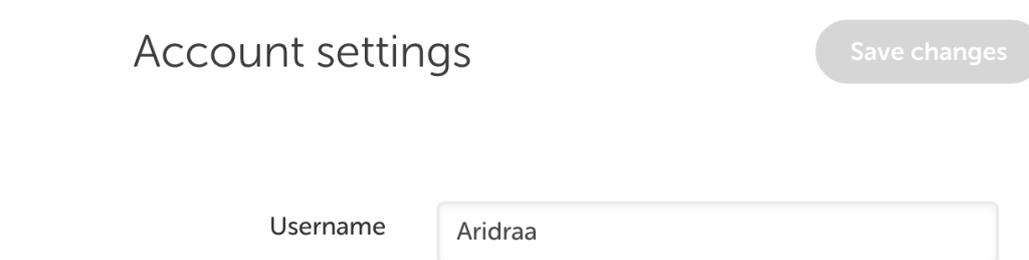
The screenshot shows two credit and debit cards stored in the Amazon account:

- Card 1: VISA logo, Visa ending in [redacted]
- Card 2: VISA logo, Visa ending in [redacted]

6. LinkedIn: "Pop-up window! User gonna take this seriously!"



7. Duolingo: "Why not put 'save' here? They do not need to scroll to the bottom any more!"



This is pretty much what I want to share, thank you very much for reading. And please do drop me line (mchen333@gatech.edu) if you feel inspired, want to talk or find anything interesting.

Ari Chen