Bitwarden Redesign - Georgia Eleni Kokorou

ITC 4030 - Human Computer Interaction - V. Stefanou

Introduction & Methodology

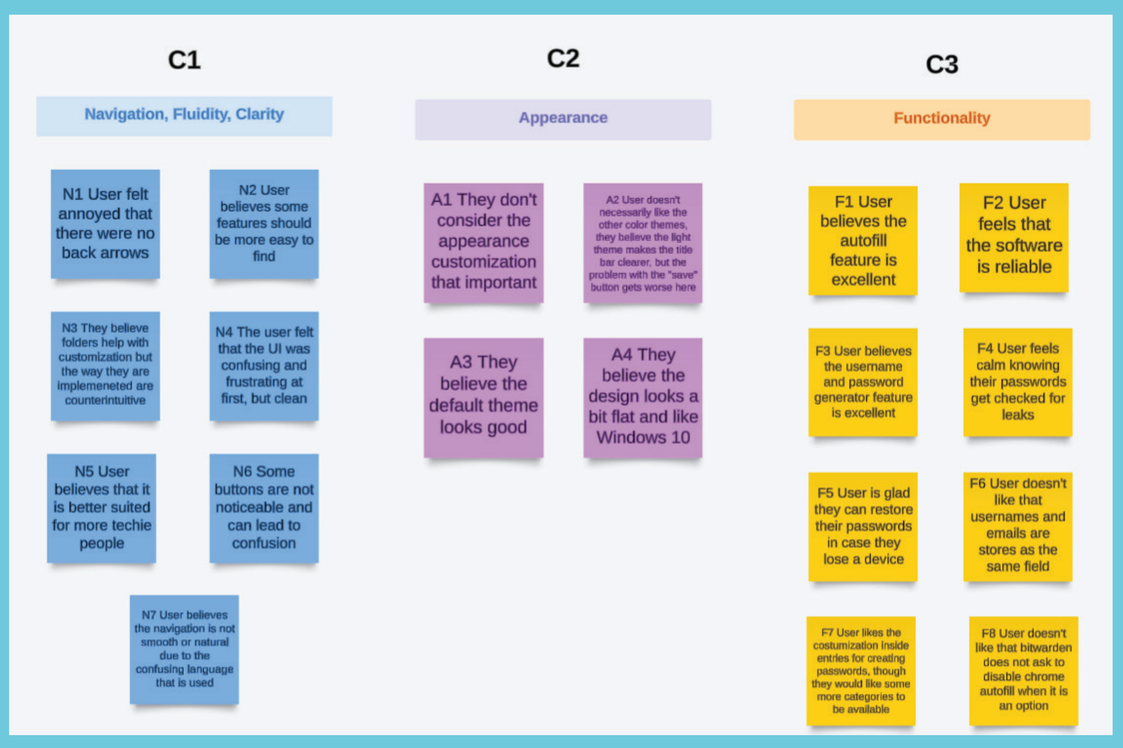
Bitwarden is a software that was released in 2016 in order to help users keep their passwords organized securely. Bitwarden can be accessed from the web, has downloadable software, and can also be used as a plugin for your browser. This project will focus on the browser plugin and how it can be improved for all users. In order to improve the browser plugin, the Wheel cycle model will be used which covers four basic processes: analyzing, designing, prototyping and evaluating (Hartson & Pyla, 2018). In this part, the first three processes will be covered.

System Concept Statement

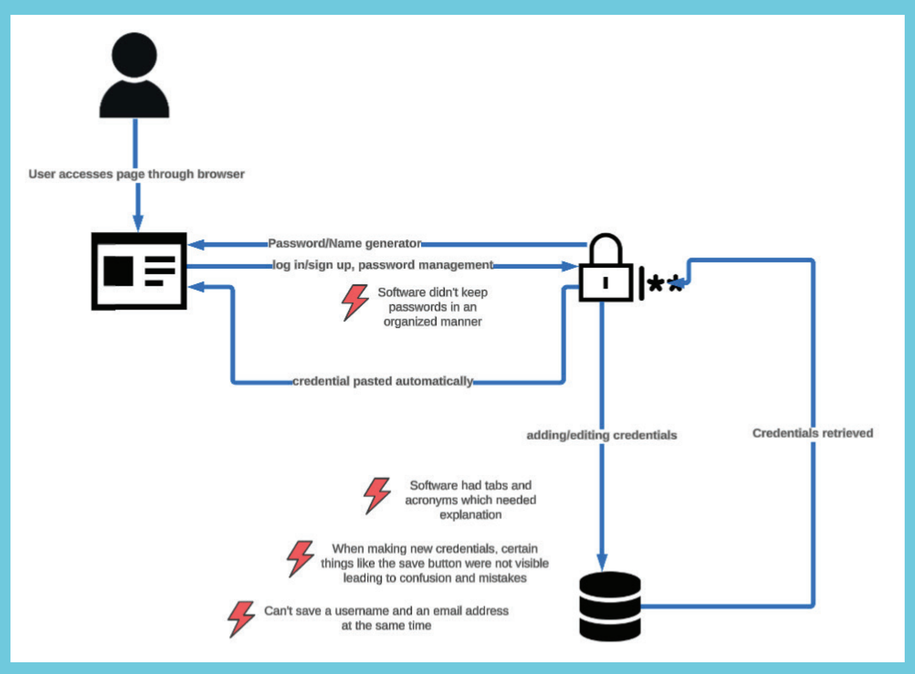
Bitwarden is a password management software that allows all users to keep track of their passwords. By using this software, users can safely store, retrieve and manage their account credentials. Not particularly tech savvy? No problem, with Bitwarden's new simplified design and process, for storing information, anyone can pick up this system in no time. In the updated version of Bitwarden, users will be able to properly organize all their passwords in an easy and intuitive manner, while being able to make good use of folders. Users will no longer be left irritated with the layout, and they will be able to properly navigate throughout the application.

Analysis Phase

The first step was to gain insights through an interview. I had an interviewee test the current version of bitwarden browser plugin to see what they liked and didn't like. Through this I created a WAAD



After this, I created a work flow diagram to show how the data moves around the system while also showing the barriers.

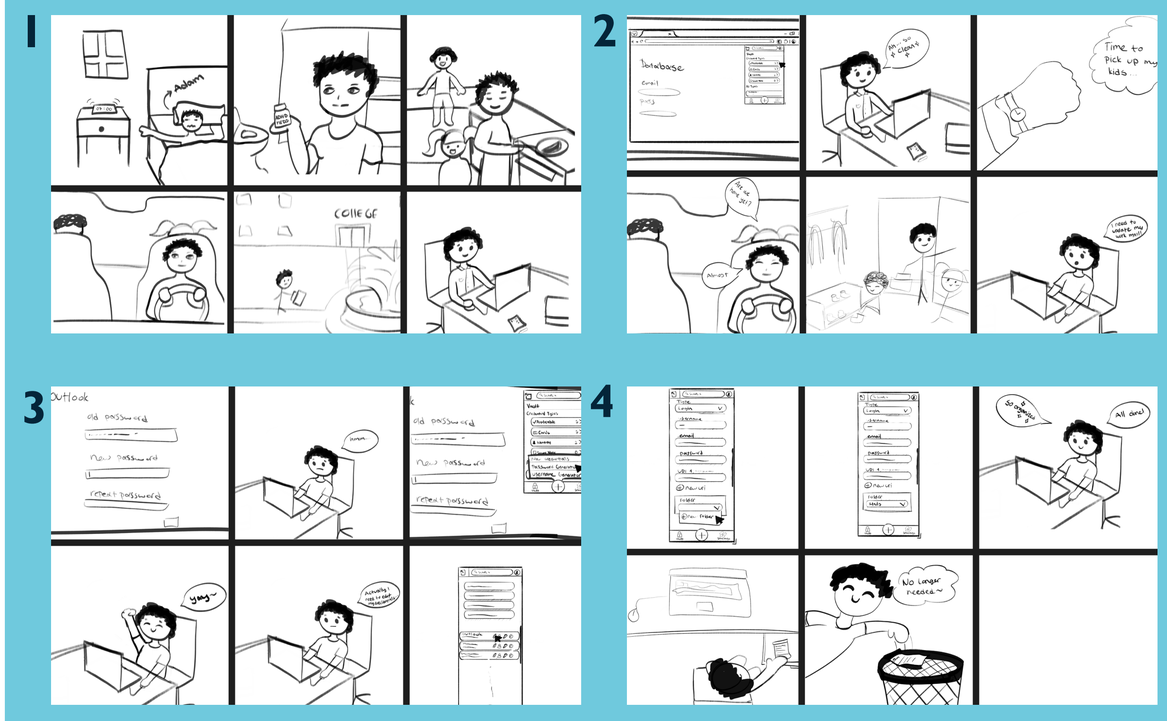


A primary persona was constructed so that extreme cases of users can be represented properly through the redesign. With this persona, I created a usage scenario which shows the need for the redesigned product, through the difficulties the persona faces throughout the day.

Design Phase

In the designing phase, we have to come up with ideas as to how we are going to redesign the product based on the previous research that was conducted in the analysis phase. We need to think with different perspectives, namely: the ecological, the interaction, and the emotional perspective of the system.

A storyboard was created which showcased the use of the new design of Bitwarden.



Some prototypes were created to showcase the new design idea which addresses/fixes the following:

1. Resizable view
2. Better organization
3. Removal of redundant tabs
4. Symbols added to aid response times and intuitiveness
5. Plus button moved
6. Pop out button has more contstrast
7. Credential creation area
8. Improved overall feel



References

Hartson, H. R., & Pyla, P. S. (2012). The UX Book: process and guidelines for ensuring a quality user experience. Morgan Kaufmann