

# **MyTrials Next Generation – Blue Sky Wireframes**

A High-Level, Side-by-Side Examination of  
UX Functionality for Desktops/Laptops vs. Phones

William Scammell / UX Designer

## Introduction

### Overall Objectives

MyTrials Next Generation (MTNG) was one of three blue sky / experimental projects that I worked on at PAREXEL. The other two were conversions of Apollo and the Protocol Deviation Tool (PDT) to mobile UX applications.

The objectives and challenges to MTNG were:

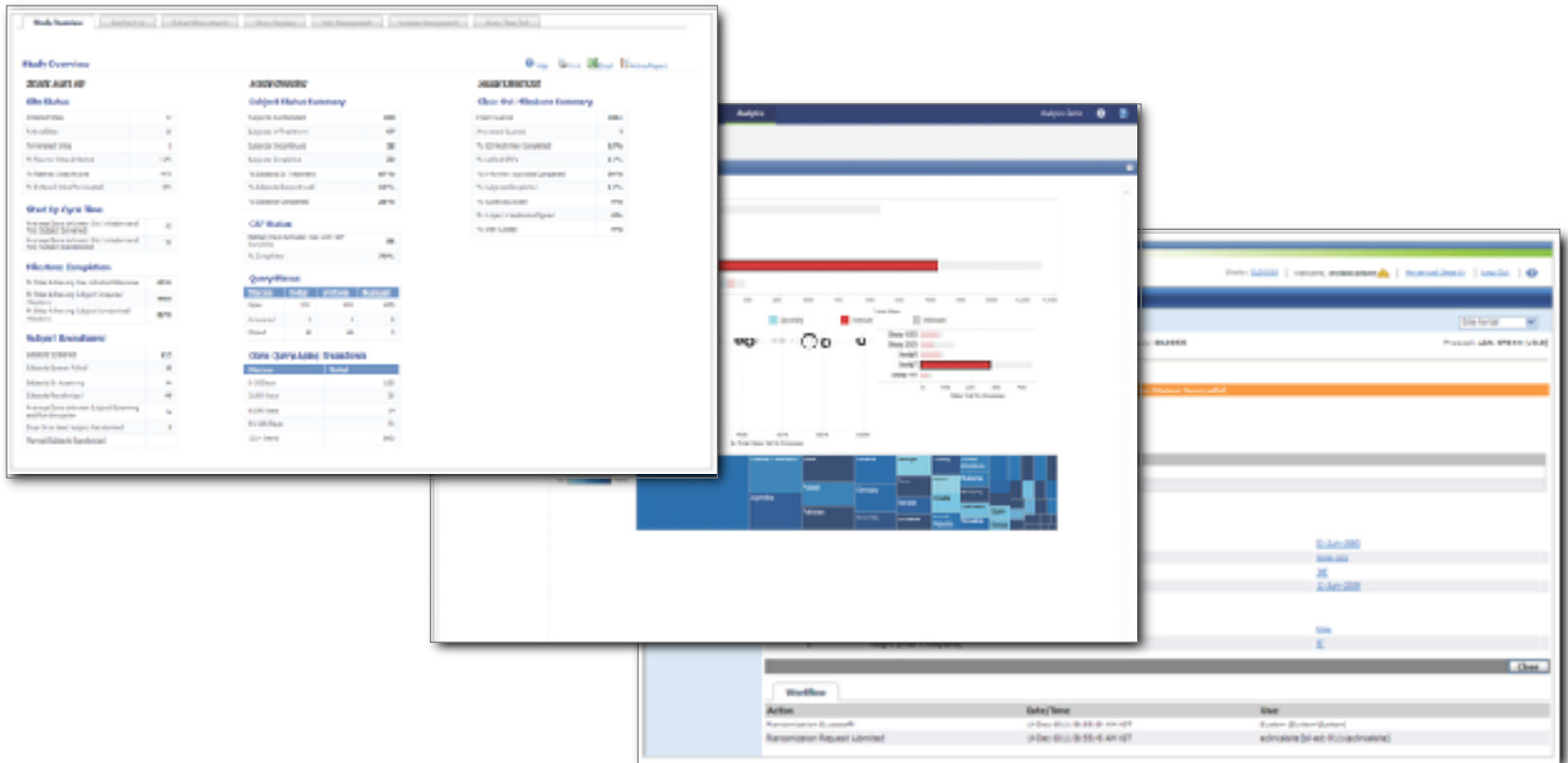
- Single Sign On — Design a single, integrated sign on experience for the existing MyTrials Web-based **portal**. This is primarily a technical issue, but it has UX benefits as noted below.
- Login Credentials — Cascade a user's login credentials from the MyTrials Web portal to all subordinate Web-based **applications** and **data sources** (internal and third-party) run by PAREXEL that the user has access to. Where appropriate, allow them to request access to new applications, projects, etc. through an admin, manager, super user, etc. as part of their day-to-day job functions.
- Suite of Applications — Create a cohesive suite of **applications** whether created by internal groups or due to buyouts/mergers:
  - access via single sign on login credentials
  - consistent use of branding standards
    - In the Masthead — Primary PAREXEL branding.
    - Below the Masthead — Subordinate application-specific branding (app name/logo, page title, breadcrumbs, etc.) as a series of visual queues to inform the user which application they're working on as users move through the system.
  - data migration through through these multiple applications during all clinical phases (e.g., compliance, legal, logistics, site and personnel info, subject criteria and monitoring, data visualizations, dashboards, report generation, etc.)
  - consistent use of functionality, combined with look and feel, via re-usable UX/UI interaction patterns, etc.
  - and other functionality as determined by the business and via user feedback.
- Mobile Application Conversion — much like Apollo and PDT, a mobile version might not have all of the features of the desktop/laptop version, but at least it could be used for real-time alerts, messaging, dashboard-based status checks, other functionality TBD, etc.

### Objectives for this Document

MyTrials is a Web-based **portal** for clinical trial personnel. The goal of this blue sky project is to unify an extensive and potentially lucrative **suite** of applications, products and services. This document outlines the basic UX system architecture, navigation, etc. for both the desktop/laptop and mobile versions. Detailed functionality would require hundreds if not thousands of pages due to the breadth of PAREXEL's applications, users, use cases, etc.

### Screen Shots

Here are a few screen shots to emphasize the inconsistency of the corporate branding, application branding, system architecture, UX, UI, branding, iconography, navigation, etc.



# MTNG Blue Sky Wireframes – A UX Comparison of Desktop/Laptop vs. Phone

## >> Log In Screen

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The desktop wireframe shows a header with "MyTrials Next Generation" on the left and "PAREXEL" on the right. The main content area contains a "User Name" input field with a "Forgot User Name" link to its right, a "Password" input field with a "Forgot Password" link to its right, and a dark blue "Log In" button centered below the input fields.

The mobile wireframe shows a header with "MyTrials NG" on the left and "PAREXEL" on the right. The main content area contains a "User Name" input field with a "Forgot User Name" link below it, a "Password" input field with a "Forgot Password" link below it, and a dark blue "Log In" button centered below the input fields.

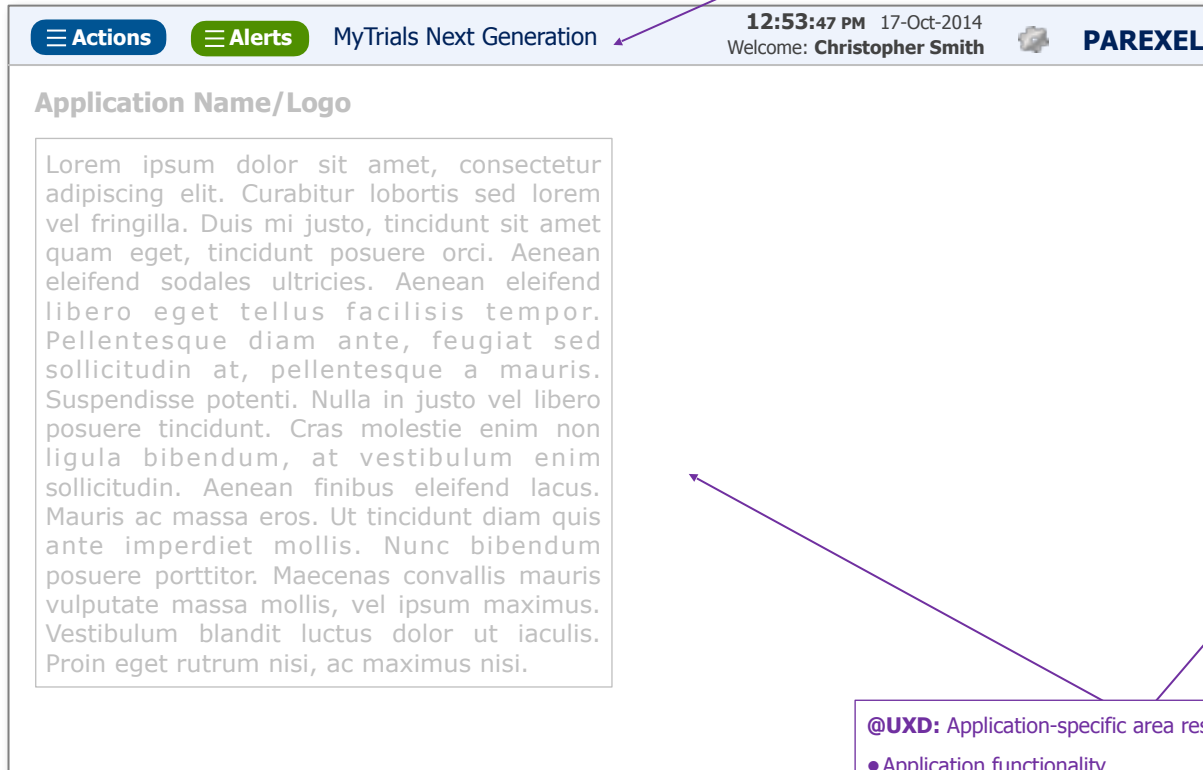
# MTNG Blue Sky Wireframes – A UX Comparison of Desktop/Laptop vs. Phone

## >> Sample Application Screen After the User Logs In

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**@UXD:** Corp. branding / masthead area. The color saturation is reduced to minimize visual clutter and to allow application-specific colors to stand out.

**Note:** Colors, icons, etc. shown here are **not** final. These are the start of various conversation with stakeholders, SMEs, users, etc.



**@UXD:** Application-specific area reserved for:

- Application functionality
- Alert content
- Data dashboards
- Data visualizations

**Note:** the app branding (background color, name/logo, etc.) for this white area changes as the user moves through the suite of MTNG apps, products and services.

The colors are muted here for screen legibility and future discussions, not readability. They will be dominant/saturated in a final release.

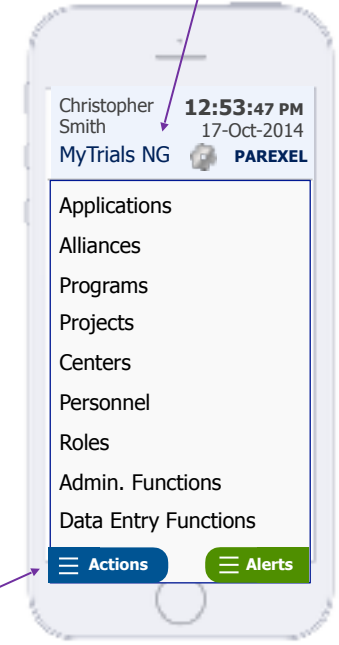
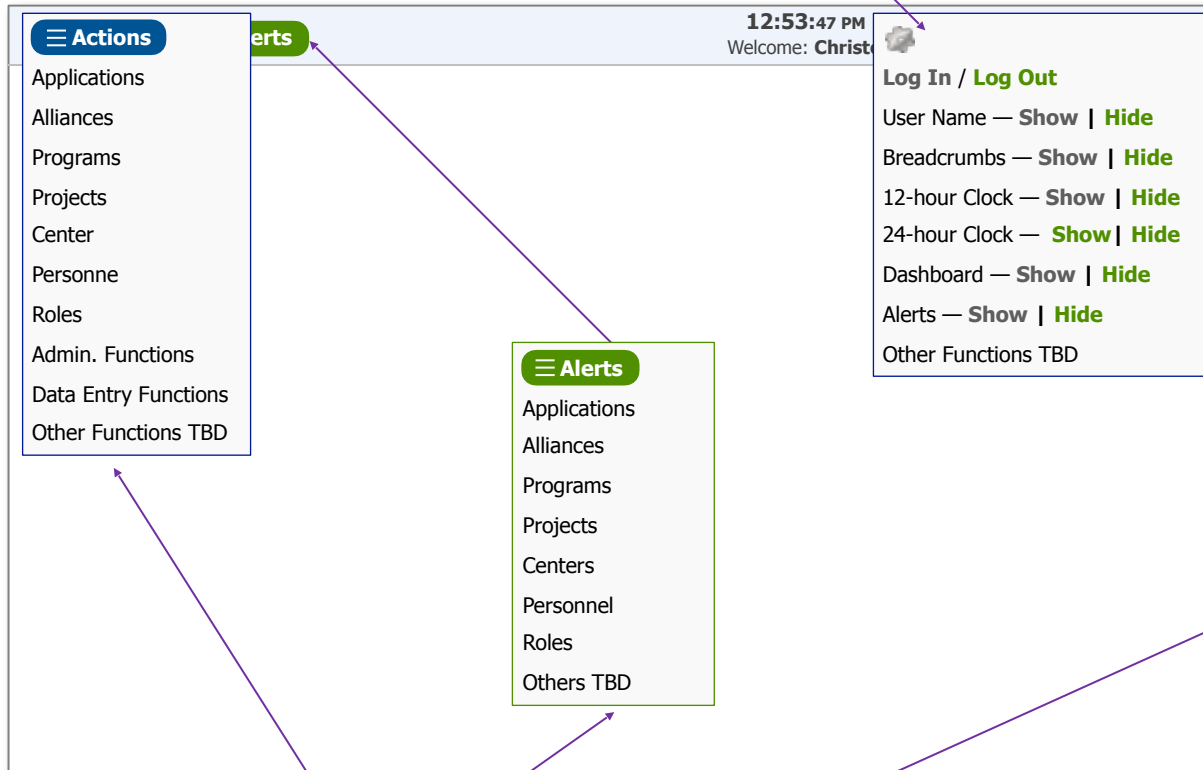
# MTNG Blue Sky Wireframes – A UX Comparison of Desktop/Laptop vs. Phone

## >> Home Screen — No Active Applications

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@UXD: The “Cog” icon allows users to access and/or control app-level, global and user settings.

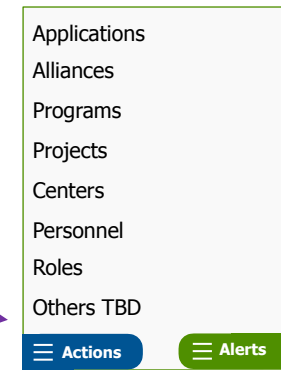
@UXD: Yes, this masthead area needs to be cleaned up for the phone format. However, there are some apps that must display the username and/or time due to compliance, legal, lab environment, etc. reasons. What’s shown here is worst case. It would be a business conversation with compliance, legal, etc. to allow this info to toggle ON or OFF via the preferences cog.



@UXD: The “**Actions**” flyout is the **primary action tool** for users in desktop/laptop or mobile devices.

The “**Alerts**” flyout allows the user to add / remove alerts for their apps, alliance members, projects, etc.

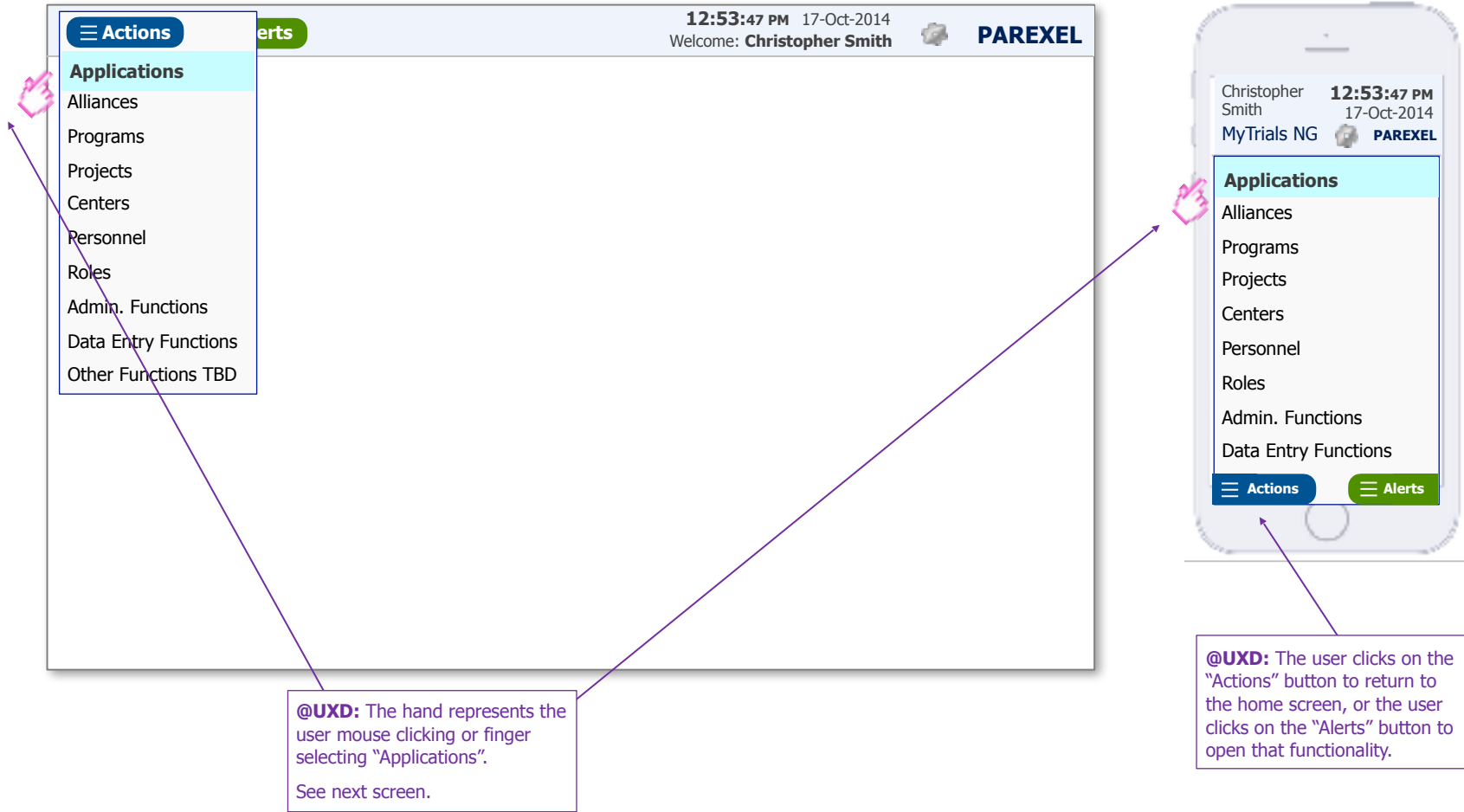
On phones, the buttons for Actions and Alerts are located at the bottom for easier thumb activation. As a visual queue, the non-active button state would be a muted color.



# MTNG Blue Sky Wireframes – A UX Comparison of Desktop/Laptop vs. Phone

## >> Home Screen — Select an Application and Project — 1

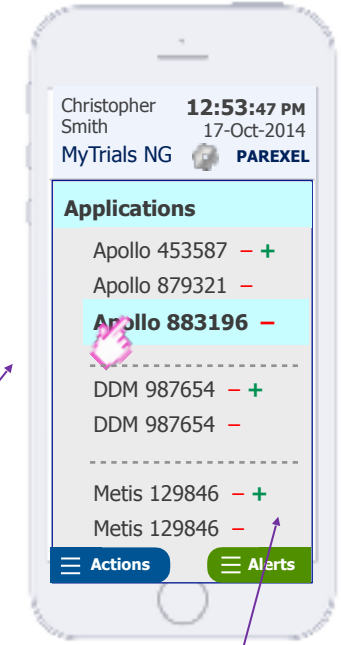
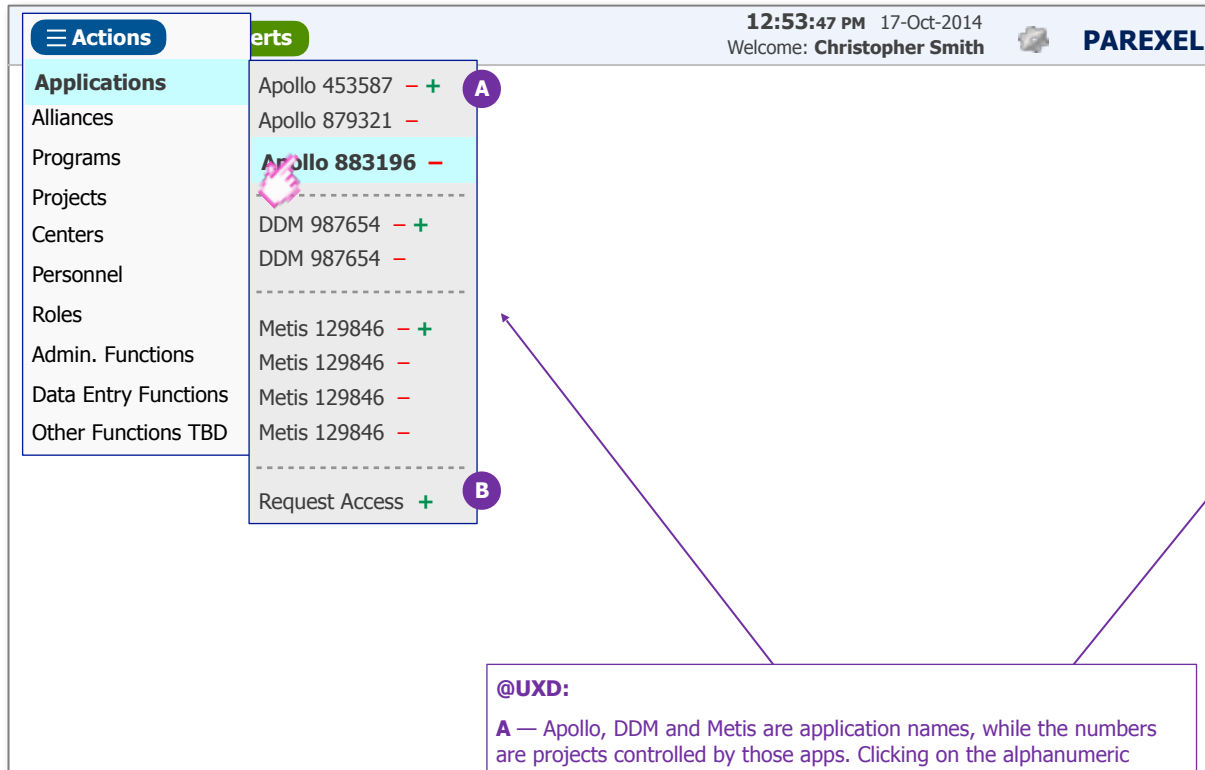
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# MTNG Blue Sky Wireframes – A UX Comparison of Desktop/Laptop vs. Phone

## >> Home Screen — Select an Application and Project — 2

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### @UXD:

**A** — Apollo, DDM and Metis are application names, while the numbers are projects controlled by those apps. Clicking on the alphanumeric name and project # takes the user to that project while starting the app.

Icon “-” — Removes that project from this user’s queue. A confirmation modal is needed esp. if this is the only user associated with a project. The modal also allows a user, manager, super user, etc. to assign another employee to this project.

Icon “+” — Displays a combined “Search / Start New Project” modal so the user can search for another employee’s project to join, or start a new project from scratch. It’s only listed for the first project of each app to reduce visual clutter.

**B** — The user can request access to apps not currently seen on this flyout (e.g., PD Tool, CAT, DDM, PMADS, etc.) via the “Request Access +” line. (This function is not shown in this walk through.)

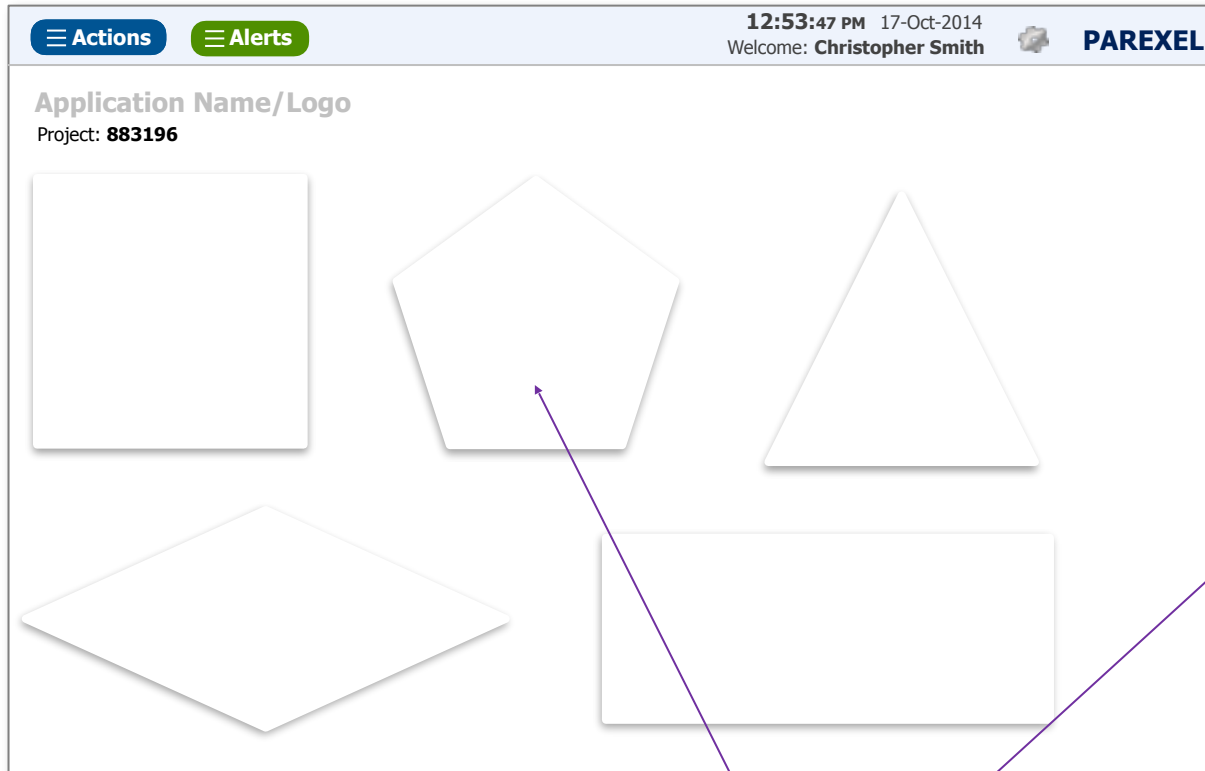
@UXD: On a phone, the remaining apps, their projects and the “Request Access” function are accessible via scrolling.



# MTNG Blue Sky Wireframes – A UX Comparison of Desktop/Laptop vs. Phone

## >> Home Screen — Select an Application and Project — 3

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**@UXD:** The specific application and project (dashboard, data tables, content, work flow functionality, visualizations, etc.) fits in the white area, but is shown here with geometric shapes for clarity.

## Final Thoughts

### Think Small, or Go Home

Adopting a “mobile first”<sup>1</sup> thought process reduces or eliminates a number of problems:

- Single Sign On — Allows the user to maintain their logged in status as they move across all of their applications. This alleviates forgotten passwords, redundant sign on procedures, multiple accounts, etc. In addition, their access to current and future applications is tied to this information for all sessions.
- Excessive Project [Tabs] — The blue “Actions” button eliminates the clutter created from having a long string of horizontal [tabs] across the top of the application screen for each project as seen in many traditional desktop/laptop Web-based applications (e.g., [project #1], [project #2], [project #3], etc.). This is especially important as MTNG is now acting as a front end for an entire suite of applications and all of the subordinate projects.
- Simplified Alert Access — All alerts are contained in a single area (organized by project, severity, priority, etc. via an alert preferences function not shown in this doc) to be addressed as the user sees fit (e.g., deal with it now, deal with it later, escalation path, colleague and manager messaging system, etc.). Messaging contained in this area centralizes this function to reduce lost or overlooked alerts.
- Suite of Applications — A cohesive suite of applications drives not only consistent primary and secondary branding, but more importantly a consistency of interaction patterns. This reduces training and improves cognition due to user familiarity and expectations about how the entire system behaves regardless of which application a user is focused on.

<sup>1</sup> Apologies to Luke Wroblewski.