

Build your Future State User Journey

	Step 1 - Notices their bad budgeting	Step 2 - Tells friends he will be hanging out less due to his budgeting	Step 3 - Asks friends for suggestions	Step 4 - Hears about Money Matters	Step 5 - Downloads Money Matters	Step 6 - Checks out accounts and budgeting features	Step 7 - Checks out the loans area of the app	Step 8 - Syncs all his accounts And enables loan news notifications	Step 9 - Goes back to budgeting features	Step 10 - Makes a budget in the app
What are they doing?	Checking their recent purchases	Expressing their problems and concerns	Trying to find solutions	Learning about the Money Matters app	Checking out the apps features	Sees the ability to sync his accounts and get budget warnings	Sees a loan news feature	Syncing their accounts with the app	Setting up Bill reminders	Making a budget
What are they thinking?	I'm spending to much during outings.	I wish I was better with my budget.	I wonder how my friends do their budgets?	How useful is this app for budgeting?	I hope I'm not wasting my time.	This should help notify me when I'm spending too much.	This might help keep me informed so i can deal with my own loans.	This should help notify me of any loan forgiveness opportunities.	All these budgeting notifications should help me spend more wisely.	This should help me plan outings better.
What are they feeling?	Anxious	Upset	Curious, Anxious	Skeptical	Unsure, nervous	Hopeful	Excited	Relieved, Happy	Confident	Hopeful
Interaction with (app)					Browsing the apps features	Checking budgeting and syncing accounts	Browses loans and loan news feature	Syncs the app with their accounts	Enables Bill reminders	Making a budget with notifications