UKEY — UNILIFE SYSTERM

Introduction

UKey is a smart access management app connected Unilife and serve for international students in the UK, which is designed to solve the problem of using traditional access cards and provide students with a convenient, secure and efficient living experience.

It Use NFC technology to bind the user's access to the accomdation system on their mobile device, they can open the door from their mobile phone even if they forget to bring their physical card.Smart access control, virtual access card personalisation, emergency contact support, flat notification centre, virtual card balance and other features are also included in the app's performance, as a way to alleviate the inconvenience and extra costs associated with losing an access card, and to create an intelligent living community.

*Video Link: https://youtu.be/TaDFP_cES0Y*

On-screen text (app mockups)

Room 116
Yijie Chen
Expired Day Sep. 2025

Southampton
Search the service

Notification
The apartment plans to hold a small party at noon on the day before Christmas in the activity lounge, the staff prepared fried chicken and pizaa, we also bought drinks and drinks, all the residents of the apartment are welcome to come to attend !

Community
Regulations
Facility

Cards Option
*** 1198
Associated bank card
Room 116
Laundry card
balance 26 £
VIEW
Password

Design
Image
Pattern

BACKGROUND

Data Basis

At present, international students make up a large proportion in all parts of the UK, and most of these students live in student halls or student apartments. In daily life, all kinds of supplies and equipment in their apartment are very indispensable, among them, the most important belongs to the apartment access card, which determines the daily living place for international students. Once the access card is lost, it will become very troublesome.

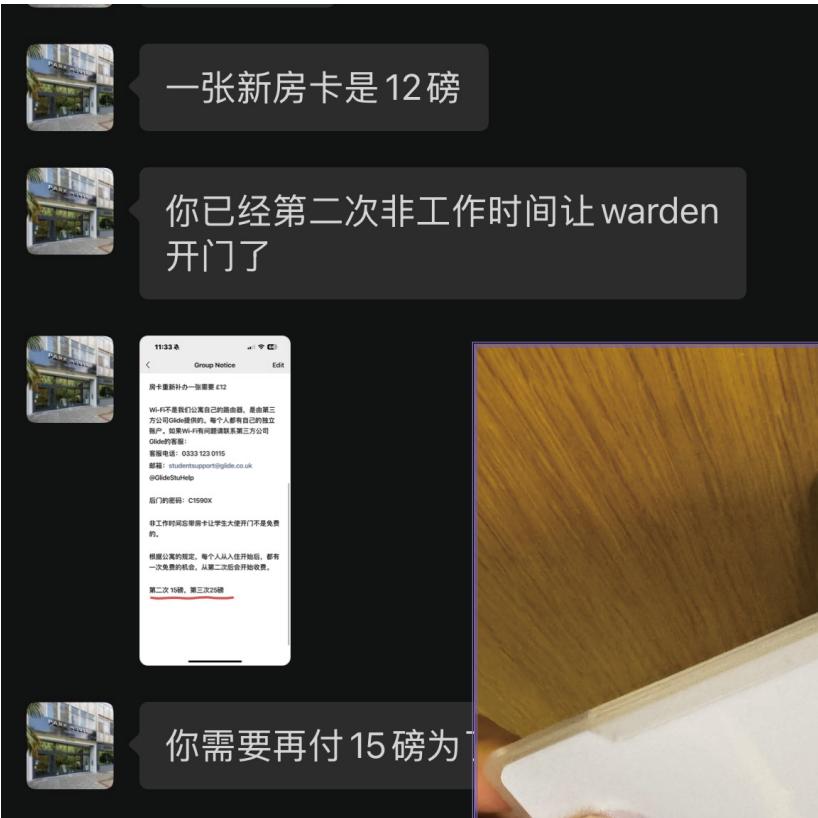## *Data of phisical device that international students care about*

Induction

Laptop

Access Card

Suitcase

Others

0   10   20   30   40   50   60   70   %
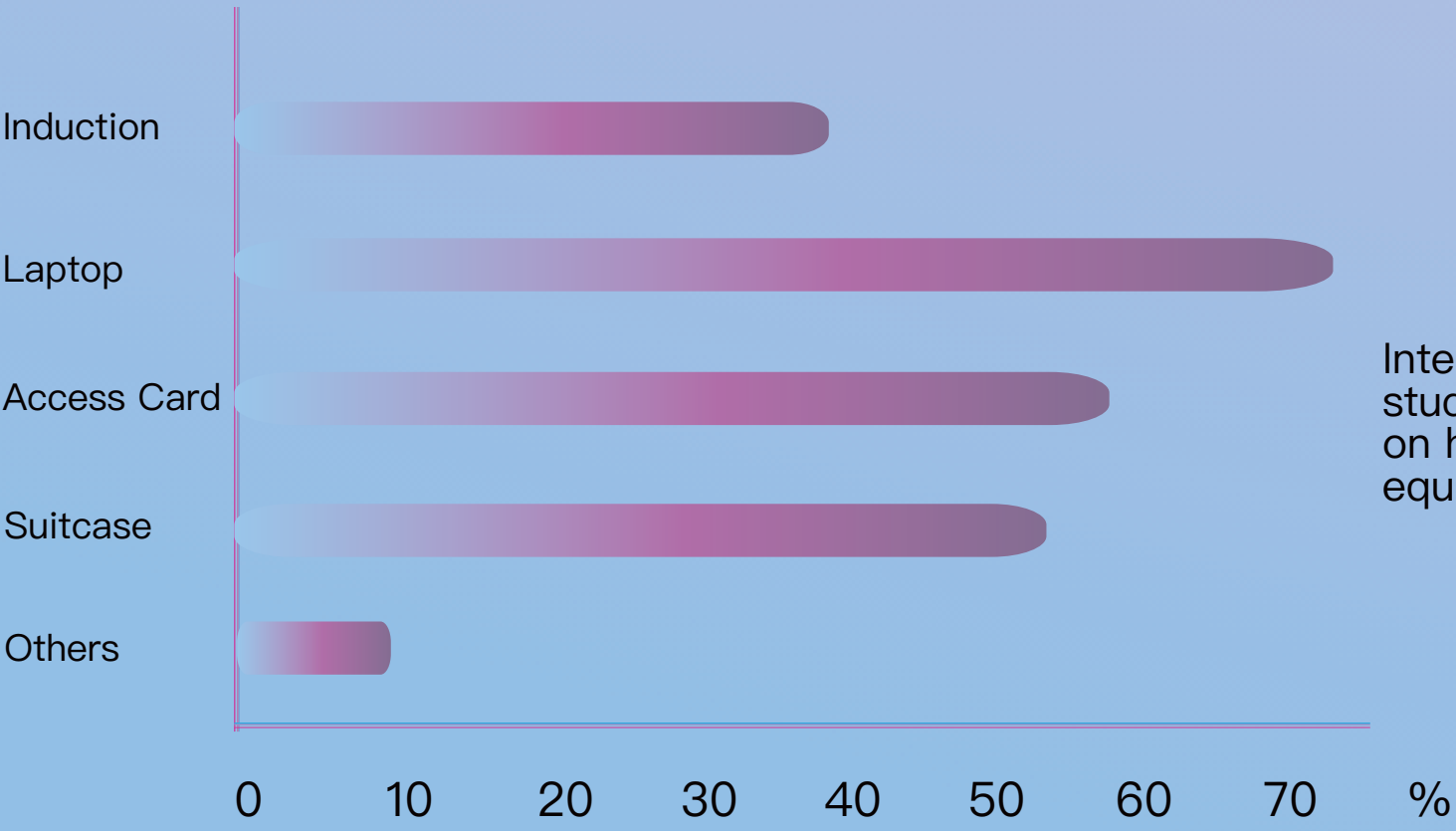
International students focus a lot on home physical equipment
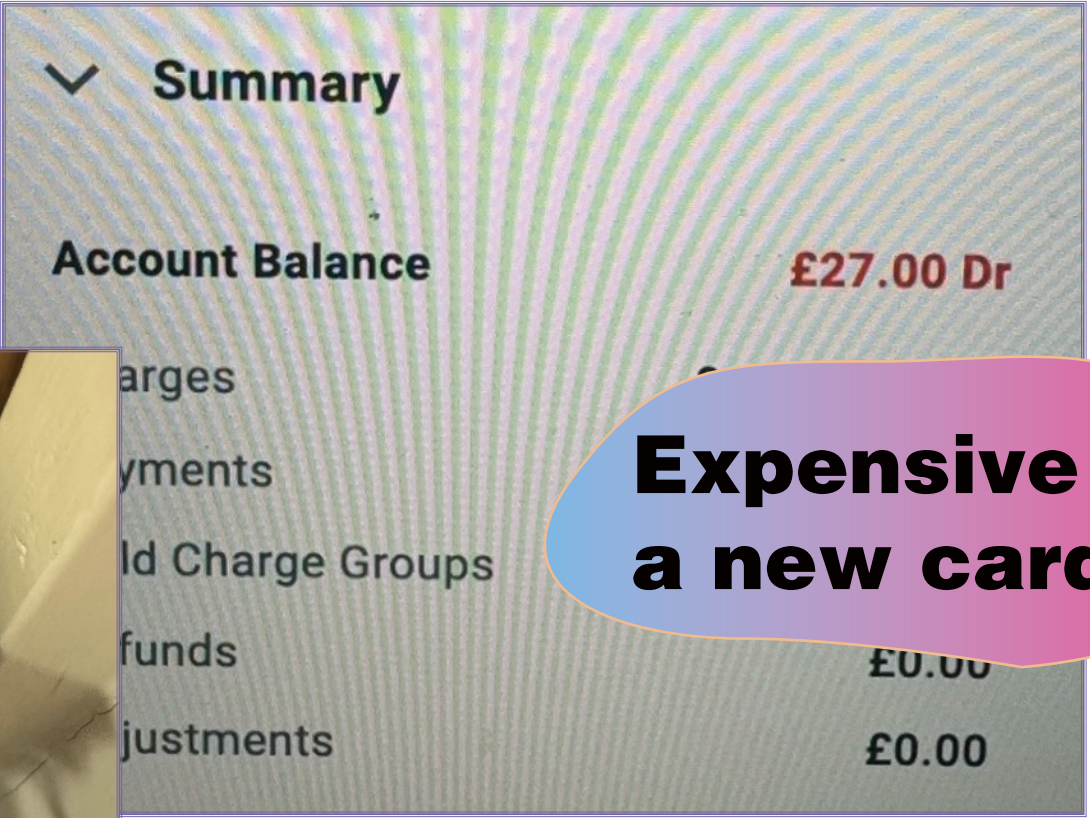
PERSONAL EXPERIENCE

Discover Problems

The first time I forgot to bring my room card because I was in a hurry to leave the apartment for class. Since the reception was not there, I called the emergency number and asked the assistant to help me open the door, but I waited for more than 30 minutes. For the second time, I lost my room card and asked for help from the reception again. I was told that I needed to pay an additional fine for the card and pay certain opening fees.

一张新房卡是 12 磅

你已经第二次非工作时间让 warden 开门了

你需要再付 15 磅为

Summary

Account Balance   **£27.00 Dr**

harges

ments

ld Charge Groups

funds   £0.00

justments   £0.00

Expensive for a new card

Blank Card

Too much time for waiting reception

Too many cards

PARK HOUSE
PRIMA VIDAE

INSPIRATION

Most of the bank cards can be bound with the nfc function of mobile phone, so it is very convenient for international students, and they do not have to worry about the problem that the card will be lost when they go out. Does the same apply to key cards?

USER RESEARCH

Persona

Wanni Huo
Age:22

Nationality:
China

Profession:
Fashion Management
(Postgraduate Student)

University:
University of Southampton

The number of lost cards:
2 Cards

CHARACYER

Need

It would be nice if key cards could be tied to your phone like bank cards.

Pain Point

The cost of a replacement card can be as high as 17 pounds, and I would rather spend it elsewhere in the apartment, such as paying for the laundry, if I left my card in the apartment outside of working hours and had to pay the student ambassador to open the door.It also can be great if the card can be noticeable.

" The access card of apartment has been lost twice, maybe because it has no front or back side. Sometimes it is not easy to notice where it is placed. Now, in order to prevent losing it again, I have affixed some marks on the front and back sides of the card. "

Lucas
Age:22

Nationality:
Russia

Profession:
Physiotherapy
(Postgraduate Student)

University:
University of Southampton

Forget to take cards:
3 Times

CHARACYER

Need

Every time when I asked for reception to open the door, I had to pass through the emergency phone of the apartment for many times to get in touch with people. I thought the process could be shortened. For example, there was a channel for me to contact reception directly.
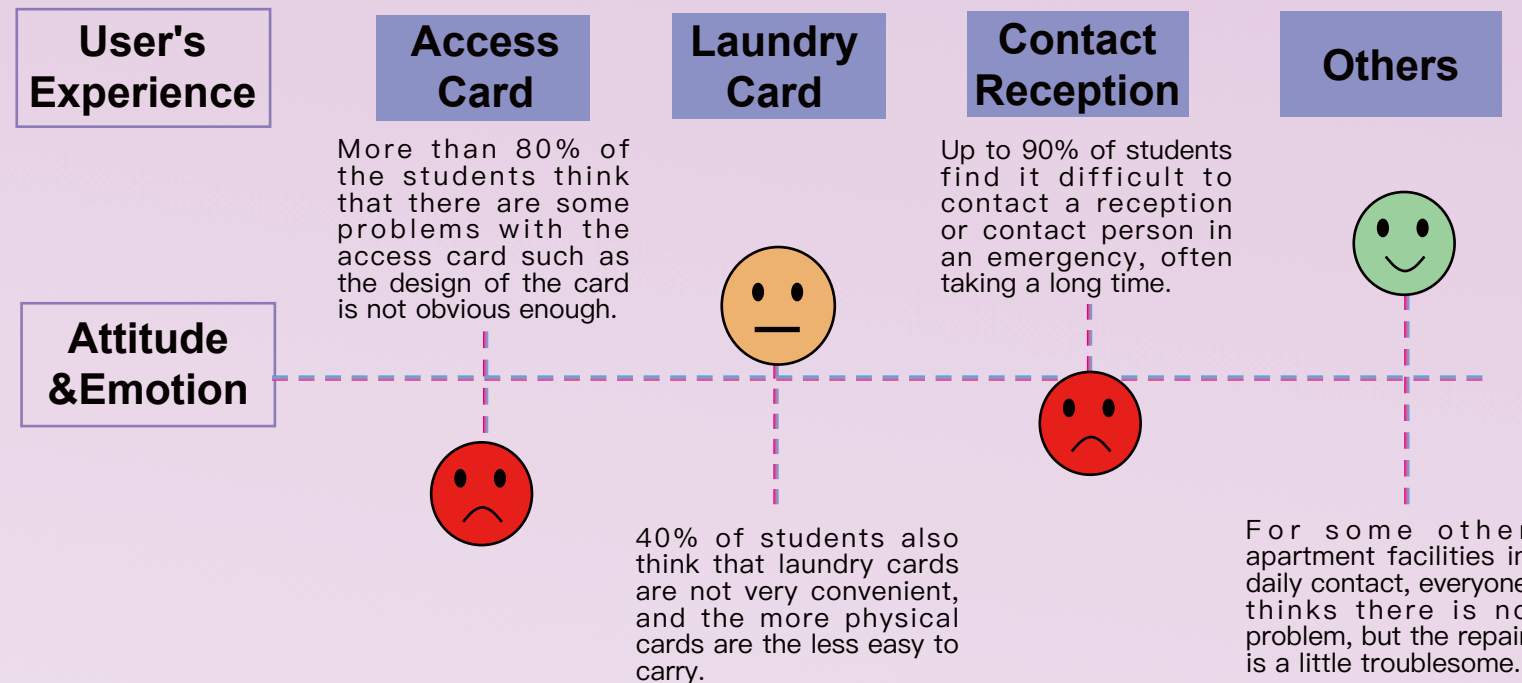
Pain Point

I think leaving my key card in my apartment is not a big deal, but the waiting time is too long, and sometimes it can be very anxious.
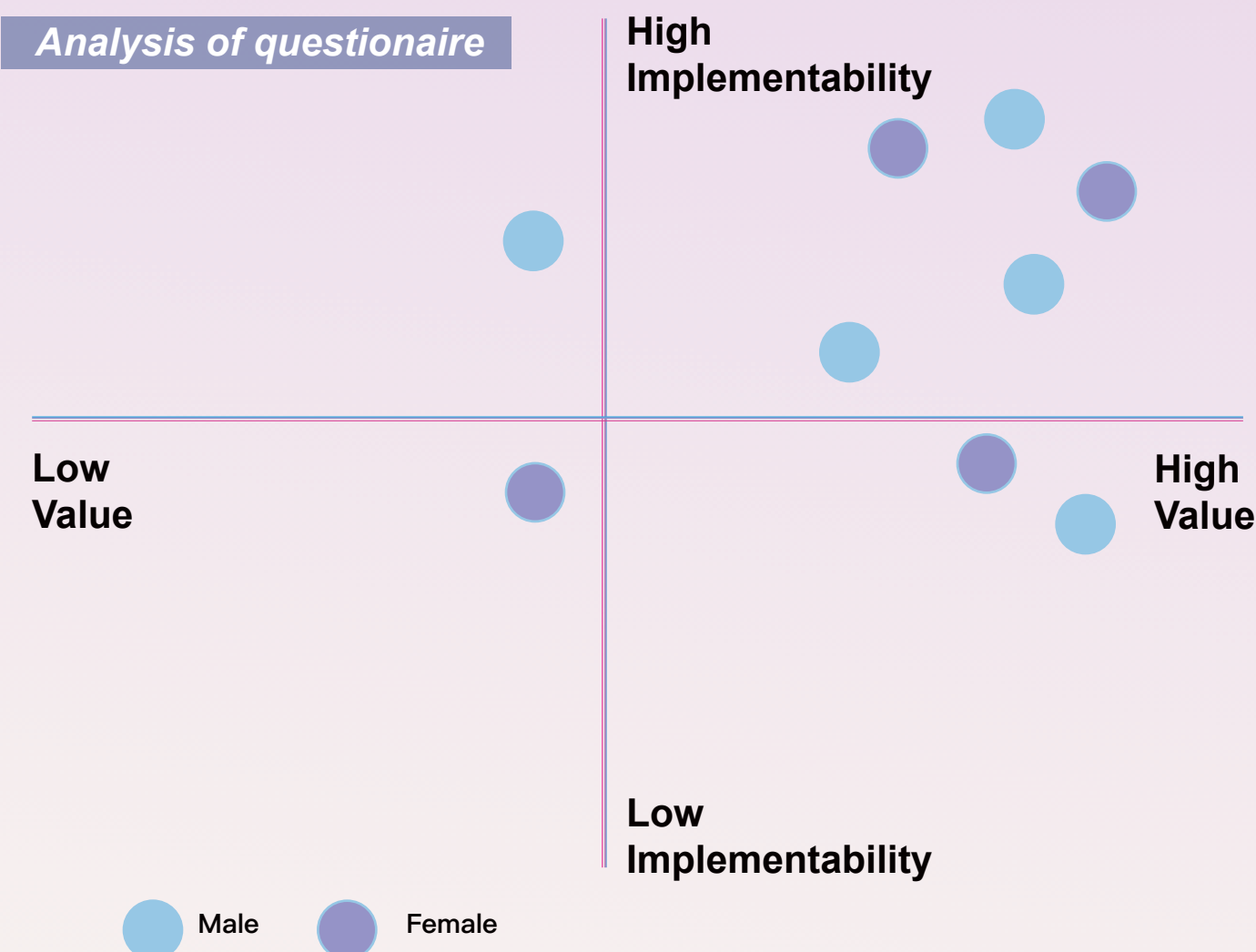
" I have fogotten access card of apartment three times, the receptionist at our apartment is not on duty on weekends. Sometimes I have to wait a long time to make an emergency call. Once I waited for an hour before someone opened the door for me. "

Questionnaire Survey

This survey adopted the principle of random sampling, and collected a total of 20 valid data have been collected in order to understand the inner behavior state of international students in Unilife apartment and their ideas about the physical access card, so tWhat I can explore their inner needs including other daily requirements in accommodation, and finally improve user satisfaction from the perspective of the app.

User's Experience	Access Card	Laundry Card	Contact Reception	Others
	More than 80% of the students think that there are some problems with the access card such as the design of the card is not obvious enough.		Up to 90% of students find it difficult to contact a reception or contact person in an emergency, often taking a long time.	🙂
Attitude &Emotion	😠	😐	🙁	
		40% of students also think that laundry cards are not very convenient, and the more physical cards are the less easy to carry.		For some other apartment facilities in daily contact, everyone thinks there is no problem, but the repair is a little troublesome.

Analysis of questionaire

High Implementability

Low Value

High Value

Low Implementability

🔵 Male 🟣 Female

USER TEST

Internation Students in my apartment I lived were invited to take part in the test by using their fingers to click on the buttons on the physica wireframes to check if the app users could have a better user experience.
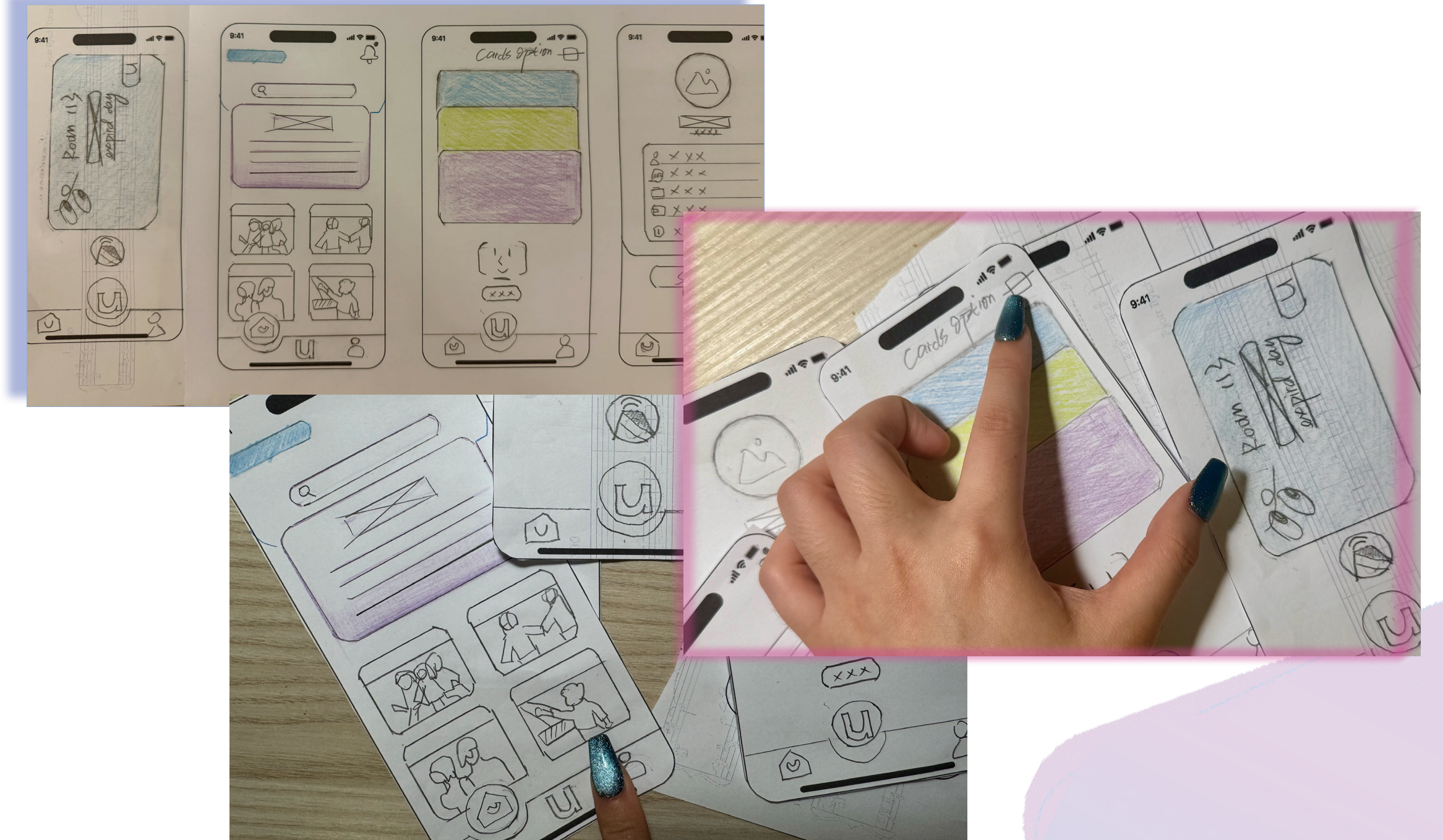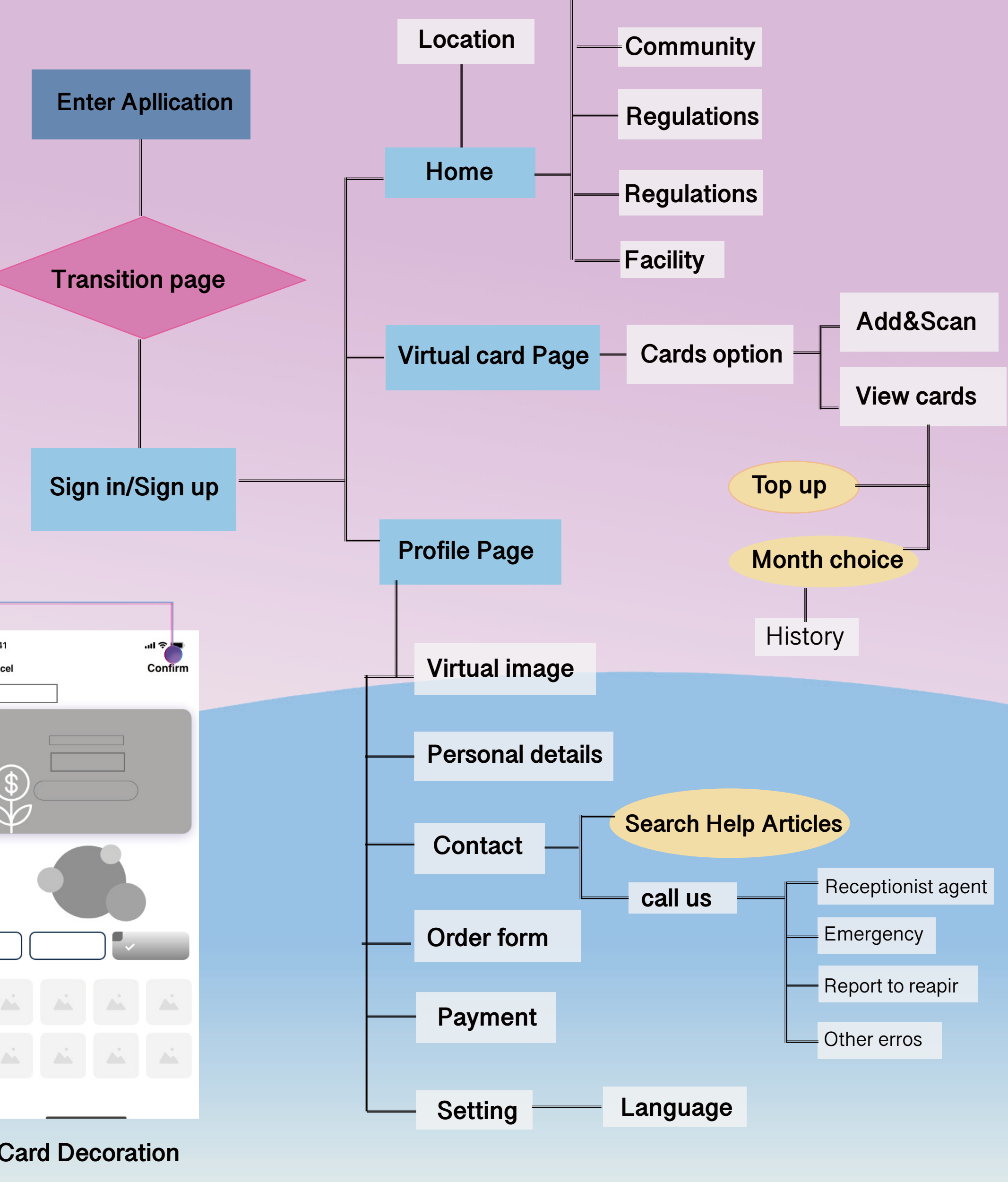

Conclusion

Some participants responded that the format of some ICONS was not uniform and suggested adjustment; Some participants said that the bottom layout of the navigation bar is somewhat lower, and the speed of clicking will be a little hesitant, and the feeling can be adjusted upwards.

Therefore, I made some adjustments to solve these two problems. I re-integrated the icon, deleted the complicated graphics, slightly enlarged the navigation bar, and used a circle to mark the position of the corresponding navigation icon when I stopped on a certain page, so as to make it clearer.
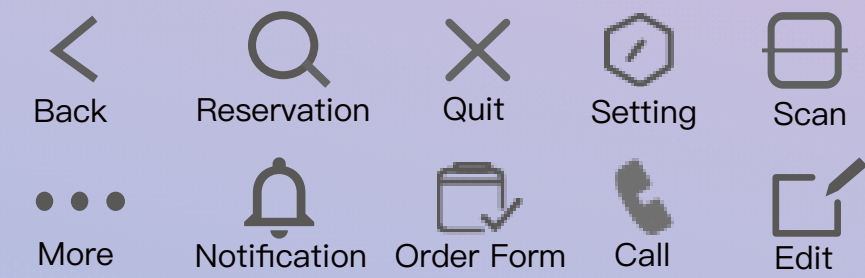
LOW FIDELITY

Open Page

Home Page

Position Select

Profile Page

Contact Page

Sign in/Sign up

Virtual Card Page

Scan Card Page

Finish Page

Laundry card

Card Decoration

FLOW CHART

Enter Aplication

Transition page

Sign in/Sign up

Home

Location

Notification

Community

Regulations

Regulations

Facility

Virtual card Page

Cards option

Add&Scan

View cards

Top up

Month choice

History

Profile Page

Virtual image

Personal details

Contact

Search Help Articles

call us

Receptionist agent

Emergency

Report to reapir

Other erros

Order form

Payment

Setting

Language

DESIGN OUTCOME

Interface standardization

main icon

Home Mine Access

other icon

Back Reservation Quit Setting Scan

More Notification Order Form Call Edit

colour select

#E1BDE7 #866fa6 #7085C0 #a3d1f2 #EFEFEF

font specification

SF Pro Display Bold
30pt/20pt/12pt

SF Pro Display regular
24pt/18pt/12pt/8pt

Logo Design
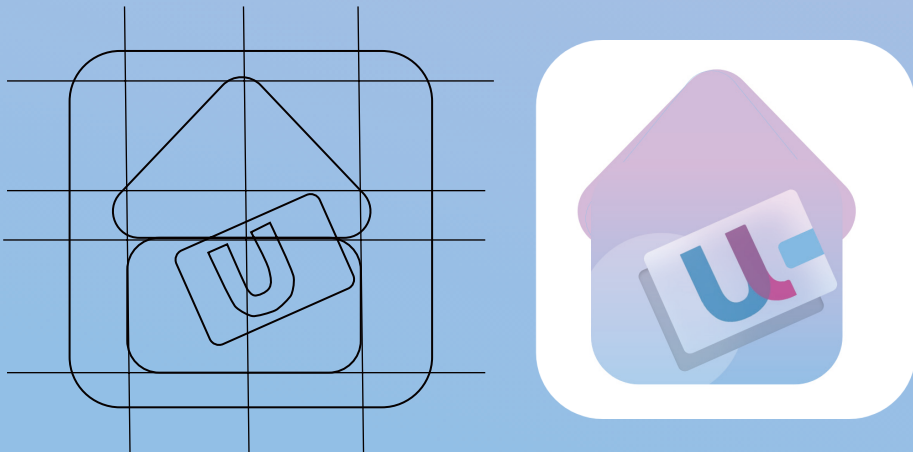
Without too much embellishment, the application logo I using the Unilife logo, the shape of the apartment house and the outline of the key card are combined in a simple graphic design, which are obvious and comprehensible for international users.

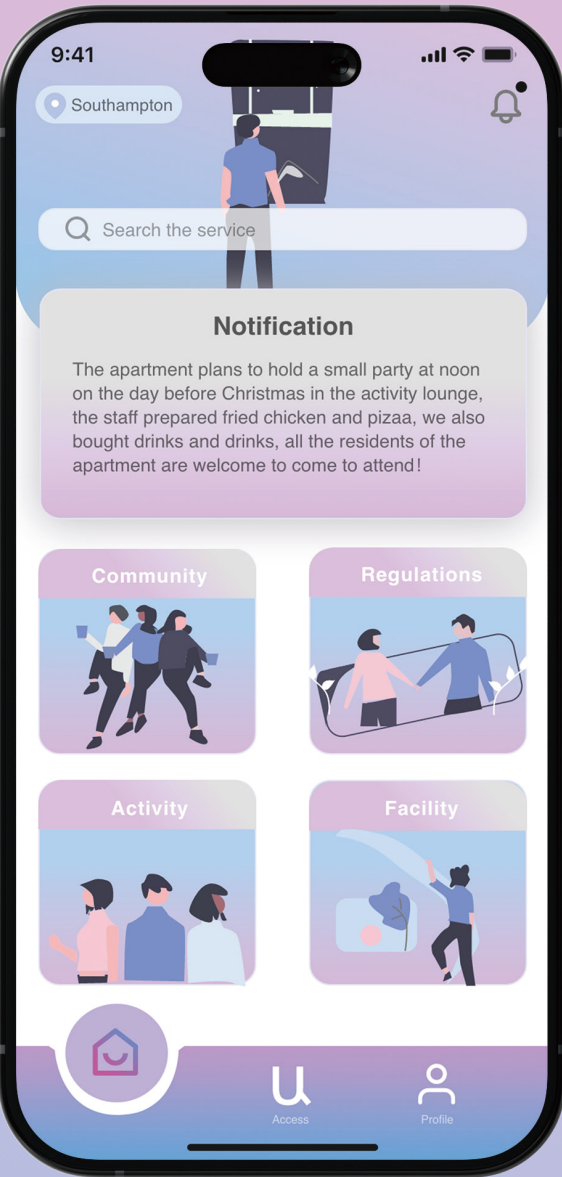# HIGH FIDELITY

Video Link: https://youtu.be/TaDFP_cES0Y
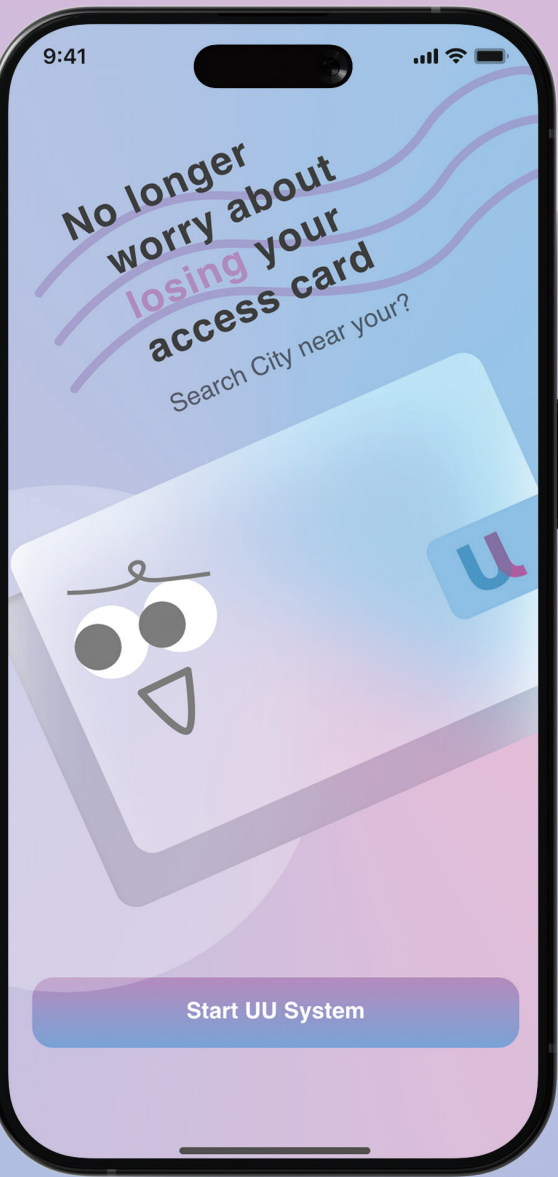
After opening the App, there will be a transition page buffer, click Start to officially enter the app operation

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The interface function as Home, where uesrs receieve notification and serch other services.

Here international Students can read the rules and regulations of the apartment, exchange questions and answers with people in the same community, and check the equipment of the apartment here
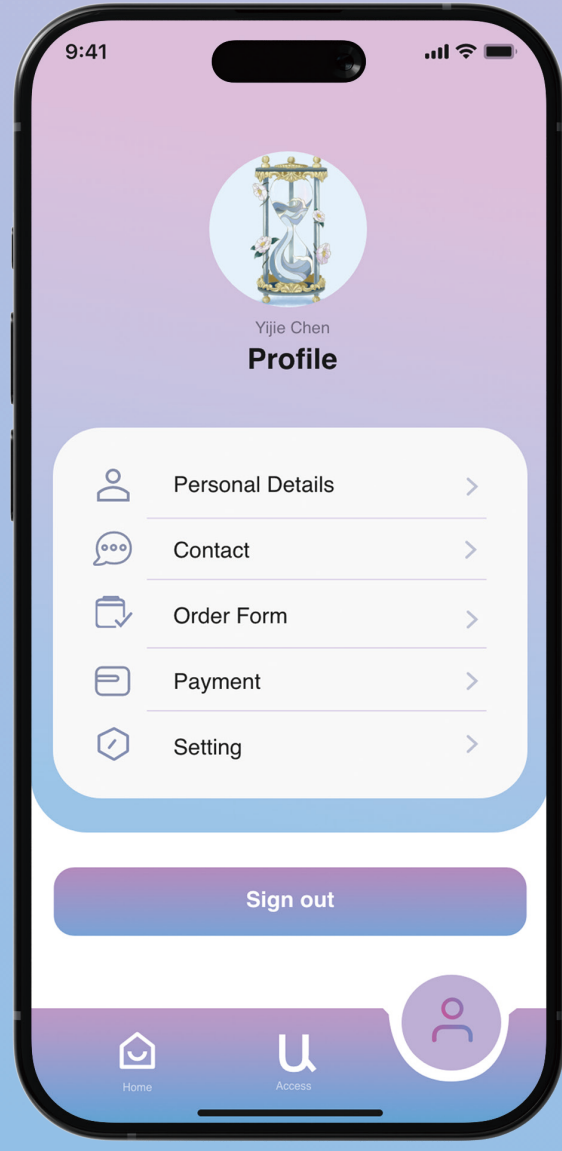
The application function of this page is an important part of this App. Users can bind the apartment's access card and laundry card, and can also add a bank card for payment.

All processes require the user's own face function and password to unlock, room card addition is also in the apartment's own system, room card use permission is set by the apartment business according to the contract signed by the user, so there is no need to worry about security issues.

This page is a personal page, mainly contains personal information, emergency contact, payment Settings, other Settings and other functions.

You can log out here.

DESIGN OUTCOME

Video Link:

https://youtu.be/TaDFP_cES0Y

Usage scenario

STEP 1

STEP 2