

A red square with a white border. The word "lyla" is written in white lowercase letters in the center of the square.

lyla

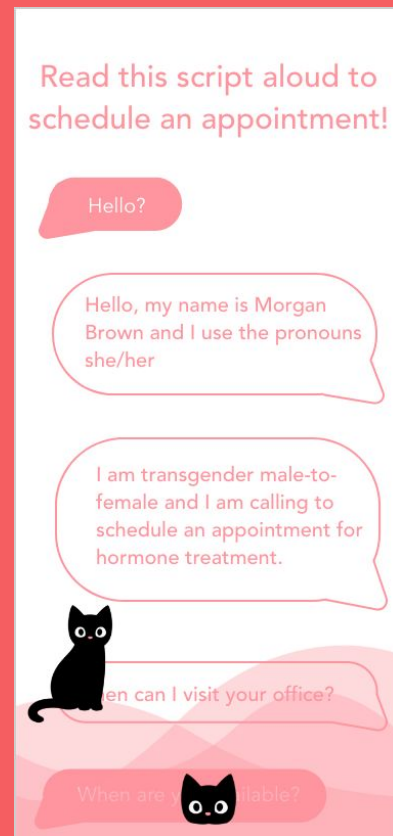
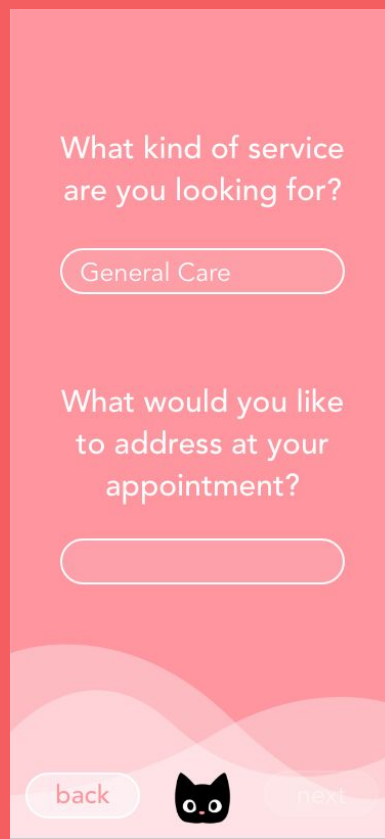
Access the lyla  
prototype here.

# What is Lyla?

The Lyla app helps nervous individuals collect and organize the necessary information needed to schedule an appointment via phone or email. It is specifically intended to be an aid to LGBTQ+ youth looking for queer related health services.

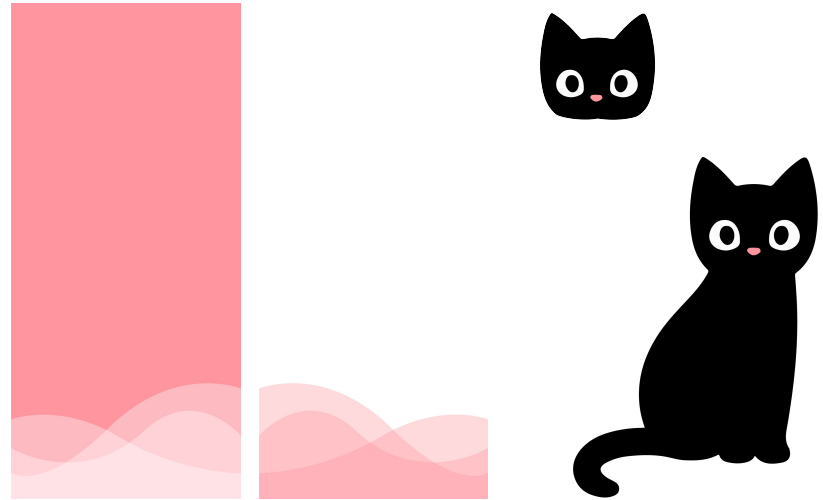
# Summary

- Received positively overall
  - Users felt the app was self explanatory
  - Most reported feeling satisfied with overall experience
- Users reported wanting..
  - A more customizable and adjustable experience
- Users disliked..
  - Having minimal navigation options



# Details

- Name: lyla
  - Conveys feminine, caring, overall motherly tones while remaining unique and memorable.
- Color Pallet: Pink/White
  - Warm comforting tones with high contrast. Pink often associated with youth, femininity, and LGBTQ+ community.
- Imagery: Cat (Lyla), Waves
  - Cuteness to gain trust and relax, “living” being helps guide and encourage user.
  - Waves gently communicate movement and action while maintaining a sense of calm.



# Tasks

- Call or Email
  - Fill out your information in order to receive a script.
- Profile
  - Edit and save your profile.
  - Delete a call from your service history.

How can I  
help you today?

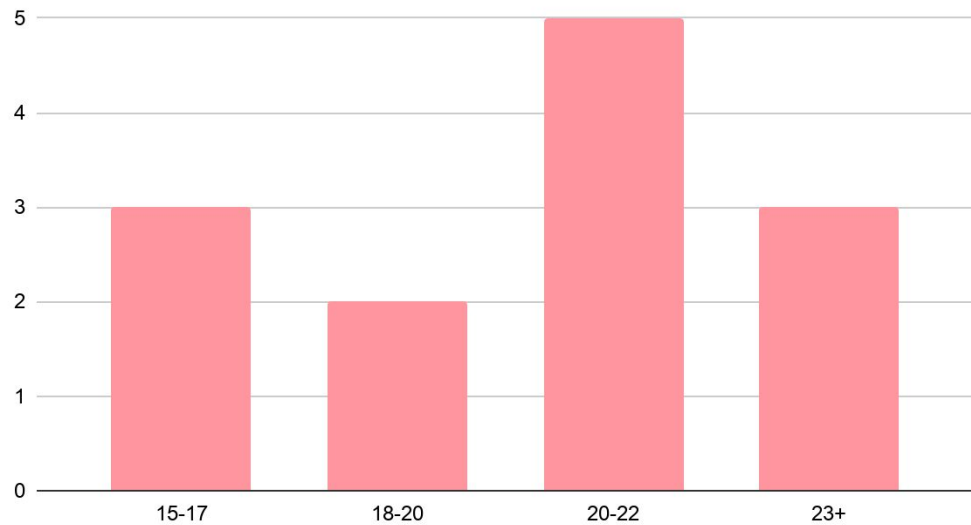
call

email

profile

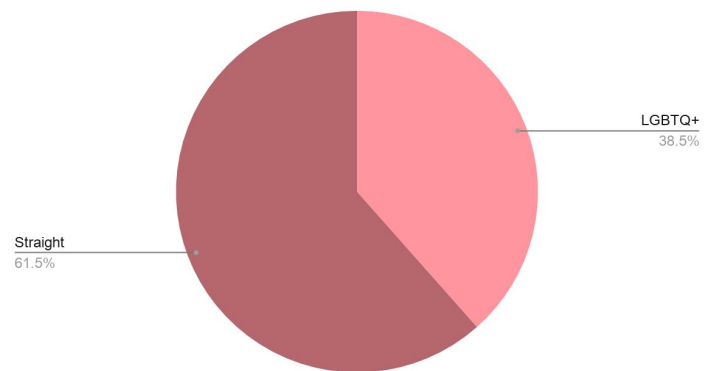


## Testers

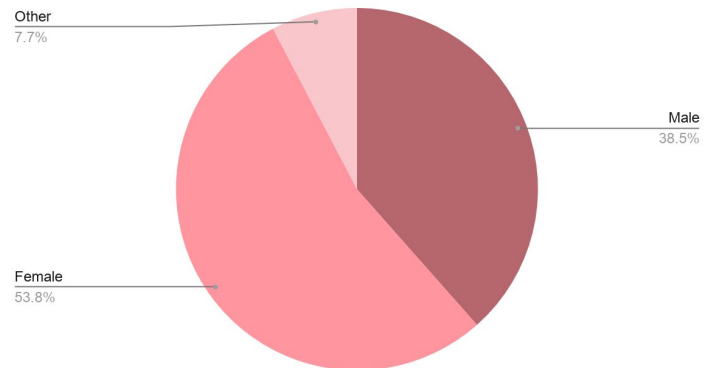


## Tester Profiles (13 total)

### LGBTQ+



### Gender



# Anon 1

Female, 19, Cis, Lesbian

“This app seems like it could be very useful. It would be nice if there was a way to add your schedule so the app could maybe suggest appointment times as well.”

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# Anon 2

Male, 22, Cis, Straight

“I felt like I could only do one thing at a time. For example, if I wanted to edit my profile I had to go all the way back to the homepage and then into the profile page to do it, or if I wanted to make a service appointment from the history page I couldn't do that either”

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# Anon 3

Non-Binary, 21, N/A, Queer

“I liked that cat. I think I’d also like if I could edit the script, but the text message style is also cool. More cat please!!”

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# Bugs

- When the user starts the call/email tasks, they always have to fill out their information despite having a profile
- In the call task there is no speaking prompt for communicating a schedule or finalizing an appointment
- Scripts are not customizable
- Service history information feels buried

Welcome to your profile.

*name*  
Morgan Brown

*pronouns*  
They/them

*gender*  
non-binary

*sex*  
Transgender MTF

*zip code*  
95616

view service history

Saved!

edit  save

# Moving Forward

- Autofill in call/email for saved profiles
  - Would speed up the process for building scripts
- Options to add availability
  - Would create a more detailed and helpful script
- Ability to edit final script
- Making content overall more accessible
  - More access to different tasks from different points in the app
- Call history in addition to Service History
  - Possible explore a click to call option within history page
- Animate the Cat

