

NIN Appointment Helper

Capstone 23 · Civic tech · Talodabi Academy

1 · Project overview

NIN centre prep on phone: documents, centre, reminder.

Deliverable	Full mobile MVP in Figma (not code)
Platform	Mobile app · Android-first · portrait
Screens	11 screens + 1 unhappy path (12 frames)
Features	3 core features
Bottom navigation	Centres · Checklist · Booking · Profile
Prototype	4 linked flows

Build order: Auth (screens 1–4) → nav tabs (5–8) → core flow (9–11) → unhappy path → link prototypes.

2 · Problem & primary user

National ID enrolment centres have queues and document confusion. UK has online passport booking; many Nigerians make multiple trips to NIMC centres.

Primary user

"Samuel, a 24-year-old graduate in Benin City who needs NIN for NYSC."

Geographic scope: National-level

3 · Goals

User goal: Find nearest centre, required documents, and book a visit slot on his phone.

Business goal: Lead-gen to partner centres, document prep services, and premium reminders.

Success: User finds centre, completes checklist, saves visit date.

4 · Market context

QUESTION	ANSWER
Who pays	Document prep partners and centre lead referrals; premium reminders.
Why not WhatsApp	People ask Twitter and friends which centre is short. No personal checklist on phone.
Design focus	Centre finder plus document checklist plus visit reminder in one mobile flow.

Competitors to check:

- **NIMC official site** (web-heavy)
- **Agent touts at centres** (offline)
- **Multiple wasted trips** (default pain)

5 · Validate before you design

Interview 3–5 people who match your primary user. Update this brief if interviews contradict it. Do not start hi-fi until you complete the confirmation below.

FIELD	YOUR ANSWER
Validated user (name, age, city)	
Problem in one sentence	
One interview quote	
Success metric for your test	
Primary colour and tone	
One competitor you checked	

Interview prompts

- "Walk me through the last time this happened."
- "What did you use instead? WhatsApp, paper, or nothing?"
- "What would make you trust this on a cheap Android phone?"
- "What would stop you from using this every week?"

6 · Features & scope

v1 · three features

1. Find NIN centres by state and LGA with hours
2. Document checklist before you travel
3. Book or save a preferred visit date with reminders

Out of scope

- Issuing NIN in app
- Agent payments in app
- Every state API claim without label

7 · Screens

Design every row in wireframe, high-fidelity UI, and prototype (where the flow applies).

#	LAYER	SCREEN	WHAT TO SHOW
1	Auth	Splash Screen	App logo, name, and tagline for NIN Appointment Helper.
2	Auth	Onboarding (1 screen)	Explain the app in one sentence. One Get Started button.
3	Auth	Sign Up Screen	Name, phone number, state, and PIN. No email required.
4	Auth	Sign In Screen	Phone number and PIN. Forgot PIN link.
5	App shell	Centres (tab)	Search centres. Distance and open today badge on each card. Show bottom nav with Centres active.
6	App shell	Checklist (tab)	Tick list: birth cert, passport photo, etc. Progress indicator. Show bottom nav with Checklist active.
7	App shell	Booking (tab)	Saved visit date, reminder toggle, and what to bring summary. Show bottom nav with Booking active.
8	App shell	Profile (tab)	Name, phone, state, and document checklist status. Show bottom nav with Profile active.
9	Core flow	Centre detail	Hours, phone, documents needed. Show bottom nav on post-sign-in screens.
10	Core flow	Checklist · Ready	All documents ticked green. Show bottom nav on post-sign-in screens.
11	Core flow	Visit booked	Date saved with reminder on Booking tab. Show bottom nav on post-sign-in screens.

Layers: Auth = 1–4 · App shell = 5–8 · Core flow = 9–11

8 · Prototype flows

Link these in Figma. Examiners should click through without your voice-over.

Flow 1 · App entry

Splash → Onboarding → Sign Up or Sign In → first main tab

Flow 2 • Core task (all three features)

Sign In → Centres tab → Centre detail → Checklist → Booking tab

Core flow screens: Centre detail · Checklist · Ready · Visit booked

Flow 3 • Navigation

Link every nav tab so examiners can tap each bottom nav item. Tabs: Centres · Checklist · Booking · Profile

Flow 4 • Unhappy path

Trigger the unhappy path edge case and link to that screen.

9 • Unhappy path

Design this as its own screen state (frame 12):

User selects centre with no slots listed. Show: Walk-in may be allowed. Call centre to confirm.

Link in **Flow 4**.

10 • Design system

RULE	DETAIL
Colour	You choose. Keep it simple and readable.
Type	You choose. Keep body text easy to read on a phone.
Tone	Design for your user, not for a tech audience.

Reuse on every screen:

- Primary button (active and disabled states)
- Input field (empty, filled, and error states)
- Card or list item used across the app
- Navigation bar with correct labels and icons
- Empty state: what the screen looks like with no data

Deliverables

#	DELIVERABLE	WHAT GOOD LOOKS LIKE
1	Wireframes	Every screen in this brief, plus the unhappy path. Layout and labels clear.
2	High-fidelity UI	Same frames polished. You choose colour and type. Bottom nav on every post-sign-in screen.
3	Prototype	Four linked flows (entry, core task, navigation, unhappy path). Examiners can use the app without your voice-over.
4	AI prototype	Figma Make: at least 2 screens. Share link.
5	Case study (1 page)	Problem · User · Who pays · Competitors · Solution · One design decision
6	Presentation (6–8 slides)	Name · Problem · User · Solution · Key screens · Flow demo · One decision

Before you present

- ☐ Every screen designed in wireframe and hi-fi
- ☐ Unhappy path screen designed and linked in the prototype
- ☐ Four prototype flows linked end to end
- ☐ At least one empty state on a list tab
- ☐ Shared components reused: button, input, card or row, bottom nav
- ☐ Case study names who pays and one competitor you checked
- ☐ You can explain one design decision in critique (why, not what)
- ☐ Completed 5 user interviews or 1 usability test
- ☐ Checked at least one competitor listed under Market context

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