

 Kompassverket

Finding a way together

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First Meeting

Active Interview

Workshop





Analog to digital
change

Getting things done

Navigating change
in society

Staying in the loop



Staying in the loop

An orange underline is drawn under the word "loop", and a decorative flourish extends from the end of the underline.

As pensioners navigate life changes,
society keeps changing too.

Workshop



Concept Ideation

How do we help pensioners stay in the loop?

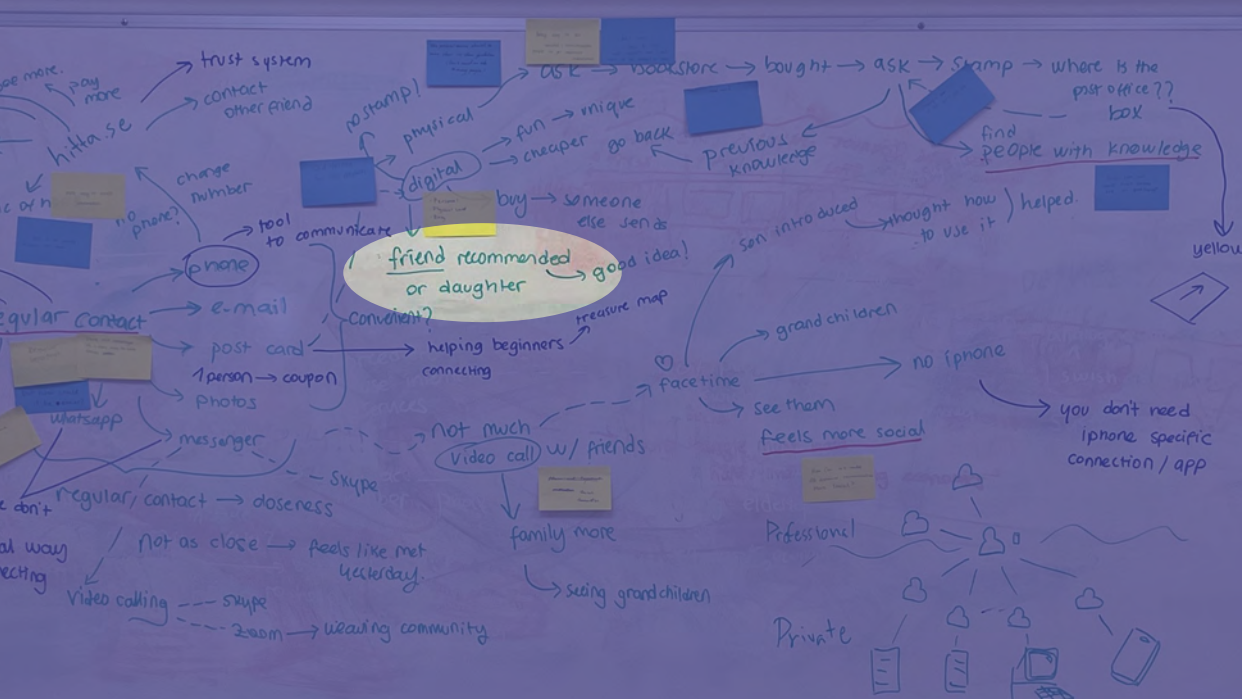


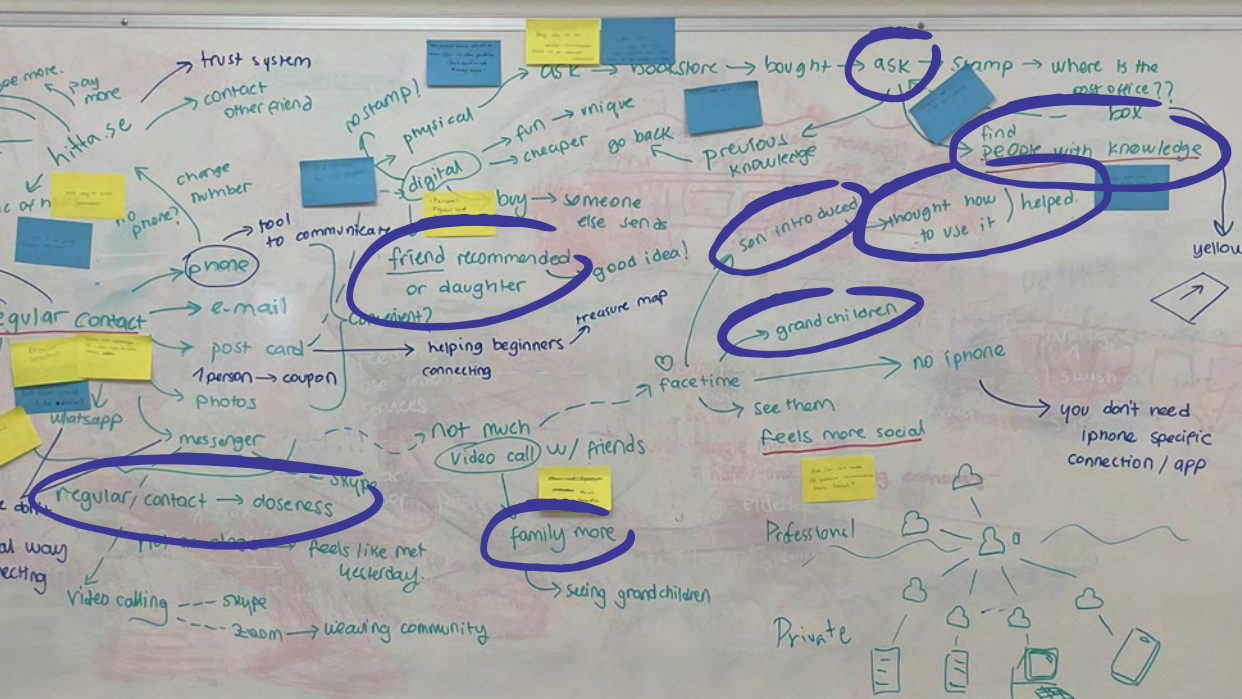
phone

- Search source / workmap**
 - if you have no idea, experiment to do this
 - if you have cash, I give
 - if the person is living close
 - if the person is not living close
- Search**
 - if you have no idea, experiment to do this
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- ATM**
 - if you have no idea, experiment to do this
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 - if the person is not living close
- Internet**
 - if you have no idea, experiment to do this
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 - if the person is not living close
- Phone**
 - if you have no idea, experiment to do this
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 - if the person is living close
 - if the person is not living close
- Services**
 - if you have no idea, experiment to do this
 - if you have cash, I give
 - if the person is living close
 - if the person is not living close
- Finding people**
 - if you have no idea, experiment to do this
 - if you have cash, I give
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[illegible]

A close friend moved away from Umeå 1 year ago, and you would really like to stay in touch: How do you do that?



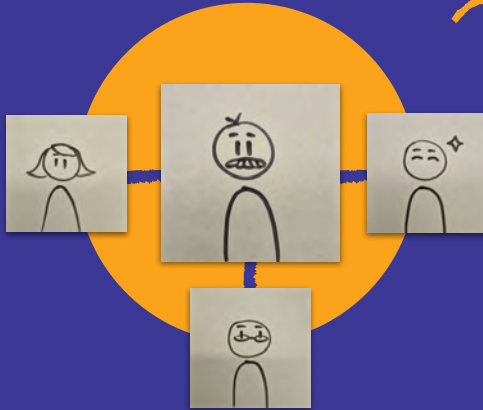


Staying in the loop, through:

People-Centered Navigation

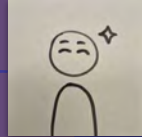
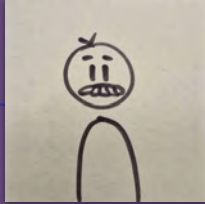
We call this people-centered navigation, and we see it as one of the main ways to stay in the loop as a pensioner

Staying in the loop



So while you might initially have close-knit circle of people that can help you navigate challenges in the way that you prefer,

Staying in the loop



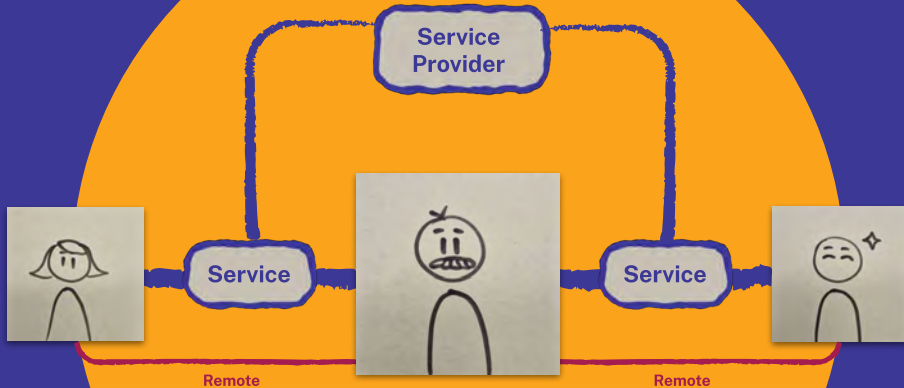
As you retire, you **social life changes**. Your loved ones might move to another city. Physical changes might affect your ability to get around.

Meanwhile **society** is also changing: at one point you might have used postcards to stay in touch, now you might have people in your life who prefers texting or communicating through social media.

Without an intervention, the circle grows weaker: and it becomes harder and harder to stay in the loop.

Our Goal

Empower friends and family to support pensioners in navigating the modern world more independently

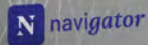


After reflecting back on the insights gathered from our workshop we explored ways to support this *remote exploration of everyday problems through the service*.



Kompassverket

Navigator, supported by Kompassverket, is a service for supporting the practical information flow of pensioners and their close circle through aiding collaboration and communication.



From “huh?”
To “ahaaa!”

Download
the Navigator
app to learn more



The Navigator service is built and maintained by Kompassverket, a non-profit startup funded by CTSO, Sweden's agency for digital administration.



 **Kompassverket**



Navigator



Explorer



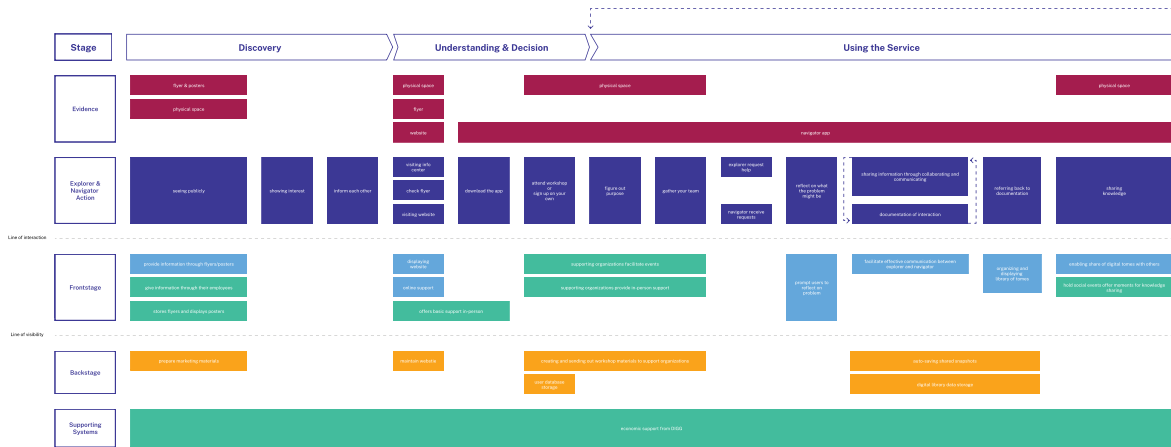
Supporting
Organizations

The main funding for Kompassverket comes from DIGG.

Kompassverket provides event material to Van i Umeå, the Umeå City Library, and Seniorsörget to be used in their social events to create information flow.

At the heart of the system are the pensioners and their close circle, referred to as the 'explorers' and the 'navigators' While one actively explores new information and experiences, the other provides support.

Kompassverket strengthens this relationship through the service, Navigator — a platform designed for collaboration and the shared accumulation of knowledge.

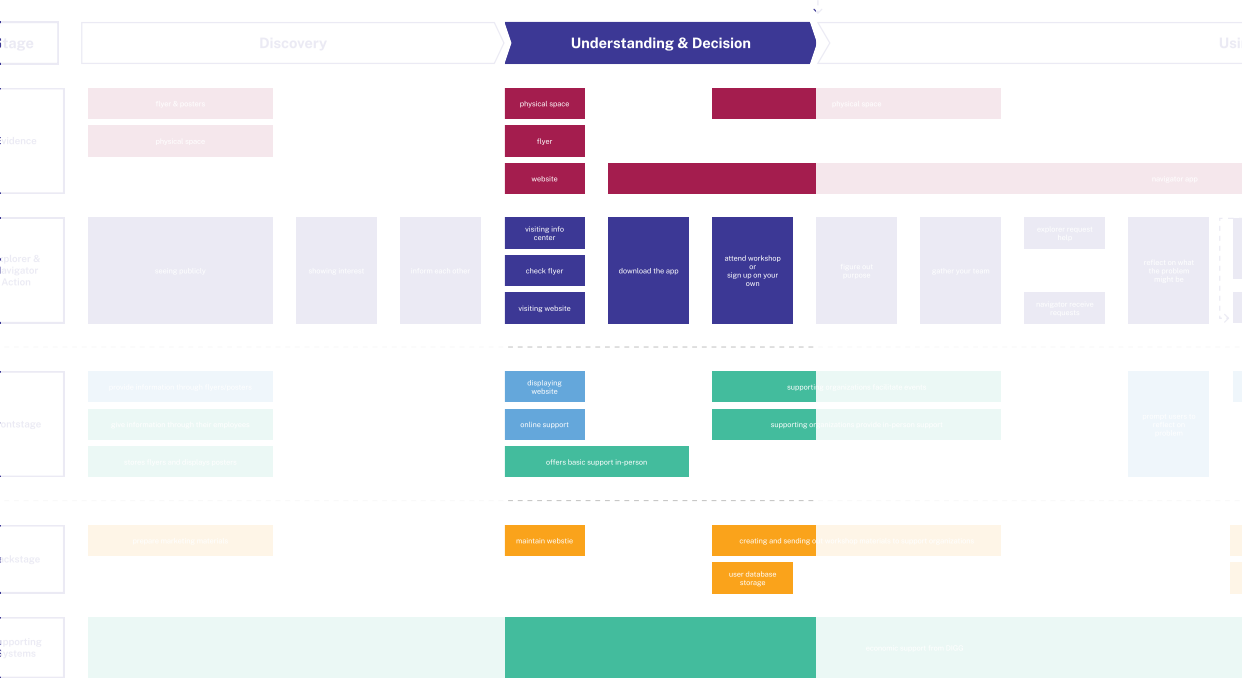


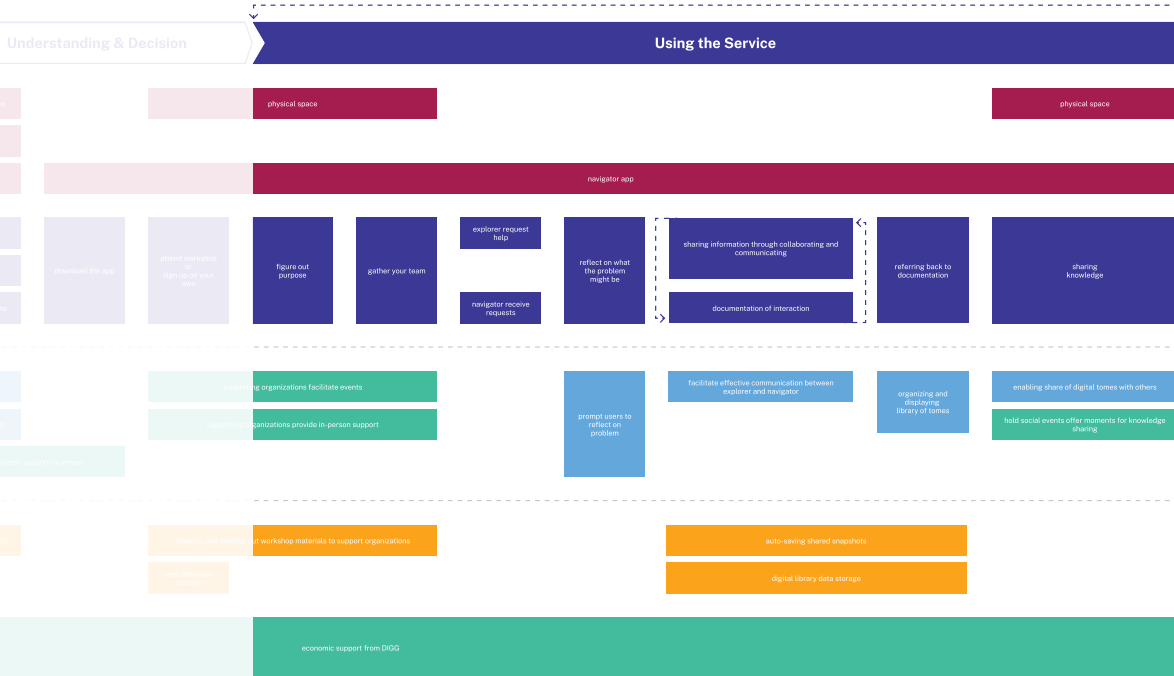
Kompassverket

Support Organizations

Vinnö Umeå, Sverigesport,
Umeå City Library, DSG







Let's explain with a little story

about Agnes and Siv



explorer!

This is Siv, she's retired and lives
in Umeå alone.



navigator!

...and this is her daughter Agnes,
living in Stockholm.



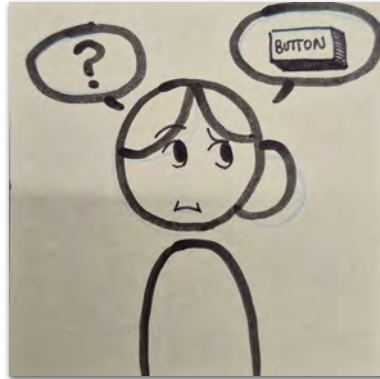
One day on the bus, Siv hears a conversation about someone able to see the buses in real time through the Ultra App



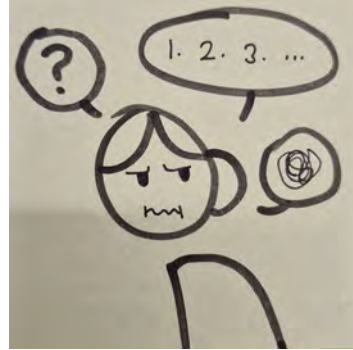
The function seems interesting, so when siv goes home she tries to figure out how to see the buses through the app, but it is confusing.



So Siv calls her daughter Agnes to see if she knows how to do it.



Although Agnes was familiar with the app, she has not used it in a while since she does not live in Umeå anymore. So their communication is not as smooth as they want it to be.



They use facetime simply but both of them have difficulties, Siv was struggling to explain the problem and Agnes can't convey what she thinks the solution might be. So Both Siv and Agnes feels a frustrated and defeated by the situation.

Some time later...



Siv visits the Umeå city library.

Siv sees an flyer advertising about Navigator. She thinks it might be worth checking out and takes it with her home.



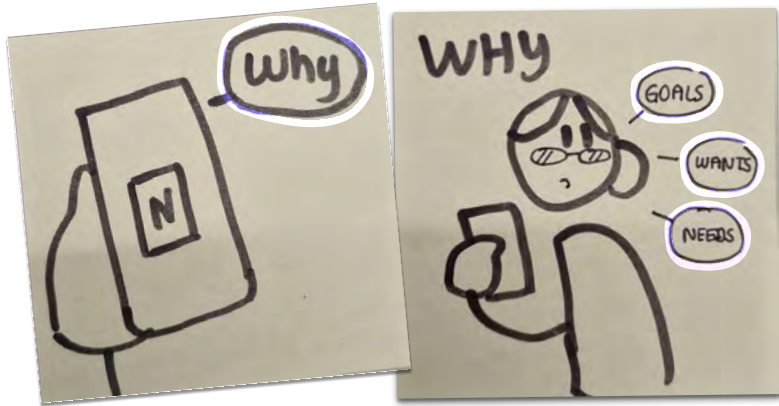


She uses the flier to learn more about the service and when she goes back home, she uses the QR code to visit the website.

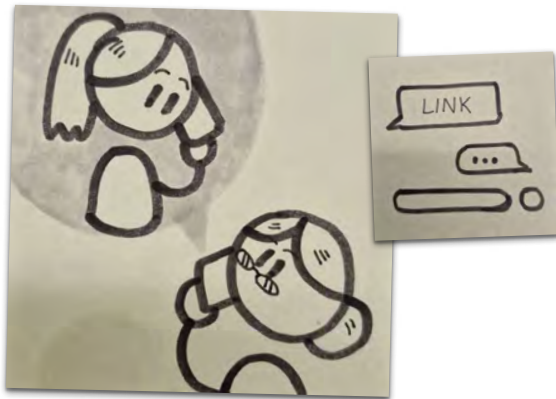




Learns more information about navigator as a service and an app. It seems promising for her, especially for the current problem she faces.



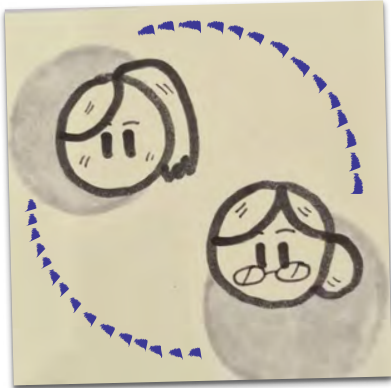
After downloading the app, Siv is prompted to figure out her goals and purpose of wanting to use the app.



Later, Siv calls Agnes again and tells her about this app, they agree to try it out together, which Siv then sends a link to Agnes.



Just like Siv, Agnes is also prompted to figure out her goals and purpose after downloading the app, which helps them understand each other a bit more.



They make a close circle connection through the app, which determines who they can use the service with.



Meanwhile, they also reflect on why this person is add to their own close circle

They make a call through the navigator app.

CALLING...

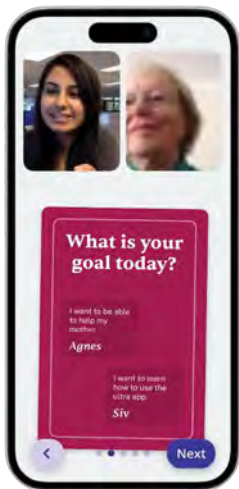


RING
RING

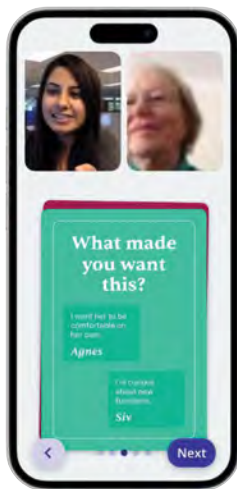




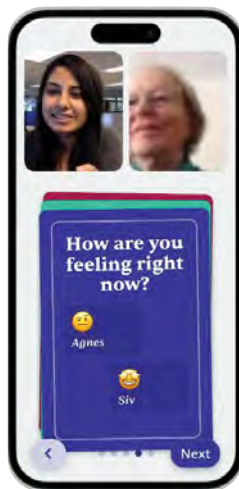
Before navigating the problem, they lay some groundwork and build empathy by answering some prompts.



Understanding the
problem



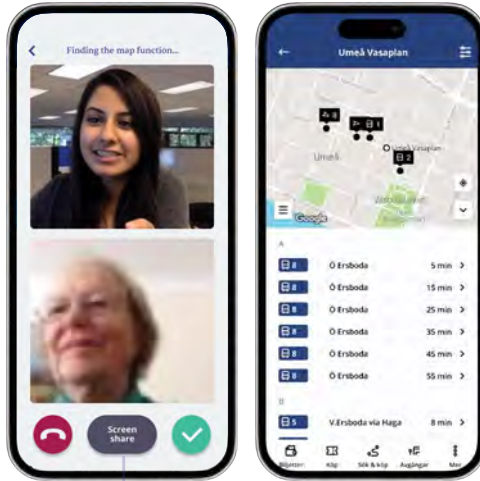
The motivation
behind



Reflecting on their
feelings

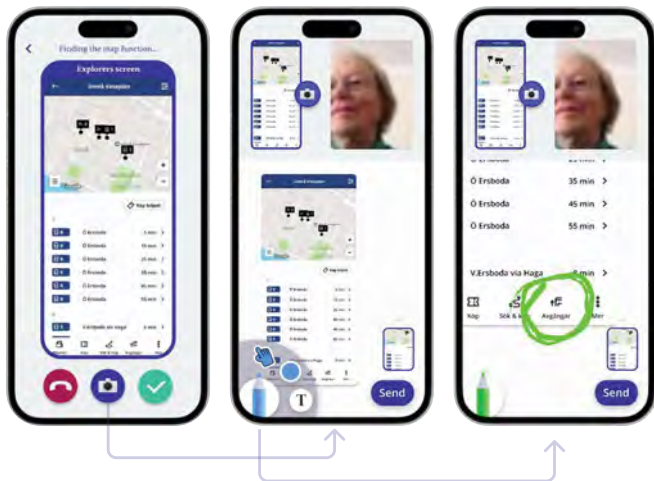


Then they name the book they will be making together which will represent the navigation they will experience.

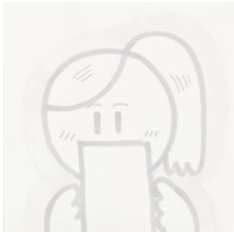
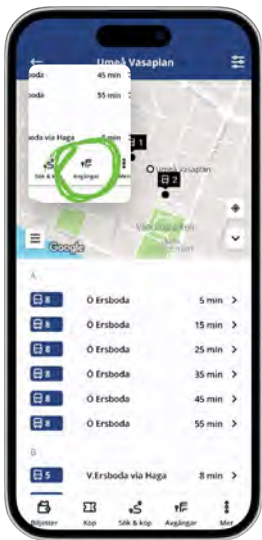


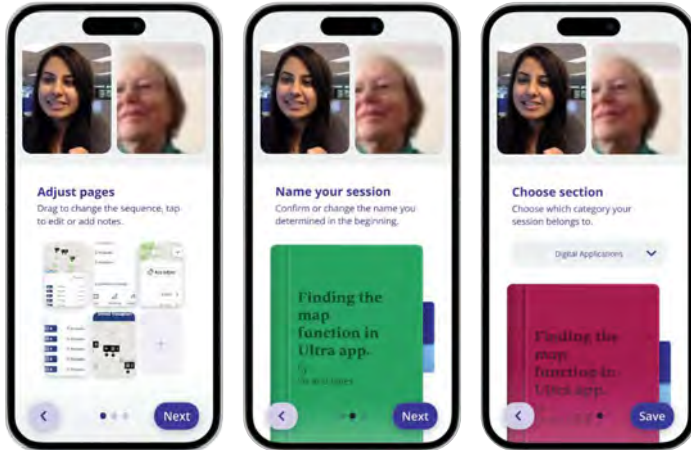
Siv starts sharing her screen through the app and explains what the issue is.



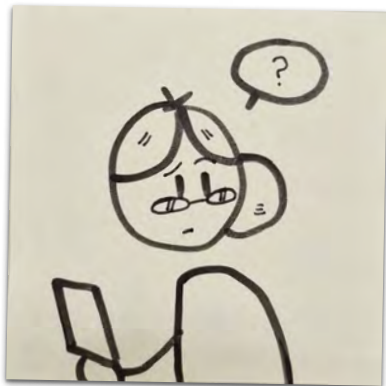


Agnes takes a snapshot of Siv's screen and explains her solution by using visual elements.





After solving the problem, they adjust if needed and save their book to their library.



Some time later...



Siv goes to her library to check
the information tome they
created.

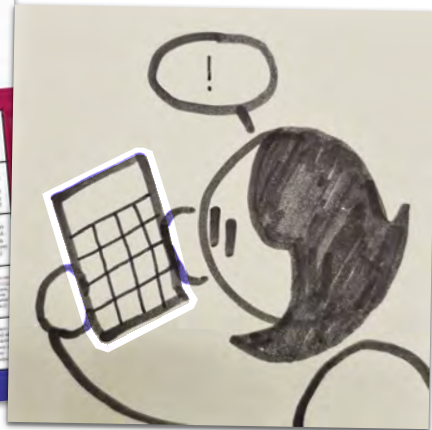




Next time Siv and Agnes is talking, they can talk about things they actually care about and not deal with the struggles of remote communication.

A while later, Siv and her friend Ilse go to Seniortorget for Fika and Quiz hosted by Vän i Umeå.

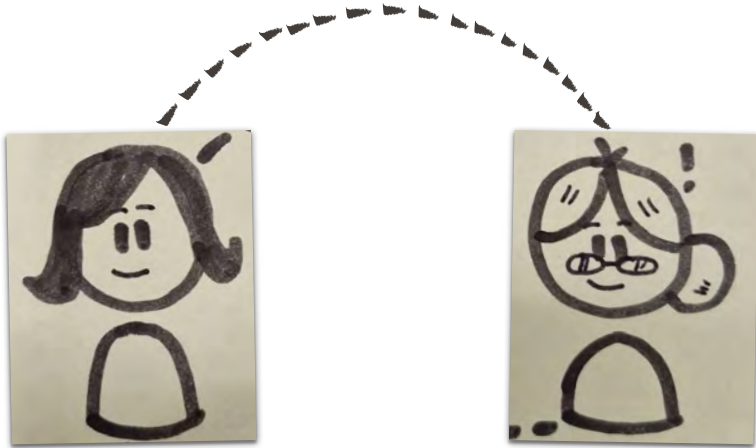




Ilse sees one of the prompts on the bingo card is about the Ultra bus ticket app and expresses to Siv that she haven't made the commitment to get into all that.



Siv shows her the documented snapshots on her phone about the Ultra ticket app and introduces her to the Navigator app.



Ilse is convinced, not because she necessarily loves app, but because she have known Siv for a long time and trusts her. So she downloads the app and they connect.

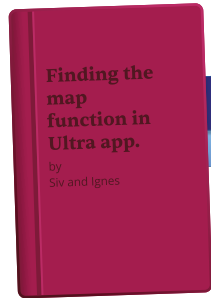
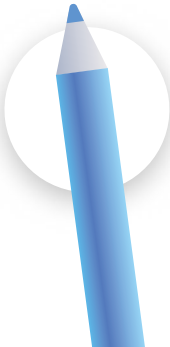


And siv can share her tomes with documented experiences to her. And with that we end our story.

Last but not least...

Aesthetic Intensions

Familiar

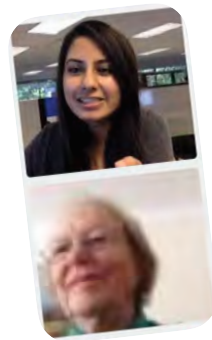
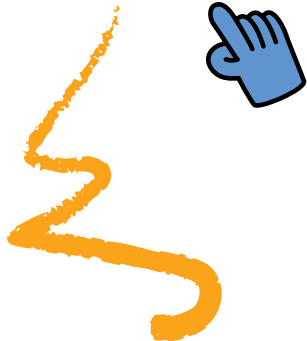


Trustworthy

Aa



Pleasant



Aesthetic Intensions

Familiar

Trustworthy

Pleasant

Thank you and...

see you later...



navigator!