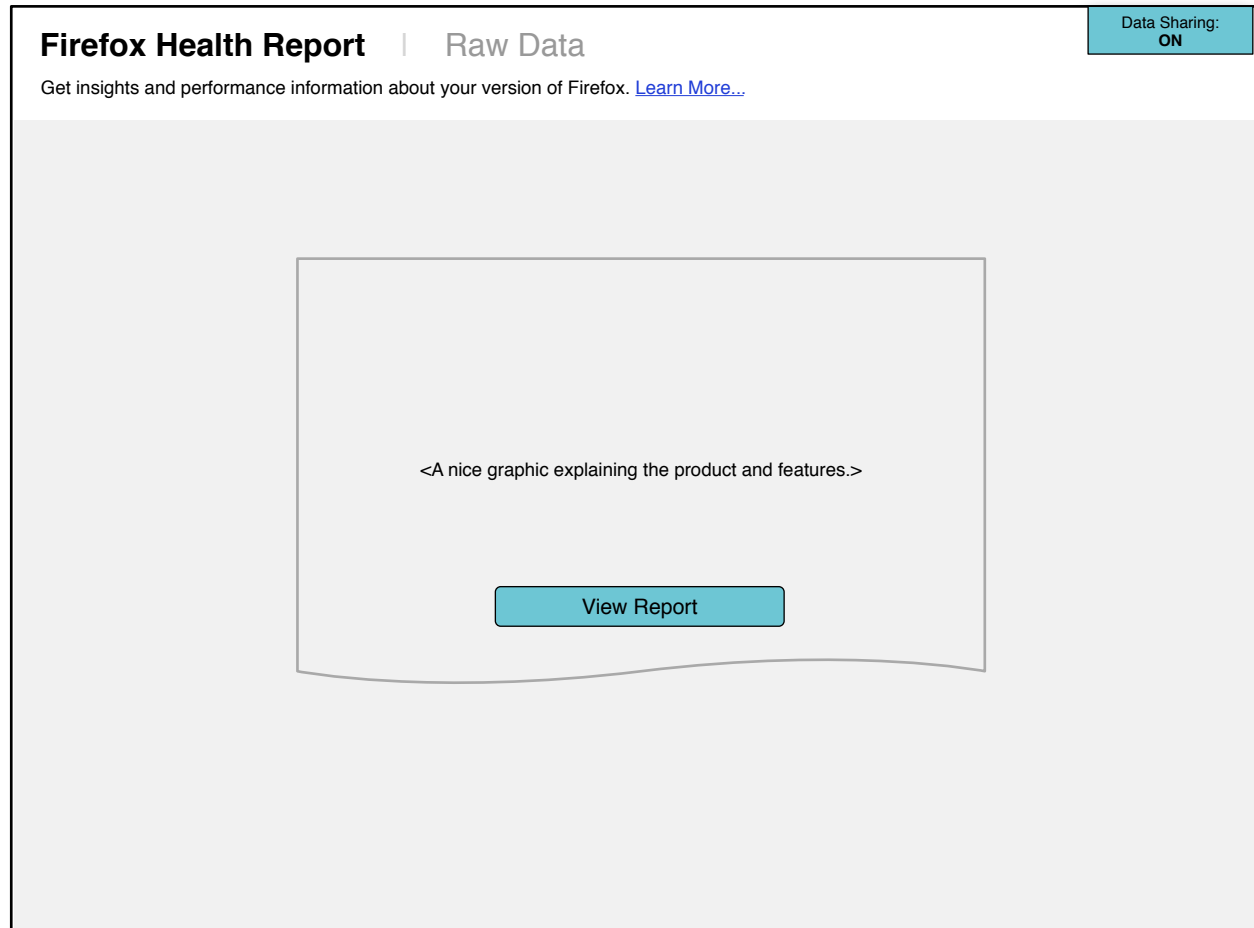


## Change Log

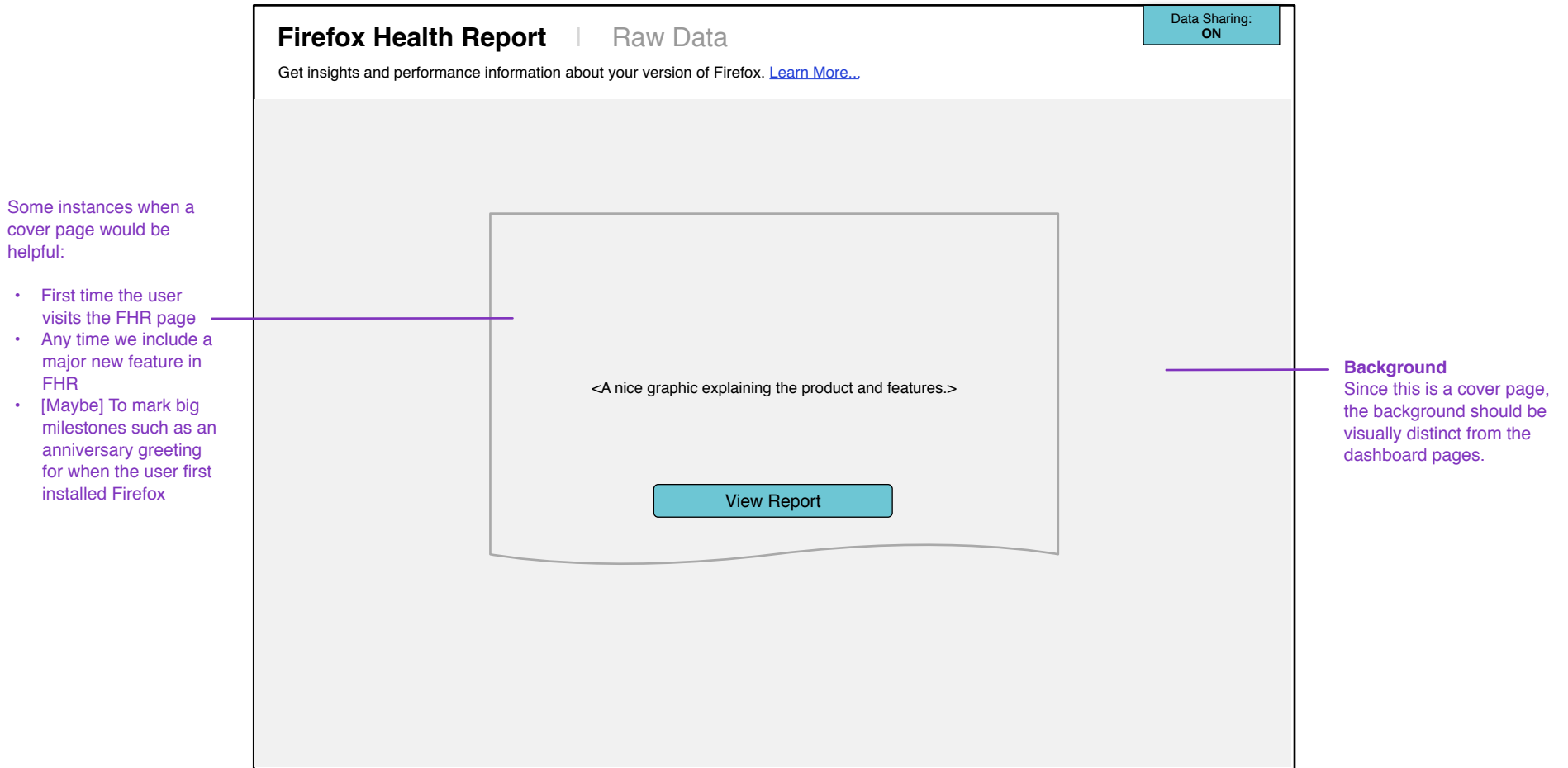
Rev	Date	Change
6	Mar 13, 2013	<b>Daily Startup Time Graph</b> <ul style="list-style-type: none"><li>• Updated with graphs from the Metrics team</li><li>• Replaced the strings which explain the graph (still needs copy review)</li><li>• Updated the Graph Information Pane -- the brief explanation of the graph now lives below it rather than in a separate info box.</li><li>• Add details about the different graph views</li></ul> <b>Tips</b> <ul style="list-style-type: none"><li>• Added tip related to not having enough data yet (still needs copy review)</li></ul>
5	Mar 6, 2013	Updated the strings with Matej's copy. Non-final strings are marked in YELLOW (mostly pertaining to the graph)
4	Feb 14, 2013	Started a change log because we're now moving into detailed wireframes and interactions for the first release.

# Cover Page



## Cover Page

The cover page is a custom page the user sees before being viewing the dashboard. Ideally, we use this page pattern only when we have a unique message to convey. On all other times, navigating to About:FHR just displays the dashboard immediately.



# Header

## Firefox Health Report | Raw Data

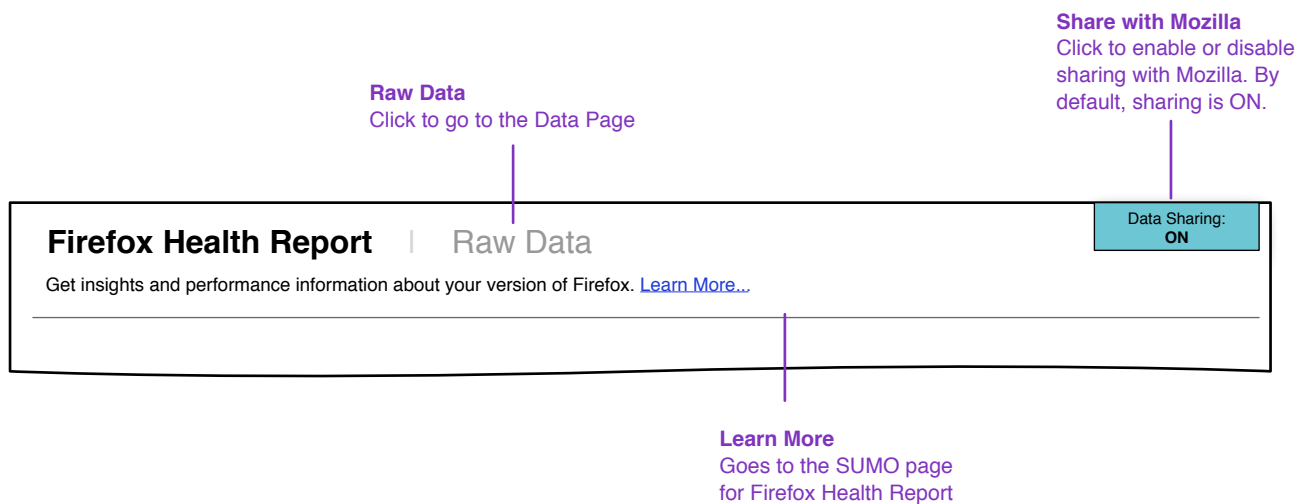
Data Sharing:  
**ON**

Get insights and performance information about your version of Firefox. [Learn More...](#)

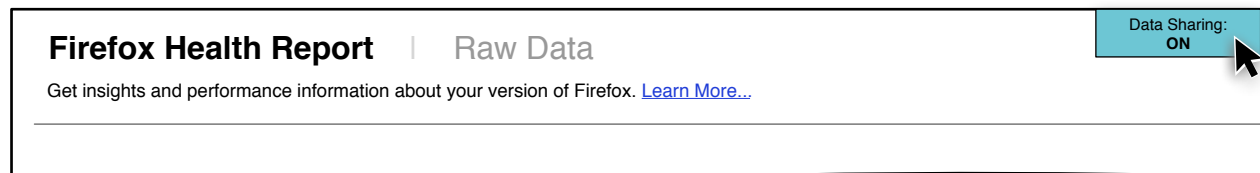
---

## Header

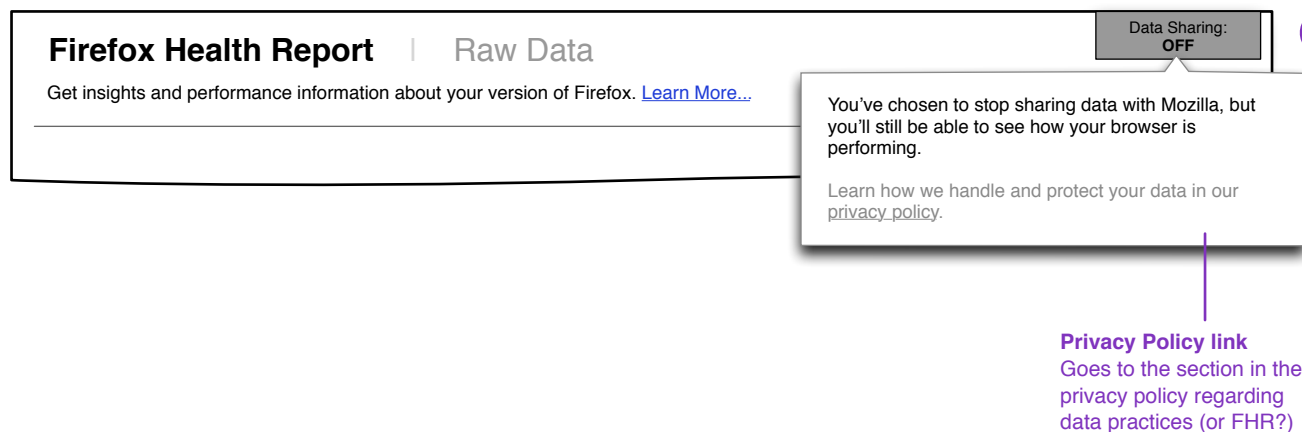
The header shows up in all the pages of the Firefox Health Report. It is a way for the user to navigate between the dashboard and the data page, as well as quickly view whether data is being shared with Mozilla or not.



## Disabling Sharing



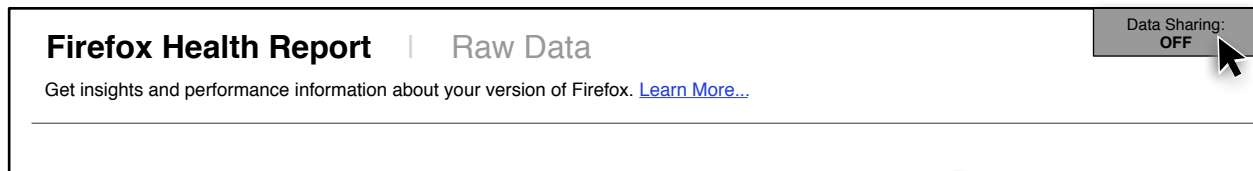
- 1 **State: Sharing Enabled**  
The user clicks on the Share Indicator



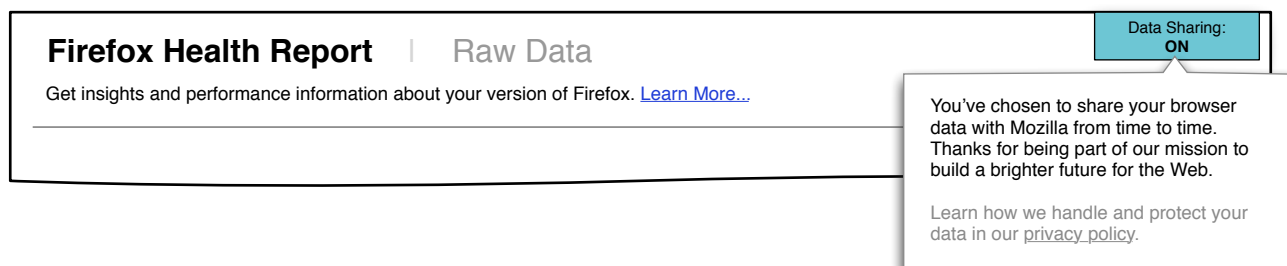
- 2 **State: Sharing Disabled**  
The Share Indicator is greyed out, and the status message says sharing is disabled. A message is displayed onscreen explaining the changes to the user.

The message should explain that he isn't sharing data with Mozilla from this point forward, but that his full Health Report is still available to him.

## Enabling Sharing



- 1 **State: Sharing Disabled**  
The user clicks on the Share Indicator



- 2 **State: Sharing Enabled**  
The Share Indicator lights up, and the status message says sharing is enabled. A message is displayed onscreen explaining the changes to the user.

The message should explain that by enabling sharing, data will be sent to Mozilla periodically. It should also reinforce the idea that sharing data makes the user part of our mission.

# Dashboard View

## Firefox Health Report | Raw Data

Data Sharing:  
ON

Get insights and performance information about your version of Firefox. [Learn More...](#)

### Vital Stats

*version* Firefox 20.0  
*time open* 10:23 hrs  
*last crash* 6/12/2012  
*bookmarks* 49

### This month

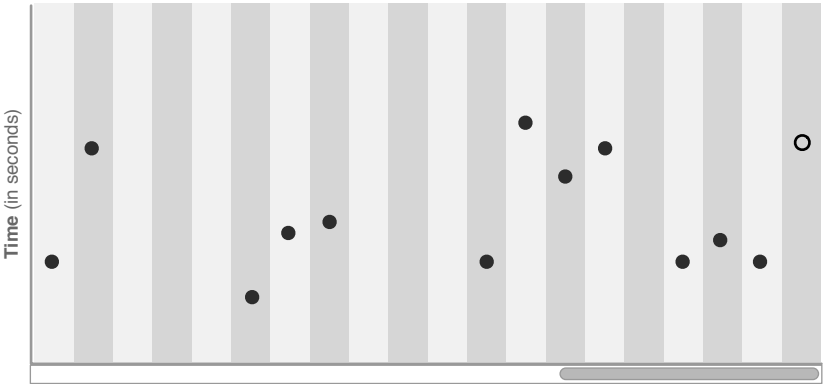
*time open* 44 hrs  
*pages visited* 35  
*crashes* 3

**Add-ons** ([View list](#)) 5  
*enabled* 2  
*disabled* 3

**Plug-ins** ([View list](#)) 7  
*enabled* 7  
*disabled* 0

### Daily Startup Time

Graph: **Average** All



Startup time helps describe how well your version of Firefox is performing from day to day; in general faster startup time means better performance. [Learn More...](#)



Dashboard

The dashboard is the main page the user will interact with to view the browser's health report.

Vital Stats

Vital Stats contains quantified information about the user's browsing habits. It is meant to provide an overview, not as a place to find detailed information or data.

Firefox Health Report | Raw Data

Data Sharing:  
ON

Get insights and performance information about your version of Firefox. [Learn More...](#)

Vital Stats

version Firefox 20.0  
time open 10:23 hrs  
last crash 6/12/2012  
bookmarks 49

This month

time open 44 hrs  
pages visited 35  
crashes 3

Add-ons [\(View list\)](#) 5  
enabled 2  
disabled 3

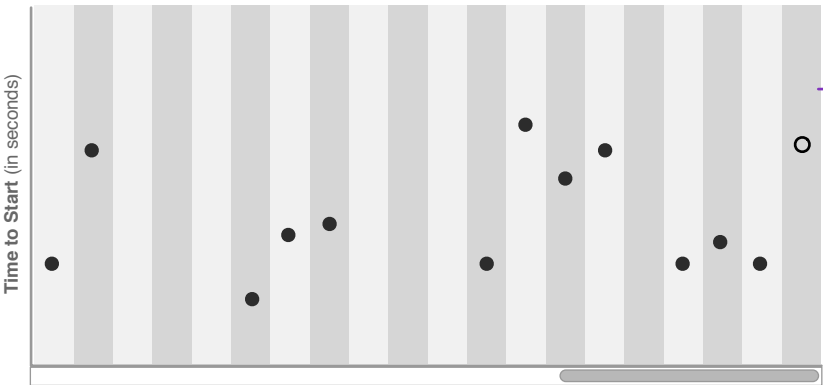
Plug-ins [\(View list\)](#) 7  
enabled 7  
disabled 0

View List

Clicking on this list displays About:Addons with the appropriate tab open.

Daily Startup Time

Graph: Average All



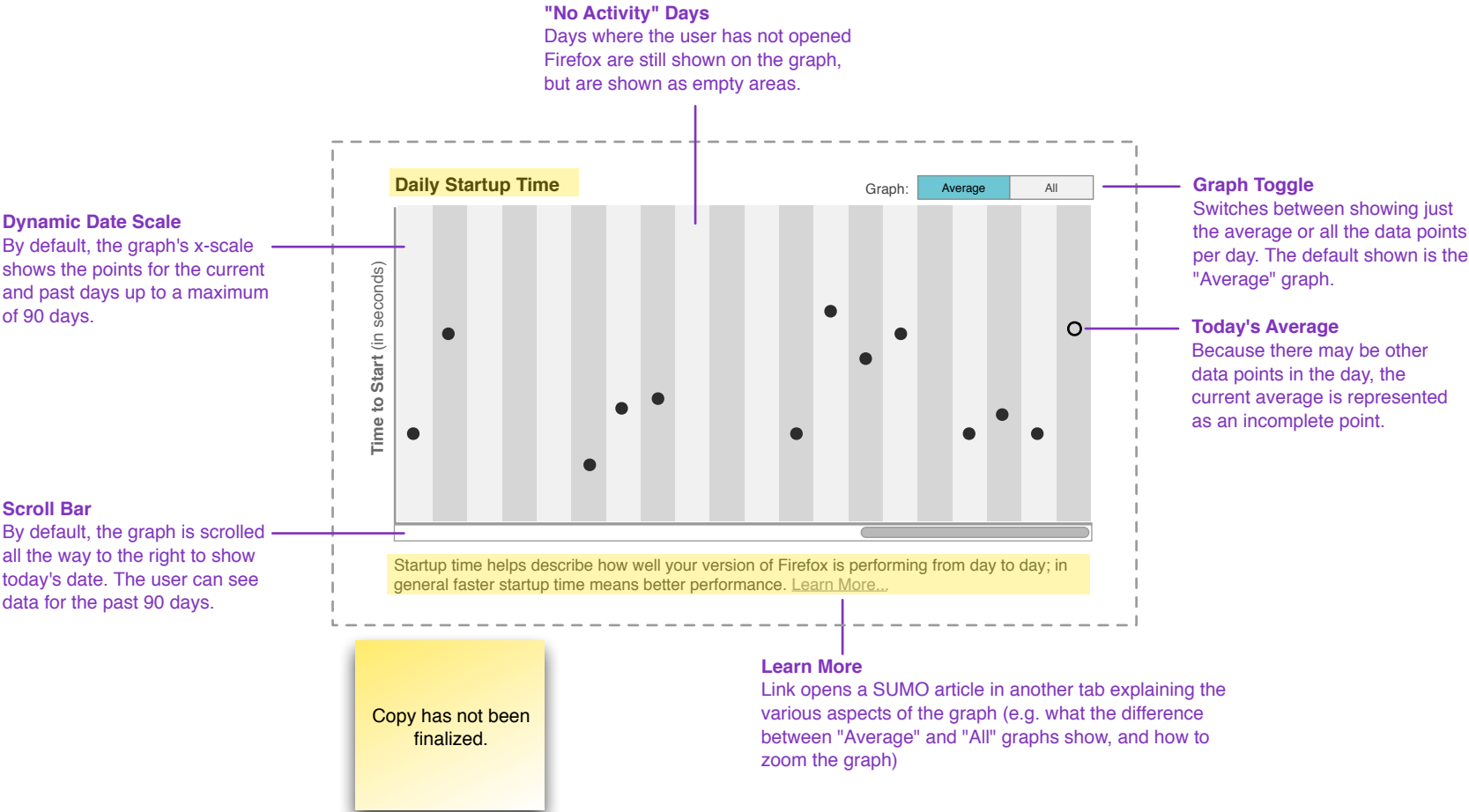
Startup time helps describe how well your version of Firefox is performing from day to day; in general faster startup time means better performance. [Learn More...](#)

Graphs

The graphs contain detailed information about the browser's performance and other metrics that are important to the user.

# Daily Startup Time Graph

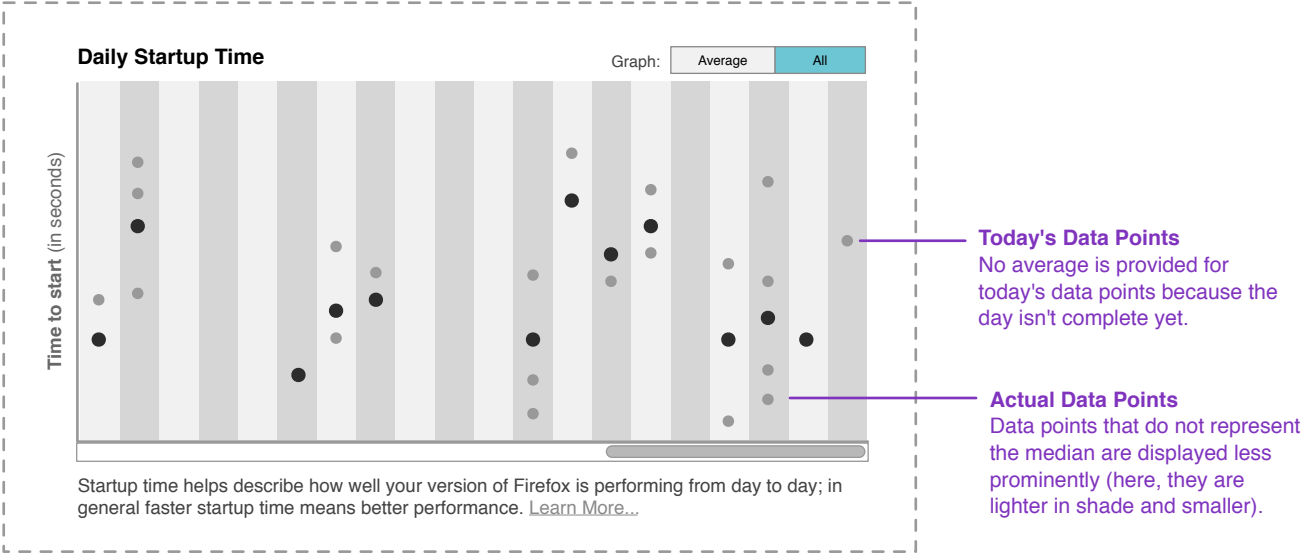
This graph shows the user the median and all the startup times for their copy of the browser per day



# Startup Time Graph Alternate Views

The user can view all the data points for the day by showing the "All" graph.

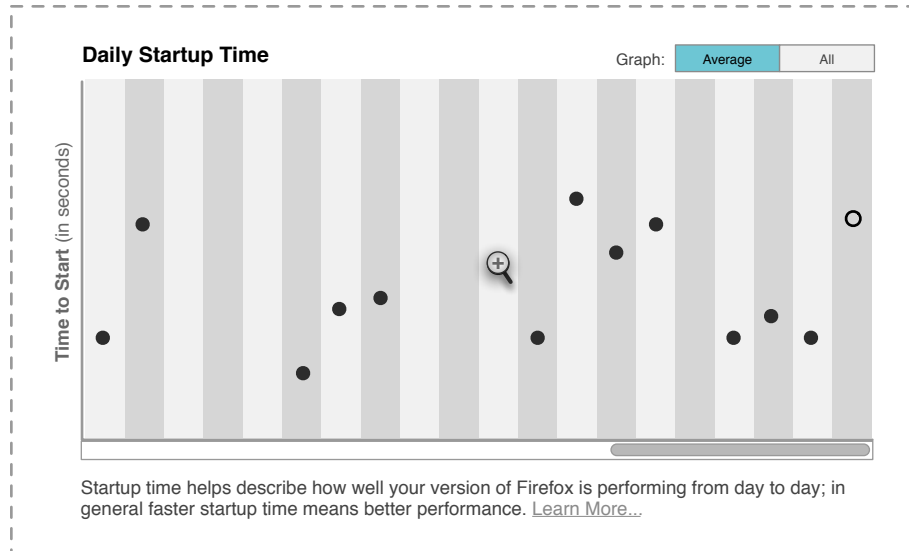
Case 1: The user toggles to the "All" View



## Startup Time Graph Alternate Views (cont'd)

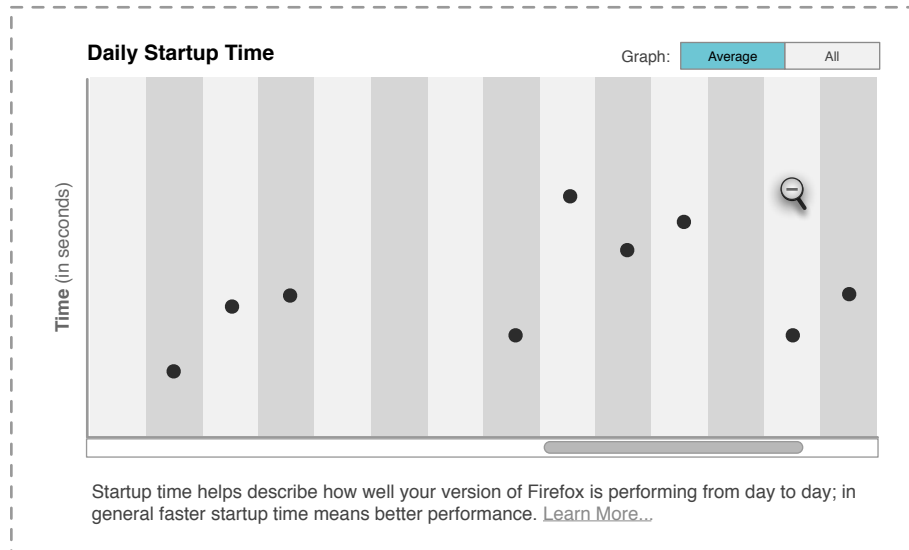
The user can zoom into the graph if there are more than 14 days of data collected.

### Case 2: The user zooms into the graph



- 1 Zooming into a graph**  
When the user hovers over the graph, the mouse pointer turns into a zoom-in magnifying glass. Clicking on the graph zooms into that portion of the graph, showing the surrounding 14 days of data.

The zoom-in function is only available if there are more than 14 days of data available.

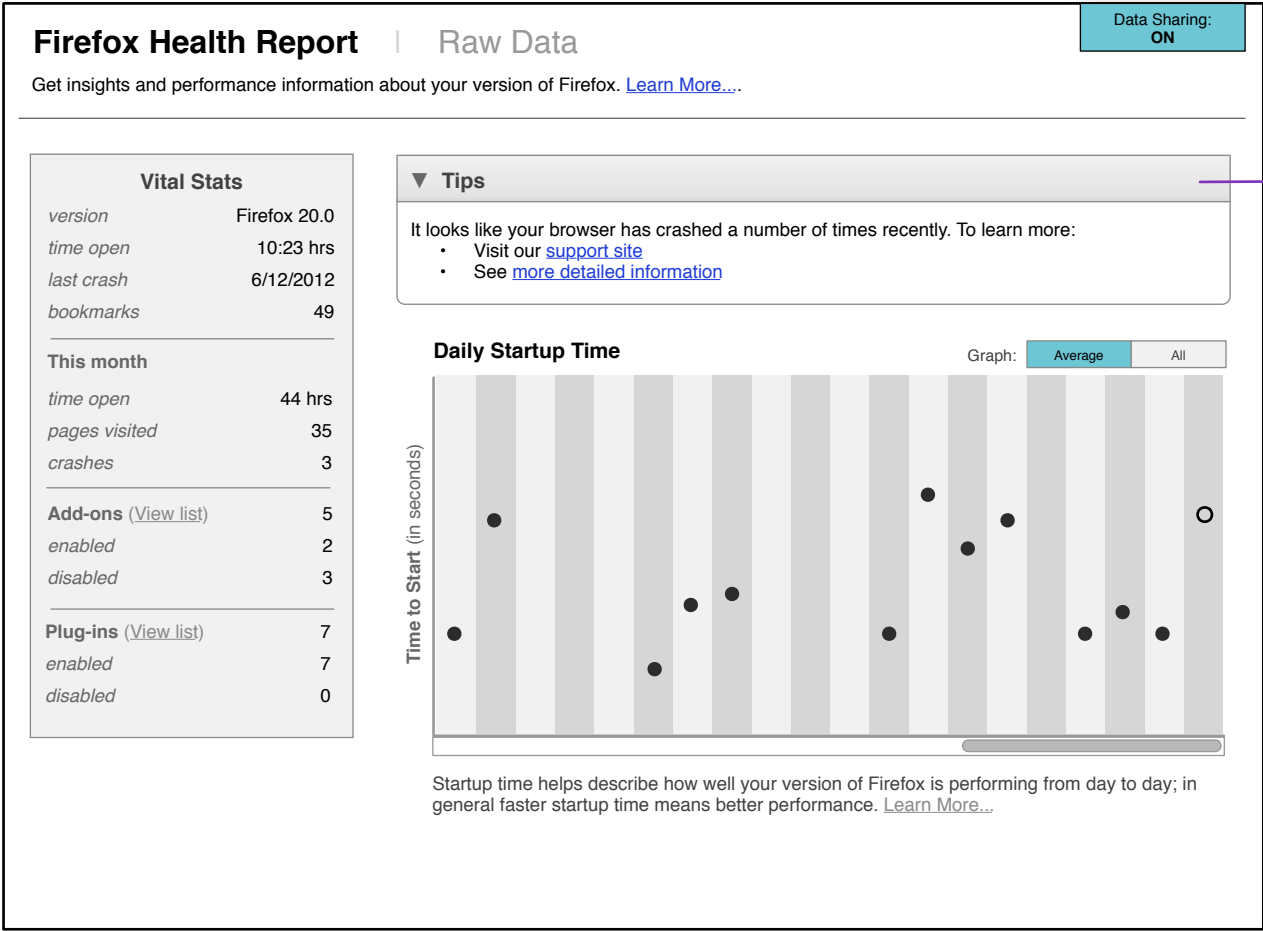


- 2 Zooming out of a graph**  
If the graph is zoomed in to 14 days of data, hovering over it displays a zoom-out magnifying glass. Clicking on the magnifying glass displays a view with data for 90 days.

The zoom-out function is only available if there are more than 14 days of data available.

Tips Pane

The *Tips Pane* is displayed above the graphs when we have information or suggestions that we want to call the user's attention to. Once the information is no longer pertinent (e.g. the user has already updated his browser), the *Tips Pane* disappears.



## Tips Pane Messages

*These are the initial set of tips that we'd like to display in v1.*

### 1 Frequent Browser Crashes

**▼ Tips**

It looks like your browser has crashed a number of times recently. To learn more:

- Visit our [support site](#)
- View [more detailed information](#)

Provide links to SUMO and About:Support to give the user more information for troubleshooting crashes.

### 2 Browser is Significantly Out-of-Date

If there are no updates for the user's hardware or OS, don't show this message.

Show this message when the browser is N versions out of date (5 versions is nearly a full year!).

**▼ Tips**

Your browser is 5 versions out of date. Update now for the latest security, performance and stability.

Dismisses the tip

Displays the Update Pane

## Tips Pane Messages (cont'd)

*These are the initial set of tips that we'd like to display in v1.*

### 3 Browser is Significantly Slow (need to determine the actual metric for this).

**▼ Tips**

Your browser seems to be running slower than usual. To learn more:

- Visit our [support site](#)
- View [more detailed information](#)

### 4 Frequent FHR User who Disabled Sharing

We could show a message for users who seem to be using FHR a lot but have disabled sharing with Mozilla. The message wording should explain that by doing so, the user is contributing to our mission and helping to improve our products.

**▼ Tips**

Firefox is built with a non-profit mission to keep the power of the Web in people's hands. If you like the sound of that and find Firefox Health Report useful, help us improve our products for users everywhere by sharing your browser data.

You can also see what [information we collect](#) and read about how we handle and protect your data in our [privacy policy](#).

Goes to the Data View

The Share indicator in the header is activated and the message informing the user about sharing is displayed.

## Tips Pane Messages (cont'd-2)

*These are the initial set of tips that we'd like to display in v1.*

### 5 Limited Graph Data Available

#### ▼ Tips

Welcome to your Firefox Health Report! As you use your browser, we can show you more interesting information about it. Check back in a couple of weeks to start seeing some trends.

Show this message when the data collected is 14 days or less



# Raw Data Page

Firefox Health Report

|

Raw Data

Data Sharing:  
ON

Get insights and performance information about your version of Firefox. [Learn More...](#)

Data Collected

Glossary

# Data Page

The Data Page is the "back panel" of the Firefox Health Report. It's displayed when the user clicks the "Raw Data" link from the Dashboard page. The Data page is separated from the Dashboard because it's for even more advanced users who would like to see the raw data and reports sent to Mozilla.

**Data collected**  
Raw data collected by FHR

**Glossary**  
Definition of all the metrics collected

Firefox Health Report | Raw Data

Data Sharing:  
ON

Get insights and performance information about your version of Firefox. [Learn More...](#)

Data Collected

Glossary

The contents of these pages will be produced by the Metrics Team

# Appendix

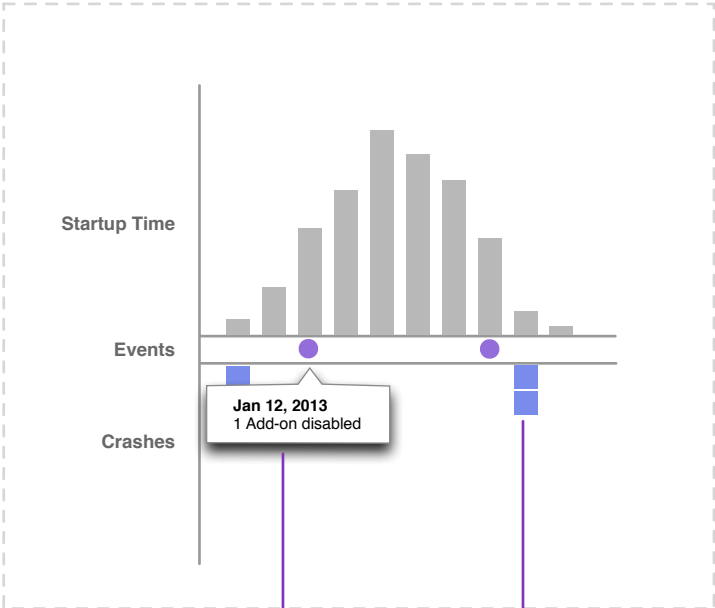
## Personas (Best Guess)



	<b>Quantifier</b>	<b>Optimizer</b>	<b>Troubleshooter</b>	<b>Auditor</b>	<b>Onlooker</b> (Non-FHR user)
Who he/she is	Likes to see the big picture of his browser use and visualizing trends. Enjoys the data for its own sake, not necessarily because he wants to do something with it.	Wants to make sure her browser is as efficient as possible. Will explore settings and research ways to maximize performance.	Is looking for information that can help him diagnose a problem. Will probably only visit the page when there seems to be a recurring issue.	Privacy-sensitive user who wants to see what data Mozilla is collecting about her. Cares about our mission and likes to customize her privacy and security choices.	Won't visit the FHR page because he's afraid that he might break something. Typically relies on Optimizers and Troubleshooters in his life for advice on any problems he has with the browser.
User Needs	To quantify his browsing experience  To celebrate milestones	To have the fastest possible browsing experience  To know exactly how her browser compares to others'	To understand the cause behind problems with the browser  To solve problems with the browser	To be able to trust Mozilla with her data  To choose what data to share	To work/play online with minimal interruption from the browser
Key v1 Features	- Vital Stats Panel - Graphs of Start-up time and Crashes - [Maybe] Cover Page milestones	- "This Month" section in the Vital Stats Panel - Event Log - [Soon] Comparison data with similar users	- Event Log - Tips Pane with links to SUMO and About:Support	- Data Page - Share Indicator - First Run Cover Page	- Passive Info Bar informing of data collection

# Potential Future Graph Designs

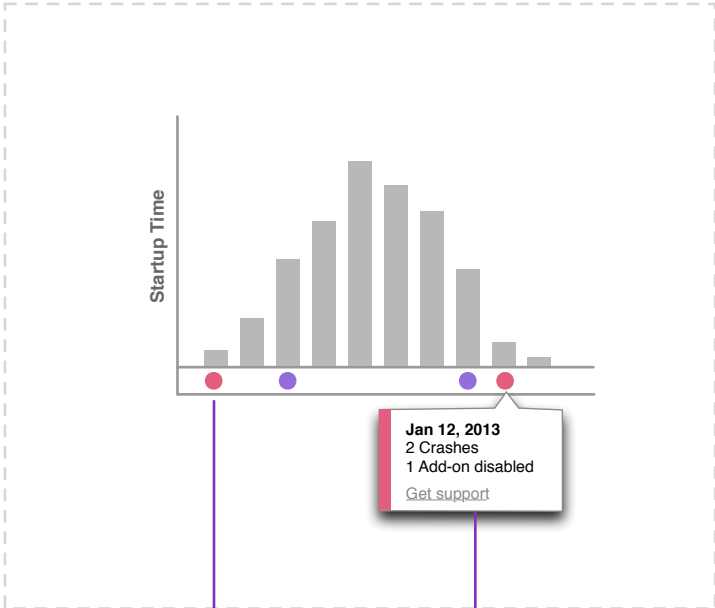
Idea 1: Startup Time + Events + Crashes



Clicking or hovering on an event displays a description of the event/s. The description overlaps the crash graph in this design.

Shows the number of crashes per day. This graph could be very bare depending on frequency of crashes.

Idea 2: Startup Time + Events



Crashes are indicated in a different color from other events.

Clicking or hovering on an event displays a description of the event/s.