

User Onboarding Workbook

Conducting user interviews

“The Mom Test” approach & questionnaire template

Mapping user journey

User Journey map template

Prototyping user onboarding flow

Rapid prototyping on paper & interactive prototyping tools

User onboarding best practices

Applying UX Heuristics to user onboarding

Bonus: Using in-app messaging in onboarding

Dos & Don'ts of using tooltips & popups