What is UATL

Up Against the Law (UATL) is a legal collective that provides legal, jail and court support. They operate a 24/7 legal hotline and provide arrest support by tracking individuals who are arrested. They provide information to friends and family of arrested, meet with individuals after release to describe the court process and inform them of their rights and connect activists with attorneys willing to provide pro bono legal representation. In addition they provide Know Your Rights trainings on a variety of topics such as demonstration and first amendment rights, street law, interactions with state and national law enforcement and more.

Purpose

During protests there are more calls going into UATL's legal hotline then they can handle and after training sessions people needed somewhere to go if they forget what they have learned. Our goal was to provide information about your rights while helping UATL's workload. When calls come into UATL's hotline UATL members fill out an online survey.

Our app:
• Sends a Text message to UATL containing the information needed so the users do not have to call UATL's hotline
• Gives Protesters and the general population information about their rights
• Gives suggestions and advice for what to do in certain situations
• And More

How it works

1) enters his/her password to cancel sending the text message, or 2) send the emergency text message (Figure 4).

Features

- Jumps to the dialing page with UATL hotline number pre-entered (only shows up if the user is a protestor).
- Allows the users to change their user types, edit their user information, and shows other resources that may be helpful to the users.
- If the user chooses both users types: Protestors and General public,
  - Shows the sliding tabs for them to swipe between different user types.
  - Figure 1 and Figure 2 show the views single type users.
- Displays PDFs provided by the organization to help the users know their legal rights in various situations.
- Provides step by step instructions to guide the users through different scenarios via flowcharts (Figure 3).
- Also offers features that could be useful to the users in those scenarios such as taping videos during witnessing police brutality.
- After pressing SOS button,
  - Jumps to a text sending page which gives 60 seconds to allow the user to 1) enter his/her password to cancel sending the text message, or 2) send the emergency text message (Figure 4) immediately.
  - Locks the App after sending the text message to protect the user’s personal information.

Feedback

The user experience input was gathered two ways: in person observation of classmates and organization contacts and online feedback from remote targeted audience. The chart below shows some of the users' comments and our reflections.

<table>
<thead>
<tr>
<th>Features</th>
<th>Quotes from Users</th>
<th>Reflections from Us</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process Flow</td>
<td>“Offers various common scenarios and a step by step guide in either dealing with officers or witnessing the police interacting with others.”</td>
<td>In order to make the step-by-step guide more user-friendly, we added a “Taping” button for the users to start taping if the step-by-step guide directs them to this action.</td>
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<tr>
<td>Send Emergency Text &amp; Collect User Info</td>
<td>“Let’s [UATL] know you’re on your way to jail and need help. Plus it lets the app know med. conditions and meds known which is especially important for people like me.”</td>
<td>The function is designed to help the users send out a pre-filled emergency text message when they need help. After doing user testing, we found that we need to make the purpose of asking our users to fill out the user info form clearer to them.</td>
</tr>
<tr>
<td>Lock The App</td>
<td>“Makes us feel much safer.”</td>
<td>After users told us the great importance of this function, we made it a main function in our app that users can lock the app whenever they want instead of only after they click on “SOS” button.</td>
</tr>
<tr>
<td>Call UATL Button</td>
<td>“Really makes the user easy to call UATL hotline.”</td>
<td>The button is created based on the organization user input.</td>
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</tbody>
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Figure 1: Protestor View
Figure 2: General Public View
Figure 3: Step By Step Guide
Figure 4: Emergency Text