

*This is a script for a usability test for login.gov. The* [*full usability plan*](https://docs.google.com/document/d/19sCwePyW6VBathi274SH5fD3n2xVoXEtu_awoTHwSo4/edit?ts=5eda7809#heading=h.96yhko5d1pf5) *is located in the login.gov drive account.*

## Moderated Usability Script - Account page - Test 2

**Introduction**

Thank you for participating in our feedback session! I’ll be sharing some draft designs and ask you questions to understand the ways the designs are successful and where they need more work. There are no right or wrong answers here. Your honest feedback will help create a better experience for people like you who use this site in the future.

* **[Note Taker]** will be observing and taking notes during the call. Is that okay?

**Permission to record**

With your permission, I’d like to record this call. The recording will only be used to help us figure out how to improve the site, and it won’t be seen by anyone except those with a need-to-know. Recording this call also helps me, because I don’t have to take as many notes!

* Is that okay? **[Start recording]**

**Consent Agreement**Finally, I want to confirm that you’ve received a participant agreement — is that correct? Have you had a chance to review it? Did you have any questions? If you haven’t already, please sign it and send it back at your earliest convenience.

* Do you have any questions for me at this time?

**Describing the session**  
During the session I may not be able to answer questions because part of the goal is to see what is clear when someone is looking at the site by themselves. Do you have any questions at this point?  
  
We are scheduled for 45 minutes. We may not take the full time. If you need to take a break or end early please let us know. Okay?

**Warm up Questions**

1. Before we take a look at the site designs, I’d like to hear a little bit about you.
   1. what’s your occupation?
   2. What does that work look like?
      1. Changes from day to day. Works all across the organization. Bus development/project work, etc
      2. I am here to represent and help grow Fearless
         1. Growth, branding, understanding of our work, as we interact with clients, find new work and identify new ways to partner
         2. Growing people, partnerships, and generally helping the company
2. What are your goals in doing your work?

**Login.gov specific warm up**

1. When was the last time you used login.gov?
   1. Business: Beta.sam.gov to check something on a corporate account
   2. Personal: Used it for global entry as well
2. What service did you access using login.gov?
3. How would you explain what login.gov to a colleague?
   1. SSO Identity provider for the government

**Setup screen sharing**

OK, great. We’re done with the questions, and we can start looking at things. The first thing I’d like you to do is share your screen. You can do that by clicking “Present now” in the bottom-right corner of our video chat. Before you share, make sure to close anything you don’t want recorded.

**1 - Tasks [Design Y]**

1. [Go to login screen]
2. Navigate to Invision prototype **[**<https://gsa.invisionapp.com/share/73Y7QXAZ4TN>**]**
3. [Verbal response]  
   Click to sign in. What are your initial impressions of this page? Remember to think out loud. There are no right or wrong answers.
   1. [“IS this the first thing you’ll see when you login?”,
   2. clean design, the kind of hero banner here tells you very quickly like what this thing is, which is which is good to know.
   3. **Wanted to see Profile and Benefits & Services swapped**
   4. **would want to see a drop down for profile, explained an example of google,**
   5. **[after you’ve authenticated…. [see clip at** 0:07:05.580 --> 00:07:10.950]
   6. **question how we would get back to “my profile” once he navigated to another page; Benefits & Services vocabulary threw him off. Did not understand what it really meant.**

Explains that he would like to edit information but how he can do that is NOT readily apparent

I think the words benefits and services. Yeah, kind of threw me off. Like if this was something to do with like in here, the things that you've logged into or here's a connected accounts. Or connected applications or something. But I don't think benefits and services when I saw that, I didn't know. I didn't understand like how that connected to what was underneath.

my first kind of quick take it's confusing that review profile would go to account details.

What else would you want to do from this page? What steps would you take to navigate that?

Review Your Profile vs Account Details

Clicking “Review Your Profile” led to account details which was confusion

What do you think “Account Details” include?

I’d assume general information about your account.

Sign-in History - Not sure what to expect while clicking, will I see all the history or just a few items

Forget all browsers - it depends, I am in tech so I understand what this is. Others would not know. Likes the prompt but not clear what it really means. If Im connected from my computer at home I don't care, but if at public comp make sure that get killed Right. So if I'm authenticated on five different computers in the same time. And they're all in my home then I don't know that I care that those are still connected. I just want to make sure that before I leave this public computer that I'm the loans as public computer

[account page layout - items in separate boxes] It seems like they could be just a line item and like a bigger table.

[authentication page] it would definitely would not be clear to me that I would come here to change the phone number. SMS will probably be a little bit more clear. Like, that's the method like phone number is a particular device, but not like the method method of authentication

1. [go back to the main page]

Authentication methods?

Thats interesting second factor

0 U think that makes sense the one that I would change - how to get to the phone Id want to see it as part of the profile.

It says authentication methods but it says phone SMS is the methods

When i see second factor I’d want sms. It would not be clear that its phone

Adding more authentication methods ?

Seems disjointed to see at that the top and explain what it is at the bottom

* It seems a little disjointed that the methods are here, right...I'm going to add a new one like that at the bottom. These two sections can be collapse together

1. General impression of the site?
   1. UX is a little confusing, don’t see a way to immediately get back to the home. I would assume that I could click login.gov and maybe go to that home screen again

**[Repeat with second design]**

I’m now going to send you a second link in the chat to get your impressions about another design.

[back to the top of the “Tasks” list]

**2 - Tasks [Design X]**

1. [Go to login screen]  
   Navigate to Invision prototype **[**<https://gsa.invisionapp.com/share/8QY64EU96TX>**]**  
   Click to sign in. What are your initial impressions of this page? Remember to think out loud. There are no right or wrong answers.
   1. The other one seems a little bit, just the look and feel the team, a little bit more user friendly.
   2. Someone who understand what piv cards or security key are they would be able to add things easily
   3. For the lay person something to walk people through would
      1. Adding some more like, you know, just kind of walk people through like what all these things are I think it'd be helpful
   4. [How would you update your phone?] [in nav] This is what I expected to see. I saw ADD instead of EDIT, I’d assume this account does not have a number.
      1. **00:23:29.610 --> 00:23:37.320**
      2. **Delali Dzirasa: For add. Yes. I didn't see a way to edit. So my assumption would be that maybe this account didn't have an existing number attaches**
   5. How would you determine security features of the account?
      1. Click on settings
      2. I’d expect to click on a feature and see all I need
      3. What I see: describes headings and the ways he can add more authentication methods to account, This what i expected to see.
      4. I see the sections that are mentioned here with headings and then the ability to, you know, add those particular Authenticated authentication methods to the particular account.
   6. What are your thoughts on the navigation?
      1. The account sections I can do things as described in
      2. Under 2fA
         1. All Add, one Get (consistency in words needs to be improved)
            1. Same observation for “Your account” session
      3. [Nav] Edit why this one is different than kind of the rest of them with everything here is an add function?
         * 1. It wouldn't be clear, like why why these were called out versus like other stuff that may be under the account and you know do this, everything, or just make it like more generic
      4. Maybe, one button would suffice to cover multiple options
         1. “Manage” - maybe one button. Know what I'm looking under account. It's almost like you know you know you know can add can edit or can I delete the account right and so maybe I want to add anything to the account or, you know, edit the account in general or deleted.
2. [Verbal response]  
   What else would you want to do from this page? What steps would you take to navigate that?
3. [Task - go to a secondary page]  
   Go ahead and click on any link in the main navigation.
4. Applications
   1. Maybe applications
   2. Revoke - no longer associated with account
5. History
   1. Devices that have logged in and metadata associated
   2. **“Events’ drilled into what it did after logged in**
   3. Remembered browsers [expects more information about the browsers and to be able to take actions]
      1. To easily jump back in and log out of those
      2. Expected to see a list here
      3. Devices and activity give a list of all the things that happened - I would expect a list of all the browsers. everything else [on the page] is so detailed. We got IP addresses...
      4. the last section just looks like A History of everything that's happened within the account.
6. Customer support [would expect this section to go to:
   1. Helpdesk ticket
   2. Email address
   3. Chat
   4. Customer support form

**3 - Tasks [Design Z]**

1. [Go to login screen]  
   Navigate to Invision prototype **[**<https://gsa.invisionapp.com/share/KXY7NQHRAUD>**]**

Tell me what you see

* Got all the information i one spot **00:33:04.320 --> 00:33:09.840**
* Doesnt give any context of what this is for the lay person
* Its all there
* If I want to do something I want to do it quickly **00:33:22.410 --> 00:33:28.320**
* Its not that user friendly
* it doesn't require like a lot of trying to figure out where things are still going to sit for like it's all just stay on the page
* Other people, you may want some more context. And I think it's not as user friendly [as other sites] but is quick. Get in, get the job done and get out very quickly, which is something that I'd be fine with.
* I think I had this issue when I first had it [had a problem with this in the past on login.gov] - its not immediately clear how to edit your email address
* 00:34:25.740 --> 00:34:32.430
* Delali Dzirasa: It wouldn't be fair, like how to edit this email address. I probably end up clicking, clicking on that email and seeing what happens.

**Compare**

[show screens side by side]

* Which design do you like best?
  + I like the aesthetics of the first one...a little bit more inviting
  + like the I like the quick and dirty, right, everything was just in one spot and I could do things like really quickly from that one page.
    - design with more explanations of what things are and why might be helpful
* Least?
* Why?

**Close**

Thank you so much for your time! We’ll take what you shared today to help us make the site clearer and easier for the public to use.

* Before we finish, what did we forget to ask about?
  + Peoples proficient with technology are they familiar with 2fa and which ones they commonly use would be helpful do they know what these things mean and getting context for people would be helpful- asking if you’ve ever used a single sign on would be helpful
  + Would have asked if - does a general user want to see IP addresses or would a name on a pin - and browser os is that helpful - what information would be help
* Would you be open to speaking with us again in the future?
* Any questions for us?

### **Debrief**

* Wordings could have been more consistent
* Compared to google as gold standard - as a model for what people expect
* There are times when he jumped ahead

Content

* [Benefits & Services - . Did not understand what it really meant. connected accounts might be a better]
  + the words benefits and services. Yeah, kind of threw me off. Like if this was something to do with the things that you've logged into or here's a connected accounts. Or connected applications or something. But I don't think benefits and services when I saw that, I didn't know. I didn't understand like how that connected to what was underneath
* it's confusing that review profile would go to account details.
* [Forget all browsers - Likes the prompt but not clear what it really means] Right. So if I'm authenticated on five different computers in the same time. And they're all in my home then I don't know that I care that those are still connected. I just want to make sure that before I leave this public computer that I'm the loans as public computer
* [instead of phone say SMS] When I see second factor I’d want sms. It would not be clear that its phone. I would probably change is like how you get to the phone number, like I feel like I'd want to see my phone numbers of part of my profile and then welcome authentication methods right see like SMS right and I could pick that phone number and add it

Design Y

* [Initial Impressions] clean design, banner explains what it is, eyes were drawn to Benefits & Services, Profile piece does not seem like it should be where it is, brain would want to see a drop down for profile, explained an example of google, then question how we would get back to “my profile” once he navigated to another page;
* Explains that he would like to edit information but how he can do that is NOT readily apparent
* [account page layout - items in separate boxes] It seems like they could be just a line item and like a bigger table.
* [authentication page] it would definitely not be clear to me that I would come here to change the phone number. SMS will probably be a little bit more clear. Like, that's the method like phone number is a particular device, but not like the method method of authentication
* [see all history button] Sign-in History - Not sure what to expect while clicking, will I see all the history or just a few items?
* Not sure how to change my phone number on the account details page
* [authentication methods] It seems a little disjointed that the methods I have are in one place and I have to go to another place to add a new one... These two sections can be collapse together
* UX is a little confusing, don’t see a way to immediately get back to the home. I would assume that I could click login.gov and maybe go to that home screen again

Design Z

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* Maybe, one button would suffice to cover multiple options
  + “Manage” - maybe one button. Know what I'm looking under account. It's almost like you know you know you know can add can edit or can I delete the account right and so maybe I want to add anything to the account or, you know, edit the account in general or deleted.