

*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 3

**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?
2. What are your goals in doing your work?

**Login.gov specific warm up**

1. When was the last time you used login.gov?
2. What service did you access using login.gov?
3. How would you explain what login.gov to a colleague?

**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 X]**

1. [Go to login screen]  
   Navigate to Invision prototype **[**<https://gsa.invisionapp.com/share/8QY64EU96TX>**]**
2. [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.
3. [Verbal response]  
   What else would you want to do from this page? What steps would you take to navigate that?
4. [Task - go to a secondary page]  
   Go ahead and click on any link in the main navigation.
   1. Describe what you see on this page.
   2. What can you do from here?
5. [go back to the main page]

**[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 Z]**

1. [Go to login screen]  
   Navigate to Invision prototype **[**<https://gsa.invisionapp.com/share/KXY7NQHRAUD>**]**
2. [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.
3. [Verbal response]  
   What else would you want to do from this page? What steps would you take to navigate that?
4. [Task - go to a secondary page]  
   Go ahead and click on any link in the main navigation.
   1. Describe what you see on this page.
   2. What can you do from here?
5. [go back to the main page]

**3 - Tasks [Design Y]**

1. [Go to login screen]  
   Navigate to Invision prototype **[**<https://gsa.invisionapp.com/share/73Y7QXAZ4TN>**]**
2. [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.
3. [Verbal response]  
   What else would you want to do from this page? What steps would you take to navigate that?
4. [Task - go to a secondary page]  
   Go ahead and click on any link in the main navigation.
   1. Describe what you see on this page.
   2. What can you do from here?
5. [go back to the main page]

**Compare**

[show screens side by side]

* Which design do you like best?
* 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?
* Would you be open to speaking with us again in the future?
* Any questions for us?