

*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?
      1. BP: What’s your average day? What are your goals?
      2. RG: Coach clients; works for Fearless; helping folks make sure they’re building products they should be
         1. We run an agile style, working with UX team, a lot of clients and stakeholders; managing communications back and forth
         2. “Secure” channels (air quotes); Slack; working on roadmaps and journeys

**Login.gov specific warm up**

1. When was the last time you used login.gov? What service did you access using login.gov?
   1. RG: I believe it was for TSA Global Entry
      1. I was applying to get that; my appointment due to quarantine got canceled; I had hoped to get that rescheduled but we’ll see; not flying anytime soon
2. How would you explain what login.gov to a colleague?
   1. RG: Um. I would describe it as the authentication that gets you into government services
      1. Global Entry, USAJobs, I’m sure there are others but those are the only ones I’ve used so far

**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>**]**
   1. RG: Any preference towards browser?
   2. BP: No
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.
   1. RG: First thing saw was delete account, then at [top content]
      1. I was kind of looking at left-hand navigation on there; quite a few
      2. Then [top chrome, navigation]; standard branding
      3. Then going all the way down, seeing in the folder, looks like you can change language settings; I bet a few auto-translate
      4. Then the acknowledgements
   2. BP: Tell me more about Betsy’s situation here, what in the left-nav is interesting to you? If you haven't been here in awhile
      1. RG: If I haven't been here, possibly editing password
         1. It looks like there are *a lot* of two-factor options here, I’ve never seen a site listing them all out like that
         2. History… assuming that's associated with the applications, changes you’ve made, etc.
         3. Assuming customer support is chat, email support
   3. BP: So many two-factor items… let’s say you wanted to update your two-factor, what would you do?
      1. Personally I;;m more on the authentication apps side of the house; I’d probably do to the authentication app section there; I think I have… Microsoft Authenticator
   4. BP: What would you expect from a two-factor authentication button?
      1. RG: Sorry, cheated a bit
         1. I assume I’d probably see the list of all these things underneath it, looks like the flow there
         2. Yeah, looks like im seeing adding the phone numbers, security key, PIV cards, backup codes; all good things; great to have all the options especially with a big audience
   5. BP: Anything surprising?
      1. RG: [Long pause]
         1. Sometimes with the authentication apps; I often expect to see… well a lot of folks who work in this understand, well usually it's a QR code and whatever works works, but potentially some examples if you aren't familiar or even just a description of
         2. A little bit of slightly difference labelling – manage/delete/versus remove key
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? <- oh woops will move notes here (Dave)
5. [go back to the main page]
   1. BP: Anything else about this design?
   2. RG: No, gives all the options on a single page… potentially some help text associated… if I didn’t know as much

**[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.
   1. RG: Yeah so looks like all your information on one page kinda thing; I’m seeing your account, email, looks like I have some options to update; some authentication options (adding, managing, doing things)
      1. Looks like these are the different applications some things have access to; lookslike you can remove
      2. Tells me the difference devices I’ve worked on as of late; looks like Mac OSX here from the same IP
      3. Remember devices… looks like you can… force ou the devices that are remembered
      4. Oh, hm! Account history… also showing that against the devices (sounded slightly confused/surprised)
         1. BP: Tell me more about that?
         2. RG: I'm guessing that… it's the same content for the mockup? Would expect not to see the same one four times
      5. And then down here at the bottom, seeing some account management
      6. BP: Tell me more about the devices and account history, lets pretend they are different, anything else you'd expect to see?
         1. RG: Sometimes… and the example that comes to mind, well I spend a lot of time on Amazon
            1. The last time that device was used; like you last used this three years ago, expect to see revoking an individual device, not necessarily everything; but you’re still getting the job done
         2. BP: Middle section with the applications, is that helpfuL? How do you feel about that?
            1. RG: Not sure if possible but… oh well when was the last time I was there, but thinking of how I use USAJobs, probably not terribly important knowing the last time I used it

I’m assuming revoking is just disconnecting login.gov from that site; but if I clicked it maybe it would tell me the consequences of that

* + - * 1. BP: Under USAJobs it says “associated” and” date”; what relevance does that have for you?

RG: Not terribly important to be honest

1. [Verbal response]  
   What else would you want to do from this page? What steps would you take to navigate that?
2. [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?
3. [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.
   1. RG: First kinda look at “your benefits and services” and “review your profile”
      1. Then looked up at “login.gov allows you to…” banner
         1. That’s nice because i didn't really realize login.gov was a thing, just knew I had the same login details for two sites
      2. Then top nav, then sign out
   2. BP: Anything else you’d like to see here?
      1. RG: Usually I would see… if I see a sign out to see, like “hi Betsy” or name signifier of some sort; what am I signing out of
         1. I see the different things here; may I compare it to previous?
            1. BP: Absolutely!
         2. RG: not sure if there was an “add new” compared to the last one I was looking at
            1. I feel like there's a fair amount of… well it’s “nice”

Assuming clicking the x on the banner makes it go away

* + - * 1. Not immediately drawn to “authentication methods”

**Typo in “Benfits & Services”**

But essentially not sure he’d notice this content in the nav

* + - * 1. Account details.. I almost feel like… [highlights other nav items and main page] what's different in here versus [what i'm seeing]

1. [Verbal response]  
   What else would you want to do from this page? What steps would you take to navigate that?
2. [Task - go to a secondary page]  
   Go ahead and click on any link in the main navigation.
   1. BP: Let’s say you wanted to update your phone, what would you do?
      1. RG: Id click “authentication methods”
         1. Kind of a funny phrase to me… usually I here it was multi-factor, two-factor, or even “security” as a catch all
         2. Oh! This is nice! I like the “more secure” versus “secure” and :better than nothing” sections
            1. BP: Tell me more about “better than nothing”

RG: I know a text message is more secure than nothing, but more easily spoofed

Expressed enjoyment at the copy describing each style of option

Oh… so the phone numbers… it’s showing what you have today versus what you can have in the future?

BP: What would make that easier to distinguish?

RG: [Thinking]

I almost would wanna see… tell me my phone number is not secure and that Yubikey is not a great option

From a standpoint of color and signatures and such I know that's not easy to do, but something that shows me “eh Phone is not really secure” and pushes me to choose more secure options

* + 1. BP: What do you think of the banner?
       1. RG: [reads aloud]
          1. WIth a lot of these I go like this [scrolls down]really quick just because that's what the internet has taught me to do

But I get it, and it's not detracting, I like that you can dismiss it

* + 1. BP: Click into account details and give me your quick take
       1. RG: I see password first
          1. Looks like here I’ve got… show me the history and things like that
          2. Oh! O like this delete your account in bright red
          3. [points out accessing login.gov from a public computer banner]

I like that its boxed and layed out and how its informing me

* 1. Describe what you see on this page.
  2. What can you do from here?

1. [go back to the main page]
2. [back to history in design 1]
   1. BP: TEll me what you’re seeing
      1. RG: Again seeing the devices; an “events “click [link] in here, maybe that will show me the activity on that device?
         1. Seeing “forget all browser”; not really seeing why I should do that

**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?
  + RG: I know we don’t always like to compare ABCs…
    - I really… I think a lot of the messaging in this {the third] because it felt like “here’s why you should be doing something]
    - The layout of [two]; it was kinda nice having it all on one; but maybe I would want to spend more time with in
    - Eh… I don’t like this [left] navigation [on option one] feels way too Sharepoint 2010 for me, don’t like to see long navigation like that
* Would you be open to speaking with us again in the future?
* Any questions for us?

**Debrief**

* Didn’t express strong opinions except for “sharepoint 2010”
* Was very chill participant and experienced in ux and security
  + “Got” what a usability test was about and how to put themself in that headspace
* Called out the menu at the first design - is it overwhelming?
* Current design is not as bad as we think, but maybe needs a little clarity
* Called out wondering if more explanation would be good
* Option 2 - wondered if they needed to something more complicated how that would have gone
* Had alot to say about types of security.
* *Maybe we should talk to a security expert - never said that anything was dumb to have there or was wrong to include*

Background

1. I’m more on the authentication apps side of the house; I’d probably do to the authentication app section there; I think I have… Microsoft Authenticator

Takeaways

* I would describe it as the authentication that gets you into government services

1. Global Entry, USAJobs, I’m sure there are others but those are the only ones I’ve used so far
2. [footer] looks like you can change language settings; I bet a few auto-translate

Content assumptions

1. History… assuming that's associated with the applications, changes you’ve made, etc.
2. Assuming customer support is chat, email support
3. [links on authentication page - design X] A little bit of slightly difference labelling—manage/delete/versus remove key
4. Remember devices… looks like you can… force ou the devices that are remembered
5. “authentication methods”
   1. Kind of a funny phrase to me… usually I here it was multi-factor, two-factor, or even “security” as a catch all
   2. Oh! This is nice! I like the “more secure” versus “secure” (Design Y)

Account history

* he example that comes to mind, well I spend a lot of time on Amazon
  + The last time that device was used; like you last used this three years ago
  + expect to see revoking an individual device, not necessarily everything

Authentication Page

1. potentially some examples [of auth methods] if you aren't familiar or even just a description

Applications -

* Not sure if possible but… oh well when was the last time I was there, but thinking of how I use USAJobs, probably not terribly important knowing the last time I used it
  + I’m assuming revoking is just disconnecting login.gov from that site; but if I clicked it maybe it would tell me the consequences of that
* BP: Under USAJobs it says “associated” and” date”; what relevance does that have for you?
  + RG: Not terribly important to be honest

Design X

* initial impressions - looking at left-hand navigation on there; quite a few
  + - *a lot* of two-factor options here, I’ve never seen a site listing them all out like that
* Design Impressions
  + gives all the options on a single page… potentially some help text associated… if I didn’t know as much
  + I don’t like this [left] navigation feels way too Sharepoint 2010 for me, don’t like to see long navigation like that
* History page - an “events “click [link] in here, maybe that will show me the activity on that device?
  + Seeing “forget all browser”; not really seeing why I should do that

Design Z

* initial impressions
  + all your information on one page kinda thing; I’m seeing your account, email, looks like I have some options to update; some authentication options
  + kinda nice having it all on one; but maybe I would want to spend more time with in…[?]

Design Y

* initial impressions
  + Sees this first - looking at “your benefits and services” and “review your profile”
  + Sees this second - “login.gov allows you to…” banner That’s nice because i didn't really realize login.gov was a thing, just knew I had the same login details for two sites
  + Sees “top nav”, then “sign out” third
* [liked how] a lot of the messaging in [Design Y] because it felt like “here’s why you should be doing something.
* Banner on interior page - With a lot of [banners] I go like this [scrolls down]really quick just because that's what the internet has taught me to do. But I get it, and it's not detracting. I like that you can dismiss it.
* [ Would like an indicator of the account name in upper right corner] Usually I would see… if I see a sign out to see, like “hi Betsy” or name signifier of some sort; what am I signing out of
* [Account details Link vs. Review your profile box on main page] “what's different in here versus [what i'm seeing]?”
* [Authentication page] I almost would wanna see ...something that shows me “My Phone is not really secure” and pushes me to choose more secure options
* Oh! I like this delete your account in bright red
* [points out accessing login.gov from a public computer banner] I like that its boxed and layed out and how its informing me