

## **Account page - C**

*This is a script for a usability test for login.gov. The full* [*research plan*](https://docs.google.com/document/d/18Zsxg7ffiQXUG7JlIcQJGU5kF2R7k3w0BnP83l8Tglk/edit#) *is located in the login.gov drive account.*

## Demographics

* 1 female / 2 male
* 1 $20-39k
* 1 $40-59k
* 1 $60-79k
* 1 age 65+
* 1 age 25-34
* 1 age 35-44
* Country: United States
* Device: Desktop

## Script

**Introduction**

Thank you for your time today! You will be asked to navigate three designs and share your feedback about each. We are interested in your open and honest feedback to help us understand what about these designs are clear and what still needs work to make them better.

**Task 1**

* Have you used login.gov before?
* If yes, why did you use it?
* As you complete this test please note that llogin.gov is a website that allows you to have one secure account that can access different websites that require you to be logged in. This is similar to using your google account or facebook account to sign into an app.

**Task 2**

* Please click on [<https://gsa.invisionapp.com/share/73Y7QXAZ4TN>] to open the design. This is the first page someone would see before signing into their login.gov account.
* Click “sign in” to enter the website. Take a minute to explore this page from top to bottom. What are your initial impressions of this page?
* What actions can you take from this page? Remember to think out loud and that there are no right or wrong answers.
* What is unclear or confusing about this page?

**Task 3**

* Imagine that you have a new email and phone number. What steps would you take to update that information on this site?
* Please click on at least 3 buttons or pages that might help you change your email and phone number. Note that some things on this site are clickable and some are not. If you end up on a page and can’t go further, you can always click the back button to return to the previous page. Please continue to talk out loud as you do so.
* What about the site makes it easy or hard to change your email and phone number?
* How would you describe this design?

**Task 4**

* Please click on [<https://gsa.invisionapp.com/share/KXY7NQHRAUD>] to open the design. This is the first page someone would see before signing into their login.gov account.
* Click “sign in” to enter the website. Take a minute to explore this page from top to bottom. What are your initial impressions of this page?
* What actions can you take from this page? Remember to think out loud and that there are no right or wrong answers.
* What is unclear or confusing about this page?

**Task 5**

* Imagine that you have a new email and phone number. What steps would you take to update that information on this site?
* Please click on at least 3 buttons or pages that might help you change your email and phone number. Note that some things on this site are clickable and some are not. If you end up on a page and can’t go further, you can always click the back button to return to the previous page. Please continue to talk out loud as you do so.
* What about the site makes it easy or hard to change your email and phone number?
* How would you describe this design?

**Task 6**

* Please click on [[https://gsa.invisionapp.com/share/8QY64EU96T](https://gsa.invisionapp.com/share/8QY64EU96TX#/screens/426583528)] to open the design. This is the first page someone would see before signing into their login.gov account.
* Click “sign in” to enter the website. Take a minute to explore this page from top to bottom. What are your initial impressions of this page?
* What actions can you take from this page? Remember to think out loud and that there are no right or wrong answers.
* What is unclear or confusing about this page?

**Task 7**

* Imagine that you have a new email and phone number. What steps would you take to update that information on this site?
* Please click on at least 3 buttons or pages that might help you change your email and phone number. Note that some things on this site are clickable and some are not. If you end up on a page and can’t go further, you can always click the back button to return to the previous page. Please continue to talk out loud as you do so.
* What about the site makes it easy or hard to change your email and phone number?
* How would you describe this design?

**Task 8**

* Which of these 3 designs did you like least? Why?
* Which of these 3 designs did you like best? Why?

**Close**

Thank you so much for your time today! Your feedback will help us improve this site and make login.gov clearer and easier for people to use in the future.