

*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 1 Notes

**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.

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

Yes

**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]**

Yes

**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?

Yes

**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?**

I’m the design lead for Fearless team working with OIT group in CMS, to implement human-centered design practices throughout OIT.

* 1. **What does that work look like?**

Charting a path for the way that OIT approaches services. OIT had some challenges being customer and client-responsive. Besides having a human-centered design mandate, they are interested in helping to use IT resources more effectively.

His role as a designer is to help them hear and listen. Get out of the “hey we know what’s best for you because we are IT” mindset. Whiteboard, understanding design systems, etc.

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

Main goal: want to improve the maturity level of being/choosing human-centered design.

“It’s not our goal to tell people that they are designers, or that they are wrong, but to think through their approaches and whether that’s working.” Improve their ability to discover, conceptualize, implement.

Has participated and run usability testing.

**Login.gov specific warm up**

1. **When was the last time you used login.gov?**

A year ago.

1. **What service did you access using login.gov?**

Saw an opportunity with FDIC (maybe) that required him to fill out info through login.gov. Mentions security and background checks.

1. **How would you explain what login.gov to a colleague?**

If I’m talking to another design colleague, it’s “the old Linkedin before you realized you were connected to anybody”. To newer colleagues, “it’s your usual job placement application but slightly longer.” Mentions that the application is long. **[AH: I believe he’s thinking of USAJobs and doesn’t see a distinction between the SP and login.gov]**

**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 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]

#### Notes on Design 1

**What are your initial impressions of the page?**

The designer in me is saying that the header background is too light. He is more than fine with the amount of info. Unimportant things are towards the bottom.

Notices login information, email. Hovers over “Add email”, mentions lack of tooltip. He reads through sections of the account page.

Goes through each field of Profile information.

I don’t see any progress on the applications (like was the job processed/rejected/canceled). **[Note: he thinks it is like job applications (from USAjobs), not web applications or SPs.]**

**What do you think would happen if you click “Revoke Consent”?**

It would withdraw my application from consideration (thinks it’s a job application).

* It would say “remove my data” or “withdraw me from the part of the process that login.gov was in use for.
* Would be great to have a tooltip about what Revoke means for each department.

**Tell me what you think Device History is representing.**

* Would merge Account history and Device History because they are basically saying the same thing. Says a normal user would use one device.
* Notices that the IP address is the same in both sections. “There’s no need to duplicate that information.”
* Account History and Browser History is different to IT, but not to the user.

Because this was the page that I just got to, would expect Confirm, Update, or Add Information sections.

* Where do I go from here? What’s my next step?

**[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 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]

#### Notes on Design 2

Personally not a fan of big banner, but likes that it’s closeable.

“I don’t know that I’m the one who signed in” -- he has to look down to the bottom right to know he is the right person who logged in. He would expect his profile to be towards the top of the page.

Benefits and services - that almost makes sense, it depends on what they’ve been using login.gov for at that point.

Notices Authentication Methods, Delete your account.

Mentions that the nav at the top does not match the sections on the page.

* Is my profile part of my Account Details, or vice versa?
* He is confused about the order of topics. “I see Authentication Methods at the top, but not on the initial page. Benefits and Services is the third item in the nav, but it’s the first section on the page.”

**What does Benefits and Services mean to you?**

* Nothing. Depending on how I’ve come into login.gov, and my only interaction was applying for work, then “Benefits and Services” does not apply. Maybe it works for some instances and not others?
* Need more information about where I’m coming from for context.

**Is there anything that stands out to you that you’d be interested in clicking on to take an action from this page? Anything you want to explore further?**

* Only thing I wouldn’t click on is “Delete your account” - even though I know there should be a stop in between.
* Would want to click on “Add new” Benefits and Services, but needs context. “Adding another benefit and service doesn’t mean anything, because I don’t know what they are.”
* Review your profile actions make sense. Would look for a tooltip that you are required to have a primary email/phone.
* Doesn’t think you should be able to edit your SSN or DOB. If I can edit those items, is there some other kind of validation that has to happen? Would be hesitant to click.
* Current address is great. What about previous addresses?

**Let’s say you wanted to make sure that your account is as secure as possible. Is there anything on this page you’d want to click into to understand that?**

* Personally, no. Might go in and change the password.
* If I were using 2FA, and it was against a phone number or text, I would expect to see that indicated by the phone number.
* If I’m not using 2FA, I would expect to see a prompt by my password to add another method.

**What would you expect to happen if you click Account Details?**

* Show all the items under Profile and Login Information.

Navigates to Account Details.  **Is this what you expected to see?**

* Yes. I would put my Profile Information above.
* I would not expect to see Account Delete/Reset in light blue, would expect it to be red or yellow. Shouldn’t look like any other buttons so no one accidentally clicks on it.
* “Accessing login.gov from a public computer?” He wonders WHO is forgetting his information... the public computer or login.gov?

Clicks Authentication Methods. **Is this what you expected to see?**

* Would expect to see a history of logins.
* What does “strengthen your account” mean? Would expect to see a link to a post explaining that.
* If he has an authentication app already, he would expect to see it next to the “Add” button. So if I choose to add another (if you’re allowed multiple), I understand that I already have one set up.
* Understands that security key = yubikey.
* Notices badges. According to “More Secure”, I am secure. But according to (points to “Secure” badge), I am not. Confused about multiple badges. “I would be looking on this page for one security grade, not multiple.” And again looking for an explanation on how to secure my account.

**3 - 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]

#### Notes on Design 3

Navigates to next prototype.

**What can you do from here? What are you interested in?**

If I land on this page, I expected that I need to do something here, like “Please confirm…”. Only seeing email address and password, not the rest of my profile.

Points to sidebar - maybe this is more of an overall page, I would expect to see some kind of corresponding element in the nav to indicate that I’m on this section.

**Let’s say you got a new email. What would your next step be?**

I’m ignoring the nav on the side and clicking “Add email”. Expects to see a dropdown and a notification/warning that the email needs to be verified before it’s complete.

**Tell me more about the left-hand side. Why do you think it’s presented in that way?**

Believe that I’m in the middle of putting my account together and things are missing (Because the nav items say “Add… Add… Add…”). It’s not clear if these are things that should be done -- if they are, he would expect to see an open circle or a yellow warning label that indicates a step needs to be done. If the account already has that item, I wouldn’t expect to see “Add…”, I would expect to see “Manage…”

Goes through side nav:

* My Applications makes sense.
* History - what kind of history?
* Mentions it’s the first time seeing Customer Support above the footer in these prototypes.

**Let’s say you were interested in understanding more about the History section. Could you click on that?** Clicks.

**Tell me more about what you’re seeing on this page and what you expected.**

Not expected, but assumes that he’ll see the same information as in previous prototypes. Don’t have the ability to remove individual devices, but can forget all browsers. Again, would have merged the two sections together. To the user, these are not separate instances.

**If you could click on the button that says “Two-factor authentication”, what do you see here?**

* How many apps can I have?
* For PIV, I should not be able to add more than one. “That’s a problem.” Might be a history of previous PIV cards if I have changed agencies.
* Would add descriptive text if two or multi-factor authentication is required. “One of the methods below needs to be enabled for an active login.gov account.”

**Compare**

[show screens side by side]

* Which design do you like best?
* Least?
* Why?

**Can you tell me what you think of these three designs?**

Doesn’t have a strong favorite. Third option was better for information density and knowing where you are, because of the side nav. The second one with the 4 boxes was airier.

Familiar with USWDS and knows that there aren’t status indicators built into the design system. Doesn’t see any accessibility issues.

Suggests overly communicating why you need MFA and strong passwords with descriptive text.

**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?

Suggests labeling Invision prototypes. #1, #2, etc. Doesn’t look at email.

**What would you have asked during this session?**

* Mentions that the 2nd design didn’t have a name or email. Would have asked “what would you have expected to see there?”
* Would have asked about navigation, when would arrive on this page?
* Do you understand what the authentication methods are? Do you have one? Do you use one to log in currently?

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### **Debrief notes**

Background

* He’s a design lead working with CMS
* Has run usability tests before
* understands account flows, application security and MFA

Disconnects

* **thinking of USAJobs and doesn’t see a distinction between the SP and login.gov]**
  + Login profile = usajobs profile
  + “Application” meant for usajobs application
  + “Revoke Consent” - it would withdraw my application from consideration (think it’s a job application).

### Top takeaways

* Security
  + [on authentication page] Wanting one badge or grade to map to his account, not multiple options
  + If I were using 2FA, and it was against a phone number or text, I would expect to see that indicated by the phone number.
* Wanted clearer messaging about what things mean and actions to take
  + **What does it look like to strengthen an account. Why are you taking action**?
    - “Because this was the page that I just got to, would expect Confirm, Update, or Add Information sections. Where do I go from here? What’s my next step?”
    - **Add** email vs **Manage** email
      * “Add email” - I have to do this to complete my profile.
      * “Manage email” - update content.
  + Suggests overly communicating why you need MFA and strong passwords with descriptive text.
  + “Add new” [on the Benefits and Services page] needs context. “Adding another benefit and service doesn’t mean anything, because I don’t know what they are.”
* Interested in Tooltips
  + What is required?
  + Do you have to have a primary phone
    - Why is it important to have a primary
  + Maybe just the designer in him :)
* **Account History and Browser History**
  + these are different to IT, but not to the user. Notices that the IP address is the same in both sections. “There’s no need to duplicate that information.”
* Authentication Methods page
  + Would expect to see a history of logins.
* Add/edit content expectations
  + Expects to see a dropdown [after clicking to add email] and a notification/warning that the email needs to be verified before it’s complete

### Comparing Designs

* Not a strong favorite between the three.
  + Third option was better for information density and knowing where you are, because of the side nav. The second one with the 4 boxes was airier.
* Design Z
  + He is more than fine with the amount of info. Unimportant things are towards the bottom.
* Design Y
  + home page differences between nav items and page sections
    - Expected the section heads on the main page to be related to top nav elements
    - Expected to see the user name in upper right to know that it was their account
    - not a fan of the big banner, but likes that it’s closeable.
    - He is confused about the order of topics. “I see Authentication Methods at the top, but not on the initial page. Benefits and Services is the third item in the nav, but it’s the first section on the page.”
    - Account Delete/Reset in light blue, would expect it to be red or yellow. Shouldn’t look like any other buttons so no one accidentally clicks on it.
    - If he has an authentication app already, he would expect to see it next to the “Add” button. So if I choose to add another (if you’re allowed multiple), I understand that I already have one set up.
* Design X
  + header background is too light.
  + If I land on this page, I expected that I need to do something here, like “Please confirm…”. Only seeing email address and password, not the rest of my profile.
  + Points to sidebar - maybe this is more of an overall page, I would expect to see some kind of corresponding element in the nav to indicate that I’m on this section.
  + Side nav
    - Believe that I’m in the middle of putting my account together and things are missing (Because the nav items say “Add… Add… Add…”). It’s not clear if these are things that should be done -- if they are, he would expect to see an open circle or a yellow warning label that indicates a step needs to be done. If the account already has that item, I wouldn’t expect to see “Add…”, I would expect to see “Manage…”
  + To add an email
    - I’m ignoring the nav on the side and clicking “Add email”.