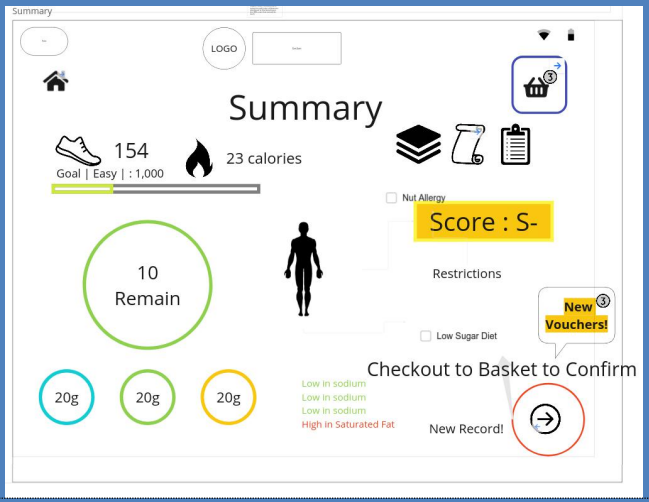
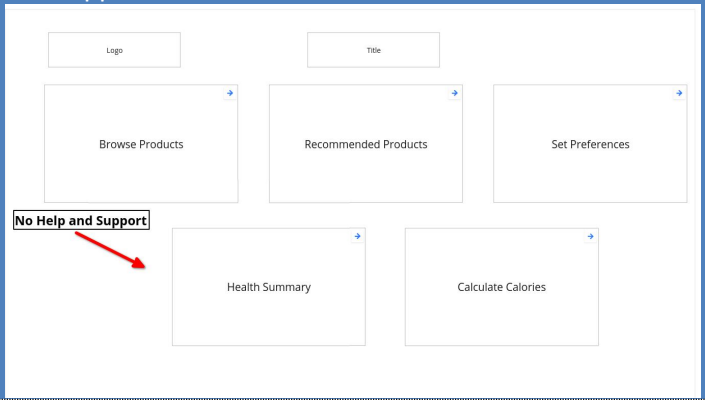
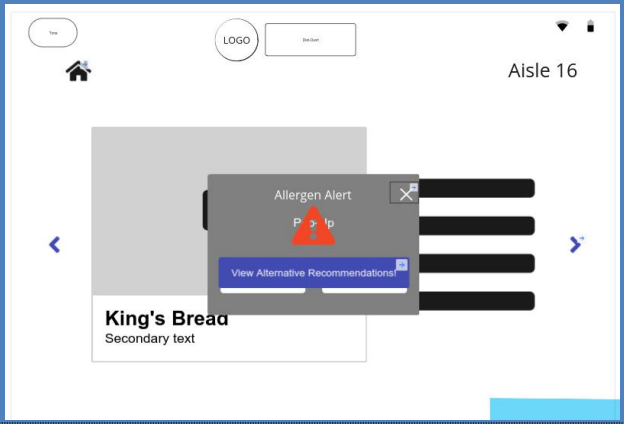
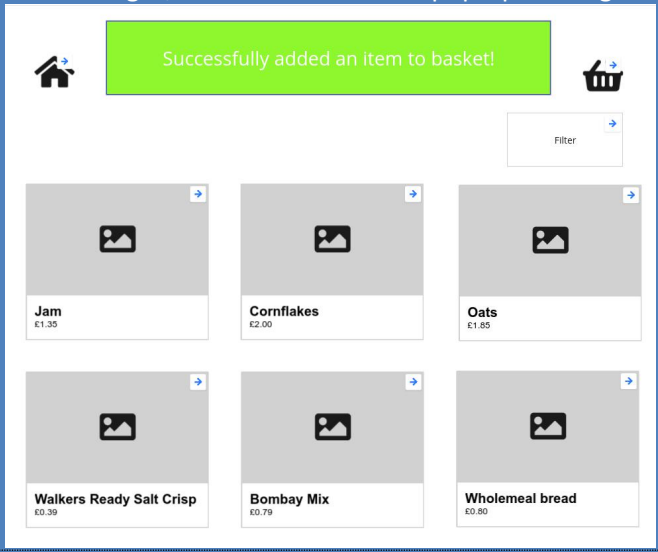
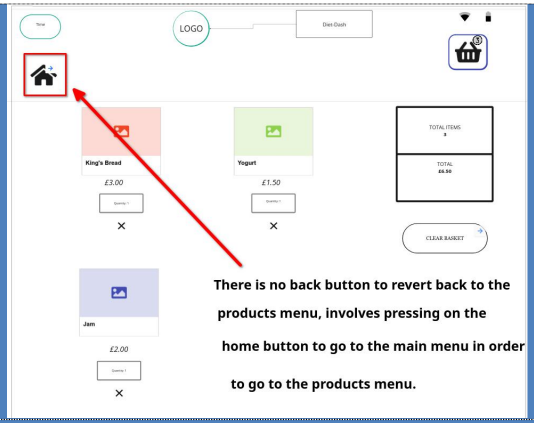
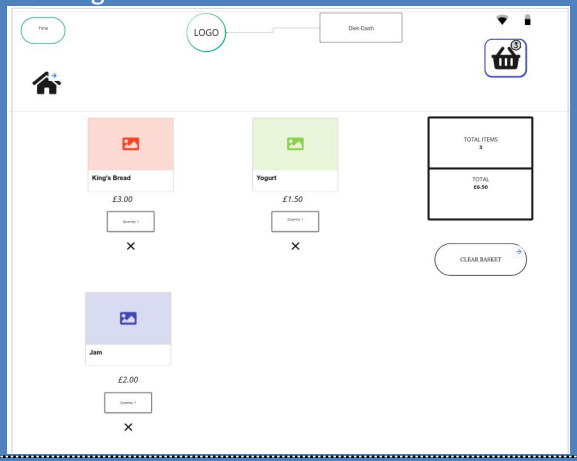
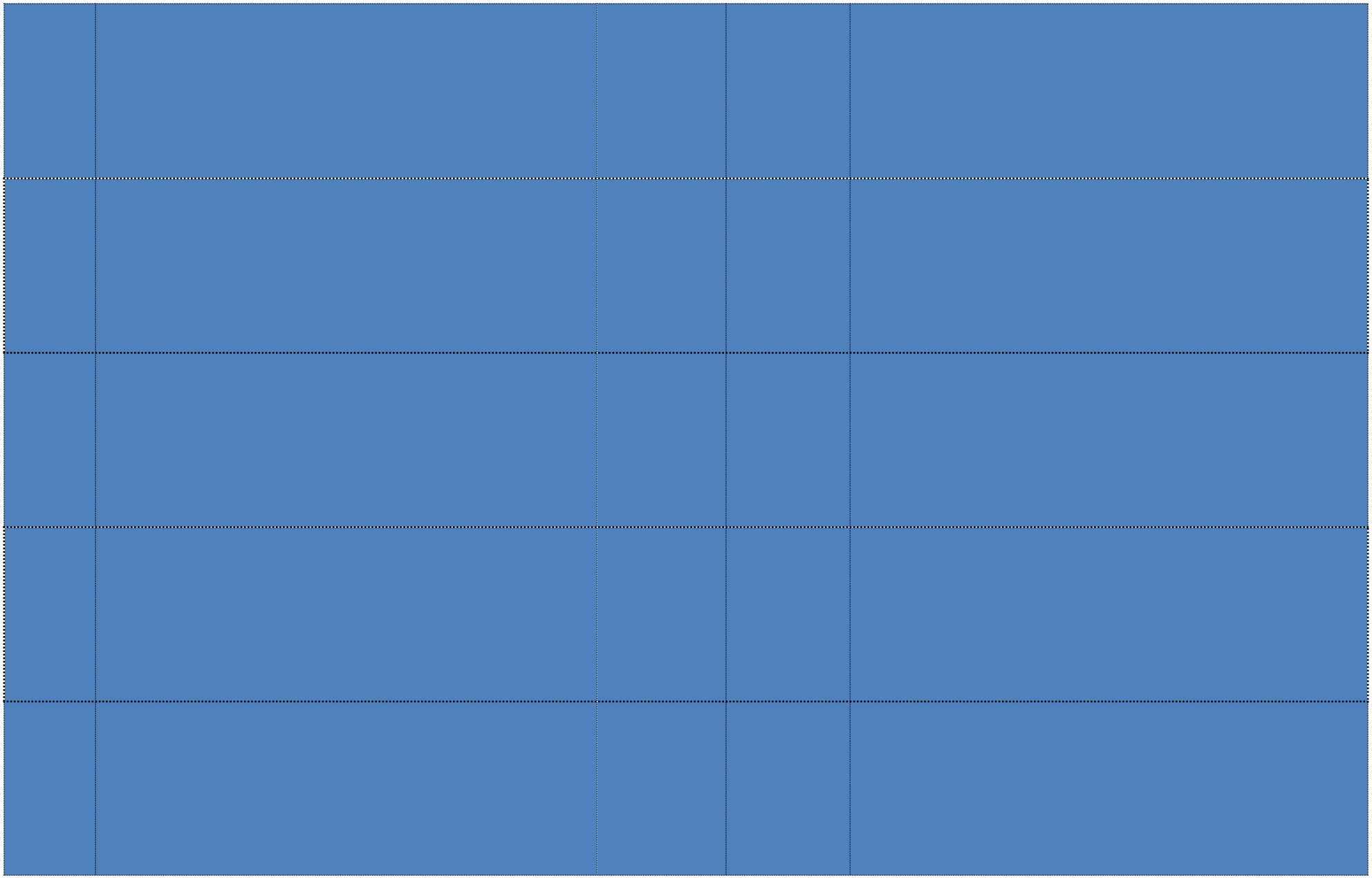
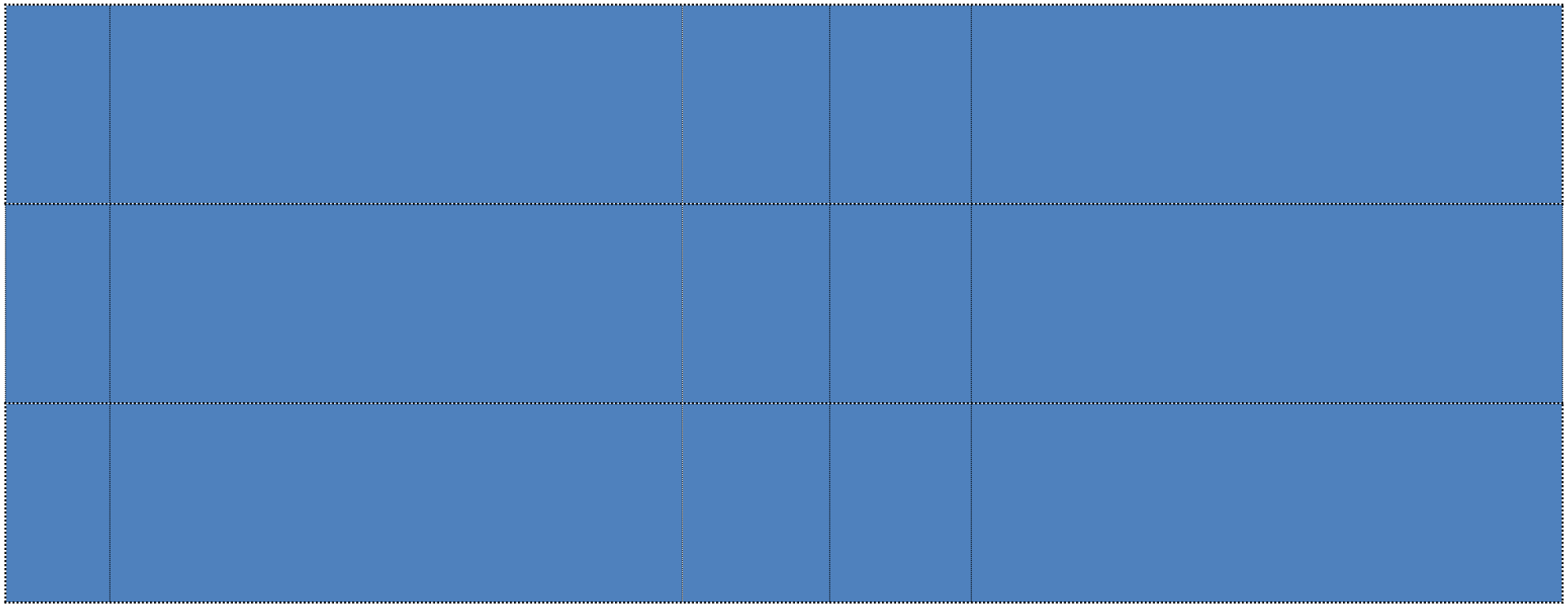
Problem ID	Description (incl. screenshot)	Heuristic(s) Breached	Severity	Suggested Solution
1	When user visits the dietary features from the main menu the user is overloaded with a burden of information thus causing potential confusion to the user. Icons that are used to navigate between different menus are unclear to the user. 	2, 7, 6, 10	Catastrophic	Try to condense the complex information that is shown on screen. And provide a help icon so that the person will be able to tap next to the text in order to understand what is the particular information about. Ensuring that the UI is simple, and that information is communicated to the user's language in such a way that the user will be familiarised with. Ensuring that there is labels applied with the icons so that the user will be familiarised with the icons particular usage. A Help and Support option within the main menu will be helpful.
2	When the user access the diet awareness system there seems to be a lack of facilities for documentation and help and support. 	10	Major	For the main menu include a facility that will guide new customers that have not used the system before for specific enquiries, or for additional support that is needed when using the system.

3	There is no alert message within the alert prompt, when the user adds an item to basket. 	3, 9	Minor	Provide a friendly message in the alert prompt so that the user will take notice of the error and will avoid repeating the error in the future.
4	Although the user is able to see a pop-up message stating that they have added an item to basket, they cannot undo their changes, nor hide remove the pop-up message. 	3	Minor	For the pop-up message include a close button in order to clear the pop-up menu from screen. And when the pop-up message has been double tapped by the user on screen it should undo the action of adding the item to basket (It should remove it from basket).
5	There is no back button in order to navigate between the menus. Currently the user has to return to the main menu in order to go to another menu.	3	Minor	For each menu, provide a back button so that the user is able to switch between other menus easily.

				
6	There is no undo button for the basket menu when undoing deletion for an item within basket. 	3	Minor