**Test Data:**

***Taahaa*** *– A, B, C*

***Alfie*** *– D, E, F*

***Abdul*** *– G, H, I*

***Nayim*** *– J, K, L*

***Farhan*** *– M, N, O*

***Ishwar*** *– P, Q, R*

***Abidur*** *– S, T, U*

***Salar*** *– V, W, X*

Average ease of completion for each test:

New Fitness Plan: 3.57

Change Password: 4.86

Contact Support: 3.95

Add Profile Picture: 4.71

Start an Activity: 4.14

Access Activity History: 3.71

Modify Fitness Plan: 4.19

Add Meal: 4.10

Access FAQ/Chatbot: 4.33

Access Community Page: 4.24

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| Tester A | | | | | |
| Test | Expected Outcome | Ease of  Completion  (1-5) (1 =  Hardest  5=Easiest) | Number of  Errors | Any Issues? | |
| You are a new  user wanting to create a new  fitness plan,  how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 4 | 2 | User found it hard to navigate around the page. | |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 1 | User mistakenly clicked on “Account settings” instead of “change email/password section” | |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 4 | 0 | Mentioned it’s easy to navigate to. | |
| You are a new user, and you want to add a profile picture | User should be able to access  their profile settings on the app and change  their picture | 5 | 0 | Found the process straightforward | |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a  specific activity from either homepage or smartwatch. | 3 | 1 | Said it was harder to find on the homepage but easier on the smartwatch section. | |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 3 | 1 | Once navigated to it they mentioned that  it could be more  clearly presented. |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 3 | 1 | They said add a  “Modify plan” section on homepage for ease of use |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access | 2 | 3 | Mentioned that was initially hard to find but found it under the “calorie” section. |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 4 | 1 | Someone said add a “Help” button to the homepage as a  redirect for the  FAQS |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have  the ability to join a new group. | 4 | 1 | Mentioned that it is hard to navigate through the  community page. |

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| Tester B | | | | | |
| Test | Expected Outcome | Ease of  Completion  (1-5) (1 =  Hardest  5=Easiest) | Number of  Errors | Any Issues? | |
| You are a new  user wanting to create a new  fitness plan,  how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 4 | 2 | Icons are not to clear which resulted in confusion | |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | No issues | |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 5 | 1 | “Perfect” | |
| You are a new user, and you want to add a profile picture | User should be able to access  their profile settings on the app and change  their picture | 4 | 0 | Mentioned that it was easy to navigate to and gave a community like feeling | |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a  specific activity from either homepage or smartwatch. | 3 | 1 | Found it mostly easy navigating to both however was confused once of the pages as the buttons aren’t clear | |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 4 | 1 | had difficulty locating to this section. |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 5 | 0 | Mentioned again a redirect sort of page. |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access | 3 | 2 | Mentioned that there needs to be a quicker way (i.e. widget) |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 5 | 0 | Mentioned that they should be able to access the FAQ section within live-chat page. |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have  the ability to join a new group. | 5 | 1 | Found it hard to redirect to as it wasn’t “Clear” on community page |

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| Tester C | | | | | |
| Test | Expected Outcome | Ease of  Completion  (1-5) (1 =  Hardest  5=Easiest) | Number of  Errors | Any Issues? | |
| You are a new  user wanting to create a new  fitness plan,  how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 3 | 1 | Found a minor issue with icons causing confusion | |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 4 | 0 | No issues | |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 4 | 1 | Make it clearer that it’s a support / help page. | |
| You are a new user, and you want to add a profile picture | User should be able to access  their profile settings on the  app and change  their picture | 5 | 0 | Mentioned that it was easy to navigate through. | |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a  specific activity from either homepage or smartwatch. | 3 | 1 | The smart watch section was designed perfectly as it resembles the “Apple watch” | |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 4 | 1 | had difficulty locating to this section but eventually after some time  found how to do it. | |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 5 | 0 | Mentioned that I should be able to modify fitness plans from smart watches. |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access | 3 | 1 | Mentioned that there needs to be a more  streamlined way. |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 4 | 0 | Add an initial prompt to show us where the redirect page is. |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have  the ability to join a new group. | 4 | 1 | Found it easy navigating but the page as a whole isn’t clear. |

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| Tester D | | | | |
| Test | Expected Outcome | Scale 1-5: Ease of Completion | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 4 | 0 | User was easily able to find the fitness plan on the homepage, with a bit of searching |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | Understood the profile icon and found the change email and password section. |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 2 | 2 | This user eventually found the chatbot feature, but was confused why it was in contact support instead of on the homepage |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 5 | 0 | User knew where the profile page was, and was easily able to navigate to profile settings. |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 5 | 0 | User understood that using the homepage they can easily access exercises. |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 3 | 1 | Made an error but eventually figured out where the activity history was. |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 5 | 1 | Understood the icon for the fitness page from previous tests and was able to find the fitness plans page from the first test and after accidentally making an error, how to update them. |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access the nutrition page and update | 5 | 0 | Understood where the fitness page was from previous use and found the nutrition page within. |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 5 | 0 | The user knew where the FAQ page was from previous tests and navigated very quickly. |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 5 | 0 | Saw the icon for the community page, and was easily able to find how to join a group. |

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| Tester E | | | | |
| Test | Expected Outcome | Scale 1-5: Ease of Completion | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 2 | 3 | Homepage caused some confusion as they got confused with some icons. |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | Understood the profile icon and found the change email and password section. |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 3 | 1 | This user was confused at first, but thought that it could be found in the contact support section and eventually found it |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 5 | 0 | User knew where the profile page was, and was easily able to navigate to profile settings. |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 5 | 0 | The user understood that using the homepage they can easily access exercises. |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 2 | 2 | Wasn’t overly sure where the activity history was located, had to have a small prompt. |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 4 | 1 | Was able to find the fitness plan from previous tests, and after making a small error was able to find how to update the fitness plans. |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access the nutrition page and update | 4 | 1 | Understood where the fitness page was from previous use and found the nutrition page within after a small error. |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 5 | 0 | The user knew where the FAQ page was from previous tests. |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 5 | 0 | Saw the icon for the community page, and was easily able to find how to join a group. |

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| Tester F | | | | |
| Test | Expected Outcome | Scale 1-5: Ease of Completion | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 3 | 1 | Confused at first, but corrected and found the fitness plan after an error. |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | Understood the profile icon and found the change email and password section. |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 1 | 3 | This candidate was unsure where to find it at all, and wasn’t able to complete the task. |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 5 | 0 | User knew where the profile page was, and was easily able to navigate to profile settings. |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 5 | 0 | User understood that using the homepage they can easily access exercises. |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 2 | 1 | Was also unsure on where the activity history was, but eventually understood. |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 5 | 0 | Understood the icon of the fitness page from the first test and found out where to update them. |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access the nutrition page and update | 5 | 0 | Understood where the fitness page was from previous use and found the nutrition page within. |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 5 | 0 | The user knew where the FAQ page was from previous tests. |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 4 | 1 | Made a small error at first but understood where the page was found. |

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| Tester G | | | | |
| Test | Expected Outcome | Ease of Completion (1-5) (1 = Hardest 5=Easiest) | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 2 | 1 | Icons are not clear |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 |  |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 3 | 1 | Would be better if you labelled the chatbot as help |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 5 | 0 |  |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 4 | 0 |  |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 2 | 1 | Not clear where previous activity would initially be stored. |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 5 | 0 |  |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access | 3 | 2 |  |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 5 | 0 |  |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 5 | 0 |  |

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| Tester H | | | | |
| Test | Expected Outcome | Ease of Completion (1-5) (1 = Hardest 5=Easiest) | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 4 | 1 | Looks like a timetable, so didn’t initially link to it being a plan |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 |  |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 5 | 0 |  |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 5 | 0 |  |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 4 | 0 |  |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 4 | 0 | Not clear what page would contain the previous activities |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 5 | 0 |  |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access | 5 | 1 |  |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 5 | 0 |  |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 5 | 0 |  |

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| Tester I | | | | |
| Test | Expected Outcome | Ease of Completion (1-5) (1 = Hardest 5=Easiest) | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 2 | 3 | Icons we’re not very recognisable |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | No issues |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 4 | 1 | Didn’t know you had to go to profile |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 5 | 0 | No issues |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 5 | 0 | No issues |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 4 | 2 | Not clear what page would contain the previous activities |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 3 | 2 | No issues |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access | 5 | 0 | No issues |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 5 | 0 | No issues |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 5 | 0 | No issues |

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| Tester J | | | | |
| Test | Expected Outcome | Ease of completion (1-  5, 1 = hardest, 5 = easiest) | Number  of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 4 | 2 | User found it hard to navigate around the pages after creating a new user account. |
| You need to change your password; how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | No issues |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 3 | 1 | Was hard to access due to the live chat only being shown on one of the pages instead of universally. |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 5 | 0 | No issues |
| You want to go on a run, how do you  start the activity in the app? | Users should be able to start a specific  activity from either homepage or smartwatch. | 3 | 1 | It was quite confusing go find how to start an activity. |
| You want to see how long you spent  on your run last week, how would you check it? | User should be able to access the activity history within and filter and view  specific activities from recent weeks | 4 | 0 | No issues, just took a while to find it. |
| You want to start dieting soon, how would you update | User should be able to modify an existing | 5 | 0 | It seemed easy to change my fitness plan to shredding. |
| your fitness plan accordingly? | fitness plan from the app |  |  |  |
| You’ve just eaten a meal and you want  to put it into the  app, how would you do so? | User should be able to access | 3 | 1 | Navigation issue, it was quite hard to locate. |
| You wish to receive a quick response to a question you have about the app; how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 2 | 2 | Navigation issue, finding the chatbot page was difficult and it doesn’t respond quickly until a live agent is available. |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 4 | 0 | No issues |

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| Tester K | | | | | |
| Test | Expected Outcome | Ease of  Completion (15) (1 = Hardest  5=Easiest) | Number  of Errors | Any Issues? | |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 3 | 1 | Navigation was confusing at first. | |
| You need to change your password; how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | No issues |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 5 | 1 | Chatbot is easy to use but was difficult to navigate and locate at first. |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 5 | 0 | No issues |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 4 | 0 | No issues |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific  activities from recent weeks | 3 | 0 | Wasn’t easy to locate where I would find this information. |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 5 | 0 | No issues |
| You’ve just eaten a meal and you want  to put it into the app, how would you do so? | User should be able to access | 3 | 1 | It seemed difficult and confusing trying to add a meal. |
| You wish to receive a quick response to a question you have about the app; how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 4 | 0 | No issues |
| A friend has invited you to join a group | Users can access the group section on the | 5 | 0 | No issues |
| they are part of, how would you join it? | community page and  have the ability to join a new group. |  |  |  |

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| Tester L | | | | |
| Test | Expected Outcome | Ease of  Completion (15) (1 = Hardest  5=Easiest) | Number  of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 3 | 2 | Getting to the fitness plan after creating a new user seemed confusing. |
| You need to change your password; how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | No issues |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 5 | 0 | No issues but the chatbot should be more accessible |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 5 | 0 | No issues |
| You want to go on a run, how do you  start the activity in the app? | Users should be able to start a specific  activity from either homepage or smartwatch. | 5 | 0 | No issues |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific  activities from recent weeks | 4 | 1 | The activity history and the information is quite confusing to understand at first. |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 3 | 0 | No issues, but it took a while to understand how to update my fitness plan. |
| You’ve just eaten a meal and you want  to put it into the app, how would you do so? | User should be able to access | 4 | 0 | No issues |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 2 | 1 | No fast responses until a live agent is connected. |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the  community page and  have the ability to join a new group. | 5 | 0 | No issues |

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| Tester M | | | | |
| Test | Expected Outcome | Ease of Completion (1-5) (1 = Hardest 5=Easiest) | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 4 | 0 | No issues |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | No issues |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 5 | 0 | No issues |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 5 | 0 | No  Issues |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 5 | 0 | No issues |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 3 | 2 | The page was somewhat difficult to find |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 4 | 0 | No issues |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access | 5 | 0 | No issues |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 5 | 0 | No issues |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 3 | 0 | “Handwriting” |

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| Tester N | | | | |
| Test | Expected Outcome | Ease of Completion (1-5) (1 = Hardest 5=Easiest) | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 5 | 0 | No issues |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | No issues |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 3 | 2 | Icon is slightly small |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 4 | 1 | No issues |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 3 | 2 | Had some difficulty finding this section |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 5 | 0 | No issues |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 4 | 0 | No issues |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access | 4 | 2 | A quicker way of doing this could be useful |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 5 | 0 | Noo issues |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 5 | 2 | No issues |

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| Tester O | | | | |
| Test | Expected Outcome | Ease of Completion (1-5) (1 = Hardest 5=Easiest) | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 4 | 0 | No issues |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | No issues |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 5 | 1 | No issues |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 5 | 0 | No issues |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 4 | 1 | No issues |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 3 | 0 | No issues |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 4 | 1 | No issues |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access | 5 | 0 | No issues |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 5 | 0 | No issues |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 5 | 0 | No issues |

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| Tester P | | | | |
| Test | Expected Outcome | Ease of  Completion (1-5)  (1 = Hardest  5=Easiest) | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 3 | 2 | Navigating towards the actual fitness plan was difficult, however once found was fine. |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | No issues |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 5 | 0 | No issues |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 5 | 0 | No issues |
| You want to go on a run, how do you start  the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 5 | 0 | No issues |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific  activities from recent weeks | 5 | 0 | No issues |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing  fitness plan from the app | 4 | 1 | No  recommendations of what can be done to modify |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access | 5 | 0 | No issues |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 4 | 1 | If you do not know where it is, it is hard to locate |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and  have the ability to join a new group. | 2 | 2 | Not clear to find/ see |

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| Tester Q | | | | |
| Test | Expected Outcome | Ease of  Completion (1-5)  (1 = Hardest  5=Easiest) | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 5 | 0 | No issues |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | No issues |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 3 | 2 | Not clear how  helpful it is |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 5 | 0 | No issues |
| You want to go on a run, how do you start  the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 3 | 1 | No clear section to go to |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific  activities from recent weeks | 5 | 0 | No issues |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing  fitness plan from the app | 5 | 0 | No issues |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access | 5 | 0 | No issues |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 3 | 2 | Confusing as it takes you to same place but its two different sections. |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and  have the ability to join a new group. | 3 | 1 | No instant notification |

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| Tester R | | | | |
| Test | Expected Outcome | Ease of  Completion (1-5)  (1 = Hardest  5=Easiest) | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 5 | 0 | No issues |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | No issues |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 5 | 0 | No issues |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 5 | 0 | No issues |
| You want to go on a run, how do you start  the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 3 | 1 | Not clear how to do |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific  activities from recent weeks | 4 | 1 | Choosing different times e.g weekly, monthly was confusing when tracking activity. |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing  fitness plan from the app | 5 | 0 | No issues |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access | 5 | 0 | No issues |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 3 | 2 | Confusing to differentiate between the two pages. |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and  have the ability to join a new group. | 2 | 2 |  |

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| Tester S | | | | |
| Test | Expected Outcome | Ease of Completion (1-5) (1 = Hardest 5=Easiest) | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 4 | 1 | Thought nutrition page was necessary when creating a new fitness plan. |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 4 | 0 | Was initially confused on how to get to Account from Profile |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 5 | 0 | N/A |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 4 | 1 | Tried changing profile picture from Profile instead of Account |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 5 | 0 | N/A |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 5 | 0 | N/A |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 4 | 1 | Thought Nutrition page was involved with dieting |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access | 3 | 1 | Went to Goals & Progress first before finding the Meals section in Nutrition |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 5 | 0 | N/A |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 5 | 0 | N/A |

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| Tester T | | | | |
| Test | Expected Outcome | Ease of Completion (1-5) (1 = Hardest 5=Easiest) | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 3 | 2 | Had difficulty with remembering name of the fitness page and the inputs on the fitness page. |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | Needed clarification on if both email and password would be changed. |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 4 | 1 | Found the chatbot feature easily, had difficulty with finding contact support. |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 4 | 1 | Was expecting a more noticeable icon to change profile picture on the Account page. |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 5 | 0 | N/A |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 4 | 1 | Small issue remembering where to access ‘Recent Activity’ |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 3 | 2 | Thought the ‘Nutrition’ pages were necessary for dieting changes on the fitness plan. |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access | 4 | 1 | Was confused on whether the meal was being added to plan or to generally in the app. |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 5 | 0 | N/A |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 4 | 1 | Had a hard time understanding the community page. |

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| Tester U | | | | |
| Test | Expected Outcome | Ease of Completion (1-5) (1 = Hardest 5=Easiest) | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 4 | 1 | Had difficulty remembering the names of the fitness plan page from the navbar icon |
| You need to change your password, how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 5 | 0 | N/A |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 4 | 1 | Wasn’t sure where the contact support section was in the app. |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 3 | 2 | Assumed the large profile icon on ‘Profile’ was able to change the profile picture, rather than an option in ‘Account’ |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 5 | 0 | N/A |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 5 | 0 | N/A |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 2 | 3 | Initially went to ‘Goals and Progress’, then to Nutrition page before changing nutrition intake on ‘Fitness Plan’ – unclear that this is an option. |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access | 5 | 0 | N/A |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 5 | 0 | N/A |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 4 | 1 | Had difficulty with reading through the ‘Community’ page |

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| Tester V | | | | |
| Test | Expected Outcome | Ease of Completion (1-5) (1 = Hardest 5=Easiest) | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 5 | 0 | No issues |
| You need to change your password; how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 3 | 2 | There was difficulty in navigating from the ‘Profile’ page to the ‘Account’ page |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 5 | 0 | No issues |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 2 | 1 | Had difficulty in navigating from profile to accounts to add the picture |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 2 | 3 | Difficulty in finding the activity page to enter the workout |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 4 | 1 | No issues |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 4 | 1 | No issues |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access  the nutrition page and enter their meal into the section they desire | 5 | 1 | No issues |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 4 | 1 | No issues |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 4 | 1 | No issues |

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| Tester W | | | | |
| Test | Expected Outcome | Ease of Completion (1-5) (1 = Hardest 5=Easiest) | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 5 | 0 | N/A |
| You need to change your password; how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 4 | 1 | User felt the task ‘required more than needed redirections. |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 5 | 0 | N/A |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 5 | 0 | N/A |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 5 | 0 | N/A |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 5 | 1 | User found difficulty navigating to recent activities from goals and progress page. |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 5 | 0 | N/A |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access  the nutrition page and enter their meal into the section they desire | 4 | 0 | N/A |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 5 | 0 | User was not aware of the Contact Support option in ‘Account’ page. Only resorted to live chatbot. |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 1 | 3 | The user found the interface of community page complicated and got confused because of several options. |

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| Tester X | | | | |
| Test | Expected Outcome | Ease of Completion (1-5) (1 = Hardest 5=Easiest) | Number of Errors | Any Issues? |
| You are a new user wanting to create a new fitness plan, how would you do this? | The user should be able to access the relevant fitness plan page where they can input the relevant details | 4 | 1 | user found the navigation unclear and suggested more intuitive labelling of sections. |
| You need to change your password; how would you navigate to that section? | User is able to locate account page in user interface so they can update password | 3 | 2 | Difficulty navigating from the ‘Profile’ page to the ‘Account’ page. |
| If you had an issue with a feature, how would you contact support? | Users should be able to find a live chat feature of the app where they can reach out for any issues. | 5 | 0 | N/A |
| You are a new user, and you want to add a profile picture | User should be able to access their profile settings on the app and change their picture | 2 | 1 | Had difficulty in navigating from profile to accounts to add the picture. |
| You want to go on a run, how do you start the activity in the app? | Users should be able to start a specific activity from either homepage or smartwatch. | 2 | 3 | Difficulty in finding the activity page to enter the workout. |
| You want to see how long you spent on your run last week, how would you check it? | User should be able to access the activity history within and filter and view specific activities from recent weeks | 4 | 1 | User was able to view the run history but initially clicked the wrong filter. Once they figured it out, it was straightforward. |
| You want to start dieting soon, how would you update your fitness plan accordingly? | User should be able to modify an existing fitness plan from the app | 4 | 1 | N/A |
| You’ve just eaten a meal and you want to put it into the app, how would you do so? | User should be able to access  the nutrition page and enter their meal into the section they desire | 5 | 1 | N/A |
| You wish to receive a quick response to a question you have about the app, how would you find it? | Users should be able to access the FAQ section within the user interface or the chatbot page. | 4 | 1 | The user managed to find the FAQ section after a bit of searching. It was helpful, but not as prominent as I expected. |
| A friend has invited you to join a group they are part of, how would you join it? | Users can access the group section on the community page and have the ability to join a new group. | 4 | 1 | Joining a group was more difficult for the user than expected. They found the community page to be difficult to comprehend, and said it was hard to find the specific group they were invited to |