| ***Scenario (Overall Goal):*** A resident who has enrolled and received their physical ID card uses Inji to download their digital credential on their smartphone. |
| --- |

*(e.g., Abi wants to find a science fiction book.)*

| ***Subgoal #\_\_:*** Install the app from the playstore/appstore |
| --- |

1. ***Will <persona> have formed this sub-goal as a step to their overall goal? Why?***

| * ***Yes*** | * ***Maybe*** | * ***No*** |
| --- | --- | --- |
| ***Which, if any, of <persona’s> facets did you use to answer the question?*** | | |
| * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* | * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* | * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* |
| ***Why?*** | | |
| Abi is task oriented and if she is able to understand the need for downloading the app and wants to get to understand the app  Abi can do it with some external help. Abi trusts their family members and can go ahead with downloading the app. | Puja: As Abi feel stressed about trying out new features, they might not be confident here.  Would like to understand how to download the app before downloading it  Ravi: If Abi trusts the government, they will go ahead and download. otherwise they will be cautious about it. Even then the govt. ad needs to mention the exact app name. | Because she is risk averse, why would she even use digital id  Abi might not want to download the app if she has a physical ID as she has very little spare time and may not understand the benefits of a digital copy/app. |

| ***Action #1: Abi will have to find playstore to find app on it*** |
| --- |

*(e.g., Tap ‘Browse Off’.)*

## ***[BEFORE ACTION] Will <persona> do this? Why?***

| * ***Yes*** | * ***Maybe*** | * ***No*** |
| --- | --- | --- |
| ***Which, if any, of <persona’s> facets did you use to answer the question?*** | | |
| * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* | * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* | * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* |
| ***Why?*** | | |
| Kunal: Abi will download the app as it adds value to her life and makes it easy for her to access government services.  Information processing style -> Motivations | Abi might download the app if the government asks them to. | Rakhi: Abi will not do it on her own, might ask her son/husband to do it. |
| ***What in the UI helped/confused <persona> in this step?*** | | |
|  |  |  |

## ***[AFTER ACTION]******If <persona> does this, will they know they did the right thing and are making progress toward their goal? Why?***

| * ***Yes*** | * ***Maybe*** | * ***No*** |
| --- | --- | --- |
| ***Which, if any, of <persona’s> facets did you use to answer the question?*** | | |
| * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* | * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* | * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* |
| ***Why?*** | | |
|  |  |  |
| ***What in the UI helped/confused <persona> in this step?*** | | |
|  |  |  |

*Action skip: Setting up a security pin for the app*

*Assumption: Abi has borrowed the phone from her family member and has complete agency over her actions going forward*

| ***Subgoal 2\_\_: Read through the introductory information present on the app*** |
| --- |

1. ***Will <persona> have formed this sub-goal as a step to their overall goal? Why?***

| * ***Yes*** | * ***Maybe*** | * ***No*** |
| --- | --- | --- |
| ***Which, if any, of <persona’s> facets did you use to answer the question?*** | | |
| * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* | * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* | * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* |
| ***Why?*** | | |
|  |  |  |

| ***Action #2: Abi will swipe on the screen to read through the materials on the app*** |
| --- |

*(e.g., Tap ‘Browse Off’.)*

## ***2a. [BEFORE ACTION] Will <persona> do this? Why?***

| * ***Yes*** | * ***Maybe*** | * ***No*** |
| --- | --- | --- |
| ***Which, if any, of <persona’s> facets did you use to answer the question?*** | | |
| * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* | * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* | * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* |
| ***Why?*** | | |
| Abi will swipe it because they have seen it before but not click on the cross button. | Abi might get a bit confused and ask for help from her son/husband. Abi is a bit afraid that she might not get back to the screen after clicking on the screen. | Might not be familiar with the swipe feature and not know how to do it.  This seems like a pop-up and will not do it. Abi will not know what to do with this. |
| ***What in the UI helped/confused <persona> in this step?*** | | |
|  | The three dots are confusing, since there is also a x on top |  |

## ***2b. [AFTER ACTION]******If <persona> does this, will they know they did the right thing and are making progress toward their goal? Why?***

| * ***Yes*** | * ***Maybe*** | * ***No*** |
| --- | --- | --- |
| ***Which, if any, of <persona’s> facets did you use to answer the question?*** | | |
| * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* | * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* | * *Motivations* * *Information Processing Style* * *Computer Self-Efficacy* * *Attitude Towards Risk* * *Learn by Process vs. Tinkering* * *None of the above* |
| ***Why?*** | | |
| Abi is seeing more information on the screen, so they are making progress.  Sees ID in the back, so she will think she is in the right place  Last screen shows end statement, so she knows she is making progress towards her goal |  |  |
| ***What in the UI helped/confused <persona> in this step?*** | | |
| The set of screens provide incremental information. |  |  |

***Debrief:***

# If a facet is checked, it’s a gender-inclusion issue; if not, it’s a general usability issue.

# Discuss these findings with the team to brainstorm paths forward

# Consider adding the issues you uncovered to your bug-tracking system.

| ***Count your answers:*** |
| --- |
| 1. How many questions (forms) did you answer? (# of blue forms + # of light orange forms + # of dark orange forms)?  = \_4\_\_\_\_ questions/forms (denominator)  *2. How many of the questions (forms) in item 1 had EITHER a “no” or “maybe” answer?*  = \_\_\_3\_\_ questions/forms (numerator 1)  *3. How many of the questions (forms) in item 2 had “no”/”maybe”s that were* ***tied to facet(s)***  = \_\_\_3\_\_ questions/forms (numerator 2) |

| **Percentage of usability issues**  **=** *numerator 1 / denominator*  **= \_\_\_\_\_\_\_\_\_\_3/4\_= 75%\_\_\_\_\_\_\_\_\_\_\_\_** |
| --- |

| **Percentage of gender-inclusion issues**  **=** *numerator 2 / denominator*  **= \_\_\_\_\_\_3/4\_= 75%\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| --- |