

**Participant 1**

Participant information:

- Native English Speaker
- From within Systems Design Project
- From within the School of Informatics

	Task	Difficulty*	Comments
1.	Login and view your account.	6-7	Participant did not see the icon for “Your profile” (with a person’s face) straight away. Had difficulty initially figuring it out.
2.	Let’s say you’ve successfully added your friends’ mailboxes, Jane and John. Can you determine the status of Jane’s mailbox delivery door, battery life and storage capacity?	1	
3.	Close the dropdown now. Let’s say you’ve now bought your own mailbox and have had it successfully installed and powered on. Can you add your new device via the QR code on the mailbox?	1	
4.	Unlock and lock your new device.	1	
5.	Let’s say Jane and John have added your mailbox to their accounts. Can you edit your device name and remove Jane from the device then save those settings?	2-3	Participant found the order in which things need to be done a bit confusing (that is related to how we have implemented the app prototype for the demo).
6.	Now let’s remove your device.	1	
7.	Now try and view all your notifications, then just notifications from John’s mailbox.	1	
8.	As you can see some notifications look a bit scary, how would you find help for these?	1	Initially wanted to click on the notification itself rather than the FAQ icon (the question mark).
9.	Log out of your account.	1	

*Some general questions:*

Question	Participant’s comments
Was the text easy to read and differentiate from the background?	yes
Were the accompanying icons clear for what they represented?	Yes but confusion about the “target” button’s role
Any general feedback	“really nice idea”
Was the vocabulary / pictures used intuitive and easy to understand	yes

**Participant 2**

Participant information:

- Non-native English Speaker
- From within Systems Design Project
- From within the School of Informatics

	<b>Task</b>	<b>Difficulty*</b>	<b>Comments</b>
1.	Login and view your account.	1	
2.	Let's say you've successfully added your friends' mailboxes, Jane and John. Can you determine the status of Jane's mailbox delivery door, battery life and storage capacity?	1	
3.	Close the dropdown now. Let's say you've now bought your own mailbox and have had it successfully installed and powered on. Can you add your new device via the QR code on the mailbox?	2	
4.	Unlock and lock your new device.	1	
5.	Let's say Jane and John have added your mailbox to their accounts. Can you edit your device name and remove Jane from the device then save those settings?	1	Initially, participant removed own device from app by mistake, instead of removing Jane. Would prefer "Save" and "Discard", on the 'Device' page, to be right below the names in "Accessible by".
6.	Now let's remove your device.	1	
7.	Now try and view all your notifications, then just notifications from John's mailbox.	1	
8.	As you can see some notifications look a bit scary, how would you find help for these?	2	Initially wanted to click on the notification itself rather than the FAQ icon (the question mark).
9.	Log out of your account.	1	

*Some general questions:*

<b>Question</b>	<b>Participant's comments</b>
Was the text easy to read and differentiate from the background?	yes
Were the accompanying icons clear for what they represented?	Yes but confusion about the "target" button's role
Any general feedback	"looks great"; would like adding/removing a person outlined in the user guide or included in FAQ
Was the vocabulary / pictures used intuitive and easy to understand	yes

**Participant 3**

Participant information:

- Native English Speaker
- Not part of Systems Design Project
- From outside the School of Informatics

	<b>Task</b>	<b>Difficulty*</b>	<b>Comments</b>
1.	Login and view your account.	2	
2.	Let's say you've successfully added your friends' mailboxes, Jane and John. Can you determine the status of Jane's mailbox delivery door, battery life and storage capacity?	2	
3.	Close the dropdown now. Let's say you've now bought your own mailbox and have had it successfully installed and powered on. Can you add your new device via the QR code on the mailbox?	1-2	
4.	Unlock and lock your new device.	1	
5.	Let's say Jane and John have added your mailbox to their accounts. Can you edit your device name and remove Jane from the device then save those settings?	3	Participant was a little confused about what the task entailed, but upon clarifying that they were meant to change the name of the device and not their account name, they were able to complete the task smoothly.
6.	Now let's remove your device.	1	
7.	Now try and view all your notifications, then just notifications from John's mailbox.	1	
8.	As you can see some notifications look a bit scary, how would you find help for these?	3	Initially wanted to click on the notification itself rather than the FAQ icon (the question mark).
9.	Log out of your account.	1	

*Some general questions:*

<b>Question</b>	<b>Participant's comments</b>
Was the text easy to read and differentiate from the background?	yes
Were the accompanying icons clear for what they represented?	yes, "it was pretty self-explanatory"
Any general feedback	"I thought that it worked really well."
Was the vocabulary / pictures used intuitive and easy to understand	yes

**Participant 4**

Participant information:

- Non-native English Speaker
- Not part of Systems Design Project
- From outside the School of Informatics

	Task	Difficulty*	Comments
1.	Login and view your account.	2	
2.	Let's say you've successfully added your friends' mailboxes, Jane and John. Can you determine the status of Jane's mailbox delivery door, battery life and storage capacity?	1	
3.	Close the dropdown now. Let's say you've now bought your own mailbox and have had it successfully installed and powered on. Can you add your new device via the QR code on the mailbox?	1	
4.	Unlock and lock your new device.	1	
5.	Let's say Jane and John have added your mailbox to their accounts. Can you edit your device name and remove Jane from the device then save those settings?	3	Participant couldn't find "Full device information and settings" button on Home screen at first, and would like it to be bigger. They gravitated towards "Remove device" button, on the 'Device' page, to remove Jane instead of "Save" and would prefer "Save" and "Discard" to be right below the names in "Accessible by".
6.	Now let's remove your device.	1	
7.	Now try and view all your notifications, then just notifications from John's mailbox.	1	
8.	As you can see some notifications look a bit scary, how would you find help for these?	1	Participant went to the FAQ section (clicked on the icon with the question mark) right away.
9.	Log out of your account.	1	

*Some general questions:*

Question	Participant's comments
Was the text easy to read and differentiate from the background?	Mostly yes, but would like the "Full device information and settings" button on Home screen to be larger with a darker background or something that made it obvious that it was a button to interact with.
Were the accompanying icons clear for what they represented?	yes
Any general feedback	Having an FAQ page along with the user guide was found to be particularly helpful.
Was the vocabulary / pictures used intuitive and easy to understand	yes

**Participant 5**

Participant information:

- Non-native English Speaker
- From within Systems Design Project
- From within the School of Informatics

	<b>Task</b>	<b>Difficulty*</b>	<b>Comments</b>
1.	Login and view your account.	1	
2.	Let's say you've successfully added your friends' mailboxes, Jane and John. Can you determine the status of Jane's mailbox delivery door, battery life and storage capacity?	1	
3.	Close the dropdown now. Let's say you've now bought your own mailbox and have had it successfully installed and powered on. Can you add your new device via the QR code on the mailbox?	1	
4.	Unlock and lock your new device.	1	
5.	Let's say Jane and John have added your mailbox to their accounts. Can you edit your device name and remove Jane from the device then save those settings?	1	
6.	Now let's remove your device.	1	
7.	Now try and view all your notifications, then just notifications from John's mailbox.	2	
8.	As you can see some notifications look a bit scary, how would you find help for these?	2	Initially wanted to click on the notification itself rather than the FAQ icon (the question mark).
9.	Log out of your account.	2	

*Some general questions:*

<b>Question</b>	<b>Participant's comments</b>
Was the text easy to read and differentiate from the background?	yes
Were the accompanying icons clear for what they represented?	yes
Any general feedback	Not much to talk about in terms of other problems as they found it all right.
Was the vocabulary / pictures used intuitive and easy to understand	yes

**\*Difficulty rated on a scale of 1 – 10, 1 very easy and 10 very hard.**