menu (https://login.sapo.pt/Login.do?to=https%2F%2F%2Fux.sapo.p%2Fchecklists%2Fusabilidade%2F)
MAIL (HTTPS://MAIL.SAPO.PT/LOGIN?
LOGIN (https://login.sapo.pt/Login.do?to=https%3A%2F%2Fux.sapo.pt%2Fchecklists%2Fusabilidade%2F).PT)
NEWSPAPER COVERS (HTTPS://WWW.SAPO.PT/JORNAIS?
UTM_SOURCE=BSU&UTM_MEDIUM=WEB&UTM_CAMPAIGN=BSU_MAINMENU&UTM_CONTENT=UX.SAPO.PT)

(https://www.sapo.pt/?
utm_source=bsu&utm_medium=web&utm_campaign=bsu_log...

☀ 10°

CHECKLIST OF CHECKPOINTS OF:

Usability (Web)

The web usability checklist consists of a set of checkpoints that can be done when you are developing your website.

You can use this list to confirm that your website complies with these rules and to ensure that you do not forget some important features during development or even to make a quick evaluation of the usability of an existing website.

Navigation and Feedback

☑ **Feedback on user actions is always provided**
The user should always receive immediate feedback on his actions, so that he knows that the system has received his command and is processing it. This feedback can be provided in several ways: when the user hovers over a link (a:hover); when the user clicks on a link (a:active); when the user navigates with the keyboard (a:focus); when the user is filling in form fields (input[type=text]:focus, textarea:focus); when the user clicks on a link that opens on the same page (#id:target); and/or when the action triggered by the user takes time to be processed (progress bar, "loading" icons or other information that gives the feeling that the action is in progress and that the user should wait for its completion).

☐ **Feedback on the user's location is provided**
We should always inform the user's location, preferably through clear visual feedback in the menu, indicating the section in which the user is located. This information can also be complemented with "breadcrumb" navigation in case there are more than 2 hierarchical levels of navigation.

☑ **The titles of the links and menus are clear and perceptible**
The texts in the menus should be clearly noticeable so that the user can understand from the start what content he will see if he clicks on a certain link. Whenever possible, the use of abbreviations in the main menus should be avoided.

☑ **Clickable items look clickable and different from the rest of the content**
Clickable items must be clearly distinguishable from the other items. The links in the middle of the text should be immediately identifiable as such and should not be confused with the rest of the text. Once the appearance of the links is defined, this aspect must be kept identical on all other pages of the site.

☑ **Non-clickable items don't look like links or buttons**
The use of underlined texts should be avoided when they do not contain links. Additionally, in the middle of the

text, different colors should not be used in words, sentences or paragraphs. A consistency should be maintained in which the text always maintains the same color throughout all pages, because the use of text in a different color can also be associated with the existence of a link to another page. Even more serious is to use the same color chosen for links in text that is not a link (in case of not using underlined links, it is advisable to identify them with a different color/aspect from the rest of the text).

☑ **The text of the links makes sense when read out of context**
Users should be able to look at the links and automatically realize something about their destination even before clicking. The use of terms such as "click here" can be quite counterproductive and when read out of context does not provide additional information.

☑ **There are no broken links**
Links should be tested so that there are no broken links (for non-existent pages, or for incorrect pages)

☑ **There is enough padding in the pagination links**
In pagination links, an extra spacing (padding) must be created around each link. This makes navigation easier since links placed only in one character become too narrow and difficult to click. By creating this extra spacing, the clickable area in the links increases and at the same time gives better visual feedback to the user.

Layout

☑ **The pages are consistent throughout the website**
Important information and clickable items (main and secondary navigation blocks) should always be placed in the same places throughout the website.

☐ **There is a specific style sheet for printing**
The site must be prepared so that the content can be read online or on paper. According to some studies, the reason why users choose to print an article or read online is its size. The larger the size of the article, the more likely it is that users choose to print it instead of reading it online. Thus, the option to print the contents of a web page should always be provided. This option should be made through a specific style sheet (CSS) for printing and not through a link that opens the same article in a different version (optimized for printing).

☑ **Fixed heights are not defined for the elements**
It is important that the graphic aspect does not limit the contents and that it grows according to the increase in them or the increase in the size of the text. Thus, the graphic elements should not have fixed heights, because the contents that will be placed inside can grow more than the height defined at the start, thus breaking the layout.

☑ **The icons used are consistent with the actions they perform**
The icons should always represent the same actions and should not be reused for other different actions throughout the website.

☑ ~~**Decorative images are not used in the middle of HTML**~~
~~The use of decorative images in the middle of the HTML (e.g. rounded corners, spacing images, etc.) should be avoided. All elements related to the presentation/decoration must be included via CSS. On the other hand, images that transmit important information or that are part of the content must be included directly on the page through the IMG tag and not as a background image of a DIV.~~

Readability

☑ ~~**Line spacing has been increased to improve readability**~~
~~A minimum line spacing of 1.4 points must be maintained in the content text blocks (texts and articles). A larger spacing between lines helps to make the text easier to read and reduce the feeling of eye fatigue after reading long texts on the screen. This spacing can be easily added through a CSS line: line-height:1.4;~~

☑ ~~**Critical information (which requires the user's attention) has enough prominence on the page**~~
~~Critical information can be of several types, but is usually related to information about changed content on the page or validation of data entered by the user in forms. They can be warnings, information, or errors. The highlight effect should not be abused since it is more efficient when used a few times on the page. On a site where the user is constantly confronted with highlight text, the effect of attracting the user's attention is easily lost.~~

☑ ~~**Only bold text blocks are used to highlight relevant information on the page**~~
~~Excessive use of bold text should be avoided. Bold text should only be used to highlight certain words or phrases. Excessive use causes the emphasis we want to give to the elements we have highlighted to lose its effect. If everything is highlighted, nothing stands out.~~

☑ ~~**There is enough contrast between the color of the texts and the background color**~~
~~The color used in the texts should contrast enough with the background color to ensure good readability. A bad contrast between the two colors can make the texts unreadable for a good slice of the population, even for people with "normal" vision.~~

Forms and Messages

☑ ~~**Mandatory items are distinguishable from the others**~~
~~Users must be able to clearly distinguish the fields in which the completion is mandatory from the other fields. Nowadays, most websites use an asterisk in front of the field name to identify them as mandatory; other websites use the word "required" instead of the asterisk. Both solutions are valid, but the use of an asterisk requires a caption at the top of the form to indicate that the fields marked with * are mandatory.~~

☑ ~~**The error messages are next to the elements that contain the error**~~
~~Error messages must be indicated next to the fields that contain the error and not only at the top or end of the form. This allows you to better contextualize errors and helps to understand where users have to correct them.~~

☑ ~~**The main actions are clearly distinguishable from the secondary actions on the forms**~~
~~There must be a visual differentiation between main actions and secondary actions in order to avoid potential user errors. This differentiation also helps to clearly understand which action confirms and which action cancels the form.~~

☑ ~~**The forms are working and send to the correct containers**~~
~~The forms must all be tested and the data receipt accounts must be verified to confirm that the data has been successfully received.~~

☑ ~~**The search is working and the error messages are adequate**~~
~~The search form must return results for the searches carried out and when there are no results a message must be shown indicating that the survey did not return results.~~

Help

☐ **There is contextual help in the most complex interactions**
Since most people do not usually read the instructions/help before starting to use a system, the most useful way to help users navigate and overcome situations that may be more complicated is to provide contextual help, at the right time and in the right place, where we know users will need it.

☑ ~~**Error messages help solve the problem**~~
~~Error messages must be clear and should help the user correct the error. A message like: "An error occurred while filling out the form" does not help at all to know the reason why the error occurred or how to correct it.~~

social networks

☐ **"Open Graph" tags have been added**
Open Graph tags should be added at the beginning of all content pages that allow you to indicate a series of parameters about the content of the page and that will be used in social media sharing.

Responsive

☐ **The site has been tested on devices of various sizes**
When developing responsive websites, they should be tested on several devices with screens of different sizes to confirm that the layouts are correctly applied.

Performance

☑ ~~**All static files have been minified and compressed**~~
~~All static files (e.g. CSS, JS and HTML) must be minified and compressed. This allows you to save a lot of KB whenever pages are loaded.~~

☐ **The contents have been optimized for mobile**
It is important to ensure that the content that a responsive website loads is optimized to be consumed in these circumstances. This includes serving lighter images, replacing Flash elements (if any) with HTML5 equivalents (e.g. video players) and reducing decorative elements to the fewest possible items and files.

f share (//www.facebook.com/sharer/sharer.php?
u=https://ux.sapo.pt/checklists/usabilidade/&t=Checklist de Usabilidade - SAPO UX)

🐦 Tweet (//twitter.com/share?
url=https://ux.sapo.pt/checklists/usabilidade/&via=sapo_ux&text=Checklist de
Usabilidade - SAPO UX)

8+ +1. (//plus.google.com/share?url=https://ux.sapo.pt/checklists/usabilidade/)

YOUR SCORE: 22/28