

# CIS422-Human Computer Interaction

## Project millstone 2

G3

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## **Introduction**

In today's world where everything is changing by the second, we humans need to take a break from all the rush we are living through. Taking care of your mental health will benefit you as a person in many different ways, such as dealing with past trauma to move on in life, being a better person at work and with also with family and friends, as well as being comfortable in your own mind, having Mind Peace. we choose MindPeace as the name of our system because we believe in self-development and making society better. Our website provides the following:

Psychological counseling, as an approach to psychological practice, calls practitioners to review the way they understand and respond to human problems and techniques to help people improve their well-being, prevent, and alleviate distress and maladjustment, resolve crises, and increase their ability to function better in their lives.

MindPeace Application is a convenient integrated solution for providing medical services regarding mental health care in person or remotely, through sessions, lectures, and support groups provided by licensed professionals. Our website aims to spread and educate the community about the importance of mental health.

Depending on their condition, users can choose the right type of treatment that suits them and book directly through the application without having to call or wait in clinics like usual.

The project focuses on providing affordable counseling to people, and it is designed to help people that deal with mental problems, such as eating disorders, stress, depression or etc.

the disorder will be taken care of by letting the individual learn about helpful techniques to deal with mental disorders. and how they can be minimized, the individual will receive the correct guidance from our specialized doctors and therapists who are available to you whenever you need them and anytime in the world.

## **System Functionality:**

- Book an appointment with a consultant whether its in person or remotely.
- Review available appointments with the names of the doctors.

- Provide tips for those who cannot pay for a doctor's visit.
- Review the rate of doctors.
- Definition of the institution and the importance of mental health.
- Support group service.
- Review of doctors' experiences.
- Daily mood tracking feature.
- Lessons in self-development and awareness.
- The private chat feature between the doctor and the patient.
- The user performs a survey in which the initial diagnosis is made, to see if the subject needs a visit.

### **System Constraints:**

- The user cannot book two appointments at the same time
- No one can access the patient database except those authorized
- Only doctors see the patient's medical records, the diagnosis of the condition, and the patient's medical history
- The institution can delete and add doctors based on their experience and evaluation
- The doctor cannot see the name of the patient who evaluated him, but he can see the evaluation without a name.

## Literature Review of similar systems



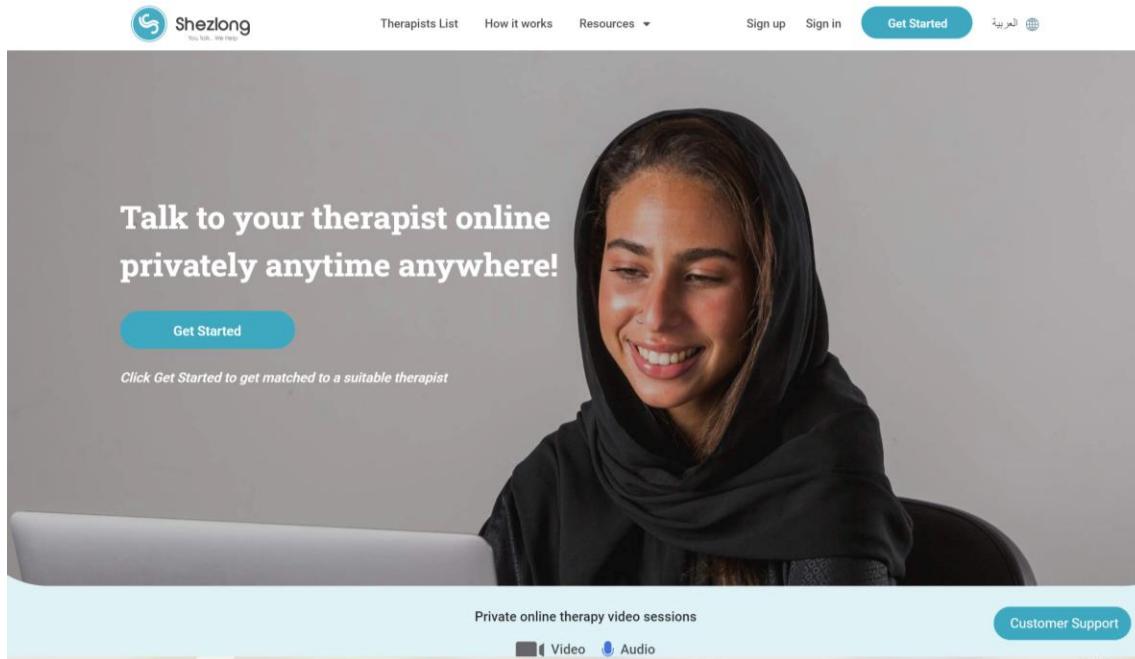
### Shezlong

Shezlong is an online therapy session that provide virtual mental health service across the medal east. it's conceded to be one of the first middle east online therapy platform. Shezlong works with experienced therapist/ psychiatrist to make sure the user is working with the best.

Website URL: <https://www.shezlong.com/en/>

### Usability's:

**Constituency** of website, providing Bold for headings and different font styles and sizes for description or text as shown on the in **Figure 1**:



**Figure 1**

**Integration** of website, being able to run across different software without any troubles (tested on Google Chrome, Microsoft Edge and on a iPhone) shown in **Figure 2 (a,b,c)**

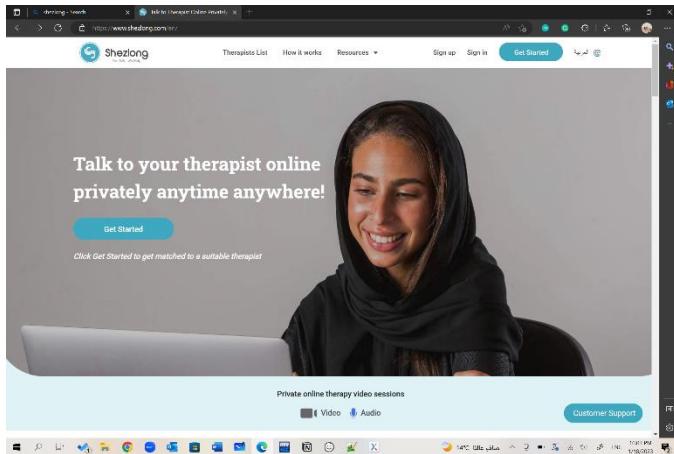


Figure 2(a)

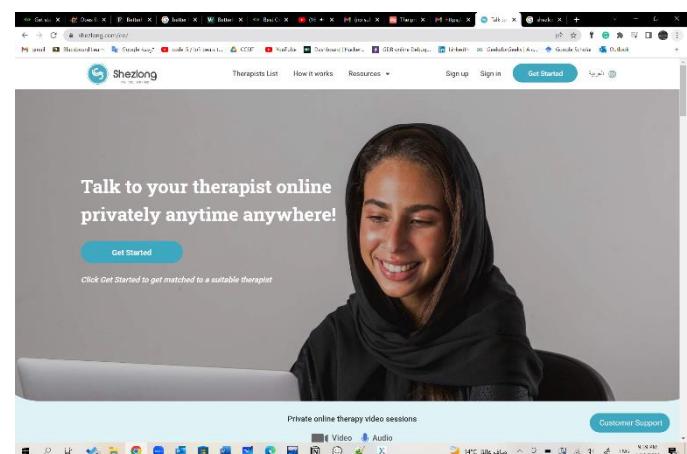


Figure 2(b)

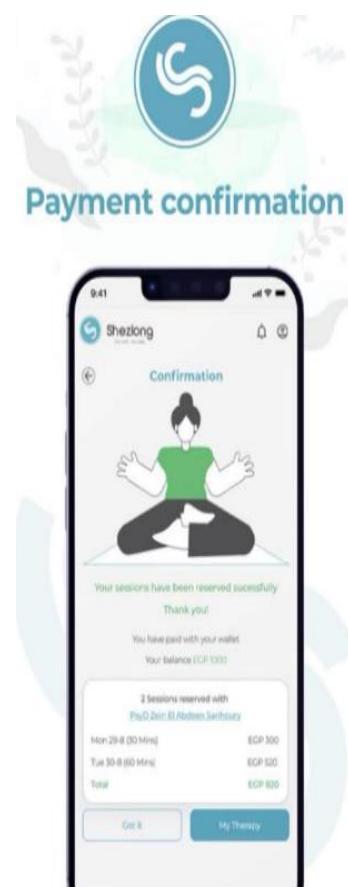


Figure 2(c)

**Clarity** of website, users can easily find and learn the system function with no confusion, easy to use and reach their promised goals shown in **Figure 3**:

The screenshot shows the Shezlong website interface. At the top, there is a navigation bar with links for 'Therapists List', 'How it works', 'Resources', 'Sign up', 'Sign in', 'Get Started', and a language switcher for Arabic. Below the navigation is a teal header bar with the text '3 steps for a better life' and three sequential steps: 'Choose therapist', 'Select date and time', and 'Complete payment'. The main content area has a search bar for 'Therapist Name' and dropdown menus for 'Select Specialization' and 'Sort by: Select'. On the left, there is a 'Filters' sidebar with sections for 'Therapy Type' (Radio buttons for Therapy, Psychiatry, and Counseling), 'Availability & Duration' (Checkboxes for Online and Today), 'This Week', 'Available From:' (Date range input), 'Available to:' (Date range input), 'Duration:' (Checkboxes for 30 Min and 60 Min), and a 'Customer Support' button. The main content area displays a section titled 'Online now (you can start a session within minutes)' featuring five therapist profiles with stars and names: Amer Maadal (4.8), Bouchekima Ahlam (4.79), Saad El Mahdy (4.8), Yosra Morsy (4.54), and Omnia Ahmed (4.92). Below this is a section titled 'All therapists' with a circular icon showing a person reading and a button labeled 'Get matched to a suitable'.

**Figure 3**

**Credibility** of Website, users can trust the system because it uses the secure **SSL** for internet encryption and is part of the **ISMHO** shown in **Figure 4**:

The screenshot shows the bottom of the Shezlong website. It includes a logo for 'Shezlong' and the tagline 'Shezlong is number one in online Arabic psychotherapy worldwide'. There are links for 'Shezlong', 'Resources', 'FOR THERAPISTS' (with a 'Join us as a Therapist' button), 'Follow us' (Facebook, Twitter, Instagram, LinkedIn), 'Download our app' (links to App Store and Google Play), and a 'Customer Support' button. The footer also contains a 'SECURE SSL' badge and a copyright notice: 'All rights reserved to Shezlong 2023'.

**Figure 4**

User able to perform tasks such as (view therapist/ psychiatrist profile, view reviews, view available dates and book a session ) shown in **Figure 5**:

The screenshot displays the Shezlong platform interface. On the left, a therapist profile for 'Bahaa Mahmoud' is shown, including a photo, basic info (Language: Arabic, Country of Residence: Egypt, Joining Date: 4 months ago), specialties (Child disorders, Adolescence disorders, Mood disorders (depression), Anxiety disorders and obsessions, Marriage Counselling/Relationship Disorders), and a rating of 4.78 (111 Rev) with 500+ Sessions. A review card from 'dro...' dated 16 days ago is also visible. On the right, a 'Booking Now' section shows available time slots for 'Tomorrow (19/1)', 'Friday (20/1)', and 'Saturday (21/1)'. The interface includes tabs for 'Profile' and 'Reviews', and a 'Customer Support' button.

**Figure 5**

**Availability** of the system, there isn't DOS within the website so it made available all day long .

**Survey instruments** in system used after the session completed to measure if the goals of the users are met through the session by selecting a star rate and a comment is made in the therapist profile that will help other users in choosing a therapist.

## User analysis

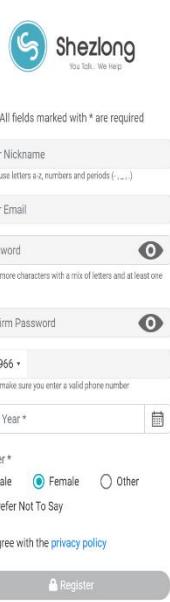
- Shezlong system is designed for users that are teenagers and adults.
- We notice the system needs improvement because it is not designed for users with disabilities there isn't screen reader, braille display or customize screen font size.
- Also, it's not designed for children because the system need feedback and communication from user.
- The search was used effectively on the website that will help user find its match.
- The website is very reliable as it's secure and trustworthy due to the use of SSL and IOMHO.

- User will be sent mail notifications as the user successfully completes the online payment and book a session.
- The user will give an instruction if an error was made for instant if user was trying to book a session in 2021 instead of 2023.
- Only gathering needed information from users.

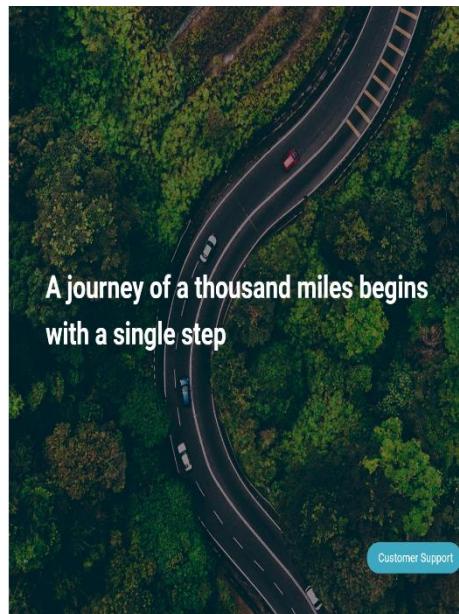
## Task analysis

- **Trying to log in/out of the system:**

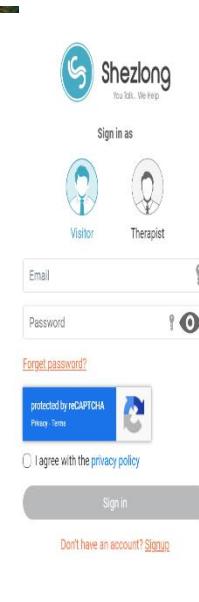
By using Sign in and sign out (the system only collects required information such as nick name, email, gender, and password) shown in **Figure 6 (a,b)**



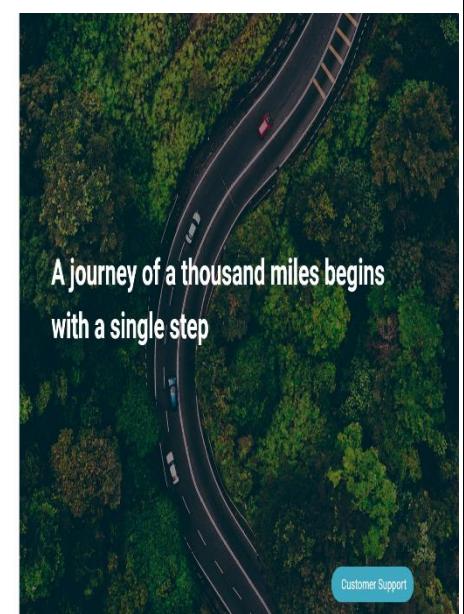
The registration form for Shezlong. It includes fields for Nickname, Email, Password, Confirm Password, Phone Number (+966), Birth Year, Gender (Male, Female, Other), and a checkbox for agreeing to the privacy policy. A 'Register' button is at the bottom.



**Figure 6(a)**



The sign-in page for Shezlong, similar to Figure 6(a) but with different styling. It shows the same fields (Email, Password, reCAPTCHA, Sign in) and the same background image and text. A "Customer Support" link is at the bottom right.



**Figure 6(b)**

- **Search for a therapist/ psychiatrist:**

By using the search bar and the filter on the left side, user can **search** the name, specialization and use **filter** for therapy type (Therapy, Psychiatry, Counseling), Date, Time, duration, therapist gender, rating , language and county and session fees. All the many options shall provide specifically what the user need shown in **Figure 7** .

The screenshot shows the Shezlong platform interface. At the top, there is a search bar with the query "hanna Niazi", a dropdown for "Select Specialization", and a "Sort by:" dropdown set to "Select". Below the search bar, there is a "Filters" section on the left containing various filtering options: Therapy Type (Therapy, Psychiatry, Counseling), Availability & Duration (Online, Today, This Week), Available From/To dates, Duration (30 Min, 60 Min), Gender (Male, Female), Rating (5 stars and above), Language & Country (Select Language, Select Country), and Session Fees (SAR) (Less than 10, From 10 To 20, From 20 To 30, From 30 to 40, Above 40). In the center, there is a section titled "Online now (you can start a session)" featuring two therapist profiles: Hanaa Niazi (4.86 rating, Depression, Anxiety Disorders) and Adel Momani (Depression, Anxiety Disorders, Depression). A large call-to-action button says "Get matched to a suitable therapist" with "Shezlong Selection". On the right, there is a sidebar with "All Specializations" listed, including Child disorders, Adolescence disorders, Mood disorders (depression), Anxiety disorders and obsessions, Marriage Counselling/Relationship Disorders, Psychotic disorders, and Addiction. There are also "Customer Support" buttons at the bottom.

**Figure 7**

- Check profile and reviews on therapists, psychiatry, counseling profile page:

Made by users who completed their session by have a comment section + star ratting and what day it was written at shown in **Figure 8**.

The screenshot displays the Shezlong platform interface. At the top, there's a navigation bar with the Shezlong logo, 'Therapists List', 'How it works', 'Resources', 'Sign up', 'Sign in', 'Get Started', and a language switch to 'العربية'. Below the navigation is a therapist profile for 'Hanaa Niazi'.

**Hanaa Niazi**  
Psychologist  
4.86 (380 Rev)  
1000+ Sessions

**Basic Info**

- Language : Arabic
- Country of Residence : Egypt
- Joining Date : 3 years ago
- Main focus : Depression, Anxiety Disorders
- Specialties: Child disorders, Mood disorders (depression), Anxiety disorders and obsessions, Marriage Counselling/Relationship Disorders,

**Reviews**

4.86 (380 Reviews)

Communication	4.76
Understanding of the situation	4.88
Providing effective solutions	4.69
Commitment to start and end times	4.64

Comments from users:

- ban... 5 stars 2 days ago: من سعد بذلت جلسات مع الدكتور و من وقتها بذلت لهم نفسى و مشاعرى أكثر و فرط قوى جانبي أكثر و ملأ بعد سعد قولت لهم تخصصك من قلب و لأنّ عم اشتعل على هنالى بمساعدة الدكتور هذه بعدها العافية
- lam... 5 stars 2 days ago: الدكتور مرحبة جدا في الكلام و لطيفه لا يبعد الحدود بسنتع كوس ارقى و سنهه و خلاني أخذ مالي و لهم حادث كبير ، شكرًا جزيلاً يا دكتور وتحت هذا بعد الكلام مع حضرتك ربنا يبارك لك
- yas... 5 stars 3 days ago: Perfect
- n.u... 5 stars 8 days ago: Nul... 5 stars 9 days ago: very good doctor
- moh... 5 stars 15 days ago: i was in dark , now i can see the color of life thx
- esr... 5 stars 16 days ago: she is very professional,caring and gave me alot of practical solutions.
- doh... 5 stars 16 days ago: omr... 5 stars 16 days ago: . هذه من أكثر الاندراينالز راحة في التعامل معها، يفهمون أدقّي من قبل ما أغلض كامل عندها فراغه على تحديد مكان المشكلة و سببها و توسيع دائرة الطريق المسكونية، يبعض أني يمكنه فعل سمعاني، و يجب هنا كلّ مرة زيادتي بأسمى وأعالياتنا دليلاً على احسن ان التوجيهية أكثر، و التي مسؤولية و مفهومه أنا مسؤوله اني اختفت الخطورة في ايع حضرتك شكرًا جزيلاً

**Booking Now**

SAR 132 / 30 Mins - SAR 177 / 60 Mins

**This Week**      **Calendar**

Please select a time slot :  All times are (Asia/Riyadh) [Change](#)

Today (19/1)	Tomorrow (20/1)	Saturday (21/1)
10:00 AM to 11:00 AM to Min	12:01 AM to 01:01 AM to Min	12:01 AM to 01:01 AM to Min
11:00 AM to 11:30 AM to Min	10:00 AM to 11:00 AM to Min	05:30 PM to 06:00 PM to Min
12:00 PM to 01:00 PM to Min	11:00 AM to 11:30 AM to Min	07:00 PM to 08:00 PM to Min
01:00 PM to 02:00 PM to Min	12:00 PM to 01:00 PM to Min	08:30 PM to 09:00 PM to Min
02:00 PM to 03:00 PM to Min	01:00 PM to 02:00 PM to Min	10:00 PM to 11:00 PM to Min
02:30 PM to 03:00 PM to Min	02:00 PM to 03:00 PM to Min	11:00 PM to 11:30 PM to Min
03:00 PM to 04:00 PM to Min	03:00 PM to 03:00 PM to Min	11:30 PM to 12:00 AM to Min

**Customer Support**

Figure 8

- **Fill out a survey:**

for getting a recommended therapist base on user's answers shown in **Figure 9.**

The screenshot shows a survey interface on the Shezlong website. At the top, there is a navigation bar with links for 'Therapists List', 'How it works', 'Resources', 'Sign up', 'Sign in', 'Get Started', and language selection ('العربية'). Below the navigation is a main heading 'Let's match you to the right therapist' followed by a subtext: 'Shezlong has over 250 therapists. choosing the right therapist can be a hard step for you. Your answers to the following questions will help us match you with the most suitable therapist for your needs.' A question is displayed: 'Have you ever felt uninterested in all or most things unable to enjoy anything you used to enjoy before, and this lasted almost most days of the week for at least two full weeks?'. Two buttons are available for this question: 'Yes' and 'No'. Below the question is a link to 'Previous question'.

**Figure 9**

- **Ability to apply for a therapist position** shown in **Figure 10**

The screenshot shows a landing page for therapists on the Shezlong website. The top navigation bar is identical to Figure 9. The main content features a large image of a smiling man in a white shirt and tie, holding a clipboard and pen. To his left is a text box with the heading 'Join Shezlong now and make your own contribution' and a subtext: 'Enjoy practicing psychotherapy online; now you can communicate with thousands of customers from all over the world privately. Join us with other psychiatrists and psychologists worldwide.' A 'Join now as a therapist' button is located below the text. Below the image is a section titled 'What Shezlong offers you' with three items: 'Online Sessions' (availability to work from anywhere saving time, effort and cost), 'Better Communication' (availability to communicate with customers via a text chat or via a video call), and 'Private and Safe' (Shezlong is 100% private and secured). Each item has an associated icon and a 'Customer Support' button.

**Figure 10**

- Book a therapy session:**

Users can do that by going to the therapist page and click on any available date and time suitable for the users and the price is mentioned above the session selection shown in **Figure 11**.

(Red is booked, Gray is where the user mouse at, white is available session)

The screenshot shows a therapist profile for Hussein Haj Ahmad, a Psychologist. The profile includes a photo, basic info (Language: Arabic, Country of Residence: Egypt, Joining Date: 3 years ago), specialties (Depression, Anxiety Disorders, Mood disorders (depression), Anxiety disorders and obsessions, Addiction, Sexual disorders), a rating of 4.79 (1171 Rev) from 1000+ sessions, and a review snippet from Abd... 3 days ago.

To the right is a "Booking Now" section. It shows a grid of time slots for Today (19/1) and Tomorrow (20/1). The grid uses color coding: red for booked slots, gray for unavailable slots, and white for available slots. A "Customer Support" button is located at the bottom right of the grid.

Figure 11

- Pay for session fees:**

User must complete the online payment for the section to be completed shown in **Figure 12**.

The screenshot shows the payment process. The first step is "Choose therapist" (selected), followed by "Select date and time" (selected), and finally "Complete payment".

The "Payment" section allows selecting a payment method: Wallet or Credit Card. The Credit Card option is selected, showing fields for Card Number, Expire Date (MM/YY), and CVV. A checkbox for "Save Credit Card details for later payment" is checked. A "Powered by stripe" logo is present, along with a "Complete Payment" button.

The "Payment Details" section shows the therapist's profile picture and name (Hussein Haj Ahmad). It details a 60-minute video session from 11:00 PM to 12:00 AM on Tomorrow, Jan. 20 (in about 2 days). The session fee is 151 SAR. The breakdown is Subtotal 151 SAR, Transaction Fees 8.3 SAR, and Total 159.31 SAR. A "Customer Support" button is at the bottom right.

• Figure 12

# **Labayh Application**

## **1. Introduction**

“Labayh” is an online application for remote delivery of care, wellbeing, and mental health services, through private sessions, lectures and support groups delivered by licensed clinicians and professionals. “Labayh” usability is tested in this report. Usability refers to the effectiveness, efficiency and satisfaction achieved through objectives Specific to a specific user in specific environments. The Labeeh app is aimed at all adults who need psychological care and provides them with several solutions. The usability test aims to determine how easy the interface is to facilitate the user's ability to complete routine tasks, easily book appointments 24 hours a day, and join To treatment and payment programs with convenience and ease through several methods Usually, the test is conducted with a group of potential users remotely (using electronic meeting, telephone or messenger), or on site using portable equipment "according to the customer's preference", the application has high privacy For customer sessions, a special box for prescriptions is available for each session, and the application is licensed by the Saudi Ministry of Health..

## **2. Evaluation Tasks/Scenarios**

- Task1: Download the application.
- Task 2: Create an account and login.
- Task 3: Discover and explore the homepage.
- Task 4: book a session and checkout.
- Task 5: Try to contact using “Contact us” and “Help and Support”.

## **3. Results**

The results are obtained by testing “Labayh” application. This section provides the task completion.

success rate in 4.1 and satisfaction rate in 4.2.

### **3.1 Task Completion Success Rate**

Task 1 could not be completed due to the inability to download “Labayh” application on macOS or Windows. Tasks 2, 3 and 5 are successfully completed. Half of Task 4 is completed because the Apple pay does not work.

## 2. Task Ratings

After completing each task, the ease or difficulty of completing the tasks is rated:

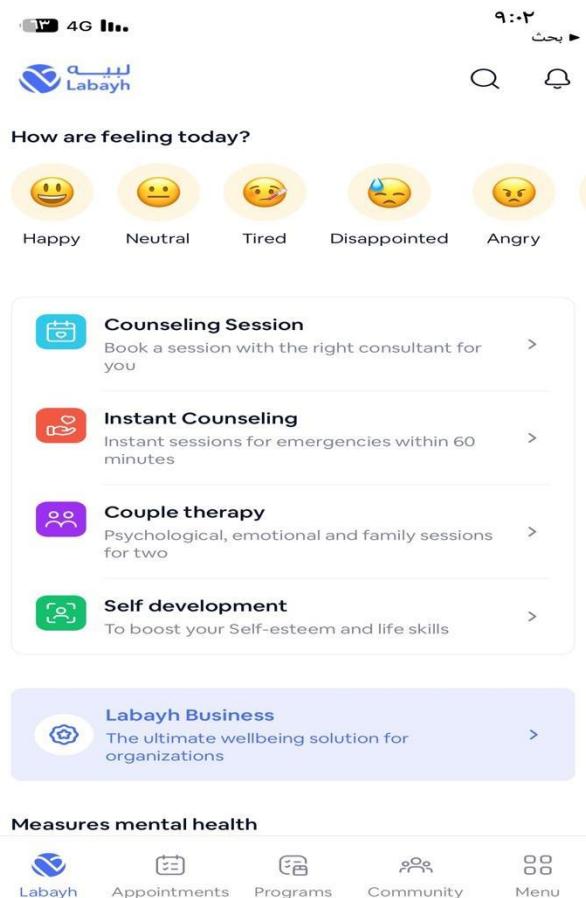
- It was easy to find my way to this information from the home page.
- I was able to display interfaces and identify them easily.
- It was easy to set an appointment according to the client's desire and book it.
- Choosing, booking, and paying for the treatment program was very easy.

## 4. Usability features of the application:

### What features I liked most of the application?

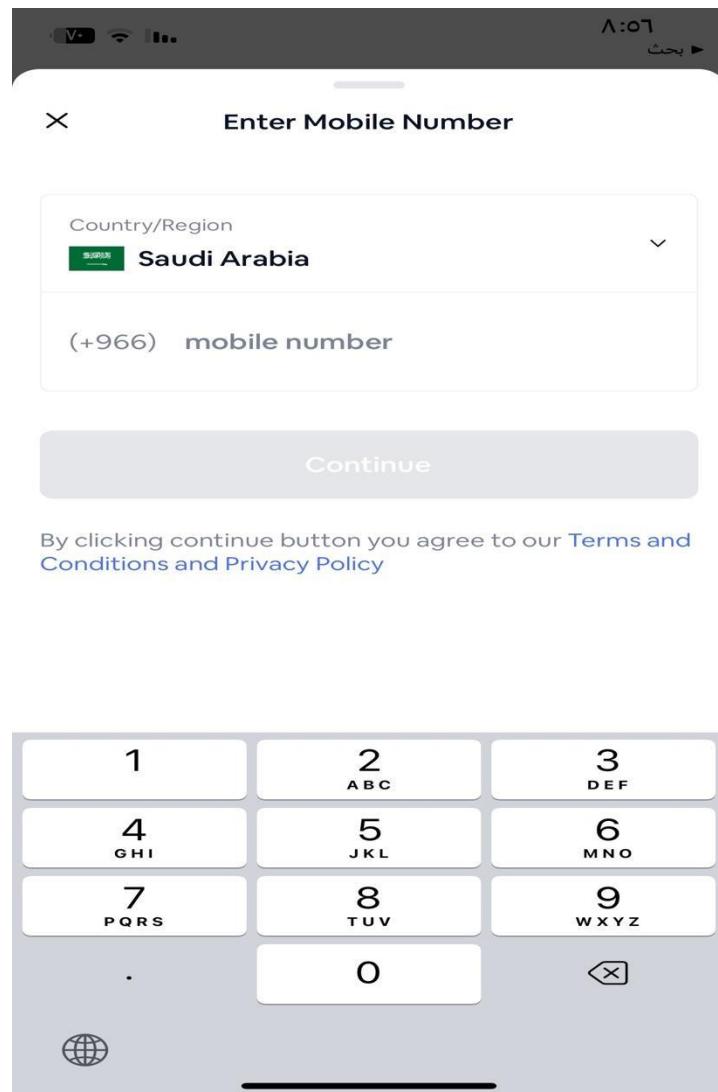
Personalization: Labayh provides many services that meet the needs of customers according to their desires, such as that there are many doctors and specialists available 24/7 and in various ways such as a voice call, video, or messages

Here the main interface of the application appears. I liked the consistency of the colors in this interface so that it does not bother the eyes. Also, the titles are clear with different and consistent font styles and sizes. At the forefront of this application, I was attracted by the **How are feeling today?** section. This section helps you assess your psychological state on a weekly or monthly basis throughout the year. only as shown in **Figure 13 a and b**

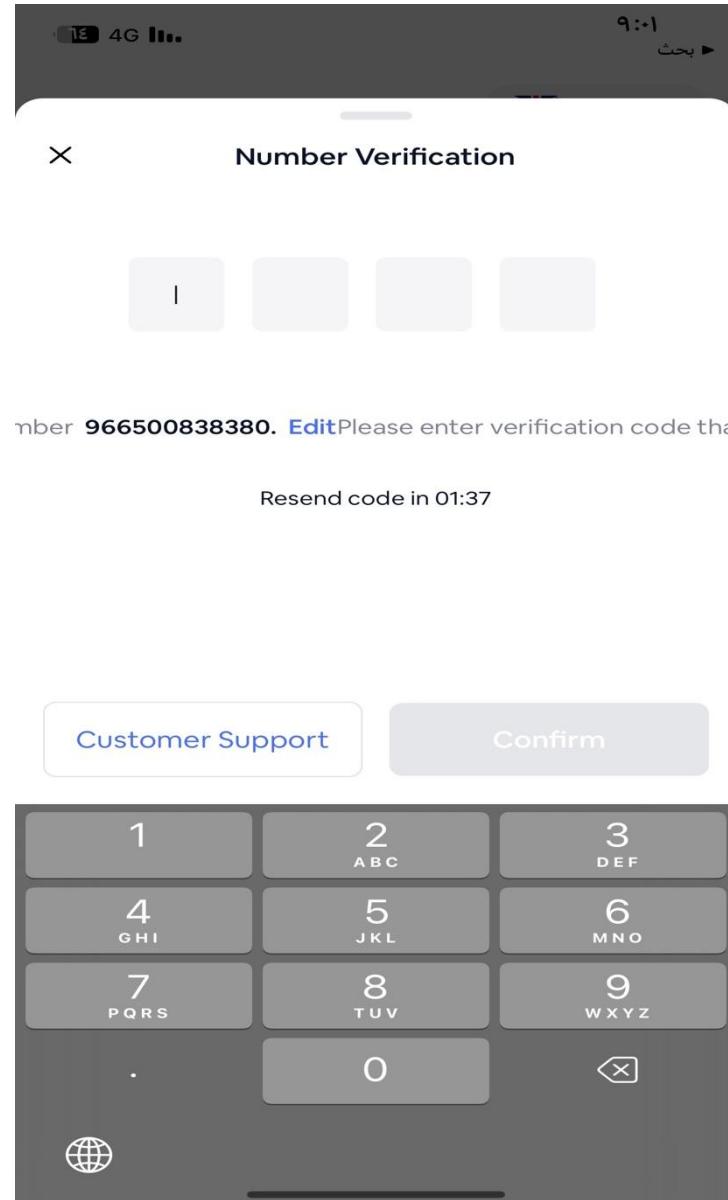


**Figure 13 (a): Home page**

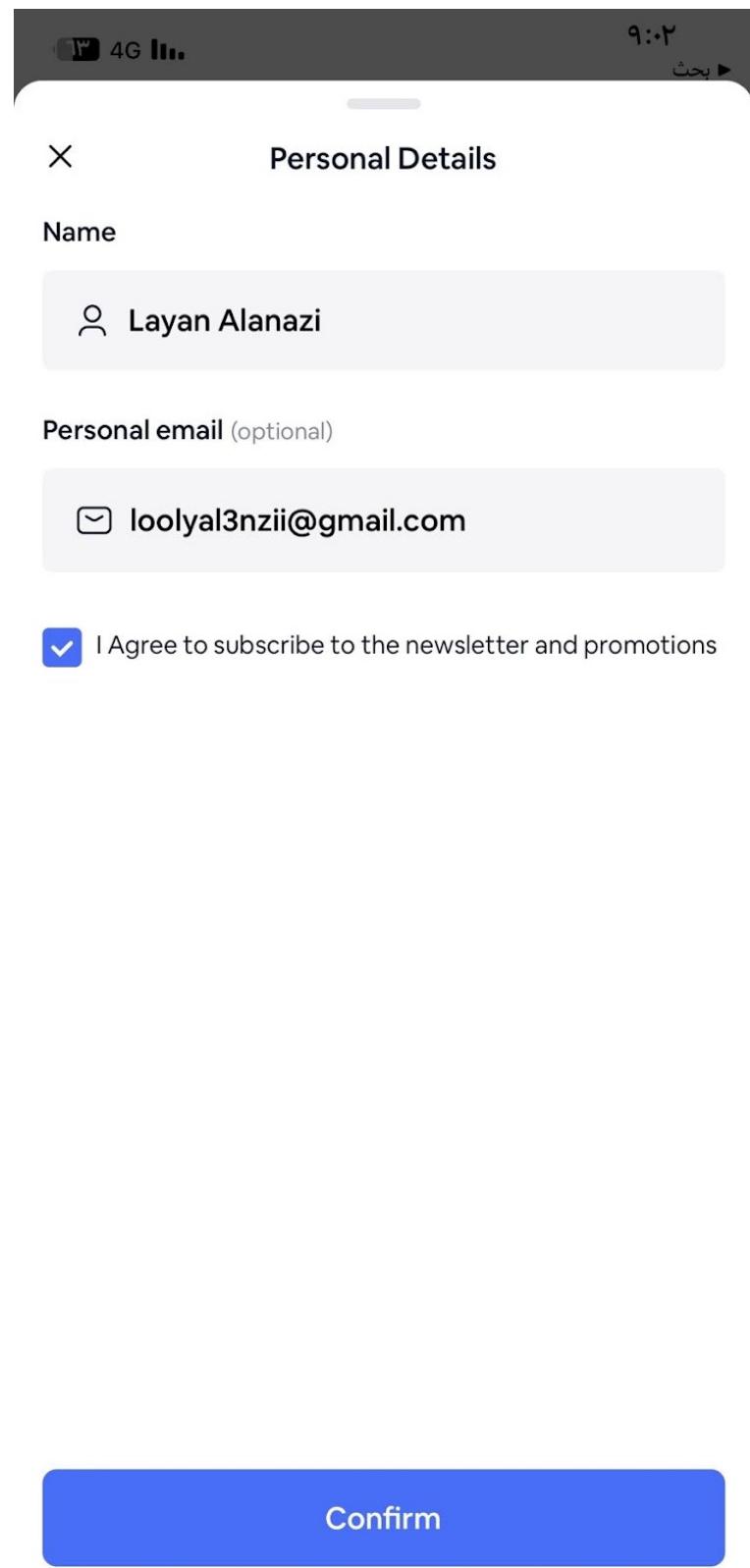
Easy to create an account, it asked for entering the Phone number and the verification is via a code sent to the mobile. I liked that the code arrives quickly at the same moment, and after that it asks for the name and email, only as shown in **Figure 14** a, b, and c.



**Figure 14 (a): Account Creation Requirements**

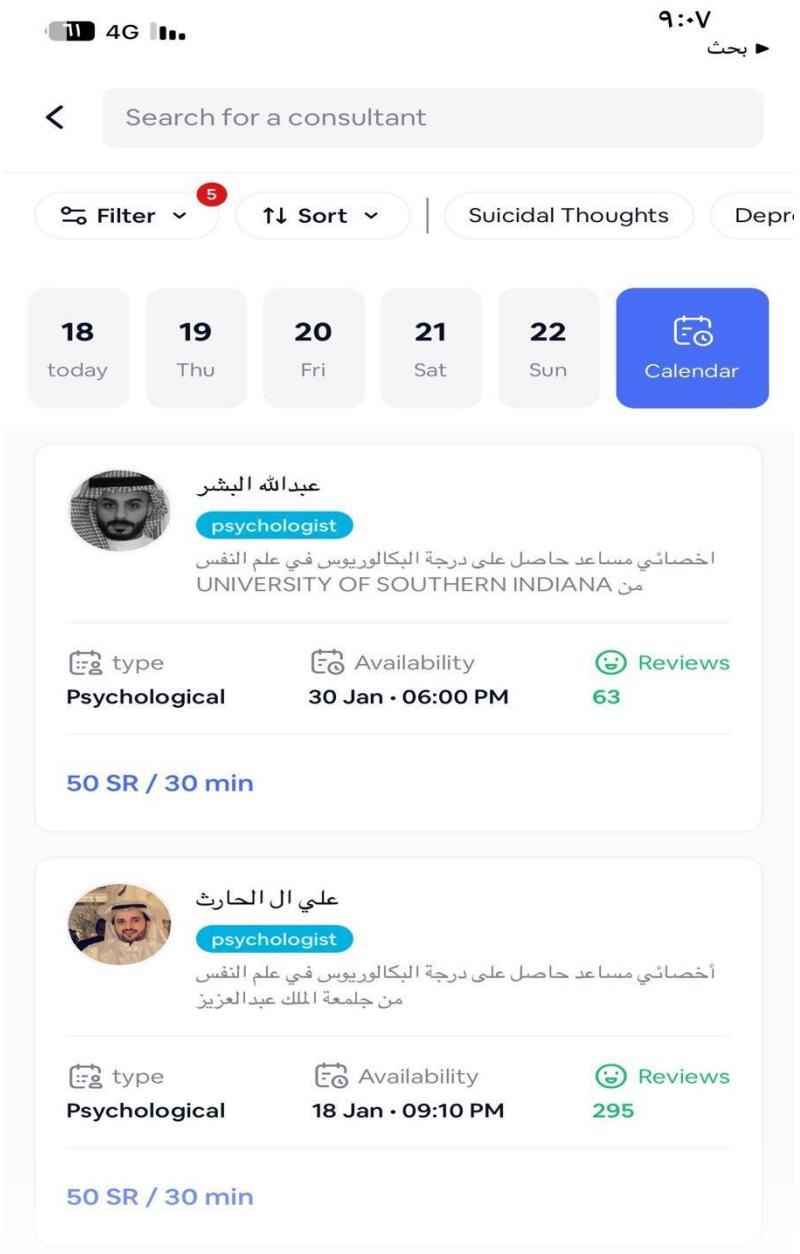


**Figure14 (b):** Account Creation Requirements



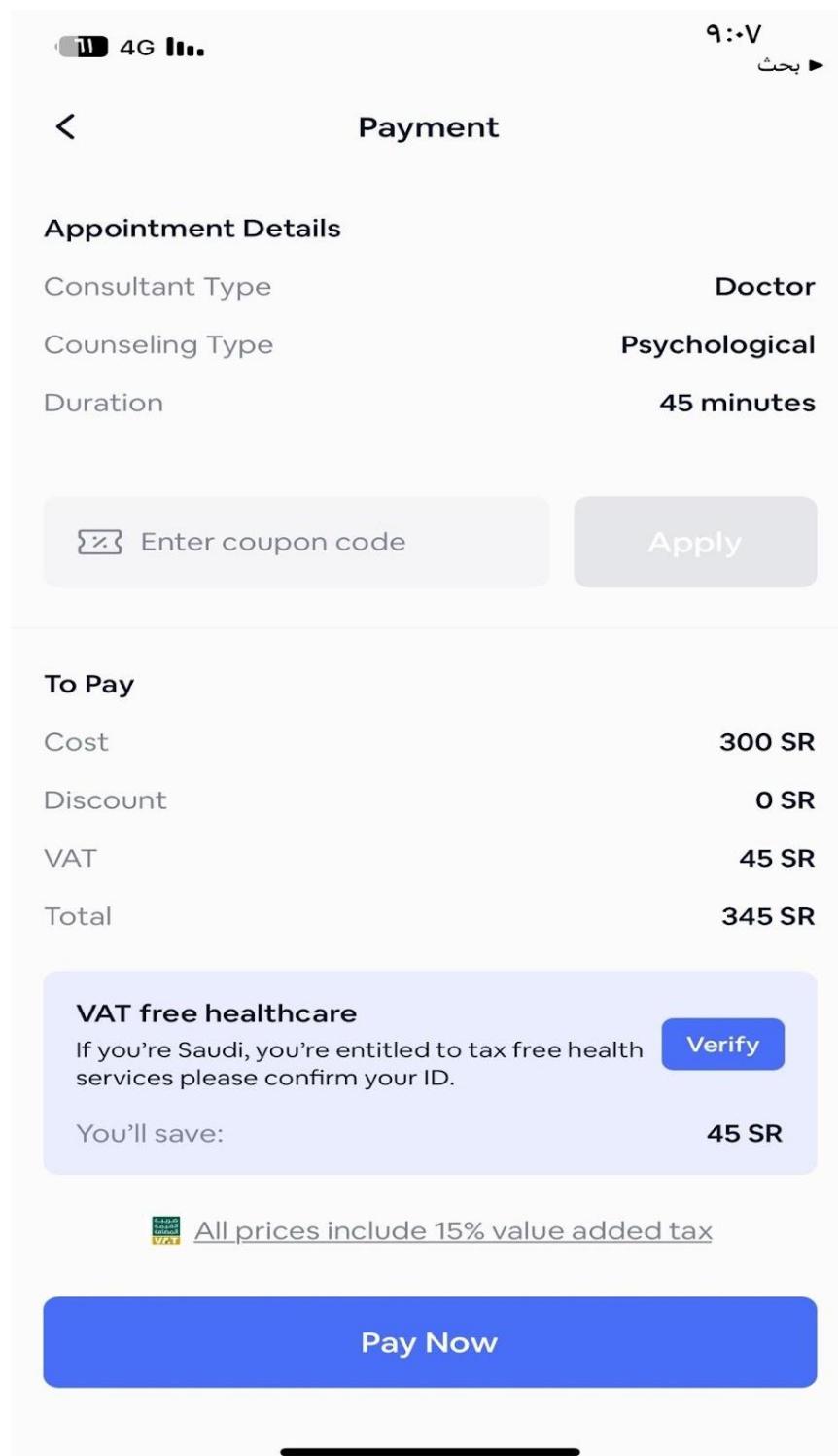
**Figure14 (c):** Account Creation Requirements

Ease of scheduling appointments and choosing a specialist or doctor as desired by the client shown in **Figure 15**



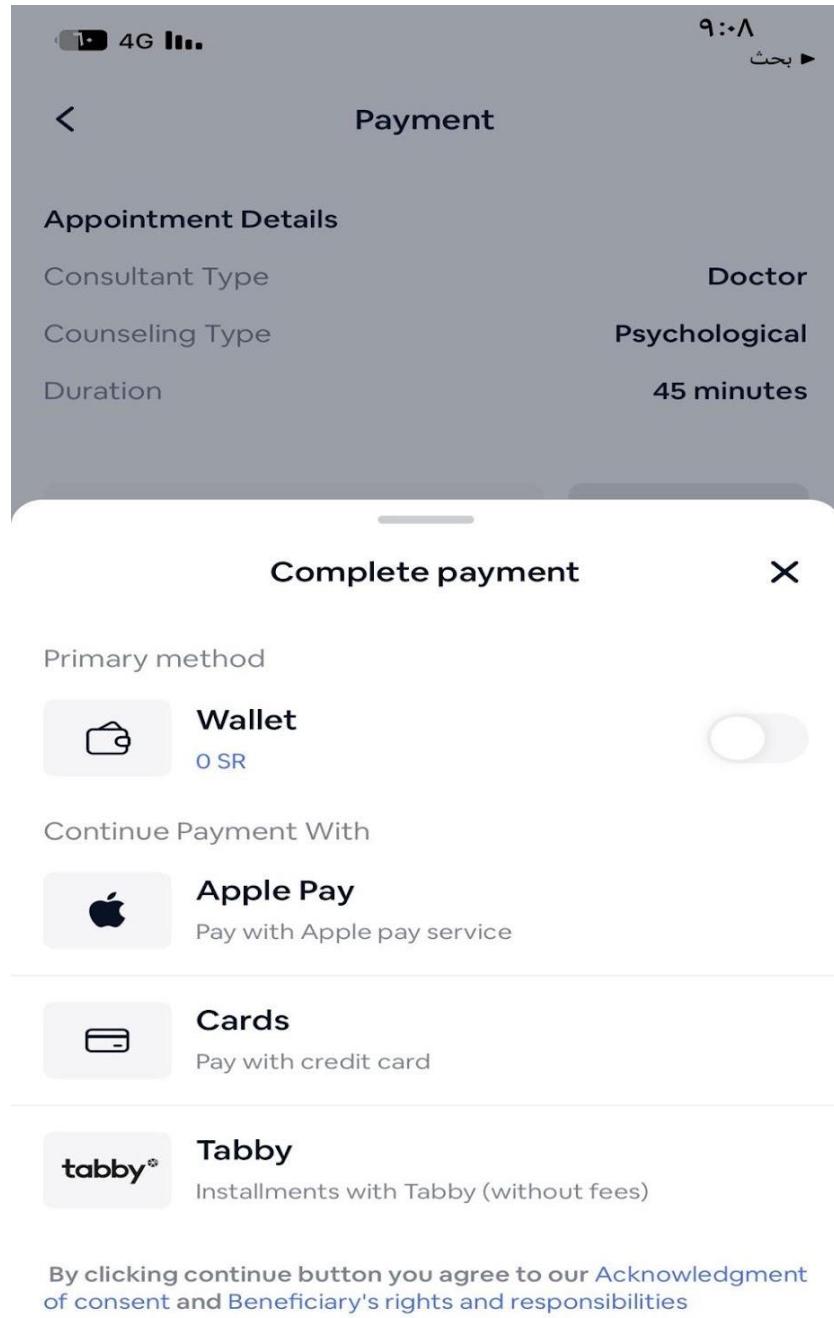
**Figure 15:** Appointment Booking

The ease of adding items from shopping cart, the process of adding an Appointment to the cart and checkout was smooth and easy as shown in **Figure 16**.



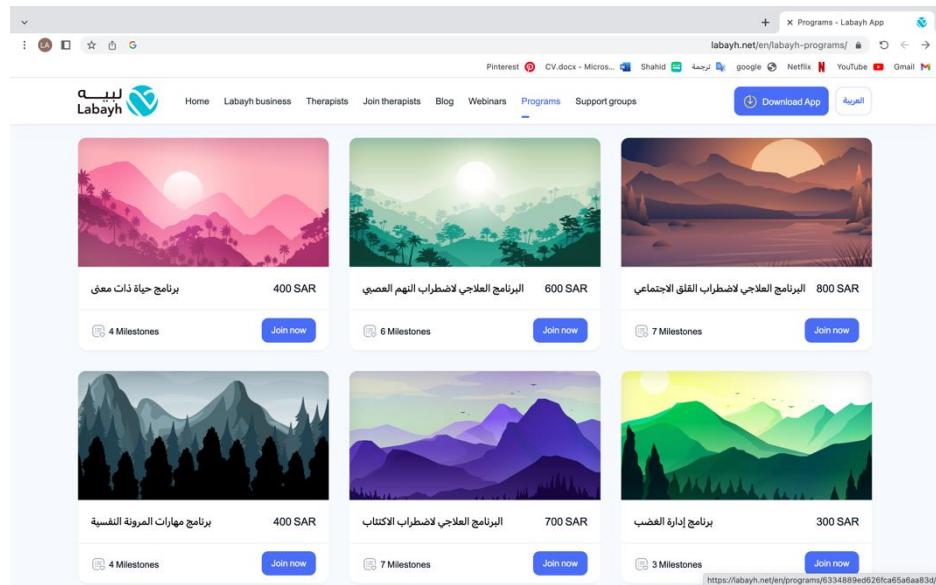
**Figure 16:** payment

There are troublesome payment methods through cards or easy installments, which is a very nice feature on the site. Unfortunately, the apple pay method did not work for me, but in a lot of ways it works well shown in **Figure 17**.

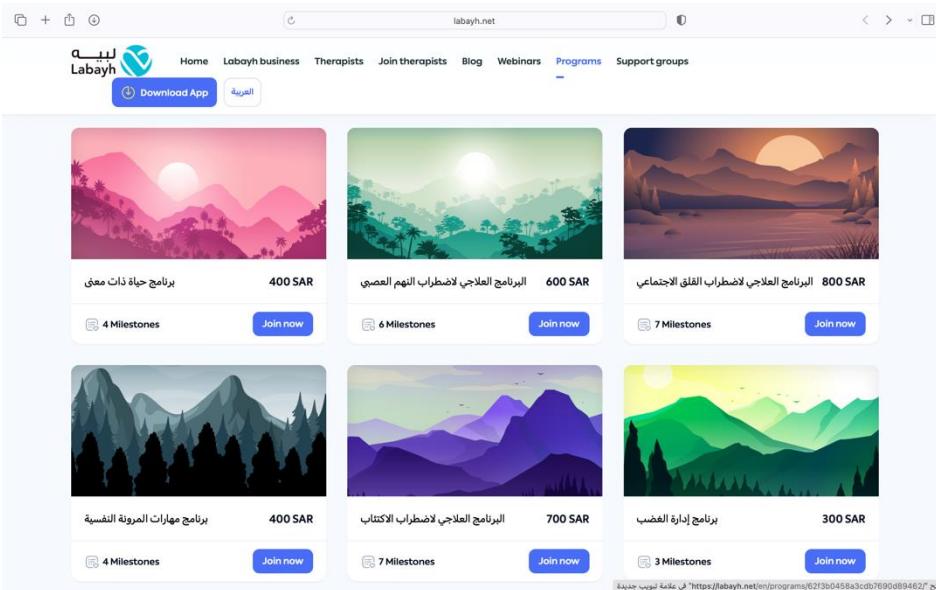


**Figure 17:** payment methods

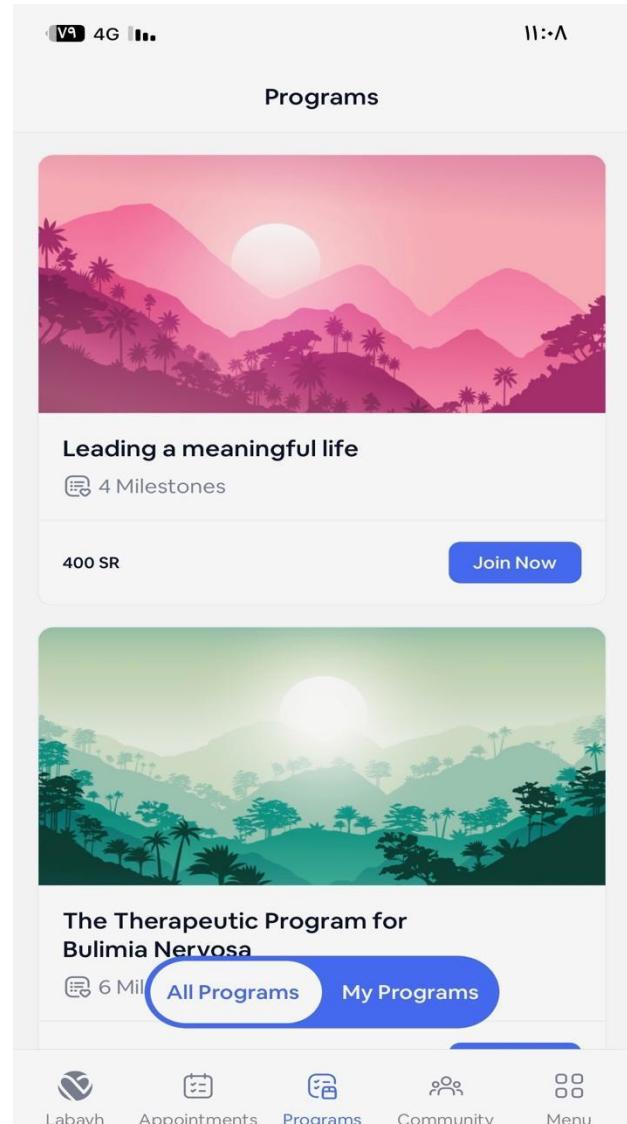
Tested on Google Chrome and Safari (on Desktop and Mobile), perfectly worked on both browsers as shown in **Figure 18 a, b, and c.**



**Figure 18 (a): "labayh" website on Chrome**

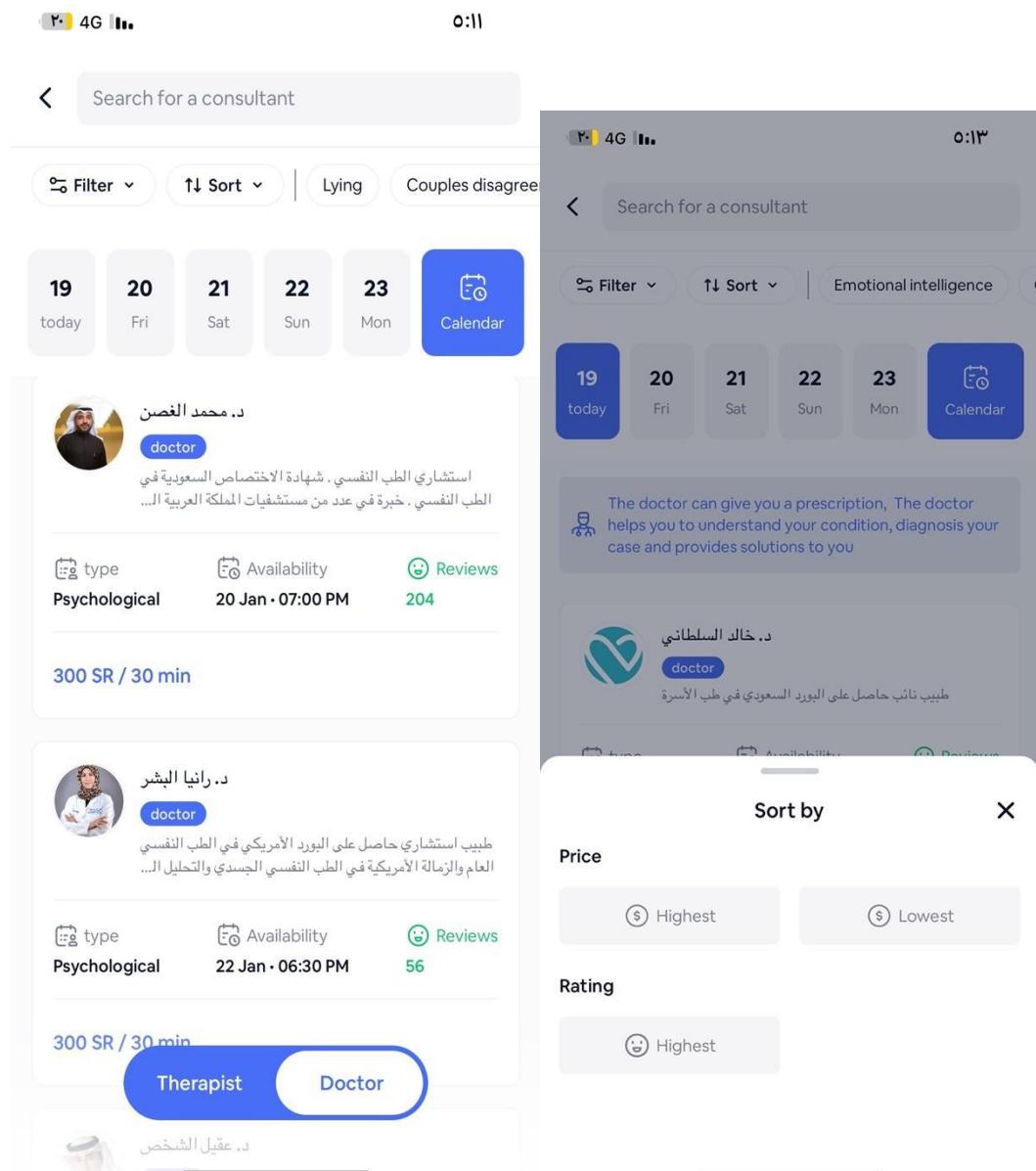


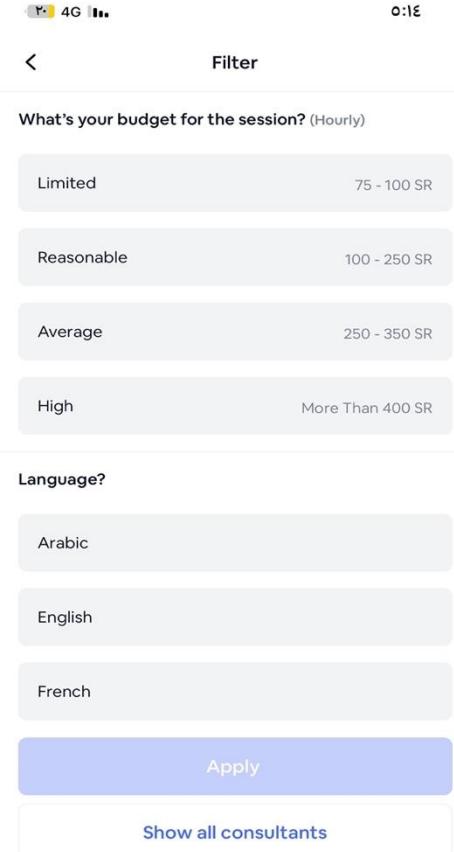
**Figure 18 (b): "Labayh" website on safari**



**Figure 18(c): "Labayh" application on Mobile**

Search: The search feature is beautiful and very fast and saves the user a lot of time and effort to find the doctor he is looking for. The user can filter the options in terms of the highest rating and the price of the session **shown in Figure 19 a and b**.





**figure 19(b): extra filter for search.**

Instructions: The application explains all the instructions adequately, and there is also a box for help and common questions, and customer service is available throughout the day, and this is a good feature to satisfy customers

##### **5. Something I would like to change on the website:**

- Customization: Since it is an electronic application, the user can reduce and control the brightness, but there is no customization that the user can control in the application, such as enlarging or minimizing the font.
- They have a website, but only for browsing. I would like to add a box to create an account, log in, and book appointments through the website
- I'd like to add a "Dark Mode" feature that allows users to quickly set the screen to dark during the night.
- To increase customer satisfaction, I would like to offer the first free consultation to those new to the site.

# "قريبون"

## Introduction.1

Is application to promote mental health is considered one of the best government health applications in the Arab world. Where he provides free psychological consultations for various mental illnesses with many specialists who provide guidance and answer questions. This application has many advantages such as, having a variety of educational content with hundreds of visual materials where you can take correct information from a reliable source instead of random search engines. In addition, it supports the Arabic language and is available on IOS and Android devices. One of the awesome features in the application is that you can interact, send and share articles and clips. Scientific books are also available and a feature to search for a psychiatric hospital. It also provides the option of user if he wants to receive a notification or not. As for usability testing, it is a well-thought-out technique and plan used in user-centered interactive designs with the aim of evaluating and measuring the application's ability to achieve application, and the report "قريبون" the intended goal. In this report, we tested the usability of indicated the effectiveness and efficiency of this application. After testing and experimenting with the application interfaces, it was found that it is uncomplicated and easy to use, and it also meets the needs of users as expected.

## **Tasks and Rating scale.2**

Tasks	Completion success rate	Rating Scale 0-5	Note
Download the -1 .application	%100	5	Available in the most famous stores as .apple store and google store
Create Account -2 .and login	%100	5	.Easy, it provide quick access
Browse the main -3 .interface	%80	4	.Diverse but unattractive
Consultation -4 .Request	%100	5	Easy and flexible and deal correctly .with error
Book browsing-5	%70	3	Easy of access but it should be move .to another Application

Table 1 task and rating scale of ghareboon application

## Some feature of Application I liked.3

### The way of login and create account in Application [1]

One of the positive things that have been noticed on the sign-in page is that contains a verification if a user will be able to log in with a valid phone number. And check if the field is blank or not before Click on the login button. In the create account page also check if one of the fields is blank before Click on the login button and it's clear for the user to understand the requested information shown in **Figure 20**

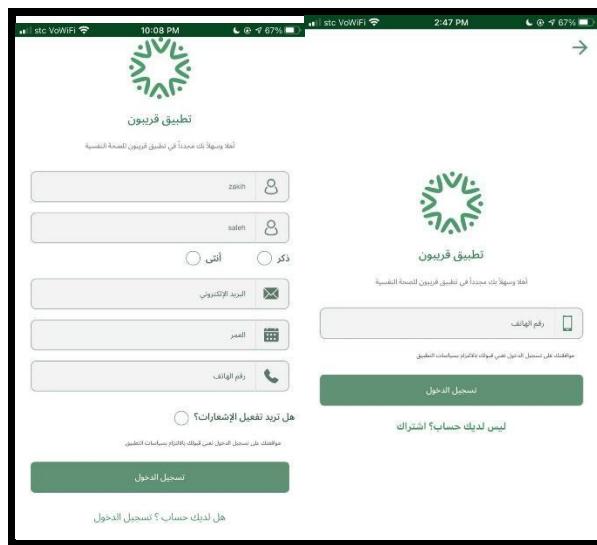


Figure 20

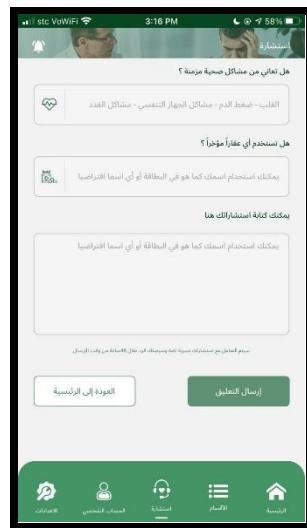
### provide a lot of diverse department [2]

When you look at the page of the various educational sections, it makes you feel that this application does not target a specific and small segment, as it cares about many personalities adolescents, children, and women for the mental health of society such as the elderly, youth, to raise awareness of the concern shown in **Figure21**.



## The way of submit a consultation request [3]

the page for requesting psychological counseling depends on a simple method, where the user can request his advice in a flexible and direct manner, which makes this page more effective .because it deals with errors without problems and complications shown in **Figure 22**



**Figure 22**

## The diverse of visual material [4]

Since it also targets a large group of people, this application is one of its goals to maintain the loyalty of its customers, as it provides many visual materials so that each user can choose the appropriate materials for him shown in **Figure 23**.



**Figure 23**

Something in Application should be improve.3

### **The way of search about psychiatric hospitals[1]**

When I try to search about psychiatric hospitals and choose one of the hospitals show us the map  
s not efficient because its not depending on the google map and not 'of the hospital but i see it  
.help the user like tracking the car of user to moving to the hospital

### **The way of book browse[2]**

t provide the a special page in which to browse 'To browse the exist books the application doesn't  
.the book it need to move to google drive

### **The design of homepage interface [3]**

In personalization the design style of the homepage Ordinary and unattractive and i think it  
.should be improved it

## Talk Space – Online Therapy website

**The URL:** <https://www.talkspace.com>

### **1.Introduction:**

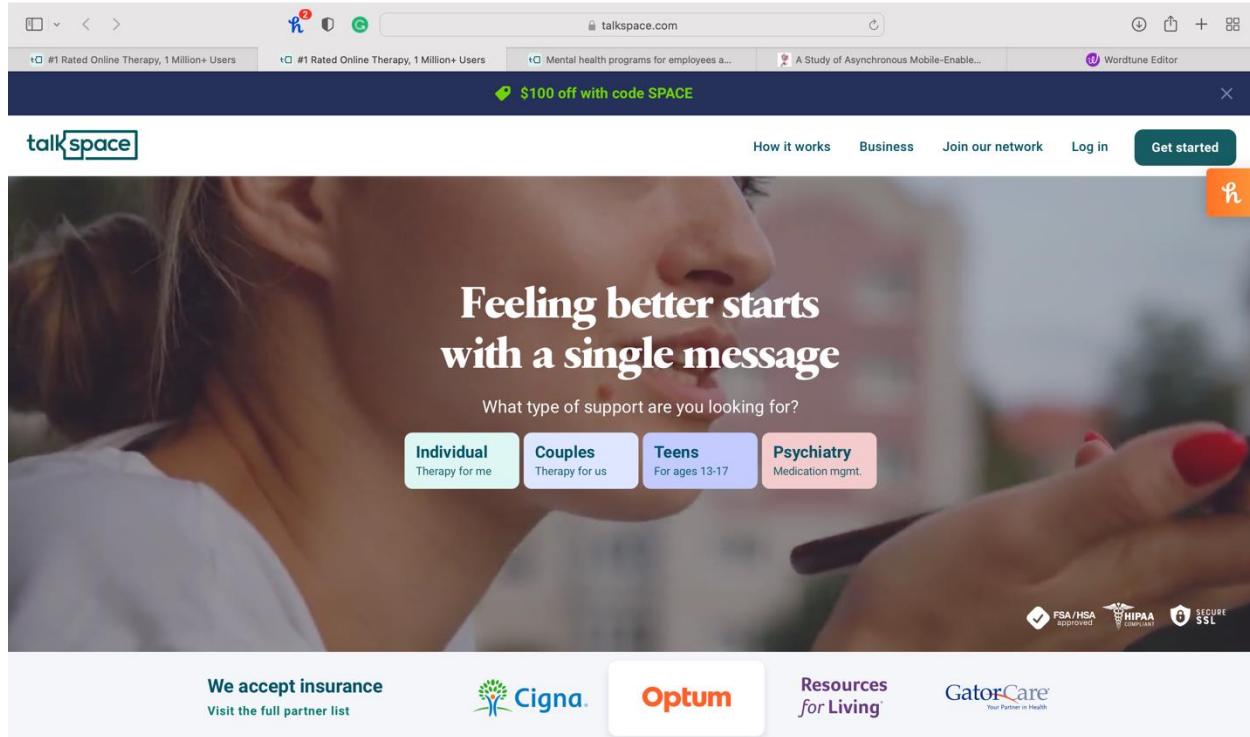
Talk Space is a website for mental health treatment that provides online therapy for individuals, couples, and teenagers from a licensed provider. It offers a safe place via a secure app, whether it's on your mobile device or desktop. Also, it has a flexible schedule in which a user can exchange daily messages, schedule video sessions, and monitor their progress. Furthermore, it gives the user the ability to select a therapist that meets their needs in demographics, expertise, and care methods. This usability test is designed to identify the ease with which the interface facilitates the completion of routine tasks, the convenience of booking appointments 24 hours a day, and the ease of joining treatment and payment programs with ease and convenience.

### **2. Usability Features of the website:**

#### **What features I liked most of the website?**

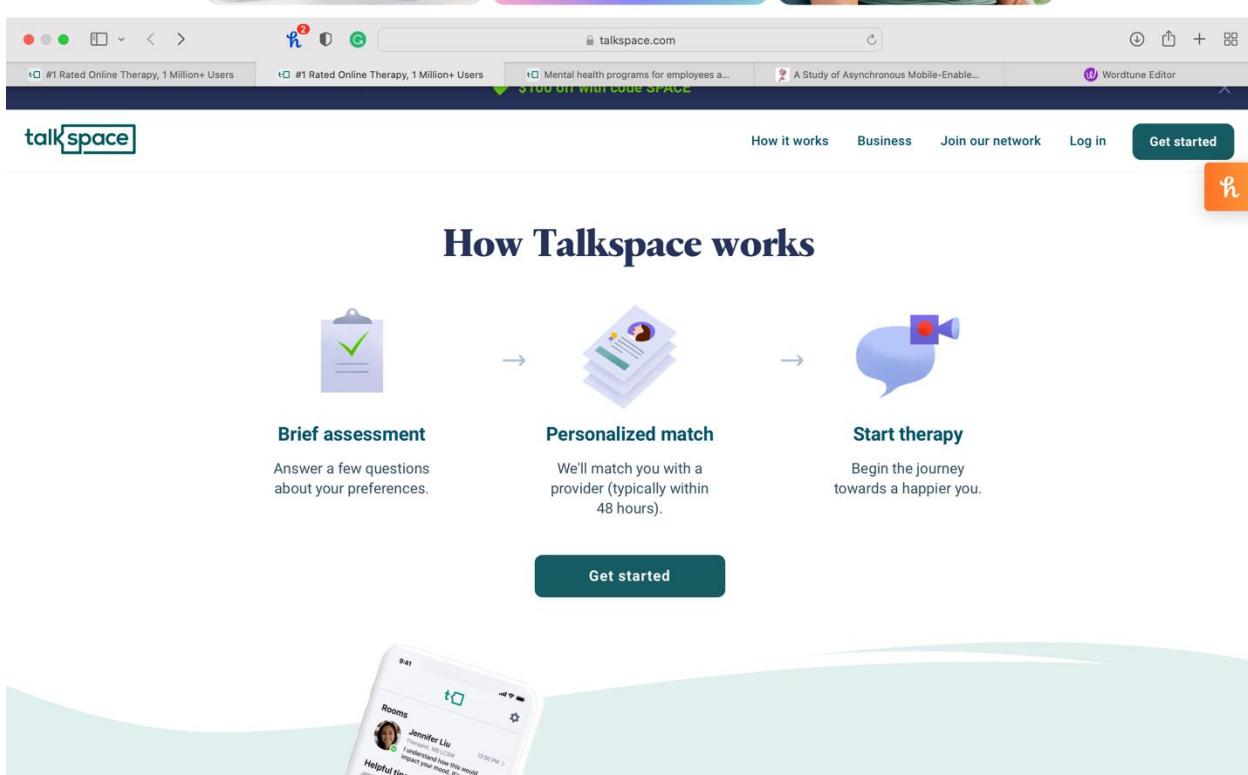
1. The interface has a video playing in the background, which is appealing to visual users. I would describe the page as colorful but not too distracting. My favorite part of the interface is the categories for types of support. This makes the search process a lot

smoother and saves the user a lot of time. Also, the website provides a discount in the heading bar which will attract users as shown in **Figure 24**.



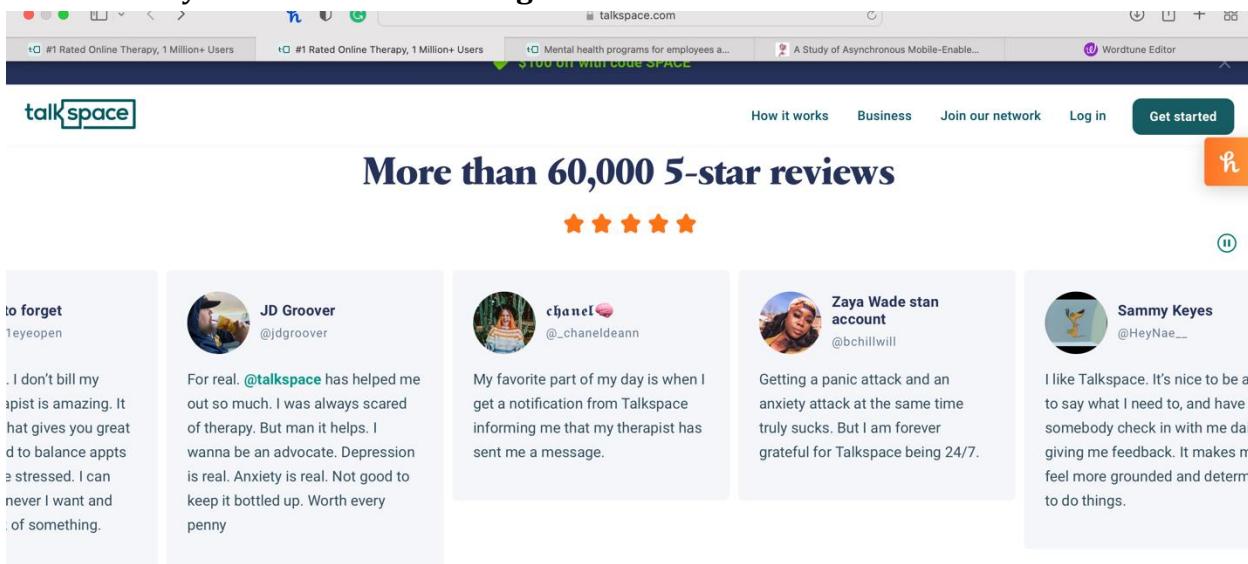
**Figure 24.**

2. Headings with different font styles and sizes of a simple guide of how the website works for the new users. As shown in **Figure 25**.



**Figure 25**

3. At the end of the interface webpage, reviews are displayed including comments from a variety of users as shown in **Figure 26**.



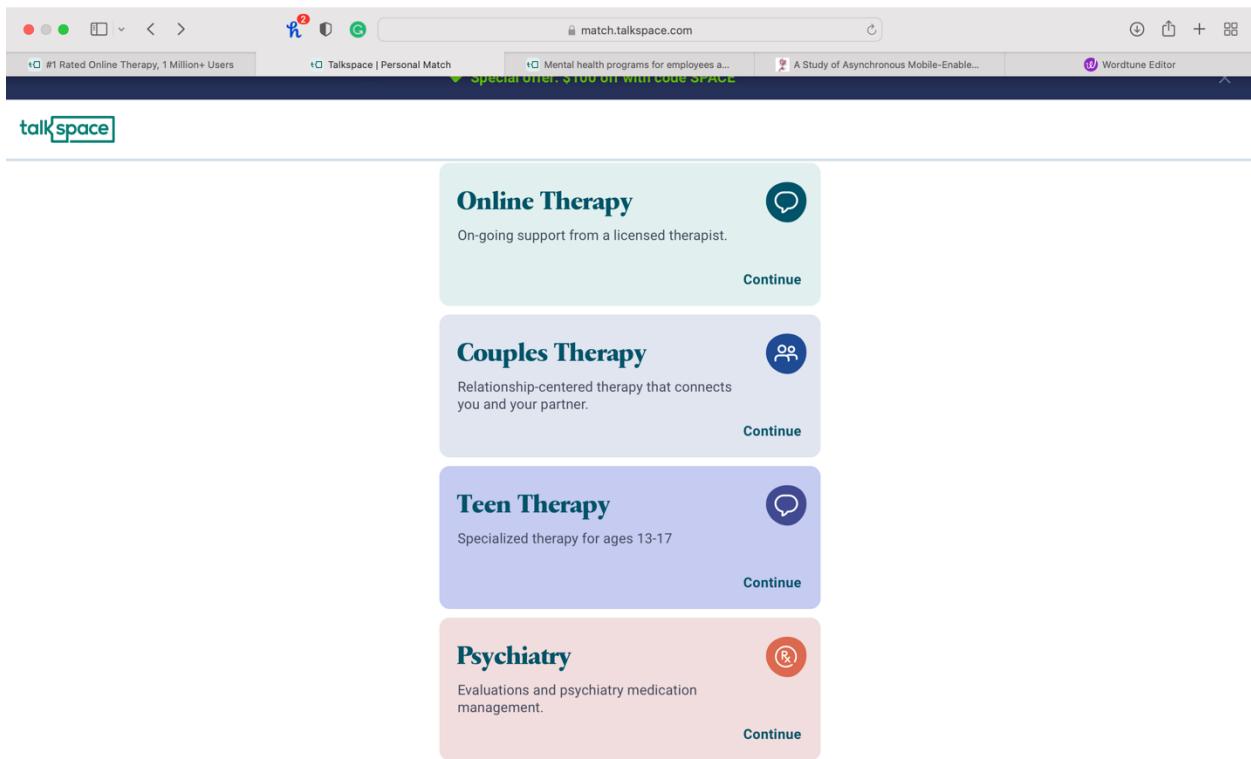
**Figure 26**

4. It displays a message to prevent the possible errors entered by the user as shown in **Figure 27**.

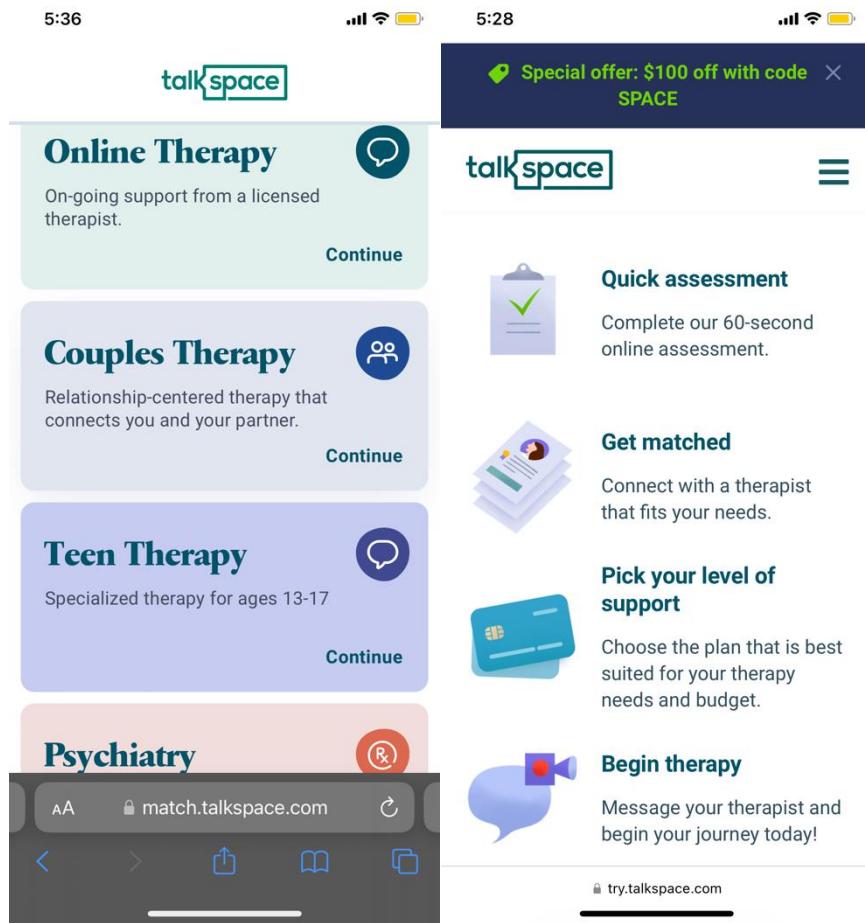
The screenshot shows the 'Log in to your account' page for talkspace. At the top, there is a message: 'Log in to continue your therapy journey towards a happier, healthier you.' Below this are two input fields: 'Email' (containing 'aa') and 'Password' (containing 'Enter password'). To the right of the 'Email' field is a placeholder 'Enter an email address'. Below the password field is a link 'Forgot password?'. There is also a 'Remember me' checkbox and a large teal 'Log in' button. At the bottom of the page, there are links for 'Log in with Single Sign-On (SSO)', 'Sign up', and 'Talkspace Provider? Log in'.

**Figure 27**

5. The categories are clear and organized on different distributed systems as shown in **Figure 28 and 29 and 30 below**.



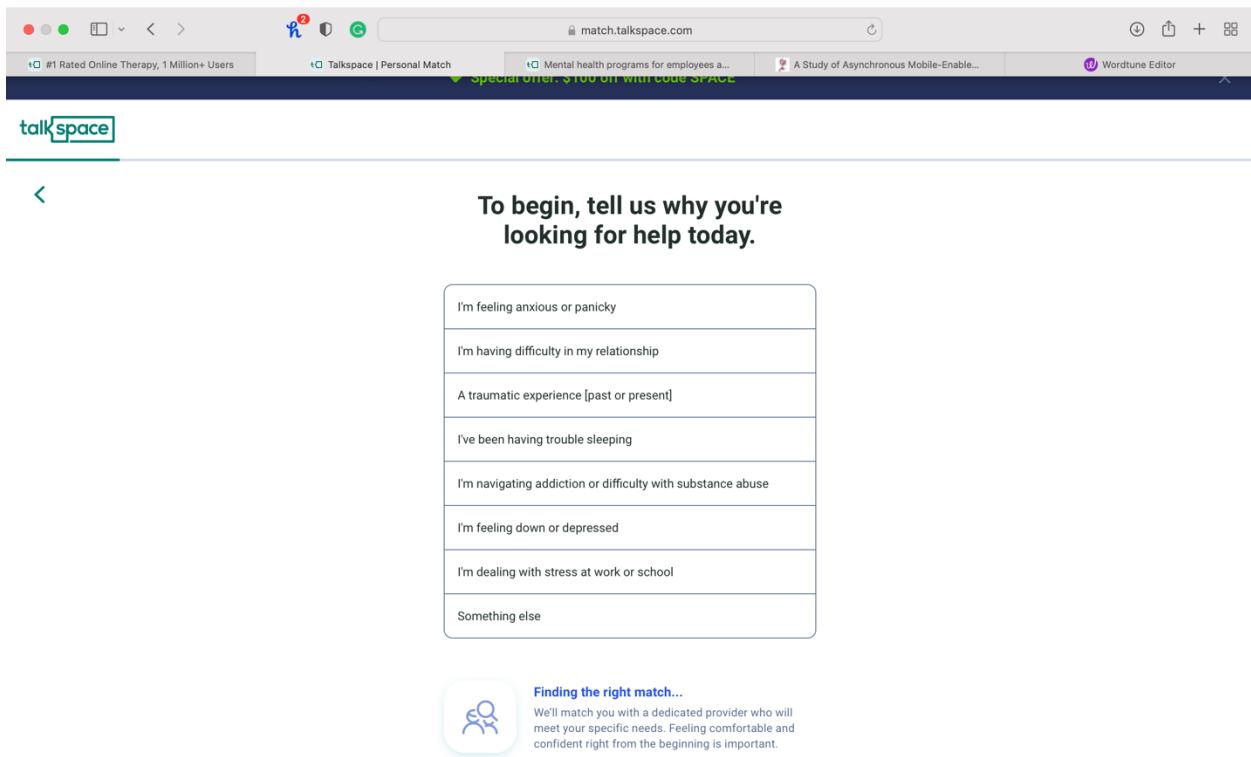
**Figure 28**



**Figure 29**

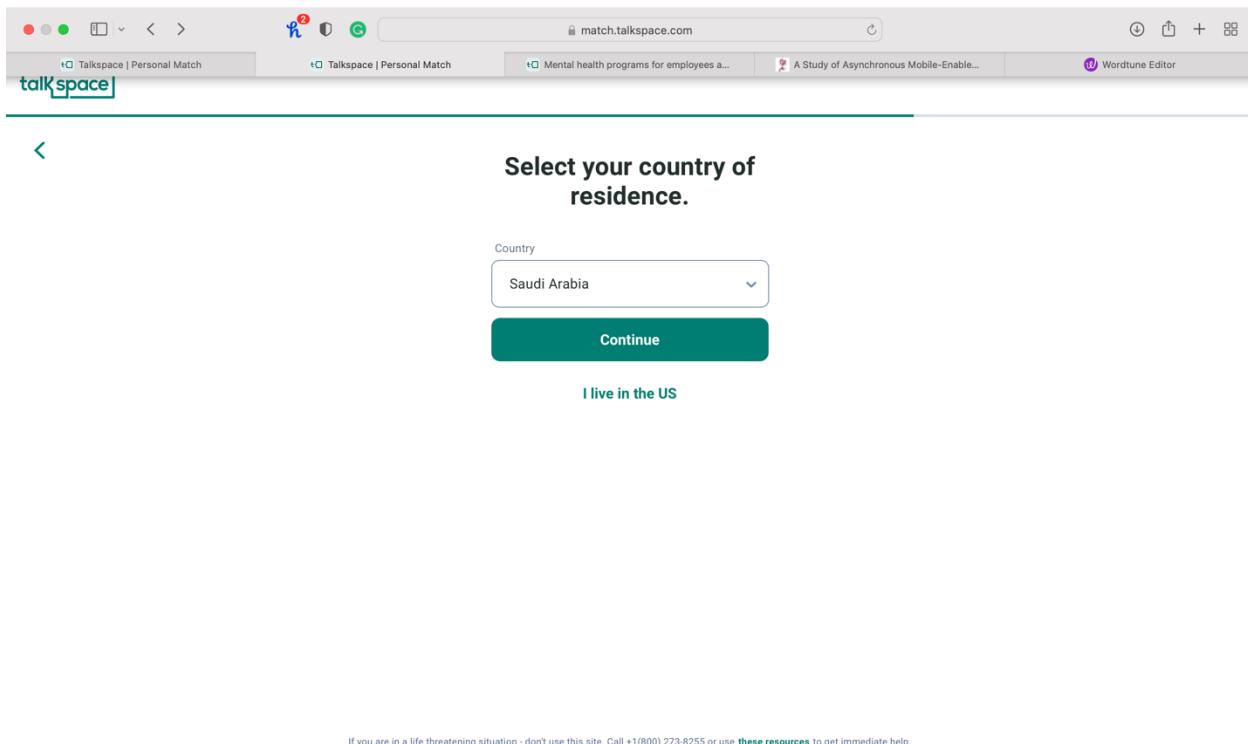
**Figure 30**

6- The user has the option of going back into the quick assessment if they change their answer. Also, the user must answer or the next page will not appear as shown in **Figure 31**.



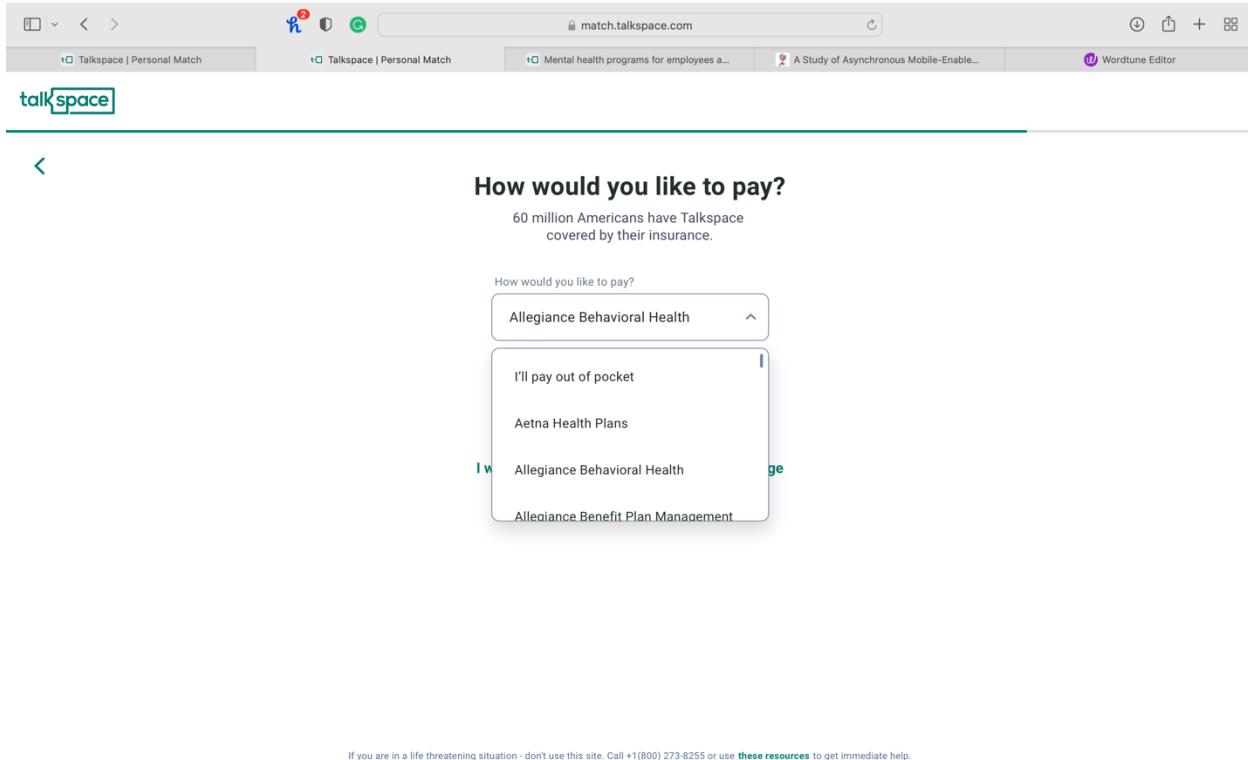
**Figure 31**

6- As soon as the user has answered the brief assessment, they can create their account and choose a country from a drop-down list as shown in **Figure 32**.



**Figure 32**

6- Combo box providing a variety of different types of payment as shown in **Figure 33.**



**Figure 33**

### 3. Something I would like to change on the website:

- **Usability:** Due to the large number of options as shown previously in **Figure 33**. A search bar could be added to the drop-down list to make it easier and faster for users to find what they are looking for.
- **Customization:** I would like to add a "Dark Mode" theme extension that allows users to quickly set the screen to dark during the night.
- **Satisfaction:** In order to increase customer satisfaction and increase the number of visitors to the website, I would like to offer a free trial to those who are new to the website.

- **Notification:** The user could be notified of their upcoming session on the daily basis by sending an email or texting the number provided.

## ReGain – Relationship Therapy website

The URL: <https://www.regain.us/>

### 1. Introduction:

The ReGain is a psychological counseling, that allows couples and singles to share their problems and practices with a professional therapist. It gives couples flexibility with how and when they communicate, with live sessions available via phone and video chat, and messages between them and their counselor, will work with you and your partner to find the best solution for specific problem.

### 2. Usability Features of the website:

#### What features I liked most of the website?

1- **Customization:** The first interface of the website is very clear and simple , is very comfortable for the eye, doesn't have too many pictures or many paragraphs that contains information about their website or marketing it to make people choose their website for counseling. There are just simple words that describe what this website is for, as shown in **Figure 34**.

2- has a background with white and blue text which make it very suited, as shown in **Figure 34**.

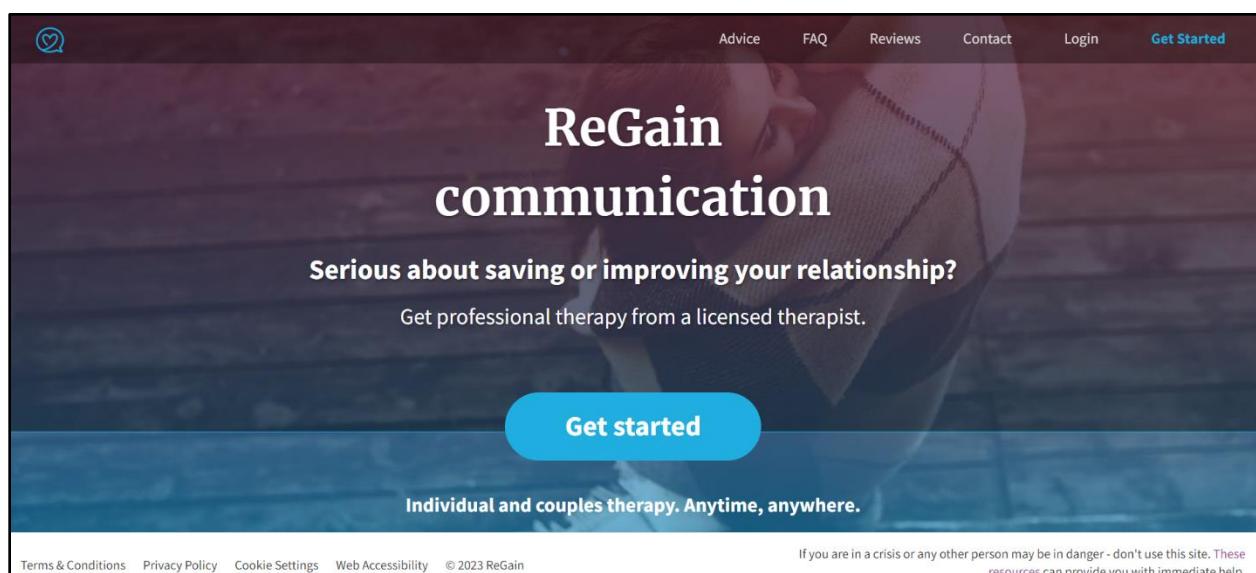


FIGURE 34 "REGAIN" HOME PAGE

4- the user can see reviews based on individuals and couples experiences so the user can decide whether to make an account or not in the website, as shown in **Figure 35**.

The screenshot shows a section of the ReGain website dedicated to reviews. At the top, there's a navigation bar with links for Advice, FAQ, Reviews (which is underlined), Contact, Login, and Get Started. Below the navigation, a message reads: "These quotes represent a few of the many positive reviews that we have received for therapists who work with ReGain. We don't pay anyone to provide their review and they are all made voluntarily. Some people's experience receiving therapy with ReGain might be different. If you would like to review your therapist, please send your review to [contact@regain.us](mailto:contact@regain.us)." The main content area is titled "ReGain reviews from January 17, 2023". It displays two reviews side-by-side.

**Review 1:** ReGain review #405093  
Date of review: January 17, 2023  
Review written after working with Teresa Adams for 2 weeks on issues concerning relationship  
  
Teresa is a great therapist who has managed to make the communication between me and my wife a lot better in a very short time!  
  
 **Teresa Adams** - ([More reviews](#))  
LPC

**Review 2:** ReGain review #405053  
Date of review: January 17, 2023  
Review written after working with Joan Flynn for 3 months on issues concerning relationship  
  
A good listener and very helpful  
  
 **Joan Flynn** - ([More reviews](#))  
LCSW

**Review 3:** ReGain review #405051  
Date of review: January 17, 2023  
Review written after working with Gina Torchon for 2 weeks on issues concerning relationship  
  
Very understanding and easy to talk too about serious issues.  
  
**Review 4:** ReGain review #405044  
Date of review: January 17, 2023  
Review written after working with Anthony Cipolla for 2 weeks on issues concerning relationship  
  
Anthony brings a well-balanced approach when dealing with the issues within our relationship. He definitely holds each person accountable for their actions.

**FIGURE 35 "REGAIN" REVIEWS**

5- Customization: Headings with different font styles and sizes, as shown in **Figure 36**.

The screenshot shows the "Advice" page of the ReGain website. At the top, there's a navigation bar with links for Advice (underlined), FAQ, Reviews, Contact, Login, and Get Started. Below the navigation, there are sections for "Recent" and "Popular" articles, each featuring a thumbnail image, category, and title.

**Recent**

- GENERAL: Valentine's Day For Friend: Unique and Fun Ideas To Do With Your Girlfriends
- GENERAL: Best Unique Things To Do On Valentine's Day | Best Ideas in 2022
- GENERAL: What Is Valentine's Day And Why Does It Matter?

**Popular**

- MARRIAGE: How Helpful Is Marriage Counseling Near Me?
- THERAPIST: What To Know Before Entering Couples Therapy
- MARRIAGE: Free Marriage Counseling Vs. Affordable Counseling: Best

On the right side, there's a sidebar with a search bar and a promotional graphic for BetterHelp. The graphic features a woman sitting cross-legged with a laptop, with the text "Help is right at your fingertips." and "Get The Support You Need From One Of Our Therapists". A "Get Started" button is also present. Below the graphic, a small note states: "This website is owned and operated by BetterHelp, who receives all fees associated with the platform."

**FIGURE 16 "ADVICE" PAGE**

**6- personalization:** The advices are organized based on some **categories** which makes it easier to the user to navigate from one to another and choose the desired Topic or advice, as shown in **Figure 37**.

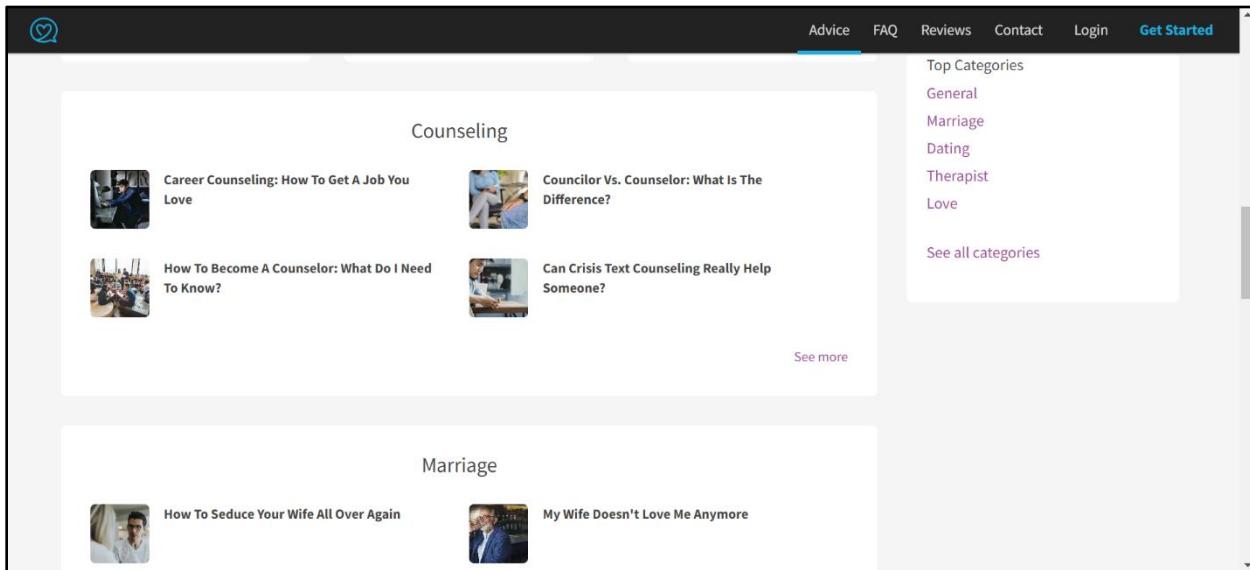


FIGURE 37 "ADVICE" CATEGORIES

**7- Instructions:** Frequently asked questions is to help users understand how the website works and what features provided and understand the meaning of some hard terminologies, as shown in **Figure 38**.

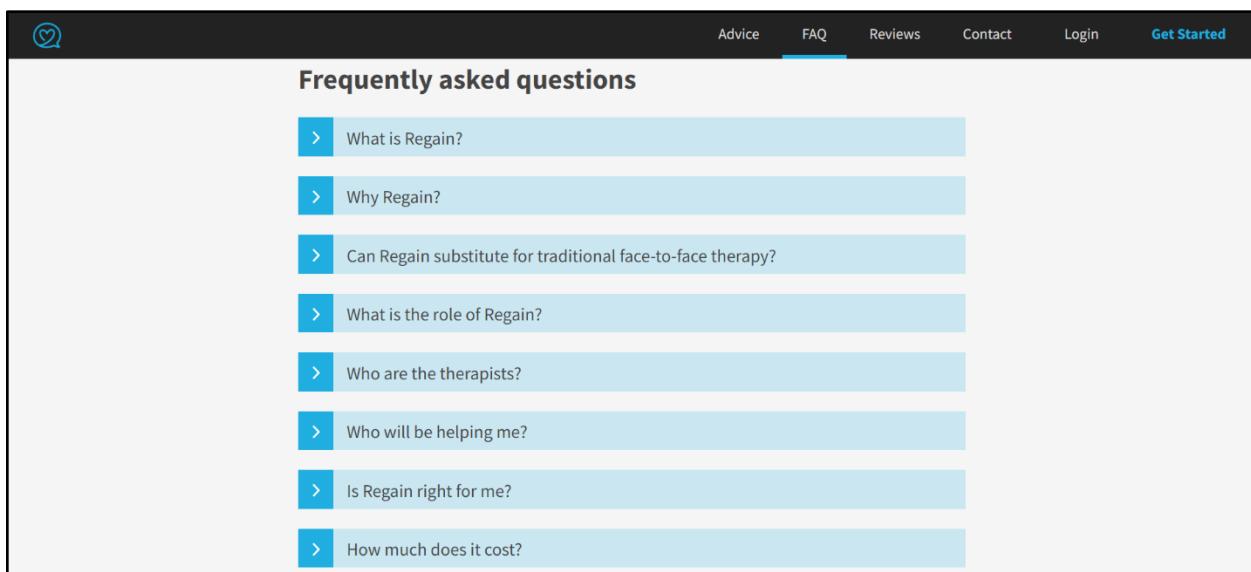


FIGURE 38 "FAQ" PAGE

8- Contact procedure is easy, the user just have to choose the type of the content, write his first and last name, the E-mail address and then write the message, as shown in **Figure 39**.

The screenshot shows the 'Contact Us' page. At the top, there is a navigation bar with links for Advice, FAQ, Reviews, Contact, Login, and Get Started. The 'Contact' link is underlined, indicating it is the active page. Below the navigation, the title 'Contact Us' is displayed. A sub-instruction reads: 'Do you have a question, concern, idea, feedback, or problem? Take a look at our frequently asked questions for some quick answers. If you still need assistance, please fill out the form below and we'd be happy to help!'. A section titled 'Type of contact' contains a list of eight radio button options. Below this are fields for 'First name' and 'Last name', each with an input box.

FIGURE 39 "CONTACT" PAGE

9- If the user wants to sign up to the website, the user has to answer some questions to make the counseling more efficient and choose the right therapist, as shown in **Figure 40**.

The screenshot shows the 'Get Started' page. At the top, there is a navigation bar with a 'Login' link. The main content area features a question 'Would you allow your partner to join?' with three response buttons: 'Yes (couples therapy)' (blue), 'No (individual therapy)' (purple), and 'Not sure yet (decide later)' (light blue). Below this is a section titled 'How it works' with three numbered steps: 1. Complete our questionnaire (with a clipboard icon), 2. Invite your partner (optional) (with an envelope icon), and 3. Begin therapy (with a speech bubble icon).

FIGURE 40 "GET STARTED" PAGE

**10- Reliability:** Tested on Google Chrome and Microsoft Edge (on Desktop and mobile devices), perfectly worked on both, as in **Figure 41**.

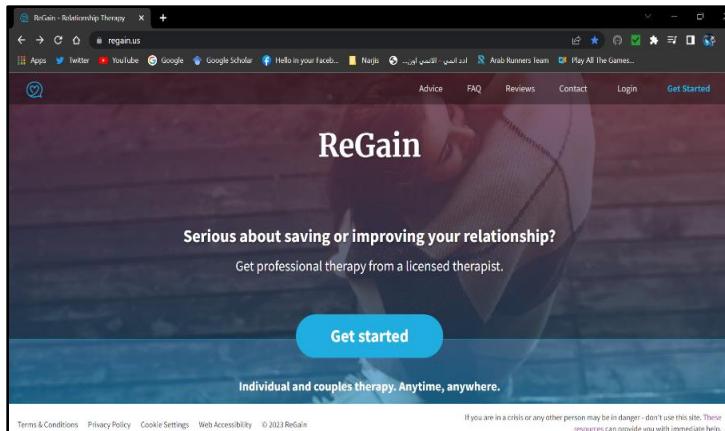


FIGURE 41 (A) "REGAIN" WEBSITE (GOOGLE CHROME)

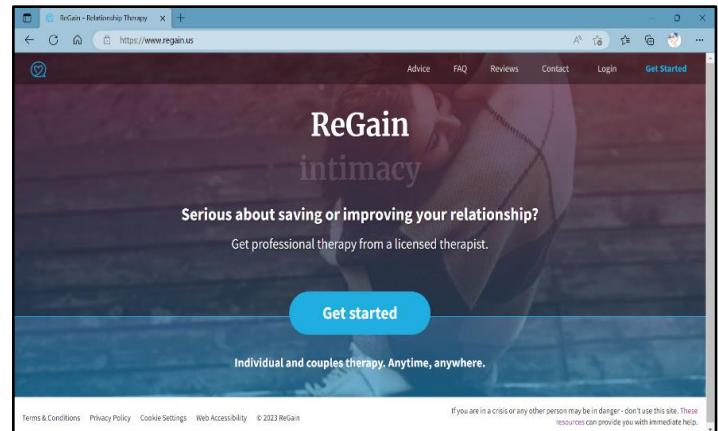


FIGURE 41 (B) "REGAIN" WEBSITE (MICROSOFT EDGE)

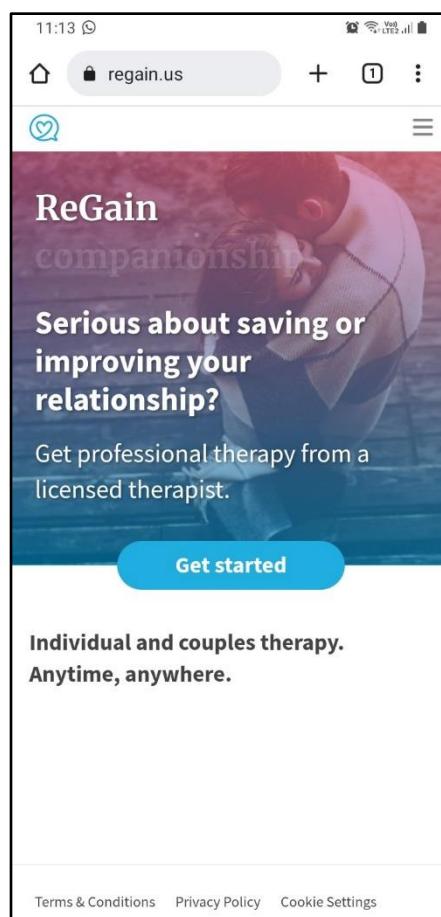


FIGURE 41 (A) "REGAIN" WEBSITE ON (MOBILE )

**11- Preventing Errors (Reliability):** The main objective of any designer or developer is to deliver fault – free software for the user. But the users are humans, they tend to do mistakes. So, we should always keep an eye to avoid possible mistakes by giving appropriate suggestions and notifications when needed. As shown in **Figure 42**, when the user enters the wrong password or e-mail, an error message will pop-up to the user, or when the user leaves the field empty, it will show him a message tells him to fill the field.

The screenshot shows a login form with a "Welcome back!" header. There are two input fields: "Email" and "Password". The "Email" field has a placeholder "Email" and contains "abc@gmail.com". The "Password" field has a placeholder "Password" and is empty. A red error message box with a yellow exclamation mark icon appears above the empty password field, containing the text "Please fill in this field." Below the form are "Log in", "Forgot password?", and "Don't have an account? Sign up" buttons.

FIGURE 42 (A) ERROR MESSAGE FOR EMPTY FIELD

The screenshot shows a login form with a "Welcome back!" header. The "Email" field has a placeholder "Email" and contains "abc@gmail.com". The "Password" field has a placeholder "Password" and is empty. A red error message box with a red X icon appears above the empty password field, containing the text "Invalid email and/or password". Below the form are "Log in", "Forgot password?", and "Don't have an account? Sign up" buttons.

FIGURE 42 (B) ERROR MESSAGE FOR INVALID PASSWORD/E-MAIL

### 3. Something I would like to change on the website

There is one thing I would like to change, and that is the form of the Categories, instead of making it in form of list, I think it would more organized if it was in form of Pictures and the user choose one of them and navigate to a page that contains the information about a specific category.

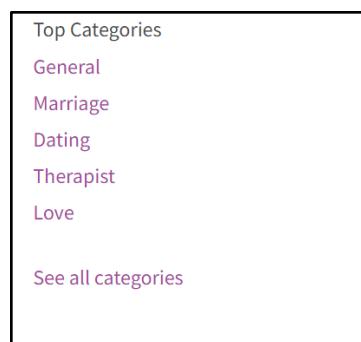


FIGURE 43 CATEGORY LIST

## User analysis and Task analysis:

Task Analysis		User Analysis
<b>Sign Up</b>	the users can create their account on the website and choose if they want to register as a doctor or patient.	
<b>Sign In</b>	The user joins the website by writing the correct username and password for the website.	
<b>Appointments Details</b>	The user can view the table of their appointment details.	
<b>Book A Session</b>	The patient can book a session by choosing the type of psychological counseling and choose the available dates and time.	
<b>Payment</b>	After booking a session, user should go ahead and pay for their psychological counseling by entering their card information.	
<b>Confirm Payment</b>	After confirming the payment, the session will be booked successfully by the user.	
<b>Massage Chat</b>	The patient and their psychologist can communicate via chatting.	
<b>Questionnaire</b>	This task provides a survey before booking an appointment. it includes a few questions to determine if the patient needs psychological counseling or not.	
<b>Doctors List</b>	A list of our doctors on the website, so that the user can identify the doctors present and their information clearly	
<b>Video Counseling</b>	The patient and their psychologist can communicate via video call.	
<b>Redo Survey</b>	A button where the user can go back and redo their survey.	
<b>User Profile</b>	The user can see their information such as (Name, Email, Phone No., etc.) including a table of their appointment details.	
<b>Customer Satisfaction</b>	A set of questions to measure the customer's satisfaction with the services provided by the website.	
<b>Advice and Articles</b>	A list of articles to raise the level of psychological culture of the patient.	

Table 2 user/task analysis

### **Task analysis:**

- Our system prevent user error by showing an error message when patient try to book 2 sessions at the same time.
- Entering the password/username incorrectly will show an error message.
- The system aim to help users who are struggling with mental illnesses and need therapy session to help deal with it.
- Session won't be confirmed until payment is completed
- No two users have same date same time session with the same doctor
- The system enables the user to express their opinion by rating their satisfaction with the services provided by our website.
- The system will keep all the information protected and secure by using Advanced Encryption Standard (AES)

## Paper prototype (Balasmiq) websit+mobile

### Main Page:

Main page is the first page on our website it contains the simple definition of the website and here we can go to sign up or sign in pages and also you can find our social media and articles and advice provided by us as well as FAQ and terms and conditions shown in **Figure 44(a,b)**.

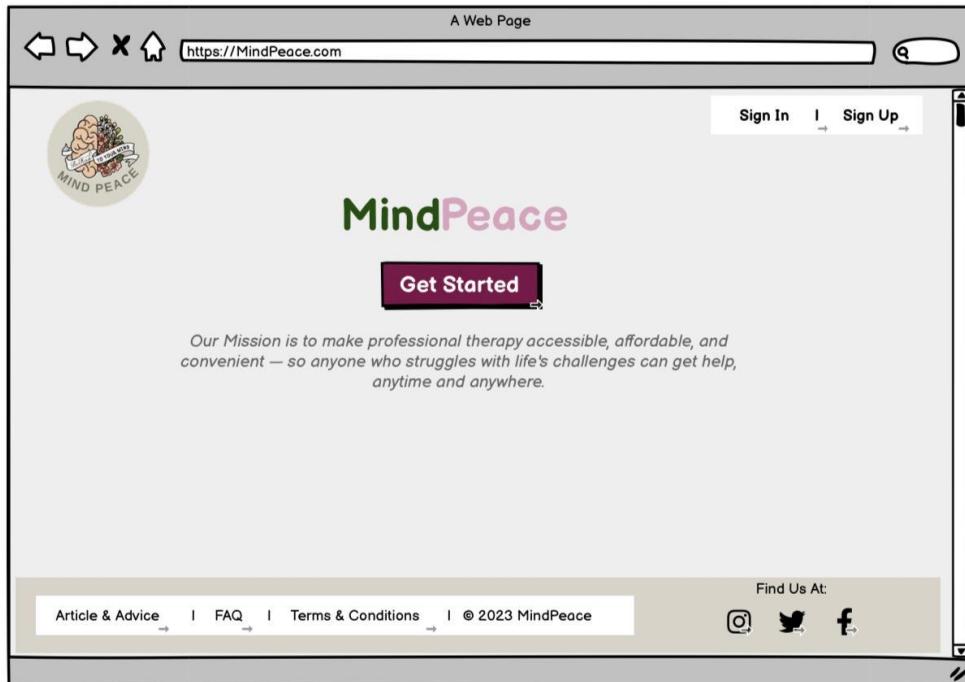


Figure 44(a)

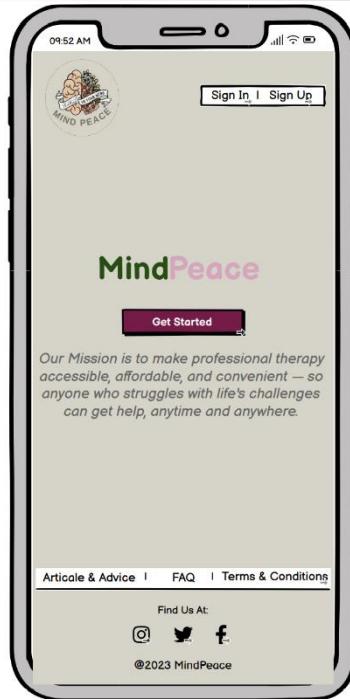


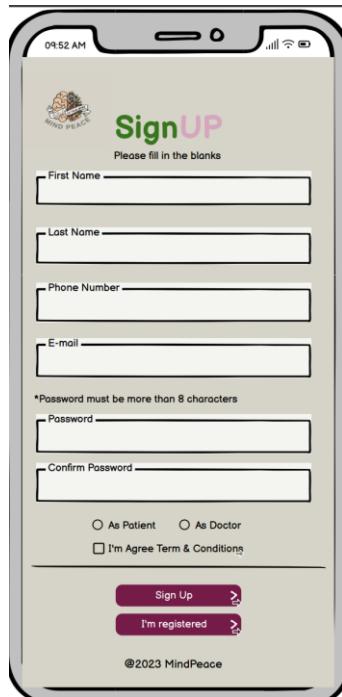
Figure 44(b)

## Sign up page:

It's a page for the users to create their account on the website and here we can choose if they want to register as a doctor or patient shown in **Figure 45(a,b)**

The screenshot shows a web browser window with the title bar 'Mind peace'. The main content area features a logo on the left with a brain and the text 'Be Kind TO YOUR MIND' and 'MIND PEACE'. To the right, the word 'SignUP' is displayed in green. Below it are six input fields for 'First Name', 'Second Name', 'User Name', 'Email Address', 'Password', and 'Confirm Password'. A note below the password fields states '\*Password must be more than 8 characters'. There are two radio buttons for 'As Patient' and 'As Doctor', and a checkbox for 'I'm Agree Term & Conditions'. At the bottom are two buttons: 'Sign up' and 'I'm registered'.

**Figure 45(a)**



**Figure 45(b)**

## Sign In page:

Here we can join the website by writing the correct username and password shown in **Figure 46(a,b)**

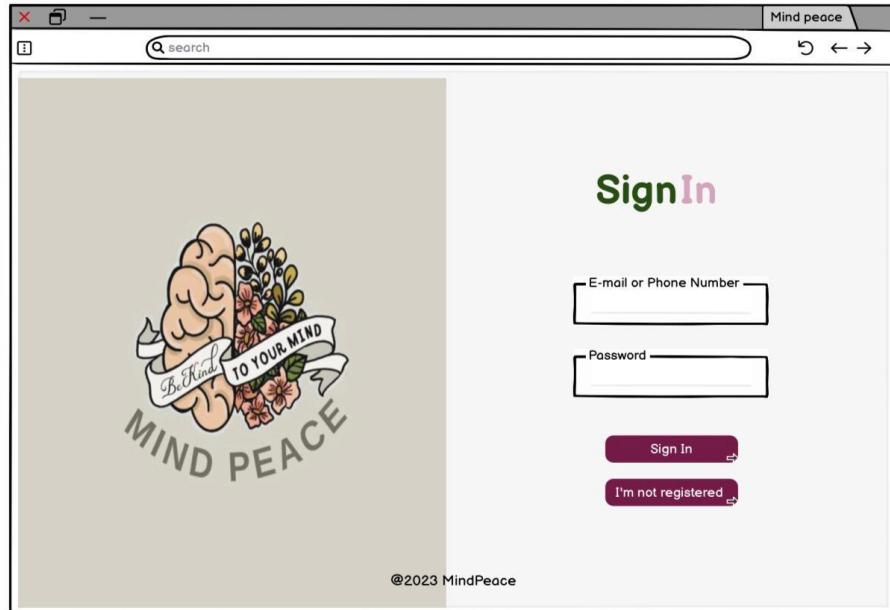


Figure 46(a)



Figure 46(b)

## Patients home Page:

In this page, the user can see all the information and a table of conformed appointment details shown in **Figure 47(a,b)**.

The screenshot shows a web-based patient home page titled "Mind peace". The top navigation bar includes links for "Advice", "FAQ", "Logout", and "Profile". The main content area is divided into two sections: "Your Details" and "Appointments".

**Your Details:** This section displays the patient's personal information in input fields:

First Name: Shahad	Last Name: Saad
E-mail Address: Shahad@gmail.com	Phone Number: +966 5382231178

**Appointments:** This section lists scheduled sessions with two providers:

Dr.Name	Session Date	Session Time	Session Type
Dr.Wadha Alsheddi	26/2/2023	8:00-10am	Chat
Dr.Ahamad Alrahi	27/2/2023	9:00-10am	Video

A note at the bottom of the appointments section says: "\*Click on session type to start your session".

Figure 47(a).



Figure 47(b).

## Questioner to make sure patient need a appointment.

On this page, we have some questions to make sure if the patient needs psychological counseling or not shown in **Figure 48(a,b)**.

The screenshot shows a web browser window with the title "Mind peace" at the top. The main content is a questionnaire titled "A questionnaire to make sure you need a psychiatrist". It asks four questions with three response options each: "Always" (green), "Sometimes" (light blue), and "Never" (red). The questions are:

- 1 - Do you care about your personal hygiene, appearance and arranging your tool, desk, and bed ?
- 2 - Have your daily activities and hobbies changed, and have you stopped healthy habits and replaced them with unhealthy ones?
- 3 - Have you fallen behind in your studies or decreased your efficiency at work?
- 4 - Has your circle or social relations changed with everyone around you and deteriorated for the worse ?

At the bottom, there are "Back" and "Submit" buttons, and a copyright notice "@2023 MindPeace".

Figure 48(a).

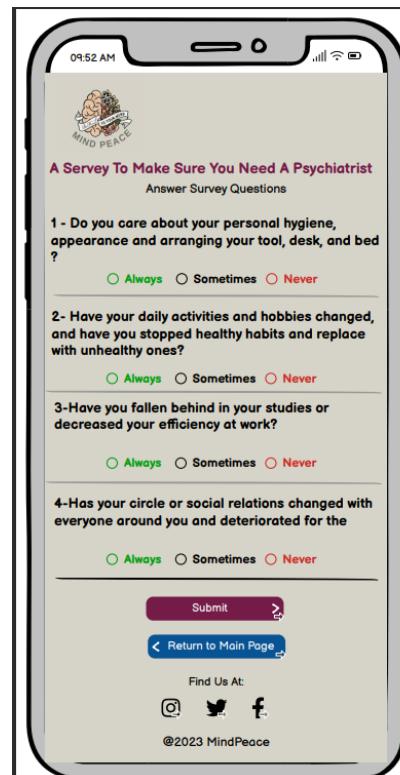


Figure 48(b).

## Book a session page:

Here the patient can book a session by choosing the type of psychological counseling and choosing the best time they wants shown in **Figure 49(a,b)**.

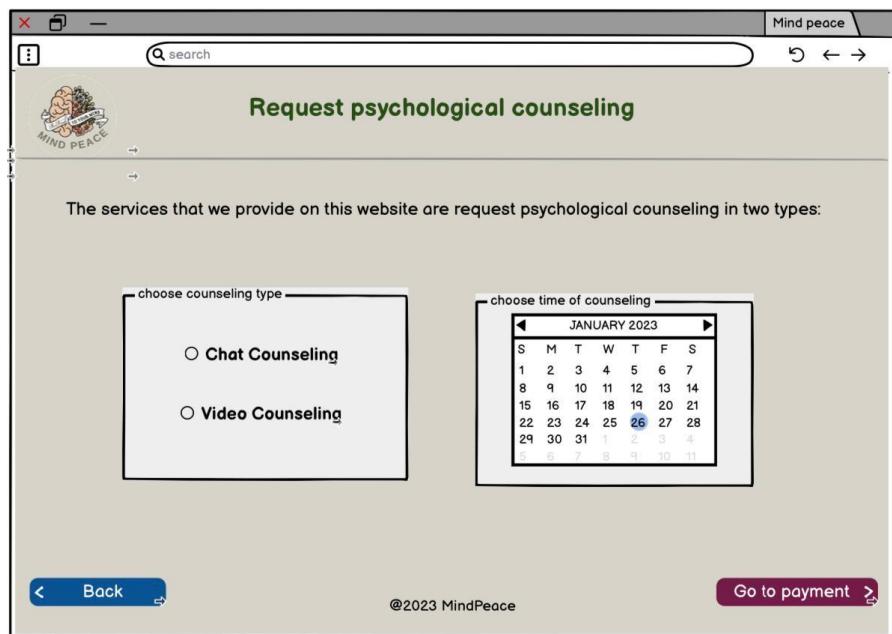
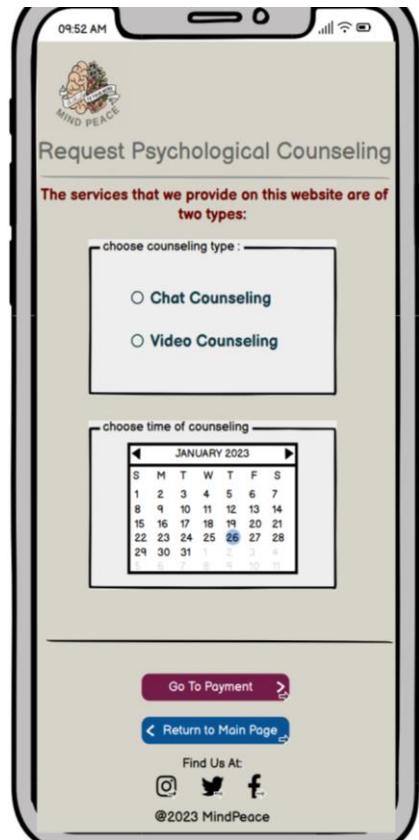


Figure 49(a)



## Payment page:

After the book of session user starts to pay for psychological counseling on this page by adding there card information shown in **Figure 50(a,b)**.

The screenshot shows a web browser window with a light gray header bar containing a search field and a logo for 'Mind peace'. The main content area features a logo of a brain with leaves and the text 'MIND PEACE'. Below it is a large, rounded rectangular button labeled 'Information Card' in green and red, with a small money bag icon. The form fields are arranged vertically: 'Card Number' with a red border, 'Expiration Date' with a red border, 'CVV' with a red border, and 'Card Holder's Name' with a red border. At the bottom left is a blue 'Back' button, at the bottom center is the text '@2023 MindPeace', and at the bottom right is a purple 'Confirm Payment' button.

Figure 50(a).

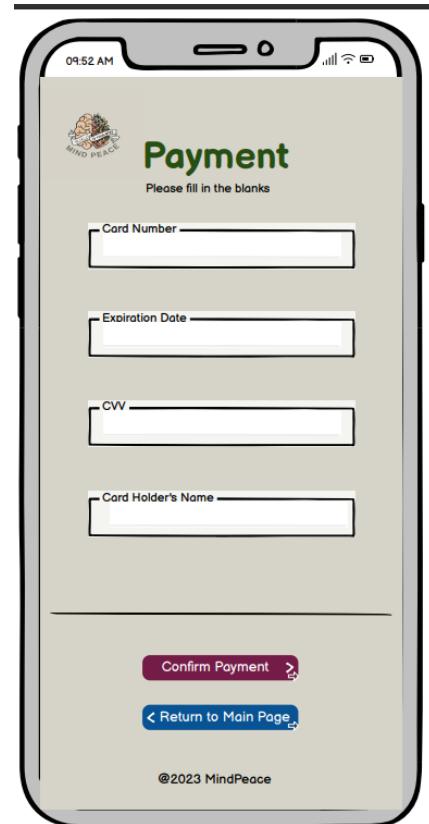
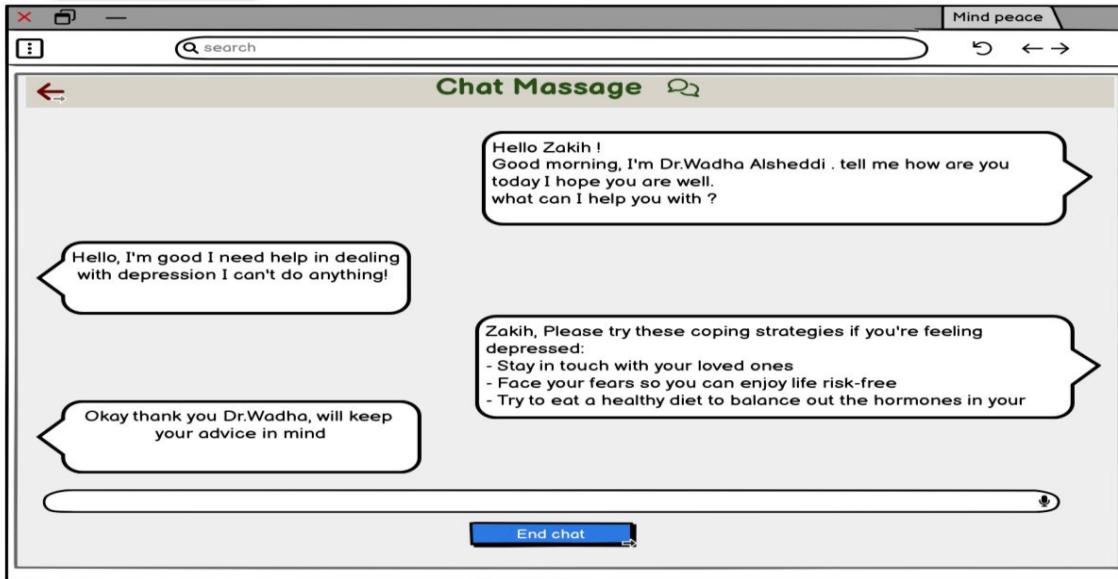


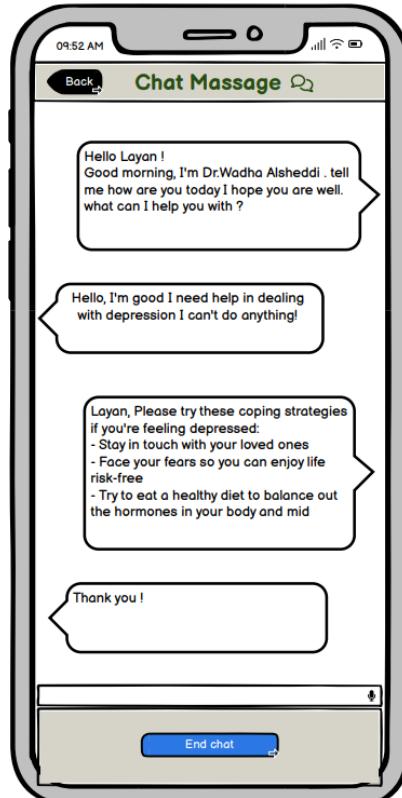
Figure 50(b).

## Massage chat page:

On this page patient and his Psychologist can make a conversation by chatting base on the patient booked type of session shown in **Figure 51(a,b)**.



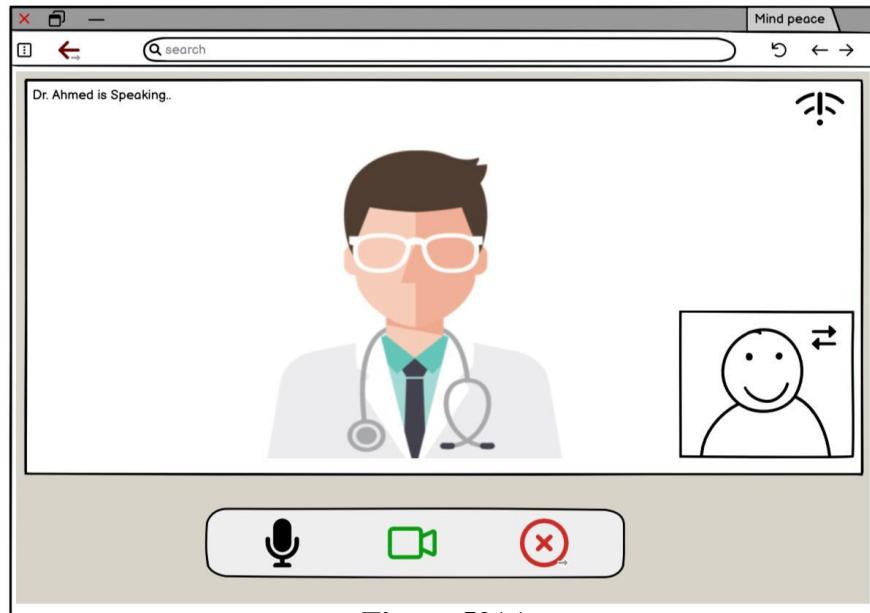
**Figure 51(a)**



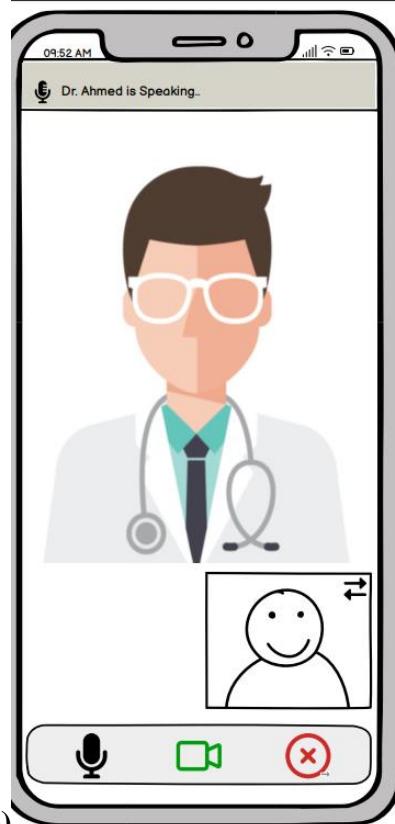
**Figure 51(b).**

### **Video conversation page:**

On this page patient and his psychologist can make a conversation by video call base on previous chose of preferred session type shown in **Figure 52(a,b)**.



**Figure 52(a)**



**Figure 52(b)**

## Doctor Homepage:

On this page, the doctor can see there information and a table of appointment details with patients shown in **Figure 53(a,b)**.

The screenshot shows a web browser window titled "Mind peace". At the top right are "Log Out" and "Profile" buttons. On the left is a circular logo with "MIND PEACE" and a brain icon. Below the header, the title "Your Details" is displayed in green. To the left of the details is a box containing a clipboard icon and the text "Dr. Wadha Nayef Alsheddi". To the right are four input fields: "First Name" (empty), "Last Name" (empty), "E-mail Address" (empty), and "Phone Number" (empty). Below these fields is the title "Patient list appointments" in green. A table follows, listing five patients with their session details:

Name	Session Date	Session Time	Session type
Shahad Saad Alqahtani	22/3/2023	8:00-10am	<a href="#">Chat</a>
Marco Botton	25/3/2023	8:30-9:00am	<a href="#">Video</a>
Mariah MacLachlan	25/3/2023	10:00-11:00am	<a href="#">Chat</a>
Valerie Liberty	29/3/2023	11:30-12:00pm	<a href="#">Video</a>
Alaa Alahmari	30/3/2023	10:30-11:00am	<a href="#">Chat</a>

At the bottom left of the table area is the copyright notice "@2023 MindPeace".

Figure 53(a)

The screenshot shows a mobile phone displaying the same "Mind peace" homepage as Figure 53(a). The top status bar shows the time as 09:52 AM. The main content area includes the doctor's profile (Dr. Wadha Nayef Alsheddi, Master's in Psychology, working hours Saturday - Thursday from 8 am till 12 pm), a 5-star rating, a brief description (licensed online therapist, expert in depression, ED, and ADHD, doctor of philosophy degree in education, clinical training at IAU Hospital), and the same patient appointment table as in Figure 53(a). At the bottom are links for "Return to Main Page", "Find Us At" (social media icons for Instagram, Twitter, and Facebook), and the copyright notice "@2023 MindPeace".

Figure 53(b)

## Customer satisfaction:

This page contains a set of questions to measure customer satisfaction with the services provided to them shown in **Figure 54(a,b)**.

The screenshot shows a web browser window with the title "Customer Satisfaction". At the top right, there is a search bar and a "Mind peace" tab. Below the title, there are five questions with radio button options for "Good", "Fair", and "Poor". Question 1: "Q1.How would you rate your overall experience with us?" (radio buttons for Good, Fair, Poor). Question 2: "Q2.How satisfied are you with the process of booking appointments?" (radio buttons for Good, Fair, Poor). Question 3: "Q3.Pleas rate your therapist session experienc" (radio buttons for Good, Fair, Poor). Question 4: "Q4.Cost of theappy:" (radio buttons for Good, Fair, Poor). Question 5: "Q5.What should we change in order to live up to your expectations?" (text input field placeholder "Please Write your feedback here"). A "Submit" button is at the bottom right, and a copyright notice "@2023 MindPeace" is at the bottom center.

Figure 54(a).

The screenshot shows a mobile phone displaying the same survey. The top status bar shows the time as 09:52 AM. The survey interface is identical to Figure 54(a), with the "Customer Satisfaction" title, five questions, and a feedback text area. The "Submit" and "Return to Main Page" buttons are at the bottom, along with social media icons and a copyright notice "@2023 MindPeace".

Figure 54(b).

## Doctors list page:

This page contains the list of our doctors on the website, so that the user can identify the doctors present and their information clearly shown in **Figure 55(a,b)**.

The screenshot shows a web browser window titled "Mind peace". The main content is a "Doctors List" page. It features four doctor profiles in cards:

- Dr. Wadha Nayef Alsheddi** (Master's in Psychology):
  - Rating (out of 5): ★★★★☆
  - Brief Description:
    - Licensed Online Therapist
    - Expert in Depression, ED, and ADHD.
    - Doctor of Philosophy degree in Education.
    - Clinical training at IAU Hospital
  - Working Hours: Saturday - Thursday  
From 8 am till 12 am
  - [Book your Session](#)

**Dr. Ahmed Saad Alrahi** (Master's in Psychology):
  - Rating (out of 5): ★★★★★
  - Brief Description:
    - Licensed Online Therapist
    - Expert in Bipolar Disorder
    - Doctor of Philosophy degree in Education.
    - Clinical training at IAU Hospital
  - Working Hours: Sunday - wednesday  
From 8 am till 12 am
  - [Book your Session](#)

**Dr. Layan Alanizi** (Master's in Psychology):
  - Rating (out of 5): ★★★★☆
  - Brief Description:
    - Licensed Online Therapist
    - Expert in ED, and ADHD.
    - Doctor of Philosophy degree in Education.
  - [Book your Session](#)

**Dr. Asma Zaher Alshehri** (Master's in Psychology):
  - Rating (out of 5): ★★★★★
  - Brief Description:
    - Licensed Online Therapist
    - Expert in ADHD.
    - Clinical training at IAU Hospital
  - [Book your Session](#)

At the bottom left is the text "@2023 MindPeace".

Figure 55(a).

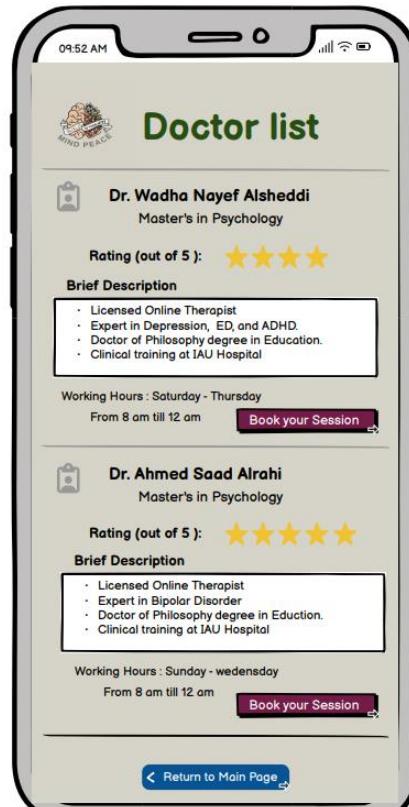


Figure 55(b).

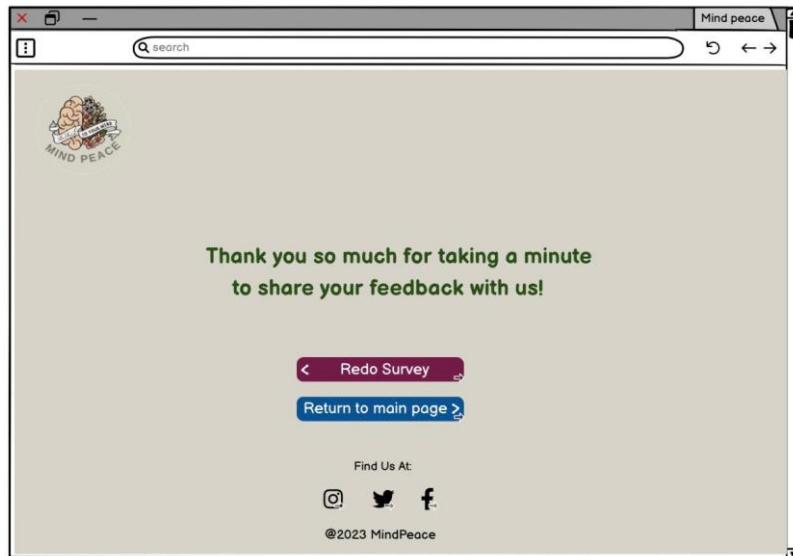
**Advice and article page:** The page provides advice and article to make users knowledge about the important of mental health shown in **Figure 56(a)**.



**Figure 56(a)**

### Thank you page:

A thankful page for users show in **Figure 57(a)**.

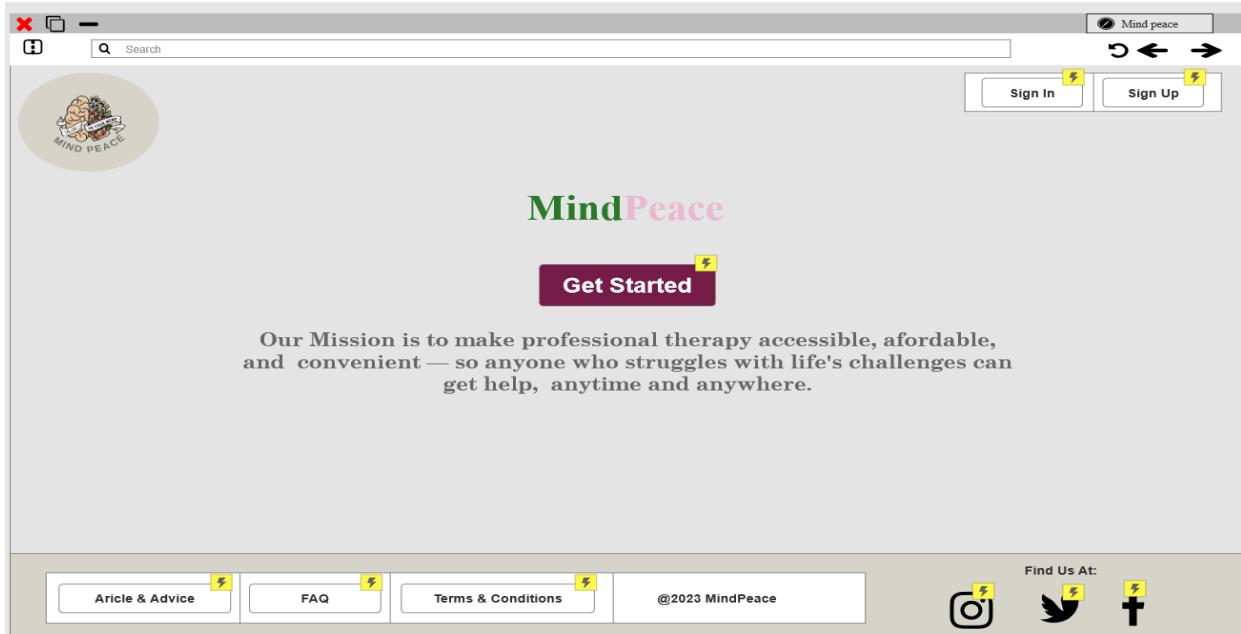


**Figure 57(a)**

## Initial software prototype (Axure)

### Home Page:

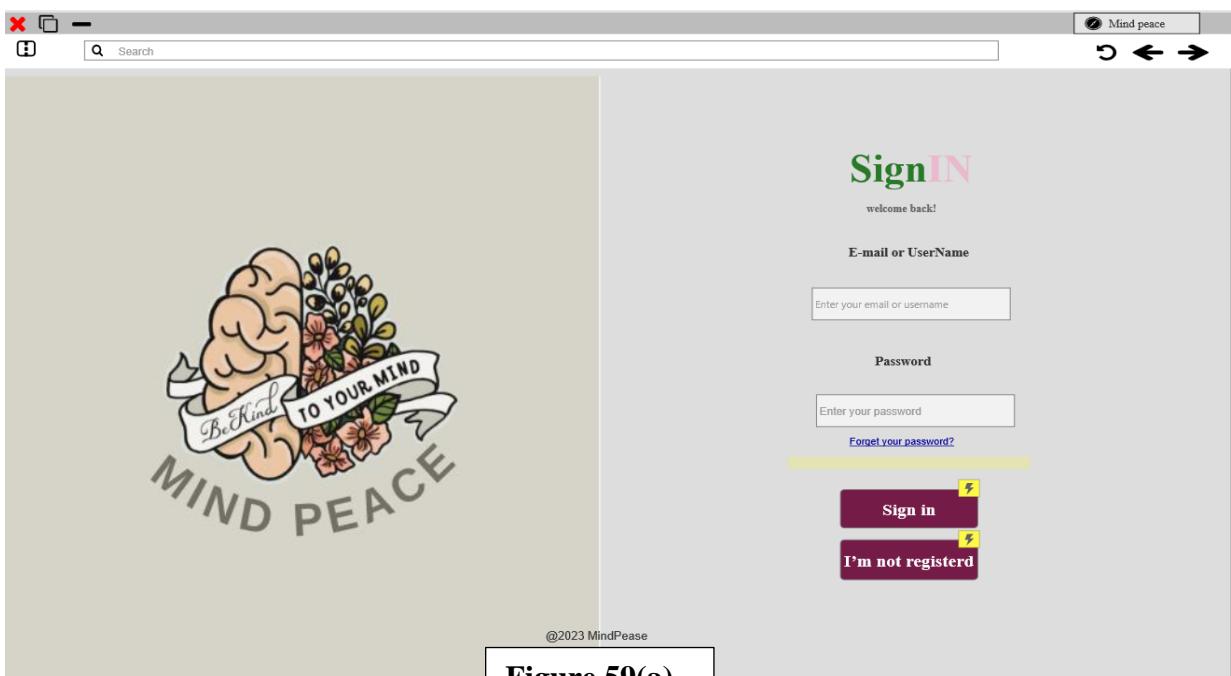
the first page on our website it contains the simple definition of the website and here we can go to sign up or sign in pages and you can find our social media and articles and advice provided by us as well as FAQ and terms and conditions shown in **Figure 58(a)**.



### Sign In:

**Figure 58(a).**

Here we can join the website by writing the correct username and password show in **Figure 59(a)**.



**Figure 59(a).**

## Sign Up:

It's a page for the users to create their account on the website and here we can choose if they want to register as a doctor or patient shown in **Figure 60(a)**.

The screenshot shows the 'Sign UP' page. At the top right is a logo for 'Mind peace'. Below it, a banner reads 'Be Kind TO YOUR MIND MIND PEACE'. The main form area has sections for 'First Name' and 'Second Name' (both with placeholder 'Enter your second name'), 'User Name' and 'Email Address' (both with placeholder 'Enter your email'), 'Password' and 'Confirm Password' (both with placeholder 'Enter your password'). A note says '\*Password must be more than 8 characters'. Below the password fields are radio buttons for 'As Patient' and 'As Doctor', and a checkbox for 'I'm Agree Term& Conditions'. At the bottom are two buttons: 'Sign up' and 'I'm registered'.

**Figure 60(a).**

## Patient homepage:

the user can see all the information and a table of conformed appointment details.

The screenshot shows the patient homepage. At the top right is a logo for 'Mind peace'. Below it, a navigation bar includes 'Book a session', 'Advice', 'FAQ', 'Logout', and a 'Profile' icon. The main content area starts with a 'Your Details' section containing input fields for 'First Name' (Shahad), 'Last Name' (Saad), 'E-mail Address' (Shahad@gmail.com), and 'Phone Number' (+966 5382231178). To the left is a sidebar with a profile icon and the greeting 'Hello , Shahad'. Below the details is an 'Appointments' section showing a table of sessions:

Dr.Name :	Session Date	Session Type
Dr.Wadha ALsheddi	26/2/2023	Chat
Dr.Ahamad Alrahi	27/2/2023	Video

A note at the bottom of the appointments section says '\*Click on session type to start your session'.

**Figure 60(a).**

## Questioner to make sure patient needs a session:

On this page, we have some questions to make sure if the patient needs psychological counseling or not.

The screenshot shows a web browser window with a light gray header bar containing standard icons like close, minimize, maximize, and search. The main content area has a light gray background. At the top left is a logo for 'MIND PEACE' featuring a stylized brain and the text 'MIND PEACE'. Below the logo, the title 'A questionnaire to make sure you need a psychiatrist' is displayed in green. Underneath the title, a sub-header says 'Answer Survey Questions'. The survey consists of four numbered questions, each with three response options: 'Always' (green), 'Sometimes' (gray), and 'Never' (orange). Question 1 asks about personal hygiene. Question 2 asks about daily activities and hobbies. Question 3 asks about studies or work efficiency. Question 4 asks about social relations. At the bottom left is a blue 'Back' button with a white arrow pointing left. At the bottom right is a purple 'Submit' button with a white arrow pointing right. A small copyright notice '@2023 MindPeace' is at the bottom center.

Figure 61(a).

**Book a session:** the patient can book a session by choosing the type of psychological counseling and choosing the best time they wants.

The screenshot shows a web browser window with a light gray header bar. The main content area has a light gray background. At the top left is a logo for 'MIND PEACE'. Below it, the title 'Request Psychological Counseling' is displayed in dark brown. A sub-header below the title states 'The Services that we provide on this website are request psychological counseling in two types:'. To the left, there is a section titled 'Choose counseling type' with two radio buttons: 'Chat Counseling' and 'Video Counseling'. To the right, there is a section titled 'Choose time of counseling' featuring a calendar for April 2023. The calendar shows dates from 1 to 30, with specific days highlighted in various colors (blue, green, red) to indicate availability or booked sessions. At the bottom left is a blue 'Back' button with a white arrow pointing left. At the bottom right is a purple 'Go to Payment' button with a white arrow pointing right.

Figure 60(a).

## Payment :

After the book of session user starts to pay for psychological counseling on this page by adding there card information shown in **Figure 61(a)**.

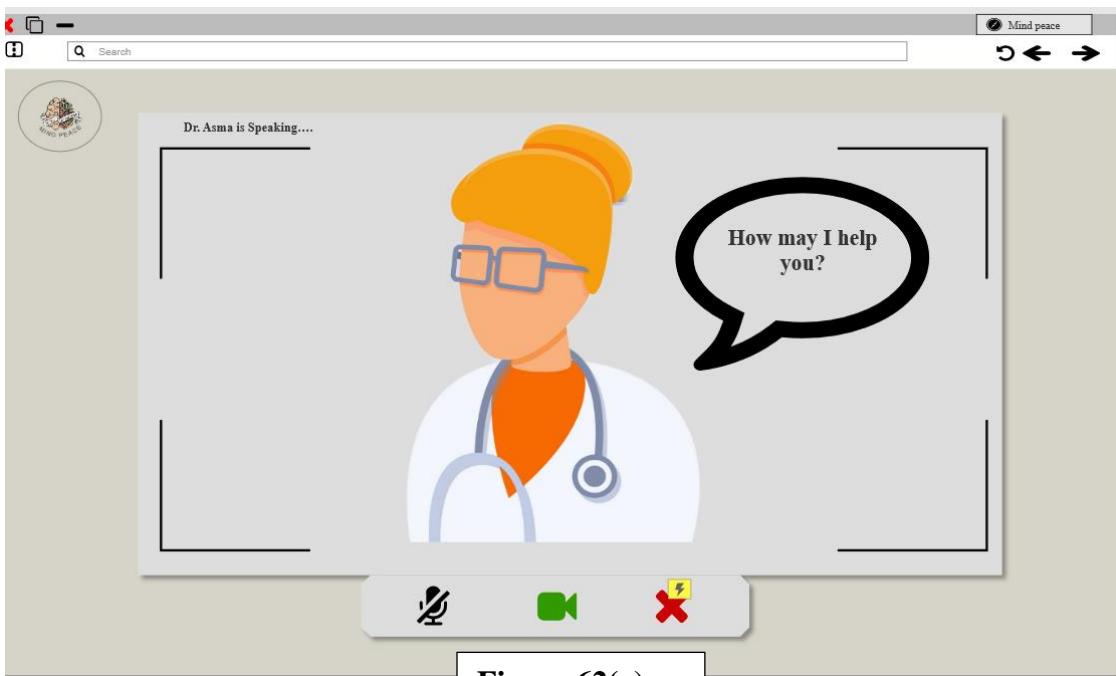
The screenshot shows a web browser window titled 'Mind peace'. The main content is a form titled 'Information Card' with a pink dollar sign icon. The form has four input fields: 'Card Number' (placeholder: 'Enter the Card Number'), 'Expiration Date' (placeholder: 'Enter the Expiration Date'), 'CVV' (placeholder: 'Enter the CCV Number'), and 'Card Holder's Name' (placeholder: 'Enter the Name is registrant on the card'). Below the form are two buttons: a blue 'Back' button with a left arrow and a purple 'Confirm Payment' button with a right arrow. At the bottom left is the text '@2023 MindPlease'.

**Figure 61(a).**

## Video call:

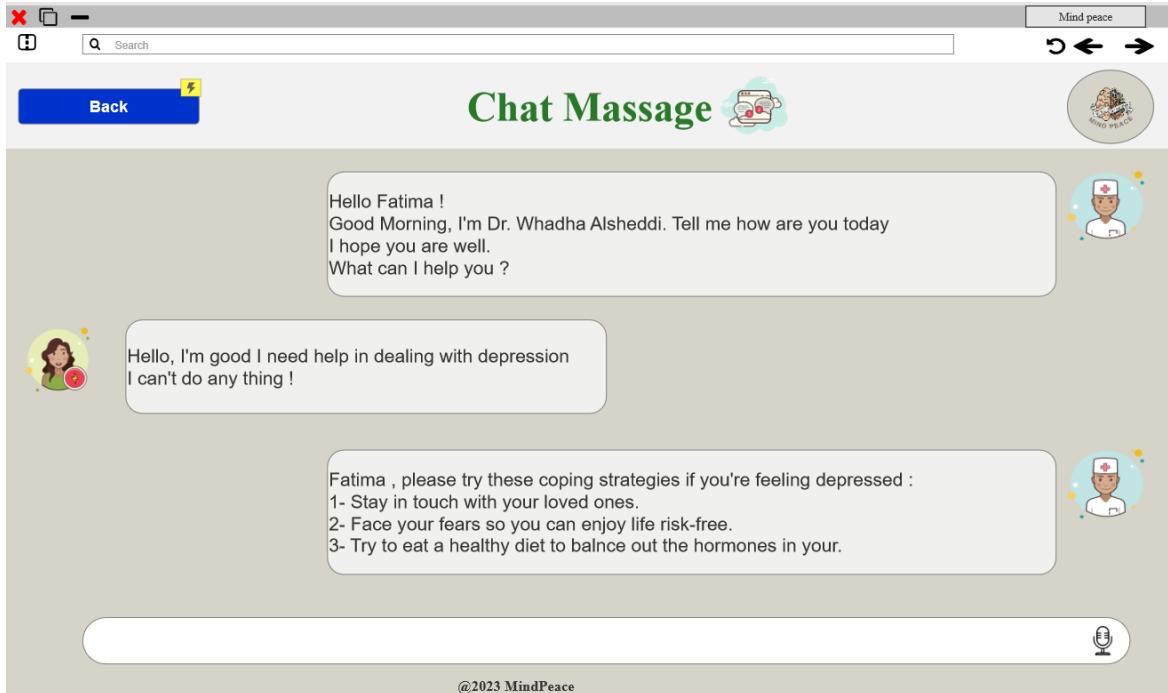
patient and his psychologist can make a conversation by video call base on previous choose

**Figure 62(a).**



**Figure 62(a).**

**Chat conversation:** patient and his Psychologist can make a conversation by chatting base on the patient booked type of session shown in **Figure 63(a).**



**Figure 63(a).**

**Customer satisfaction:** page contains a set of questions to measure customer satisfaction with the services provided to them show in **Figure 64(a).** . .

The screenshot shows a survey titled "Customer Satisfaction" from "Mind peace". It consists of five questions with three rating options: "Good" (green circle), "Fair" (white circle), and "Poor" (red circle). The questions are:

- Q1. How would you rate your overall experience with us ?**
- Q2. How satisfied are you with the process of booking appointment?**
- Q3. Please rate your therapist session experience**
- Q4. Cost of therapy:**
- Q5. What should we change in order to live up to your expectation ?**

Below Q5, there is a text input field labeled "Please enter your feedback here" and a "Submit" button with a right-pointing arrow.

**Figure 64(a).**

**Doctors' homepage:** doctors can view their profile and see booked sessions in **Figure 65(a).**

The screenshot shows a web browser window for 'Mind peace'. At the top right are 'Log Out' and 'Profile' buttons. On the left, there's a circular logo for 'MIND PEACE' featuring a brain icon. The main content area has a light gray background. At the top center, it says 'Your Details' in green. Below that, there's a section for 'Patient list Appointment' in pink. On the left, a box displays 'Dr.Wadha' with a silhouette icon. To the right, there are two sets of input fields for 'First Name' (Wadha), 'Last Name' (Ahmed), 'Email Address' (WA122@gmail.com), and 'Phone Number' (+966 500884031). Below these is a table titled 'Patient Name' with four rows of data. At the bottom, it says '@2023 MindPease'.

Patient Name	Session Date	Session Time	Session Type
Shahad saad	26/2/2023	8:00 -10:00 am	chat
Marco Botton	27/2/2023	9:00-11:00 am	video
Mariah Maclachan	01/5/2023	1:00 - 3:00 pm	chat
Alaa Alahmari	30/6/2023	8:00 -10:00 am	video

**Figure 65(a).**

**Doctors list:** patients can view all doctors in the website shown in **Figure 66(a).**

The screenshot shows a web browser window for 'Mind peace'. At the top right are 'Log Out' and 'Profile' buttons. On the left, there's a circular logo for 'MIND PEACE' featuring a brain icon. The main content area has a light gray background. At the top center, it says 'DoctorsList' in green. There are four doctor profiles displayed in octagonal boxes:

- Dr.Wadha Nayef Alsheddi** (Master's in Psychology) - Rating: ★★★★☆. Brief Description: Licensed Online Therapist, Expert in Depression, ED and ADHD, Doctor of philosophy degree in Education, Clinical training at IAU Hospital. Working Hours: Sturday - Thursday From 8AM till 12AM. Book Your Session.
- Dr.Ahmed Saad Alrahi** (Master's in Psychology) - Rating: ★★★★★. Brief Description: Licensed Online Therapist, Expert in Bipolar Disorder, Doctor of philosophy degree in Education, Clinical training at IAU Hospital. Working Hours: Sturday - Wednesday From 8AM till 12AM. Book Your Session.
- Dr.Layan Alanizi** (Master's in Psychology) - Rating: ★★★★☆. Brief Description: Licensed Online Therapist, Expert in ED and ADHD, Doctor of philosophy degree in Education. Working Hours: Sturday - Thursday From 8AM till 12AM. Book Your Session.
- Dr.Asma Zaher Alshehri** (Master's in Psychology) - Rating: ★★★★☆. Brief Description: Licensed Online Therapist, Expert in ADHD, Clinical training at IAU Hospital. Working Hours: Sturday - Thursday From 8AM till 12AM. Book Your Session.

**Figure 66(a).**

**Advice and articles** : patients can view advice and articles available on site on mental health.

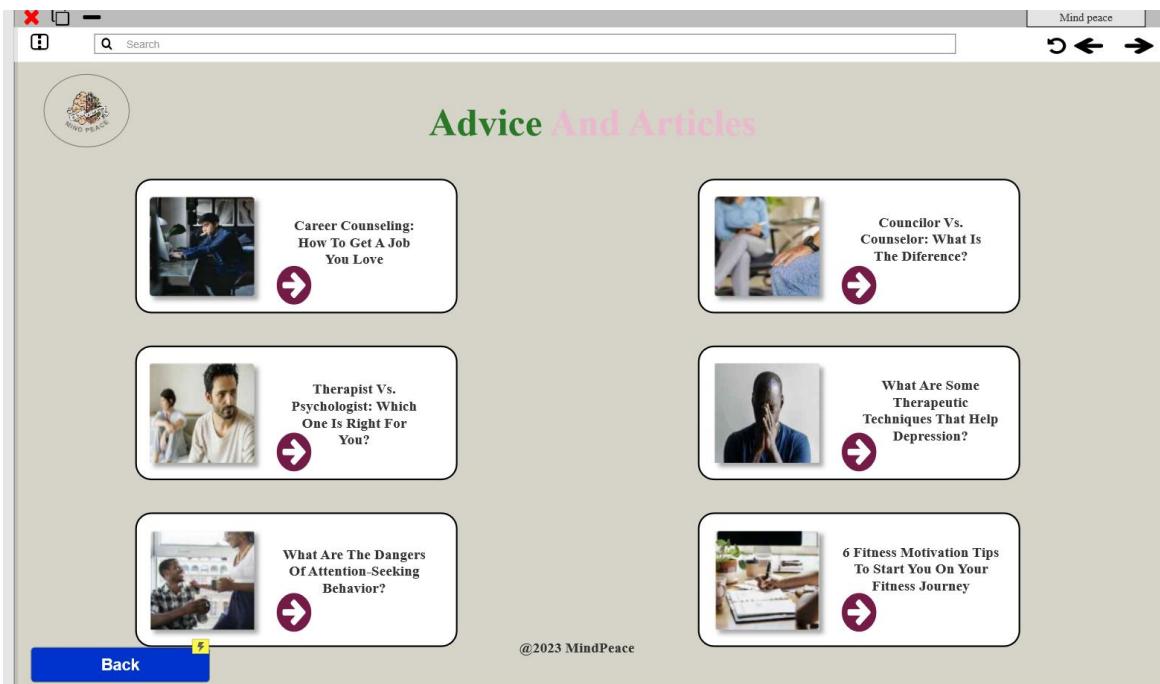


Figure 67(a).

**FAQ:** (yellow color due to function implementations in the page are drop down menu that shows the answer to the FAQ ) the page provides frequent asked questions for visitors.

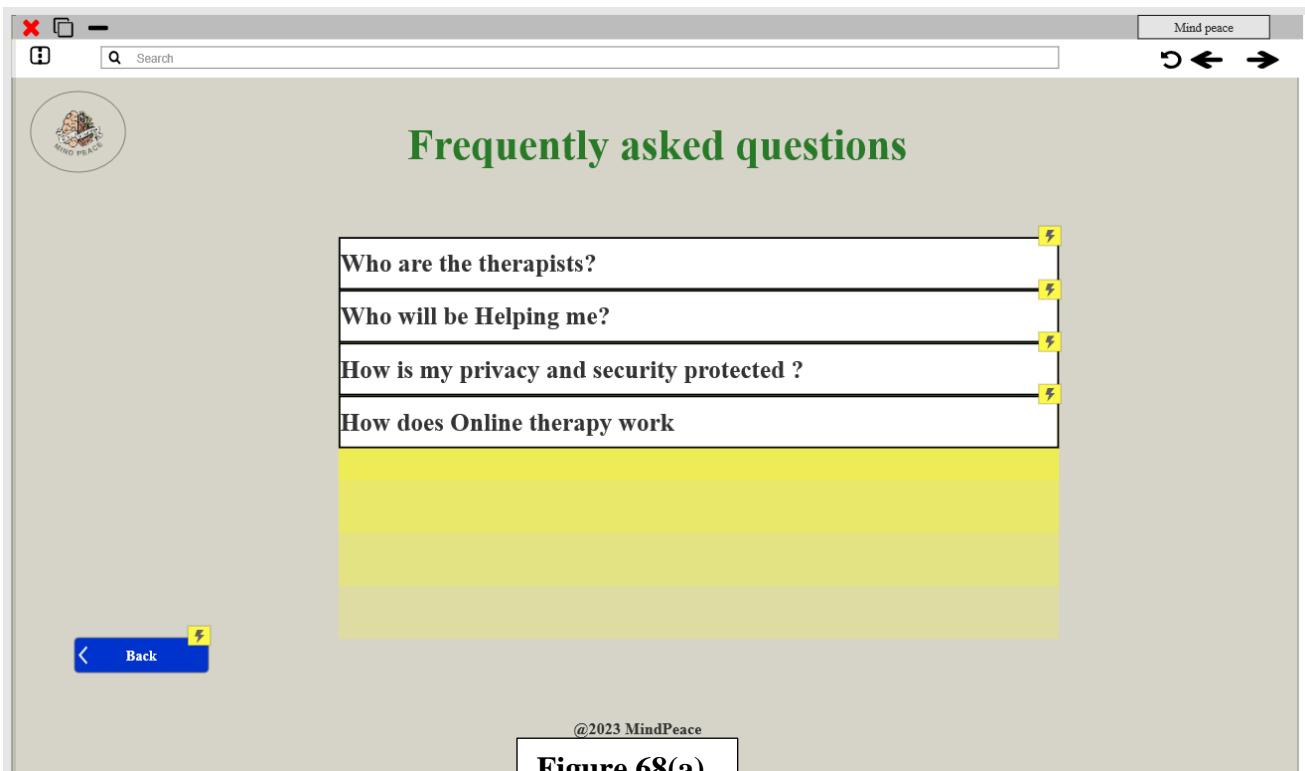
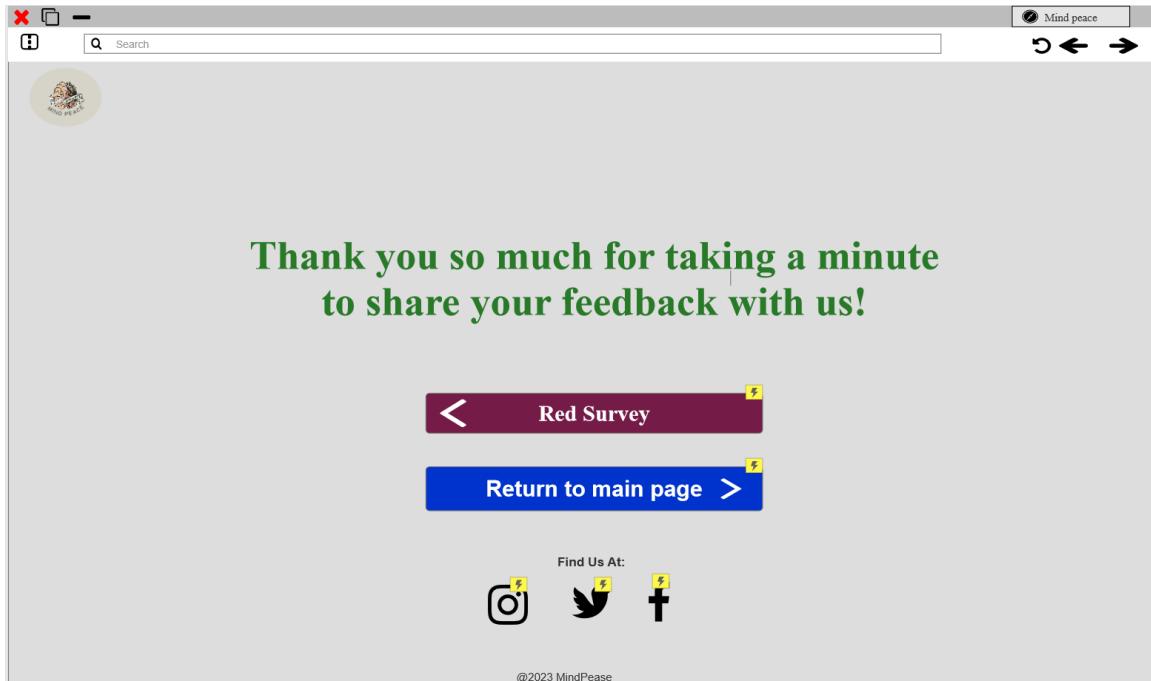


Figure 68(a).

**Thank you, page,:**

thank you massage displayed for patient after completing questioners shown in **Figure 69(a).**



**Figure 69(a).**

## **Concluding discussion**

In conclusion, usability is a crucial aspect of any product, be it software, hardware or a combination of both. Usability refers to how user-friendly and intuitive a product is, and it is a key factor in determining its success. A product that is easy to use and navigate will not only be more appealing to users but will also increase their productivity and satisfaction. The design, layout, and functionality of a product all play a role in its usability. It is important for developers and designers to prioritize usability in the development process and to constantly assess and improve upon it to ensure the best user experience. In today's competitive market, usability can be a differentiating factor that sets a product apart from its competitors, making it an essential component of modern product design. As dissociated prior, universal useability in all applications/website is very important. User of the system that implement universal useability will face little to no problem because all users are included while designing the system and ease of use and overall user satisfaction. specially in mental health sector is very important to showcase it. [4]

We have used both application (Balasmiq + Axure) for developing our system MindPeace . during the design phase , it opened our eyes to why universal useability should be the number1 focus while designing any system . it also showcased us what problems could be faced during the design/ implementation phase and also as a user of E-health sector .

## **References**

- [1]. MIRFA MANZOOR<sup>1</sup> AND WALAYAT HUSSAIN<sup>2</sup> , 2012, A Web Usability Evaluation Model for Higher Education, Universities of Asia, <https://opus.lib.uts.edu.au/bitstream/10453/118304/1/183-192.pdf> .
- [2]. Editorial Aela, 29 Jun,2022, Nielsen's Heuristics: 10 usability Principles To Improve UI Design, <https://aelaschool.com/en/interactiondesign/10-usability-heuristics-ui-design/> .
- [3]. Jakob Nielsen , Apr.24,1994; Updated Nov.15,2020, 10 Usability Heuristics for User Interface Design, <https://www.nngroup.com/articles/ten-usability-heuristics/> .
- [4] B. Shneiderman, C. Plaisant, M. Cohen, and S. Jacobs, *Designing the User Interface*. Pearson, 2017.

## **Appendix**

above-mentioned usability is important when designing mental health applications because it can make them more effective and easier to use. Mental health apps implementing usability it will be easier for people with mental health conditions to use if they have access to an easy-to-use interface. Also, systems that implement engagement, is when someone uses the system easily and often. This helps them feel good mentally, as it keeps them motivated and on track.

Mental health apps can help people feel more confident and secure. If someone doesn't like how the system works, they may not trust the information it provides, which could have a negative impact on their mental health. Furthermore, if you use mental health applications effectively, you can get better results. For example, if you use a mood tracking application correctly, you might be able to learn more about your feelings and behaviors, and this can help you to understand yourself better. At the end, making mental health applications usable is important for their effectiveness and accessibility, engagement, trust, and therapeutic outcomes.[4]