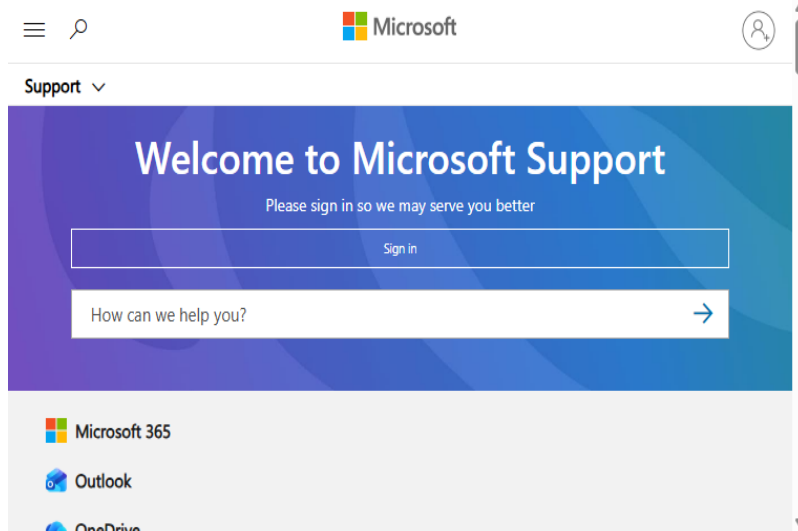


Usability Testing Report

Screenshots of Tested Pages:

Page: <https://support.microsoft.com>



Detected Issues:

| Issue | Page | Description | Severity |
|-------------------------------|---|---|----------|
| Multiple H1 headings | https://support.microsoft.com | Use only one to anchor page structure. | Low |
| Image alt text not meaningful | https://support.microsoft.com | Provide descriptive alt text (≥ 3 chars, not generic or filename). | High |
| Empty or broken link | https://support.microsoft.com | Provide valid href and meaningful link text. | Medium |
| Insufficient colour contrast | https://support.microsoft.com | Contrast 1.00:1 below 4.5:1 for text 'Please sign in so we may serve you better Sign in'. | High |

| | | | |
|---------------------------------|---|---|--------|
| Elements removed from tab order | https://support.microsoft.com | Avoid tabindex='-1' unless necessary; keep natural focus order. | Low |
| Form field missing label | https://support.microsoft.com | Associate inputs with visible labels using . | Medium |
| Form field missing label | https://support.microsoft.com | Associate inputs with visible labels using . | Medium |
| Tight line spacing | https://support.microsoft.com | Use line-height ≈ 1.4 for comfortable reading. | Low |
| Slow page performance | https://support.microsoft.com | Navigation duration 4229ms; optimize assets and requests. | Medium |