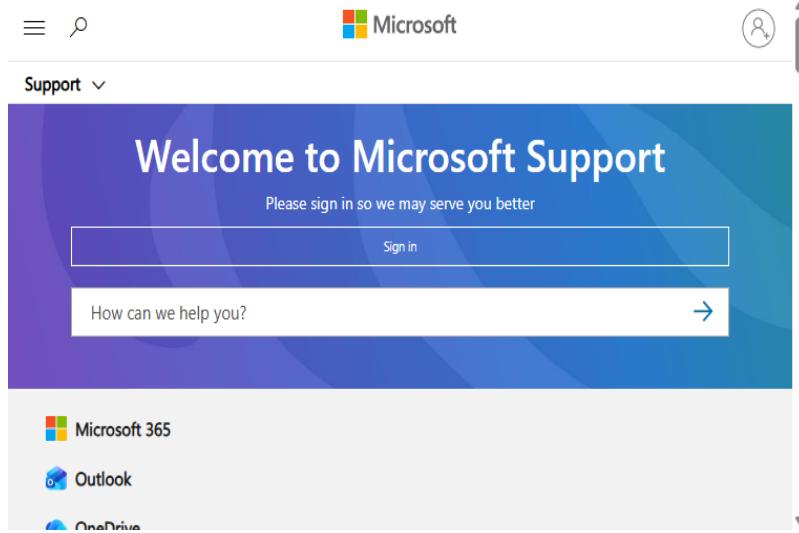


# Usability Testing Report

## Screenshots of Tested Pages:

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



## Detected Issues:

Issue	Page	Description	Severity
Multiple H1 headings	<a href="https://support.microsoft.com">https://support.microsoft.com</a>	Use only one to anchor page structure.	Low
Image alt text not meaningful	<a href="https://support.microsoft.com">https://support.microsoft.com</a>	Provide descriptive alt text ( $\geq 3$ chars, not generic or filename).	High
Empty or broken link	<a href="https://support.microsoft.com">https://support.microsoft.com</a>	Provide valid href and meaningful link text.	Medium
Insufficient colour contrast	<a href="https://support.microsoft.com">https://support.microsoft.com</a>	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	<a href="https://support.microsoft.com">https://support.microsoft.com</a>	Avoid tabindex=-1 unless necessary; keep natural focus order.	Low
Form field missing label	<a href="https://support.microsoft.com">https://support.microsoft.com</a>	Associate inputs with visible labels using .	Medium
Form field missing label	<a href="https://support.microsoft.com">https://support.microsoft.com</a>	Associate inputs with visible labels using .	Medium
Tight line spacing	<a href="https://support.microsoft.com">https://support.microsoft.com</a>	Use line-height ≈ 1.4 for comfortable reading.	Low
Slow page performance	<a href="https://support.microsoft.com">https://support.microsoft.com</a>	Navigation duration 4229ms; optimize assets and requests.	Medium