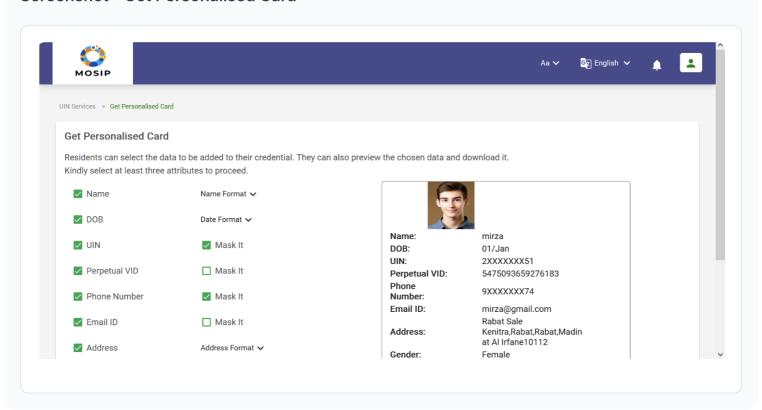
Inclusivity Bug Report

June 03, 2025



Screenshot - Get Personalised Card



Each task description must contain five components: what (definition), why (purpose), how (steps), when (timing/schedule/time estimates), and system/access requirements (permissions) before any action

Information Processing, Learning Style

Location

'Mask It' checkboxes next to form fields

Inclusivity Bug Categories

Lack of guidance about task

Bug Description

Missing explanation of why certain fields can be masked and others cannot

Potential Fixes (Recommendation)

Add tooltip or help text explaining the purpose and implications of masking different fields

Location

Format dropdown menus

Inclusivity Bug Categories

Lack of guidance about task

Bug Description

No information about what 'Name Format' and 'Address Format' options are available

Potential Fixes (Recommendation)

Add preview or explanation of available format options before selection

Location Entire form **Inclusivity Bug Categories** Privacy concerns **Bug Description** No explanation of how the collected personal data will be used or stored **Potential Fixes (Recommendation)** Add privacy notice explaining data usage, storage duration, and security measures Potentially risky actions must clearly indicate consequences and recovery options before execution Risk Aversion, Information Processing Location 'Mask It' options **Inclusivity Bug Categories** Error messages - no warning about error prone conditions **Bug Description** No warning about privacy implications of leaving sensitive data unmasked **Potential Fixes (Recommendation)** Add warning message when users attempt to leave sensitive fields unmasked

Any request for user data must be accompanied by a clear explanation of its purpose and usage

Risk Aversion, Computer Self-Efficacy

Multi-step processes must maintain a progress tracker which shows the current position, total steps, and next actionÊ
Learning Style, Information Processing

Location

Top of form

Inclusivity Bug Categories

Lack of guidance

Bug Description

No indication of how many steps are in the card creation process

Potential Fixes (Recommendation)

Add progress indicator showing current step and total steps in the process