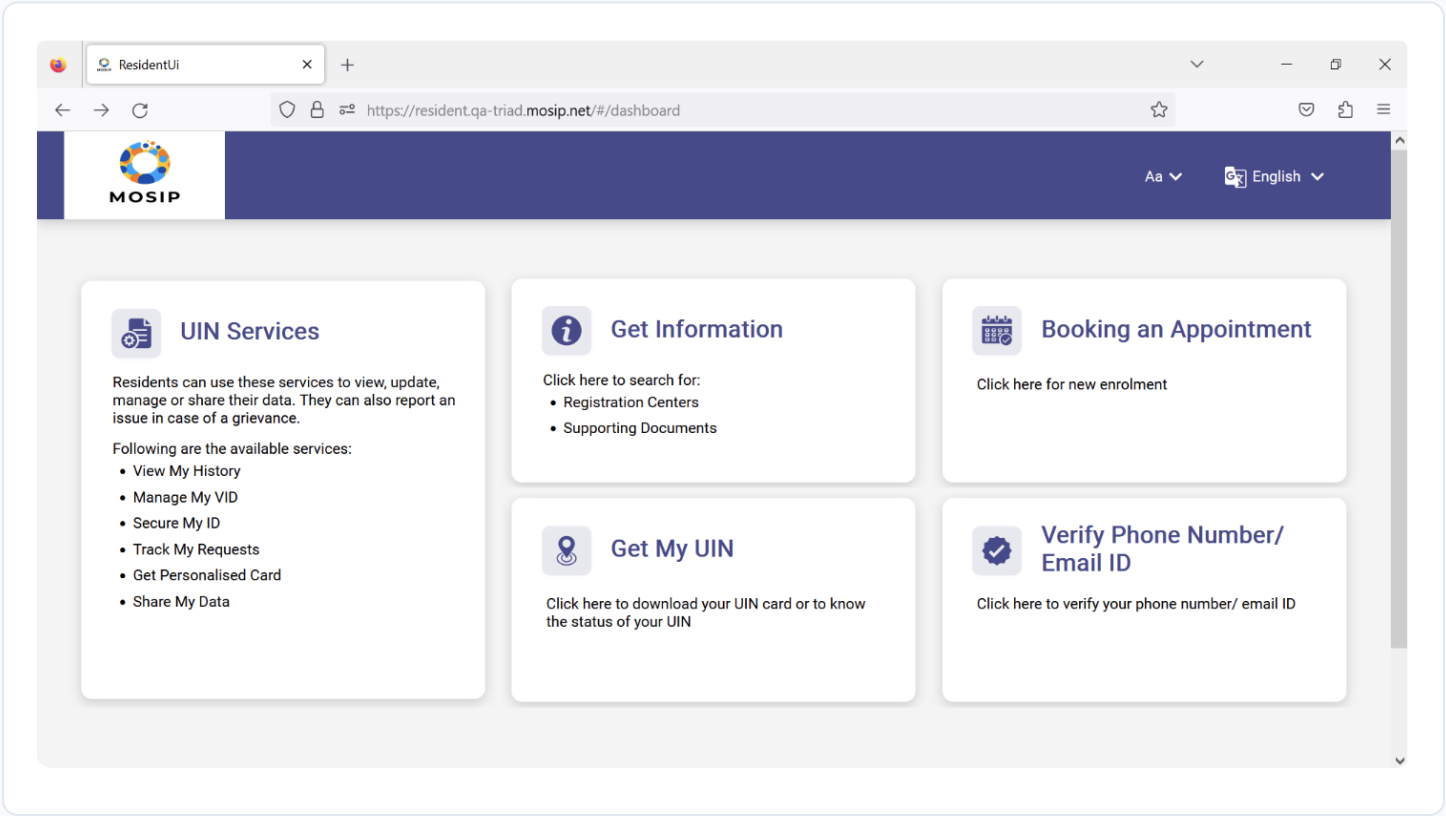


## Screenshot - Resident Dashboard



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

UIN Services card

### Inclusivity Bug Category

Lack of guidance about task and/or data usage

### Bug Description

UIN Services section lacks complete task descriptions - missing 'when' and 'requirements' components for listed services

### Potential Fixes (Recommendation)

Add prerequisites and timing information for each service (e.g., 'View My History - Available after registration, takes 2-3 minutes to access')

**When multiple methods or UI affordance exist for a task, each method must have its effort level and benefits clearly stated like Time required, Effort level, Technical expertise needed, Security implications, etc**

Risk Aversion, Motivations

#### Location

All service cards

#### Inclusivity Bug Category

Lack of guidance about task

#### Bug Description

No effort/time estimates provided for any of the available services or actions

#### Potential Fixes (Recommendation)

Add estimated completion times and effort levels for each service (e.g., 'Get My UIN - Approximately 5 minutes to download')

**When multiple tasks are presented, their dependencies must be explicitly shown like visual connection lines, prerequisite flags, blocking indicators, Timeline connections etc**

Information Processing, Learning Style

#### Location

Entire dashboard

#### Inclusivity Bug Category

Lack of guidance about task

#### Bug Description

No clear indication of dependencies between services (e.g., if certain services require completing others first)

#### Potential Fixes (Recommendation)

Add visual indicators or numbering to show service dependencies and recommended sequence

Complex or dense content should be layered with clear expansion mechanisms for additional details

Information Processing, Motivations

Location

UIN Services card

Inclusivity Bug Category

Unclear action requirements - clutter/overwhelming

Bug Description

Services are presented in a flat list without clear organization or hierarchy

Potential Fixes (Recommendation)

Group services by category or frequency of use, add expandable sections for service details

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

Risk Aversion, Computer Self-Efficacy

Location

UIN Services card - Share My Data option

Inclusivity Bug Category

Lack of guidance about task

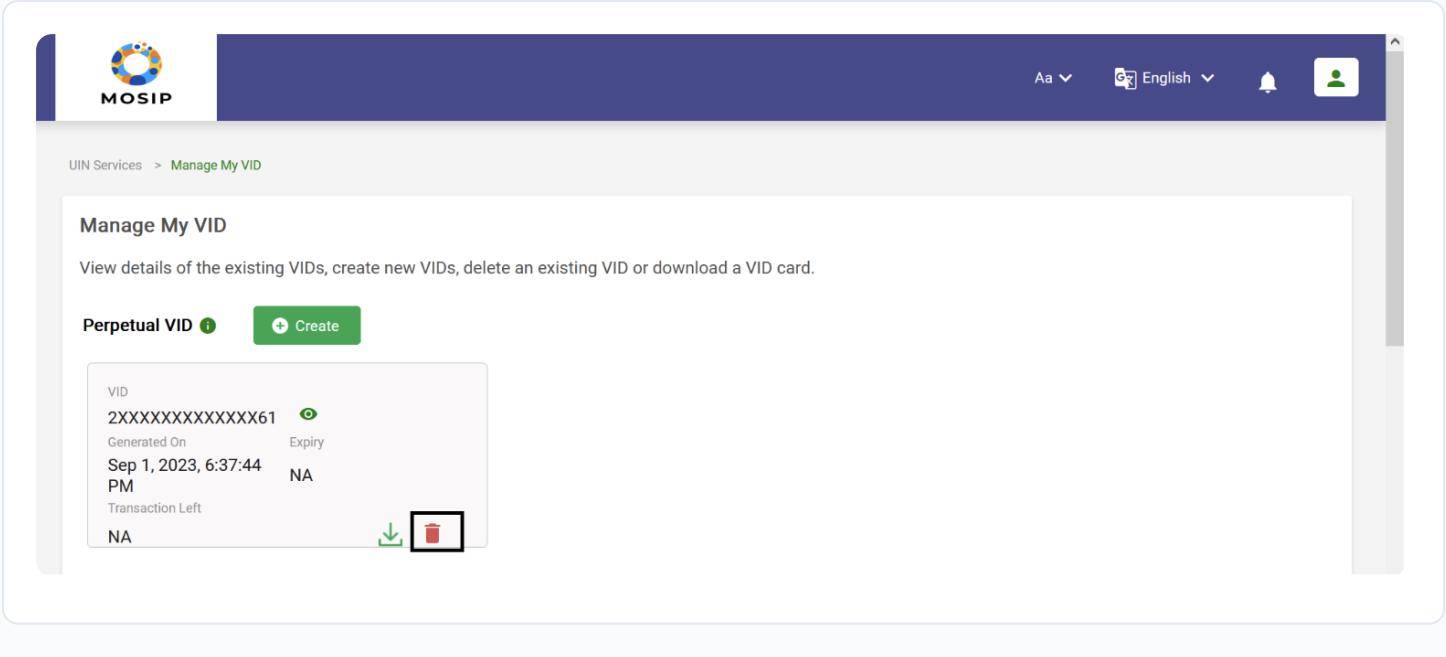
Bug Description

No explanation provided for what data is collected/shared in 'Share My Data' feature

Potential Fixes (Recommendation)

Add clear explanation of what data will be shared, with whom, and for what purpose

Screenshot - Manage Vid Interface



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

Top section of page under 'Manage My VID' heading

Inclusivity Bug Category

Lack of guidance about task and/or data usage

Bug Description

Incomplete task information - missing explanation of what a VID is, its purpose, and when/why users would need to create one

Potential Fixes (Recommendation)

Add clear explanation of what a VID is, its purpose, and when users might need to create or manage one

## All actionable UI elements must be clearly marked/have visual affordance

Computer self-efficacy, Information Processing

### Location

Icons next to VID entry

### Inclusivity Bug Category

Lack of guidance about specific features, Unclear action requirements - obscure UI

### Bug Description

Download and delete icons lack clear visual indicators or labels explaining their function

### Potential Fixes (Recommendation)

Add tooltips or labels to clearly indicate icon functions

## Potentially risky actions must clearly indicate consequences and recovery options before execution

Risk Aversion, Information Processing

### Location

Delete icon button

### Inclusivity Bug Category

Error messages - no warning about error prone conditions

### Bug Description

No warning confirmation shown for delete action which could be destructive

### Potential Fixes (Recommendation)

Add confirmation dialog before deletion explaining consequences and asking for user confirmation

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

Risk Aversion, Computer Self-Efficacy

Location

Throughout interface

Inclusivity Bug Category

Lack of guidance about task

Bug Description

No explanation provided about what data is being collected/stored in VID or how it will be used

Potential Fixes (Recommendation)

Add clear explanation of what data is contained in VIDs and how it will be used/protected