

Testing Objectives

1. Meet with testing users and let them use the product under your supervision:
 - a. Ask the users to “think out loud” when using the product in order to obtain the most authentic first impressions of the user experience;
 - b. Witness the user’s process of using the product and record any issue that occurred.
2. For the Paymi sign-up usability testing, ensure future Paymi users can effectively:
 - a. Sign up for Paymi, and link their debit/credit card to Paymi;
 - b. Enter a promotional code when signing up and use the code after sign-up;
 - c. Leverage any browser or mobile device to complete the sign-up process.

Testing Procedure

1. The procedures written are based on the usability testing of the Paymi sign-up and bank card linking process. First of all, draft a test plan template. Please view the Paymi usability test plan template for reference:
<https://docs.google.com/spreadsheets/d/10S11tS8Z8HbaUJEms04LV58M5fou94yJBpSfUyGDNaw/edit?usp=sharing>

This test plan contains the following:

- a. Testing summary: a summary tab that includes the testing goals, testing plan, testing users, and testing methodologies;
 - b. Tasks: this tab lists out the expectations of the testing users, in other words, what we want them to do;
 - c. Script reference: this tab contains a rough script of what we say when meeting the testing users;
 - d. Mobile notes and web notes: these two separate tabs record how the testing users react to the sign-up process and how the users perform the tasks via mobile phones or laptop;
 - e. Mobile results and web results: these two separate tabs record the success rate of the testing users performing each task;
 - f. Mobile questionnaire and web questionnaire: these two separate tabs contain some post-meeting survey on how the users felt about the sign-up process. Be sure to ask these questions at the end of the meeting, not to follow up after the meeting.
2. Meet with the testing users either in-person or virtual. If the meeting is held virtually, be sure to ask the testing users to share their computer screen while conducting the test. Fill out the test plan template accordingly. Make sure to:
 - a. Give a brief introduction: tell the testing users of their scenarios, for example, for the Paymi sign-up usability testing, the scenario given to the

users is to imagine themselves receiving a notification from their bank, the notification states that they can sign up for Paymi with a promotional code to receive discount when purchasing at a specific store, the users got interested in this and decided to sign up for Paymi and redeem the code.

- b. Let the testing users to explore the product by themselves and ask them to “**think out loud**” throughout the process (the think-out-loud method is the only way for us to obtain users’ first impressions of the product)
3. Organize all issues observed into a summary document and categorize them into different issue types, be sure to attach screenshots for reference.
Please view the Paymi web/mobile usability testing summary as reference:
<https://docs.google.com/spreadsheets/d/14nsQp-ILBrsdeW7MIwHQHBc8MBly-2VqMOKyzSWzRsY/edit?usp=sharing>