**HCI test 3**

**Thank you for participating in our usability testing. Please complete each scenario in order by reading the user story, following the set instructions and then completing the feedback form.**

**Please email the finished form to** flightcrew2020@protonmail.com

**Scenario 1:**

User Story: As a customer, I want to be able to create an account in order to access the system's functionality.

Instructions: From the home page, click the ‘customer login’ button in the top right corner of the page. You will be met with a login form. Using the details provided, enter the relevant fields and click ‘Create account’ at the bottom of the form.

Please use the following details when creating an account:

1. Email: frequentflyer@outlook.co.uk
2. First name: Hubert
3. Last name: Snatcher
4. Address1: Truro
5. Address2: Cornwall
6. Postcode: PL329BM
7. Password: UserTest123
8. Confirm Password: UserTest123

Time taken:

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| Which of the following would best describe the difficulty of this task? (check one box) | | | | |
| Very Easy | Moderately Easy | Neutral | Moderately Hard | Very Hard |
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| What you felt went well |
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| What you felt could be improved |
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| Other things worth mentioning |
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**Scenario 2:**

User Story: As a Customer, I want to log in so I can use the system's functionality

Instructions: From the home page, click the ‘customer login’ button in the top right corner of the page. You will be met with a login form. Using the details provided, enter the relevant fields and click Login.

* 1. Email: frequentflyer@outlook.co.uk
  2. Password: UserTest123

Time taken:

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| Which of the following would best describe the difficulty of this task? (check one box) | | | | |
| Very Easy | Moderately Easy | Neutral | Moderately Hard | Very Hard |
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| What you felt went well |
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| What you felt could be improved |
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| Other things worth mentioning |
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**Scenario 3:**

User Story: As a Customer, I want to send a secure message to airline employees so I can get help effectively.

Instructions: From the home page, click the ‘Contact’ tab in the menu bar. Tick the ‘Encrypt’ box at the bottom and enter the following message: “Hello, how do I book a flight?”. Then click calculate. The result should be:” Khoor, krz gr l errn d ioljkw?”.

Time taken:

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| Which of the following would best describe the difficulty of this task? (check one box) | | | | |
| Very Easy | Moderately Easy | Neutral | Moderately Hard | Very Hard |
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| What you felt went well |
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| What you felt could be improved |
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| Other things worth mentioning |
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**Scenario 4:**

User Story: As a Customer, I want to be able to navigate through the web pages with ease.

Instructions: From the home page, please navigate to the following pages:

1. Search for a flight
2. Bookings
3. Contact
4. Home

Time taken:

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| Which of the following would best describe the difficulty of this task? (check one box) | | | | |
| Very Easy | Moderately Easy | Neutral | Moderately Hard | Very Hard |
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| What you felt went well |
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| What you felt could be improved |
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| Other things worth mentioning |
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**Scenario 5:**

User Story: As a customer, I want to be able to search through available flights so that I can find a flight that fulfills my need (Time/Date, Departure and Arrival Destination, Cost).

Instructions: Navigate to the “Search for a flight” tab. Search for a flight between Alicante and Paris on the 03/08/2020. Observe the result. Remain on this results page for the next scenario.

Time taken:

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| Which of the following would best describe the difficulty of this task? (check one box) | | | | |
| Very Easy | Moderately Easy | Neutral | Moderately Hard | Very Hard |
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| What you felt went well |
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| What you felt could be improved |
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| Other things worth mentioning |
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**Scenario 6:**

User Story: As a customer, I want to be able to book flights online.

Instructions: From the search results, book the flight from Alicante to Paris on the 03/08/2020.

Time taken:

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| Which of the following would best describe the difficulty of this task? (check one box) | | | | |
| Very Easy | Moderately Easy | Neutral | Moderately Hard | Very Hard |
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| What you felt went well |
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| What you felt could be improved |
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| Other things worth mentioning |
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**Scenario 7:**

User Story: As a customer, I want to be able to cancel a flight and receive a refund.

Instructions: Navigate to the Bookings page. Observe the flights booked. Cancel the flight booked between Alicante and Paris on the 03/08/2020.

Time taken:

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| Which of the following would best describe the difficulty of this task? (check one box) | | | | |
| Very Easy | Moderately Easy | Neutral | Moderately Hard | Very Hard |
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| What you felt went well |
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| What you felt could be improved |
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| Other things worth mentioning |
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**Scenario 8:**

User Story: As a customer, I want to be able to log out of my account after I have finished using the application.

Instructions: From the home page, click the ‘Logout’ button in the top right corner of the page. You should receive confirmation of a successful logout.

Time taken:

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| Which of the following would best describe the difficulty of this task? (check one box) | | | | |
| Very Easy | Moderately Easy | Neutral | Moderately Hard | Very Hard |
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| What you felt went well |
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| What you felt could be improved |
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| Other things worth mentioning |
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**Scenario 9:**

User Story: As an Admin, I want to log in so I can use the system's functionality

Instructions: From the home page, click the ‘admin login’ button in the top right corner of the page. You will be met will a login form. Using the details provided, enter the relevant fields and click Login.

1. Username: admin
2. Password: pass1

Time taken:

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| Which of the following would best describe the difficulty of this task? (check one box) | | | | |
| Very Easy | Moderately Easy | Neutral | Moderately Hard | Very Hard |
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| What you felt went well |
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| What you felt could be improved |
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| Other things worth mentioning |
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**Scenario 10:**

User Story: As an Admin, I want to be able to add a new journey to the database.

Instructions: from the home page, please click on the ‘Add Journey’ button. You will be met with an ‘Add Journey’ form. Using the details provided, enter the relevant fields and click Add.

1. Flight Plan Code: ES456
2. Journey Date: 02/04/2020
3. Departure Time: 09:00
4. Arrival Time: 15:00
5. Available Seats: 30
6. Price: £125

Time taken:

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| Which of the following would best describe the difficulty of this task? (check one box) | | | | |
| Very Easy | Moderately Easy | Neutral | Moderately Hard | Very Hard |
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| What you felt went well |
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| What you felt could be improved |
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| Other things worth mentioning |
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**Scenario 11:**

User Story: As an Admin, I want to view customer audits to view any discrepancies or problems in customer bookings

Instructions: From the home page, navigate to the ‘View Audit Log’ tab. Observe the generated audit log.

Time taken:

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| Which of the following would best describe the difficulty of this task? (check one box) | | | | |
| Very Easy | Moderately Easy | Neutral | Moderately Hard | Very Hard |
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| What you felt went well |
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| What you felt could be improved |
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| Other things worth mentioning |
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