



MyCommunitySite

Design and Test Report

created for **shyft.**

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Joining MyCommunitySite.com

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Heuristic Evaluation

Joining MyCommunitySite.com &
Dashboard

Objectives:

- To scientifically locate and evaluate issues on the MyCommunitySite onboarding process and back-end interface.
 - Suggest solutions to issues that pose significant barriers to a positive user experience and hinder usability.
-

Methodology

We conducted a heuristic study of the sign up and dashboard components of MyCommunitySite.com was conducted. For more information on heuristics, see [Nielsen's 10 Heuristics for UI](#) and [Conducting a Heuristic Study](#)

Key:

JOIN - Joining process

BUILD - Website Builder

Rating scale

0 = I don't agree that this is a usability problem at all

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

2 = Minor usability problem: fixing this should be given low priority

3 = Major usability problem: important to fix, so should be given high priority

4 = Usability catastrophe: imperative to fix this before product can be released

#1: Visibility of system status

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

Severity 2

- **BUILD** Difficult to visualize page edits (e.g. how does "masthead area" display). Did it work the way I wanted it to work?
Possible Solution: On the back-end, show an example of a sample page that highlights the area the user is working on.

Severity 3

- **BUILD** Dashboard does not let you know if files have been uploaded.
Possible Solution: Include a visual confirmation cue, such as a green checkmark layover and the name of the file uploaded.
- **BUILD** Not clear that page edits publish.
Possible Solution: Include a visual confirmation cue, and a button to view the live page so users can visually confirm changes.
- **BUILD / JOIN** It is confusing to know where you are located in the navigational hierarchy of both the onboarding process and back-end interface.
Possible Solution: Add a progress bar to the onboarding process and breadcrumbs to the general back-end.

#2: Match between system and the real world

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

Severity 2

- **BUILD** Unfamiliar UI compared to other products in the market
Possible Solution: Look at popular products for inspiration for design conventions.

Severity 3

- **BUILD** No indication of real-world HOA on the back-end
Possible Solution: Customize back-end interface to clearly show the name of the HOA and a “profile picture.”

#3: User control and freedom

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

Severity 2

- **BUILD** No limits on text input area
Possible Solution: Add limits to text inputs

Severity 3

- **BUILD / JOIN** There is no way to "go back," "undo," and "redo" other than hitting the back button on the browser.
Possible Solution: Build a back, undo and redo buttons directly into the back-end UI
- **BUILD** Once a photo is added and the website is published the picture can not be deleted. The only option to remove a picture and replace it with another picture.
Possible Solution: Include the option to delete photos

#4: Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.

Severity 1

- **JOIN** General inconsistencies in design. Heights of options for designs and pages are different. Ways of selecting options are inconsistent (between design, pages, and pricing). Alignment of buttons (radio/check) are inconsistent.
Possible Solution: Make heights uniform and rethink the layout of the pricing page. Retool design for consistency

Severity 2

- **JOIN** Save & Next wording
Possible Solution: Change wording to be more in line with what the user is doing, and be consistent

Severity 3

- **BUILD** Image upload is confusing, opens space up and does not scroll back up to where the image upload was, interface is confusing
Possible Solution: Design a better interface that is more understandable with more usability and less confusion.

#5: Error prevention

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

Severity 2

- **JOIN** Password should be entered twice for verification
Possible Solution: There should be an option to see the password as well as it should be entered twice

Severity 3

- **BUILD** It is not clear what each element in the builder is or does, such as Masthead 1
Possible Solution: Show an example of where the locations of information on the page is and generally rethink the building process
- **BUILD** No "are you sure..." warnings indicating what might happen if you go through with major changes.
Possible Solution: Add a warning or secondary approve click for deleting items, or actions that could affect multiple parts of the site

#6: Recognition rather than recall

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

Severity 3

- **JOIN** Remember me for credit cards on file? Or my login? What are you remembering?
Possible Solution: This is important because the confusion of these two different processes can make the user start the process all over again if the user doesn't understand the question prompt.
- **BUILD** Difficult to determine where the user is "located" in the site
Possible Solution: The user shouldn't get confused by what pages they are accessing. Redesign by integrating with a combination of location "cues", breadcrumbs and better labeling.
- **BUILD** Terminology/naming not clear
Possible Solution: Design the site with explanations on terminology either a hover over or a help button or find an alternative terminology that is easier for users to understand.
- **JOIN** The front page has visibility issues making it hard to see the navigation buttons on the top of the website when background pictures are lighter than the text.
Possible Solution: Either creating a bar underneath the navigation with enough contrast that it is easier to see. Or selecting background images that have enough contrast so the navigation bar is easier to see.

#7: Flexibility and efficiency of use

Accelerators — unseen by the novice user — may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

Severity 2

- **BUILD** The whole accordion header should be clickable, not just the text.
Possible Solution: The clickable area should be expanded to include a large sweet spot for effortless button selection.
- **JOIN** Responsive design is limited. A user with a 13" laptop couldn't see the skip button.
Possible Solution: Design should be responsive so that the site is accessible on all devices.

#8: Aesthetic and minimalist design

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

Severity 1

- **JOIN** Ellipsis after password
Possible Solution: Ellipsis can be removed and the term can be rephrased to “Password”
- **JOIN** Every description of a theme says generally the same thing.
Possible Solution: Change the wording and allow a user to view themes so that the difference can be noticed

Severity 3

- **JOIN** Labels and step by step too wordy
Possible Solution: Only relevant and important information should be presented and it should be presented clearly.
- **BUILD** Too much going on in the dashboard home. Literally can't fit all the text. Text-heavy with no space-saving icons
Possible Solution: Edit the information on the dashboard. Use more universal icons, but make sure their texts are not icons for that selection. Utilize responsive design so that text can be replaced when icons in different screen configurations.

#9: Help users recognize, diagnose, and recover from errors

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

Severity 1

- **JOIN** My coupon isn't valid but its not telling me anything
Possible Solution: Add notification about if discounts with coupons

Severity 2

- **JOIN** No indication that password needs to be at least 8 characters until after password is entered
Possible Solution: Add notification that lets the user know what is correct format for passwords

Severity 3

- **JOIN** Text under for errors in sign up too thin and unreadable
Possible Solution: Change the weight and scale of texts to improve readability.
- **JOIN / BUILD** No "undo" button, or versioning. No way to go cancel or undo an event added to the calendar.
Possible Solution: Add and undo button with at least 2 levels of undo so users have a change to correct mistakes. Add versioning and change logs so users can remember/go back to previous
- Many errors throughout the joining process that lead to blank pages
Possible Solution: Make errors modal windows that are easily exited out of and describe what the error is. Also, fix programming errors.

#10: Help and documentation

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

Severity 3

- **BUILD** Not clear what page/pull quote is should have - no information about components in general
Possible Solution: Add more information describing what everything is. Add helpers, tutorials, or any additional kind of help and documentation to assist the user.
- Webinars, tutorial videos & support contact info missing in dashboard
Possible Solution: Build links to helpful webinars and tutorial videos into the back-end right next to where users would need them. Include a consistent support “question mark” icon throughout the back-end.

Summary of findings

We did not find any catastrophic issues. However, the onboarding process and dashboard are in need of repair and some reimagined experiences due to the number of negative findings.

Usability Study Findings

Joining MyCommunitySite.com

Objectives:

- Identify areas of the joining process that users have the most trouble
 - Understand why they are having trouble, if any
 - Evaluate users' reaction to the UI and copy
 - Provide meaningful and relevant suggestions and solutions to improve the user experience and user interface
-

Methodology

Remote usability testing was conducted from July 1-10th, 2020. 9 participants, ages X-X were chosen due to their closeness in age bracket and computer literacy of current MyCommunitySite.com members and target clients.

Participants were asked to go to MyCommunitySite.com, join the site, and navigate through the signup process.

Homepage

Findings

- 7 of 9 users did not have issues finding the “Join Now” link at the top of the page.
- 2 users scrolled up and down on the page looking for a way to join.
- One user spent almost 2 minutes looking for a way to join the site.

Recommendations

Make the Join Me link more prominent in the top right corner by styling it as a button. Larger font, bright colors, and a background.



“I don’t know where that is, ‘Learn More?’”

Sign Up

Findings

Site Name

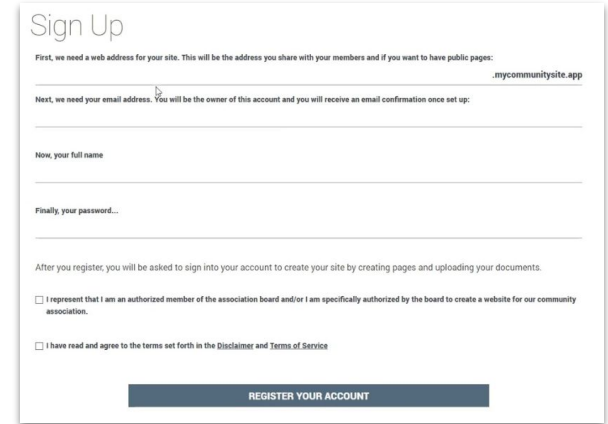
- 7 of 9 users put an email address or “www.” “.com” as their site name
- 5 of 7 users did not understand the error message and required assistance to continue
- One user, when faced with an error, tried to click next to mycommunitysite.app to move the text to the right side of the page

Password

- One user was concerned about the security of the website and their password
- One user received an error due to not entering in the required amount of characters for the password

Other

- Disclaimer and TOS links are broken
- One user with a smaller laptop did not realize there was content below the fold



The screenshot shows a 'Sign Up' form with the following elements:

- Sign Up** (Section Header)
- Text: "First, we need a web address for your site. This will be the address you share with your members and if you want to have public pages:"
- Input field containing: `.mycommunitysite.app`
- Text: "Next, we need your email address. You will be the owner of this account and you will receive an email confirmation once set up:"
- Input field (empty)
- Text: "Now, your full name"
- Input field (empty)
- Text: "Finally, your password..."
- Input field (empty)
- Text: "After you register, you will be asked to sign into your account to create your site by creating pages and uploading your documents."
- Two checkboxes with associated text:
 - ☐ I represent that I am an authorized member of the association board and/or I am specifically authorized by the board to create a website for our community association.
 - ☐ I have read and agree to the terms set forth in the [Disclaimer](#) and [Terms of Service](#)
- REGISTER YOUR ACCOUNT** (Button)

“May not contain...well alright, you should have said that to begin with.”

Sign Up

Recommendations

- Show instructions for site name and password upfront with more clear, understandable language
- Use more common UI standards
- Fix error for Disclaimer and Terms of Service
- Redesign error response, allow user to go back or see error without having to use browser back bar
- Make error messages more prominent and explanatory
- Add more introductory text - possibly merge with next screen

The screenshot shows a 'Sign Up' form with the following elements and annotations:

- Title:** 'Sign Up' in a large, grey font.
- Field 1:** A text input field for a web address. Above it, text reads: 'First, we need a web address for your site. This will be the address you share with your members and if you want to have public pages:'. To the right of the field is a red arrow pointing to the placeholder text '.mycommunitysite.app'.
- Field 2:** A text input field for an email address. Above it, text reads: 'Next, we need your email address. You will be the owner of this account and you will receive an email confirmation once set up:'. A red arrow points to the input field.
- Field 3:** A text input field for a full name. Above it, text reads: 'Now, your full name'. A red arrow points to the input field.
- Field 4:** A text input field for a password. Above it, text reads: 'Finally, your password...'. A red arrow points to the input field.
- Instructions:** Below the fields, text reads: 'After you register, you will be asked to sign into your account to create your site by creating pages and uploading your documents.'
- Agreements:** Two checkboxes with associated text:
 - ☐ I represent that I am an authorized member of the association board and/or I am specifically authorized by the board to create a website for our community association.
 - ☐ I have read and agree to the terms set forth in the [Disclaimer](#) and [Terms of Service](#)
- Button:** A dark blue button at the bottom labeled 'REGISTER YOUR ACCOUNT'.

"May not contain...well alright, you should have said that to begin with."

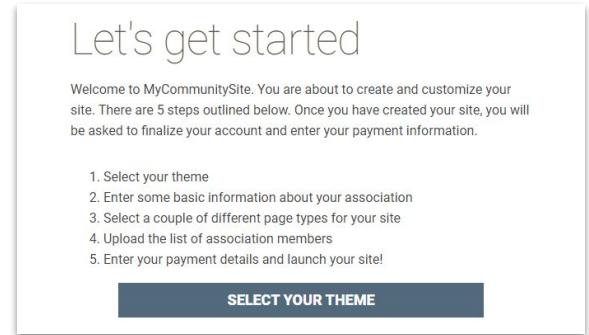
Getting Started

Findings

- Users did not have a problem with this page, but asked aloud if they should click “select your theme” before continuing

Recommendations

Consider rewording the text to be more descriptive and changing “select your theme” to continue



Select Theme

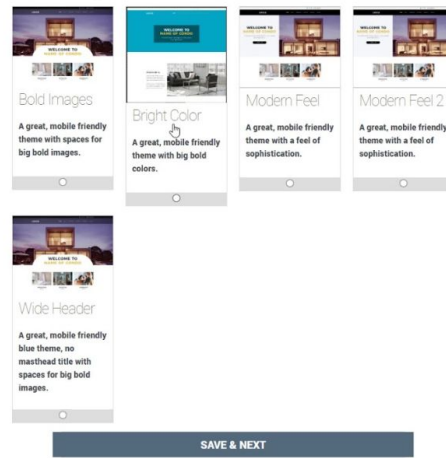
Findings

- 7 of 9 users did not have problems navigating this page and moving forward
- One user found the themes hard to see and thought they looked alike
- One user thought there was only one option for their theme
- One user had problems with their browser, IE11

Recommendations

- Improve the UI and text to showcase each theme's individuality
- Apply cross-browser compatibility, even outdated or deprecated browser IE10

Select your theme



"The theme is really hard to see and they all look the same to me, especially modern feel and modern feel 2."

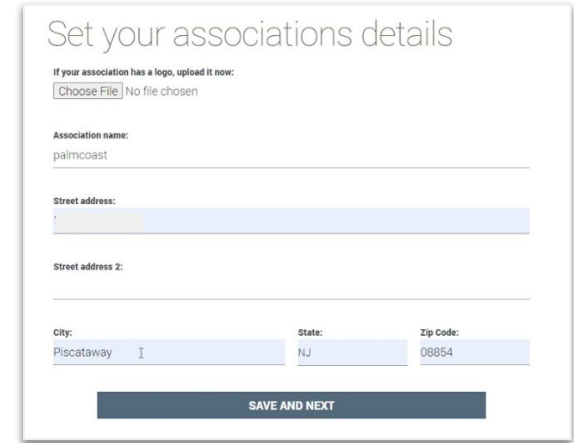
Association Details

Findings

- 7 of 9 users did not have problems navigating this page and moving forward
- Two users thought that they needed to use the site name they entered as the association name (mysite.mycommunitysite.app)

Recommendations

- Provide an example of an association name, or provide more clear instructions



The screenshot shows a web form titled "Set your associations details". At the top, there is a note: "If your association has a logo, upload it now:" followed by a "Choose File" button and the text "No file chosen". Below this, the form has several input fields: "Association name:" with the text "palmcoast" entered; "Street address:" with a light blue input field; "Street address 2:" with a light blue input field; "City:" with the text "Piscataway" and a dropdown arrow; "State:" with the text "NJ" and a dropdown arrow; and "Zip Code:" with the text "08854" and a dropdown arrow. At the bottom of the form is a dark blue button with the text "SAVE AND NEXT" in white.

Select Pages

Findings

- 8 of 9 users were unable to select any pages other than Member Documents
- 3 users were unsure if they had to select more than one in order to move on

Recommendations

- Add descriptive and guiding text at the top of the window
- Apply cross-browser compatibility, even outdated or deprecated browser IE10

The screenshot shows a web form titled "Select your pages". It contains five selectable options, each with a title, a description, and a checkbox. The "Member Documents" option is selected, indicated by a checked checkbox. Below the options is a "SAVE AND NEXT" button and a "SKIP" link with a note: "(You can enter this information later from your dashboard)".

Member Documents	Events	Staff Directory	News
This is the page where your association documents will be displayed	This is a page for events that you would like to advertise to your community	If you would like to have a list of key staff members you can display their information here	A place to put short stories and news that will be important to your community
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FAQs
Display some common frequently asked questions here
<input type="checkbox"/>

SAVE AND NEXT

[SKIP](#) (You can enter this information later from your dashboard)

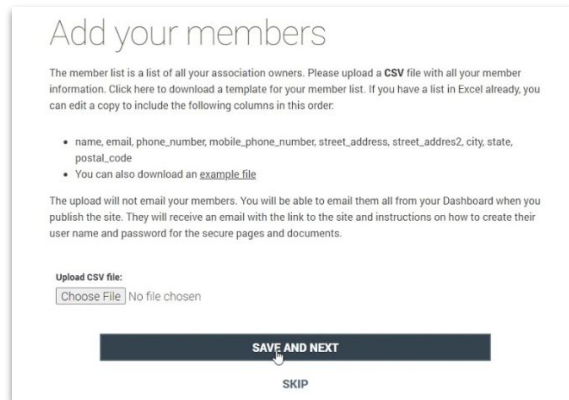
Add Members

Findings

- 5 of 9 users did not have problems navigating this page and moving forward
- Two users hit save and next without uploading a CSV and received a 404 error
- One user with a smaller laptop was unable to see “skip”

Recommendations

- Do not allow users to click save and next unless they have uploaded a file
- Place save and next buttons side by side



The screenshot shows a web form titled "Add your members". Below the title, there is explanatory text about uploading a CSV file. A bulleted list provides instructions on the required CSV columns and offers a link to an example file. Further text explains that members will not be emailed automatically. At the bottom, there is a section for "Upload CSV file:" with a "Choose File" button and the text "No file chosen". Below this, there are two buttons: a large, dark "SAVE AND NEXT" button and a smaller "SKIP" button positioned directly underneath it.

Add your members

The member list is a list of all your association owners. Please upload a **CSV** file with all your member information. Click here to download a template for your member list. If you have a list in Excel already, you can edit a copy to include the following columns in this order:

- name, email, phone_number, mobile_phone_number, street_address, street_address2, city, state, postal_code
- You can also download an [example file](#)

The upload will not email your members. You will be able to email them all from your Dashboard when you publish the site. They will receive an email with the link to the site and instructions on how to create their user name and password for the secure pages and documents.

Upload CSV file:
[Choose File](#) No file chosen

SAVE AND NEXT

SKIP

"I only have a 13" laptop."

Pick a Plan

Findings

- Two users thought clicking on a box would select a plan
- Three users did not understand how much the plans cost
- One user thought that they needed to write in what plan they wanted

Recommendations

- Use common UI styling for interactive elements
- Add pricing for each of the plans in the description boxes

Last Step! Ready to publish?

Choose the plan that is right for you.

Monthly Plan The pay-as-you-go option of \$50 per month	Managed Monthly Want to not worry about it? For \$85 per month we can get everything set up and running for you. So relax!	Annual Plan Don't need or want month-to-month, we've got you covered.	Managed Annual Plan We've got you covered for a year, set it and forget it.
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Pick your plan:

Have a coupon?:

...and Pay

"Pick a plan, I guess I have to write it in, right?"

Overall

Findings

- The average time it took a user to join the site from the home page to pay was 8 minutes.
- The shortest amount of time was 2 minutes, the longest 12
- Some of the UI is unfamiliar to users and causes confusion
- There are many dead ends (error pages) possible throughout the process

Recommendations

- Fix the errors throughout the process, and adjust the error messages to not be full screen/next page
- Rewrite some instruction and error messages to be more clear and concise
- Provide information that helps the user along the journey
- Use consistent and common UI to provide a familiar experience
- Provide the user a way to go back through the journey

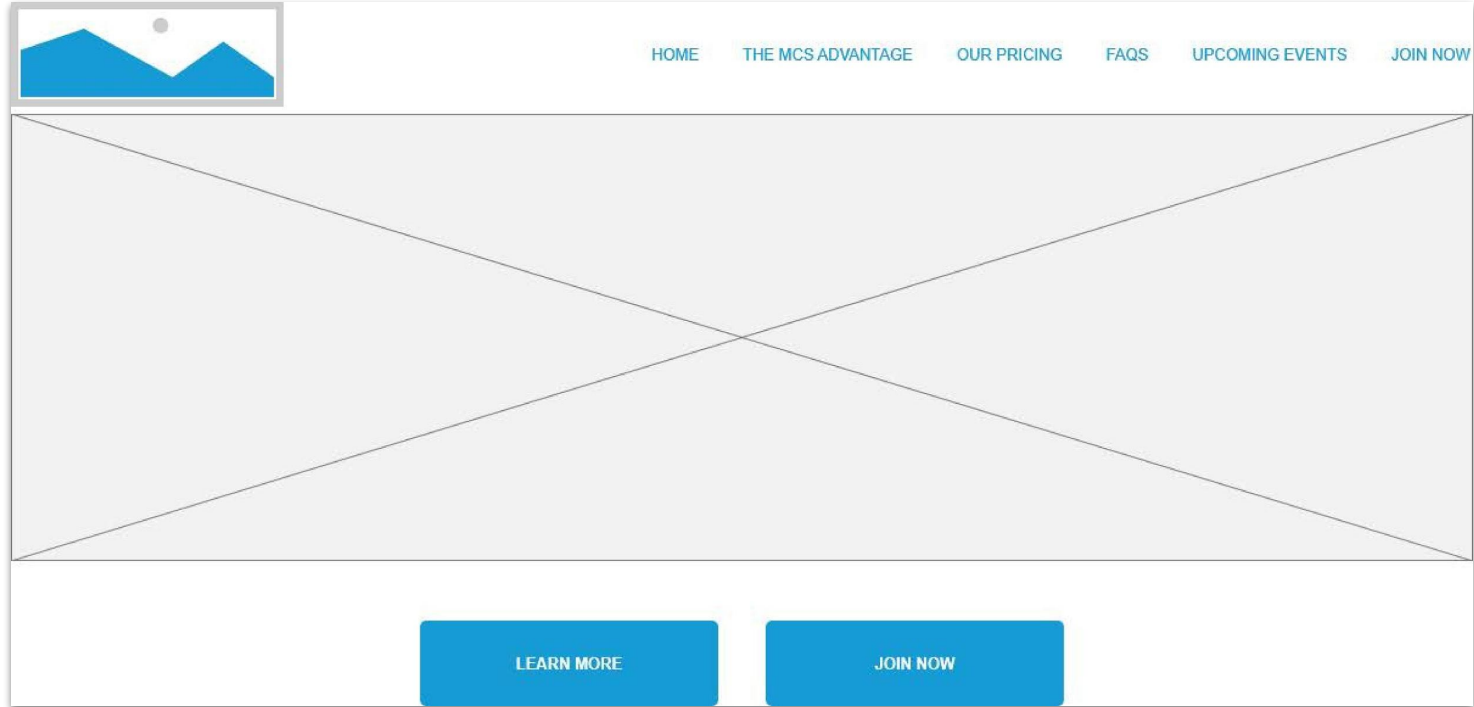
"I was following what looked like an example but...I would have gotten frustrated and [quit]."

Designs

Joining MyCommunitySite.com

Join Now Process

We added the Join Now button next to Learn More so that it is easily visible to the users.



Sign Up Process

We removed several steps in the sign up process, streamlining joining to three steps. Changes to the initial sign up page were made based on usability testing, focusing on adding information in order to reduce user error.

123

Sign Up

Welcome to MyCommunitySite. We'll get you signed up in three easy steps. Afterwards, you'll be taken to your new site's dashboard (your very own control center) to customize and publish your website.

First name

Last name

Email address

Your desired website address

sample-website.mycommunitysite.com

Your website address will be the address people type into their browser to visit your site.
It may only contain letters, numbers, dashes, and underscores.

Create a password

Re-enter your password

Your password must contain at least 9 characters.

☐ I represent that I am an authorized member of the association board and/or I am specifically authorized by the board to create a website for our community association.

☐ I have read and agree to the terms set forth in the [Disclaimer](#) and [Terms of Service](#)

REGISTER YOUR ACCOUNT

123

Sign Up

Welcome to MyCommunitySite. We'll get you signed up in three easy steps. Afterwards, you'll be taken to your new site's dashboard (your very own control center) to customize and publish your website.

First name

Last name

Email address

Please enter a valid email address.

Your desired website address

sample-website.mycommunitysite.com

Please remove any characters that are not letters, numbers or dashes from your desired website address.
Your website address will be the address people type into their browser to visit your site.
It may only contain letters, numbers, dashes, and underscores.

Create a password

Re-enter your password

Please make sure your password contains at least 8 characters.
Passwords do not match.
Your password must contain at least 9 characters.

☐ I represent that I am an authorized member of the association board and/or I am specifically authorized by the board to create a website for our community association.
You must confirm that you are authorized to create this website.

☐ I have read and agree to the terms set forth in the [Disclaimer](#) and [Terms of Service](#)
You must accept the terms to continue.

REGISTER YOUR ACCOUNT

Sign Up Process

Adding information about each plan, as well as highlighting a recommended plan reduces confusion and creates confidence in the user that they are purchasing what they need.

123

Pick your plan and publish!

Pick the MyCommunitySite plan that best fits your needs. After purchasing, you'll be taken to your website's dashboard where you can create and customize content.

RECOMMENDED			
Monthly	Managed Monthly	Annual	Managed Annual
Pay as you go!	We set everything up and manage your site for you.	Get 30 days free and 10% off your purchase when you pay for the full year up front.	Set it and forget it! We'll set up and manage your site for a year. You'll still get 30 days free and 10% off your purchase.
\$50/month	\$85/month	\$600/first year	\$918/first year
Select	Select	Select	Select

If you have a coupon code, enter it here.

Go Back

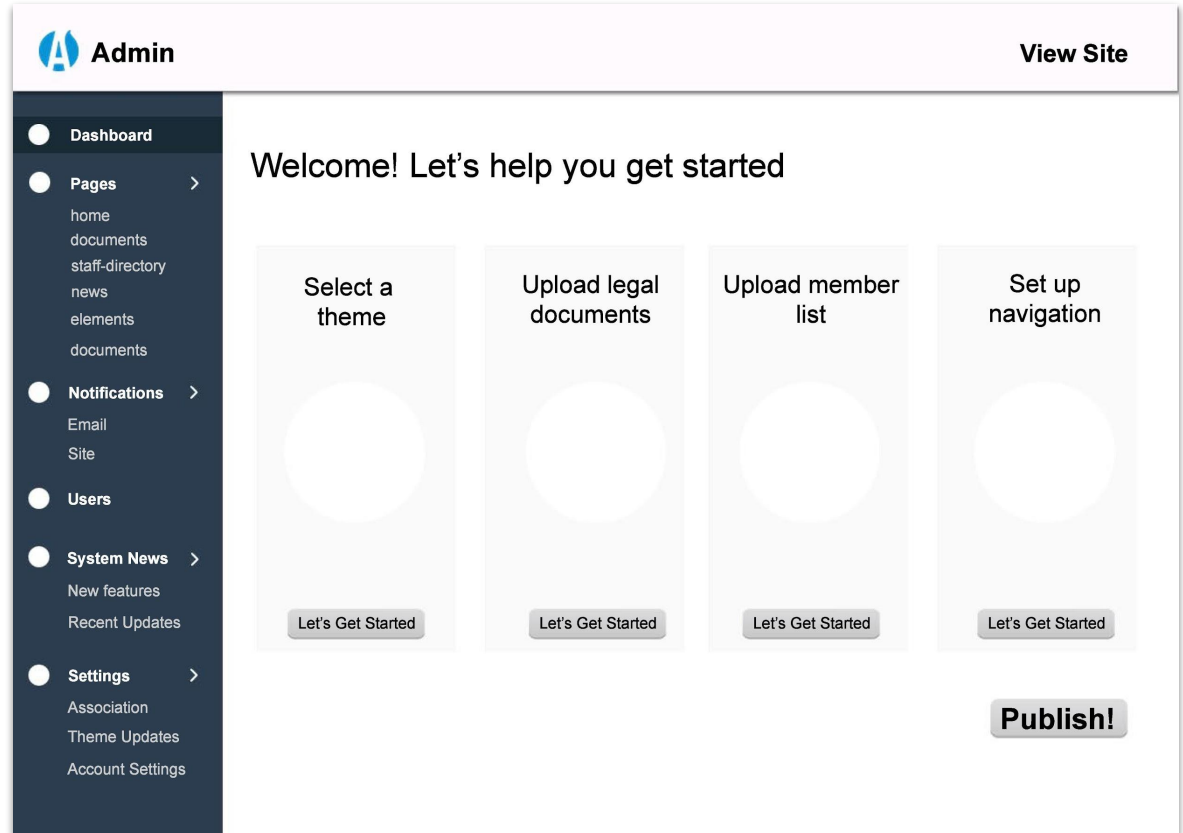
Purchase

Designs

MyCommunitySite User Dashboard

First time login concept 1

We envision a step by step walkthrough for first time users that would assist in adding the minimal amount of information and set up needed to comply with Florida laws. This would also serve as a tutorial for using the site and help familiarize users with the navigation and tools. Several iterations of the left navigation are being tested and considered.



First time login concept 2

We tested two different approaches to the introductory wizard.

The screenshot displays the 'MyCommunitySite' first-time login wizard. The interface is divided into a left sidebar and a main content area. The sidebar, on a dark blue background, features a user profile for 'Bob Smith' (Victoria Condominium Association) and a 'Preview Website' button. Below this is a list of navigation items: System News, Dashboard, Layout & Design (with a 'Start Here!' callout), Theme, Header & Footer, Elements, Navigation, Site Notifications, Pages (Home, Documents, Staff Directory, News, Events), Site Members (Email Notifications), Settings, and Help. The main content area has a yellow header with the title 'Welcome to MyCommunitySite! Let's set up your website!' and buttons for 'SHOW ME!' and 'Skip Setup'. The body contains a four-step wizard: 1. Select a theme (Choose a template from one of our themes), 2. Upload your documents (Add your associations legal documents. (This will assure compliance with laws in Florida. [Learn more.](#))), 3. Step needed (What else do we want people to do right away?), and 4. Publish your site! (That's all folks! You're ready to share and customize your MyCommunitySite page!). An 'or' separator and a paragraph of help text are at the bottom.

MyCommunitySite

SHOW ME!

Welcome to MyCommunitySite!
Let's set up your website!

Skip Setup

Since its your first time here, let's get you set up with the minimal amount of content you need to publish your site. Then, you'll be able to customize additional pages and content. After we take care of the minimal amount of things to get your site up and running, you're free to add custom content to your website, such as pictures, events and social media links.

Preview Website

System News

Dashboard

Layout & Design

Theme **Start Here!**

Header & Footer

Elements

Navigation

Site Notifications

Pages

Home

Documents

Staff Directory

News

Events

Site Members

Email Notifications

Settings

Help

1 Select a theme
Choose a template from one of our themes.

2 Upload your documents
Add your associations legal documents. (This will assure compliance with laws in Florida. [Learn more.](#))

3 Step needed
What else do we want people to do right away?

4 Publish your site!
That's all folks! You're ready to share and customize your MyCommunitySite page!

or

Don't need help setting yourself up? No problem. Click the skip setup button to go straight to your dashboard and start building your site. You can click Help in the menu, or the SHOW ME! button in the top right corner for tutorials and step by step instructions at any time.

Adding Notification to the Dashboard

Notification help HOA admins keep on top of important tasks.

Dashboard

View Site
Dashboard
Pages
Email Notifications
Site Notifications
Users
Settings
Video Tutorials

Welcome

MyCommunitySite Dashboard Tour

WELCOME TO DEMO CONDOS

Welcome to your Dashboard. This is where you will manage the content for your site, upload your documents, email your users and manage your account.

Please view the following video for a tour of the dashboard. For additional tutorial videos, please visit our YouTube channel

YouTube

Notifications

Wild animal warning. Alligator in swimming pool at neighboring housing development. [active](#) [cancel](#)

Calendar alert: In 2 days 7/26, Smiths 50th Anniversary Gala at the 6:30 at the Club house. [active](#) [cancel](#)

NEW RULES AND REGULATIONS for HOA 2020. Documents need to be updated. [active](#) [cancel](#)

HOA Meeting today at 4:30 Club house to talk about the new rules and regulations. [active](#) [cancel](#)

Fire inspection: 7/30, 2nd warning for LOT 40 and LOT 52 for nothing having expired smoke/natural gas alarms. LOT 32 no downstairs fire fire extinguisher. [active](#) [cancel](#)

more...

System News New Features

July 12, 2020

New features include:

Easier to use interface

1. Reduced error messaging and enhanced error prevention
2. A redesigned webpage design tools that's easier to use based on WYSIWYG
3. Joining is also easier simplified interface to get users up and running in less time

Apr 13, 2020

New features include:

Fonts

- Six new font options
- Five new font sizes
- New font colors
- New font background color

New Document Center

- Documents uploaded to any page
- Select the page and move a category of documents to appear on that page

Coming Soon!

- Custom document categories
- Additional user permission levels

As always, if you have questions or feature requests, please contact us by chat, phone or email!

New Document Center

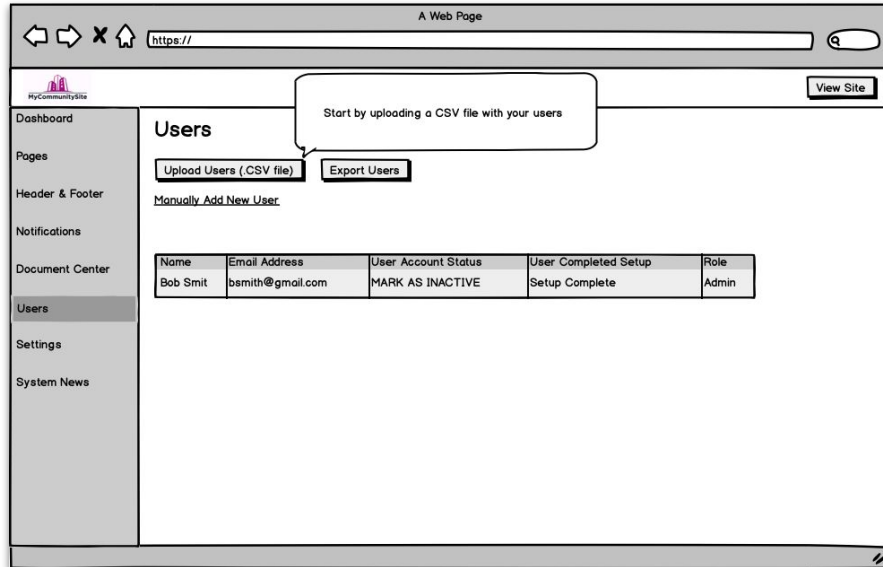
- Documents uploaded to any page
- Select the page and move a category of documents to appear on that page

You can see community at glance including important status updates and special events

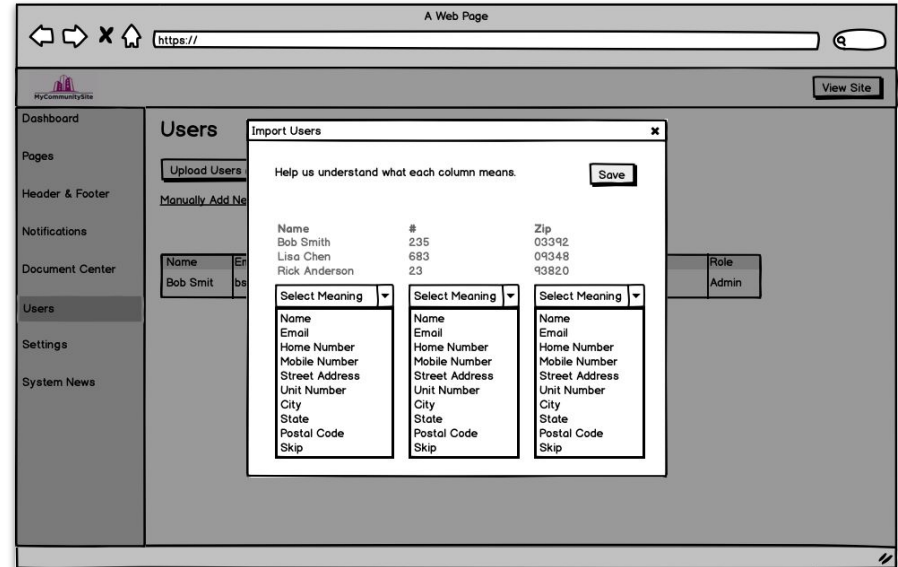
Keep track of on updates, schedules and association requirements
When you need it you can check on important tasks

Adding Users

We designed a more flexible, guided experience with CSV file column matching and tooltips.



Tooltips guide new users step-by-step



A modal instructs users to match their CSV file columns to MyCommunitySite standard columns

User Testing Findings

Joining MyCommunitySite.com

Objectives:

-

Sign Up Process

Findings

- More information about pricing and the service offered needs to be shown. Users are unsure they are getting the best value or what they are really paying for.
- Users suggested a free trial period to assess value
- Some users were confused about the term “join” due to the idea of joining to get a membership.

Recommendations

- Show examples of sites on the homepage so potential users can see what they are purchasing.
- Provide more information on the pricing plans, and explain in more detail what it means to have your website taken care of
- Offer a free trial
- Change phrasing of joining to sign up

Sign Up

Welcome to MyCommunitySite. We'll get you signed up in three easy steps. Afterwards, you'll be taken to your new site's dashboard (your very own control center!) to customize and publish your website.

1 2 3

First name

Last name

Email address

Your desired website address .mycommunitysite.com

Your website address will be the address people type into their browser to visit your site. It may only contain letters, numbers, dashes, and underscores.

Create a password

Re-enter your password

Your password must contain at least 9 characters.

☐ I represent that I am an authorized member of the association board and/or I am specifically authorized by the board to create a website for our community association.

☐ I have read and agree to the terms set forth in the [Disclaimer](#) and [Terms of Service](#)

REGISTER YOUR ACCOUNT

Setup Wizard 1

Findings

- The layout looks clean and easy to understand
- The navigation is clear but can be improved
- More information about what each of the steps is for is needed

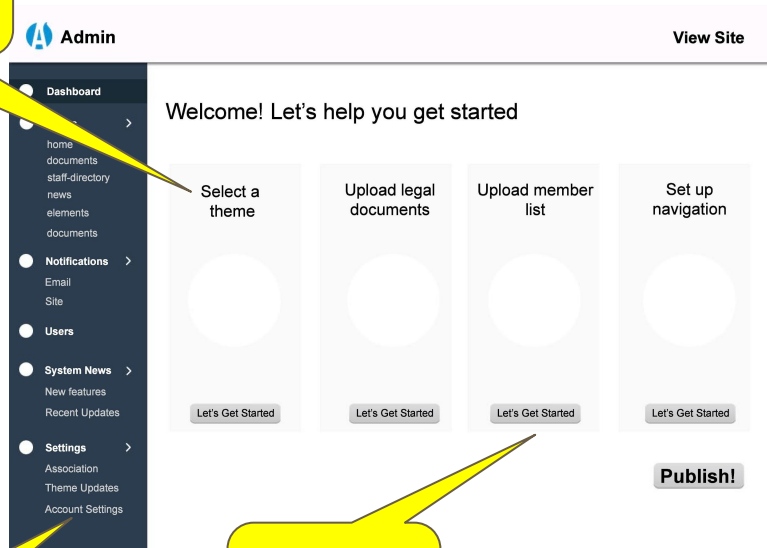
Recommendations

- There should be numbers that create an order
- Repeating “Let’s get started” bothers the users. That can be re-written
- Contrast in the dashboard should be more strong

Add numbers that create an order

Contrast in the dashboard can be better

Don't repeat “Let's Get Started”



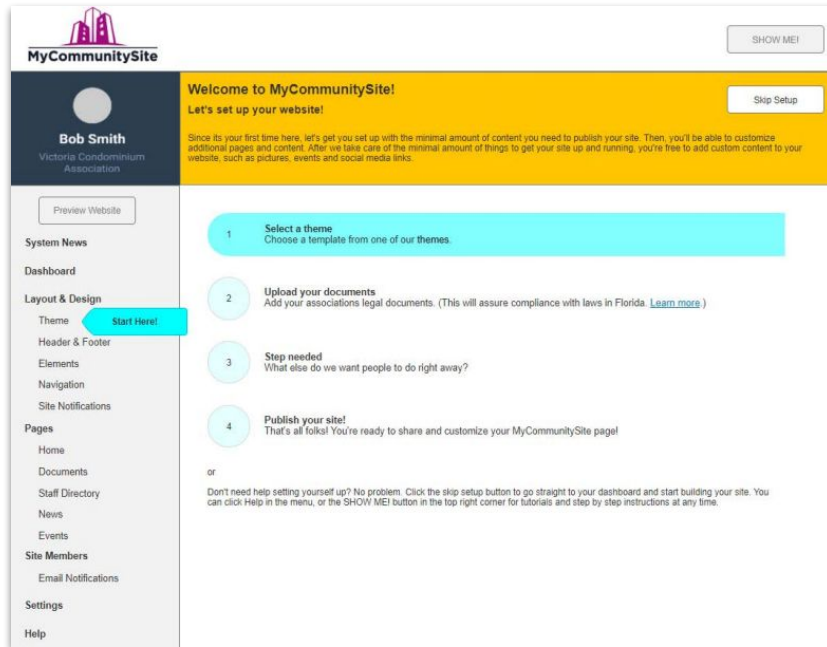
Setup Wizard 2

Findings

- Tooltip is helpful
- Too much text on the screen, too much to read.
- Users were split in preference between the first and second design

Recommendations

- Merge the first and second designs - simplify as much as possible without losing important information
- Third step should be upload member list
- More tooling of the left navigation needs to be done



Dashboard

First time users will be overwhelmed

Findings

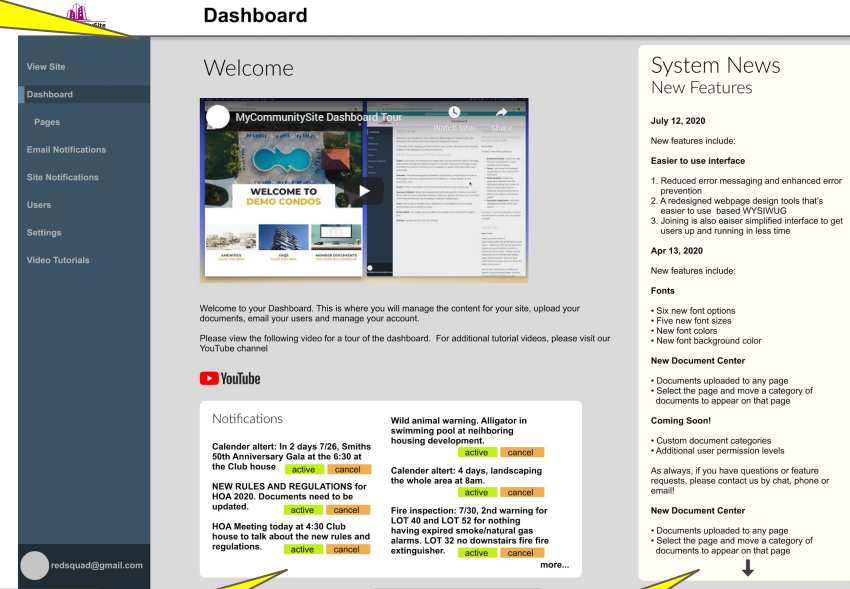
- Too much information for a first time user
- This needs to be simplified
- Layout should be slightly adjusted as users mistook the YouTube logo as the title of the notifications section
- User suggested adding a notification area for broken links or other areas of the site that aren't working so they can fix it right away.

Recommendations

- Full customizable dashboard
- The ability to minimize Notifications and System News to collapse the feeds or turn them off and on, based on the user.
- Replace cancel with a trash can
- Add link to send feedback or report issues
- Add a survey feature to get feedback from their HOA etc.

I like the idea, but not as new user

Why do you need this?



Adding Users

Findings

- Some terms are confusing
- Additional upload flexibility is needed
- Some people do not understand what a CSV file is. Consider adding more information about the file and what this is for.

Recommendations

- Include additional/clearer labeling
- Expand and define member upload options

Overall, simple and easy to understand.

"What the heck is CSV?"

Column matching is not clear

Users

Start by uploading a CSV file with your users

[Upload Users \(.CSV file\)](#) [Export Users](#)

[Manually Add New User.](#)

Name	Email Address	User Account Status	User Completed
Bob Smit	bsmith@gmail.com	MARK AS INACTIVE	Setup Complete

Import Users

Help us understand what each column means. [Save](#)

Name	#	Zip
Bob Smith	235	03392
Lisa Chen	683	09348
Rick Anderson	23	93820

Select Meaning	Select Meaning	Select Meaning
Name	Name	Name
Email	Email	Email
Home Number	Home Number	Home Number
Mobile Number	Mobile Number	Mobile Number
Street Address	Street Address	Street Address
Unit Number	Unit Number	Unit Number
City	City	City
State	State	State
Postal Code	Postal Code	Postal Code
Skip	Skip	Skip

Overall

- Generally positive reaction to designs
- Implement tool tips and helper text throughout the site
- Users want to see what they are getting before they sign up
- Suggest adding testimonials from current users
- Users want to be able to preview their site when they add content or make changes
- Information that is not pertinent to signing up and publishing the site should be optional. People are interested in the information but do not want it “cluttering” up their screens.
- Not many people read, so minimize the amount of text

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