# MYNEXTLVL USABILITY HEURISTIC

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# USABILITY RATING

0 – THIS IS NOT A USABILITY PROBLEM

1 – COSMETIC PROBLEM

2 – MINOR USABILITY PROBLEM

3 – MAJOR USABILITY PROBLEM

4 – USABILITY CATASTROPHE; IMPERATIVE TO FIX

# 10 USABILITY HEURISTICS

1. VISIBILITY OF SYSTEM STATUS
2. MATCH BETWEEN SYSTEM & REAL WORLD
3. USER CONTROL & FREEDOM
4. CONSISTENCY & STANDARDS
5. ERROR PREVENTION
6. RECOGNITION RATHER THAN RECALL
7. FLEXIBILITY & EFFICIENCY OF USE
8. AESTHETIC & MINIMALIST DESIGN
9. HELP RECOGNIZE & RECOVER FROM ERROR
10. HELP & DOCUMENTATION

# MyNextLevel: Create an account.

**Health Insurance Portability and Accountability**

Terms and Conditions

*Please verify age

**Date**

| MM | DD | YYYY |

I agree ○

I disagree ○

Submit

*Please verify age

Date

| MM | DD | YYYY |
| 01 | 01 | 2021 |
| 02 | 02 | 2022 |
| 03 | 03 | 2023 |

Submit

I agree ⊗

I disagree ⊗

Submit

After an account is created, it loads a page to verify your age and agree to terms and conditions. The design is misleading and appears as if you are agreeing to the date you entered above.

Terms and Conditions should be clearly stated above the agree and disagree option. There is also not a link or any terms and conditions, or HIPPA, available to read.

You are able to select both agree and disagree.

Aesthetic & Minimalistic Design Rating: 2
Error Prevention: 3
– Add a readable terms and conditions file.
– Fix radio button form to only select 1 option.
– Fix design flaw where the agree/disagree is under the age and not under terms and condition.

# MyNextLevel: Create/Login to an account.



**Please Log In**

*Email Address

*Password

*Required Information          Forgot Password?

Submit

**Create an Account**

*Full Name

*Email Address

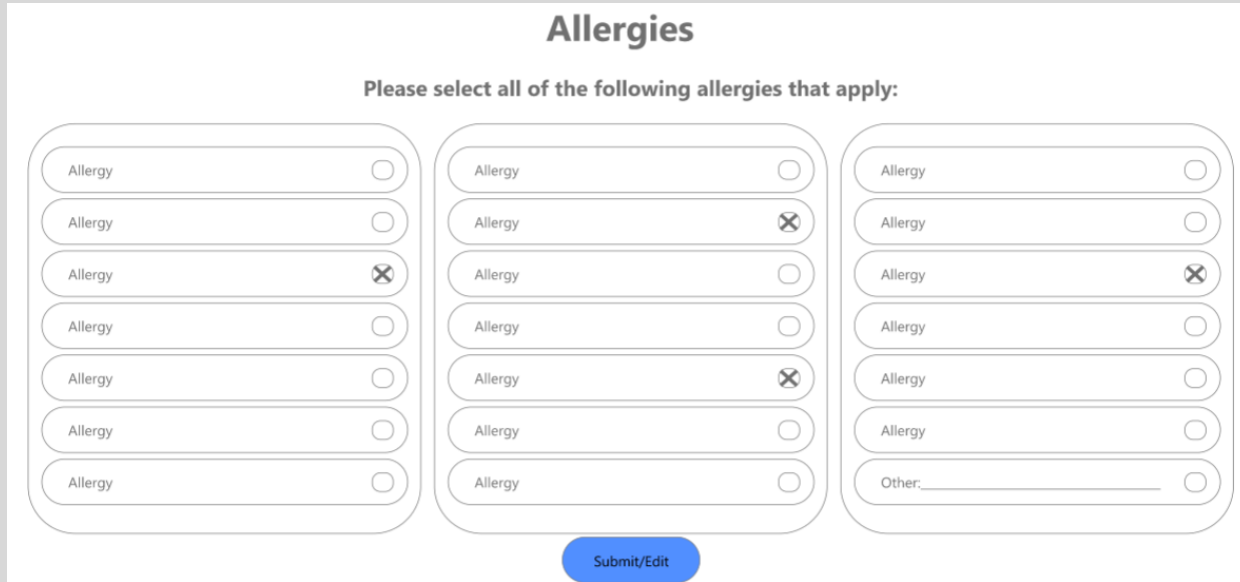*Password

*Re-enter Password

*Required Information

Submit

Form validation has asterisk confirming what is required to complete to task of creating an account or logging in.

Forgot password lets users create a new password if it is forgotten.

Error Prevention rating: 0
Help recognize & recover from error: 0

# MyNextLevel: Add/Edit Allergies list
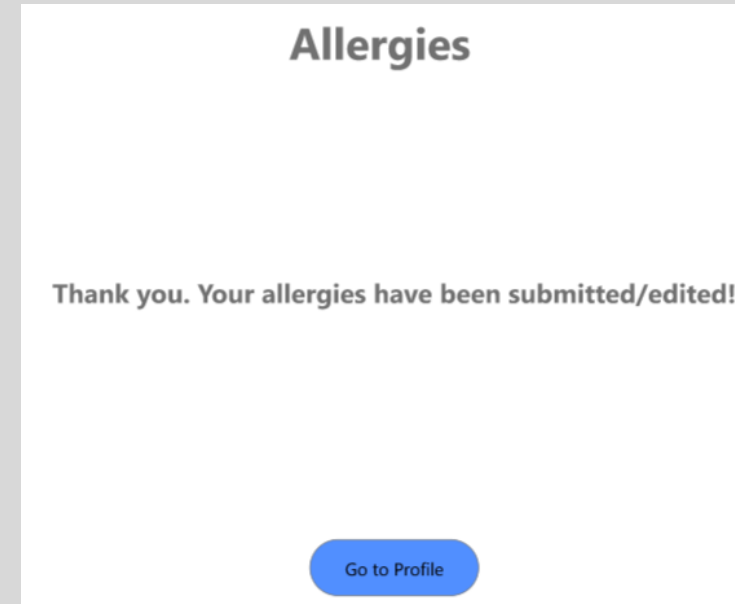


You are unable to leave the page without clicking the Submit/Edit button. You must click it to continue, you cannot exit the page by clicking a different link on the page. You can uncheck any boxes you accidentally click, and there is another option to type in additional allergies that may not be listed.

User Control & Freedom rating: 1
Error Prevention rating: 0
– Add a back to profile button or exit button to the page.

There is a confirmation page that your edit submissions has been inputted.

Visibility of System Status rating: 0

# MyNextLevel: Medication Refill



You can select a date for the specific medication you need a refill reminder for, but unable to select a specific time for the reminder.

Recognition Rather than Recall rating: 3
– Add a clock function to set a time for the reminder.

# MyNextLevel: Modify Dr Appointment Reminder



The Dr. appointment reminder has the option to set a time for the reminder where the medication refill page does not have that option.

Consistency & Standards rating: 1 – Add clock function to med reminder.

There is an option to edit a reminder but there is not an option to delete a reminder.

Flexibility & Efficiency of use rating: 3 – Add a delete option for reminders.