



NOVA SCHOOL OF
SCIENCE & TECHNOLOGY

Interação Pessoa-Máquina

2022/2023

Newshak

Stage 5: Heuristical
Evaluation – “RideU”
Prototype



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Heuristic Evaluation – “RideU” Prototype:

The prototype for the “RideU” application was received for evaluation on 29/11/2022, and the subsequent evaluation report was sent on 04/12/2022.

Detected Problems Table:

N ^o	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Inconsistent Alignment of buttons and text	Consistency and Standards	The button and text present in the application tab are not totally aligned with each other.	Cosmetic	Align buttons and text together with each other.	*
2	Inconsistent Alignment of buttons, text, and input boxes	Consistency and Standards	The buttons, text, and input boxes present in the application tab are not totally aligned with each other.	Cosmetic	Align buttons and text together with each other.	*
3	The page features too much of blue	Aesthetic and Minimalist Design	The page features too much of blue, which in turn makes the page harder to read	Minor	Change some of the component's colors to make it easier to read and identify.	*

4	Double Password Confirmation	Error Prevention	When changing the password there is no 2 nd confirmation for the new password, which can induce in error changing to a new password.	Major	Add a 2 nd password confirmation form.	*
5	Inexistent Logout Button	User Control and Freedom	There is no logout button, so the user is trapped in the app forever.	Catastrophic	Add a logout option to the application.	*
6	Information about car's temperature and payrate is not always available	Visibility of System Status; Recognition, not Recall	The information about the car's temperature and payrate is not always displayed leading to a need for recall of it.	Minor	Show car's temperature and payrate always on the specific tab.	*
7	Redundancy in button usage	Flexibility and Efficiency of Use	There are two buttons for managing the ac unit's temperature, when one is generally enough.	Minor	Change the two buttons to one.	*

8	Not using saved information	Recognition, not Recall	The saved payment information is not used, and it is needed to be recalled.	Major	Make it so the application can get the already saved payment information.	*
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There are also minor alignment issues throughout the application, such as some text to the left where it should have been to the center, etc.

Additionally, there are some pages where there are no back buttons (although a phone possesses a universal back button built-in), despite a back button existing in some other pages.

**Screenshots of the problems below*

Problem 1

Email

Password

[Change password](#)

No account yet?

[Sign up](#)

LOGIN

Problem 2:

Email

alex.g@gmail.com

Name

Alexandre

Age

22

Password

....

Confirm Password

....

Problem 3:

Card 1, Number: 6267894367475280

Add Payment

Card Number

Expiration Date

CVC/CVV

ADD

CLOSE

Problem 4:

Change password

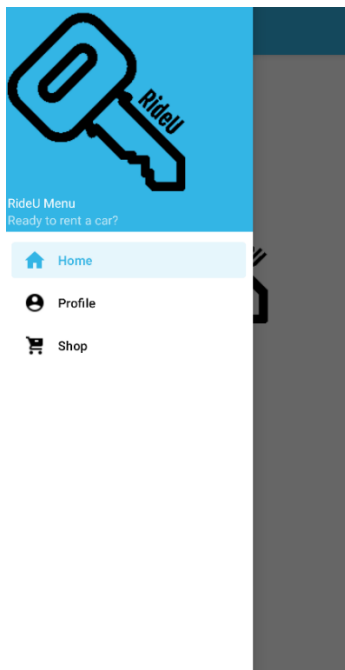
Old Password

New Password

BACK

CONFIRM

Problem 5:



Problem 6:

Minivan

Open / Lock car



Parking



AC Unit - Hot



— +

AC Unit - Cold



— +

The car is
unlocked.

Finish
rent

Problem 7:

AC Unit - Hot



— +

AC Unit - Cold



— +

Problem 8:

Payment method:

Card number

Expiration date

CVC/CVV

CONTINUE