Heuristic evaluation of the Encrypted Email feature

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Agenda

- Methods and limitations
- Positive findings
- Negative findings
- Suggested plan for further research

Methods

- Clicked through ShareFile as a first-time user of the Encrypted Email feature
- Referred to help docs for clarification and general background information
- Reviewed the feature based on Jacob Nielsen's heuristic principles.

Limitations

- Basic scenarios around sending an email from ShareFile web application, desktop and mobile site versions
- Mobile application and MS Outlook plugin have **not** been tested
- Limited knowledge of the ShareFile product and its Encrypted Email feature.

Nielsen's Usability Heuristics for User Interface Design

- Visibility of system status +
- Match between system and the real world +
- User control and freedom + / -
- Consistency and standards +
- Error prevention -
- Recognition rather than recall +
- Flexibility and efficiency of use +
- Aesthetic and minimalist design +
- Help users recognize, diagnose, and recover from errors -
- Help and documentation + /-

Positive findings

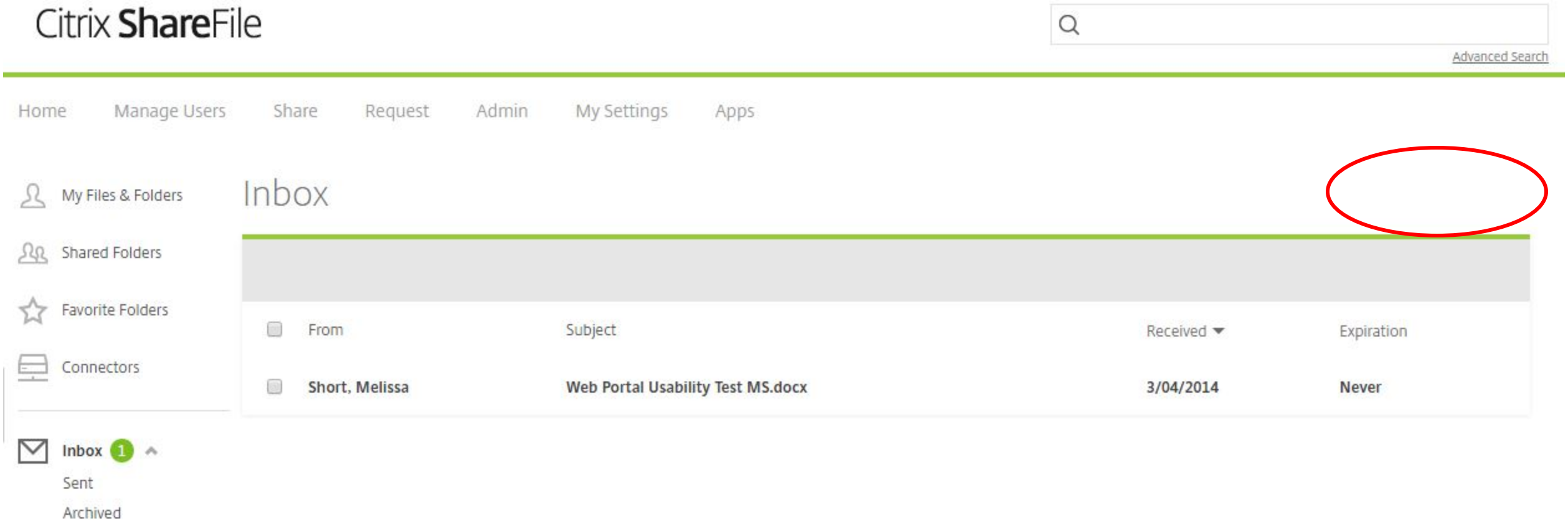
- Aesthetic and minimalistic design
- Effective navigation and labeling
  Share > *Email with ShareFile* > *Edit Message Options* > *Encrypt message*
- Clear and concise hover help in the user's menu option Encrypt message
- Helpful icons provide visibility of system status by identifying sent and received encrypted emails
- Help documentation outlines how to access and use the Encrypted Email feature
- Attaching a file is very easy
- Accelerators offer flexibility and enable experienced users to complete frequent tasks faster.

Negative findings

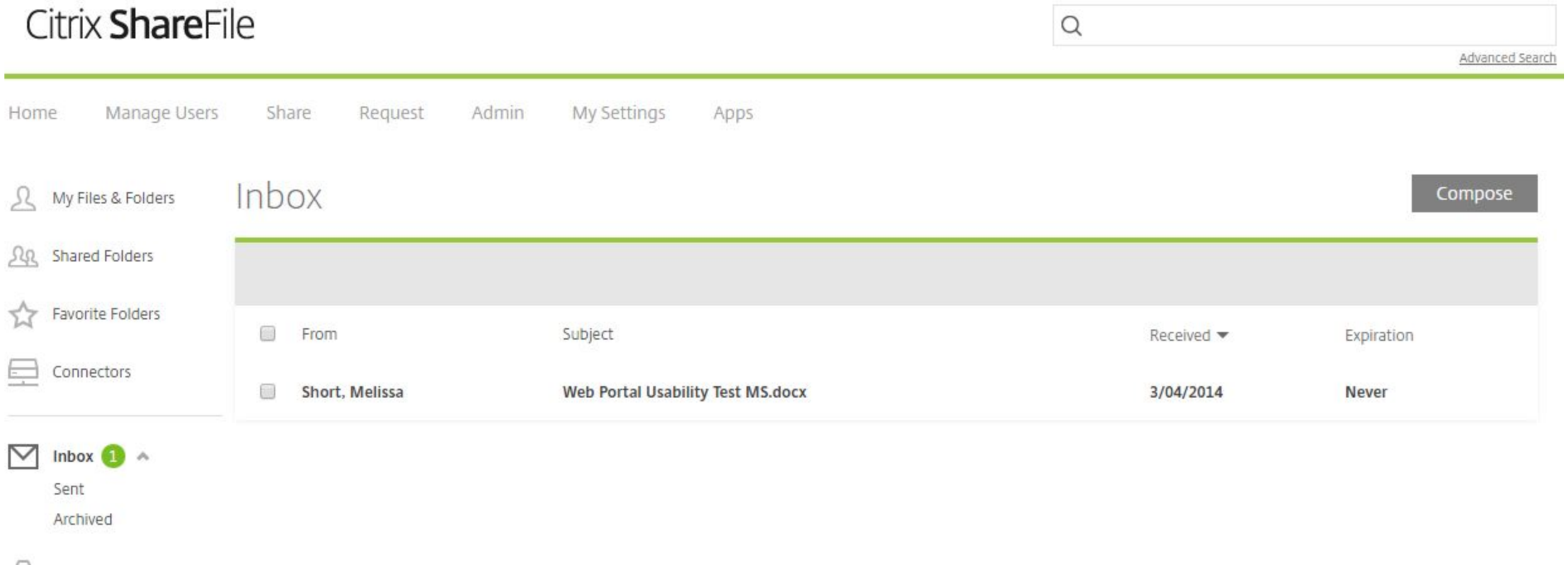
encountered in the following scenarios:

- Disabled Email Encryption through the Admin menu options
- Compared sending email from Share menu vs. Inbox
- Used mobile site.

Email Encryption is disabled.



Email Encryption is enabled.



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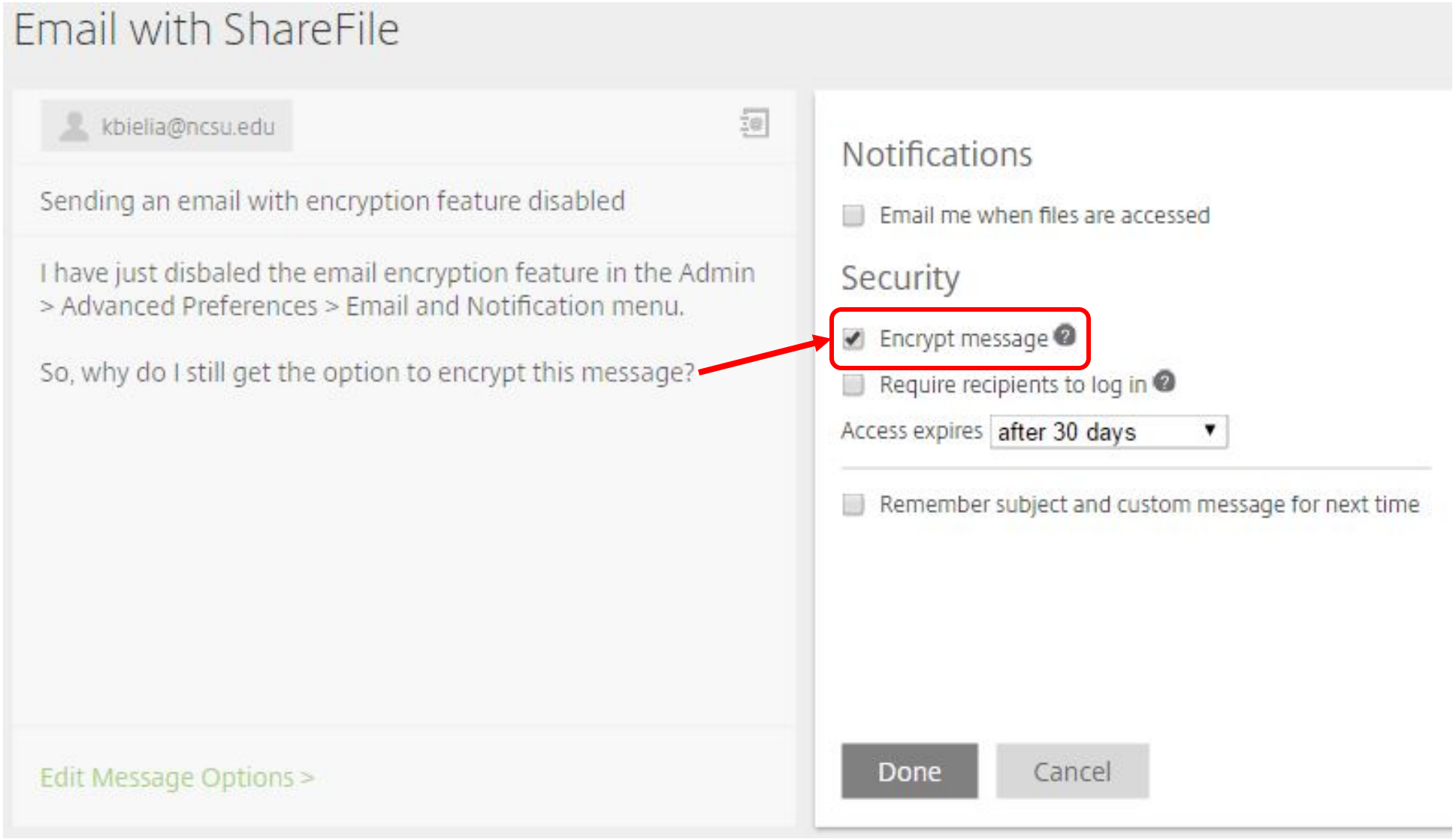

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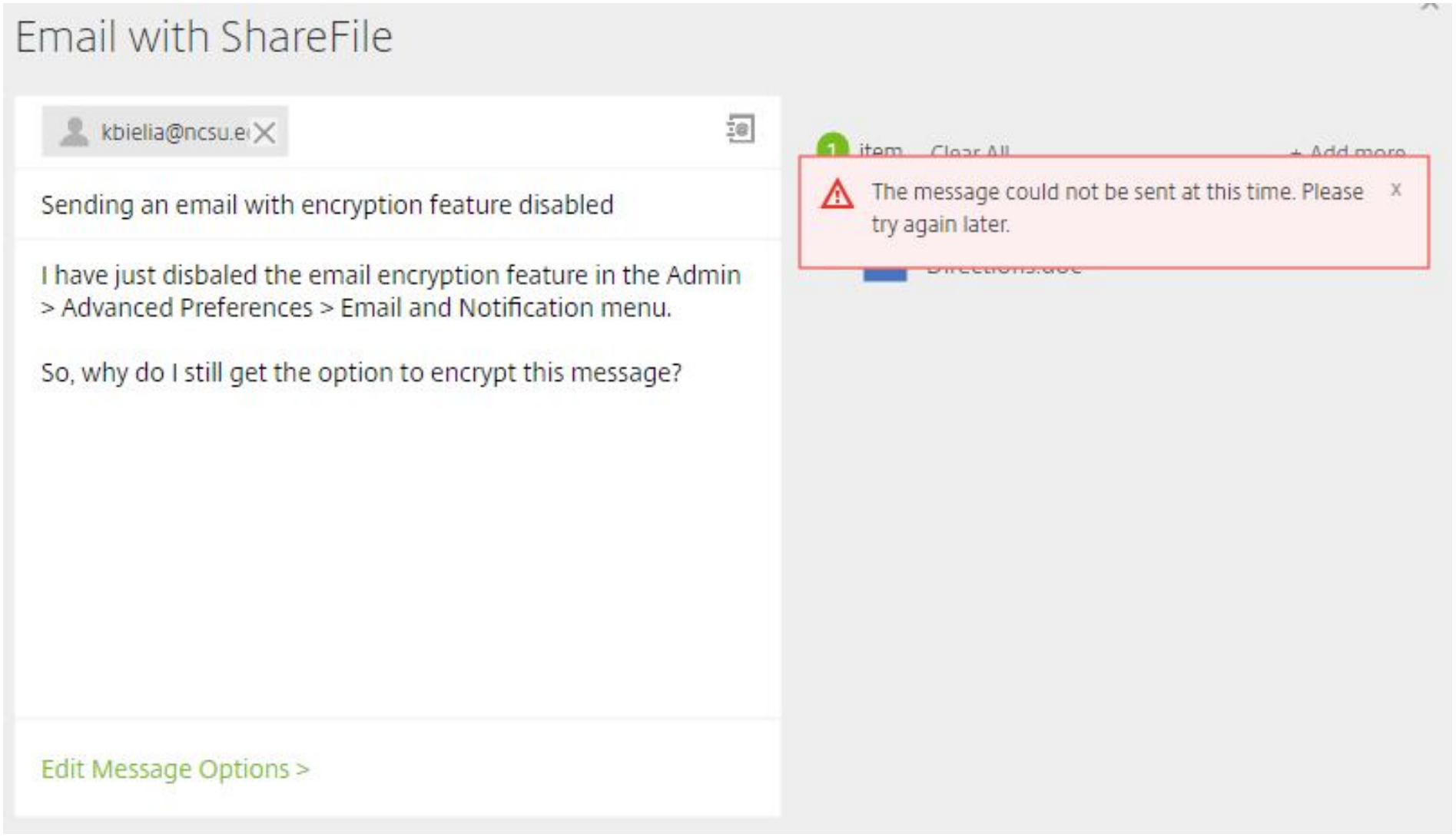
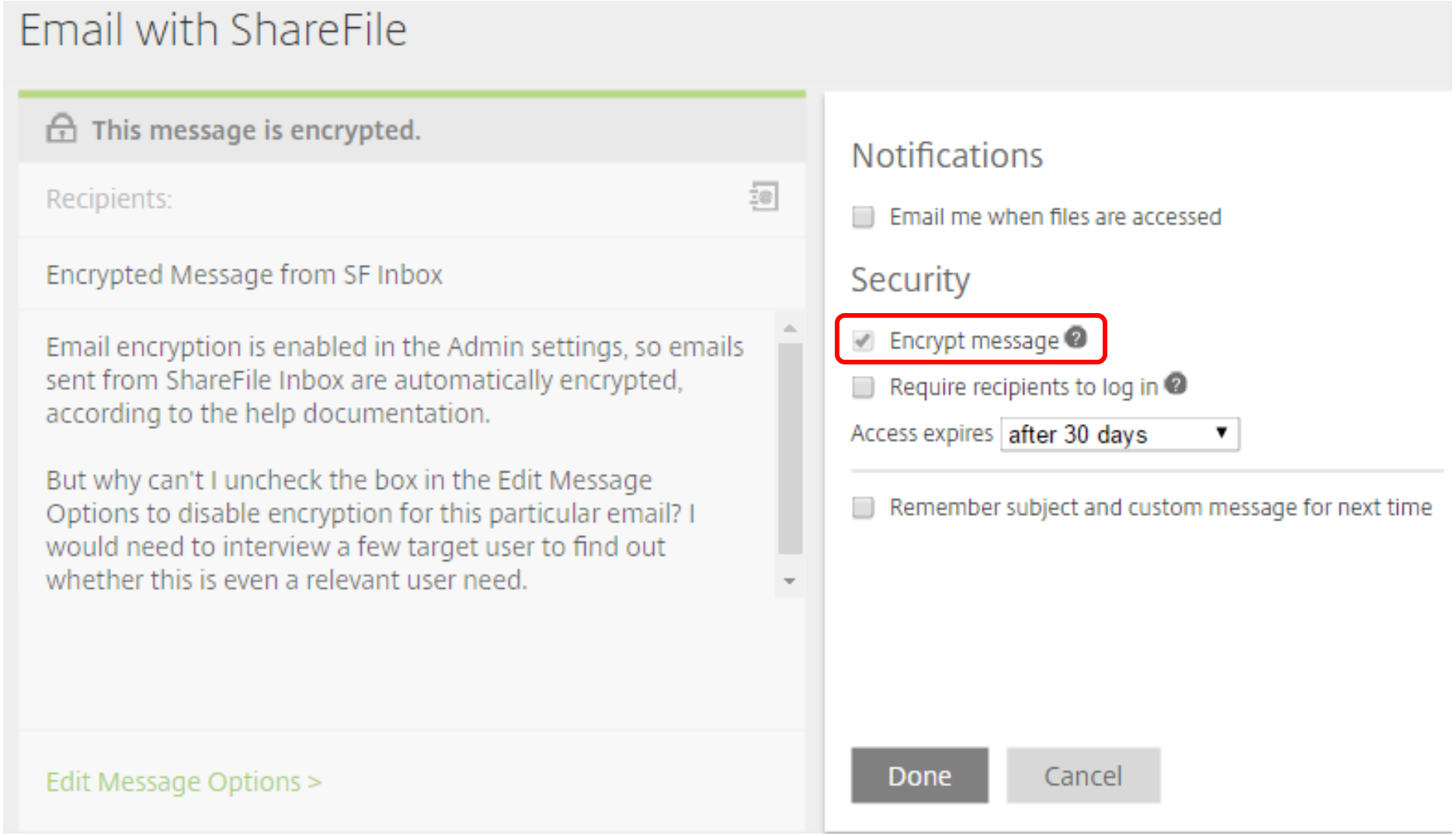
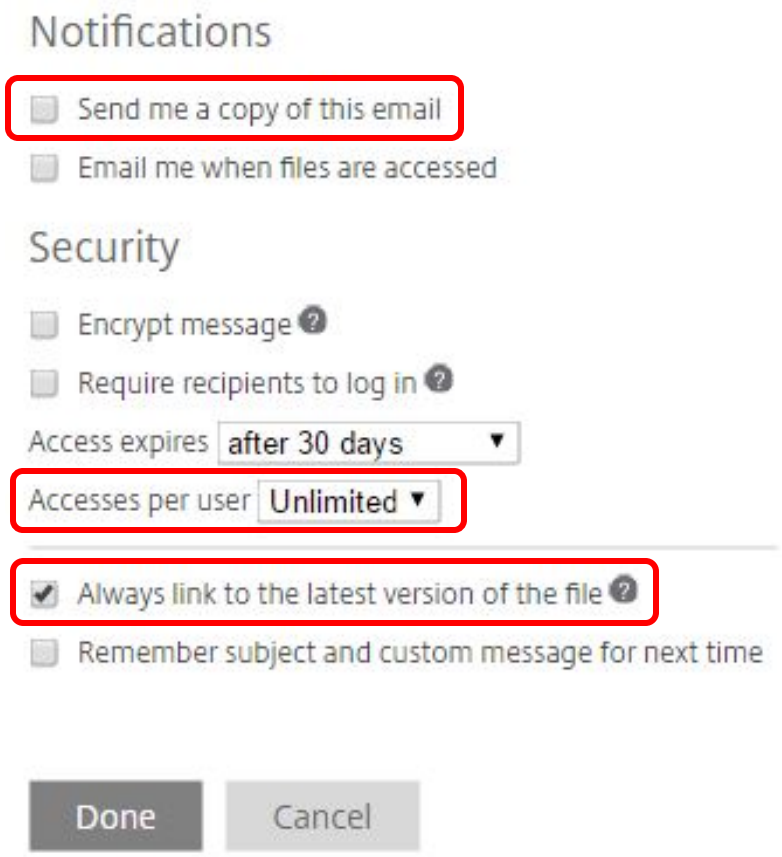


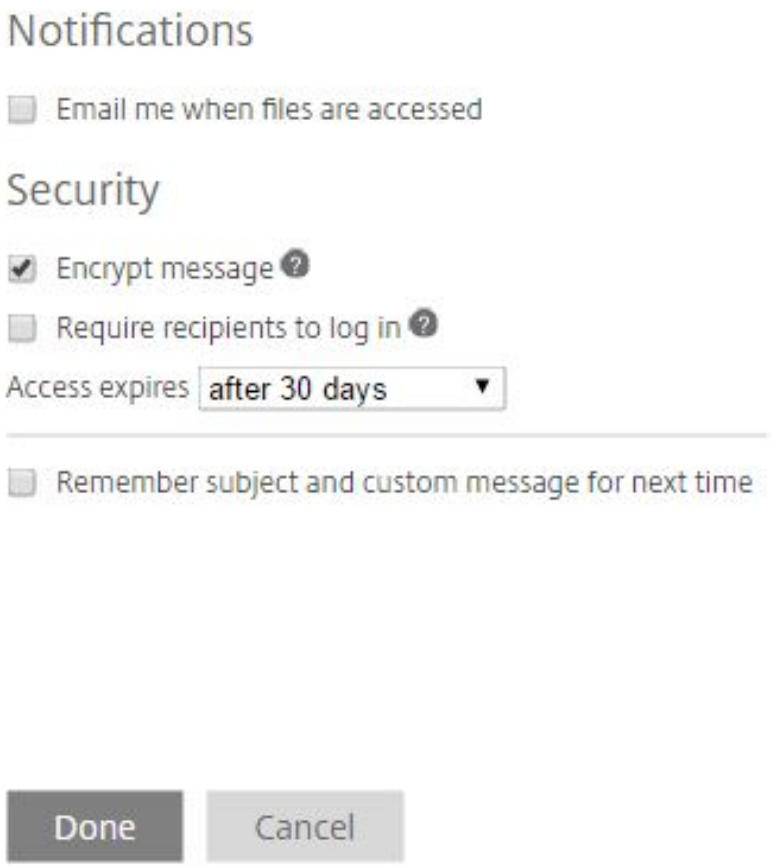
Email Encryption is enabled and set up as **default** for emails send from SF Inbox; users can't uncheck the box.



Why do the email copy, user access, and version options disappear with enabling the message encryption feature?

What is difference between encrypting an attachment and a message? Why are they separated?





Mobile web site

- Receiving an encrypted email sent from ShareFile:

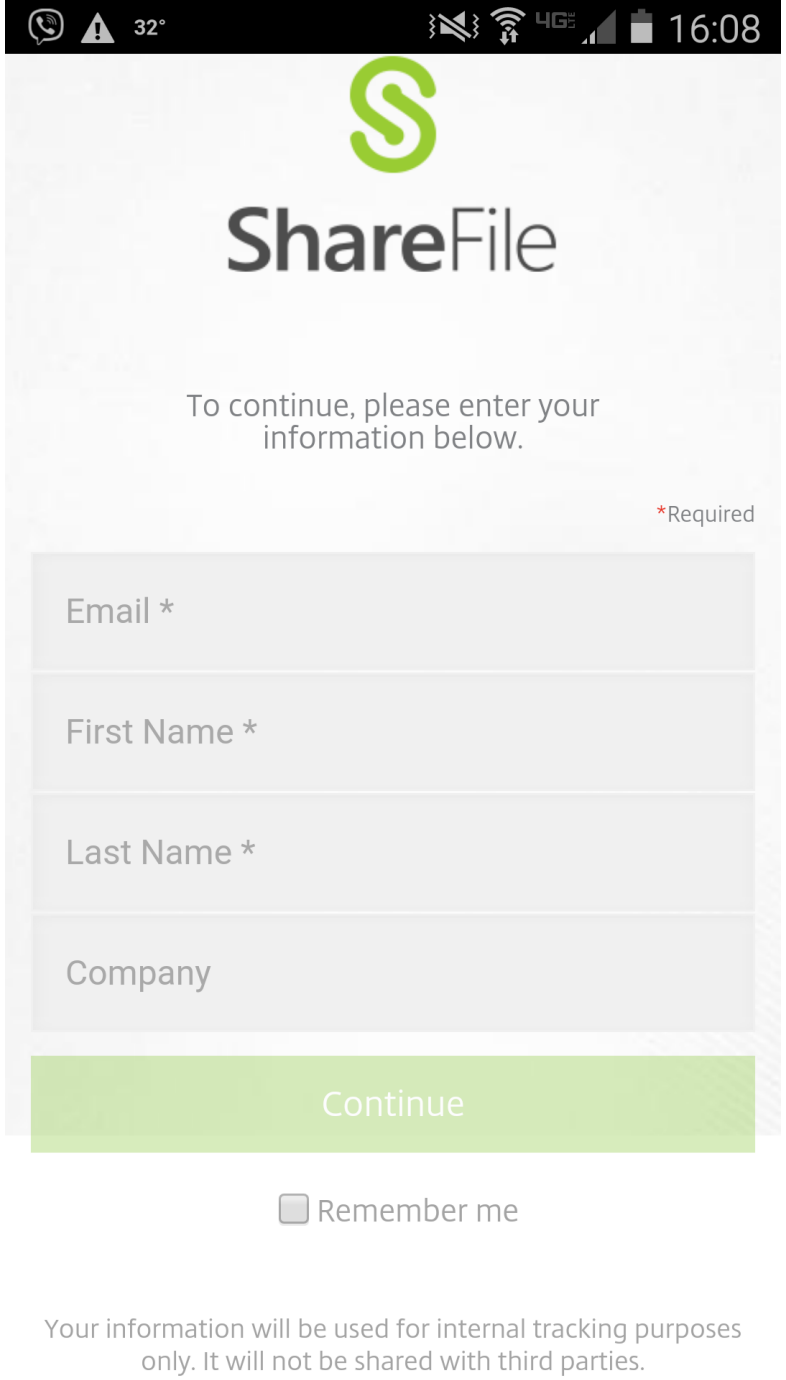
  Required to “enter my information”

  to view a received encrypted email

- Using ShareFile to send an encrypted email:

  The site was loading for over 2 minutes

  after I entered Melissa’s login information.



Suggested plan for further research

- Revise help documentation
- Conduct **diary studies** to get organic behavioral insights on
    - Habits and usage scenarios
    - Attitudes and motivation
    - Customer journey
- Conduct **contextual inquiry** to understand the user problems and the context of use for Encrypted Email feature
- Run **usability study** to validate a prototype and finalize design changes.