**Feedback Test 1 - 11/22**

3 Players who were college age, with little to no technological experience in things regarding to cybersecurity (not very tech savvy in general)

**Minor issues**

* the website has filler on it still (Lorem ipsum stuff) “does this mean anything for the puzzles?” minor issue
* about us page isn’t fully updated, they were curious, minor issue
* the “Bastion Sign-in” is hard to see, white on white, minor issue
* They asked for a back button in the email interface instead of having to click the tabs on the left
* FTP is a little confusing as a concept for people. Took them a while to figure out what to click and do
* Players asked for a resource page with the video transcripts, so they can read over any information they missed/may need for later

**Major issues**

* On one of the testers laptops, the videos would not play, they could hear the audio. They were using Opera as a browser. Maybe something else?
* At one point the progress bar seemed to completely full, they only explored Jaime’s emails, so they clicked on the incident report and it was still a place holder
* Video that played when the Transaction was clicked said it was too vague. Players did not know what to do with the report/information given by. It tells them to go to the incident report right away. Maybe tell them again to look at ftp?
* Alex’s email is not implemented yet
* When players typed in the correct password for the 3 locked files, a pop up said “no matching pdf found”
* Couldn’t complete game

**Positive Feedback**

* The email interface is interesting and fun to use. The needle and the haystack idea is pretty engaging
* Liked the process and idea of skimming over digital and physical clues, very “escape room like”
* Custom artifacts such as the picture emails, logos, felt good and were immersive