

Keepo

Heuristic Evaluation

Mariana Galán | 25 January 2021

Keepo

Tu mejor aliado para
administrar
condominios.

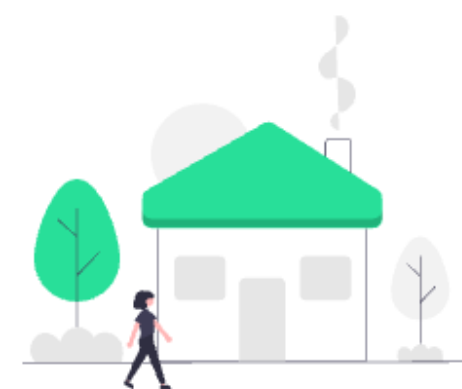


Controla los **gastos** del
condominio.



servicio@keepo.online

Aviso de Privacidad.



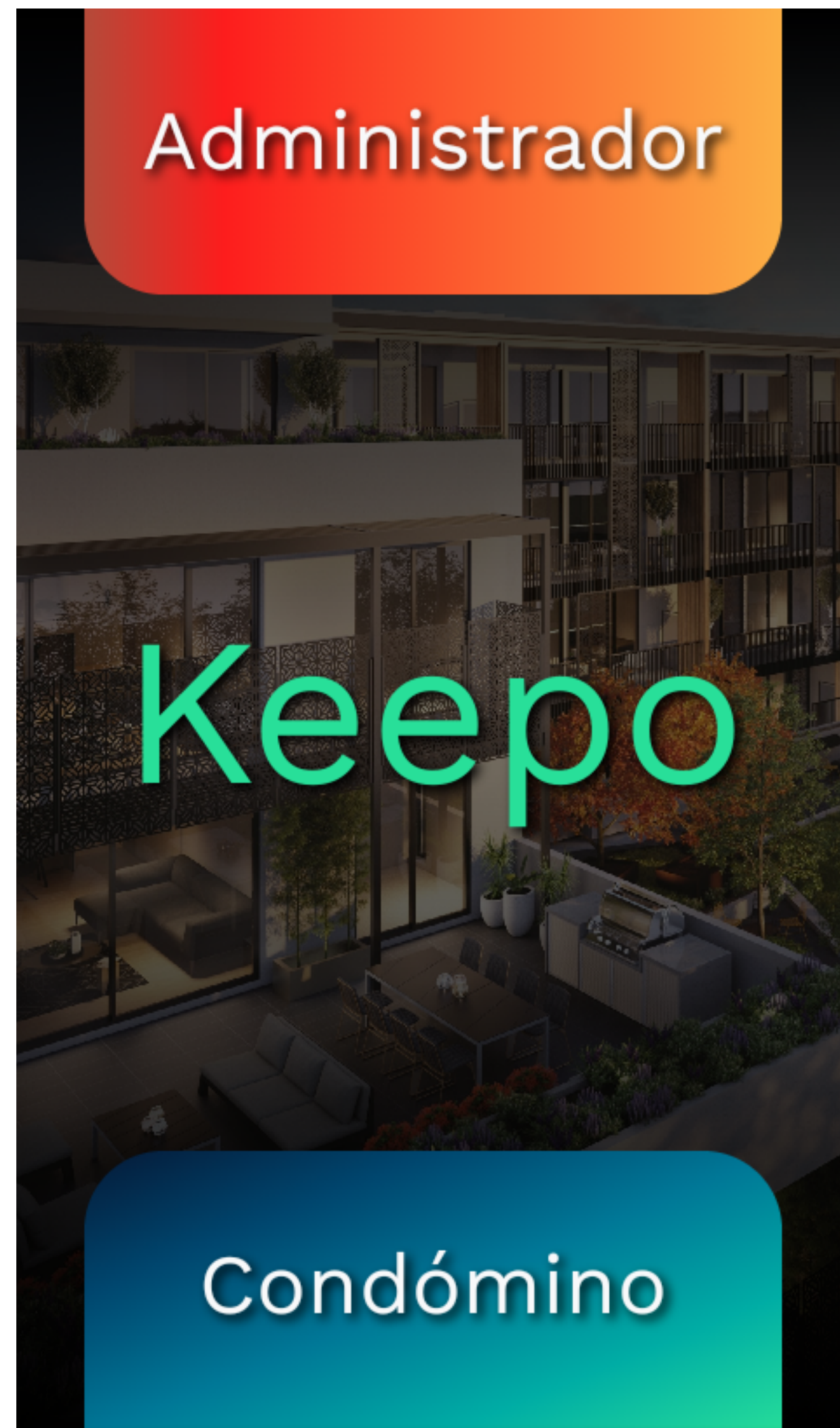
Incrementa la **plusvalía** de
tus bienes raíces.

Issue 1

Help and documentation

Info section is well explained and has an agile reading pace. The contact email and privacy policy give credibility and trust. Icons are informative but the hierarchy of statements can be modified to highlight the core application tasks first. It is unclear I can do different actions as an administrator and as a resident.

Severity: **Low**




Issue 2

Consistency and Standards

The Log in/ Sign up buttons do not reflect the aesthetics of the rest of the application.

Severity: Cosmetic

10:45 AM



Iniciar Sesión

Correo Electronico

Contraseña

☐ Remember me

[Entrar](#)

[Sign up](#)

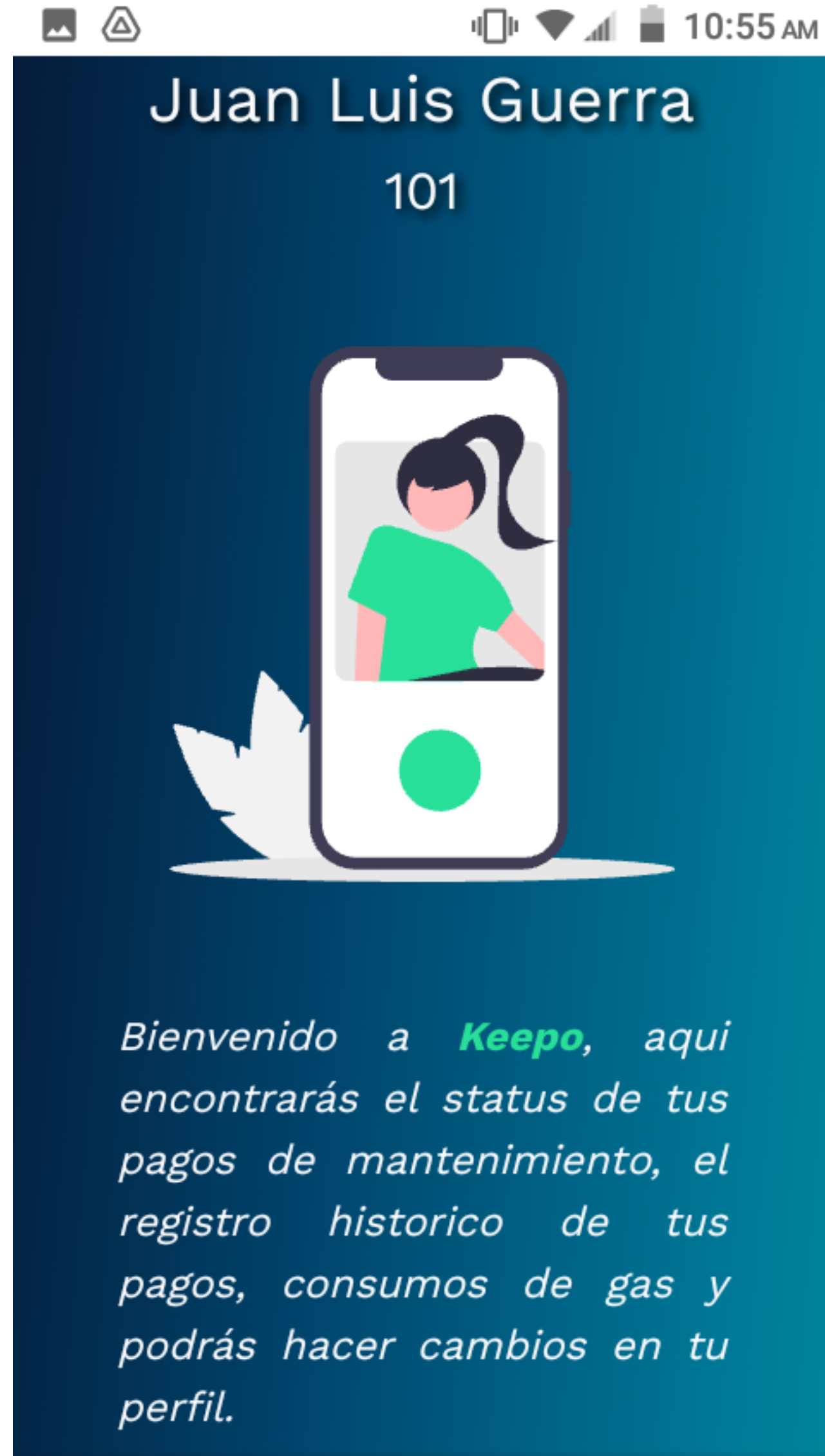
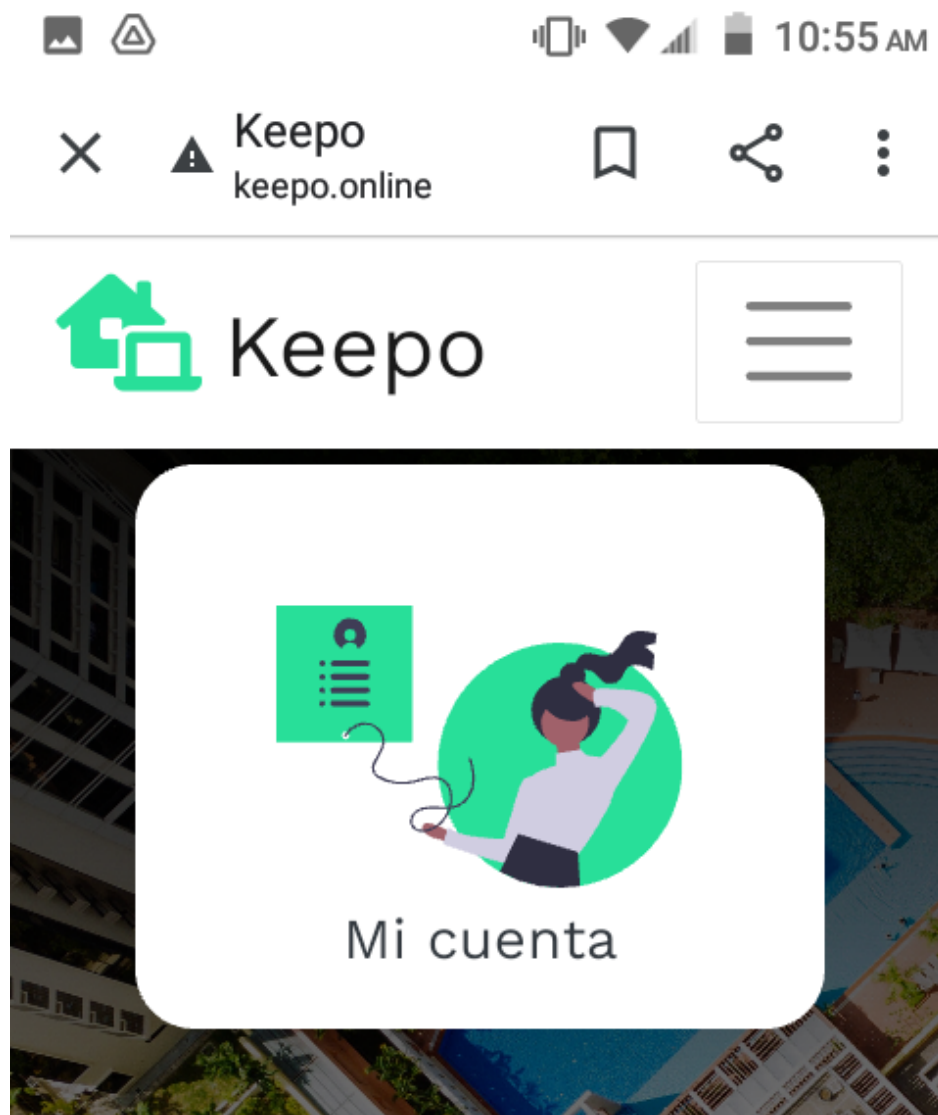
[Forgot your password?](#)

Issue 3

Consistency and Standards

The Log in/ Sign up forms do not maintain a single language (they jump between English and Spanish).

Severity: **Low**

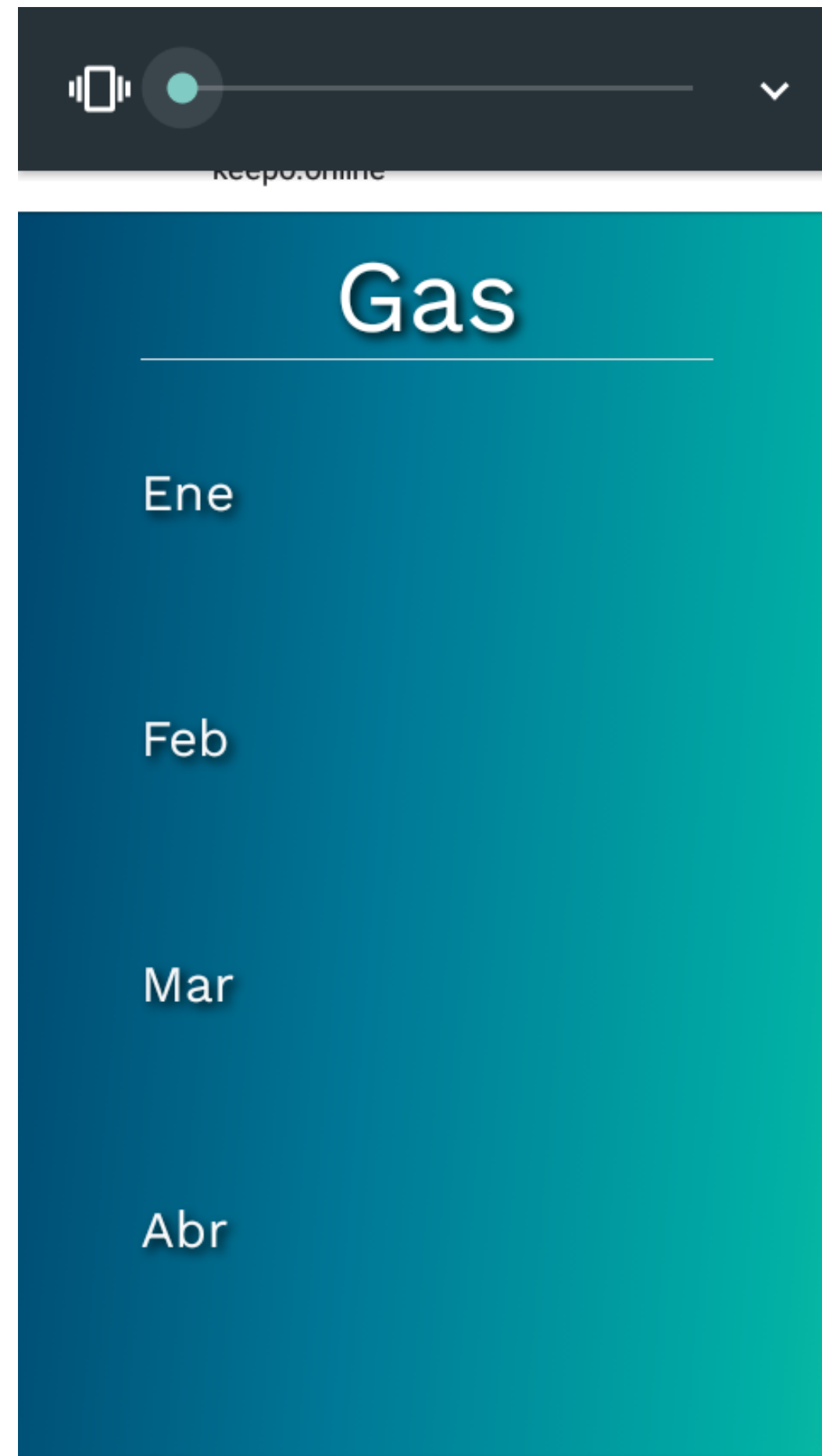


Issue 4

Flexibility and Efficiency of Use

Once in *My account* the informative caption is useful for new users but can easily become unpleasant for expert users who already know this information. Find a way to display the caption only to newcomers.

Severity: High

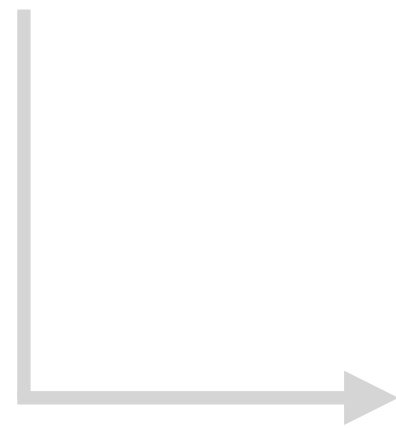


Issue 5

Flexibility and Efficiency of Use

There is unnecessary and sometimes empty scrolling to find out about the payment status of services. A new visual code is suggested to concisely feature this information.

Severity: **High**



Issue 6

Visibility of System Status. User Control and Freedom

A white empty box greets the user after clicking on the payment history section. It is unclear if this is happening because the application doesn't work or because the user has no payment record. User is unable to tell what is happening. There are no other options available to continue with the navigation flow.

Severity: **Critical**

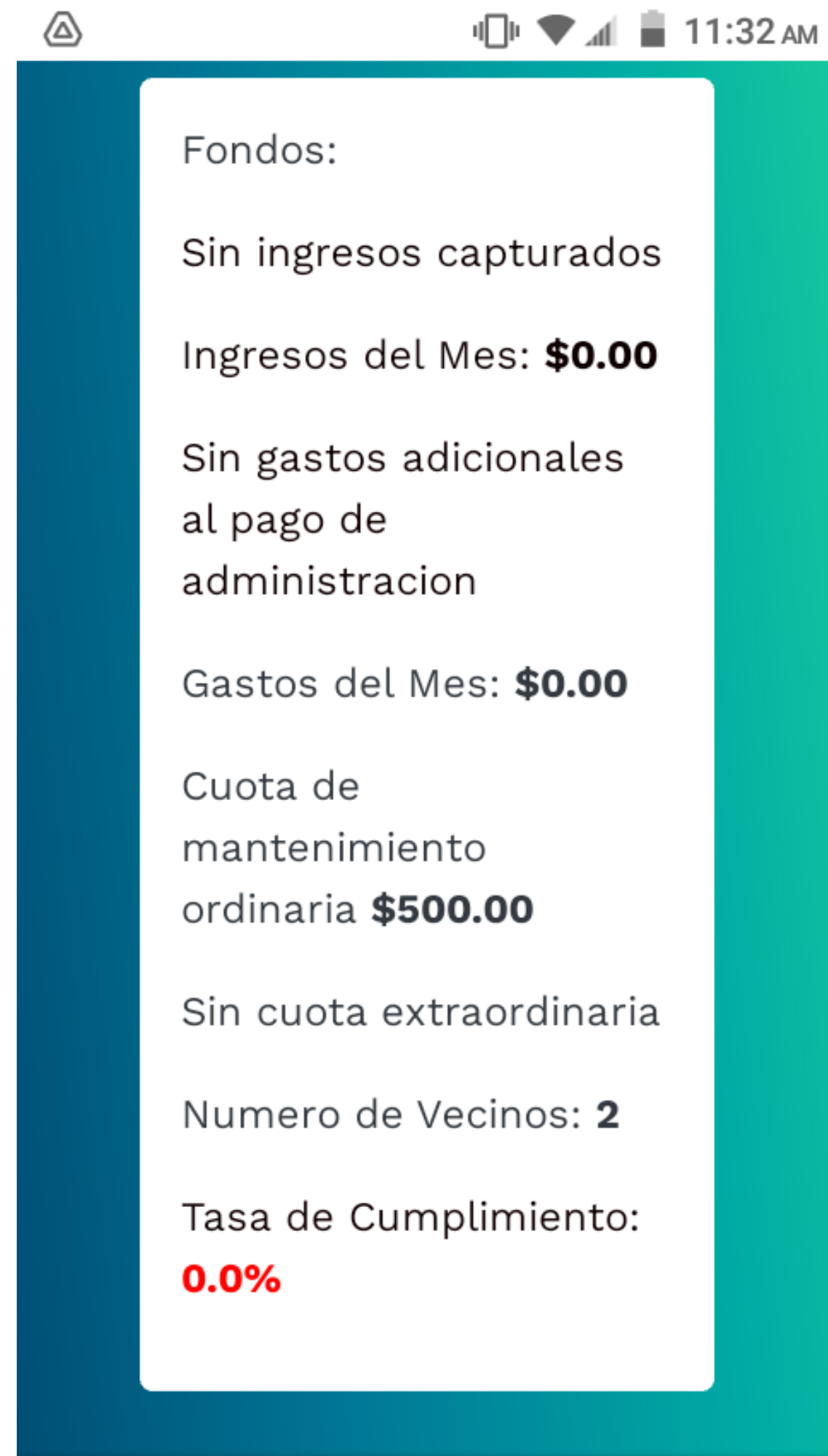
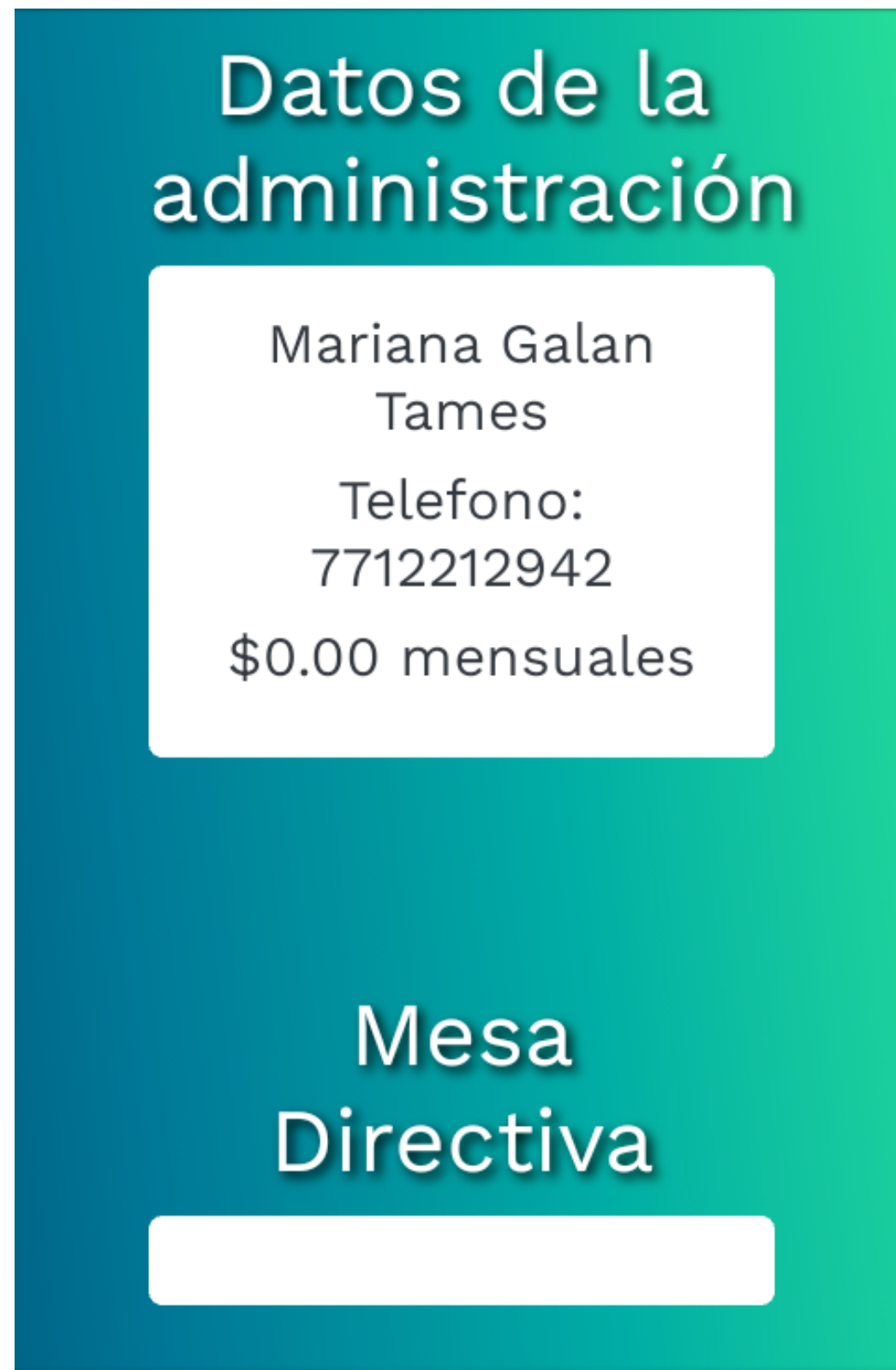


Issue 7

Visibility of System Status. User Control and Freedom

Refer to Issue 6.

Severity: **Critical**



Issue 8

Flexibility and Efficiency of Use

Confusing white spaces in empty sections. There is poor hierarchy of information in the administration categories.

Severity: Cosmetic