

### **Cognitive Walkthrough for Scenario 1 - Login to Bluntazon to save preferences, favorite products, and for faster checkout.**

1. From any page, click on "login" at the top right of the site
2. Enter username or email address
3. Enter password
4. Click "log in"
5. Check if the login was successful
6. Navigate to the "Preferences" page
7. Save preferences
8. Navigate to the "Favorites" page
9. Add items to favorites list
10. Navigate to the checkout page
11. Observe if the checkout process is faster with saved preferences

### **Cognitive Walkthrough for Scenario 2 - Search and Filter Products**

1. Click on search bar
2. Start typing the name of a product
3. Observe if the search results are relevant to the typed keywords
4. Click on a filter category to see only products of that type.
5. Observe if the filter is working correctly and showing only the relevant products
6. Click on "clear all filters" to see all products
7. Observe if all the products are shown after clearing the filters

### **Cognitive Walkthrough for Scenario 3 - Contact Bluntazon**

1. From the navigation bar, click on "Contact us"
2. Fill in appropriate fields (name, subject, email, phone, message)
3. Click on "send message" to send an email.
4. Check if the email was sent successfully
5. Find information on the right side of the page for more contact options.
6. Check if the provided contact options are useful and relevant to the user's needs

### **Cognitive Walkthrough for Scenario 4 - View Products from Specific Category**

1. From the navigation bar, hover over "Categories"
2. Click on a category that pops up in the drop-down
3. Observe if the category page is loaded with relevant products
4. Check if the products are presented in an easily understandable format
5. Observe if the product descriptions, prices, and images are of high quality and sufficient for the user to make an informed decision

### **Cognitive Walkthrough for Scenario 5 - View Favorite Products (Wishlist)**

1. While browsing items to purchase, hover over any specific item
2. Click on the heart ("add to wishlist")
3. Observe if the item was successfully added to the wishlist
4. Repeat steps 1-2 as much as you wish
5. Above the nav bar at the top of the site, click on the heart symbol on the right side
6. Observe if the wishlist page is loaded with all the hearted items
7. Check if the items are presented in an easily understandable format

8. Observe if the product descriptions, prices, and images are of high quality and sufficient for the user to make an informed decision

**Cognitive Walkthrough of Scenario 6 - View cart and add/remove quantity of items to purchase:**

1. At the top right of the page, click on the bag icon
2. From the cart page, view all items in your cart
3. Click on the "+" or "-" symbols to add or remove items from cart
4. Click on the trash can icon to remove a product from your cart completely
5. Click on the link to continue shopping or click on the link to proceed to checkout

**Cognitive Walkthrough of Scenario 7 - View frequently asked questions:**

1. Scroll down to the bottom of the site
2. Click on "help & faq" under "information"
3. Read helpful frequently asked questions
4. Click on a question to expand it and view the answer
5. Click on the "back to top" link to return to the top of the page
6. Click on "contact us" to be taken to the contact page if more help is required

**Cognitive Walkthrough of Scenario 8 - Checkout items:**

1. Hover over bag icon at the top right of the page
2. Click on "checkout"
3. Fill out all appropriate fields (name, email, address)
4. Click on "proceed to checkout" to be taken to payment page
5. Fill in payment information
6. Click on "complete purchase"
7. Review order confirmation page to verify order details
8. Click on the link to return to shopping or close the browser.