Cognitive walkthrough

**Parameters:**

**A** - Is effect of current action same as user’s goal: Does the user have the correct conceptual model? Can the user do the right thing at the right time?

**B** – Is action visible: Can they see what they need to do? Is it here on the screen for them to access?

**C** – Will user recognize action as the correct one: Does it have good labelling or strong signifiers

**D** – Will user understand feedback: Is the user able to comprehend the feedback after performing the specific action.

**Task 1: user wants to check statistics**

Action sequence:

1. User presses Login

**A** – Fulfilled

**B** – Fulfilled

**C** – Fulfilled

**D** – Fulfilled

1. User enters login information

**A** – Fulfilled

**B** – Fulfilled

**C** – Fulfilled

**D** – Fulfilled

1. User wants to check statistics

**A** – Fulfilled

**B** – Unfulfilled

**C** – Unfulfilled

**D** – Unfulfilled

**Task 2: User wants to see the Proof of vaccination**

1. User presses Login

**A** – Fulfilled

**B** – Fulfilled

**C** – Fulfilled

**D** – Fulfilled

1. User enters login information

**A** – Fulfilled

**B** – Fulfilled

**C** – Fulfilled

**D** – Fulfilled

1. User presses the “Proof of vaccination” button

**A** – Fulfilled

**B** – Fulfilled

**C** – Fulfilled

**D** – Fulfilled