

# Usability Test for Installation Process

2 tests going through the Download, Installation, and Configuration steps.

Prompt: You are a new user that wants to download I2P software. Go through the process. Think out loud. Assume you use Mac and Firefox.

Note: Revised wireframe for 2nd test, added Getting Started page after the Homepage Get I2P button (1st test - Get I2P button goes directly to Download page).

## SUMMARY OF KEY FINDINGS

- Make homepage green button go straight to Getting Started page instead of Download page. Change the call-to-action text to match, i.e., 'Get Started with I2P'
- Improve the Getting Started page and text/links in the cards.
- Downloading Java needs to be much more obvious. Put bigger download link and icon for Mac, Windows, Linux download boxes.
- Both users were confused by Firefox Privacy Add-On and Firefox Browser Configuration. Change this.
- Both users were confused by Install Wizard screenshots and the numbers 1 2 3 4 5 6. Change this.
- Both users did not like the Installation Instruction's beginning steps. "So it makes you experience an error in order to solve it and download Java?" "Show the preferred way to install, not a teaching moment."
- Improve installation steps by adding numbers for each step and making it more obvious which screenshot corresponds to which step/paragraph of text.
- Continue improving the flow. Remove extraneous links, reduce number of new pages/links user has to open. Make the progress more obvious to match Getting Started. Keep the user from feeling lost. Reduce unessential information.

## TEST 1

### Homepage

Gravitates toward Get I2P button.

### Download Page

"I'm looking for big text and my computer."

User didn't read text (Install Java, installation Instructions) below the download button.

*Suggestion: Make important info more obvious, assume user might not read things*

### Post-Download Page

Sees buttons for instructions on post-download. "Oh it doesn't come in a package that guides you through it? I gotta download instructions?"

*Suggestion: Change the buttons for instructions to links instead so it doesn't seem like a download*

"I didn't read below the buttons. Text is small. Why gotta read all this?"

"Does Java not come with Mac? Have to download? I just want to click big buttons to do it fast."

*Suggestion: Make important info more obvious, assume user might not read things*

### **Installation Page**

“So it makes you experience an error in order to solve it and download Java?”

*Suggestion: Remove that step / screenshots*

On the wizard screenshots “Break it out. Dunno what to focus on. Placement of 5 and 6 should be swapped, goes from right to left.”

*Suggestion: Re-do the wizard screenshots. Remove the numbers.*

“I have to configure it? The Conclusion section before it makes it feel like Configuration is optional.”

*Suggestion: Remove Conclusion section (suits the blog post in Medium better)*

User cannot tell if the text corresponds to the screenshot below or after it.

*Suggestion: Add numbers to each step and put screenshot right below it.*

### **Configuration Page**

Clicks on Firefox Browser Configuration link

### **Firefox Browser Configuration Page**

“Do I have to go back? Is this the last step?”

“I need some numbers or steps, I don’t know where I’m at. Feel like I’m in dead ends.”

*Suggestion: Adjust the flow for browser configuration or have a Back button*

### **Back on Configuration page**

“Did I just do this add-on?”

*Suggestion: Firefox Privacy Add-On section is confusing for people that are doing the Firefox browser configuration. Remove it? Place it somewhere else? Rename it?*

“How To Use I2P Software sounds like an article”

*Suggestion: Rename? Explore I2P Software*

“Some progress bar or breadcrumbs to show where you are in the process. Am I in step 3.1?”

*Suggestion: User gets lost among the steps. Make it clearer, less complex.*

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## **TEST 2**

### **Homepage**

“This is the homepage. I want to download, click on the green button to get it downloaded.”

“The word ‘Get’ is misleading. I assume I would get it instantly”

*Suggestion: Change the call-to-action text in the button to ‘Get Started with I2P’*

### **Getting Started**

“I assume this is the download...wait. When I click this, it doesn’t instantly download. It brings me to this page. It talks about how to download it.”

“This site is all about privacy so to instantly download or get is kind of weird.”

*Suggestion: Call-to-action button on Homepage should lead to Getting Started page*

“I can click on this hyperlink on Download. There’s an Installation guide. Configuration and then learn how to use... Okay there’s a lot of hyperlinks.”

“I assume when I download it, it will go into my browser here and then later I can click on installation and config.”

“Hyperlinks that say ‘here’ are too small. Compared to ‘Get I2P’ button on homepage, the text is small. Going from big to small.”

*Suggestion: Links need to change in each of the cards*

There is confusion in step 1 Download. “The numbers 1.1., 1.2 is confusing. Seems like version updates.” Doesn’t know which to click.

“‘Need Java to run’ part got lost.”

*Suggestion: Text and links need to change in the Download card*

### **Download Page**

“I like the big green download button. Makes me feel safe.”

Doesn’t understand the mirror or SHA buttons, disregards.

*Suggestion: Make Java download more obvious here, put it above the download button with a Java icon.*

### **Post-Download Page**

“I don’t know what this is ‘directions for terminal and command line (headless) install’”

Click installation instructions, expects a webpage of here’s how to install.

*Suggestion: Different from Test 1, did not expect downloaded instructions, just a webpage. Needs more testing.*

“I would also click Configuration link in a new tab because I don’t want to go back.”

*Suggestion: Get rid of the link to Configuration?*

### **Installation Instructions Page**

Sees screenshots. “This tells me to allow access by user.” “Show the preferred way to install, not a teaching moment.”

*Suggestion: Make Download Java the first step. Remove the error message screenshots. (Same feedback as Test 1)*

“Download Java is not visually emphasized, it’s not bolded. One big emphasis on it from the beginning would be good.”

*Suggestion: Make Java download more obvious here, put it above the download button with a Java icon on the Download page for each OS’s box that requires Java (Mac, Windows, Linux)*

### **Install Wizard section**

Screenshot with numbers. “Is there text to go with the numbers? When I see these circles I see steps. I don’t see text and except to follow something.”

“I wonder if you even need this image. Might be redundant or not substantial enough. It’s just screenshots of the wizard.”

*Suggestion: Remove or change wizard section. Remove the numbers. (Same feedback as Test 1)*

### **Conclusion section**

Confused what it said. Sounds like I2P takes a while to get it running and set up.

*Suggestion: Remove*

“Repeat the basic steps or link to Getting Started page.”

Clicks Configuration, compares with the page previously opened in a new tab.

### **Configuration Page**

Clicks on Firefox. Gets it confused with Firefox privacy add on.

*Suggestion: Firefox Privacy Add-On section is confusing for people that are doing the Firefox browser configuration. Remove it? Place it somewhere else? Rename it? (Same feedback as Test 1)*

Goes back, opens Firefox in new tab and reads rest of Config. Notices Firefox there and wants to continuing read the rest.

*Suggestion: Put all the browser config steps on one page like it currently is, to keep user from opening new pages and jumping back and forth and feeling lost in the steps/getting stuck in a dead end.*

Doesn't understand NAT Bandwidth stuff (assumes info that's good to know but optional).

### **Firefox Browser Configuration Page**

*Suggestion: Have a box around the screenshot to tell you where to type/add information*

Goes to Getting Started page to see the 4th step, Explore I2P.