

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 / ROUND 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.

TEST 2 / ROUND 1

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 expect 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.

TEST 3 / ROUND 2

Homepage

“Get Started button pops out to me, big indication to download so I click.”

Download page

“This is the download page and this is for Windows, this is for Mac. I see Download Java to run I2P, then download (button). Okay. I wonder if it would be beneficial to put numbered steps like 1, 2. Cause I might just skip Java and go straight to download I2P button.”

“I already have Java, so maybe it'll update it?”

Suggestion: Maybe reword to: Java is required. Download it here.

Suggestion: Look for multi-tier download examples. Like minecraft for mods.

Installation Guide

“Users get freaked out when screenshot doesn't match exactly. For Workiva, we use only essential screenshots, but that's because the app is updated a lot.”

Suggestion: 2 or 3 steps consolidated into 1 step.

“Text blocks are long. Depends on how much detail you want to give to the users because they might not need to know some of this information. Depends on goal of page/guide, right now your goal is to get it installed. The other stuff could be put in a troubleshooting section or add a tip/note that says ‘for bandwidth amount this is normal’ for reassurance.”

Suggestion: Reduce amount of text in the steps. Add tips or note boxes for things like the bandwidth bit.

Configure link at the very end of Install Guide

“Is it supposed to be part of the Wizard walk thru? Or can the link to Configuration be incorporated earlier on the steps or just a sub-categories.”

Configuration

“Boxes around Firefox config screenshot are helpful.”

Sidebar with all the Steps 1, 2, 3 laid out

“Sidebar helps me plan ahead what I need to do later on. Maybe if I skipped around... I would assume it would be on one page. Version with 1 2 and 3 on sidebar is best. If I wanna go back I can.”

Suggestion: (Need to think thru does it open on separate pages or same page)

TEST 4 / ROUND 2

Homepage

“I will click on the nice beautiful getting started button.”

Download page

Clicked download button. Skipped Java part.

“Might need two buttons next to each other, download Java, download I2P.”

Suggestion: The eye is drawn towards the green download button too much and Java still ignored. Buttons next to each other?

Presented with different version of wireframe with the #1 #2 next to Java and Download I2P

“It’s not elegant but at least you know there’s two steps involved in this.”

Post-download

“Why so I pick operating system again? When I click on the download button for my operation system it should just put me on like 1 of 4 potential paths.”

Suggestion: This would be ideal scenario. For the new website? Ask idk about this.

The top of the site says ‘Downloading...’

Suggestion: Animate this to show progress like a loading bar or just remove

“If you’re telling people where they are in the journey, put it here again with a ‘Continue to Mac Instructions’ button.”

Suggestion: Add icons for the install guide you click on. Consistent buttons (style guide). Can make buttons here larger since there is more space on the page.

Installation Guide

“Straightforward.”

“Green circles that show what you click on are fine. Just decide on whether you want to have the handwritten feel or the precise boxes. Consistency.”

Configuration

Suggestion: Add icons for browser for visual interest and break up text.

Suggestion: Add numbers for each step of the browser configuration.

Suggestion: The “Congratulations you’ve completed!” at the end is easy to bypass. Rethinking the flow, let each browser have its own page instead of on a single page, like the installation guide.

Sidebar with Steps 1 2 3

“Highlight what part of the page you’re on.”

“Under Step 1 and 3, these are not discrete steps, just options. Under step 2, they are actual sub-steps.”

Suggestion: Need to rethink this sidebar and how to organize the information better.

I showed the user the tabbing OS detection like on Mullvad and they agreed it is a much better way of presenting the information. The 1-2-3 basic steps can part of each tab. The info is less hierarchal because it’s more horizontal and less vertical (like current download has the OS boxes stacked on top of one another.)

Pathways

