

Problem	Heuristics	Severity	Comment	Recommendation
system does not tell you how to how to correct some of the errors, or gives wrong information to correct error.	H1	medium		the site needs to be updated
on system retrieving documents can only be downloaded at certain times of day	H10	low		you should be able to download docs at anytime
sometimes system seem to send you to different links one time and next time same link redirect you to different pages on some website	H3	medium		can be confusing, needs to be more clear
Using the nielsen heuristics for the Ebenefits website				