Well, I’ll be honest I’m not the best with technology, but this app has made things surprisingly easy for me. Parking in Leeds can be such a hassle, but this app helps me find and book a spot without much fuss. Logging in and signing up were straightforward enough, and it’s handy that I can pre-pay for parking. It’s a relief not having to fumble with machines when I arrive. I’ve even managed to save my favourite parking spots and look back at my parking history, which is quite helpful. That said, I did find it a bit fiddly at times. Some screens took a while to load, and I felt a bit unsure about whether I’d pressed the right buttons now and again.

The design is simple and easy to understand. It doesn’t bombard me with clutter, and the text is clear thank goodness they didn’t use one of those fancy, hard-to-read fonts. I liked the size of the text too; it’s just right, so I don’t have to strain my eyes. Even the terms and conditions were short and easy to skim through not one of those walls of text that make you want to give up altogether. That said, the app did lag out on me once when I was mid-way through booking a spot. It was a bit frustrating, as I was stuck on the booking page for a few seconds however when we tested it again it did not happen.

I did notice that it’s quite accessible, which is great, but maybe they could add a feature where you can talk to it instead of typing. That would make things even easier for someone like me who’s not the quickest with keyboards. Also, while the app generally works fine, I noticed that finding help or support within the app wasn’t very obvious. If I had a question or got stuck, I wouldn’t really know where to go for help.

Having the option to let you skip giving feedback if you’re in a rush , but it’s nice that you can share your thoughts if you want to. I think it would be good if the feedback section had a question about bugs or glitches as it would have been an easier way to point it out. As there is not function in the app that allows me to tell them.

Overall, it’s clear the app was made with people like me in mind those of us who aren’t overly confident with technology but there’s room for improvement, especially when it comes to reliability and support features.

**Key points**

**Positive**

* Ease of Use: Straightforward logging in, sign-up process, and the ability to pre-pay for parking.
* User-Friendly Design: Simple, clutter-free interface, clear text (font and size), and skim-friendly terms and conditions.
* Convenient Features: Options to save favourite parking spots, access parking history, and skip feedback when in a hurry.
* Accessibility: Designed with tech-challenged users in mind, making it more approachable.

**Improvements**

* Performance Issues: Occasional lag on booking screens; one instance of freezing mid-booking.
* Uncertainty in Navigation: Slight difficulty in understanding button functionality or whether actions were successfully completed.
* Support Accessibility: Limited visibility of help or support options within the app.  
  Additional Features: Suggested a voice-command feature for easier interaction.
* Bug Reporting: Lacks a direct way to report bugs or glitches.