

OpenApp

Evidence for Healthcare

Remote User Testing Guide

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1.1 Requirements

- Use a prewritten script to conduct survey with the same tone, questions and methods, to avoid bias.
- The ability to communicate in real time.
- The ability to record video and audio in order to capture the user's input.
- The ability to monitor the user's actions as they test the software.

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3Team Viewer

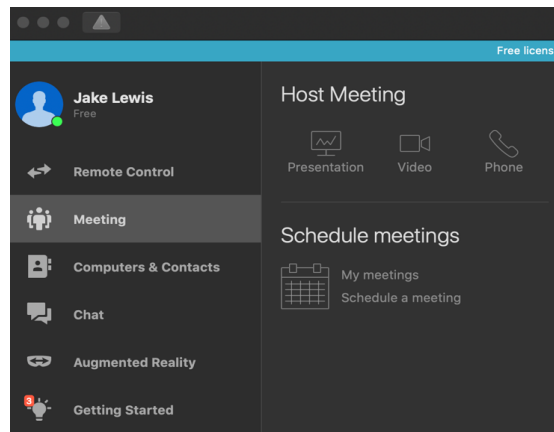
Download Link:

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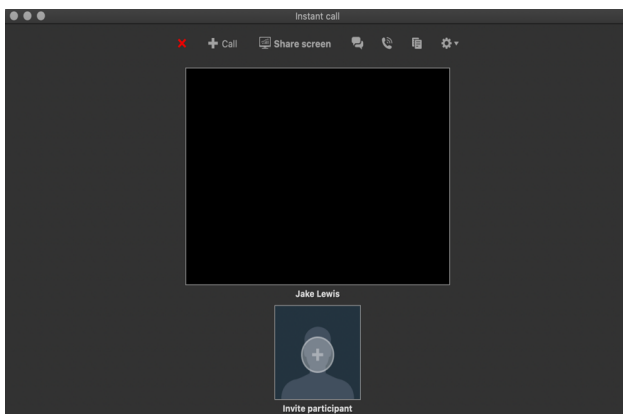
<https://www.teamviewer.com/en/>

Team viewer is free software that allows the sharing and recording of user's screen and audio between multiple users.

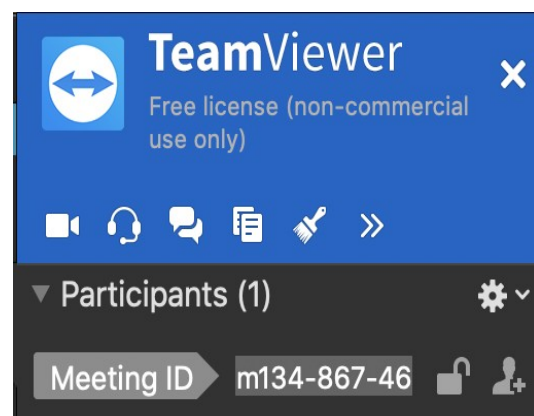
- To start a meeting, navigate to the 'meeting' panel and select 'video' under the host meeting heading.



- Invite a user to the call by clicking 'invite participant' in the call window. You can either send the meeting link in an email or copy the link and send it directly.
- You can also share the meeting ID, located in the TeamViewer menu to allow them to join too.

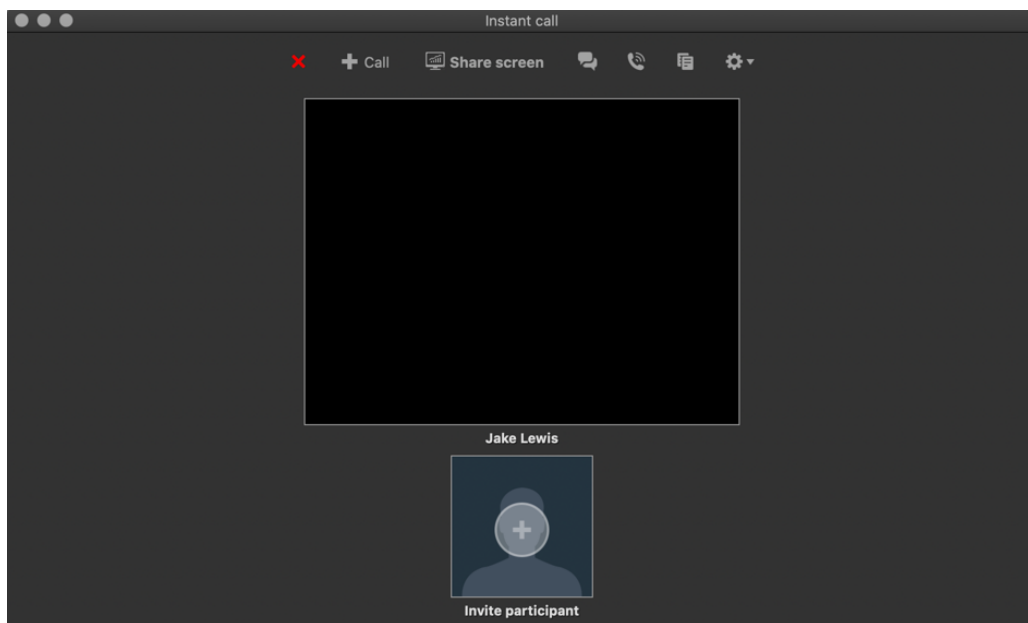


- They can download the application from screen.
- The user can share their screen from inside the call window by clicking 'share screen at the top of the window'.

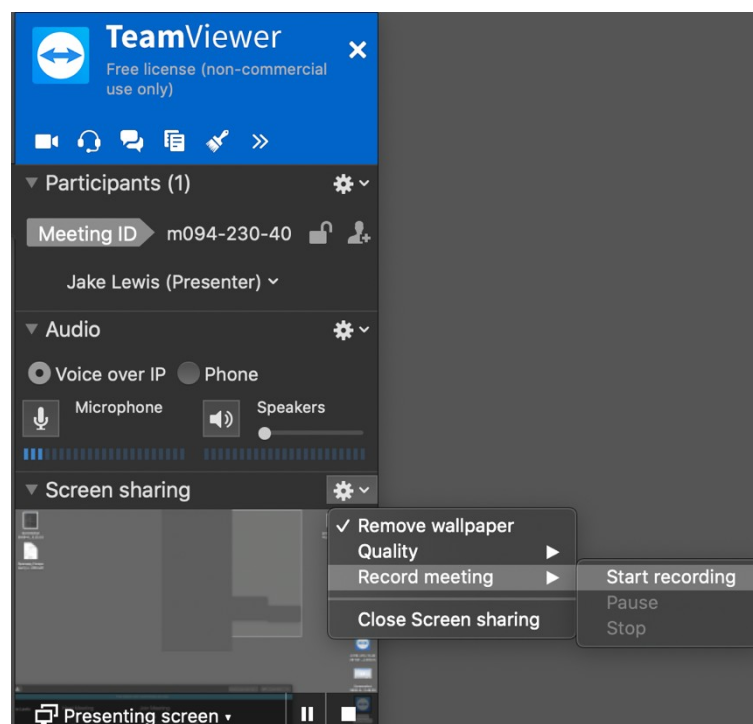


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- The user can record the meeting by clicking on the gear icon in the screen sharing tab of the team viewer menu, navigating to 'record meeting' and 'start recording'.
- Once the meeting is finished the user can select 'stop recording' from this menu. A video file will be saved and can be sent via email.



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