**Assignment 5**

**Cognitive Walkthrough**

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**Website Name:** Ryanair

**Website URL:** [https://www.ryanair.com](https://www.ryanair.com/us/en)

The task is to find and book a cheap flight for the trip on the Ryanair website considering following parameters –

**Parameters:**

1. Flight from Dublin to Paphos, Cyprus for 1 adult person and a 10-year-old child.
2. The departure date is March 31st and the return date is April 2nd.
3. Goal is to book a least expensive tr8p with extra legroom seat.
4. Select priority security and boarding to save on time if it is available.
5. It must include one small bag (less than 10kg) and one large bag (less than 20kg).
6. It should include two tickets for the Paphos Aphrodite Waterpark.

**Questions for the tasks:** A. Will the user know the next step?  
 B. Will the user see the control?

C. Will the user understand the control?

D. If the correct action is performed, will the user see that progress is being made toward the   
 solution of the task?   
  
**Steps:**

**Step 1:** First need to click destination field in the Ryanair website.  
  
A. Yes, after clicking the destination field there is a dropdown with three tabs – Destination or  
 country, Regions, Popular attractions. By default, Destination or country tab is selected from   
 where user can select the country. Also, there is an option of pick an airport.  
B. Yes, user can see the control.

C. Yes, user can understand the control.

D. Yes, once the action is performed user can see the drop down.

**Step 2:** Select the country

A. Yes, user know the next step to select the Airport and can select the airport.

B. Yes, user can see the control of dropdown from where he can select the destination.

C. Yes, user can understand the control with the provided hint of Pick a destination or country.

D. Yes, once user selects the Cyprus country the name of the country text changed from black to   
 white and background changes to blue color.

**Step 3:** Select the Airport  
  
A. Yes, user know the next step to select the dates.

B. Yes, user can see the control of Pick an airport section in the dropdown.  
C. Yes, user can understand the control by the provided text of Pick an airport.

D. Yes, Once the Paphos airport is picked it highlighted as blue color and text color changes   
 from black to white.

**Step 4:** Choose depart date.  
  
A. Yes, user will know the next step of choosing the return date for the trip, however, depart date   
 is not available.  
B. Yes, user can see the control for dates.  
C. Yes, user can understand the control by provided hint of Choose date.  
D. Yes, once user select the depart date, it is highlighted with yellow color and drop down arrow  
 points to Return dropdown.  
  
**Step 5:** Choose Return date.  
  
A. Yes, user will know the next steps to select the passengers, however return date is not  
 available.  
B. Yes, user can see the control of dropdown dates.  
C. Yes, user can understand the control by provided hint of Choose date.  
D. Yes, once user select the return date, it is highlighted with yellow color and control goes to   
 filed of passengers.  
  
**Step 6:** Select the passengers  
  
A. Yes, user will know the next step of search.  
B. Yes, user can see the dropdown of types of passengers.  
C. Yes, user can understand the control which is provided as ‘+’ and ‘-‘ button.  
D. Yes, Once user clicks on ‘+’ button in Children items then it’s number increased from 0 to 1  
 and in the passengers field – 1 Child text appears and passenger field text becomes 1 Adult, 1  
 Child.

**Step 7:** User needs to check the Term of use box and click search button.  
  
A.   
B. Yes, user can see the control.  
C. Yes, user can understand the control.   
D. Yes, once user hit the search button the page with flight details appears with the option of   
 select button with each flight.   
  
**Step 8:** Click select button in Dublin to Paphos flight.  
  
A. Yes, user know the next step to select in return flight.  
B. Yes, user can see the control.  
C. Yes, user can understand the control. There is a hint of Choose a flight to continue.  
D. Yes, Once the user clicks on select button it disappeared, and section is changed with green   
 tick marks.  
  
**Step 9:** Click select button for the Paphos to Dublin flight.

A. No, user know the next step of selecting fair.   
B. Yes, user can see the control.  
C. Yes, user can understand the control. There is a hint of Choose a flight to continue.  
D. Yes, Once the user clicks on select button it disappeared, and section is changed with green   
 tick marks.

**Step 10:** User selects the fare from the different options for the journey.

A. Yes, user know the next step of sign up / log in.  
B. Yes, user can see the four types of options.  
C. Yes, user can easily understand the control.  
D. Yes, after selection of the option, list of options disappeared and Log in to myRyanair option   
 appears.

**Step 11:** Choose any one Sign up, Login or Log in later options.

A. Yes, user know the next step of each options.  
B. Yes, user can see three control buttons.  
C. Yes, user is familiar with this type of control.  
D. Yes, Sign up or Log in pop up appears after clicking Sign up or Log in buttons. After clicking   
 Log in later button it goes to Passengers section. In all the three cases Log in to myRyanair   
 section minimizes.

**Step 12:** Sign up using email and password and verify with 8 digit verification code sent over the  
 mention email.

A. Yes, user know the next step of enter passenger details.  
B. Yes, user can see the control of popup.  
C. Yes, user can understand this type of control.  
D. Yes, After entering email address and password and clicking signup button, pop up   
 disappeared and user can see their email address in right side near user icon.

**Step 13:** Log in to myRyanair to proceed with booking.

A. Yes, user know the next step of enter passenger details  
B. Yes, user can see the control of popup.  
C. Yes, user can understand this type of control.  
D. Yes, After entering email address and password and clicking signup button, pop up  
 disappeared and user can see their email address in right side near user icon.

**Step 13:** Enter Passenger 1 details such as Title, First name, Last name and check the Save to   
 myRyanair checkbox for future re-use.

A. Yes, user know the step of enter passenger details.  
B. Yes, user can see the control.  
C. Yes, user can easily understand the control. Also, text field is provided with the name.  
D. Yes, After entering their details, it appeared in the text box.

**Step 14:** Enter Passenger 2 (Child) details such as First name, Last name and check the “Save to   
 myRyanair” checkbox to save the details.

A. Yes, user know the step of enter passenger details.  
B. Yes, user can see the control.  
C. Yes, user can easily understand the control. Also, text field is provided with the name.  
D. . Yes, After entering their details, it appeared in the text box.

**Step 15:** Click continue button.

A. No, user does not know about the Family seating.   
B. Yes, user can see the control.  
C. Yes, user can understand the control.  
D. Yes, After clicking the continue button, Family setting dialogue box appears.

**Step 16:** Click “Okay, got it.” Button in Family seating dialogue box.

A. Yes, user know the next step of to choose the seat.  
B. Yes  
C. Yes  
D. After clicking the “Okay, got it” button dialog box disappears and got the option of seat   
 choosing.

**Step 17:**  Select extra legroom seat for Robert Atkinson (Adult Passenger) from Choose your   
 seat preference section, does not allow since child need to seat with adult.

A. Yes, user know the next step of choose seat for another passenger.  
B. Yes, user can see the seats.  
C. Yes, user can understand the control.  
D. Yes, After selecting the seat its color changes to green and right side also seat changes from   
 white to numbered green color seat.

**Step 18:** Select non-extra legroom seat for Marvin Atkinson (Child Passenger) from choose your   
 seat preference section.

A. Yes, user know the step of choose seat in next flight.  
B. Yes, user can see the seats.  
C. Yes, user can understand the control.  
D. Yes, After selecting the seat its color changes to green and right side also seat changes from  
 white to numbered green color seat.

**Step 19:** Click Next flight button in right side of the page in Dublin to Paphos section.

A. Yes, user know the step of choose seat in next flight..  
B. Yes, user can see the control.  
C. Yes, user can understand the control.  
D. Yes, after clicking Next flight button it move to return flight seat selection option.

**Step 20:** Select seat preference for the Robert Atkinson (Adult Passenger) to return back.

A. Yes, user know the next step of choose seat for another passenger.  
B. Yes, user can see the seats  
C. Yes, user can understand the control.  
D. Yes, After selecting the seat its color changes to green and right side also seat changes from  
 white to numbered green color seat.

**Step 21:** Select seat preference for the Marvin Atkinson (Child Passenger) to return back.

A. Yes, user know the next step of continue.  
B. Yes, user can see the seats  
C. Yes, user can understand the control.  
D. Yes, After selecting the seat its color changes to green and right side also seat changes from  
 white to numbered green color seat.  
 **Step 22:** Click Continue button in Paphos to Dublin section of the page.

A. No, user does not know the option of Add Fast Track.   
B. Yes, user can see the control.  
C. Yes, user can understand the control.  
D. Yes, Avoid the crowds and long queues dialogue box appears after clicking continue button.

**Step 23:** Click “Add Fast Track” button in Avoid the crowd and long queues dialogue box for   
 priority boarding.

A. No, user does not know the buggage selection policy.  
B. Yes, user can see the control.  
C. Yes, user can understand the control.  
D. Yes, After clicking Add Fast Track button, dialogue box disappears.

**Step 24:** Select Priority & 2 Cabin bags from Select types of bags you want to bring onboard.

A. Yes, user know the next step of continue.  
B. Yes, user can see the different options of bags.   
C. Yes, user can understand the control.  
D. Yes, after selecting the radio button it turns out to blue color.

**Step 25:** Click the Continue button.

A. No, user does not know the option of insurance.  
B. Yes, user can see the control.  
C. Yes, user can understand the control.  
D. Yes, after clicking the continue button it navigates to the next page.

**Step 26:** Select the best deals such as fast track, insurance of your trip if needed. Click the  
Continue button.

A. No, user does not know about the parking and transportation policy.  
B. Yes, user can see the control.  
C. Yes, user can understand the control.  
D. Yes, once the continue button is clicked it goes to parking and transportation page.

**Step 27:** Select additional Parking, Bus and Train Service if needed. Click the Continue button   
 which redirects to the overview page.

A. No, user does not the next step of overview page.  
B. Yes, user can see the control.  
C. Yes, user can understand the control.  
D. Yes, After clicking the continue button, button disappears and navigates to the overview page.

**Step 28:** Click Events & Activities which redirects to events & activities page available between  
 two dates.

A. Yes, user know the next step of Events & Activities page.  
B. Yes, user can see the control.  
C. Yes, user can understand the control.  
D. Yes, after clicking the Events & Activities button, Event & Activities page comes with the   
 event and browser more events button.

**Step 29:** Click Go to checkout button which redirects to payment page.

A. Yes, user know the next step of payment.  
B. Yes, user can see the control.  
C. Yes, user can understand the control.  
D. Yes, After clicking this button it redirects to the payment page. **Step 30:** Enter Credit Card details in Payment methods, check By clicking pay now checkbox.

A. Yes, user know the next step of click for payment.  
B. Yes, user can see the control with various text fields, dropdown, checkbox.  
C. Yes, user can understand this control.  
D. Yes, After entering the details of credit card it appears in the text field.

**Step 31:** Click Pay now button.

A. Yes, user know the next step of payment processing.  
B. Yes, user can see the control.  
C. Yes, user can understand the control.  
D. Yes, after clicking the Pay now button, button disappears and moved to the payment  
 processing page.

**Summary:**

* March 31st depart date and April 2nd  return date is not available for the user.
* There is no extra legroom seat available for the children.
* Paphos Aphrodite Waterpark event is not available between mentioned dates.
* If the user have experience of using websites and applications then he can easily and quickly book the tickets otherwise he will take some time to book the ticket.