

Heuristic	Is the heuristic violated? How?	Severity
<b>1. Visibility of system status</b> The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.	The heuristic is violated. The current category being filtered has very low visibility. While streaming movies and series via the player, the current video quality is not displayed.	Low Severity  1
<b>2. Match between system and the real world</b> The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.	The app does not violate this heuristic. The app does a good job conveying the necessary information without using out of the ordinary words.	No Severity  0
<b>3. User control and freedom</b> Users often choose system functions by mistake and will need a clearly marked 'emergency exit' to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.	The app violates this heuristic. No sorting or filtering options for the search page, the originals page. No sorting or filtering options in the movies/series page within a specific category. No option to delete content directly from the watchlist page.	Very High Severity  4
<b>4. Consistency and standards</b> Users should not have to wonder whether different words, situations or actions mean the same thing. Follow platform conventions.	The app violates this heuristic. Upon opening a movie to stream, some important information, like age rating or epilepsy warning, is displayed in only a couple seconds, not giving the user enough time to read. When a movie is selected, some movie pages have a button for the trailer and others don't. Also, series don't have a trailer option.	Medium Severity  2
<b>5. Error prevention</b> Even better than good error messages is a careful design which prevents a problem from occurring in the first place.	The app violates this heuristic. When in the subscribe page, upon entering the user's e-mail, this step is not verified.	Medium Severity  2

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<b>6. Recognition rather than recall</b> Make objects, actions and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.	The app doesnt seem to violate this heuristic. Buttons have labels and seem intuitive.	No Severity 0
<b>7. Flexibility and efficiency of use</b> Accelerators – unseen by the novice user – may often speed up the interaction for the expert user, such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.	The app violates this heuristic. When the user adds movies/series to their watchlist, there is no grouping or sorting options in order to make navigation easier, instead the added content is sorted by the date they were added to the list. When browsing through movies/series, upon selecting one to check information, there is no way to go back to the previous page. Content can only be deleted from the watchlist, from the specific movies/series pages.	Very High Severity 4
<b>8. Aesthetic and minimalist design</b> Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.	The app doesnt seem to violate this heuristic. The user interface is minimalist, is focused around the same colors and doesnt show irrelevant information.	No Severity 0
<b>9. Help users recognise, diagnose and recover from errors</b> Error messages should be expressed in plain language (no codes), precisely indicate the problem and constructively suggest a solution.	The app doesnt seem to violate this heuristic. Didnt manage to find any error message.	No Severity 0
<b>10. Help and documentation</b> Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out and not be too large.	The app doesnt seem to violate this heuristic. The app has extensive help pages, documentation aswell has direct request for help from costumer service.	No Severity 0