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| Name | Heuristic Violated | Description | Suggested Fix | Rating (0-4) |
| Alan | User control and freedom | If the user select “Support” by mistake, they can’t go back to the device, they must navigate again to the device | Let the system keep track of where the user navigates from, if from device go back to device, if from home page, then go back to home page. | 3 |
| Alan | Match between system and the real world | The word on “Social” icon navigate to a chat room. But in real world user will probably take social as in social media. | Change the word to “chat room” | 1 |
| Alan | Consistency and standards | The background in devices does not match the back ground of events. | Match them to same color | 0 |
| Alan | Error prevention | In the log in tab, users are able to log in without either one of the require field. | Force user to enter something before the system allow them to ‘log-in’ | 1 |
| Alan | Help and documention | There is no documentation to assist user in scheduling or locking in the device they wish to use | Instead of putting “how-to” in support tab, have a question mark icon in device tab, so user can have quick access in how to use this app | 1 |