Evaluation\_1 age 50-60 color blind, good knowledge of technology

Inputs [test1@test.com](mailto:test1@test.com) Test123! (Road user)

[Tolls@tolls.com](mailto:Tolls@tolls.com) Test123! (Toll Operator)

[JustinE19@test.com](mailto:JustinE19@test.com) Leeeds\_879 (new registered user)

25 mins

4 errors – registering an account, finding the toll to pay, went to manage account to find toll to pay, creating a password that fit the constraints took multiple attempts

Single facilitator

First 5 tests took longer as it was the first time the user saw the site but after he found the system easy to use and simple, he understood how to use the system and found the ui very simple also as a color-blind user he said he had no problems using the system.

Completed all the scenarios and was quick to pick up the system

Feedback – simple site, obvious use, good design

Evaluation\_2 –– age 30 -50 poor eyesight, not very good with technology

Inputs test1@test Test123! (Road User)

[Tolls@tolls.com](mailto:Tolls@tolls.com) Test123! (Toll Operator)

[SheanaF17@test.com](mailto:SheanaF17@test.com) Test123! (New registered user)

48 mins

7 errors – login error, took a few attempts to navigate the site properly (not understanding the nav bar titles), didn’t understand some of the instructions i.e. the difference between the two toll pages as a road user and not knowing what role the user is logged in as. Creating a password for a new user took a few attempts as the constraints weren’t told to the user until errors were made so it took a few attempts to create a new user

Single facilitator

This user has less experience using technology and took a lot longer, they needed at bit more help when using the system, when navigating the site, she made a few errors having to go back when she was on the right page and other similar problems, more in depth instruction were needed for this user to use the system effectively. This user has poor eyesight and has trouble at first but then the font resize option helped that problem.

Completed all the scenarios however was slow to pick up the system.

Feedback – more detail for users without a lot of experience using technology, would find it easier to receive invoice by mail and pay by bank transfer. Good design easy for users with poor eyesight to use