

Hueristic Reference Nielsen Norman Group : https://www.nngroup.com/articles/ten-usability-heuristics/							
Topics	Common Top_Nav		Common Bottom_Nav	Sign In/Up	Accounts	Recent Transaction	Zelle
	Hamburger	Search		Over all			
Visibility of system status	1- Clear lebeled	1- Easy to interpret search function, fill-in form is well described		1- Fill-in is clearly labeled and bitton is visibly readable	3- To do and numbers is unnoticeable/unclear for its function 3-Calendar, bar are good functions that got hidden	2 - Clear labeling, but it's unclear clickable elements that might not convince users enough to click on	2 - Clear labeling, but the proportion or position of the buttons could make it easier for users to recognize its function
Match between system and the real world	1- Wording is easy to understand			1- Wording is easy to understand	2 - VirtualWallet is another category name that creates more things for customer to remember.		1- no issues
User control and freedom	2- User can always come back to Hamburger menu; leave small portion of existing page to be pull back but design need revision	1- no issues		1- Most links get users to page that doesn't execute any function and can come back.	1- no issues	1- no issues	1- no issues
Consistency and standards	3- Different types of icons	1- no issues		3- Different types of icons			
Error prevention	1- No issue	1- no issues		1- No issue			
Recognition rather than recall	5- Icon are difficult to interpret. All icons are not intuitive***	1- no issues		2- Label might be unclear, for example: locate? of users or bank or atm?, enroll, for account or online use, or credit card?	4- there are many part of the page that need to be recalled e.g. the balance grids, level of functions: tools, todo.	2- the three-dot icon, share the same function with the card	2- minor difficulties in understanding icon meaning; although, with the right labeling
Flexibility and efficiency of use	1- No issue	1- no issues	N/A	1- Allow phone to remember password and username which is convenient for users and secured by biometric safeguard	1- no issues	2- Can be improved for its informaton position and emphasis	1- no issues
Aesthetic and minimalist design	5- Spacing and layout after clicked does not utilize the best screen space for user to understand its function	3- Need text heirarchy adjustment and different design sytem to differentiate optional or required information box.		1- Simple, understandable and use brand identity color	5- Difficult to read through the app: from layout, the hierarchy of position, boldness, and font size, and color tab that does not convey any meaning	1- no issues	2- could use some adjustment on the overall layout to make it easier for users to read through
Help users recognize, diagnose, and recover from errors	1- No issue	1- No issue		4- Only say "we are unable to verify the information you entered"	1- no issues	1- no issues	1- no issues
Help and documentation	3- There is help button, but no list of instruction or how PNC app works or its benefit at all.			3- There is help button, but no list of instruction or how PNC app works or its benefit at all.	1- no issues	3- The separate table/box are too far apart and missing opportunity for users to search easily	1- no issues
Accessibility	1- No issue			3- Typeface and font is common to read, prioritization of text can be revised to make it easier to read.	2- Mid/light Grey on white can be hard to read, slightly adjust the text color will help	2- Font size for sub-text is smaller than 12px and hard to read.	
Others							
Questions	Q1: Why is there are both vertical and horizontal bar separately? with very different design create weak visual system		Q1: Would end-users benefit more from using bottom_nav than top_nav like web version. Bottom_nav is more familiar to users than top one?	Q1: Is User ID a useful way to log in?			
				Q: Should we have reset password upfront like the existing one?			
				Q: Dose "Save User ID" necessarily that big?			