ArtShare usability test – GUIDE

**Missing functionality.** The system cannot support the user’s task. Problem P5 is of this kind.

**Task failure.** The user cannot complete the task on his own or he erroneously believes that it is completed. Problems P2 and P3 are of this kind.

**Annoying.** The user complains that the system is annoying or cumbersome; or we observe that the user doesn’t work in the optimal way. Problem P4 belongs here.

**Medium problem.** The user finds the solution after lengthy attempts. P1 is this kind.

**Minor problem.** The user finds the solution after a few short attempts. P1 would have been this kind if the user had found the solution fast.

**Examples:** The user …

* **P1:**Cannot figure out how to start the search.  Finally finds out to use F10.

**P2:**Believes he has completed the task, but forgot to press Update.

* **P3:**Sees the discount code field, but cannot figure out which code to use.
* **P4:**Says it is crazy to use six screens to fill in 10 fields.
* **P5:**Wants to print a list of discount codes, but the system cannot do it.
* FR-01-TC-01 Test if an end user is able to initiate a search
* FR-02-TC-03 Test if an end user is able to find a media item with a specific title within 2 minutes
* FR-04-TC-01 Test if an end user is able to find a media item with a specific title which is not on the first search result page within 2 minutes
* FR-05-TC-01 Test if an end user is able to navigate to the details page of a media item in the search result within 2 minutes
* FR-07-TC-01 Test if an end user is able to create an Account within 5 minutes
* FR-16-TC-02 Test if an end user is able to login to a provided user (the user has been created) within 2 minutes
* FR-18-TC-02 Test that a user who is already logged in can edit and update his own Account Information within 2 minutes
* FR-22-TC-02 Test that a user who is already logged in can log out within 2 minutes
* FR-39-TC-02 Test that a user who is already logged in can upload a media item within 3 minutes
* FR-44-TC-04 Test that a user who is already logged in can purchase a media item within 2 minutes if presented with a details page
* FR-45-TC-02 Test that a user who is already logged in and has purchased a given Media Item, can start downloading this item within 2 minutes if presented with a details page
* FR-48-TC-03 Test that a user who is already logged in can rate a Media Item which he has purchased within 2 minutes if presented with a details page

Hvis opgave A ikke kan løses, hjælpes testpersonen videre og B begynder ikke før A er udført. Det samme gælder for B og C.