

Pin Pad Usability Test Plan

Objectives:

- To test the user's ability to easily use a pin code in order to unlock the door.
- To test the user's ability to set multiple codes into the numberpad addition that will work simultaneously and which can be turned off at any time.

Users:

- Tenant
 - The User who is living in the house in question who will be the individual with the most traffic through the door.
- Landlord
 - The User who owns the house in question and wants access at any time but who doesn't necessarily interact with the lock on a regular basis.
- Acquaintance of tenant
 - Trusted individuals of the main user who have been given access.

Scenario:

- You have just purchased the lock system for your apartment and you now have to do the initial set up for your new lock. You also want to set another code for your sister who will be house sitting for you next week while you go out of town. You want this code to be temporary however, and you want to be able to deactivate it when she leaves.
 - The participant is to use the information given on the instruction guide in order to use the app to set a pin code and then unlock or lock the door.
 - The participant should then set another pin code and test unlocking or locking the door with that code as well.
 - They should then try removing the code with the app and then attempt to lock/unlock the door.

Participants:

- 3-4 'Tenants'. We'll aim to include the following demographics:
 - 3-4 young adults who see a lot of traffic into their home
 - Individuals with little to no previous experience with electronic locks.
 - Users from different age groups

Observers:

- Members of the development team:
 - App developer(s) - Are to take notes of possible improvements/troubleshoot the app.
 - Hardware engineer(s) - Are to take notes of possible improvements/troubleshoot hardware.

- Product Manager(s) - Take notes about the user's general experience and answer any questions.
- Key Stakeholders - should take notes about their feelings on the product or any questions they may have.

Equipment:

- One phone with the lock app installed
 - Phone should be able to use the app on wifi and on a phone plan.
- One door with the lock installed
 - The door should be linked with the account being used on the test phone.
- Instruction manual
 - Should be as simple as possible yet still convey all the steps needed to set the pass code.

Location:

- The test will be run at classroom CS 406 at 11:30 a.m. from dates 10/07/2019 - 10/10/2019.