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Intersect UX Review

Version 1, last updated by brett.rosolen at 2013-08-06

Cloudstor Review

After asking colleagues for a secure australian file sending service, I was directed to the Cloudstor website. The About page and Help page appeared in pop-ups which was different, and I had to visit the 'file sender' page to get detailed information. It would have been nice to have some of that information summarised on the Cloudstor about page. I found it irritating that neither the page banner nor the logo(s) in the banner were clickable links. After logging in (some instructions about how to acquire login details,

who to ask etc would be welcome for the un-initiated), being taken directly to the 'Send Files' page was nice as that's what I logged in for.

The file form was simple, but I wondered where the send or submit button was (until I uploaded a file), and the emails it sends are clear, and simple for the recipient to understand. The management of 'Vouchers' (not sure if this word correctly conveys the concept) was simple, but the icons for management were not immediately obvious.

Overall, the website provides it's promised functionality in a straight-forward way. Small details could be improved, but they do not impair it's use.

Summary:

- Simple representation of functionality
- Main file-sending function is easy to understand
- About / Help could do with a little more information
-- Review written by Joe Researcher
4 1/2 stars

UI / UX Comments:

- Home: Logos are not links (clickable). Logos should lead to their respective websites. Cloudstor should go to 'Home', or refresh.
- Home: Top buttons 'Send Files', 'Guest Voucher' and 'My Files' should be changed from buttons to tabs, as buttons indicate an action. I.e. 'Log Off' should remain as a button. 'Help', and 'About' should be links.
- Send-Files: Instructions on right are somewhat serpurflous. Could be move into 'placeholder' text inside fields.
- Email: Clear and easy to understand
- Guest Vouchers: Vouchers does not seem to match the concept. Change the text to 'Guest Passes'.)
- Guest Vouchers: Expiry should have a radio option for day, week, month and then free-text date.
- My Files: Icons are less informative than words in this case. Either words or words + icons would be helpful

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