**Usability Testing, Round 2**

**Participant 4**

**Desktop Mockups v2**

Splash Page:

* Like that it’s simple
* Options (new user, forgot, continue as guest) was clear
* Likes the background. At first couldn’t really see it, but then looked again and could tell that it was pills
* Would either log in, sign up as a new user, or continue as guest
* It would depend on how often you use the site. If you use it often she would want to create an account or log in. If you didn’t use it often you would continue as guest.
* Knows that this is the home page because the log in information is on it. Noted the navigation along the type but didn’t cite the greyed out “home” screen as an indicator.
* Might expect that there might be “more” in the navigation, but doesn’t know yet what you’ll find in the site
* A little confused about where she is now, and that the navigation might be “redundant.” It appears like it is the home screen, but having “account” and “login” also seems like it would house the login screen so she’s not sure where to go.

New User Page:

* Knows that you would get to this screen by clicking “new user”
* Is the pointing finger the back button? It’s cute.
* Would complete the new user login information
* Still doesn’t know how this page fits into the navigation
* Would click on the pointing finger to get back to the first screen, or would click back in the browser. Eventually she thought to click on the home button.
* Not sure why the top right says “logged out” if she’s not logged in yet
* At this point she connected that the greyed out navigation indicates where you are

Empty Cabinet Page:

* Wants to know why “home” is now highlighted again since the splash page was also indicated as “home”
* Pointing finger is telling you to add drugs to your medicine cabinet in the search bar. Would start typing in the search bar and would expect to see typeahead that she can click from options. But since she doesn’t know if that is the intended functionality, if that didn’t happen she would type it in and then click the red arrow to search.
* Once she searches she expected that there will be medicines added, but not fully sure how that would happen. She sees the “add new” and that’s indicating that you’re supposed to add it but not sure if that is separate functionality and if you have to click on the red plus as well as search. Understands that ultimately you would be able to add multiple medicines and they will fill up the cabinet.
* Thinking that it will add new if you keep clicking the arrow.
* As she’s adding the medicines is she automatically comparing them? Is that not happening on this screen and it would happen on the next? Is there supposed to be something she clicks on that allows her to compare?
* Clicking “clear all” would clear all the medicines from your medicine cabinet
* If it’s supposed to clear everything, she would expect that it should be in the lower left corner. Not sure why it is near the search bar. Wonders if something is going to happen in the space between the search bar and the first shelf that would dictate that. Not sure what the two bottom shelves are for since there’s only an add new on the top shelf.

Search Page:

* Comments that the search bar is functioning as expected. This is making her unsure of what the red arrow now is supposed to do. “Does that add it?” “I’m not sure what I’m supposed to do”
* Not sure what to do with the pointing finger and is not confused about the pointing fingers across the application. The first time she saw it she thought it was to go back, but now not sure what it is supposed to be here.
* “hiding the plus sign” now so she’s still not sure what’s going on underneath or what she’s really supposed to do
* Would look up drugs and add them to the list and see if they interact with each other. She’s getting that from the help text/descriptions more so than the visual cues
* If she adds all of them, where is she supposed to “submit” to tell her if there are any interactions

First Medicine:

* “I guess I chose Tylenol”
* Took a lot of time to read through the text on this page
* “How did I get to this page?” What did I click on in the prior page to get me here?
* Wants to know if the general information showed up when you searched for Tylenol in the search box or if this is the next page
* Not sure why it now says that she’s in her account. “These grey things don’t make sense to me”
* Doesn’t know how to add a new bottle now that there’s no plus sign
* Is looking for information telling her that there is an interaction or no known interactions between medicines listing there, but because there is only one medicine she is confused.
* In the last three screens “she got a little lost” and “doesn’t know how to get to the next page”
* Likes the information on the right. Likes that it explains the dosage. The main things are the dosage and warning. Makes her read it because it is here, even though she “never reads it on the bottle.” Noted that if it was a huge long description that she probably wouldn’t read it
* “Thought I would see more on this page”

Interactions Page:

* This is what she expected to see with the last screen
* Wants to know if she is going to get more information from the red “interactions” blurb at the top
* Would click red arrow to find out more information
* Wants to know what the interaction actually is (some indication of severity and if it is something she would care about)
* Knows these are the drugs in her cabinet and that now she wants to take Tylenol so she added Tylenol to her cabinet to see if it interacted with other things in her cabinet. The four that are blue interacts with Tylenol, but not the greyed out ones. Would then click the arrow to find out more information.
* What is the search bar at the top? Is she able to add more from here? What is the red arrow?
* Why am I back on account?
* Still not sure what the clear all button is for. Does clearing remove all the medications? Does it tell you what you’re clearing?
* Expects to find out how the severity of the interaction by going to the next page by clicking the interactions blurb
* Wants to know if the interaction is among all 5 drugs or if it is something that just happens with just one or two other drugs?
* If you have a full cabinet, is she able to indicate which ones she’s taking at that time.
* She’s now wondering if the greyed out pills represent that scenario – that she’s just not taking those right now so she doesn’t care about finding an interaction among them
* Navigation “bothers her” because she’s not sure what it is. If she clicks on account is there a drop down?
* When asked what she would do next she says to click on the arrow

Final Page

* Seeing it broken out individually isn’t really what she expected to see, but she did like it. What does she do if there is an interaction with more than two drugs? How would she find that out?
* Assuming that when she clicks on one of the tiles it will show her what the problem is
* Would expect to see the severity of the interaction (will it kill me, will it not kill me, etc.)
* First instinct to get back to the cabinet page is to click the back browser. Not sure if she should click home because that seemed like the landing page. Doesn’t see any buttons on the screen that takes her back. She’s wondering if there’s a drop down under account that would say “my cabinet” or something like that to get her back.
* Knows that what is currently being described is the interaction between Tylenol and synthyroid
* Knows to click on the third tile to get to information about that interaction and that the information on the right should change. Then notes that the red arrow is pointing to the information on the right. “I didn’t get that arrow.”

Overall Feedback

* Likes the look and feel and the logo.
* Likes that it is SIMPLE and continues to use that word.
* Not overwhelming so it’s easy to know where to go (other than the navigation).
* Likes the bottles (they are cute)
* Likes the “my cabinet” (it’s pretty)
* Bottles don’t seem to mean anything. Not sure if they will actually be pictures of the bottles themselves. She didn’t mention anything about them unprompted though, I asked her about them.