

# **Heaven MentCare System**



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**Spring 2022**

**A Dissertation Submitted To**

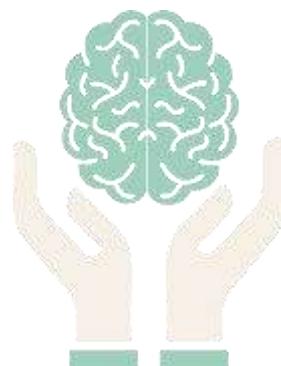
**Faculty of Computing,**

**Riphah International University, Islamabad**

**As a Partial Fulfillment of the Requirement for the Course**

**Human Computer Interaction**

**Bachelors of Science in Software Engineering**



**Elevate your mind, embrace your heaven**

**Faculty of Computing**

**Riphah International University, Islamabad**

## **Dedication/Acknowledgment**

Thanks to Allah Almighty who made us able to complete this final project report. Also our course teacher who guided us in this project. All the members of the team who worked hard and diligently to complete this project.

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# **Artifact-1 Problem**

# **Statement/Project**

# **Proposal**

# Final Project Proposal

**Project Title:** Heaven MentCare System (A mental Health Service Provider System)

## Description:

Heaven MentCare System is a revolutionary platform designed to transform the landscape of mental health support services. Our system aims to provide seamless access to personalized mental health services, empowering individuals to enhance their emotional and psychological well-being. With a focus on efficiency and tailored support, Heaven MentCare System is set to revolutionize how individuals seek and receive mental health services.

Currently, individuals seeking mental health services face numerous challenges in accessing the support they need. Many users spend a significant amount of time searching for available mental health resources, navigating complex payment methods, and scheduling appointments. This process can be time-consuming, inefficient, and often leads to disruptions in their daily lives. Additionally, traditional mental health service delivery models can result in long wait times, limited choices, and a lack of personalized support for users.

Heaven MentCare System offers a groundbreaking solution to address the challenges faced by individuals seeking mental health services. Our platform allows users to order mental health services online, which are then delivered to a designated location at a specified time and date. This innovative approach eliminates the need for users to spend time searching for resources and scheduling appointments, providing a seamless and personalized experience. By offering personalized counseling sessions, therapeutic interventions, and mindfulness tools tailored to individual needs, our system enhances the efficiency of the user's journey towards emotional well-being.

By anticipating the mental health needs of our users, Heaven MentCare System aims to streamline the delivery of services, reduce wait times, and increase overall satisfaction. Our vision includes expanding the system to provide access to mental health services from a variety of sources, offering users greater flexibility and convenience in their mental health care choices. With Heaven MentCare System, individuals can expect a transformative experience in accessing mental health support services, leading to improved well-being and emotional health.

## **Literature Survey:**

### **Existing Features Description:**

<b>ID</b>	<b>Feature Name</b>	<b>Description</b>
F-1	User sign up or login	This feature will enable the user to sign up or login to the system. For sign up phone number will be verified and for login password will be verified.
F-2	Doctor's registration request	Using this feature the doctor will be able to send request for registering himself/herself as a doctor. The request will be approved or disapproved by the admin.
F-3	Manage user profile	By using this feature the user will be able to build his/her profile, editing his/her existing profile i.e. name, phone number or password.
F-4	Find Appointment	By using this feature the user can find appointment to desired doctor by searching doctor through specialty, disease or hospital.
F-5	Book appointment	By using this feature the user can book appointment to desired doctor by searching doctor through specialty, disease or hospital.
F-6	View Doctor's profile	. Users can access detailed profiles of mental health professionals within the system, including their qualifications, specialties, experience, and user ratings.
F-7	Digital Payments	The system ensures secure and encrypted payment transactions for all mental health services, safeguarding users' financial information and privacy.
F-8	Support Service	Users have access to dedicated customer support channels,

		including live chat, email, or phone support, for assistance with any inquiries or issues they may encounter.
F-9	Read System's Blogs	Users can explore a library of informative blogs and articles covering various mental health topics, providing valuable insights and guidance.
F-10	Emergency Contact	In case of emergencies or crisis situations, users have access to emergency contact information or hotlines for immediate assistance.
F-11	Guide to book Appointment	Users are provided with step-by-step guidance on how to book appointments with mental health professionals through the system, ensuring a smooth booking process.
F-12	Guidance about System's Working	Users receive comprehensive guidance and instructions on how to navigate and utilize the features and functionalities of the Heaven MentCare System effectively.
F-13	Do Questionnaires	Patients can complete customized questionnaires or assessments to evaluate their mental health status, preferences, and needs, facilitating personalized service delivery.
F-14	Real time Progress Tracking	Patients and mental health professionals can track progress in real-time, monitoring goals, treatment outcomes, and changes in mental health status over time.
F-15	Phone call sessions	The system facilitates phone call sessions between patients and mental health professionals, providing an alternative mode of communication for therapy or counseling sessions.
F-16	Chat Sessions	Patients can engage in real-time chat sessions with mental health professionals, offering convenient and accessible support for immediate concerns or discussions.

F-17	User Feedback Mechanism	Patients are encouraged to provide feedback on their experiences with mental health services, enabling continuous improvement and ensuring user satisfaction.
F-18	Live Sessions	Engaging and interactive virtual events featuring expert speakers and interactive activities for personal and professional development.
F-19	Provide Worksheets	Organized document designed to facilitate learning or task completion through structured exercises or information gathering.
F-20	Guided YOGA	Mind-body practice combining physical postures, breathing techniques, and meditation for holistic well-being and relaxation.
F-21	Stress Management Tools	Resources and techniques to help individuals effectively cope with and reduce stress levels for improved well-being.
F-22	Sleep by Headspace	Guided meditations and sleep exercises to improve sleep quality and promote relaxation for a restful night.

### **Systems and Feature Mapping:**

<b>System Name /Features</b>	<b>Sehat Yab</b>	<b>Ruhbaru</b>	<b>Better Help</b>	<b>Regain</b>	<b>Marham</b>	<b>Sehat Kahani</b>	<b>Talk Space</b>	<b>7 Cups</b>	<b>Thrive mental well-being</b>	<b>Heads pace</b>	<b>www.Online Therapy.com</b>	<b>Calm</b>	<b>Heaven Ment Care System</b>
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F-1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-3	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
F-4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-5	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-6	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-7	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-8	✓	✓	✗	✗	✗	✗	✗	✓	✗	✓	✗	✓	✗	✗	✓
F-9	✓	✓	✓	✗	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓
F-10	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-11	✓	✓	✗	✗	✗	✗	✓	✓	✗	✗	✓	✓	✓	✓	✓
F-12	✓	✓	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓
F-13	✗	✓	✓	✗	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-14	✗	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✓
F-15	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-16	✗	✓	✓	✗	✗	✗	✓	✓	✓	✓	✗	✓	✓	✓	✗
F-17	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✓	✓	✗	✓	✓
F-18	✗	✓	✗	✗	✗	✓	✓	✗	✓	✗	✓	✓	✗	✗	✓
F-19	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-21	✓	✓	✓	✓	✗	✓	✓	✓	✗	✗	✓	✓	✓	✗	✓
F-22	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F-23	✗	✓	✓	✓	✓	✗	✓	✓	✓	✗	✗	✓	✓	✗	✓
F-24	✗	✓	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✗	✓	✓
F-25	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓
F-26	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓
F-27	✗	✗	✓	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓

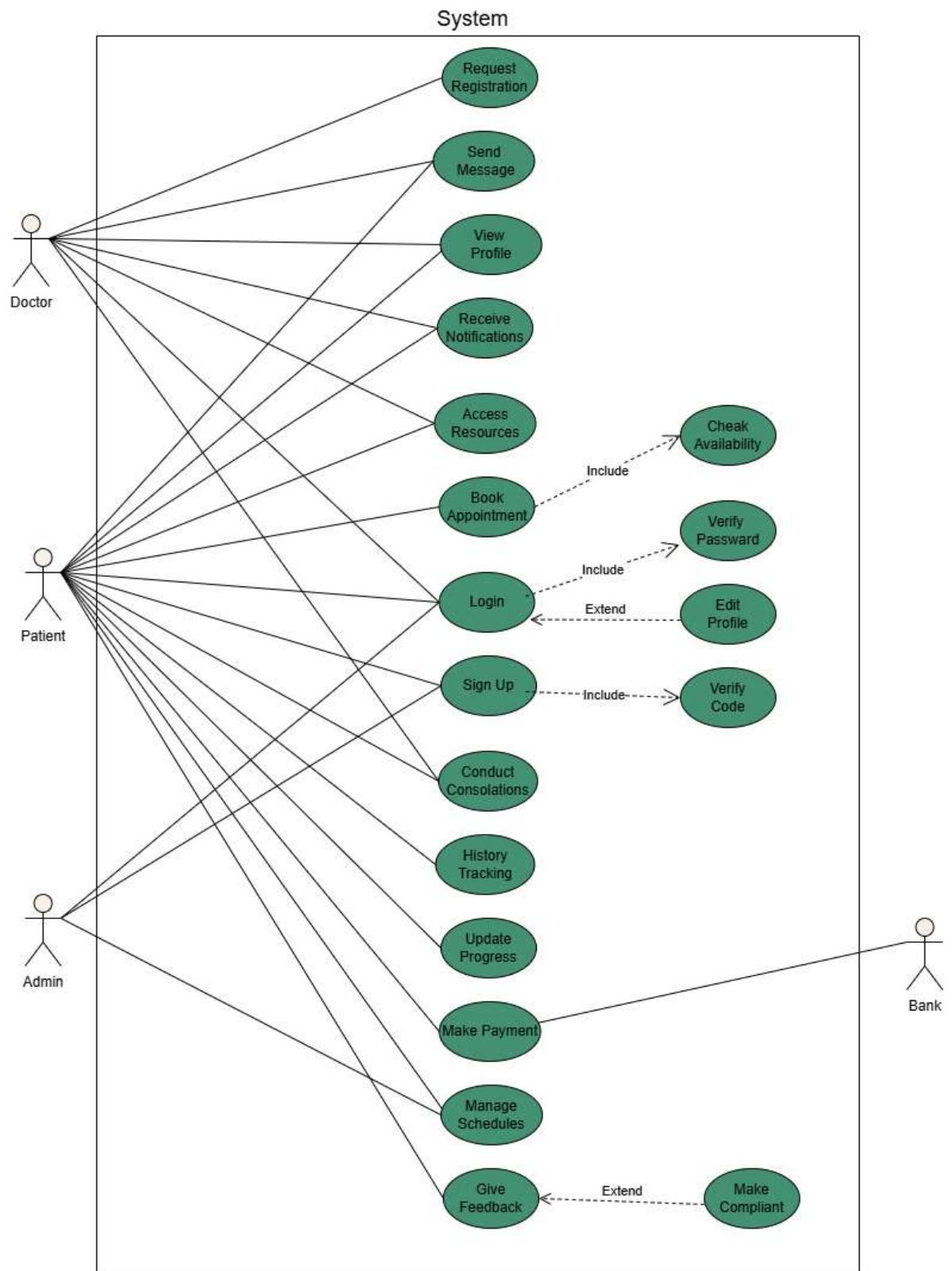


## Proposed System Features:

ID	Feature Name	Description
F-23	Free Appointment	Heaven Metcare's Free Appointments feature offers a unique opportunity for newly registered doctors to gain valuable experience and build their professional portfolio. By providing three complimentary therapy sessions to their first three patients, these doctors can refine their skills, gain confidence, and establish a strong reputation within the system.
F-24	Multi-Languages	Heaven Metcare's Multilanguage System allows users to switch between various Pakistani local languages, making mental health services more accessible and inclusive. This feature caters to diverse linguistic needs, promoting cultural sensitivity and equal access to support for all users..
F-25	Mood-Tracker	Heaven Metcare's Mood Tracker feature uses emojis to simply and effectively monitor your emotions, asking "How are you feeling today?" and tracking your mood over time. Easily express and acknowledge your emotions, identifying patterns and trends to gain greater self-awareness and support.
F-26	Spiritual Healing	Heaven Metcare's Spiritual Healing feature offers Quranic verses and Hadiths tailored to your mood, providing spiritual comfort and guidance for stress relief. Relevant passages are displayed to help you find peace and tranquility, supporting your mental well-being with divine wisdom.

## Revision History

Name	Date	Reason For Changes	Version
Group D	7 <sup>th</sup> May,2024	Initial Proposal	1.0
Group D	9 <sup>th</sup> May,2024	Added one more proposed feature and Fix the grammatical errors in the features and their description.	1.1
Group-D	14 <sup>th</sup> May,2024	Added Detailed description of Proposed Features	1.2
Group-D	25 <sup>th</sup> Nov,2024	After Critical Analyzation some repeated features are removed.	1.3



# **Artifact-2**

## **Interviews &**

## **Personas**

## 2.2 Conduct User Interviews

### 2.3.1 Interview of Patient.

<b>Interviewee</b>	Zara Khan	<b>Role/Designation</b>	End-user (Patient)
<b>Date</b>	30-09-2024	<b>Time</b>	11:00-11:30 AM
<b>Venue</b>	Islamabad, Pakistan	<b>Subject/Focus</b>	Persona Creation

#### Objective:

Time	Questions	Response	Observations
8 seconds	What is your name?	My name is Zara Khan.	She is responsive.
6 seconds	What is your age?	I am 29 years old.	Zara is an adult patient
10 seconds	What do you do?	I am working as a School Teacher.	She has a busy schedule, which may affect her therapy timings.
9 seconds	Who do you live with?	I live with my family.	She lives with her family.
7 seconds	What is your relationship status?	I am unmarried.	Single, may affect her social support network.
12 seconds	How many members are in your family?	There are four members in my family.	Close-knit family structure.
10 seconds	What are your hobbies?	I enjoy reading novels and painting.	Engages in creative activities for relaxation.
20 seconds	How often do you seek therapy?	I go for therapy once every two weeks.	She regularly attends therapy.
5 seconds	Do you prefer online or in-person therapy sessions?	I prefer online therapy because it saves time and is more flexible	She values flexibility and time efficiency.

6 seconds	Have you used any mental health support apps before?	No, I haven't used any, but I'm interested in trying.	This could be her first experience using digital therapy.
8 seconds	What do you look for in a therapist?	I prefer someone who specializes in anxiety management and is empathetic.	She is clear about her expectations.
8seconds	How comfortable are you with technology?	I am comfortable, as I use apps for banking and shopping.	She is tech-savvy.
5 seconds	Which device are you using?	I primarily use my mobile phone.	Mobile device is convenient for online sessions.
3 seconds	How important is privacy for you in a mental health app?	Very important. I want to ensure my data is safe and confidential.	Privacy is a top priority for her.
4 seconds	What other features would you like in a mental health app?	Mood tracking and real-time communication with therapists would be useful.	She values continuous support and monitoring.
7 seconds	What do you prefer Andriod or IOS?	I prefer IOS because I am familiar with it.	She is an IOS user.
7 second	Have you maintained a health history?	No, I have not maintained a health history.	Potential area for improvement in tracking health.
20 seconds	What do you prefer? Online appointments or in-person appointments?	I prefer online appointments as they are more convenient.	He prefers online appointments.
<b>General Comments</b>	This will help to make the persona of the user i.e Patient.		

### 2.3.2 Interview of Psychiatrist.

<b>Interviewee</b>	Dr. Fahad Manzoor	<b>Role/Designation</b>	Psychiatrist
<b>Date</b>	30-09-2024	<b>Time</b>	12:00-12:30
<b>Venue</b>	Islamabad, Pakistan	<b>Subject/Focus</b>	Persona creation

**Objective:**

Time	Questions	Response	Observations
4 seconds	What is your name?	My name is Fahad Manzoor.	His first name is Fahad and his last name is Manzoor.
3 seconds	What is your age?	I am 38 years old.	His age is 38 years old.
6 seconds	Who do you live with?	I live with my wife and two children.	He is Family-oriented.
10 seconds	What are your hobbies outside of work?	I enjoy reading psychology books and playing tennis on weekends	Engages in leisure activities.
12 seconds	Which device are you using for your practice?	I primarily use a laptop for my practice.	Indicates reliance on a robust device for patient management.
14 seconds	What do you prefer: Android or iOS?	I prefer Android for my phone because it allows more customization.	Familiarity with Android may influence his comfort with various applications.
12 seconds	How long have you been practicing as a psychiatrist?	I have been practicing for 10 years.	Experienced in the field..
18 seconds	How do you currently schedule appointments with patients?	Mostly through phone calls and emails, but it's quite time-consuming.	The current system lacks automation.
20 seconds	Would you be open to using a digital platform for scheduling?	Yes, if it's simple and efficient.	He prefers simplicity and functionality.
21 seconds	What type of mental health cases do you mostly deal with?	I specialize in treating depression and anxiety.	He treats common mental health issues.

27 seconds	How do you currently track your patients' progress?	Through physical notes and occasional emails.	He prefers to move towards digital solutions for better tracking.
16 seconds	What features would you expect in a digital mental health platform?	A secure communication system, progress tracking, and automated scheduling.	He values efficiency and data security.
13 seconds	How comfortable are you with telehealth services?	I'm comfortable; I've been conducting video sessions since the pandemic.	He is already accustomed to virtual sessions.
20 seconds	How would you ensure patient confidentiality on such platforms?	By ensuring the system uses encryption and patient consent for data sharing.	Privacy and confidentiality are non-negotiable for him.
20 seconds	What do you prefer Andriod or IOS?	I prefer IOS as it is more advanced.	He prefers IOS.
25 seconds	What do you prefer? Online appointments or in-person appointments?	I prefer online appointments as they are feasible.	He prefers an online appointment.
<b>General Comments</b>	This will help to make the persona of the Psychiatrist.		

### 2.3.3 Interview of Admin

<b>Interviewee</b>	Falak Naaz	<b>Role/Designation</b>	System Administrator
<b>Date</b>	29-09-2024	<b>Time</b>	1:00-1:30 PM
<b>Venue</b>	Lahore, Pakistan	<b>Subject/Focus</b>	Persona creation

#### Objective:

Time	Questions	Response	Observations
4 seconds	What is your name?	My name is Falak Naaz.	Her name is Falak Naaz.
3 seconds	What is your age?	I am 23 years old.	Her age is 23 years old.
6 seconds	What do you do for living?	I am currently working as a system administrator.	What do you do? Currently working as system administrator. He is system administrator.
12 seconds	Who do you live with?	I live with my Mother.	She lives with her Mother.
18 seconds	What are your hobbies?	I like to cook and sketch.	She like to cook and sketch.
15 seconds	How comfortable are you in using technology? Rate yourself on a scale of 1-10.	I would rate myself a 9.	High proficiency indicates she is well-equipped to handle technical challenges.
10 seconds	Which device are you using?	I primarily use a laptop for work.	Indicates preference for a more powerful device for managing the platform.

20 seconds	What are your main responsibilities as a system admin?	Managing user data, scheduling issues, and ensuring data security.	She handles sensitive system operations..
21 seconds	How do you handle user data currently?	All data is manually handled, which can be time-consuming.	She prefers automation in data management.
27 seconds	What challenges do you face in maintaining security?	Ensuring that only authorized users have access and preventing data breaches.	Data security is a major concern for her.
16 seconds	How would you improve the current system?	By automating repetitive tasks like appointment management and reminders.	She values efficiency in operations.
13 seconds	How do you ensure that the platform is user-friendly?	We take feedback from users, but there's room for improvement.	She is open to incorporating user feedback into system improvements.
20 seconds	How do you troubleshoot issues reported by users?	Users report through email, and we address them within 24 hours.	She is prompt in handling issues but prefers better tools for quick fixes.
13 seconds	How important is system uptime for your users?	Very important, especially for patients in need of immediate assistance.	She understands the need for high system availability.
20 seconds	What do you prefer Andriod or IOS?	I prefer using Android as it is easy.	She prefer andriod IOS.
~21 second	Have you maintained health history?	Yes, I have maintained my fitness history.	She has maintained a health history.
25 seconds	What do you prefer? Online appointments or in-person appointments?	I prefer online appointments.	She prefers an online appointment.
<b>General Comments</b>	This will help to make the persona of the Admin.		

## 2.3 Develop Persona

### 2.3.1 Persona 1

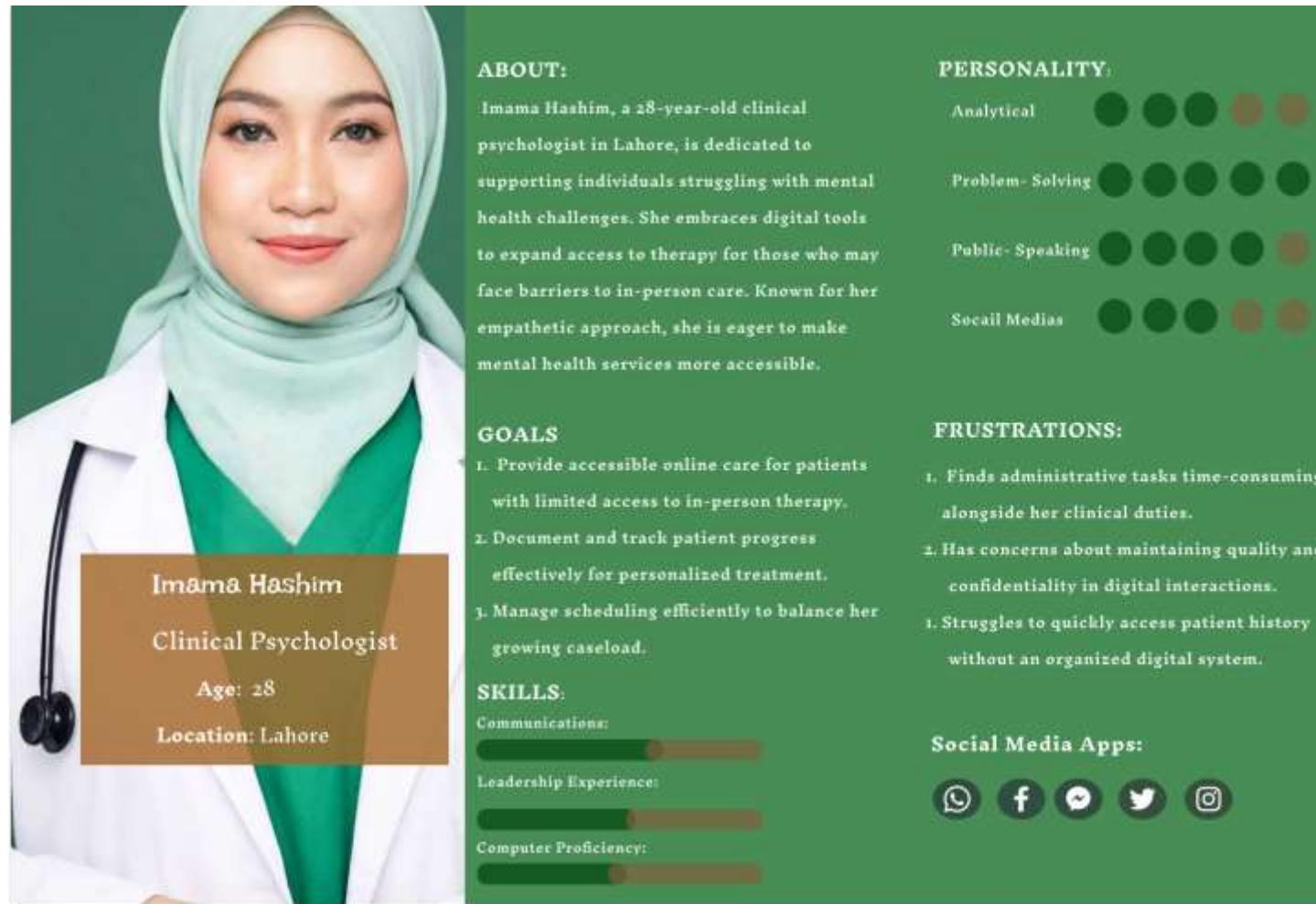


Figure 2.3.1: Persona of Doctor (Clinical Psychologist)

## 2.3.2 Persona 02



Figure 2.3.2: Persona of Doctor (Transpersonal Psychologist)

### 2.3.3 Persona 03



Figure 2.3.3: Persona of Patient (Teacher)

### 2.3.4 Persona 04

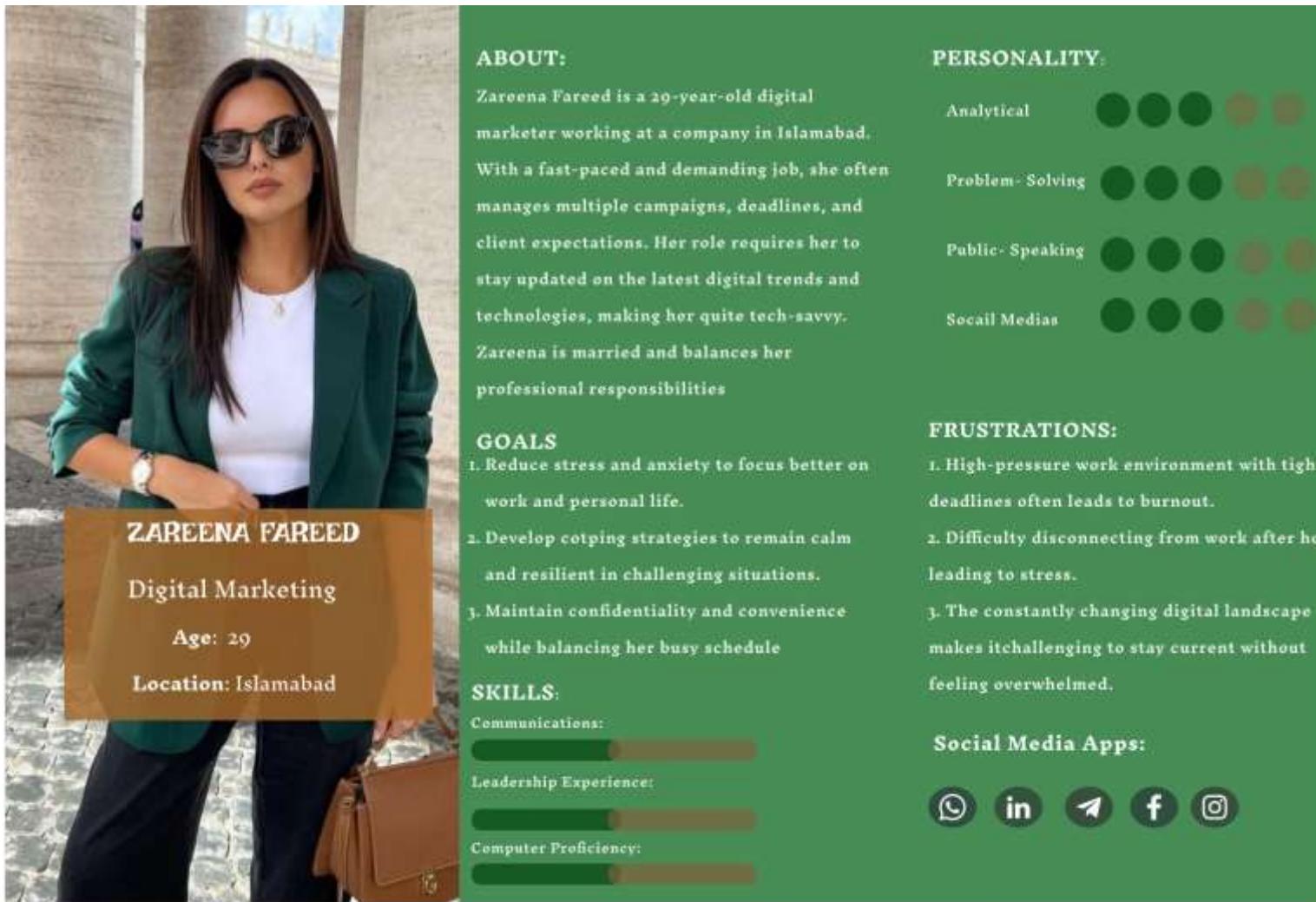


Figure 2.3.4: Persona of Patient (Digital Marketer)

### 2.3.5 Persona 05

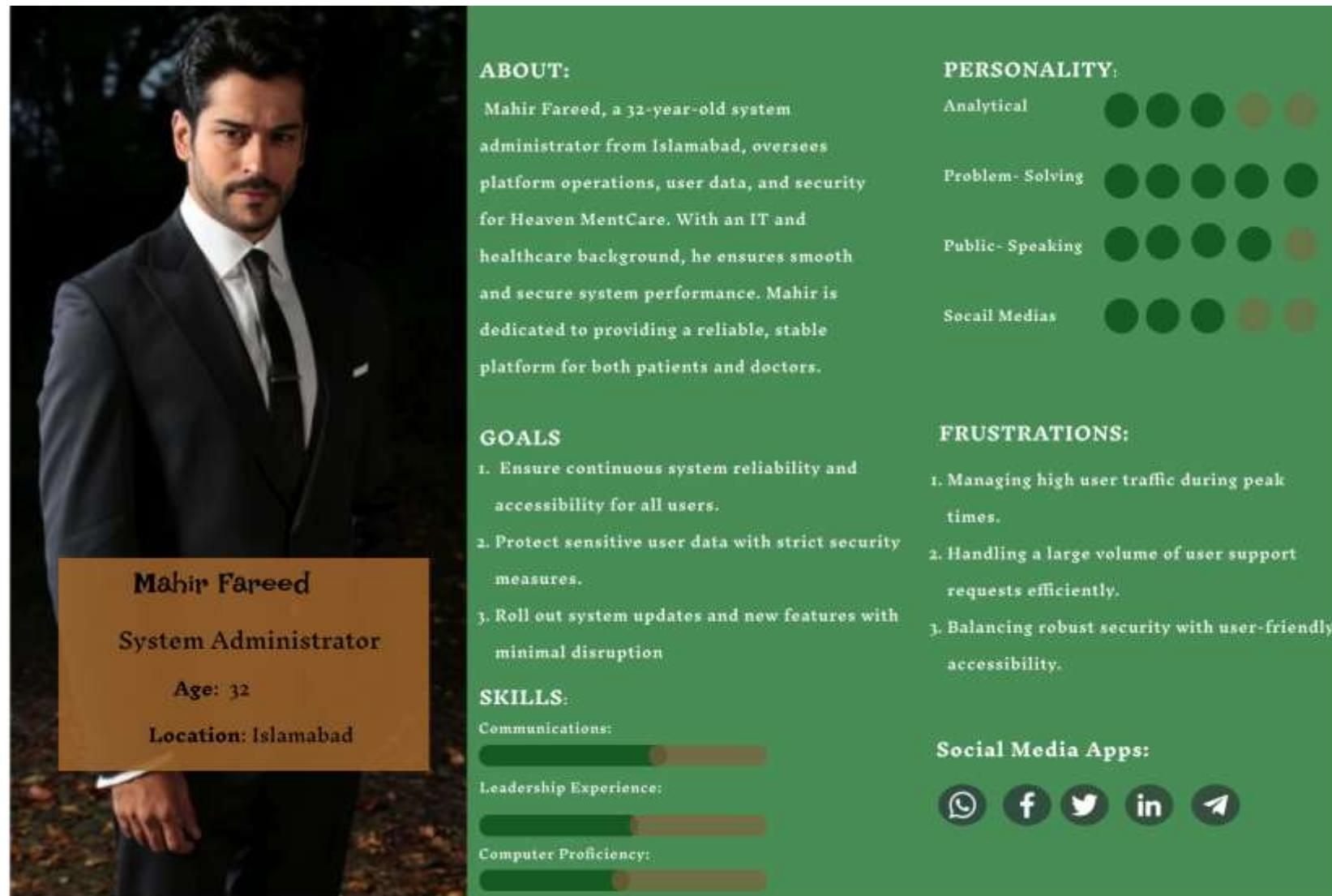


Figure 2.3.5: Persona of Administrator

**Artifact-3**

**Information  
Architecture &  
User flows**

### 3.1.1 IA-01 System Information Architecture

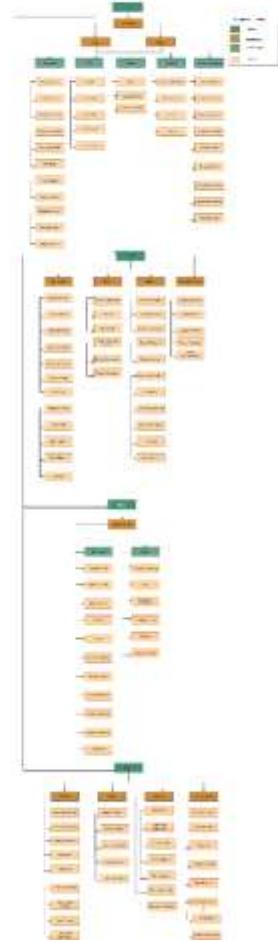


Figure 3.1.1: System Information Architecture

### 3.1.2 IA-02 User Information Architecture

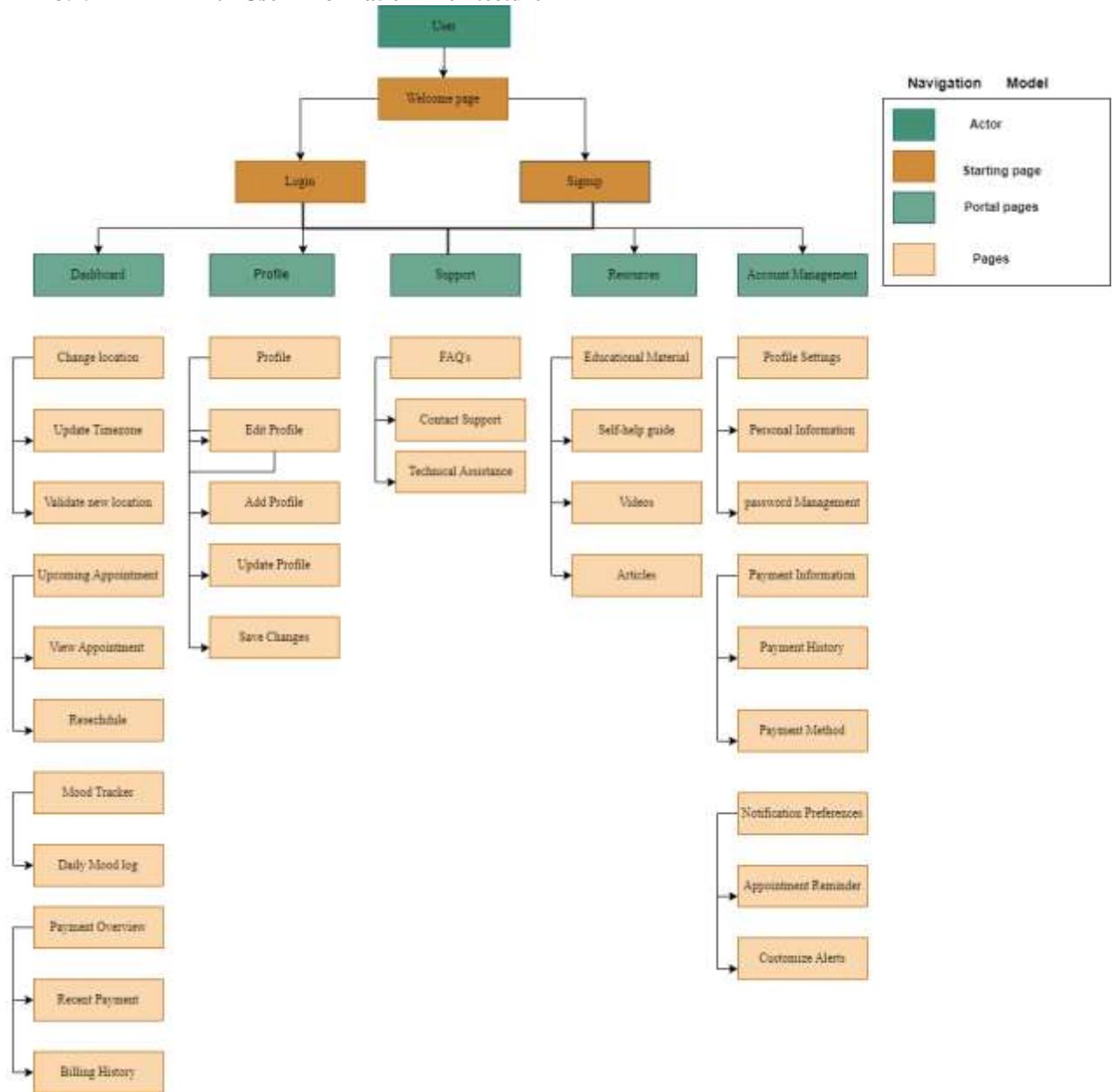


Figure 3.1.2: User Information Architecture

### 3.1.3 IA-03 Admin Information Architecture

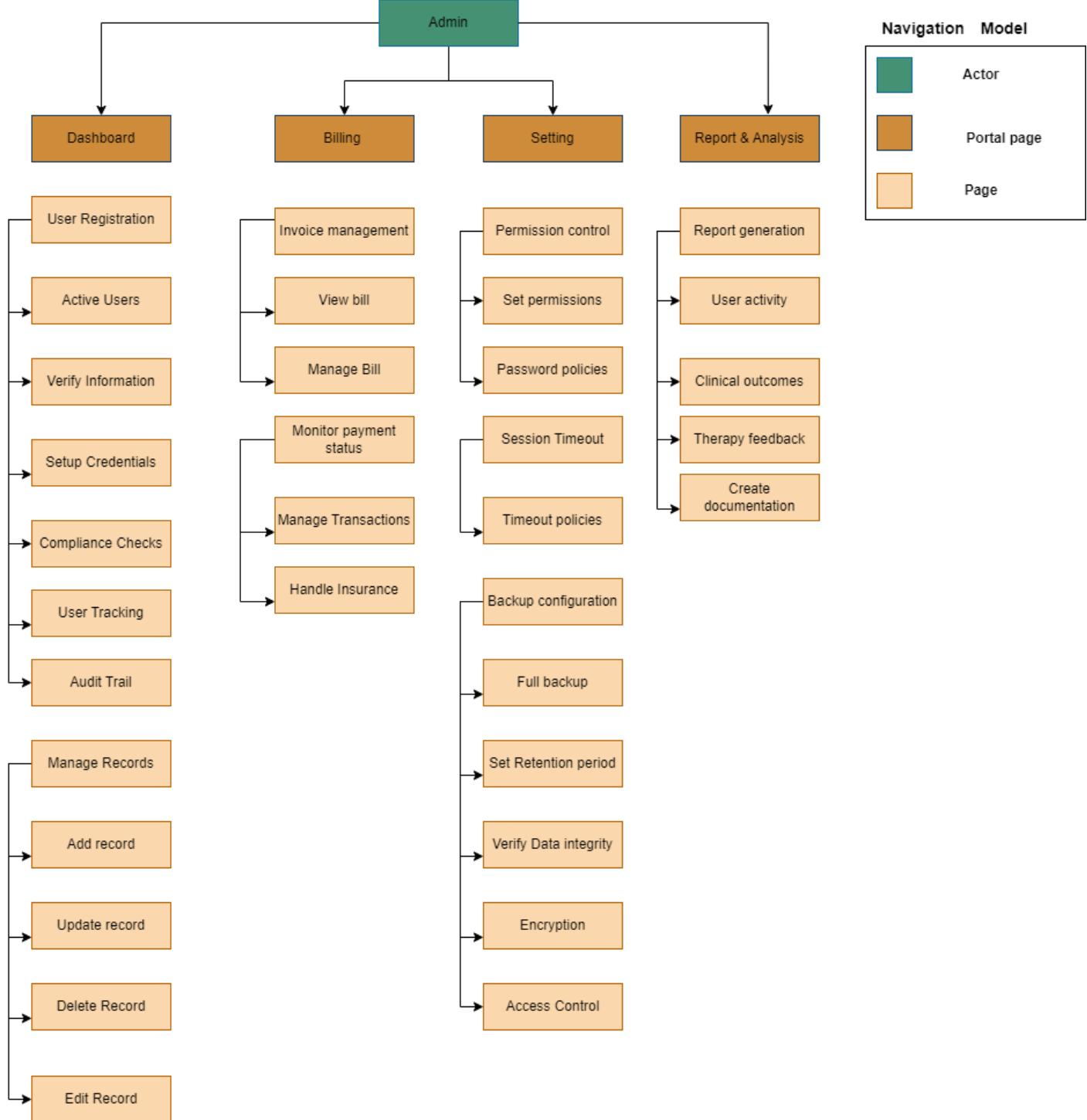


Figure 3.1.3: Admin Information Architecture

### 3.1.4 IA-04 Patient Information Architecture

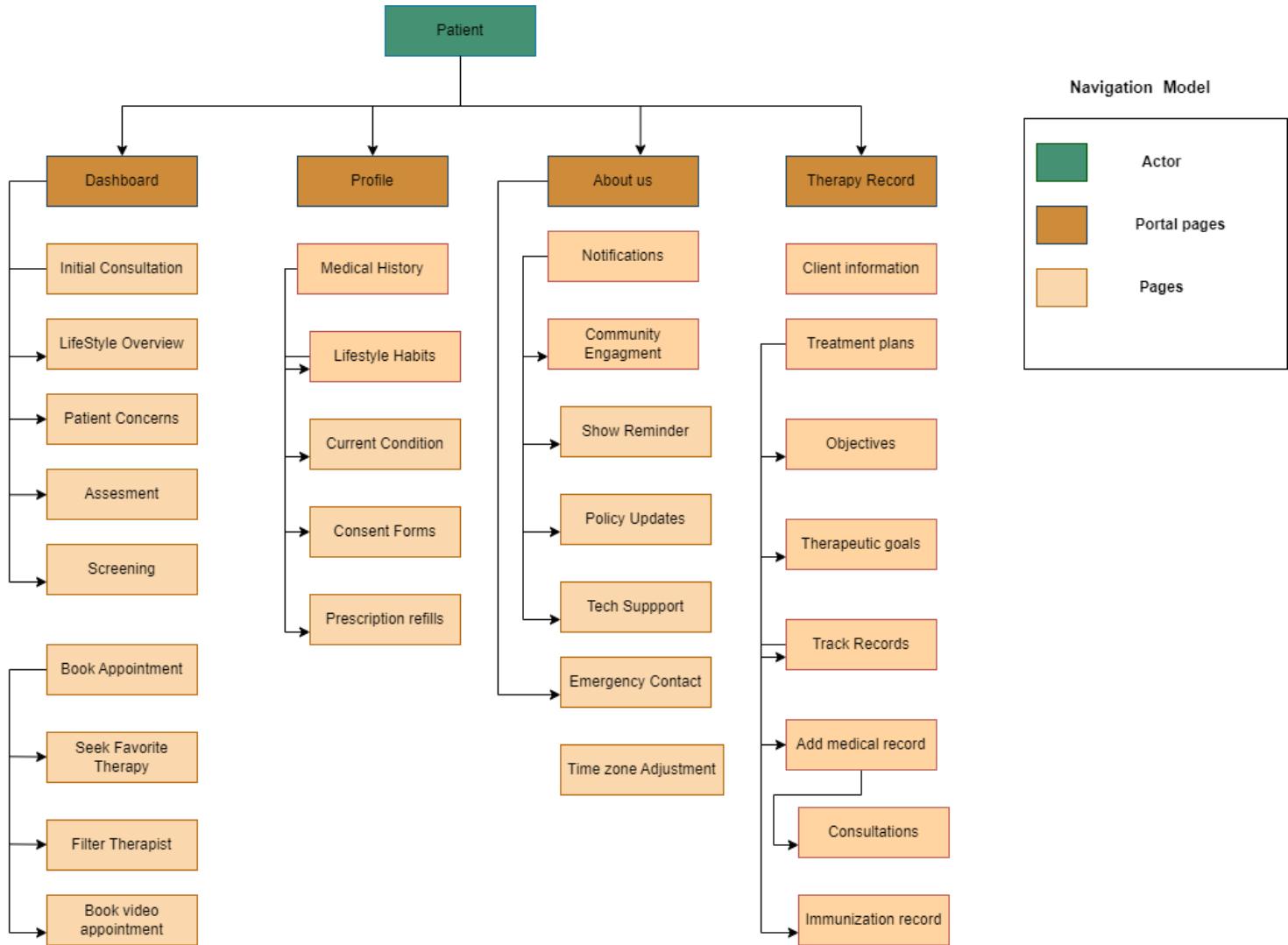


Figure 3.1.4: Patient Information Architecture

### 3.1.5 IA-05 Doctor Information Architecture

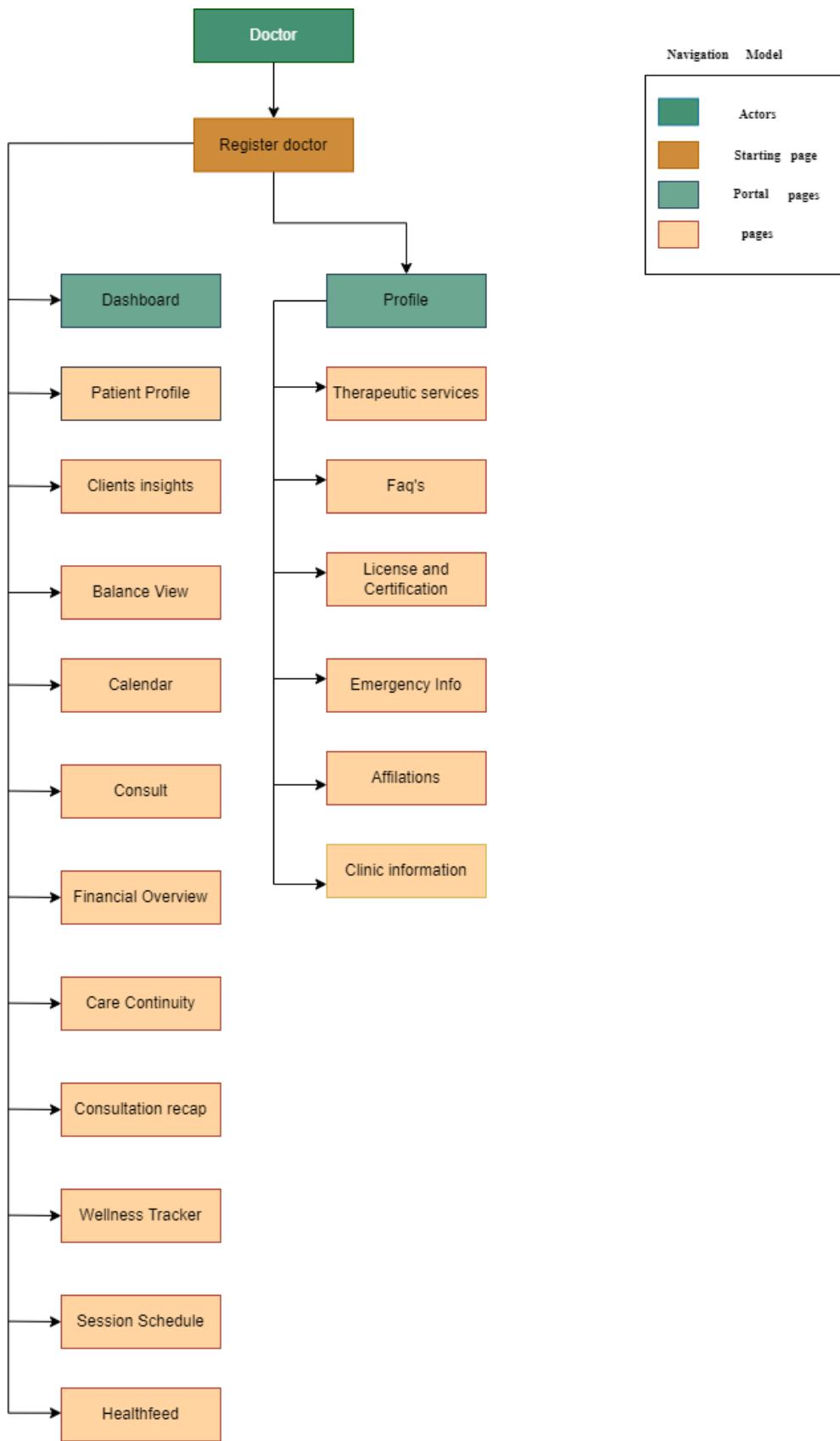


Figure 3.1.5: Doctor Information Architecture

### 3.1 Develop user flows

#### 3.2.1 UF-01 Request Registration

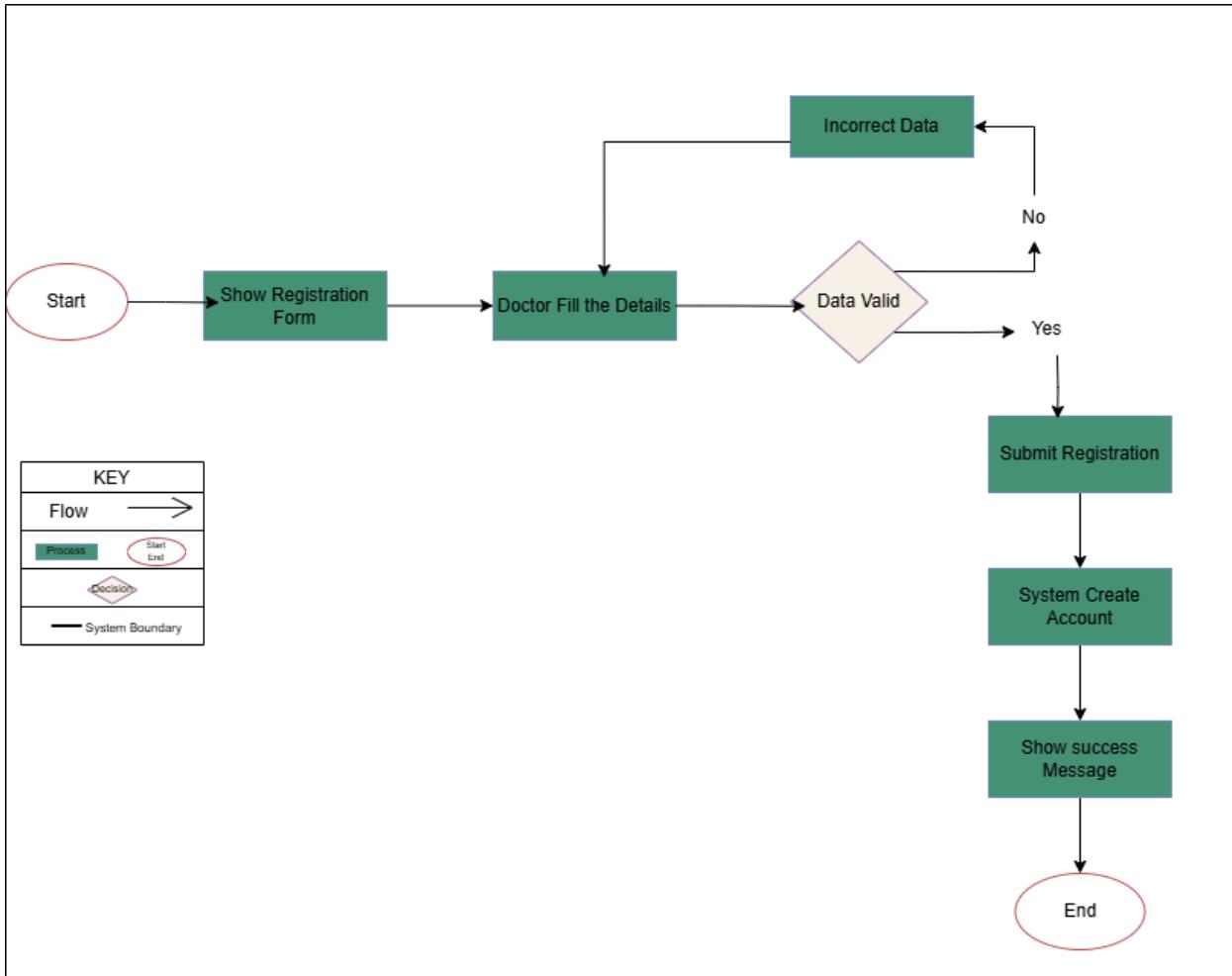


Figure 3.1 Request Registration

### 3.2.2 UF-2 Sign Up

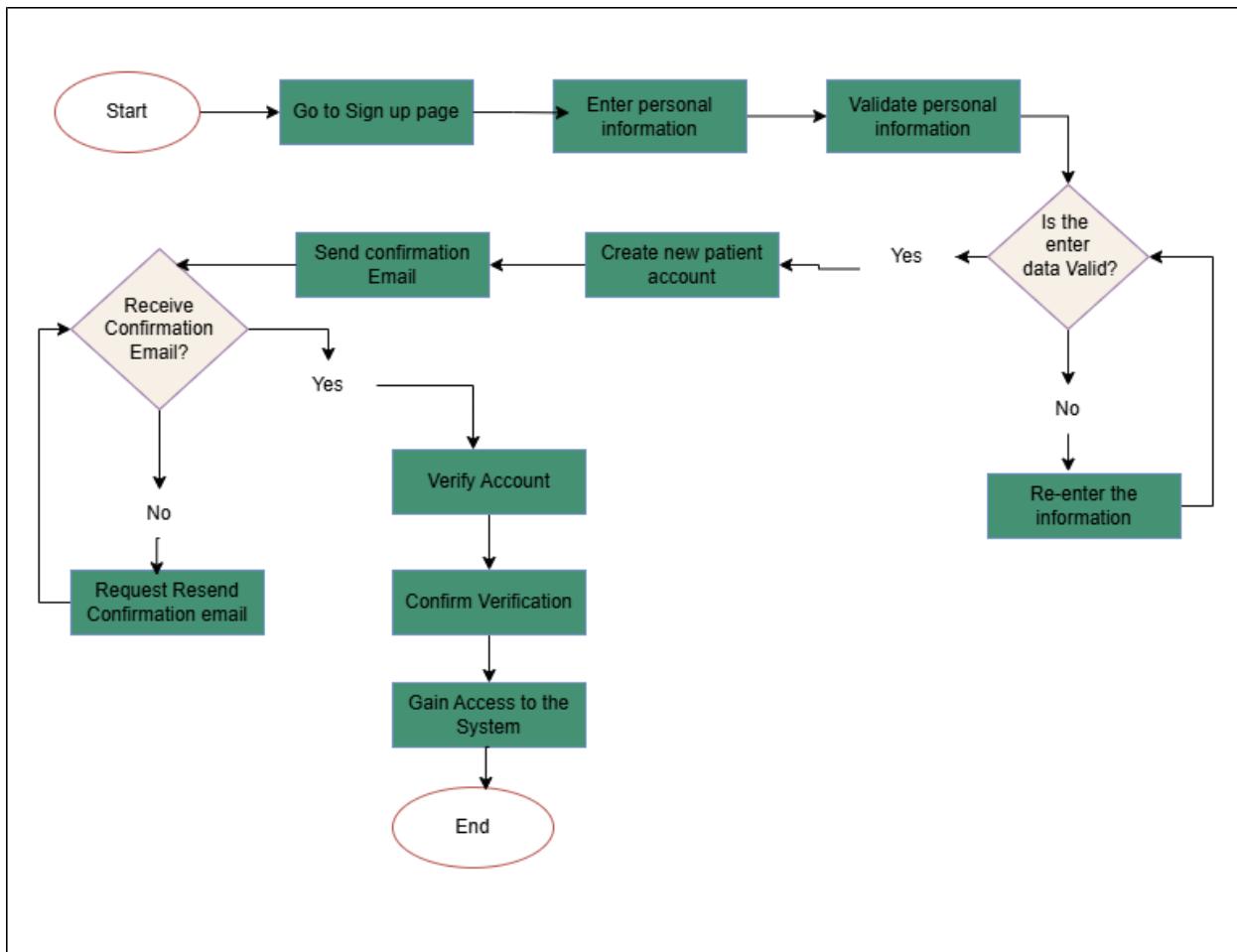


Figure 3.2 Edit Profile

### 3.2.3 UF-3 Verify Code

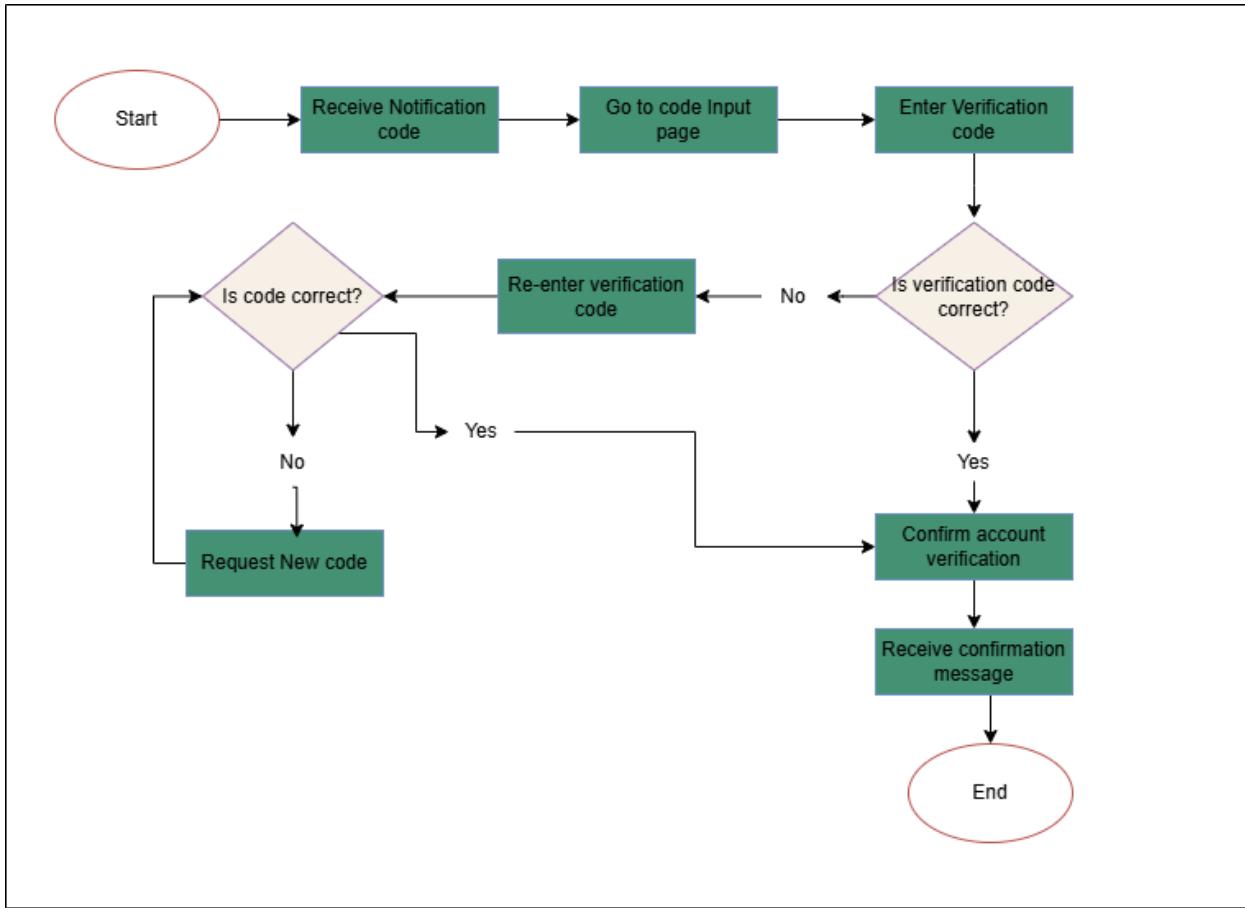


Figure 3.3 Verify Code

### 3.2.4 UF-04 Login

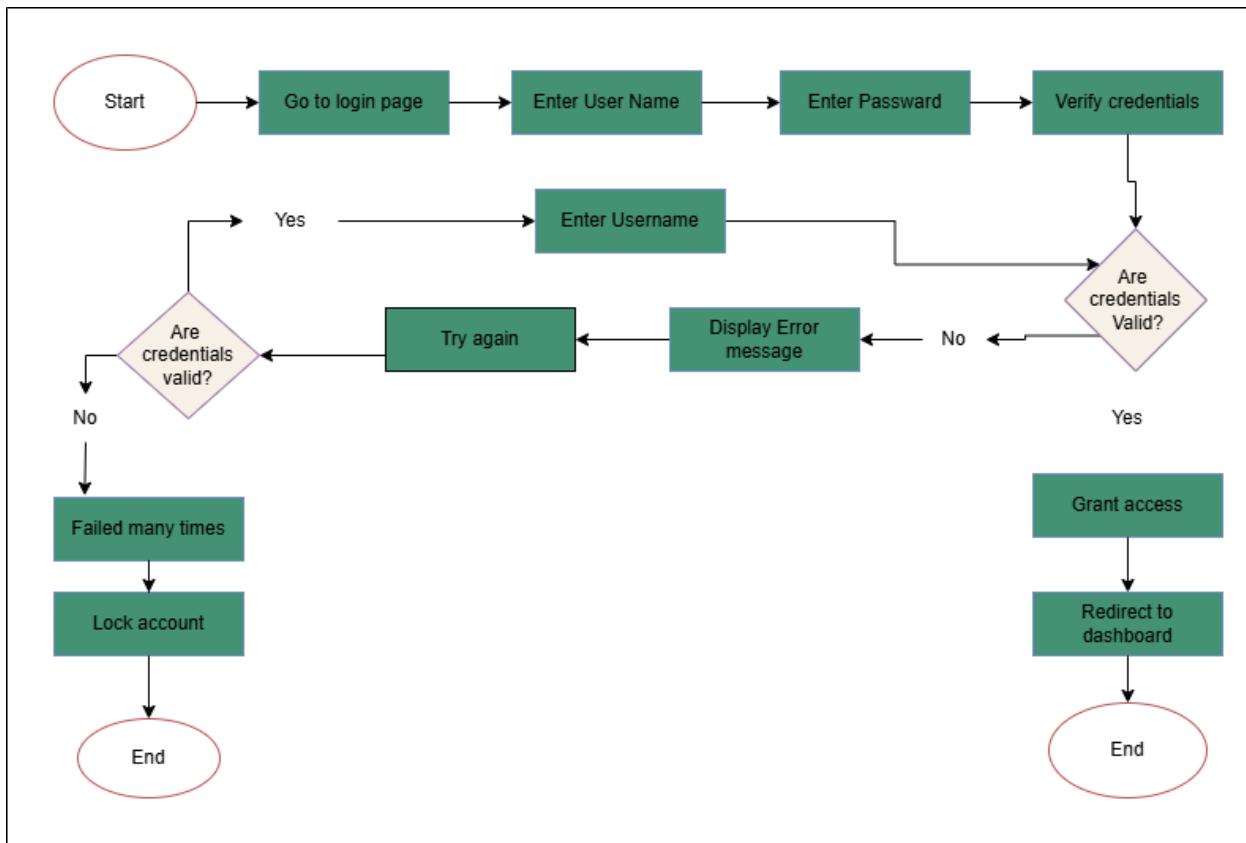


Figure 3.4 Login

### 3.2.5 UF-05 Verify Password

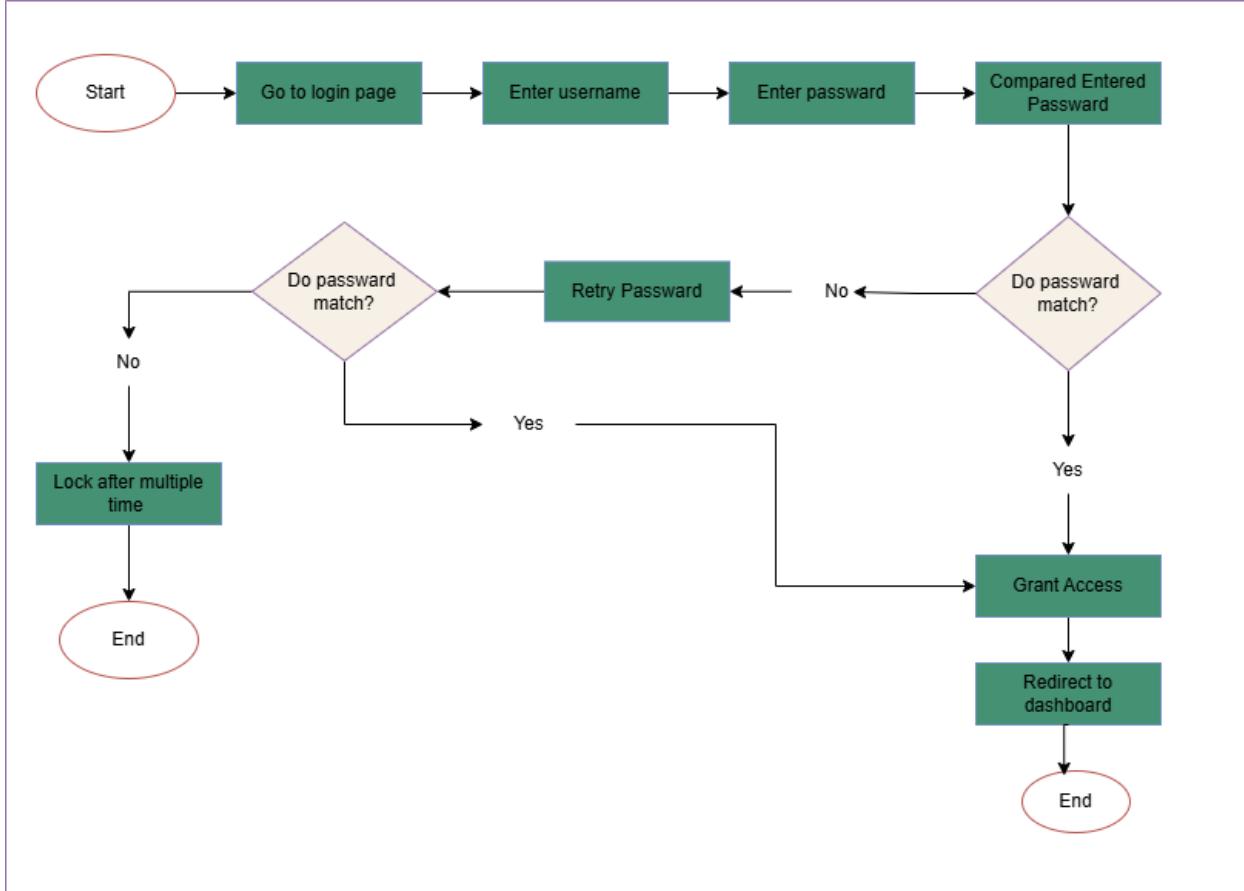


Figure 3.5 Verify Password

### 3.2.6 UF-06 View Profile

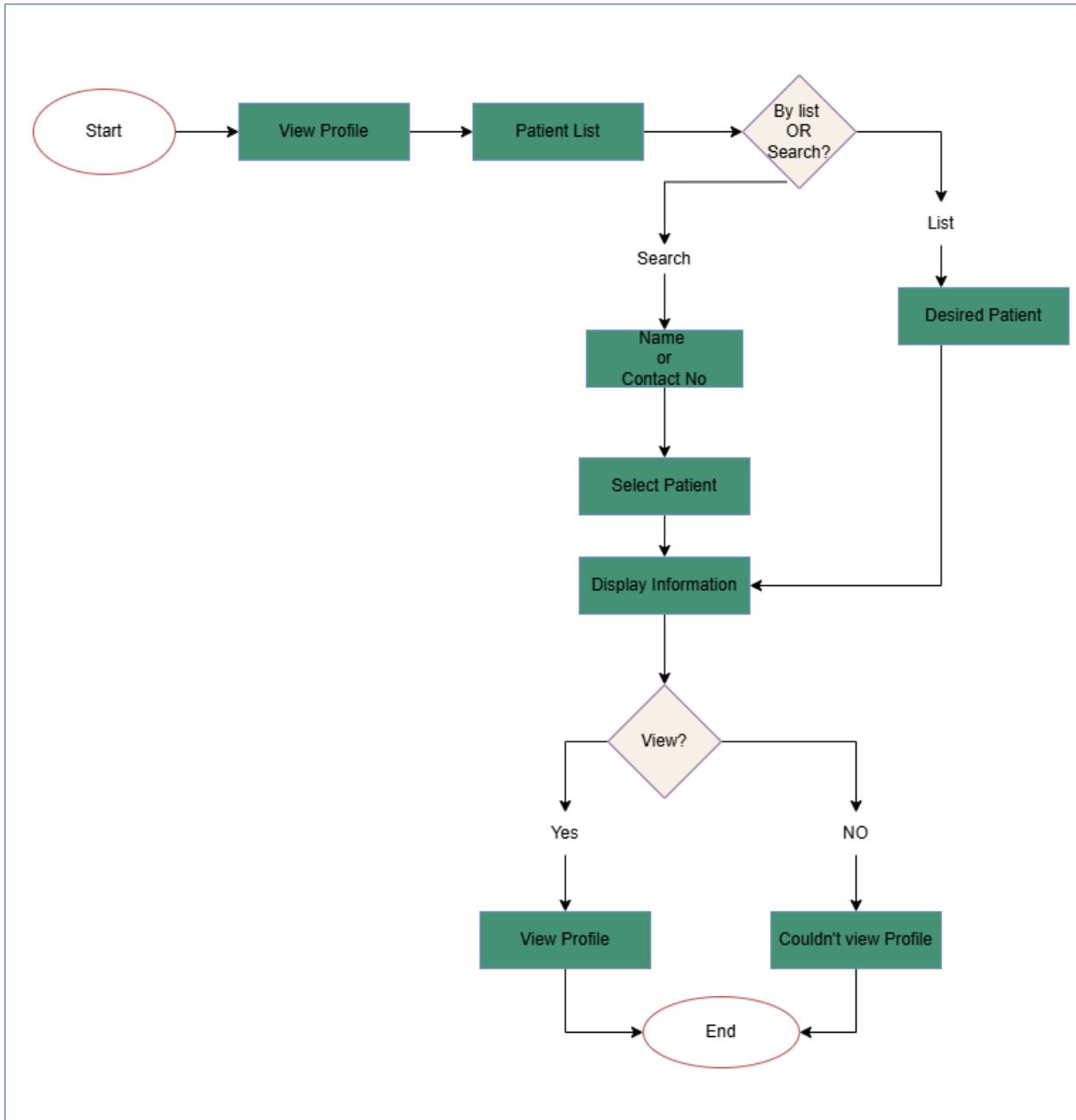


Figure 3.6 View Profile

### 3.2.7 UF-7 Edit Profile

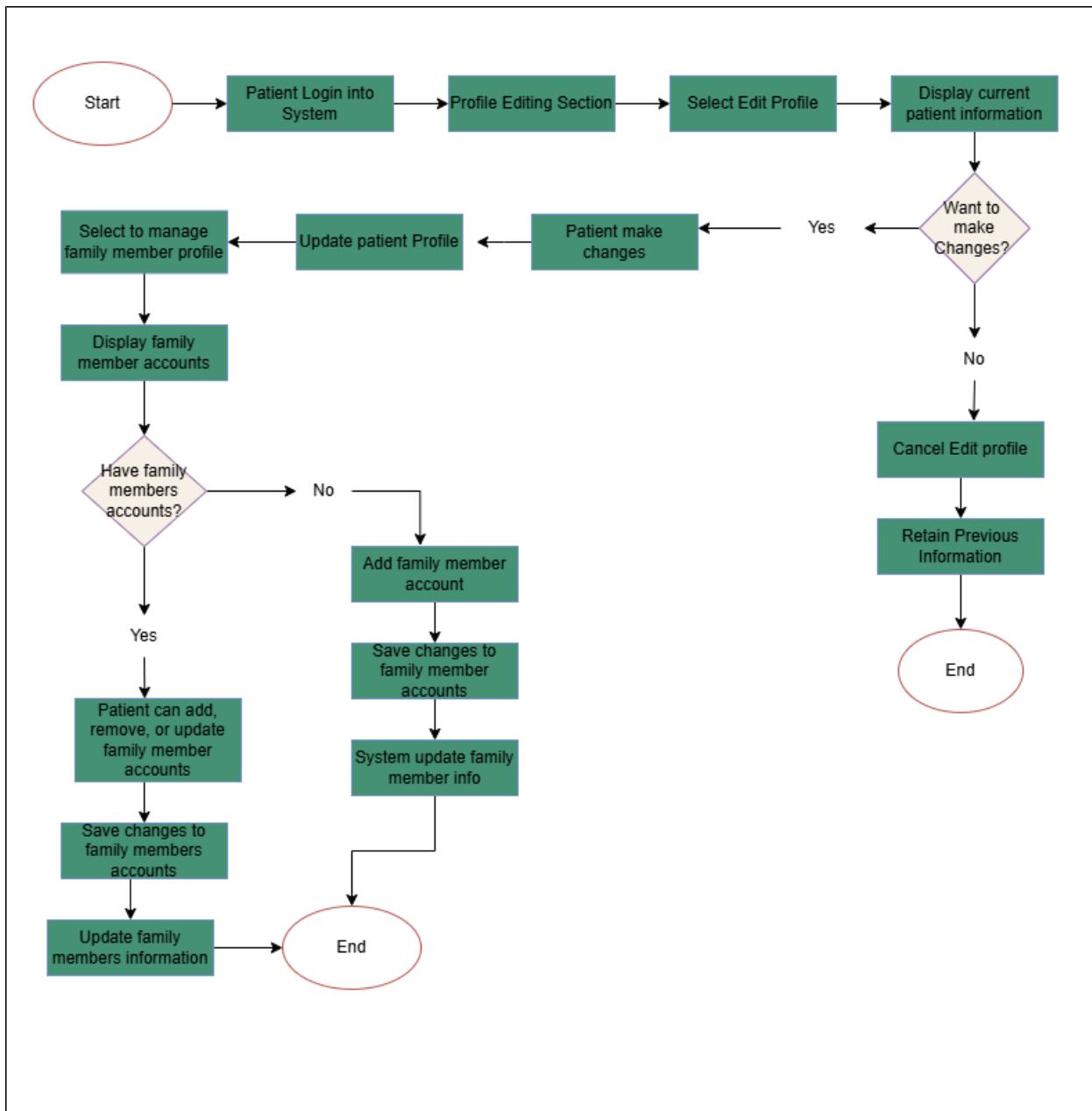


Figure 3.7 Edit Profile

### 3.2.8 UF-8 Manage Schedules

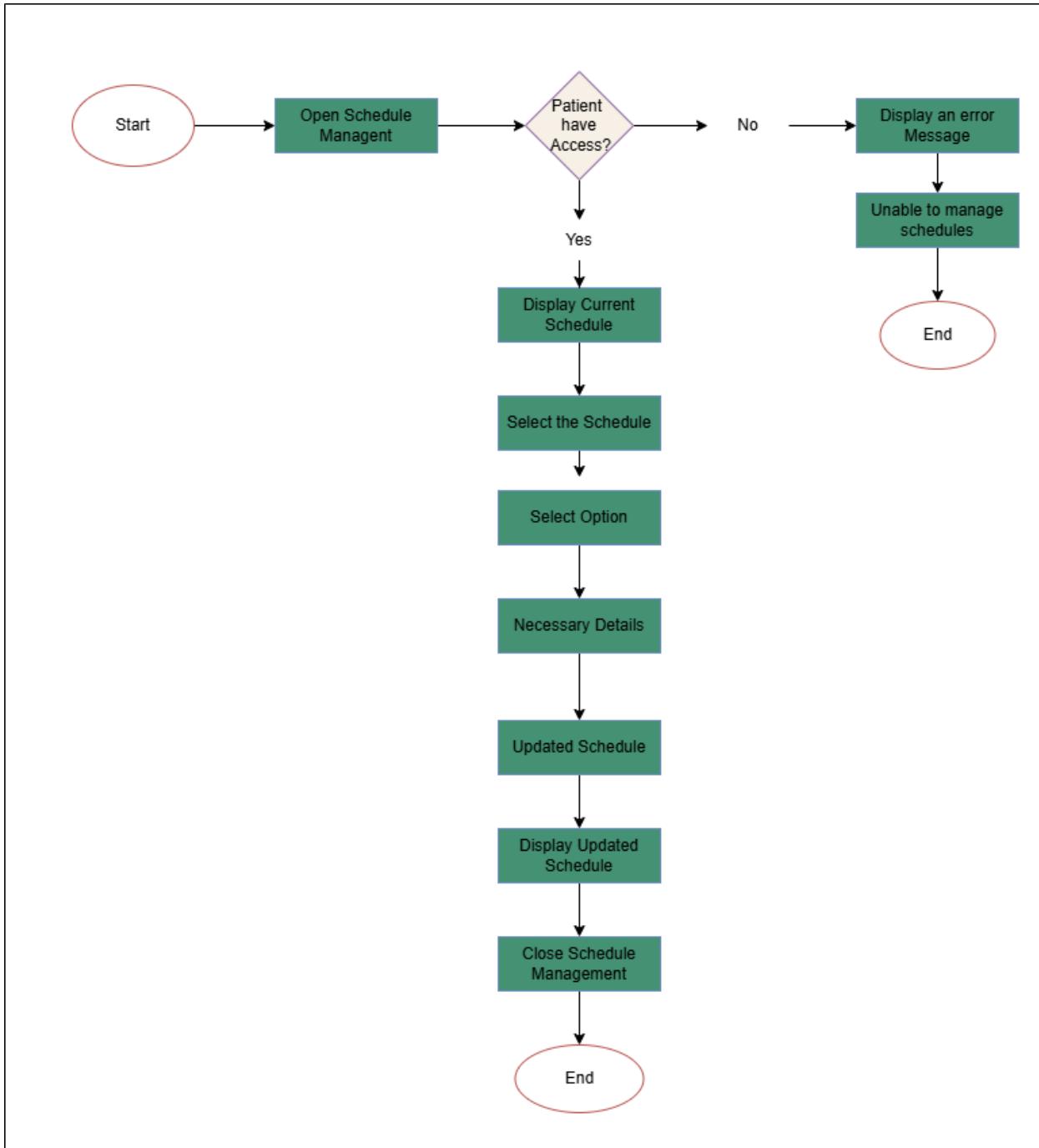


Figure 3.8 Manage schedules

### 3.2.9 UF-9 Check Availability

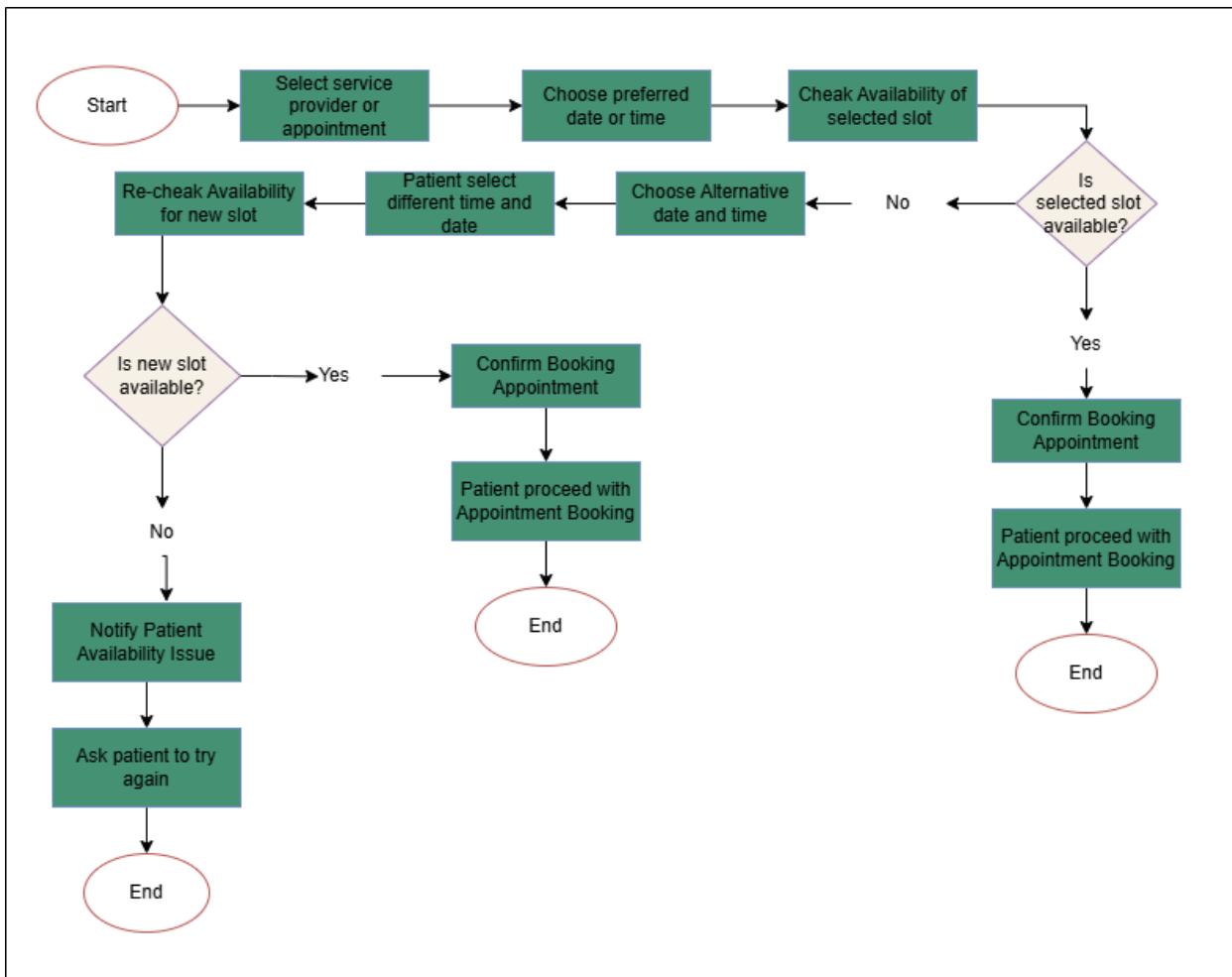


Figure 3.9 Check Availability

### 3.2.10 UF-10 Book Appointment

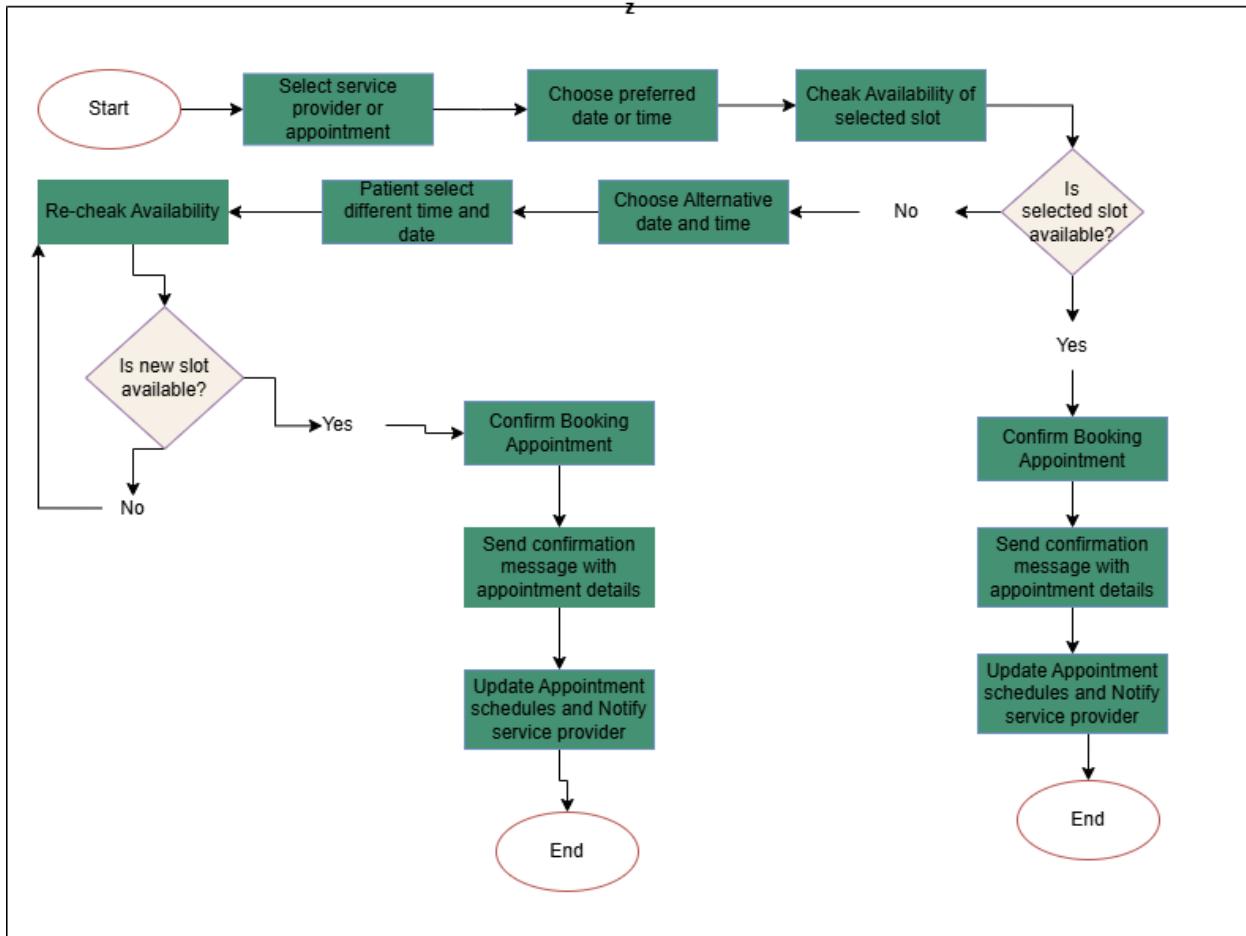


Figure 3.10 Book Appointment

### 3.2.11 UF-11 Make Payment

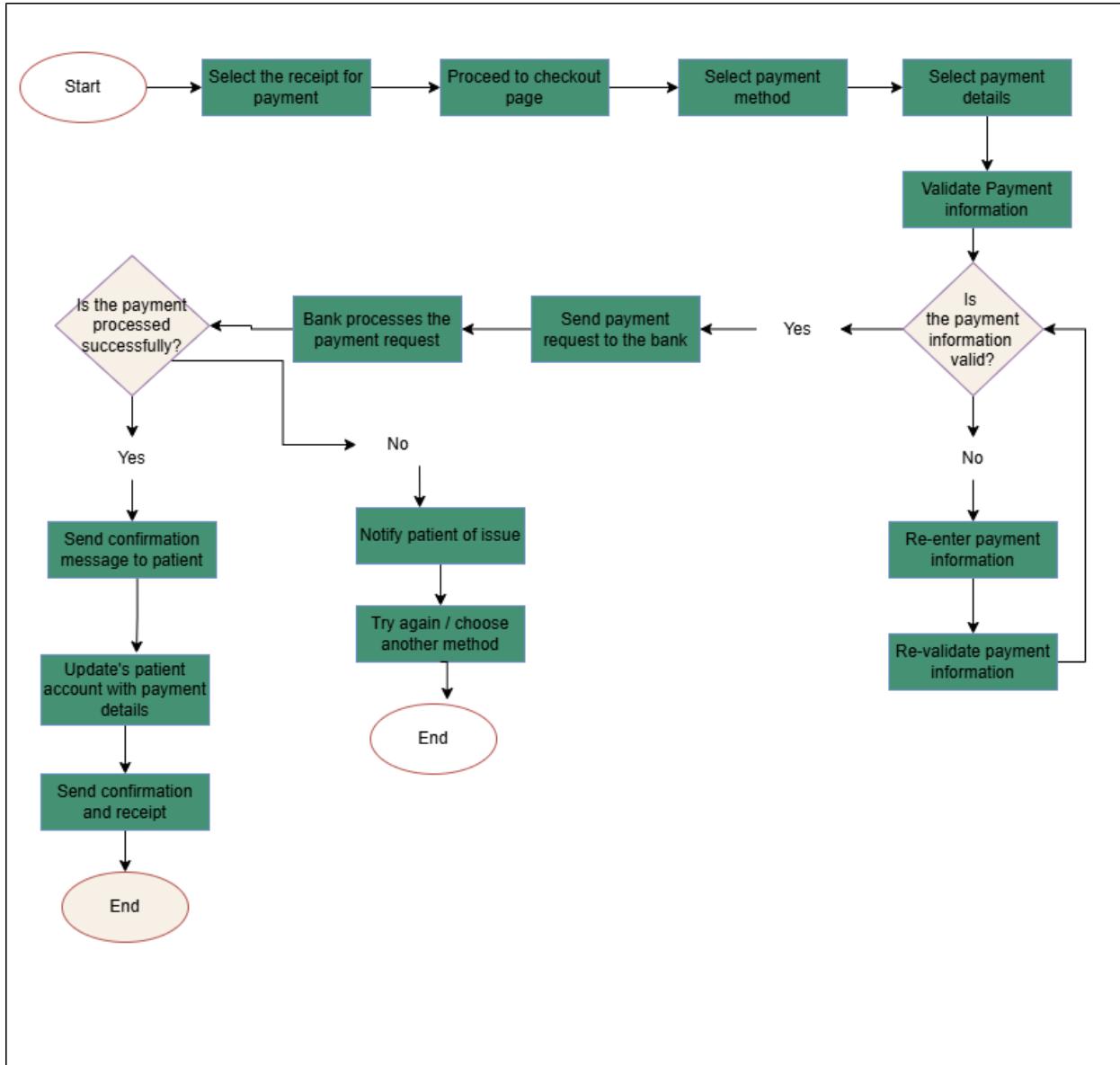


Figure 3.11 Make Payment

### 3.2.12 UF-12 Receive Notification

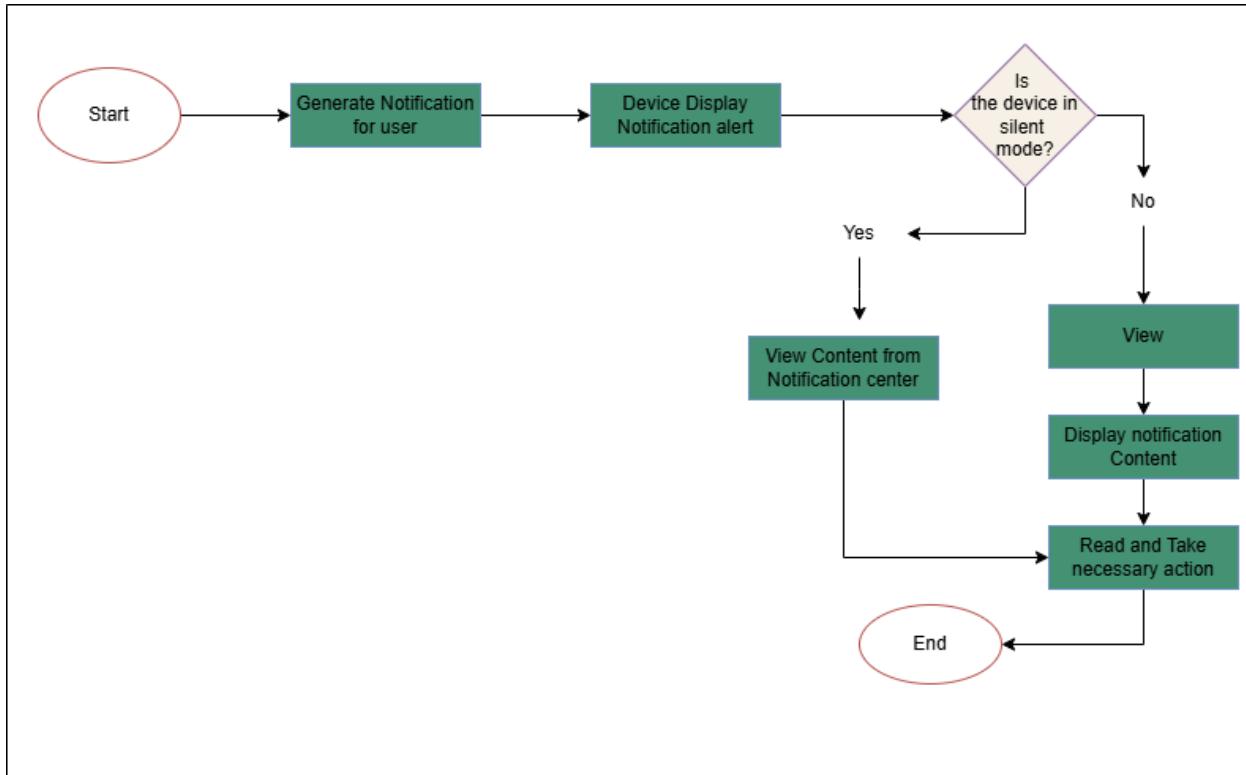


Figure 3.12 Receive Notification

### 3.2.13 UF-13 Access Resources

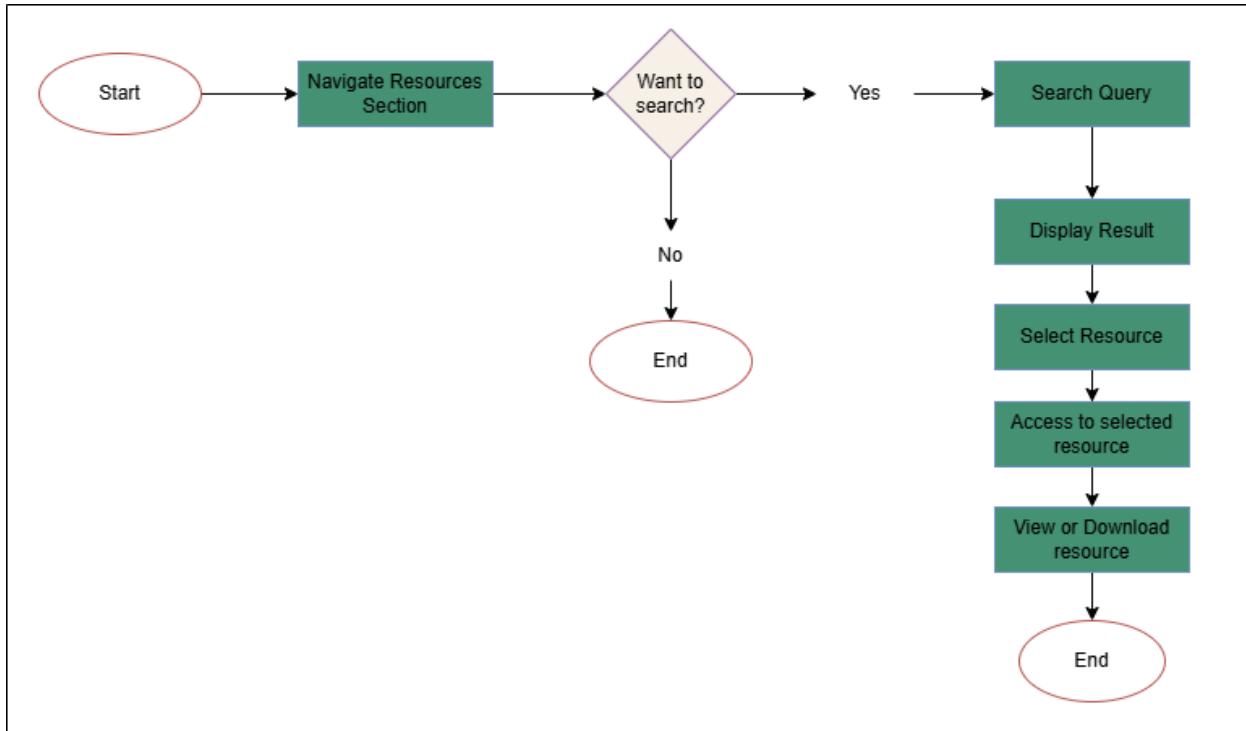


Figure 3.13 Access Resources

### 3.2.14 UF-14 Conduct Consultation

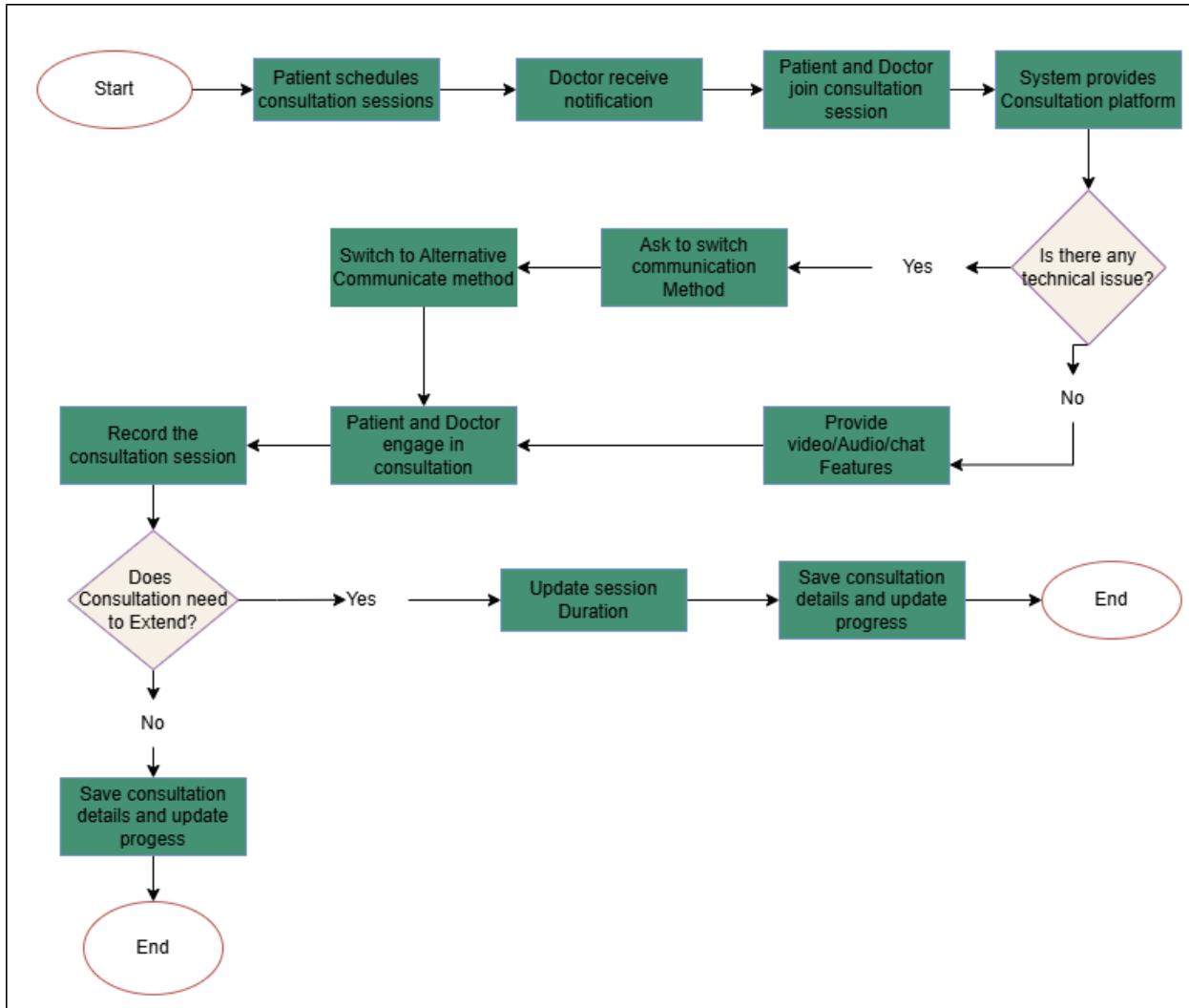


Figure 3.14 Conduct Consultation

### 3.2.15 UF-15 Update Progress

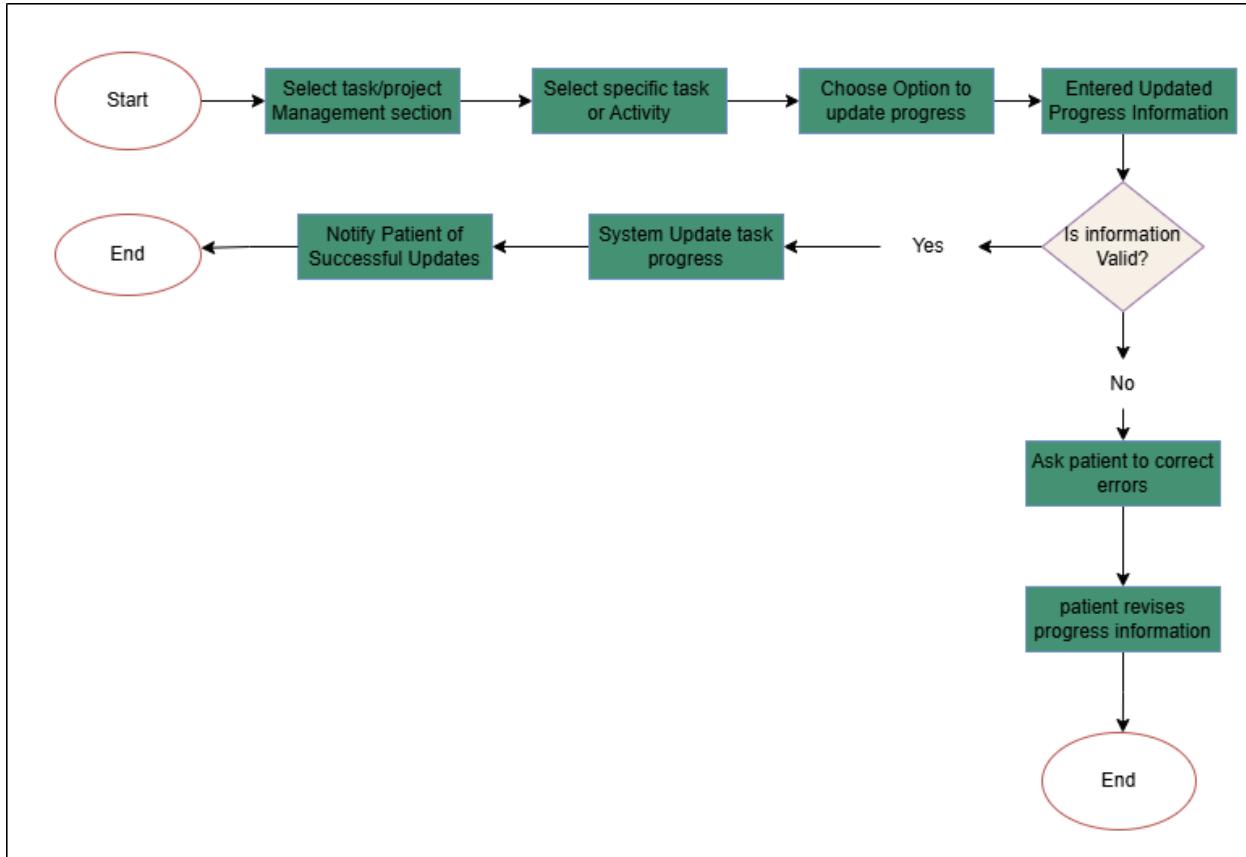


Figure 3.15 Update Progress

### 3.2.16 UF-16 History Tracking

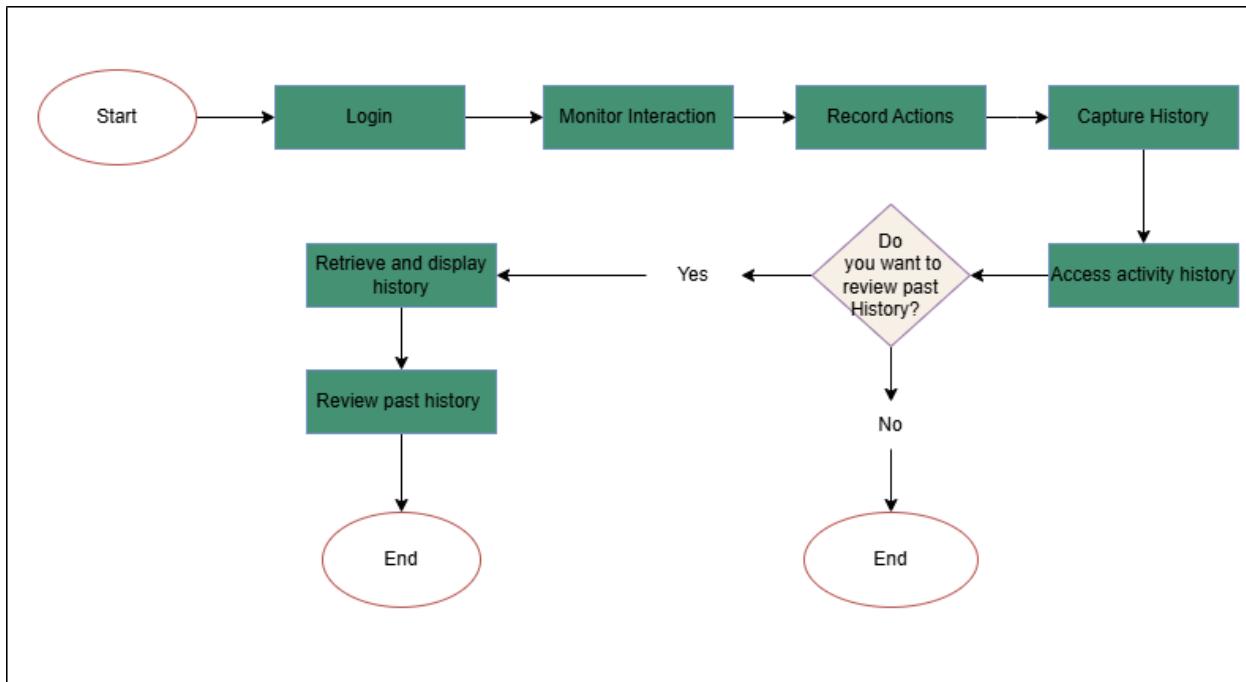


Figure 3.16 History Tracking

### 3.2.17 UF-17 Send Messages

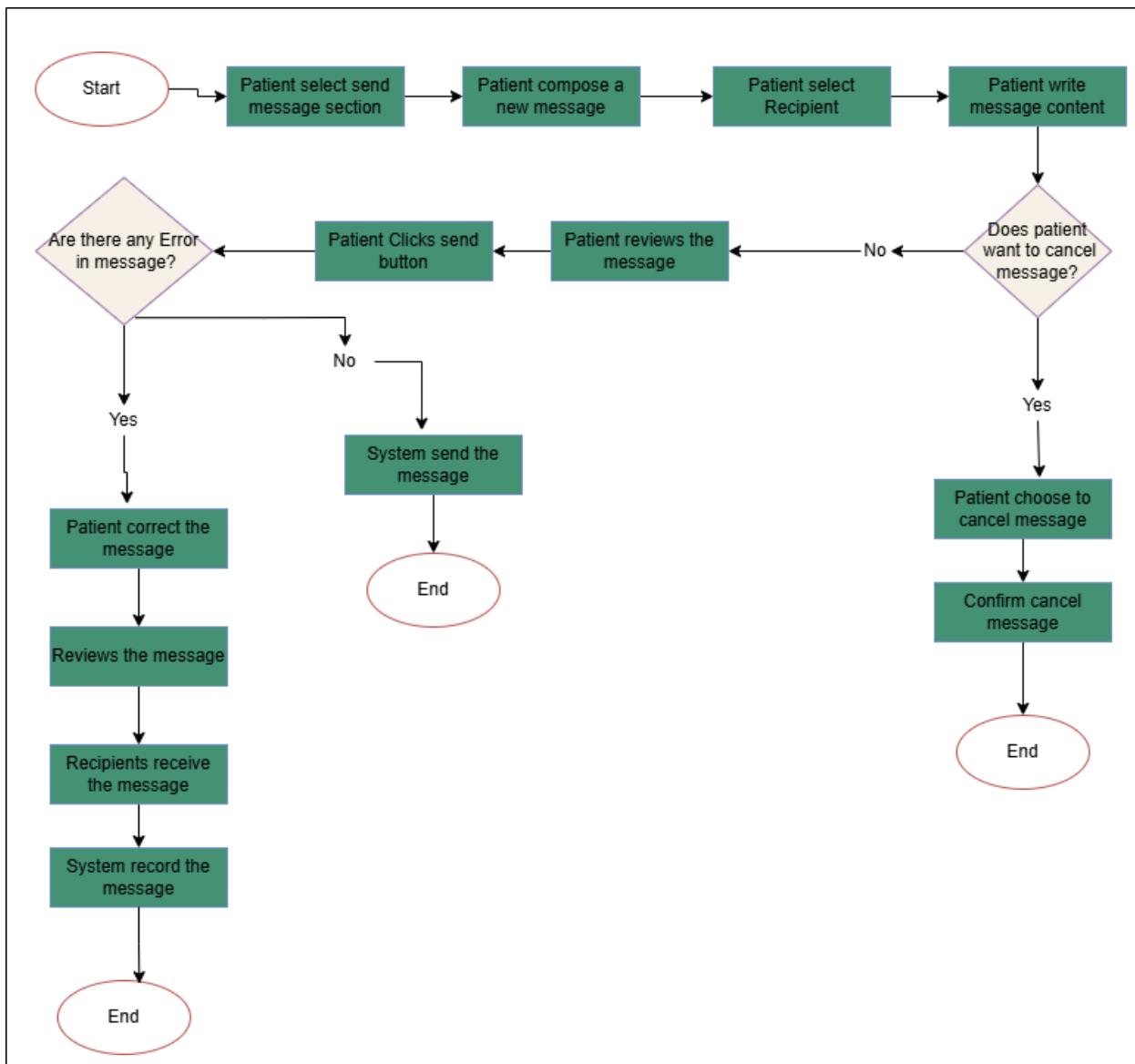


Figure 3.17 Send Messages

### 3.2.18 UF-18 Give Feedback

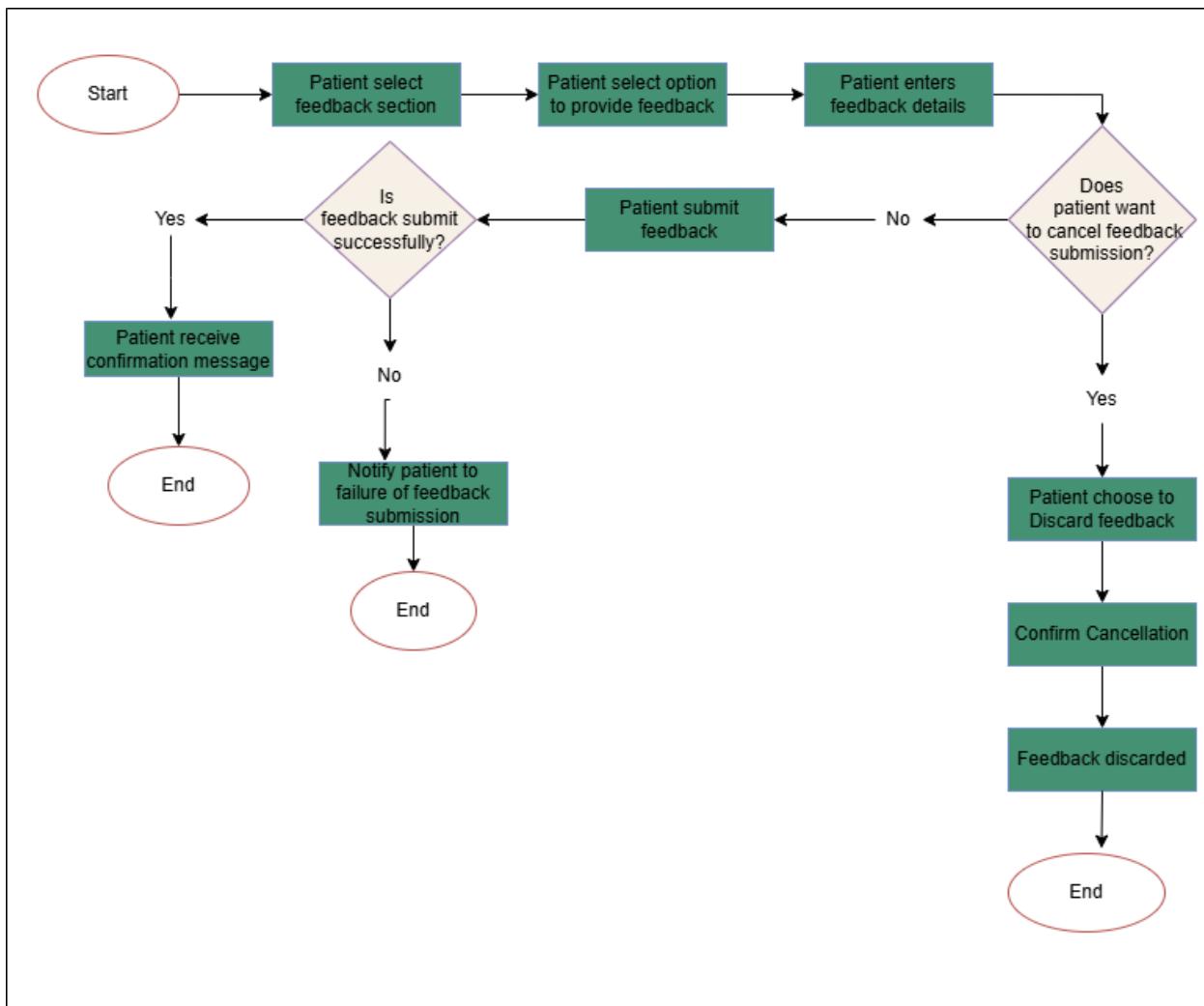


Figure 3.18 Give Feedback

### 3.2.19 UF-19 Make Compliant

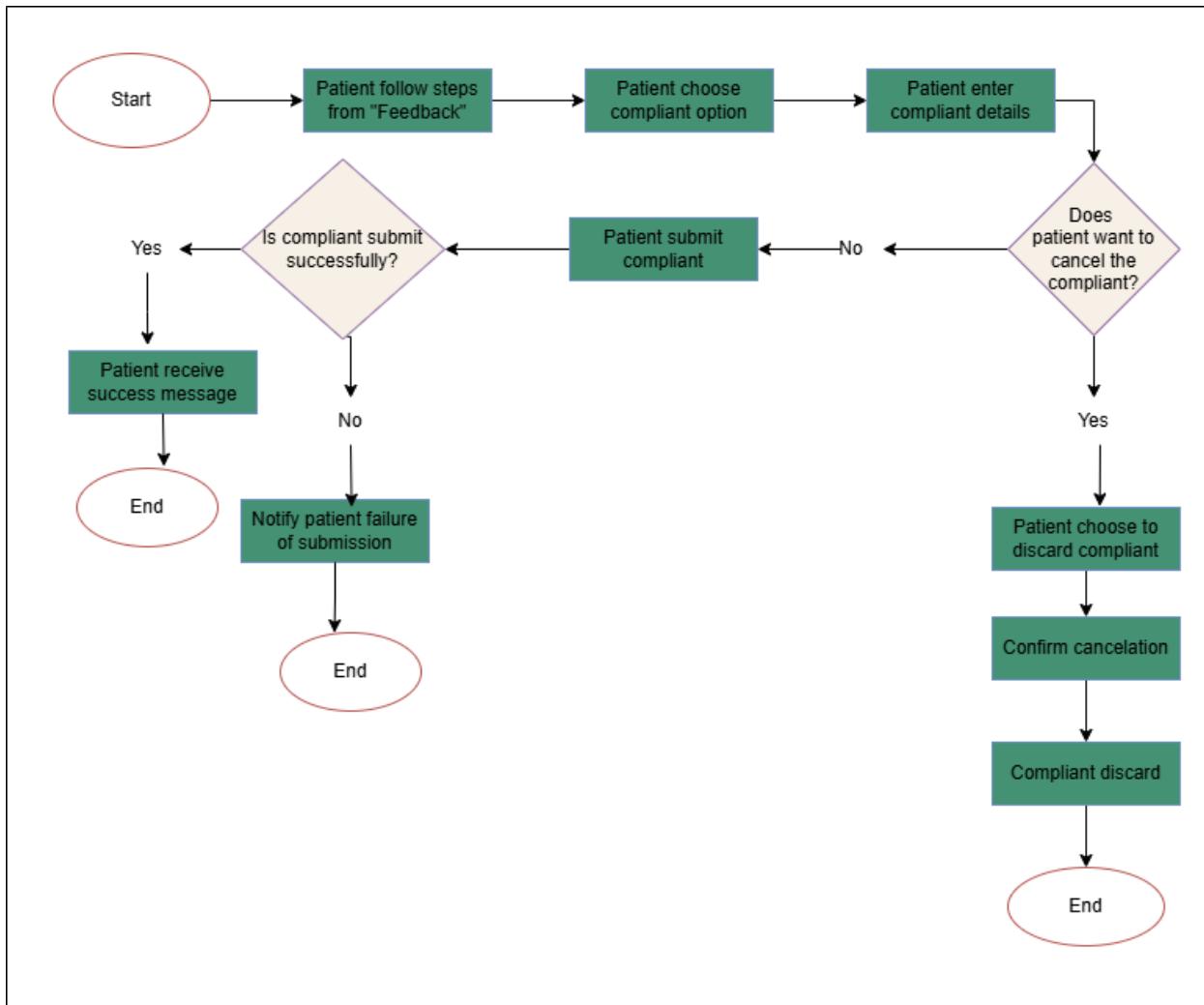
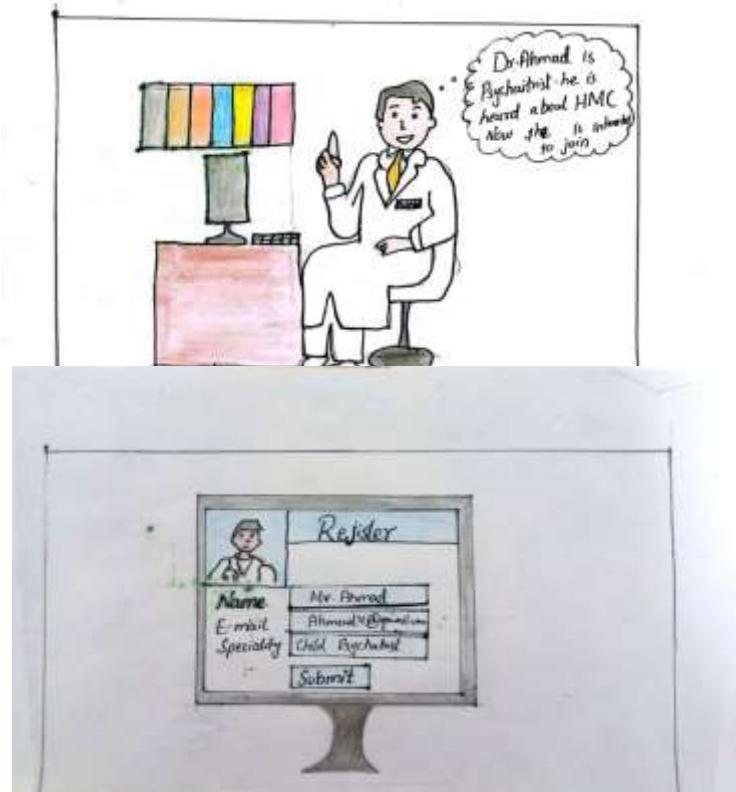


Figure 3.19 Give Feedback

**Artifact-4**

**Ideation**

#### 4.1 ST-01 Request Registration



#### 4.2 ST-02 Manage schedule



4.3 ST-03

[view profile](#)





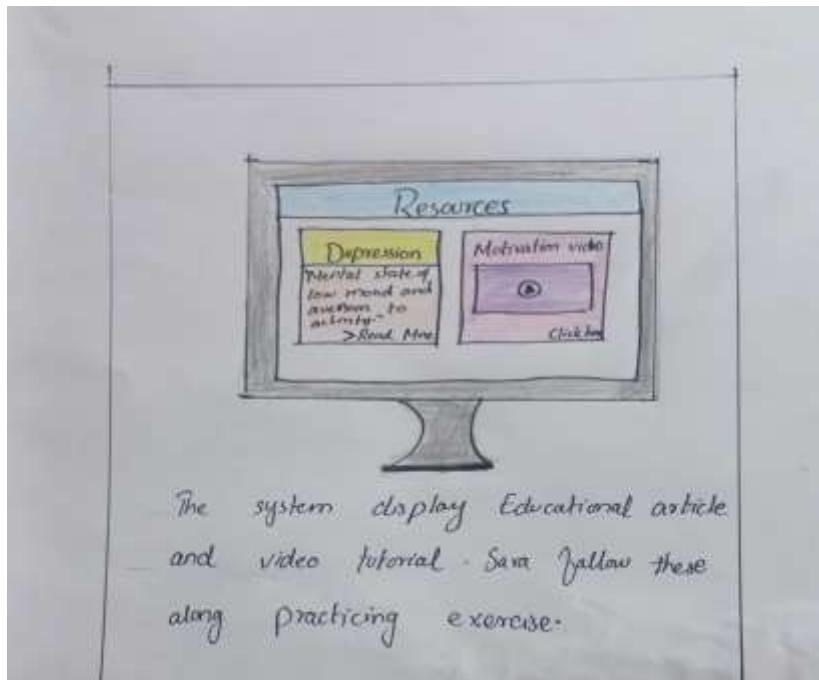
#### 4.4 ST-04 Receive Notifications





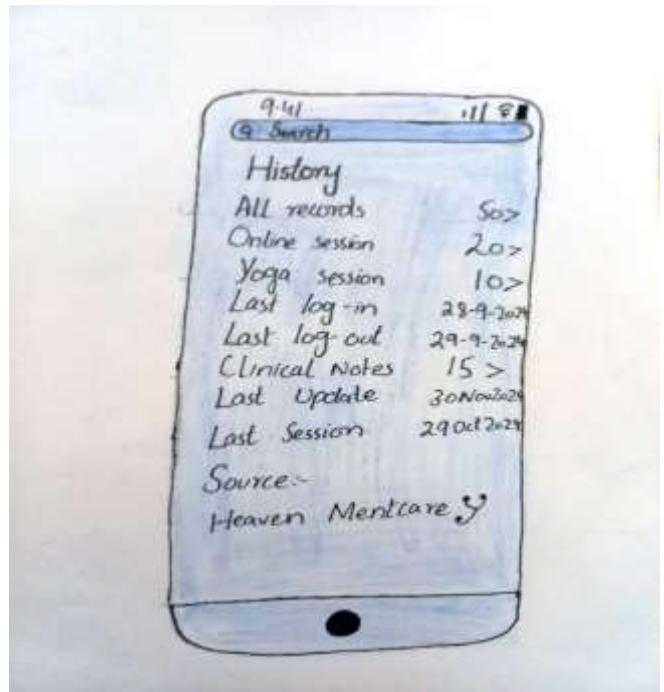
#### 4.5 ST-05 Acess Resources



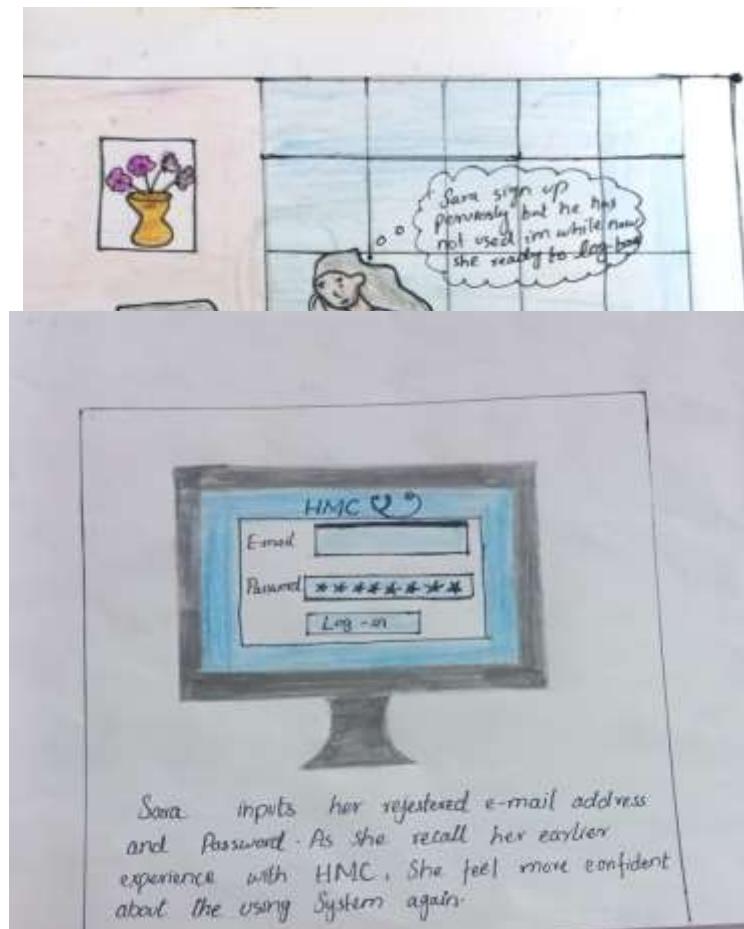


#### 4.6 ST-06 History Tracking

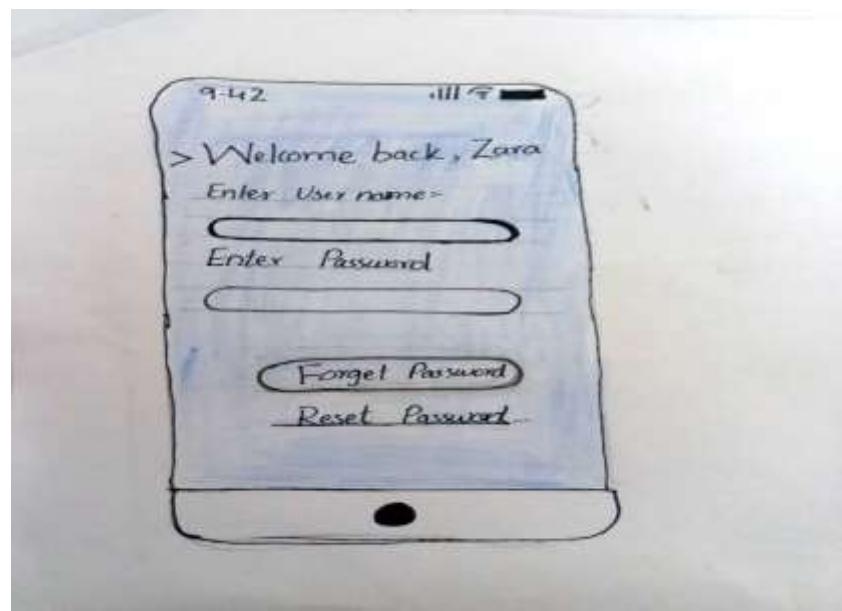




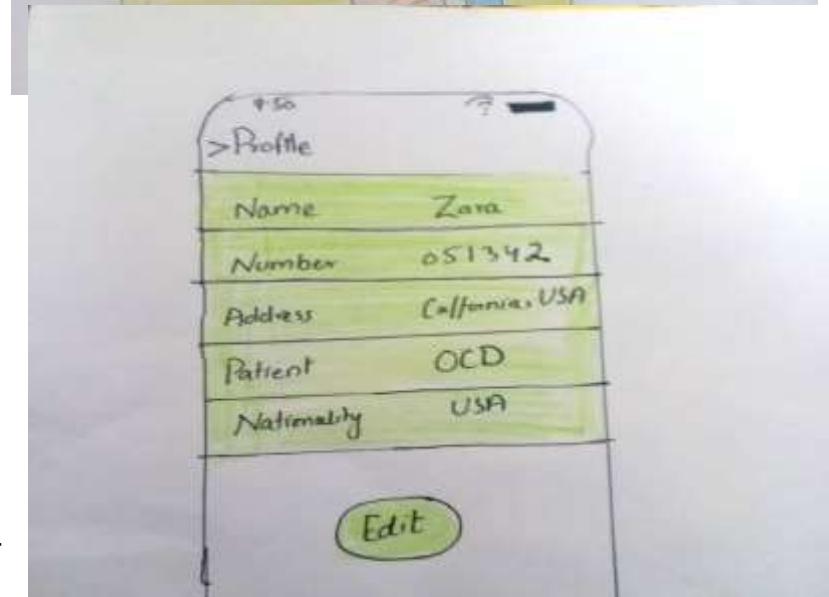
#### 4.7 ST-07 Log-in



#### 4.7 ST-08 Verify password



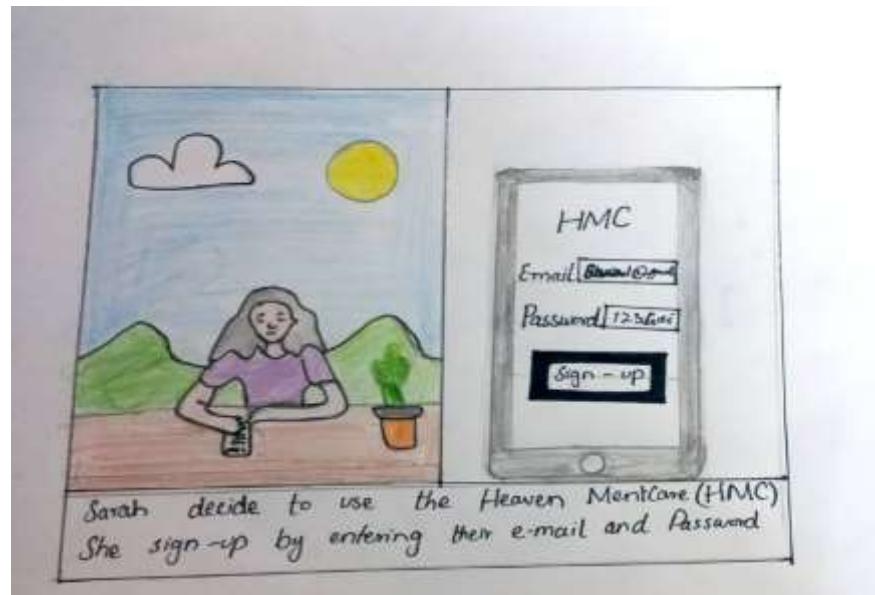
#### 4.7 ST-09Edit profile



4.7 ST-10 Sign-

up



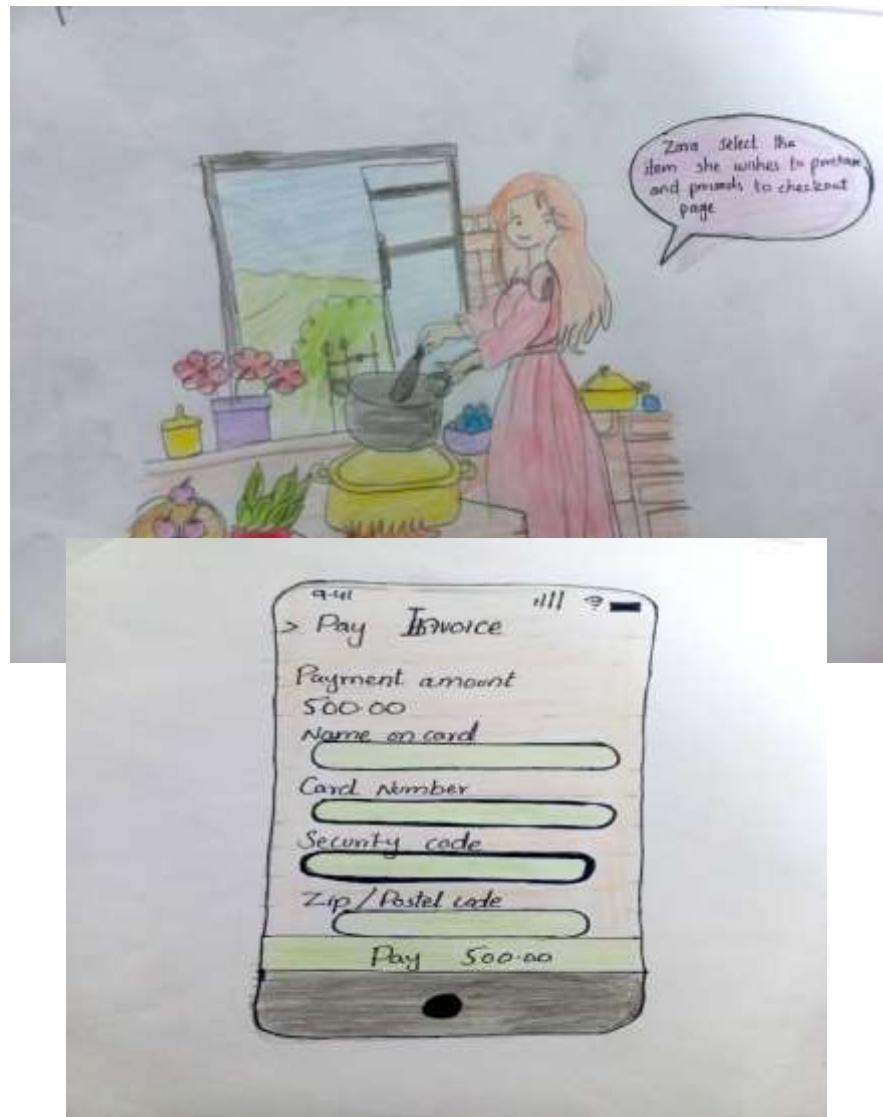


4.7 ST-

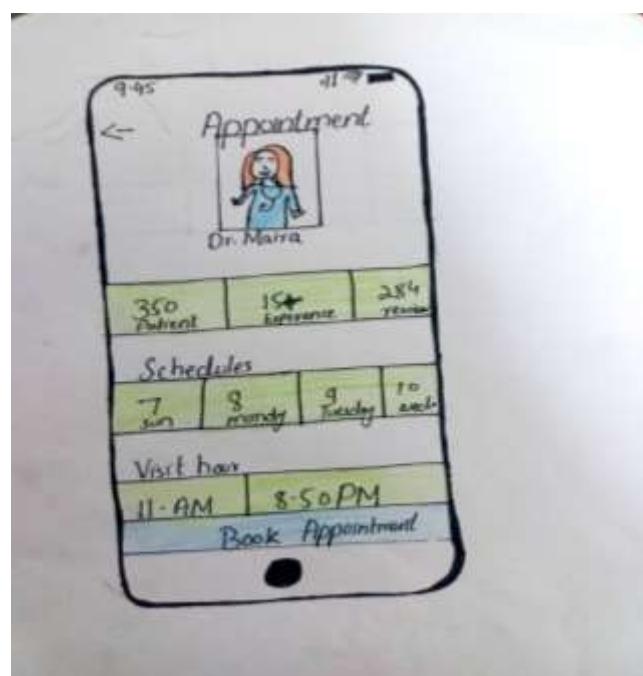
11 Verify code



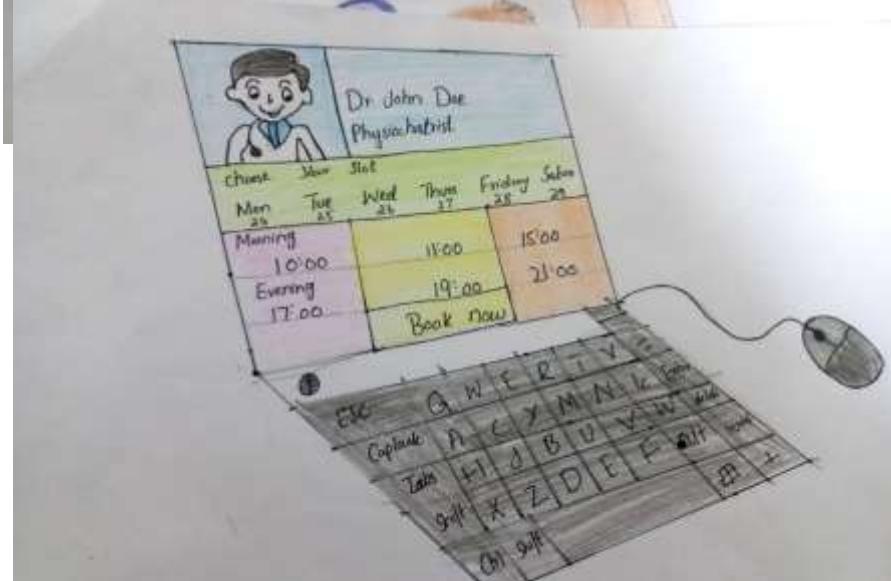
4.7 ST-12 Make payment



#### 4.7 ST-13 Book Appointment



#### 4.7 ST-14 Check Availability

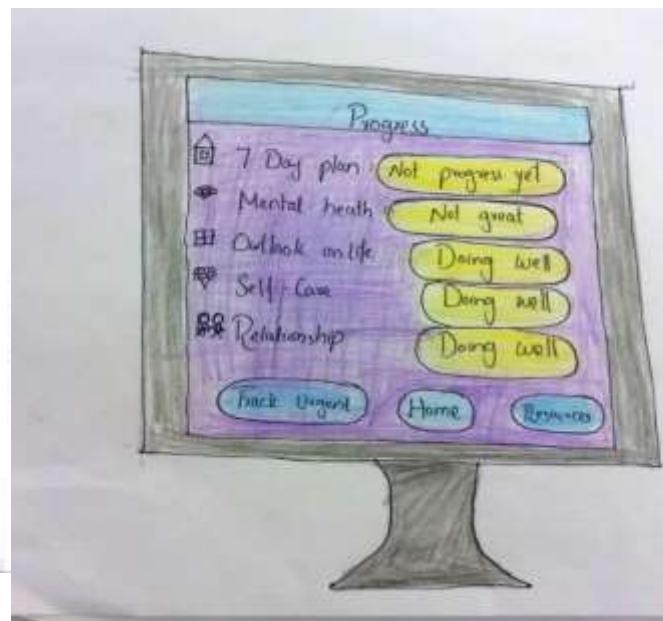


4.7 ST-

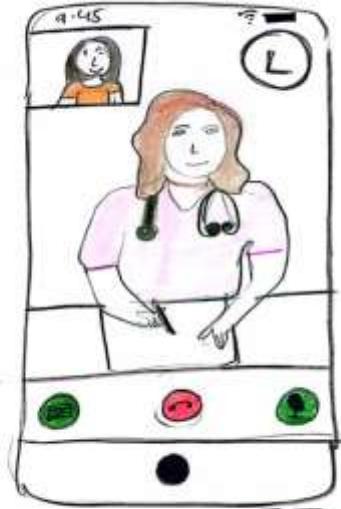
15 Update Progress



## 4.7 ST-16 Consultation



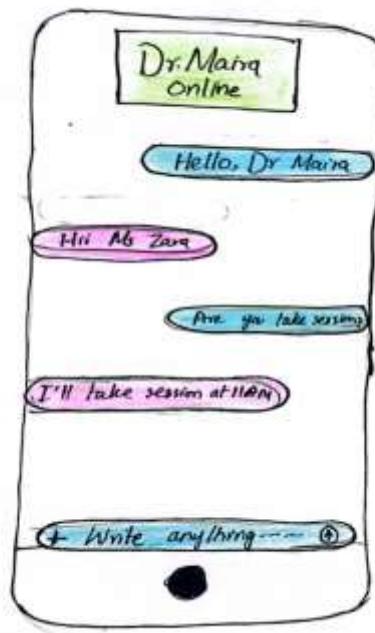
4.7 ST-17 Send



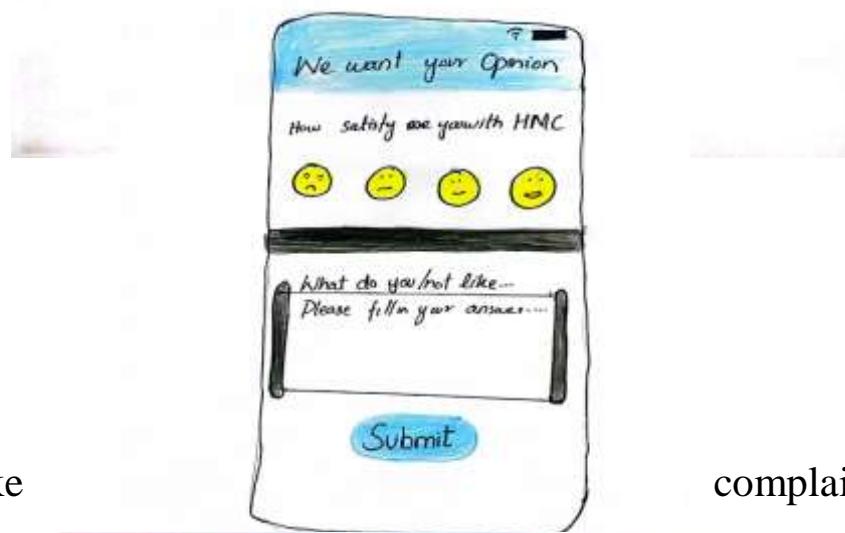
message



4.7 ST-18



Give feedback



4.7 ST-19 Make

complaints







**Artifact-5**

**Prototype**

## 5.1 Mobile Wire frames

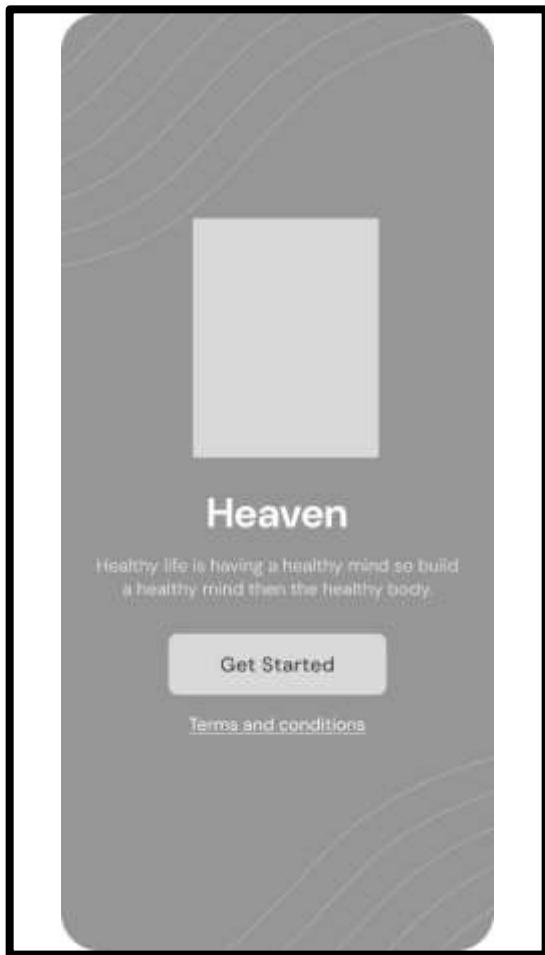


Figure 5.1.1: Splash Screen

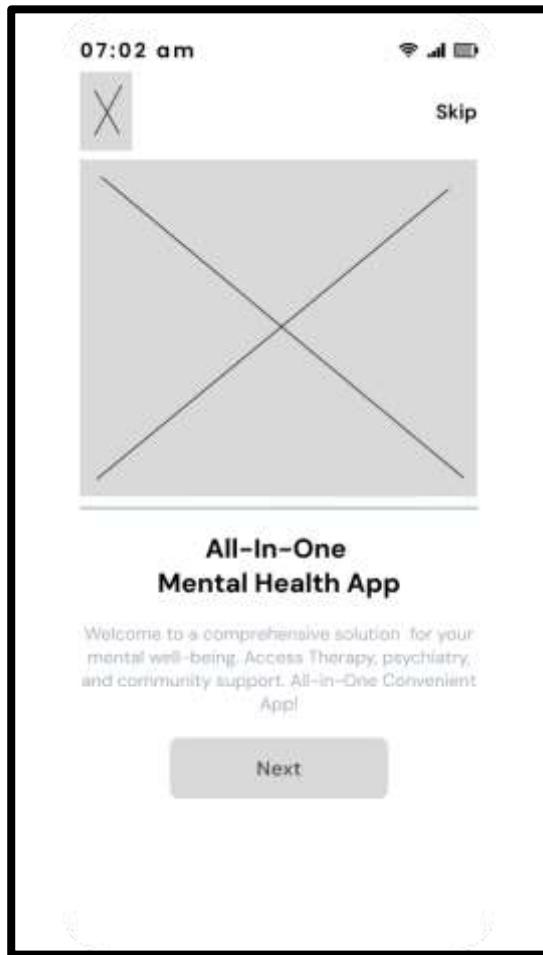


Figure 5.1.2: Welcome Screen

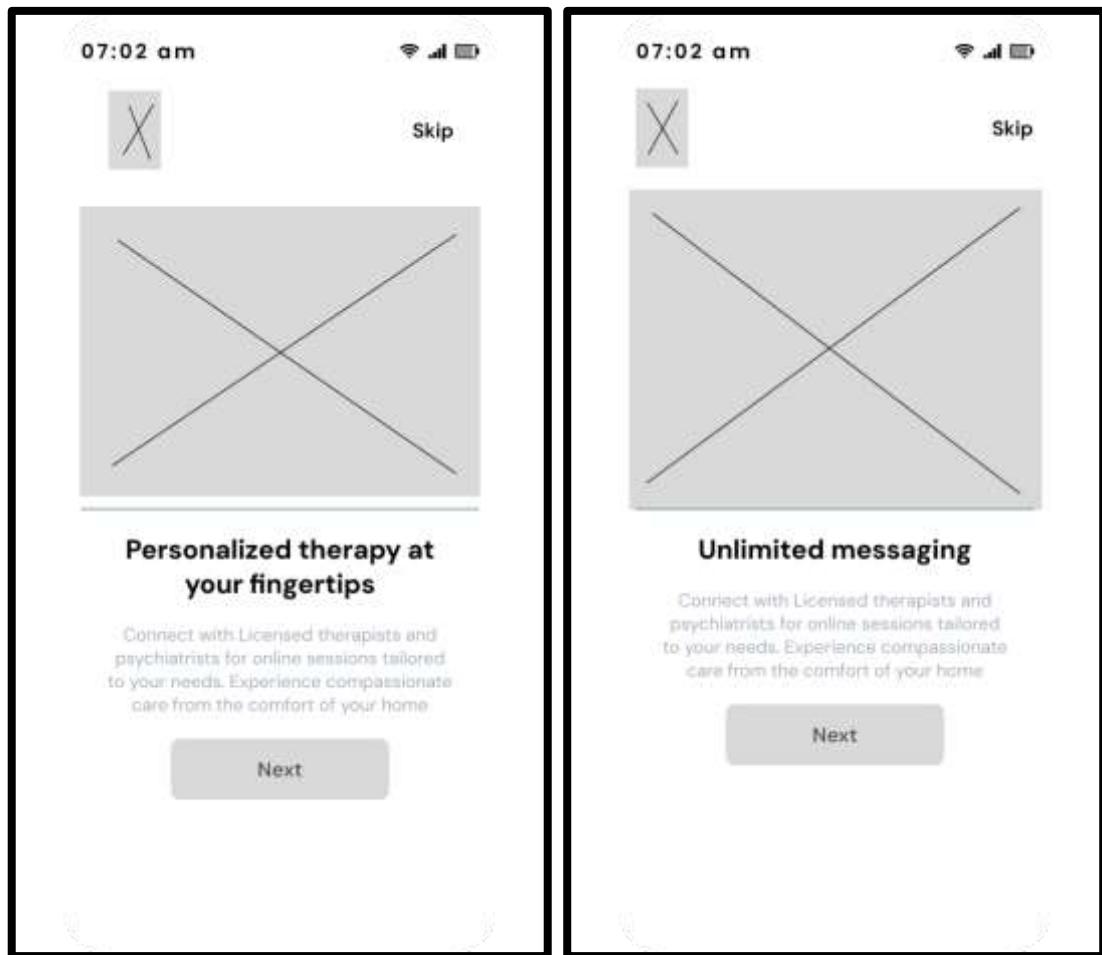


Figure 5.1.3: Welcome Screen

Figure 5.1.4: Welcome Screen

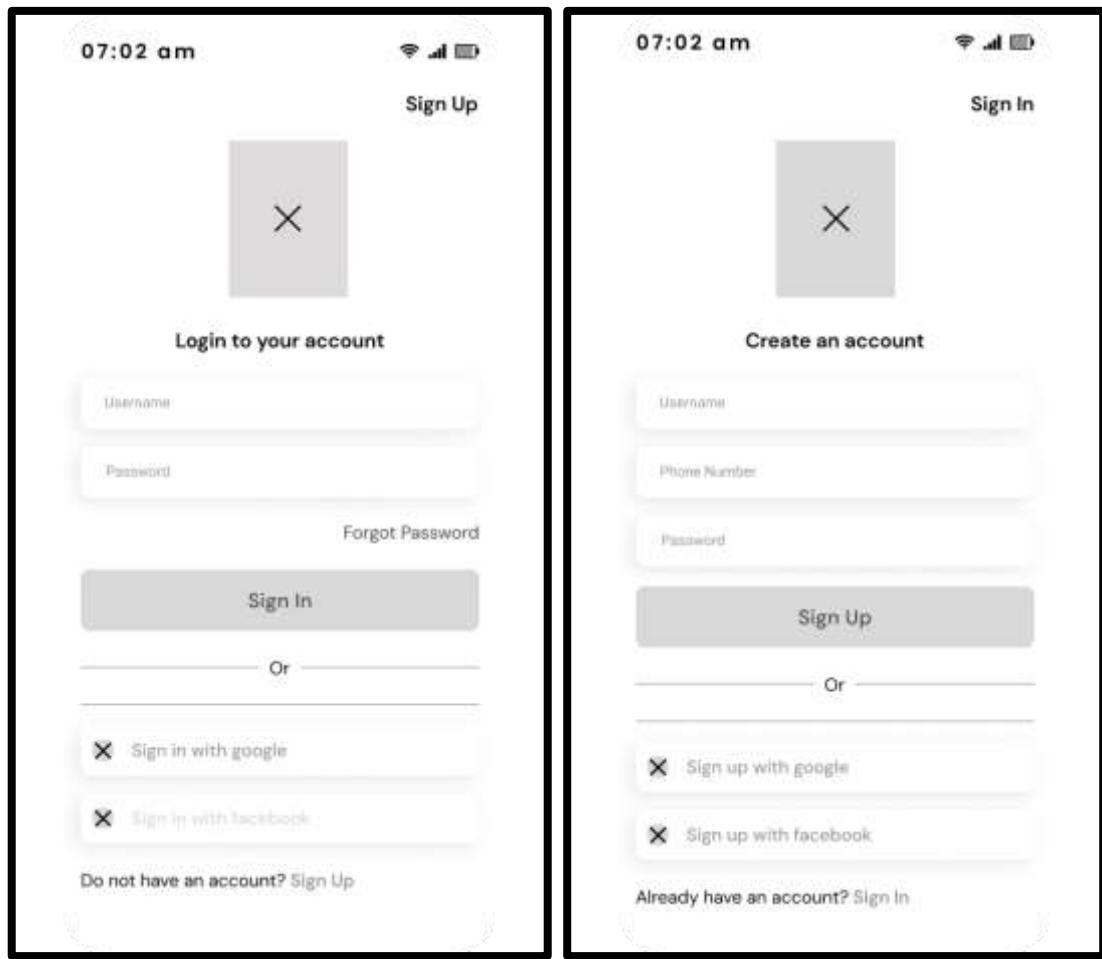


Figure 5.1.5: Sign in

Figure 5.1.6: Sign Up

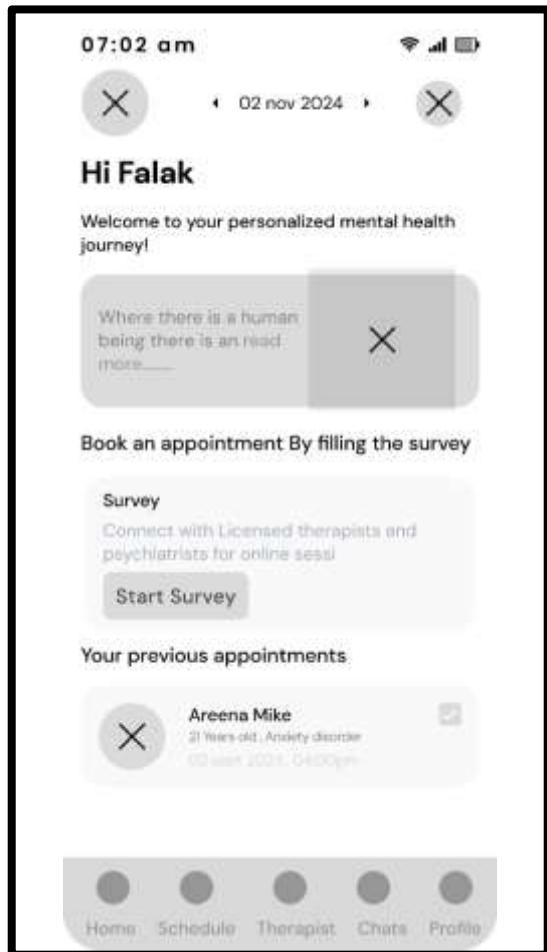


Figure 5.1.7: Home Screen

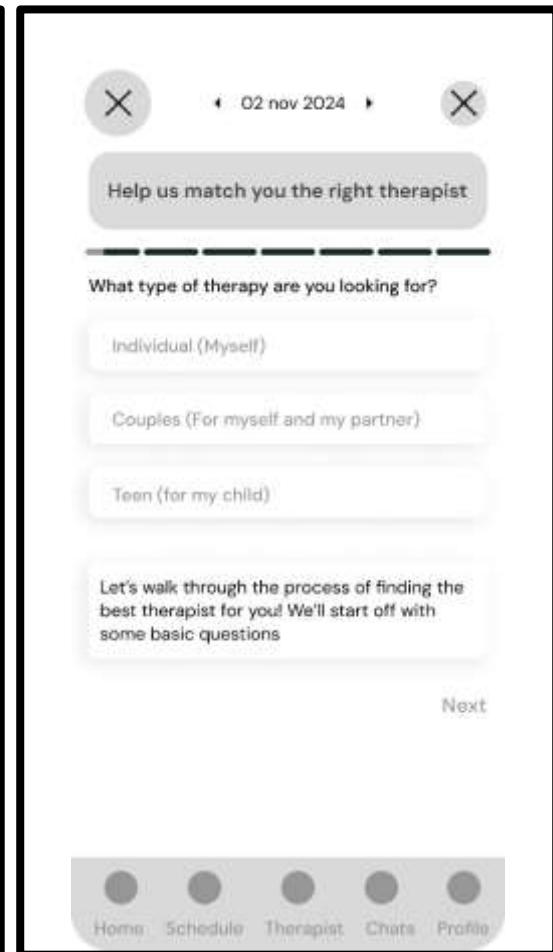


Figure 5.1.8: Questionnaire

02 nov 2024

Help us match you the right therapist

Which religion do you identify yourself?

Islam

Christian

Judaism

Hinduism

Others

Prefer not to say

Previous | Next

Home Schedule Therapist Chats Profile

Figure 5.1.9: Questionnaire

07:02 am 02 nov 2024

Help us match you the right therapist

How do you identify?

Straight

Gay

Lesbian

Bi or Pan

Prefer not to say

Previous | Next

Home Schedule Therapist Chats Profile

Figure 5.1.10: Questionnaire

The image consists of two side-by-side screenshots of a mobile application interface, both titled "07:02 am" and dated "02 nov 2024".

**Screenshot 1 (Left): Relationship Status**

Question: What is your relationship status?

Options:

- Single
- In a relationship
- Married
- Divorced
- Widowed
- Other

Buttons at the bottom: Previous | Next

**Screenshot 2 (Right): Religion Importance**

Question: How important is religion in your life?

Options:

- Very important
- Important
- Somewhat important
- Not at all

Buttons at the bottom: Previous | Next

Both screenshots feature a navigation bar at the bottom with five items: Home, Schedule, Therapist, Chats, and Profile. The "Therapist" item is highlighted with a darker circle.

Figure 5.1.10: Questionnaire

Figure 5.1.10: Questionnaire

**Figure 5.1.11: Questionnaire**

07:02 am 02 nov 2024

Help us match you the right therapist

Do you consider yourself to be spiritual?

Yes

No

Previous | Next

Home Schedule Therapist Chats Profile

**Figure 5.1.12: Questionnaire**

07:02 am 02 nov 2024

Help us match you the right therapist

Which religion do you identify yourself?

Islam

Christian

Judaism

Hinduism

Others

Prefer not to say

Previous | Next

Home Schedule Therapist Chats Profile

07:02 am 02 nov 2024

X X

Help us match you the right therapist

---

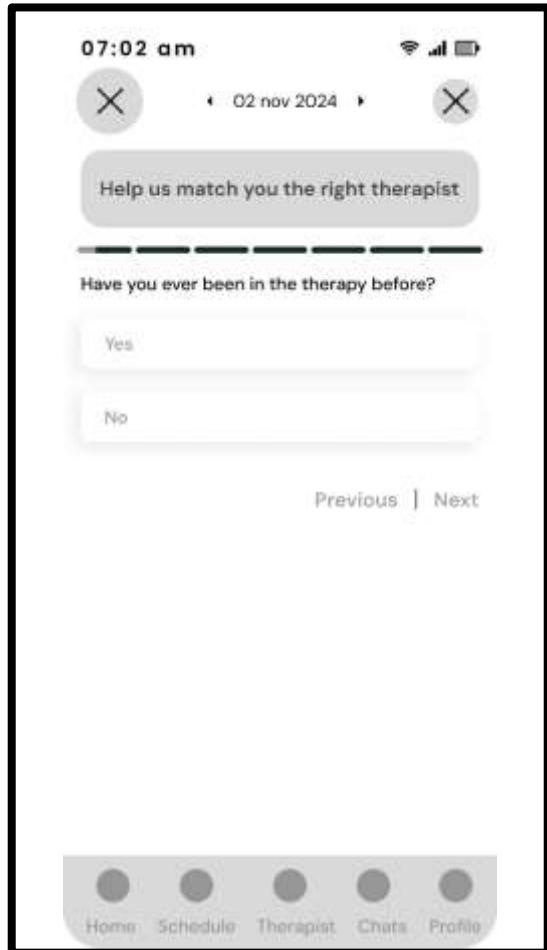
Have you ever been in the therapy before?

Yes

No

Previous | Next

Home Schedule Therapist Chats Profile



This screenshot shows a mobile application interface for a therapy matching service. At the top, it displays the time (07:02 am), date (02 nov 2024), and signal strength. Below this is a header with two circular icons containing an 'X'. A central text box says 'Help us match you the right therapist'. A horizontal dashed line follows. The next section asks 'Have you ever been in the therapy before?' with 'Yes' and 'No' options. At the bottom are navigation buttons for 'Previous' and 'Next' and a footer menu with five items: Home, Schedule, Therapist, Chats, and Profile.

Figure 5.1.13: Questionnaire

07:02 am 02 nov 2024

X X

Help us match you the right therapist

---

What led you to consider therapy today?

I have been feeling depressed

I feel anxious and overwhelmed

Difficulty in sleep

My mood is interfering in my job/school/performance

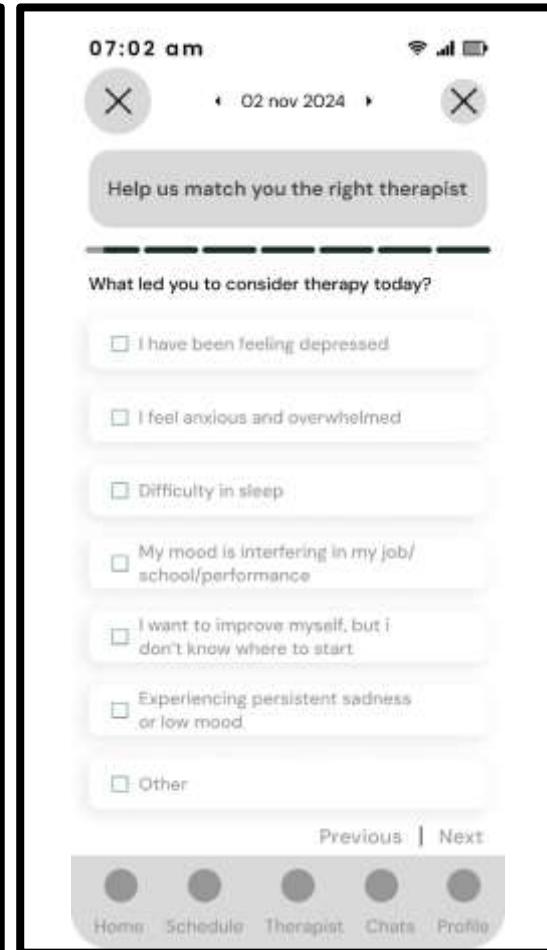
I want to improve myself, but i don't know where to start

Experiencing persistent sadness or low mood

Other

Previous | Next

Home Schedule Therapist Chats Profile



This screenshot shows the next page of the questionnaire. It asks 'What led you to consider therapy today?' and lists several options with checkboxes. The listed reasons include feeling depressed, anxiety, difficulty sleeping, mood interference, self-improvement goals, persistent sadness, and other. Navigation buttons for 'Previous' and 'Next' are at the bottom, along with a footer menu.

Figure 5.1.14: Questionnaire

The image displays two side-by-side screenshots of a mobile application interface, likely a questionnaire or survey tool.

**Left Screenshot (Figure 5.1.15):**

- Header:** Shows the time as 07:02 am, the date as 02 nov 2024, and signal strength icons.
- Section 1:** A button labeled "Help us match you the right therapist".
- Section 2:** A question "What led you to consider therapy today?" followed by a list of six options, each with an unchecked checkbox:
  - Listens
  - Explore my past
  - Teaches me new skills
  - Explore my past
  - Challenges my beliefs
  - Guides me to set goal
- Navigation:** Buttons for "Previous" and "Next" at the bottom.
- Bottom Navigation Bar:** Icons for Home, Schedule, Therapist, Chats, and Profile.

**Right Screenshot (Figure 5.1.16):**

- Header:** Shows the time as 07:02 am, the date as 02 nov 2024, and signal strength icons.
- Section 1:** A button labeled "Help us match you the right therapist".
- Section 2:** A question "On a scale of 1 to 5, how would you rate your current stress level?" followed by a vertical list of five numerical rating options:
  - 01
  - 02
  - 03
  - 04
  - 05
- Navigation:** Buttons for "Previous" and "Next" at the bottom.
- Bottom Navigation Bar:** Icons for Home, Schedule, Therapist, Chats, and Profile.

Figure 5.1.15: Questionnaire

Figure 5.1.16: Questionnaire

The image displays two side-by-side screenshots of a mobile application interface, likely a questionnaire or survey tool.

**Left Screenshot (Figure 5.1.17):**

- Header:** Shows the time as 07:02 am, the date as 02 nov 2024, and signal strength icons.
- Section Title:** "Help us match you the right therapist".
- Text:** "How would you describe your sleep pattern?"
- Options:** "Normal Sleep", "Wake up often", and "Difficulty in sleep".
- Buttons:** "Previous" and "Next" at the bottom.
- Bottom Navigation:** A grey bar with five circular icons labeled "Home", "Schedule", "Therapist", "Chats", and "Profile".

**Right Screenshot (Figure 5.1.18):**

- Header:** Shows the time as 07:02 am, the date as 02 nov 2024, and signal strength icons.
- Section Title:** "Help us match you the right therapist".
- Text:** "How would you rate your current physical health?"
- Options:** "Good", "Fair", and "Poor".
- Buttons:** "Previous" and "Next" at the bottom.
- Bottom Navigation:** A grey bar with five circular icons labeled "Home", "Schedule", "Therapist", "Chats", and "Profile".

Figure 5.1.17: Questionnaire

Figure 5.1.18: Questionnaire

The image displays two side-by-side screenshots of a mobile application interface, likely a questionnaire or survey tool.

**Left Screenshot (Figure 5.1.19):**

- Header:** Shows the time as 07:02 am, the date as 02 nov 2024, and signal strength icons.
- Section 1:** A button labeled "Help us match you the right therapist".
- Section 2:** A question: "How is your eating habits now a days?" followed by a list of four options: "Good", "Fair", "Poor", and "Not so good".
- Section 3:** Buttons for "Previous" and "Next".
- Bottom Navigation:** A horizontal bar with five items: Home, Schedule, Therapist, Chats, and Profile. The "Therapist" item is highlighted with a dark grey dot.

**Right Screenshot (Figure 5.1.20):**

- Header:** Shows the time as 07:02 am, the date as 02 nov 2024, and signal strength icons.
- Section 1:** A button labeled "Help us match you the right therapist".
- Section 2:** A question: "Are you currently experiencing overwhelming sadness, grief, or depression?" followed by a list of two options: "Yes" and "No".
- Section 3:** A note: "Psychotherapy can serve as an effective treatment for clinical depression." followed by buttons for "Previous" and "Next".
- Bottom Navigation:** A horizontal bar with five items: Home, Schedule, Therapist, Chats, and Profile. The "Therapist" item is highlighted with a dark grey dot.

Figure 5.1.19: Questionnaire

Figure 5.1.20: Questionnaire

07:02 am 02 nov 2024

Help us match you the right therapist

Over the past 2 weeks, how often have you been bothered by any of the following problems:

Little interest or pleasure in doing things.

Not at all  
Several days  
More than half the day  
Nearly every day

Previous | Next

Home Schedule Therapist Chats Profile

This screenshot shows a mobile application interface for a questionnaire. At the top, it displays the time (07:02 am), date (02 nov 2024), and signal strength. Below this is a header box with two circular close buttons and the text "Help us match you the right therapist". The main content asks about the frequency of lacking interest or pleasure over the past two weeks. It lists four response options: "Not at all", "Several days", "More than half the day", and "Nearly every day". At the bottom, there are navigation buttons for "Previous" and "Next", and a footer menu with icons for Home, Schedule, Therapist, Chats, and Profile.

Figure 5.1.21: Questionnaire

07:02 am 02 nov 2024

Help us match you the right therapist

Over the past 2 weeks, how often have you been bothered by any of the following problems:

Moving or speaking so slowly that other people could have noticed? Or the opposite - being so fidgety or restless that you have been moving around a lot more than usual.

Not at all  
Several days  
More than half the day  
Nearly every day

Previous | Next

Home Schedule Therapist Chats Profile

This screenshot shows the next question in the mobile application. It displays the same header and date as the previous screen. The question asks about physical symptoms like slow movement or restlessness. It lists four response options: "Not at all", "Several days", "More than half the day", and "Nearly every day". Navigation and menu buttons are identical to the first screen.

Figure 5.1.22: Questionnaire

07:02 am

02 nov 2024

Help us match you the right therapist

Over the past 2 weeks, how often have you been bothered by any of the following problems.

Trouble falling asleep, staying asleep, or sleeping too much.

Not at all

Several days

More than half the day

Nearly every day

Previous | Next

Home Schedule Therapist Chats Profile

Figure 5.1.23: Questionnaire

07:02 am

02 nov 2024

Help us match you the right therapist

Over the past 2 weeks, how often have you been bothered by any of the following problems.

Feeling tired or having little energy.

Not at all

Several days

More than half the day

Nearly every day

Previous | Next

Home Schedule Therapist Chats Profile

Figure 5.1.24: Questionnaire

The image displays two side-by-side screenshots of a mobile application interface, labeled Figure 5.1.25 and Figure 5.1.26.

**Figure 5.1.25: Questionnaire**

This screenshot shows the first part of a questionnaire. At the top, it says "Help us match you the right therapist". Below this is a question: "Over the past 2 weeks, how often have you been bothered by any of the following problems?". Underneath is a list of symptoms:

- Feeling bad about yourself – or that you are a failure or have let yourself or your family down?

Below the list are three response options: "Good", "Fair", and "Poor". At the bottom of the screen are navigation buttons: "Previous" and "Next".

**Figure 5.1.26: Questionnaire**

This screenshot shows the second part of the questionnaire. It has the same header and question as Figure 5.1.25. The list of symptoms is identical. However, the response options are different:

- Thoughts that you would be better off dead or of hurting yourself in some way.

Below this list are four response options: "Not at all", "Several days", "More than half the day", and "Nearly every day". At the bottom of the screen are navigation buttons: "Previous" and "Next".

Both screenshots include a navigation bar at the bottom with five items: Home, Schedule, Therapist, Chats, and Profile. Each item has a circular icon next to its name.

Figure 5.1.25: Questionnaire

Figure 5.1.26: Questionnaire

07:02 am 02 nov 2024

Help us match you the right therapist

Over the past 2 weeks, how often have you been bothered by any of the following problems?

How difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?

Not at all  
Several days  
More than half the day  
Nearly every day

Previous | Next

Home Schedule Therapist Chats Profile

Figure 5.1.27: Questionnaire

07:02 am 02 nov 2024

Help us match you the right therapist

Do you have any problems or worries about intimacy?

Yes  
No

Previous | Next

Home Schedule Therapist Chats Profile

Figure 5.1.28: Questionnaire

07:02 am 02 nov 2024

Help us match you the right therapist

Over the past 2 weeks, how often have you been bothered by any of the following problems?

Little interest or pleasure in doing things.

Not at all  
Several days  
More than half the day  
Nearly every day

Previous | Next

Home Schedule Therapist Chats Profile

This screenshot shows a mobile application interface for a questionnaire. At the top, it displays the time (07:02 am), date (02 nov 2024), signal strength, and battery level. Below this is a header button with an 'X' and a back arrow, followed by a forward arrow and another 'X'. A large grey button labeled 'Help us match you the right therapist' is centered. The main content asks about the frequency of lacking interest or pleasure over the past two weeks, with five response options: 'Not at all', 'Several days', 'More than half the day', and 'Nearly every day'. The first option is selected with a radio button. At the bottom are navigation buttons for 'Previous' and 'Next', and a footer navigation bar with icons for Home, Schedule, Therapist, Chats, and Profile.

Figure 5.1.29: Questionnaire

07:02 am 02 nov 2024

Help us match you the right therapist

Do you have any problems or worries about intimacy?

Never  
Infrequently  
Monthly  
Weekly  
Daily

Previous | Next

Home Schedule Therapist Chats Profile

This screenshot shows the next page of the questionnaire. It has a similar header and navigation as the previous screen. The main question asks about intimacy problems, with five frequency options: 'Never', 'Infrequently', 'Monthly', 'Weekly', and 'Daily'. The 'Never' option is selected. At the bottom are 'Previous' and 'Next' buttons, and a footer navigation bar with icons for Home, Schedule, Therapist, Chats, and Profile.

Figure 5.1.30: Questionnaire

The image shows two screenshots of a mobile application interface for a mental health service. Both screens are timestamped at 07:02 am on November 2, 2024.

**Screenshot 1 (Left):**

- Header: "Help us match you the right therapist".
- Text: "When was the last time you thought about suicide?"
- Options:
  - Never
  - Over a year ago
  - Over 3 months ago
  - Over a month ago
  - Over two weeks ago
  - In last two weeks
- Buttons: "Previous" and "Next".
- Bottom navigation bar: Home, Schedule, Therapist, Chats, Profile (with the Therapist tab highlighted).

**Screenshot 2 (Right):**

- Header: "Help us match you the right therapist".
- Text: "Are you currently experiencing anxiety, panic attacks or have any phobias?"
- Options:
  - Yes
  - No
- Buttons: "Previous" and "Next".
- Bottom navigation bar: Home, Schedule, Therapist, Chats, Profile (with the Therapist tab highlighted).

Figure 5.1.31: Questionnaire

Figure 5.1.32: Questionnaire

The image displays two side-by-side screenshots of a mobile application interface, likely a questionnaire for a therapy platform. Both screens show a timestamp of 07:02 am and a date of 02 nov 2024 at the top.

**Figure 5.1.33 (Left Screen):**

- Question: "Are you currently taking any medication?"
- Options: "Yes" and "No".
- Buttons at the bottom: "Previous" and "Next".
- Bottom navigation bar: Home, Schedule, Therapist, Chats, Profile. The "Therapist" tab is highlighted with a dark grey circle.

**Figure 5.1.34 (Right Screen):**

- Question: "Are you currently experiencing any chronic pain?"
- Options: "Yes" and "No".
- Buttons at the bottom: "Previous" and "Next".
- Bottom navigation bar: Home, Schedule, Therapist, Chats, Profile. The "Therapist" tab is highlighted with a dark grey circle.

Figure 5.1.33: Questionnaire

Figure 5.1.34: Questionnaire

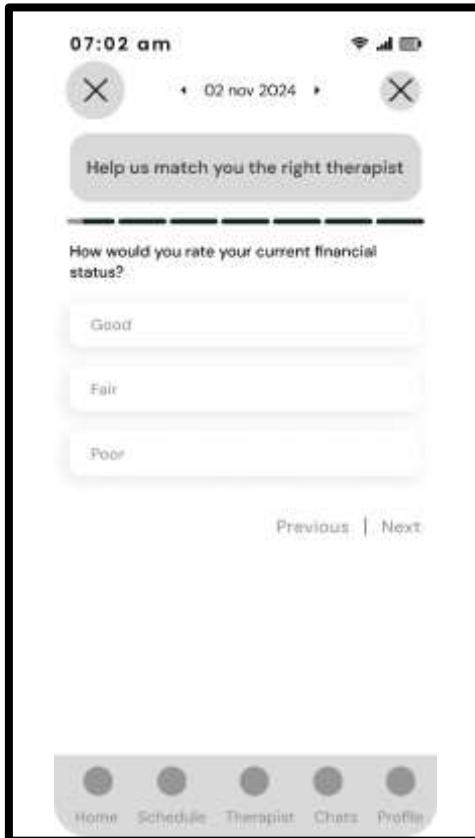


Figure 5.1.35: Questionnaire

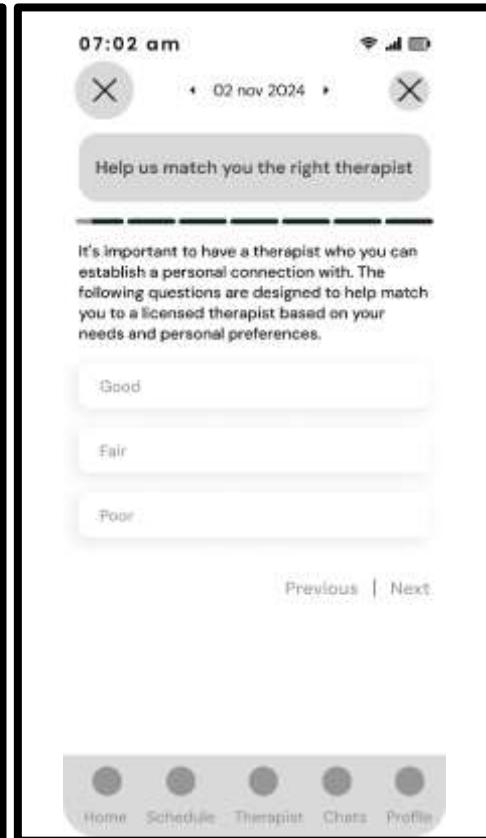


Figure 5.1.36: Questionnaire

The image displays two side-by-side screenshots of a mobile application interface, likely a questionnaire or survey tool.

**Screenshot 1 (Left):**

- Header:** 07:02 am, 02 nov 2024, signal strength icons.
- Text:** Help us match you the right therapist
- Section:** Which of the following resources would be useful for you?
- List:** Support Group, Therapy General, Worksheets, Goal/habit tracking, Educational webinars, Other.
- Buttons:** Previous, Next
- Bottom Navigation:** Home, Schedule, Therapist, Chats, Profile (with a grey background)

**Screenshot 2 (Right):**

- Header:** 07:02 am, 02 nov 2024, signal strength icons.
- Text:** Help us match you the right therapist
- Section:** How do you prefer to communicate with your therapist?
- List:** Via Message, Via Phone Call, Live Session.
- Buttons:** Previous, Next
- Bottom Navigation:** Home, Schedule, Therapist, Chats, Profile (with a grey background)

Figure 5.1.37: Questionnaire

Figure 5.1.38: Questionnaire

**Figure 5.1.39: Questionnaire**

07:02 am 02 nov 2024

Help us match you the right therapist

Are there any specific preferences for your therapist?

Male therapist

Female therapist

Islam based therapist

Therapist from LGBT community

Older therapist (45+)

Previous | Next

Home Schedule Therapist Chats Profile

**Figure 5.1.40: Questionnaire**

07:02 am 02 nov 2024

Help us match you the right therapist

Who referred you to Heaven MentCare?

Youtube

Instagram

Facebook

TV

Friend or family member

Other

Previous | Next

Home Schedule Therapist Chats Profile

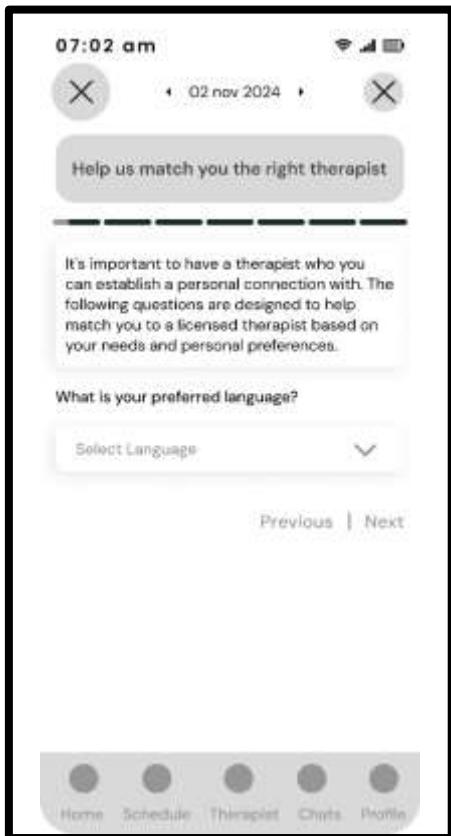


Figure 5.1.41: Questionnaire

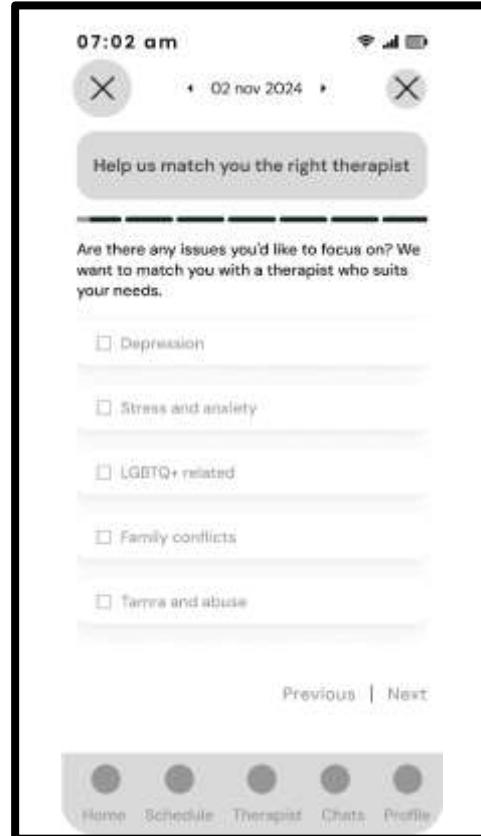


Figure 5.1.42: Questionnaire

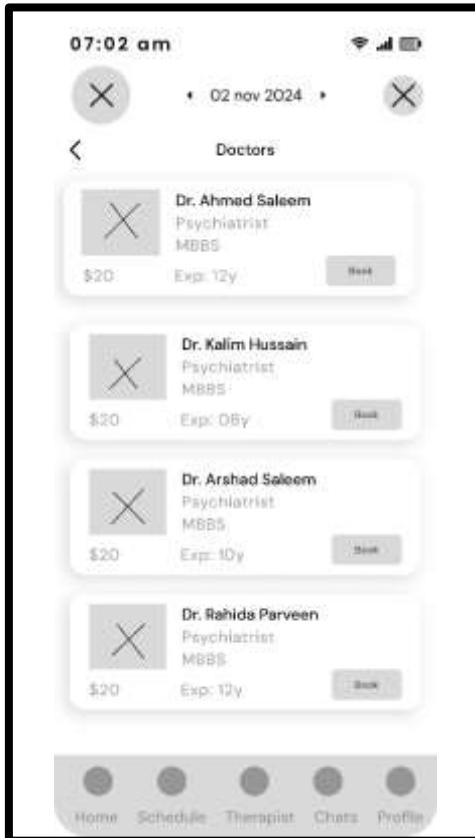


Figure 5.1.43: Find Doctors

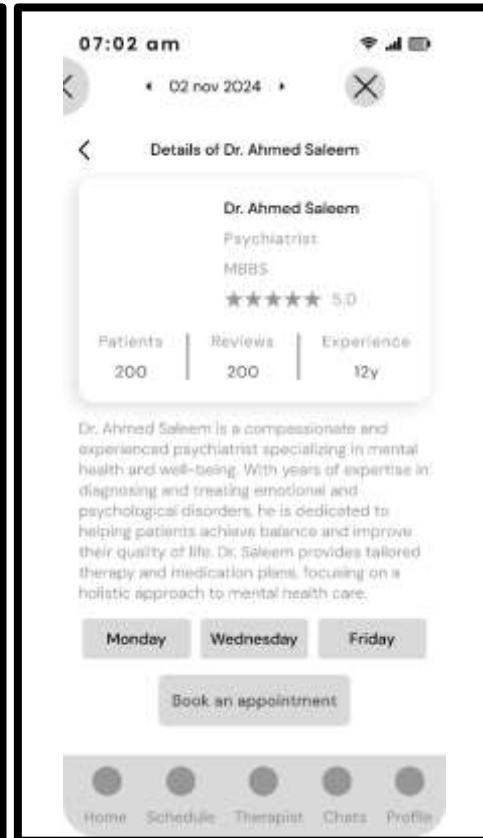


Figure 5.1.44: Doctor's Detail

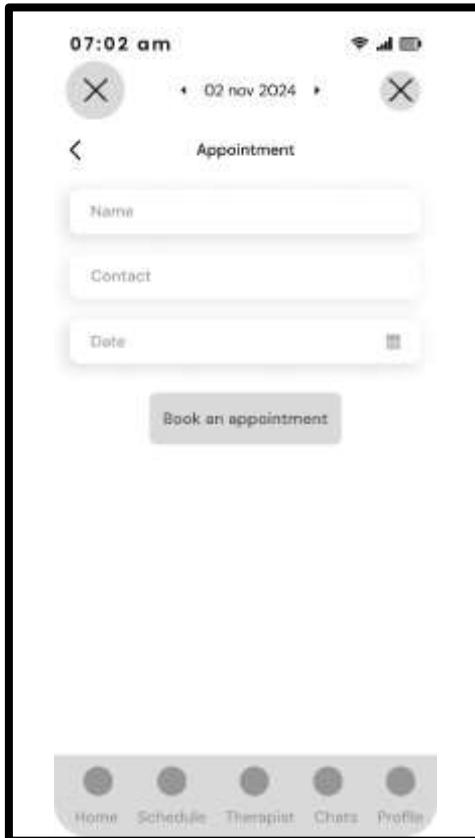


Figure 5.1.45: Book Appointment

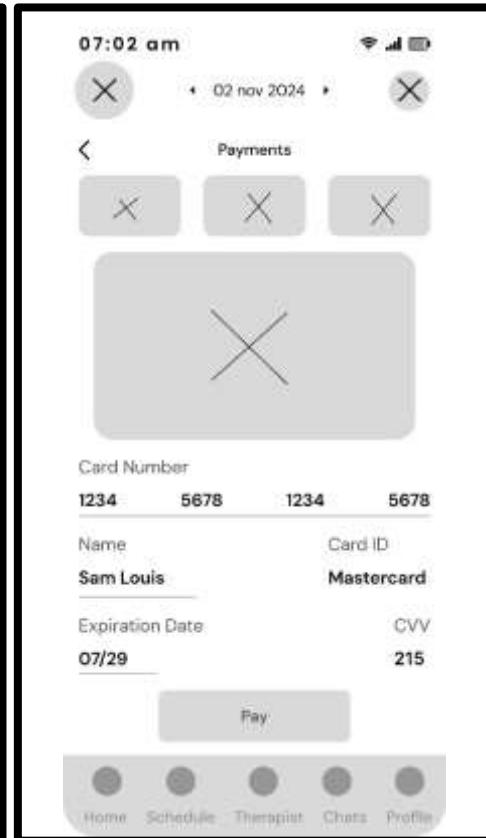


Figure 5.1.46: Payment Process

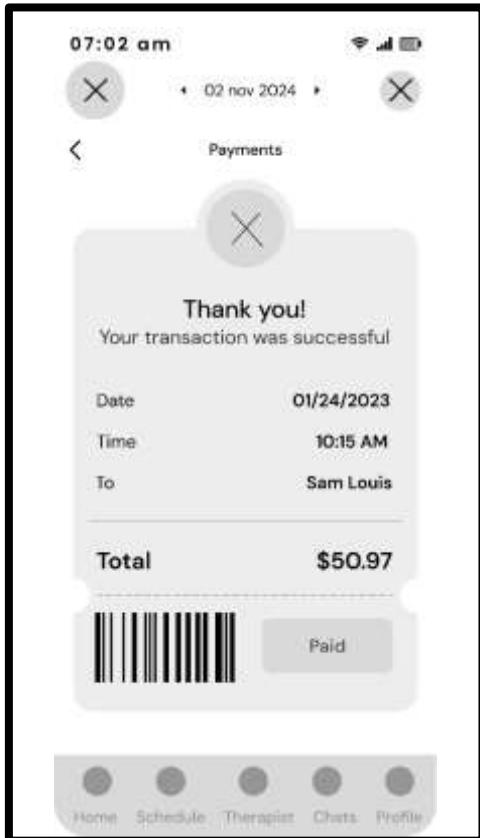


Figure 5.1.47: Paid

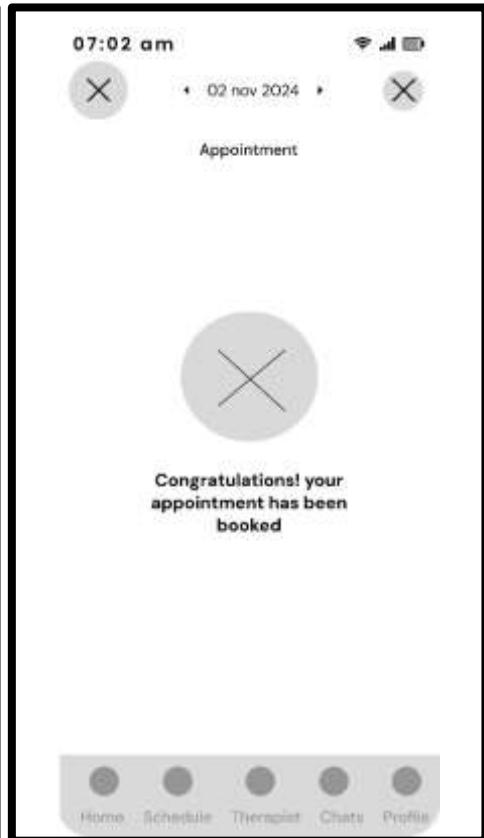


Figure 5.1.48: Congratulations Message

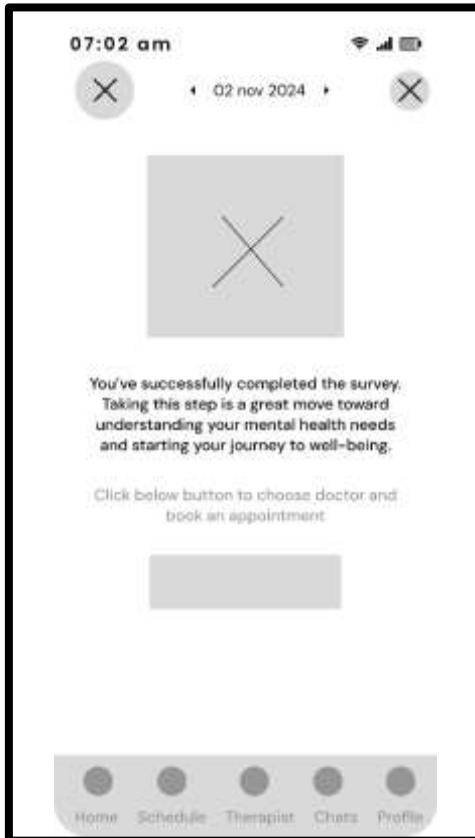


Figure 5.1.49: Questionnaire Completed

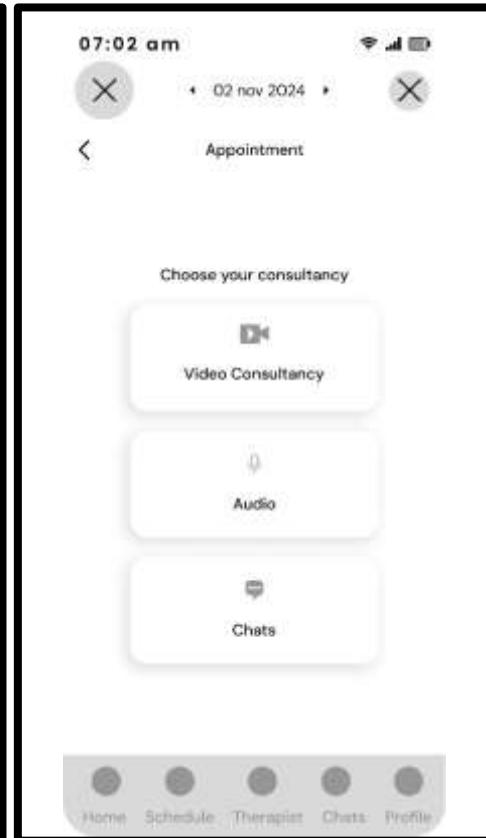


Figure 5.1.50: Consultancy Methods

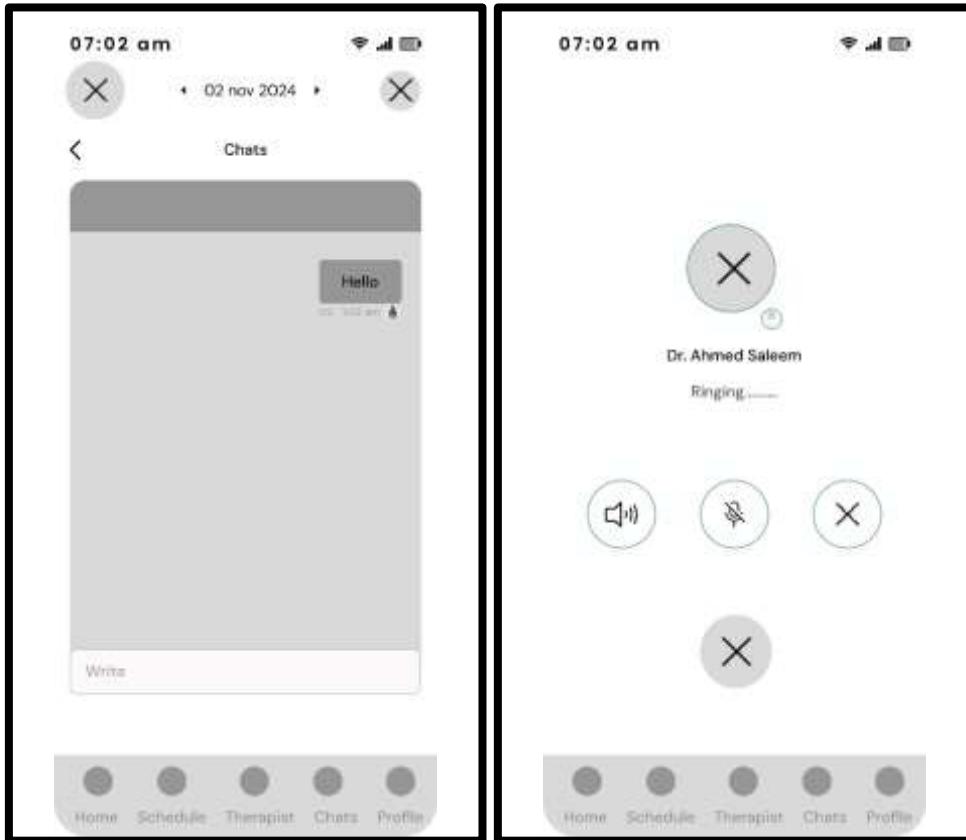
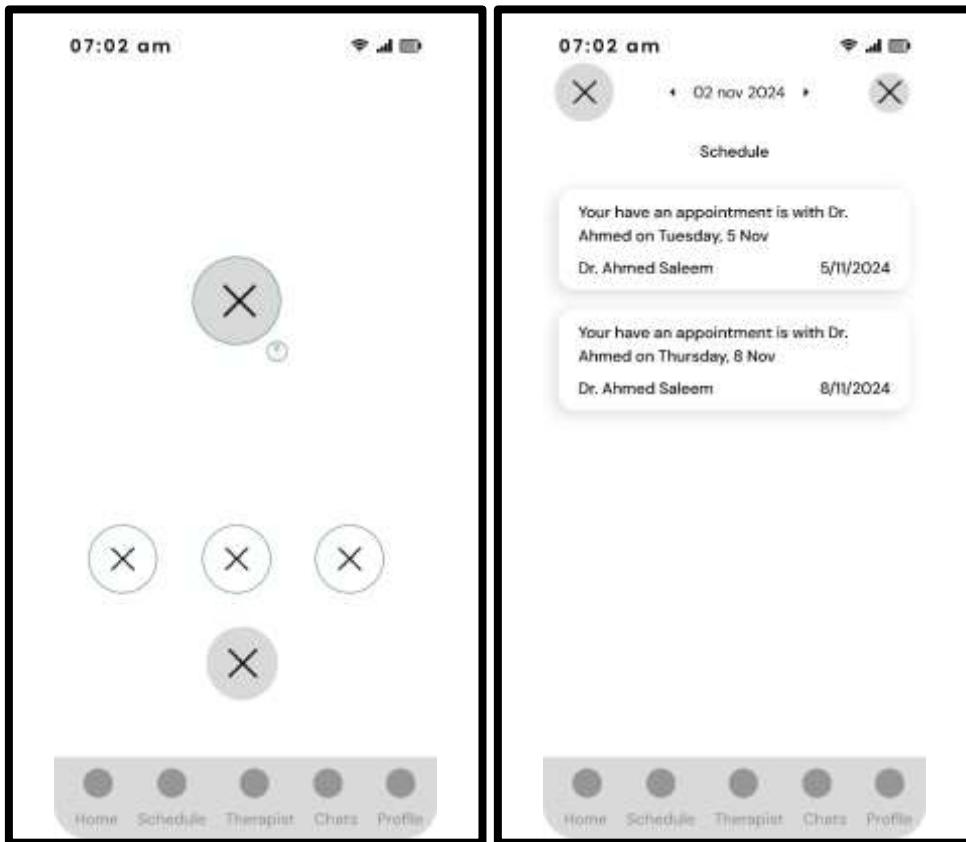


Figure 5.1.51: Chat session

Figure 5.1.52: Audio Call



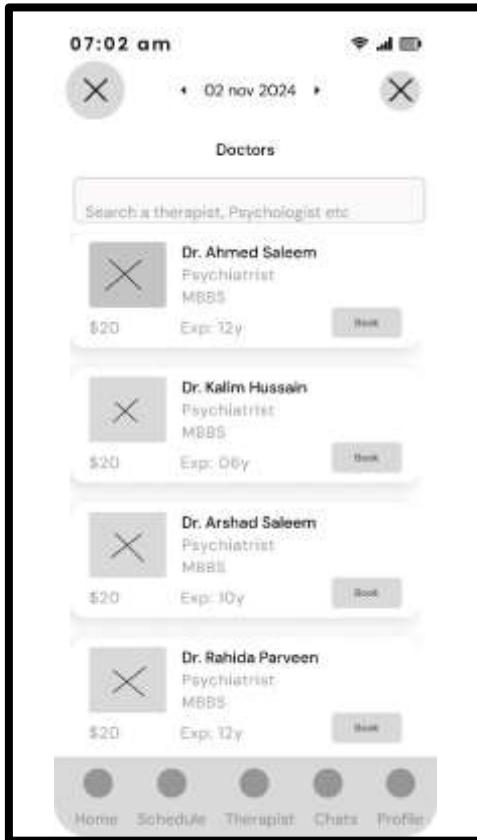


Figure 5.1.55: Doctor's List

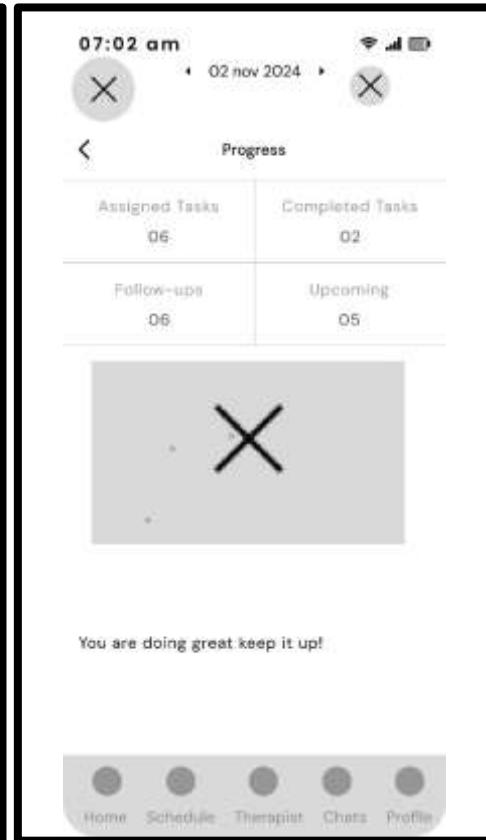


Figure 5.1.56: Progress Tracking

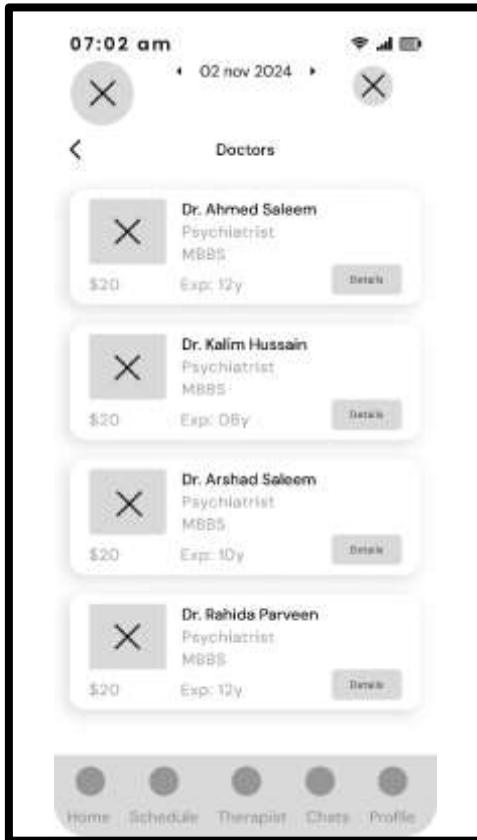


Figure 5.1.57: Doctors Details

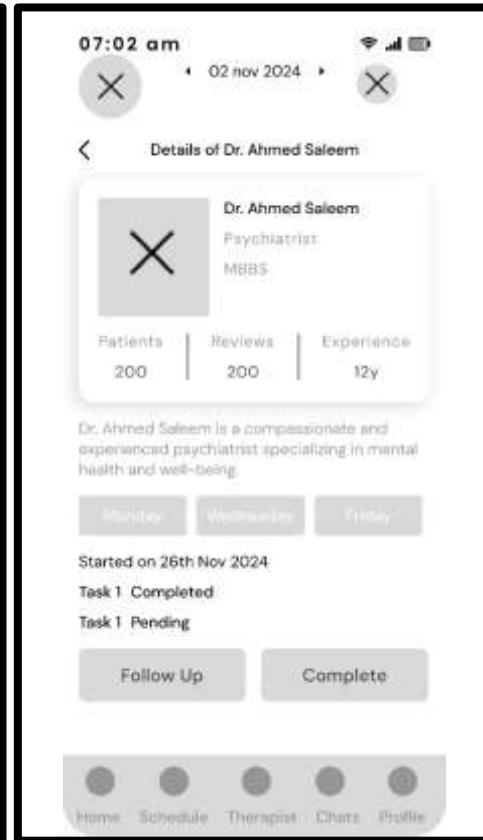


Figure 5.1.58: Doctor Profile

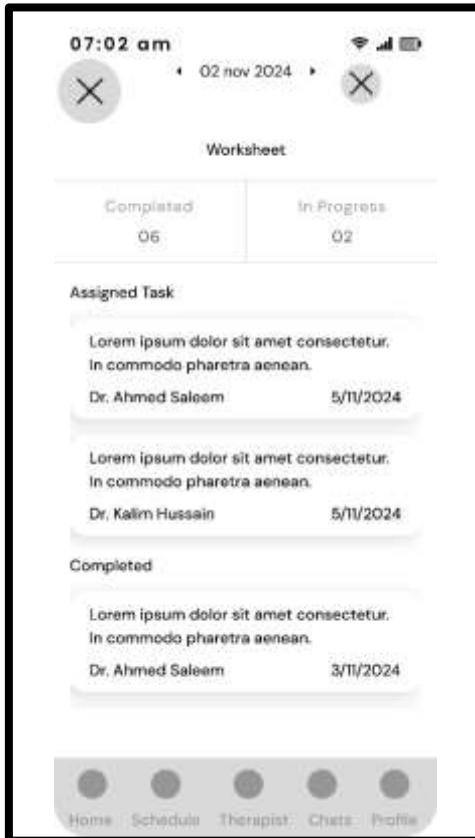


Figure 5.1.59: Worksheet

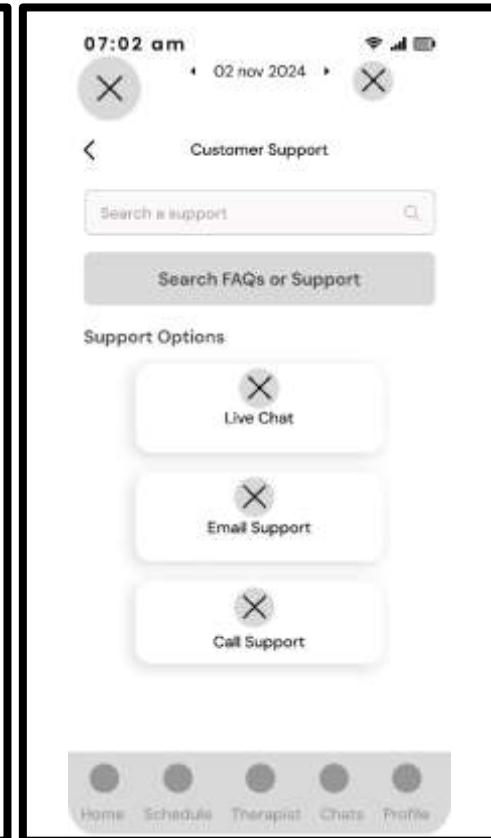


Figure 5.1.60: Support Service

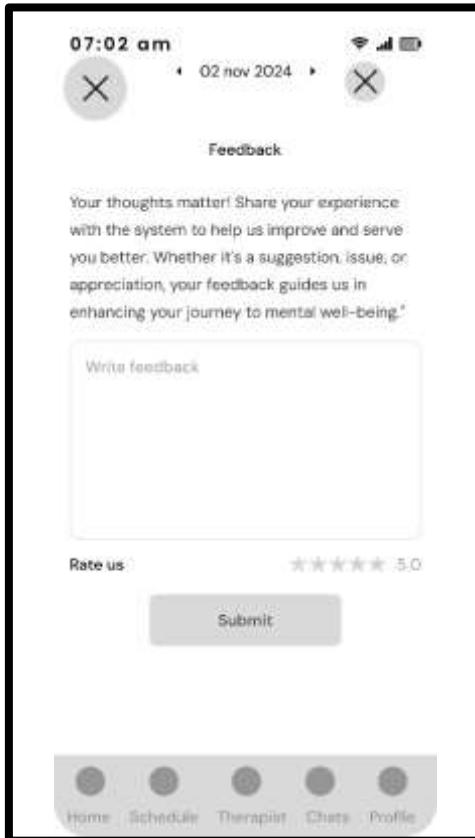


Figure 5.1.61:Feedback

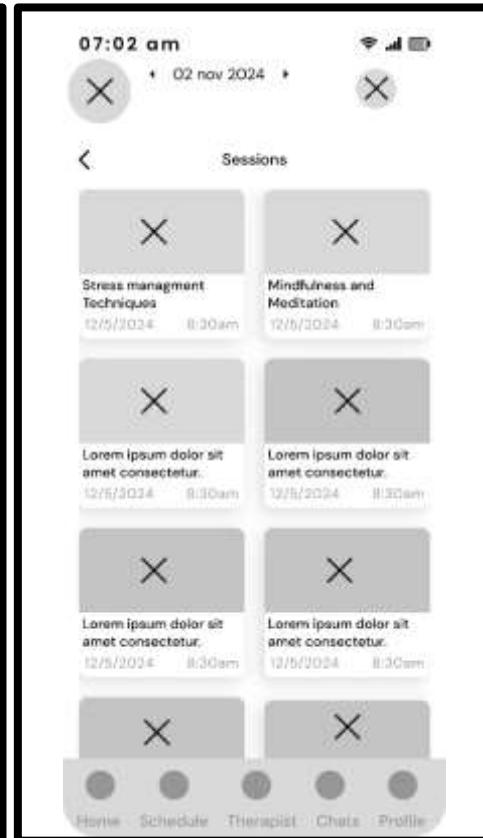


Figure 5.1.62: Live Sessions

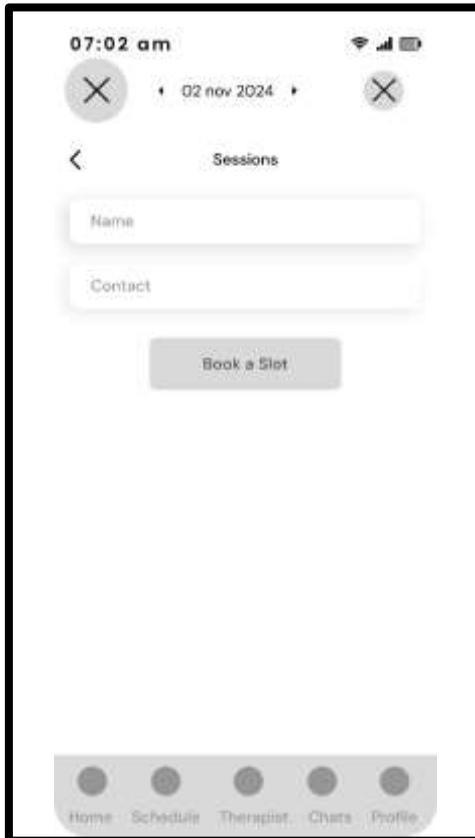


Figure 5.1.63: Book Session slot

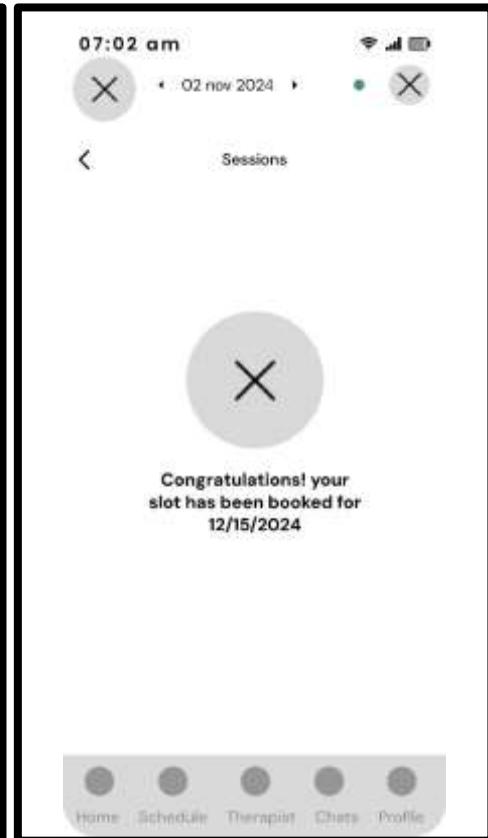


Figure 5.1.64: Session Confirmed

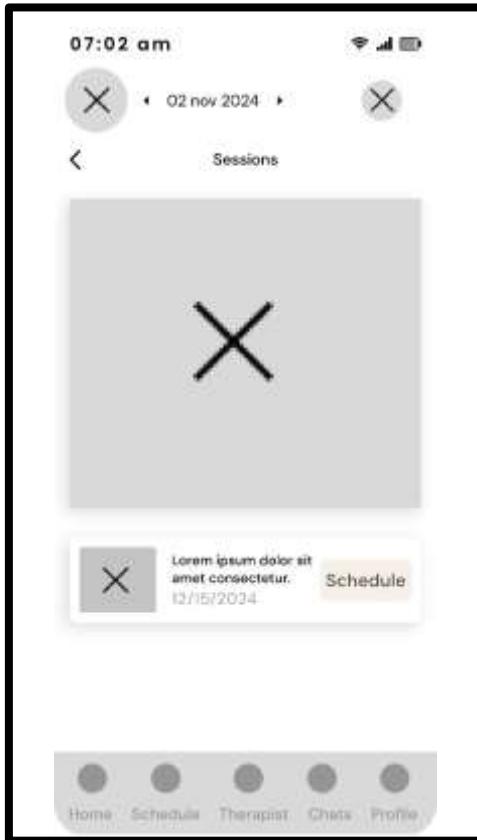


Figure 5.1.65: Session selected



Figure 5.1.66: Session Details

07:02 am

Complete the form

Upload picture

Name:

Gender:

Specialization:

Years of experience:

Credentials:

License number:

Consultation fee:

Submit

Home Schedule Therapist Chats Profile

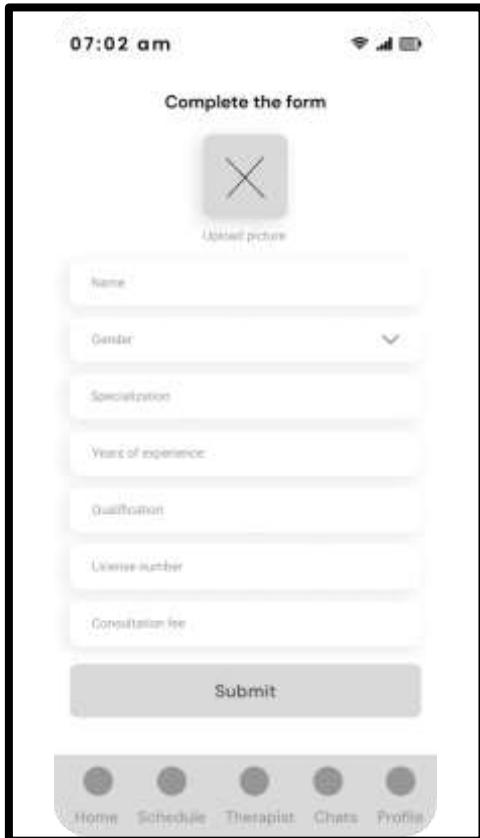
A mobile application screen showing a registration form for a doctor. The top bar shows the time as 07:02 am and battery level. Below the header, a large button says "Complete the form". Underneath, there is a placeholder for an uploaded picture with a delete icon. The form consists of several input fields: Name, Gender (dropdown), Specialization, Years of experience, Credentials, License number, and Consultation fee. A "Submit" button is at the bottom. At the very bottom, there is a navigation bar with five tabs: Home, Schedule, Therapist, Chats, and Profile.

Figure 5.1.67: Doctor's Registration

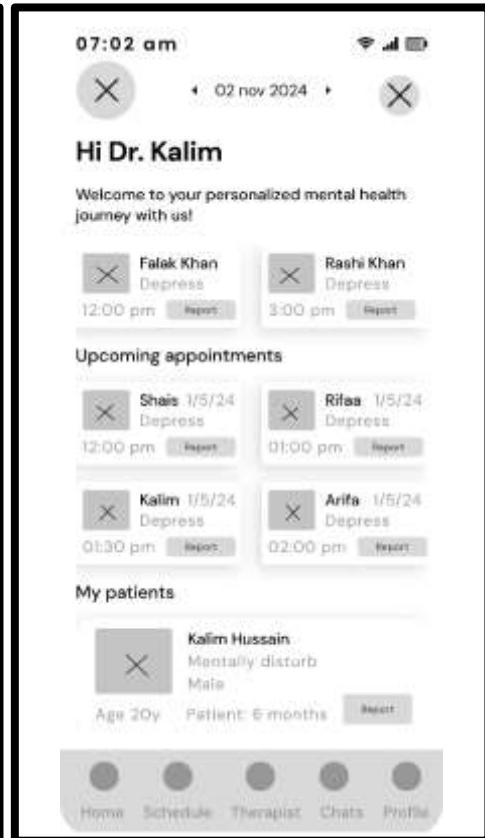


Figure 5.1.68: Doctors

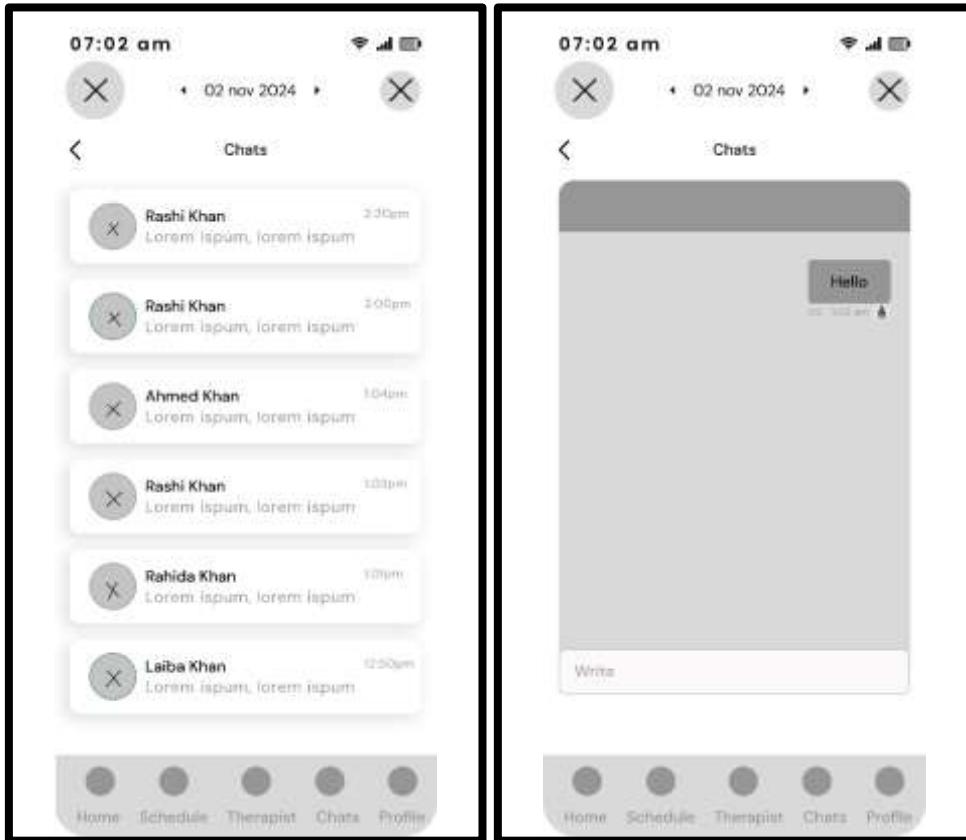


Figure 5.1.69: Chats list

Figure 5.1.70: Chat screen

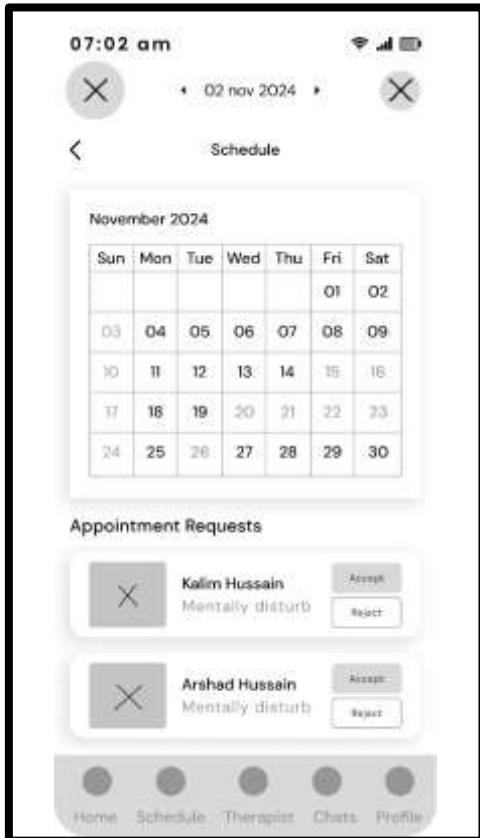


Figure 5.1.71: Doctor's Schedule

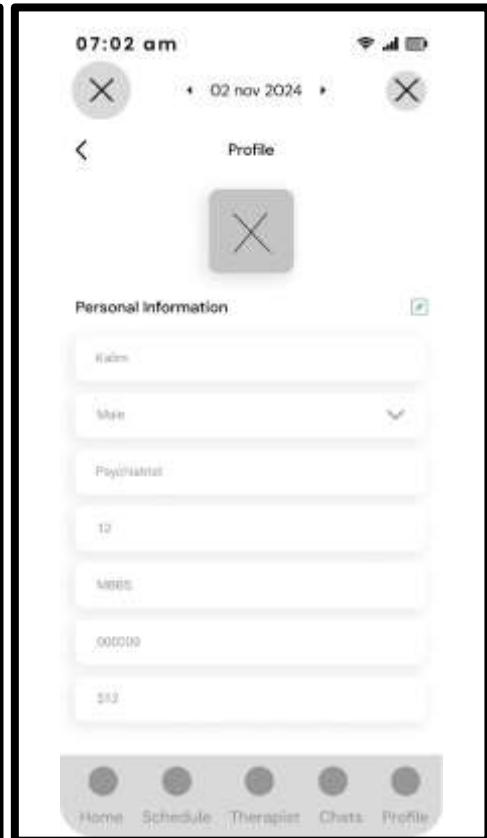


Figure 5.1.72: Build profile

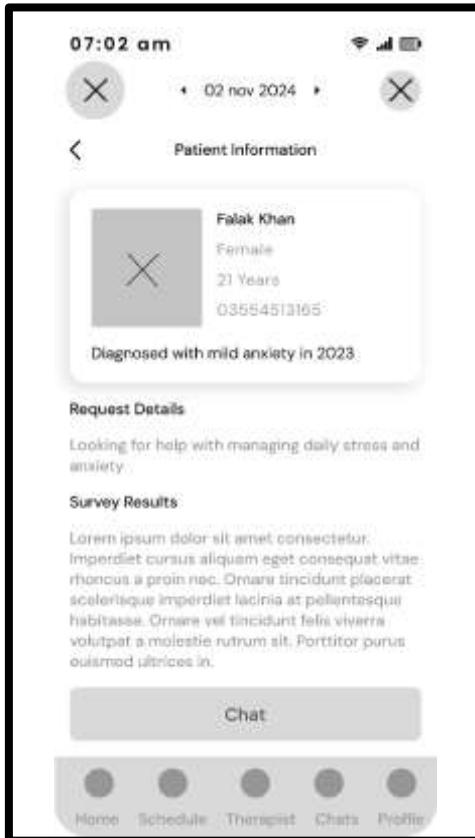


Figure 5.1.73: Patient Information

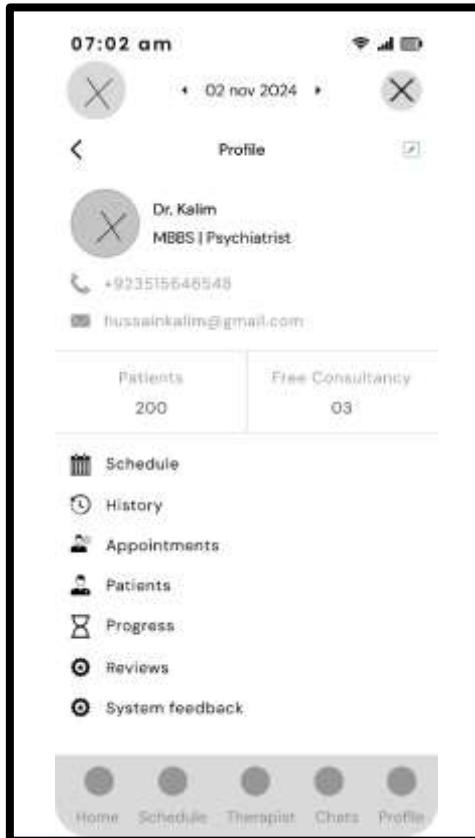


Figure 5.1.74: Doctor's Profile

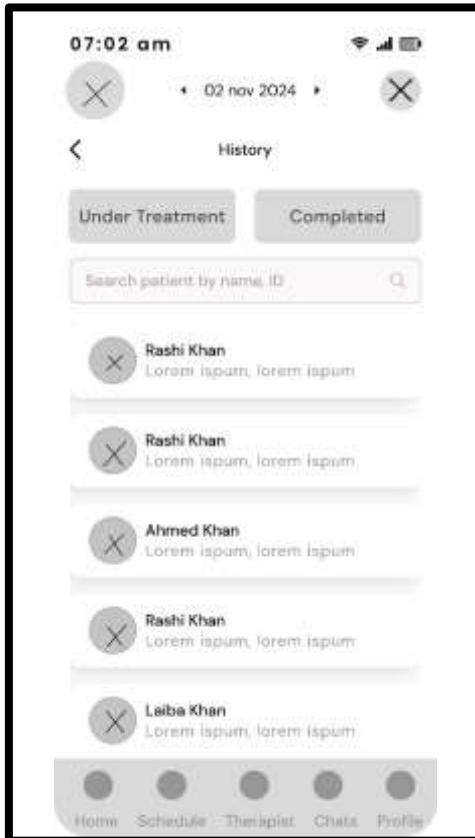


Figure 5.1.75: History

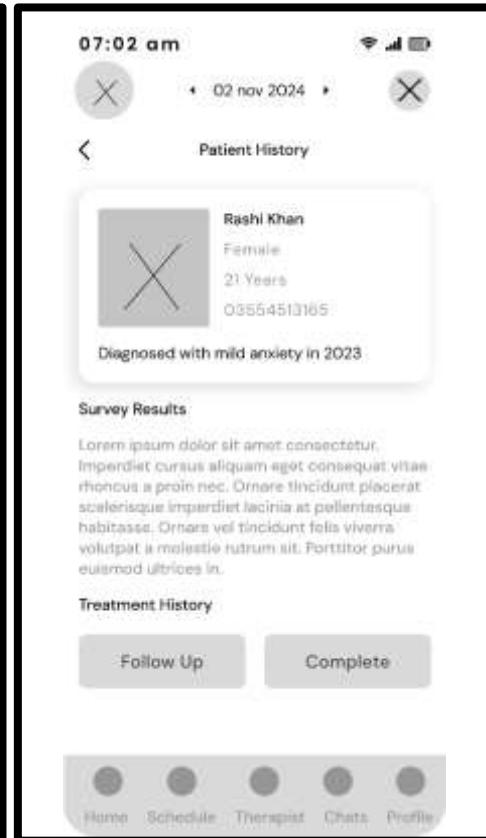


Figure 5.1.76: Patient History

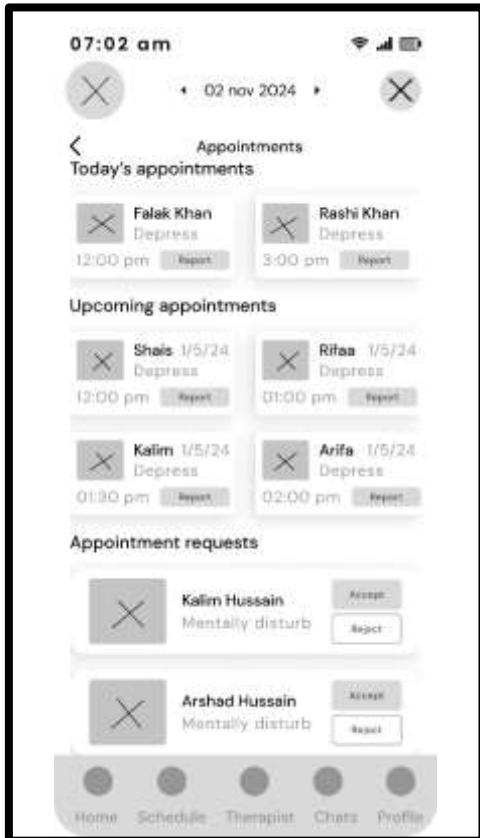


Figure 5.1.77: Appointment's Record

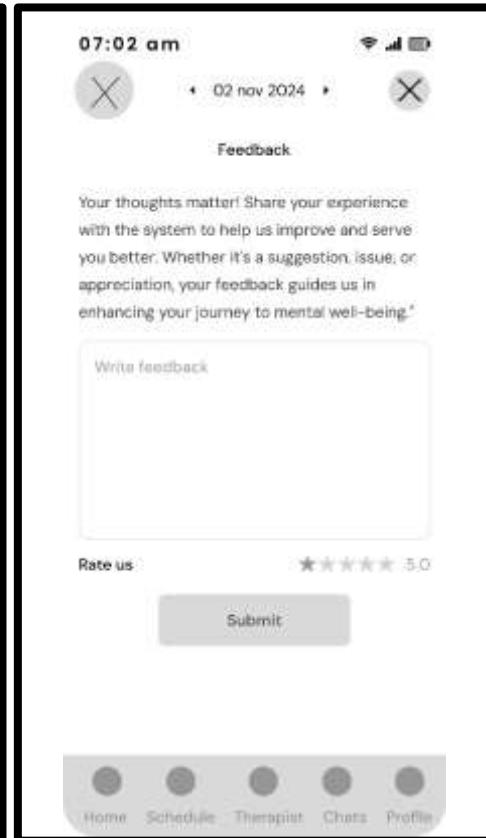


Figure 5.1.78: System Feedback

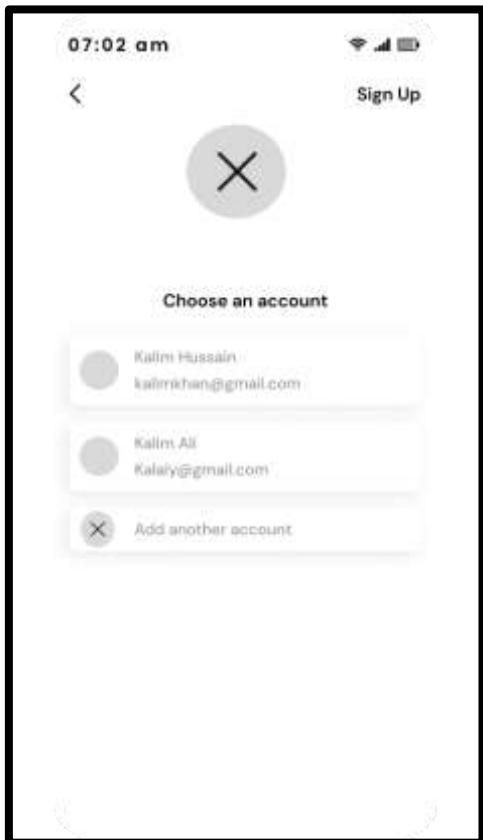


Figure 5.1.79: Doctor's Sign Up

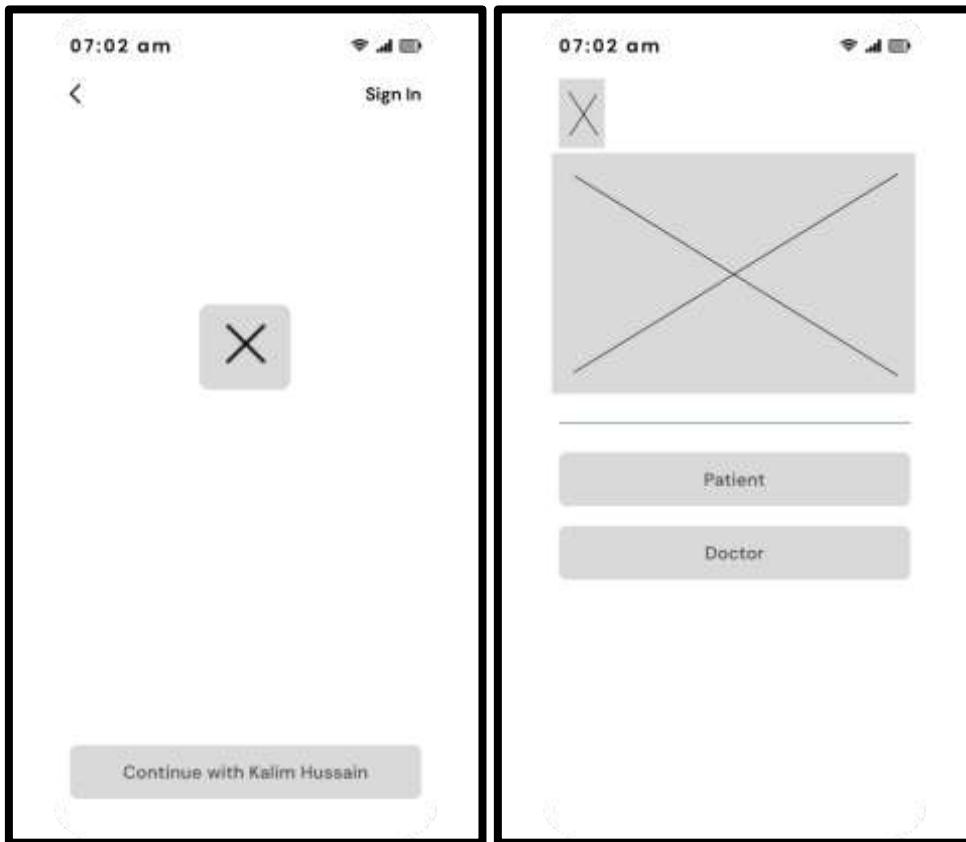


Figure 5.1.81: Sign Up using Facebook

Figure 5.1.82: Type of user selection



## 5.2 Website Wire frames

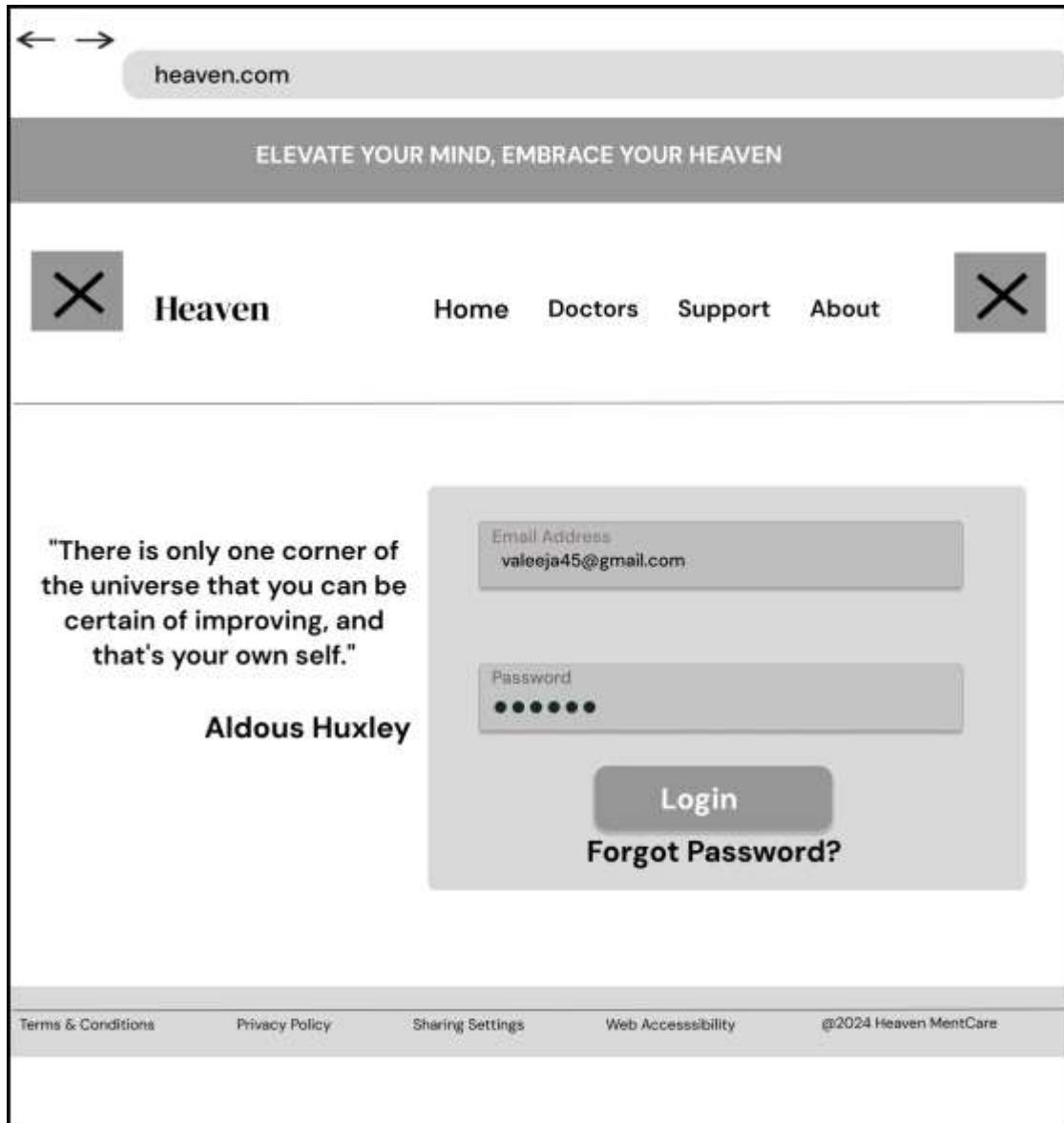


Figure 5.2.1: Login

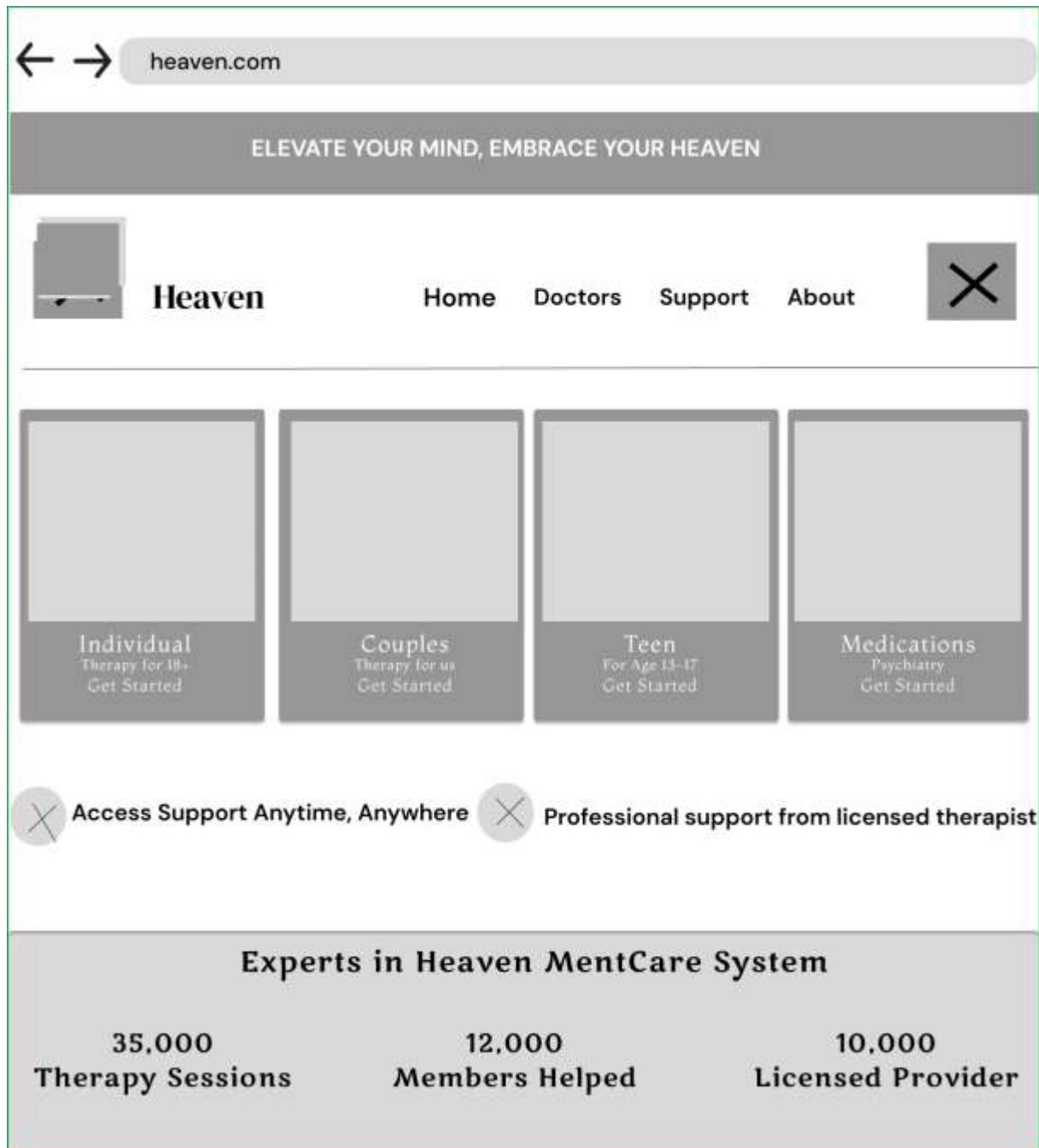


Figure 5.2.2: Landing Page

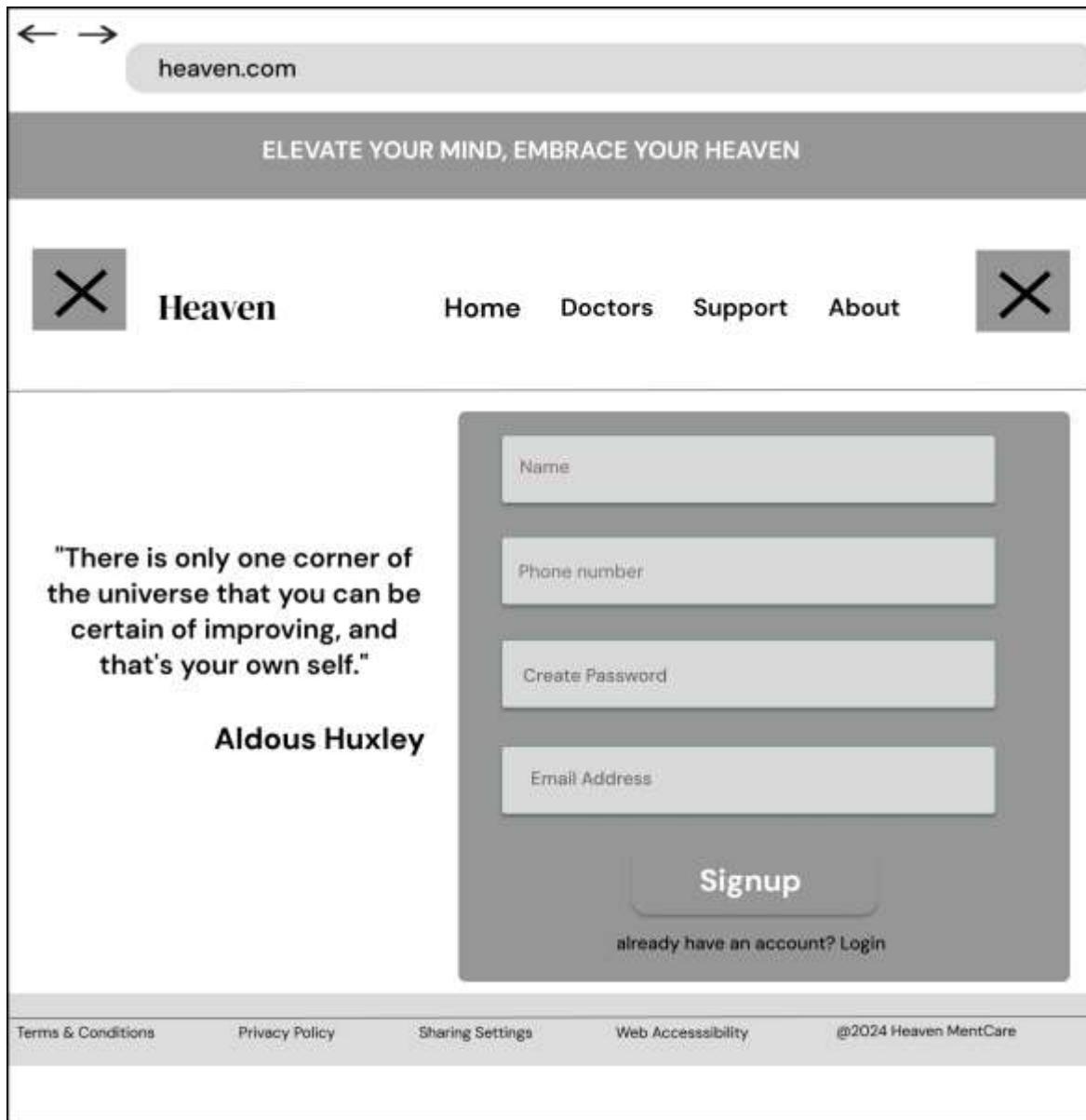


Figure 5.2.3: Signup

The screenshot shows a mobile-style web interface for a patient profile. At the top, there's a header bar with a left-right arrow icon and the URL "heaven.com". Below it is a dark grey banner with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". The main navigation bar features a "Heaven" logo with an "X" icon, and links for "Home", "Doctors", "Support", and "About". Another "X" icon is on the right side of the bar. The main content area has a title "Profile". To the left is a placeholder image with a large "X" through it. To the right, the patient's information is displayed: "valeeja jamil", "Female", "valeeja@gmail.com", and "02323254273". A note below states "Diagnosed with mild anxiety in 2023". On the right, a vertical sidebar lists links with "X" icons: "My Appointments", "My Doctor", "Progress", "System Feedback", "Worksheet", and "Logout". At the bottom, a footer bar includes links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", along with five small "X" icons. The footer also contains links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "©2024 Heaven MentalCare".

Figure 5.2.5: Patient Profile

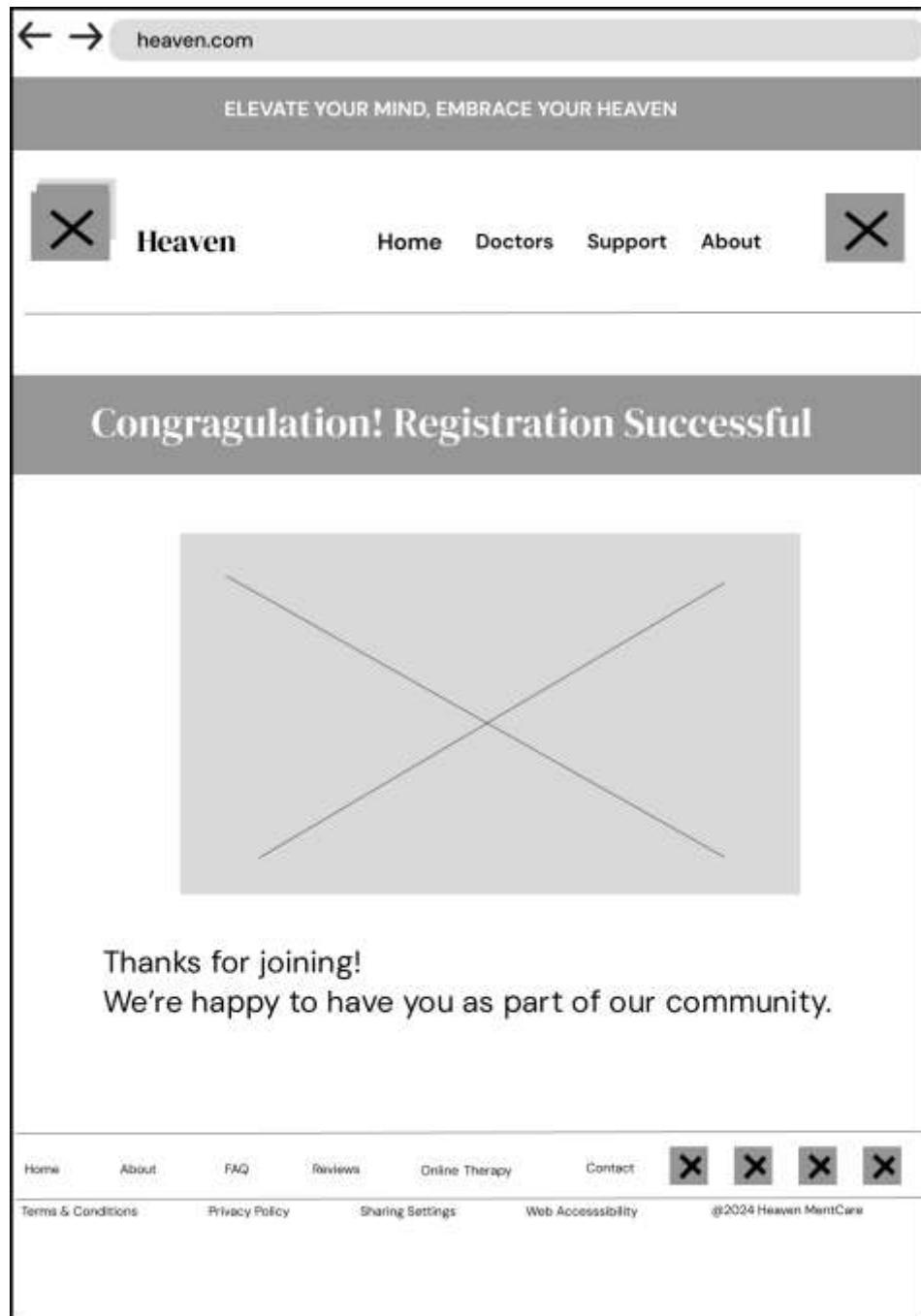


Figure 5.2.6: Login Successful Message

heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven Home Doctors Support About X

## Doctor Registration

We value expertise. Share your details to join our healthcare team

Upload picture

Name

Gender

Specialization

Years of experience.

Qualification

Licence number

Consultation fee

Submit

Home About FAQ Reviews Online Therapy Contact X X X X

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MindCare

Figure 5.2.7: Doctor Registration

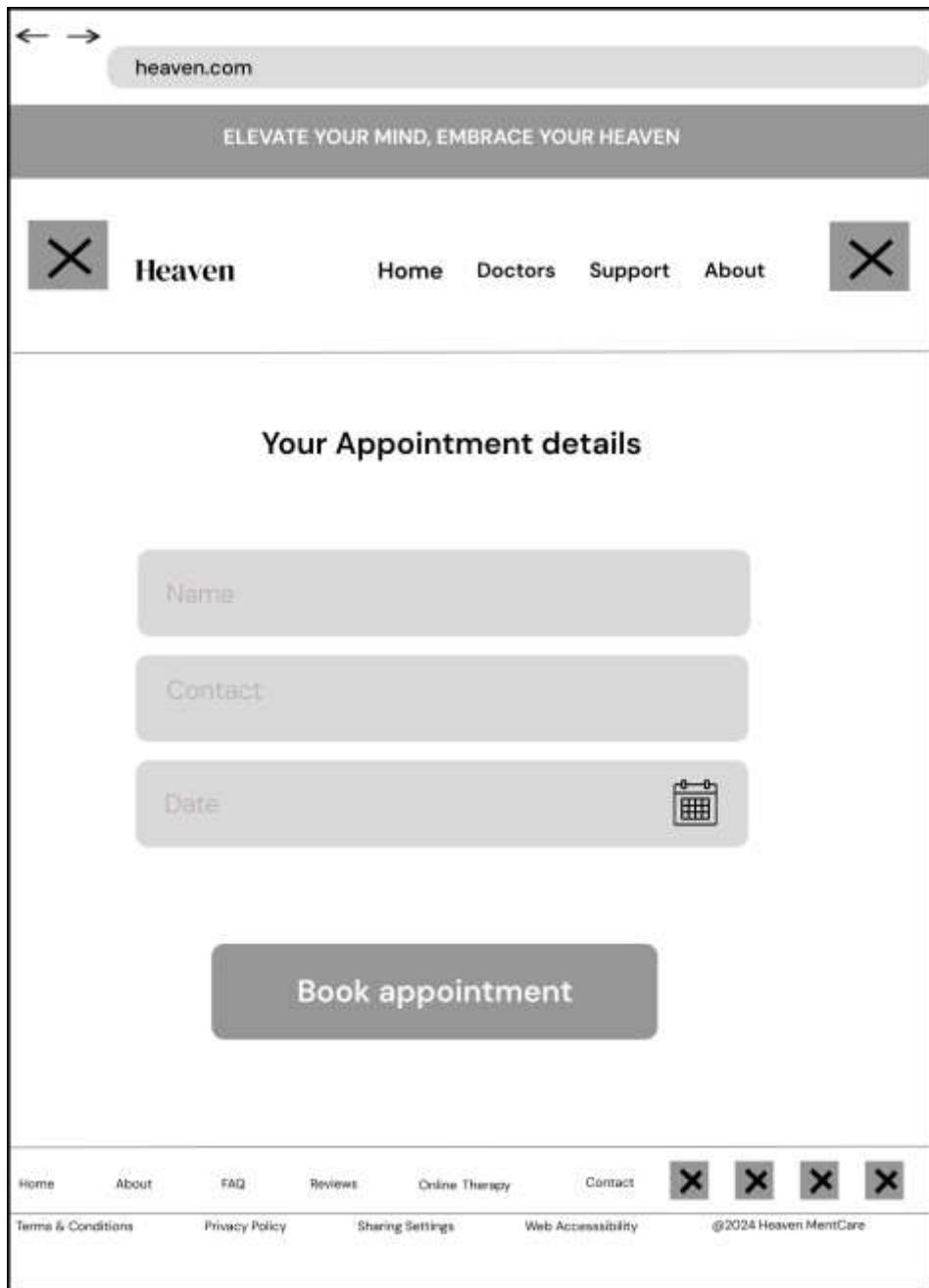


Figure 5.2.8: Book Appointment

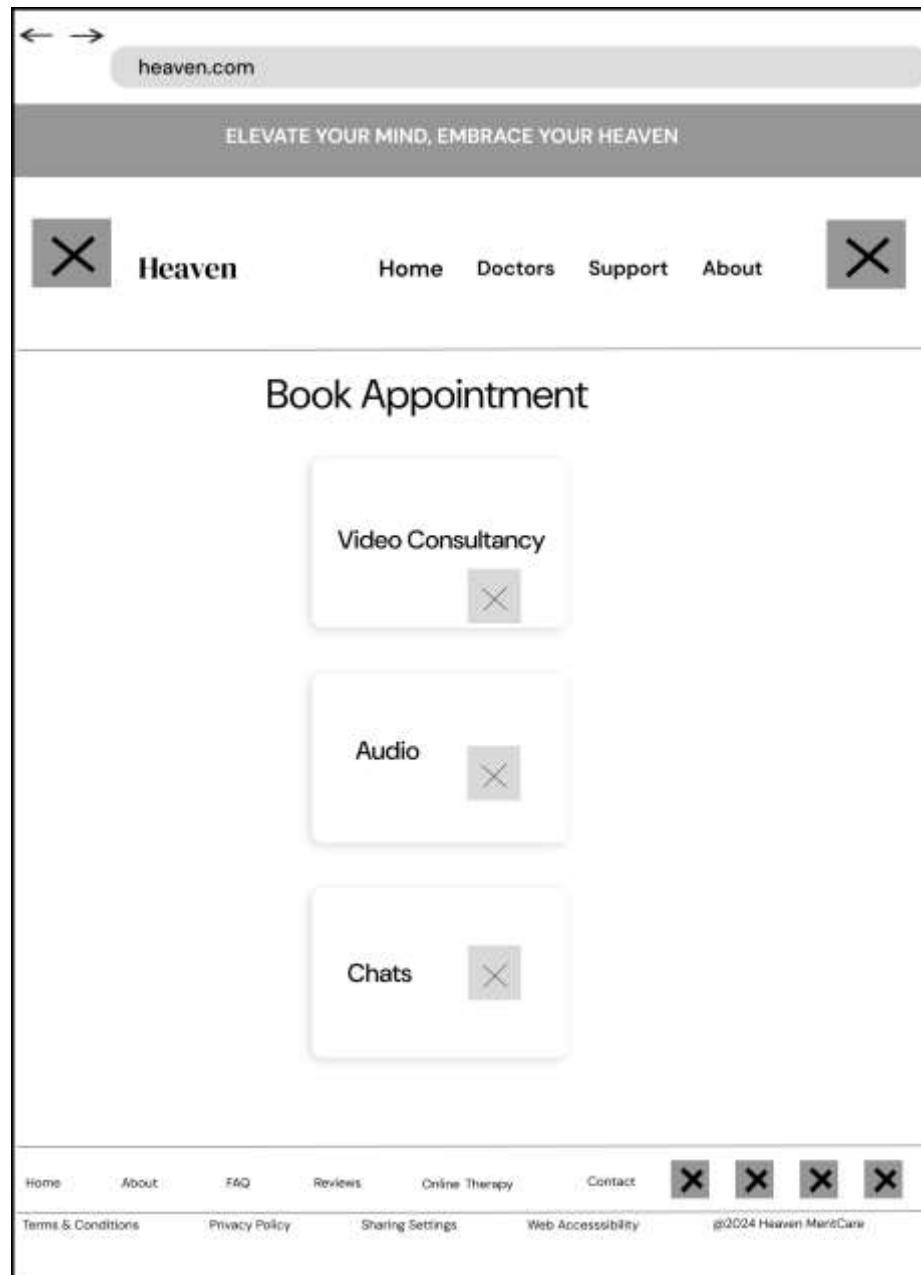


Figure 5.2.9: Consultancy Method

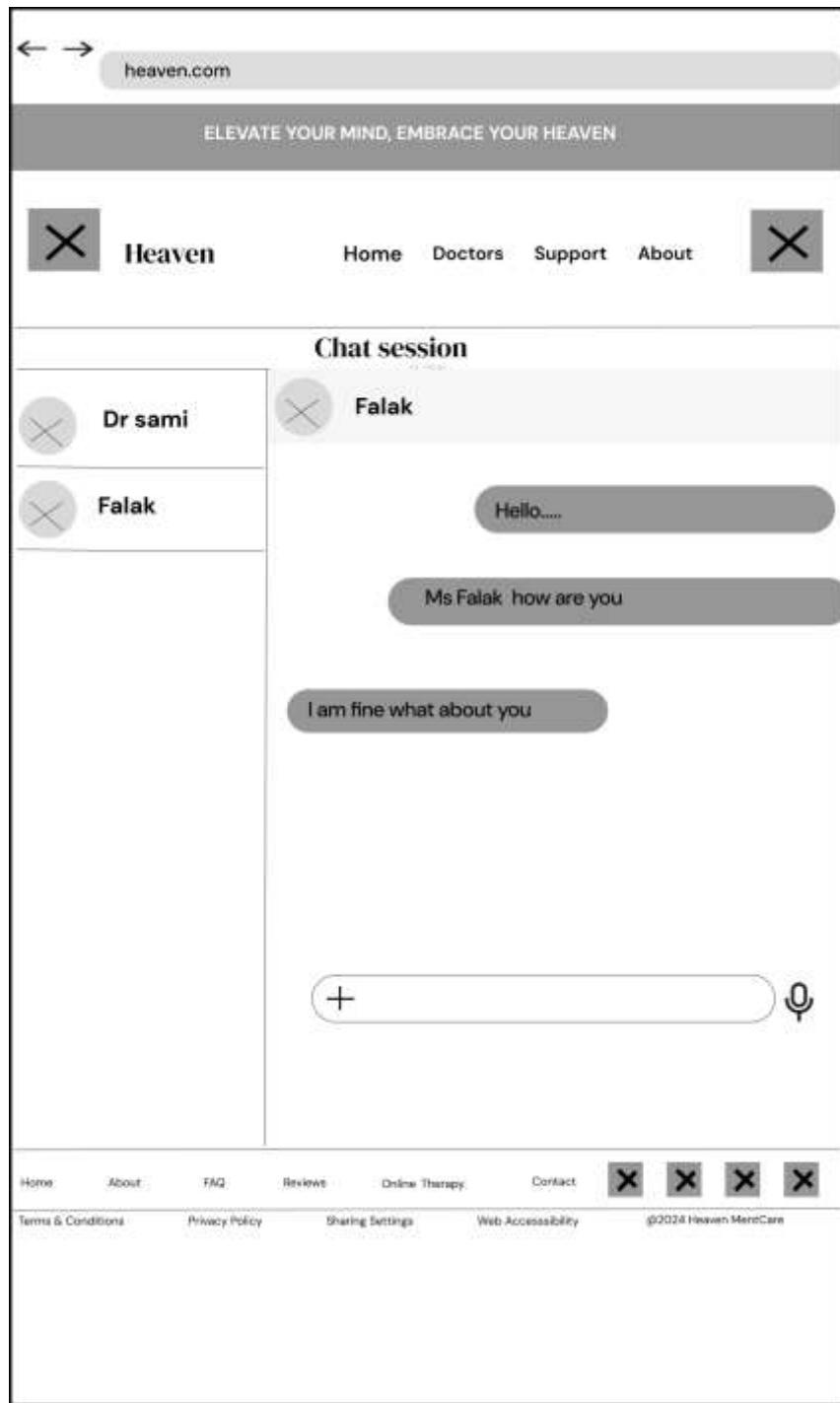


Figure 5.2.10: Chat session

The screenshot shows a mobile browser displaying the Heaven website at heaven.com. The header features a navigation bar with 'Heaven' in the center, flanked by 'Home', 'Doctors', 'Support', and 'About'. There are also 'X' icons in the top corners of the browser window.

The main content area is titled 'Find doctors' and lists six medical professionals:

- Dr Haseeb khan**  
psychiatrist  
MBBS  
Exp: 12year  
[Book](#)
- Dr Amir Ali**  
psychiatrist  
MBBS  
Exp: 10year  
[Book](#)
- Dr Amna fatima**  
psychiatrist  
MBBS  
Exp: 4year  
[Book](#)
- Dr Hussain Amir**  
psychiatrist  
MBBS  
Exp: 1year  
[Book](#)
- Dr Aiera Mobeen**  
psychiatrist  
MBBS  
Exp: 15year  
[Book](#)
- Dr Aryaan Rashid**  
psychiatrist  
MBBS  
Exp: 14year  
[Book](#)

The footer contains links for 'Home', 'About', 'FAQ', 'Reviews', 'Online Therapy', 'Contact', and social media icons for Facebook, Twitter, LinkedIn, and YouTube. It also includes links for 'Terms & Conditions', 'Privacy Policy', 'Sharing Settings', 'Web Accessibility', and a copyright notice '(c)2024 Heaven MentalCare'.

Figure 5.2.11: Find Doctor

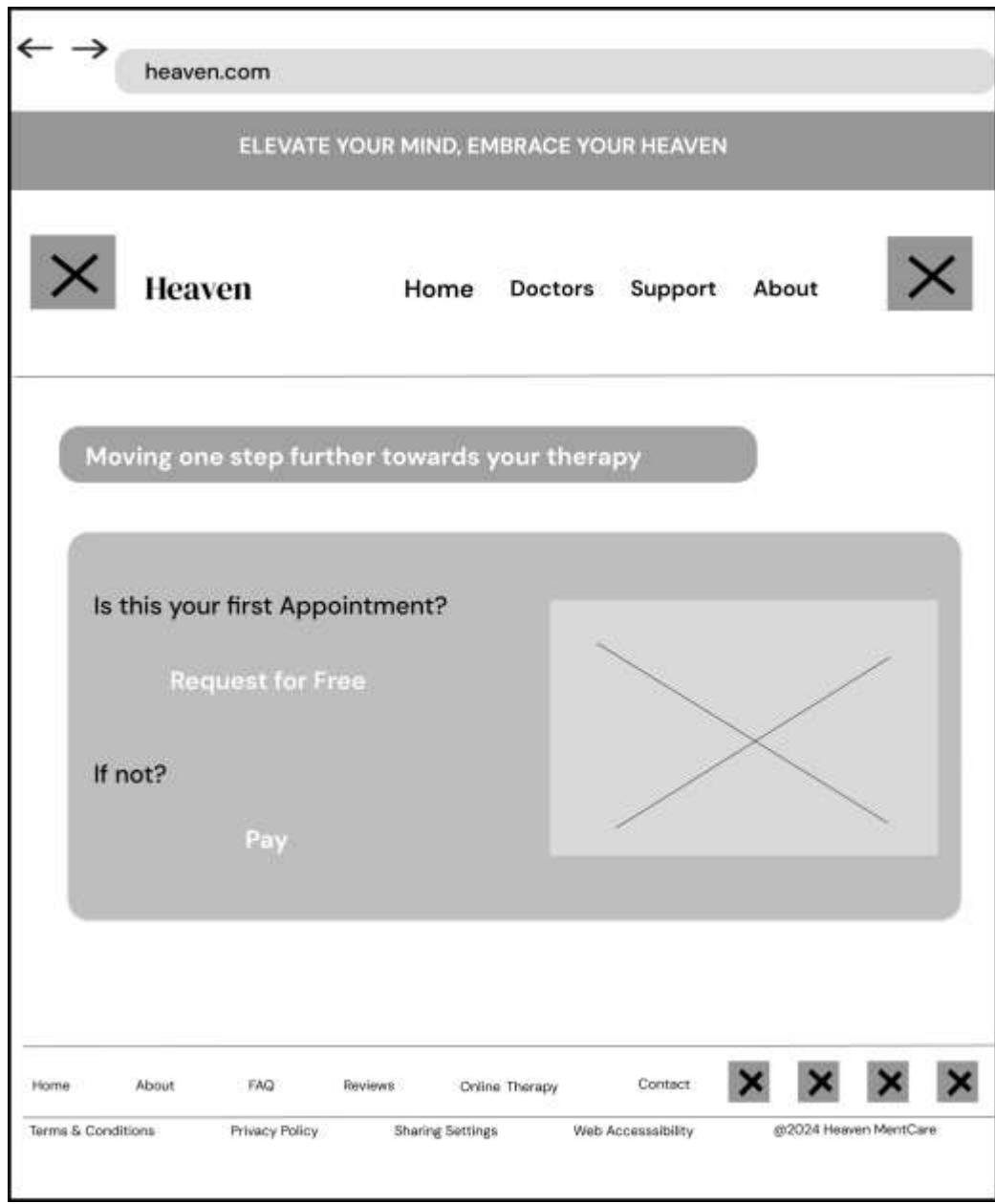


Figure 5.2.12: Free Appointment

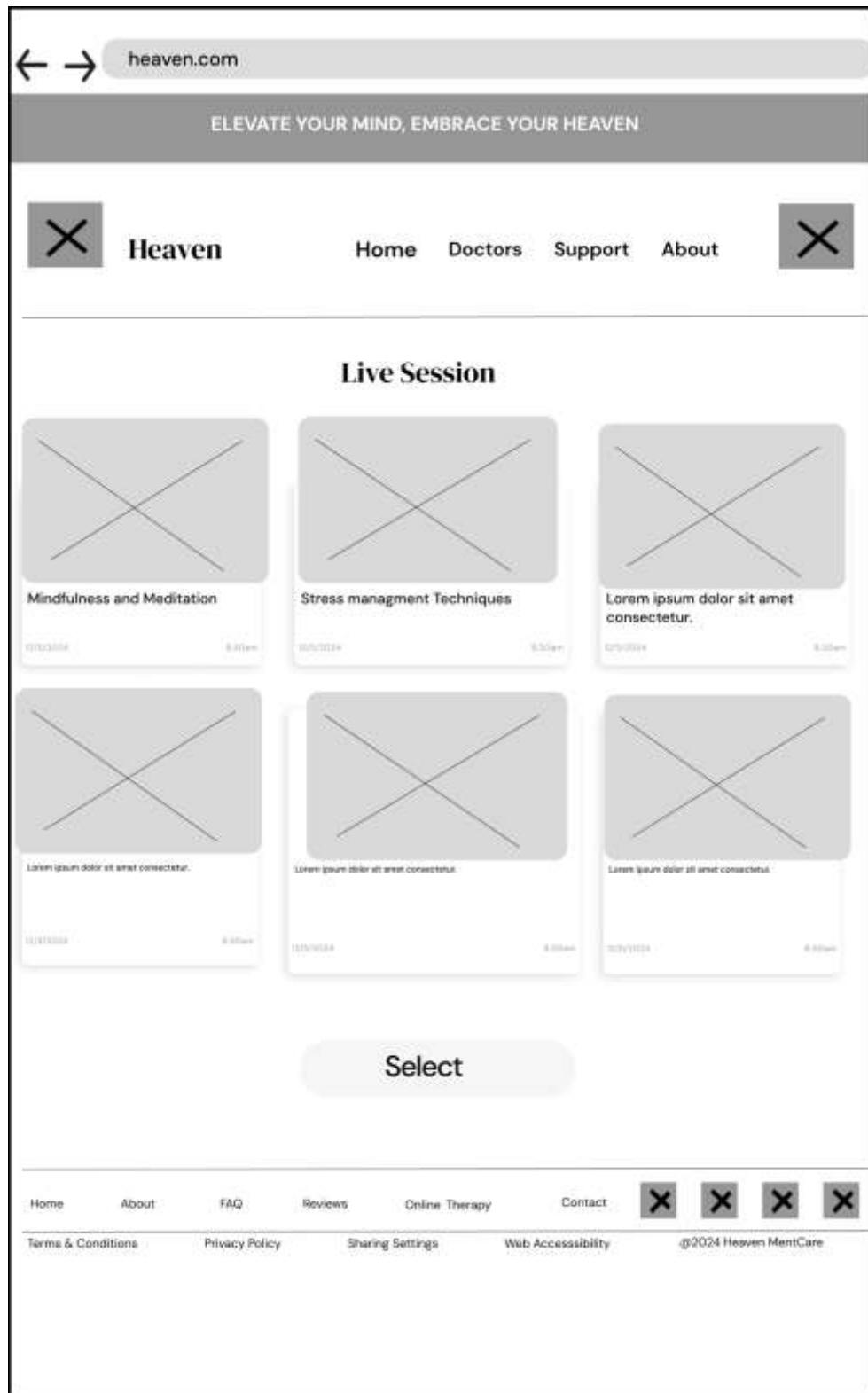


Figure 5.2.13: Live Sessions



Figure 5.2.14: Schedule Live session

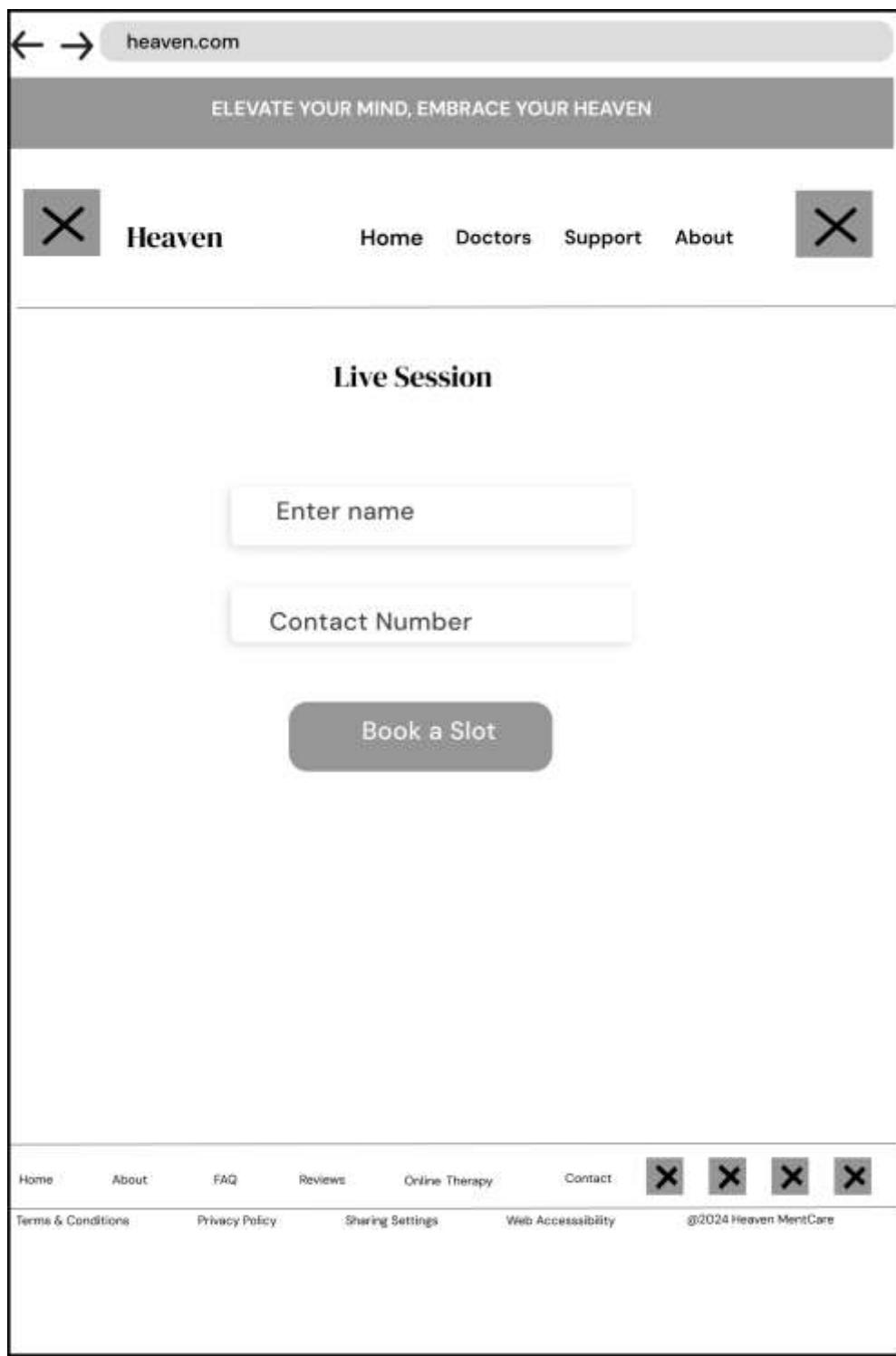


Figure 7.2.91: Book Slot

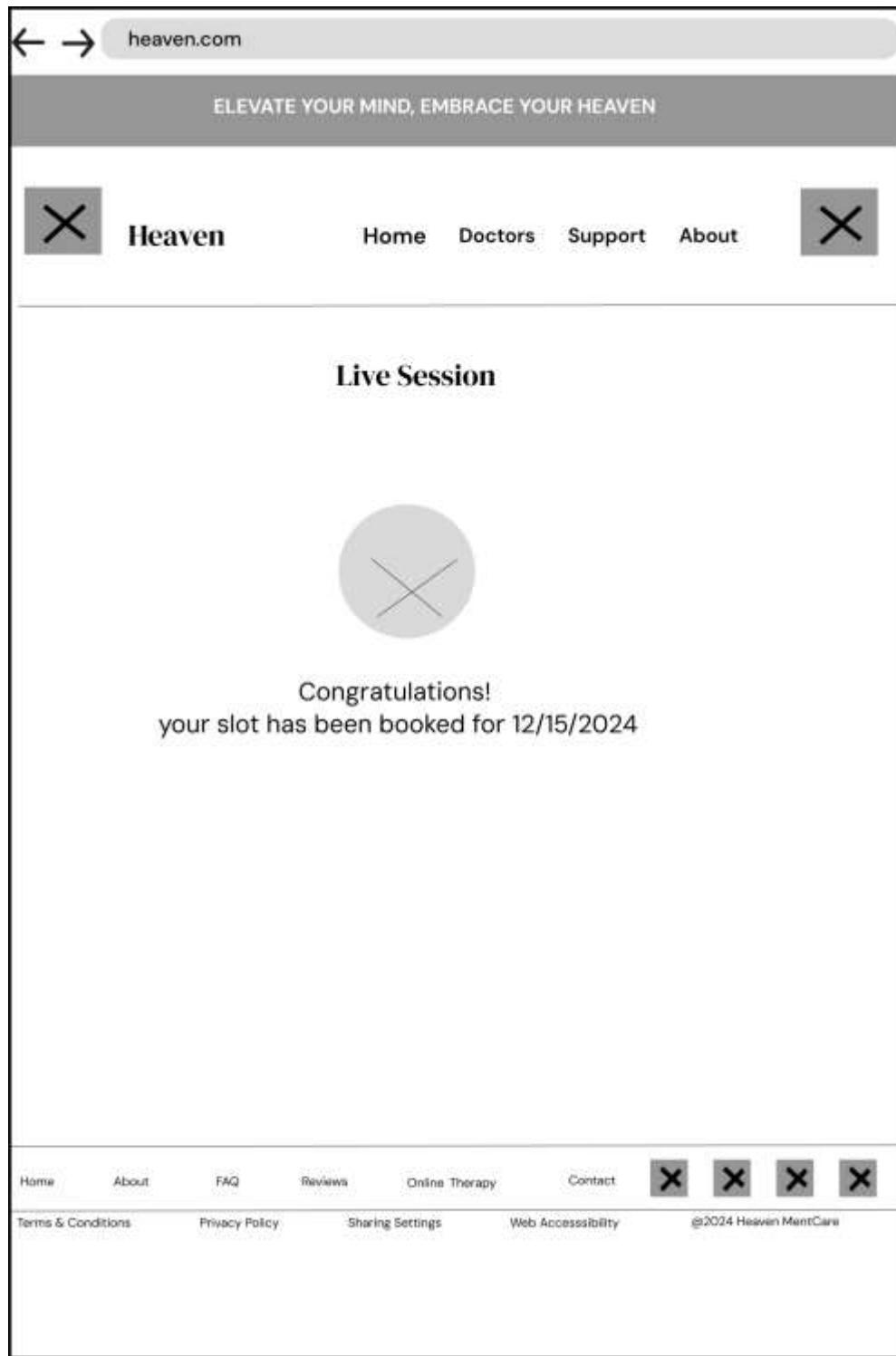


Figure 7.2.92: Session Booked

The screenshot shows a mobile browser displaying the website [heaven.com](http://heaven.com). The header features a navigation bar with a left arrow, a right arrow, and the URL "heaven.com". Below the header is a dark grey banner with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". The main content area has a light grey background. At the top of this area, there is a navigation bar with a "Heaven" logo on the left and "Home" and "Doctors" links on the right. To the right of the "Doctors" link are two large, dark grey rectangular buttons with white "X" icons. Below this is a horizontal line.

**Worksheet**

Completed  
06

In progress  
02

**Assigned Task**

Dr. Ahmed Saleem      5/11/2024

Dr. Kalim Hussain      3/11/2024

Footer links include Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and a copyright notice for @2024 Heaven MentCare. There are also four small dark grey rectangular icons with white "X" symbols at the bottom right.

Figure 7.2.93: Worksheet

The screenshot shows a mobile web page for [heaven.com](https://heaven.com). At the top, there's a navigation bar with a left arrow, right arrow, and the website address. Below it is a dark grey header with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". The main content area has a white background. In the top right corner of the content area, there are two large, semi-transparent "X" icons. The word "Heaven" is centered above a row of five navigation links: Home, Doctors, Support, About, and another "X" icon. Below this is a rounded rectangular button containing the text "How are you feeling today?". Underneath it, the text "Select an Emoji." is displayed. A horizontal row of four emojis is shown: a sad face (Unhappy), a neutral face (Neutral), a smiling face (Happy), and a very happy face (Excited). Below this row, the text "Your Selected Emoji:" is followed by a large, semi-transparent "X" emoji with the caption "(Unhappy)" to its right. A grey callout box contains the question "What Allah says when you feel unhappy?" and a quote from Surah Al-Baqarah (2:186): "And when My servants ask you concerning Me, indeed I am near. I respond to the supplication of the suppliant when he calls upon Me..." — Surah Al-Baqarah (2:186). At the bottom of the page, there's a footer with links for Home, About, FAQ, Reviews, Online Therapy, Contact, and social media icons for Facebook, Twitter, LinkedIn, and YouTube. The footer also includes links for Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and the copyright notice "©2024 Heaven MentalCare".

Figure 7.2.94: Mood Tracker

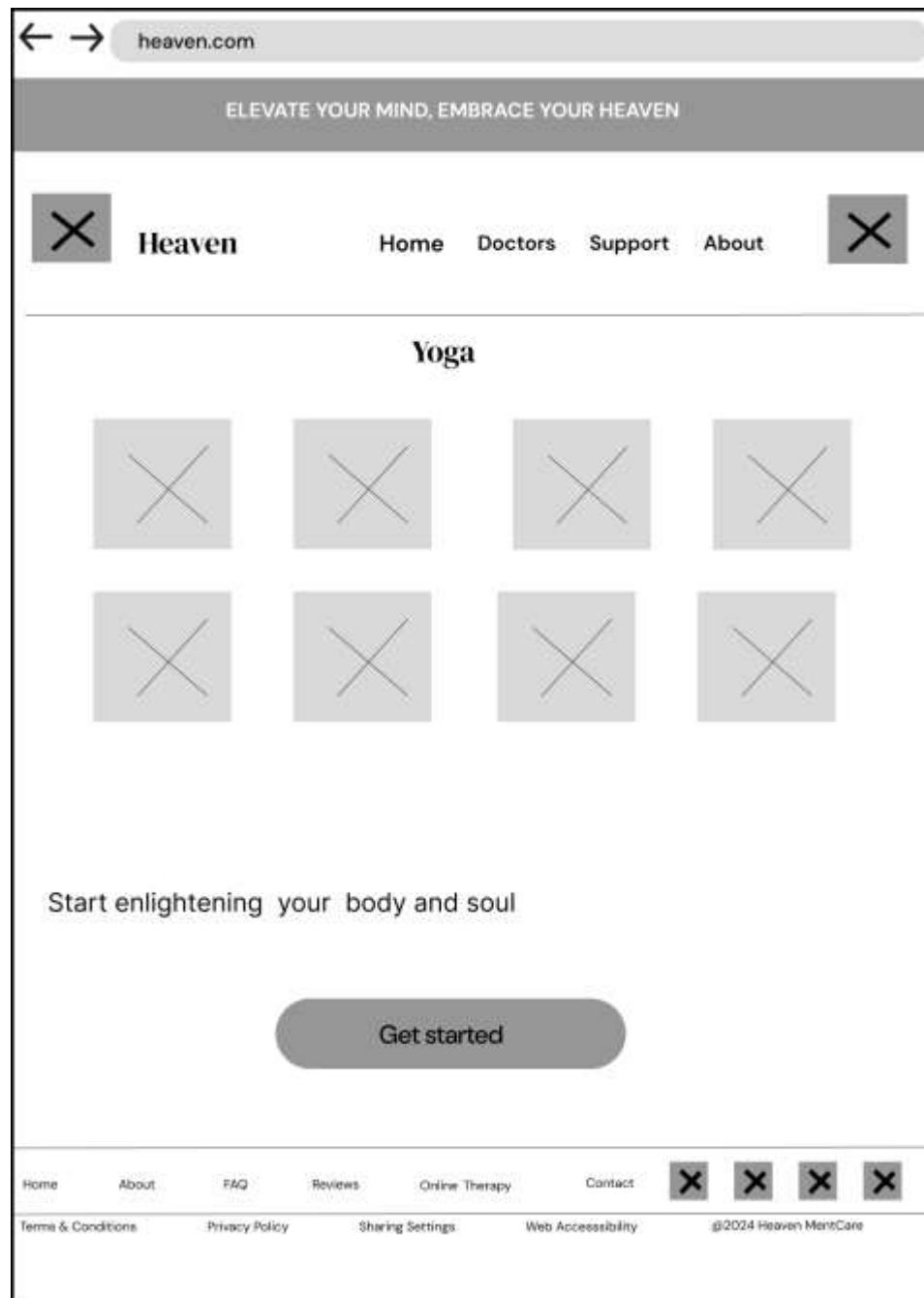


Figure 7.2.95: Guided Yoga

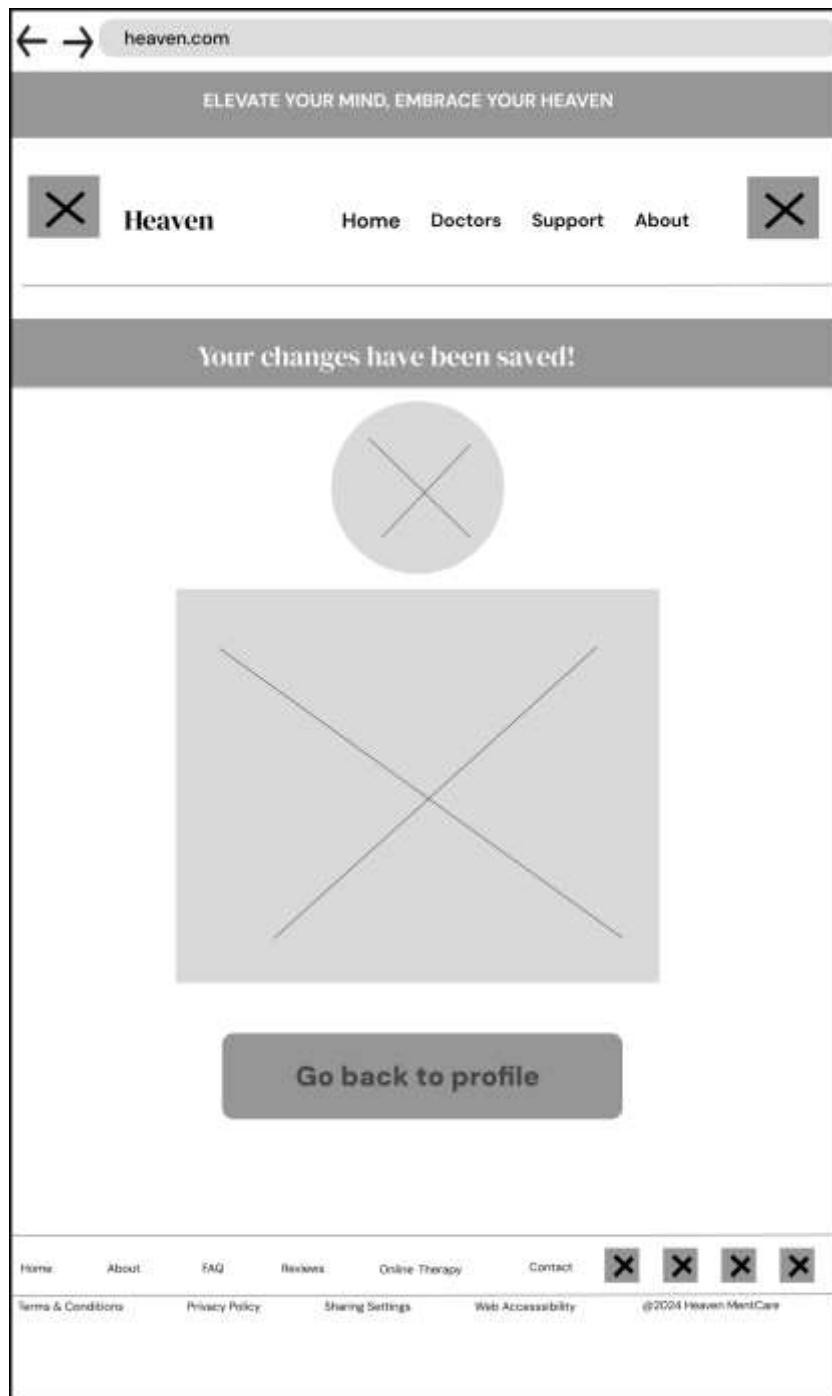


Figure 7.2.96: Changes done

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven Home Doctors Support About X

Help us match you the right therapist

— — — — —

What is your gender identity?

Male

Female

Others

Next

Home About FAQ Reviews Online Therapy Contact X X X X

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MindCare

Figure 7.2.97: Questionnaire

The screenshot shows a web browser window with the URL [heaven.com](http://heaven.com) in the address bar. The page has a dark header with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with icons for "Heaven" (highlighted), "Home", "Doctors", "Support", and "About". A large button in the center says "Help us match you the right therapist". Below it is a section titled "What type of therapy you are looking for?" with three options: "Individual(Myself)", "Couples(For myself and my partner)", and "Teen(for my child)". At the bottom right is a "Next" button. A call-to-action box says "Let's walk through the process of finding the best therapist for you! We'll start with some basic questions". The footer contains links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", along with social media icons for Facebook and Twitter. It also includes links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "©2024 Heaven MentalCare".

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven Home Doctors Support About

Help us match you the right therapist

— — — — —

What type of therapy you are looking for?

Individual(Myself)

Couples(For myself and my partner)

Teen(for my child)

Next

Let's walk through the process of finding the best therapist for you! We'll start with some basic questions

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentalCare

Figure 7.2.98: Questionnaire

The screenshot shows a web page from the website [heaven.com](http://heaven.com). At the top, there is a header bar with a left arrow, a right arrow, and the URL "heaven.com". Below this is a dark grey banner with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". The main content area has a white background. On the left side, there is a large "X" icon followed by the word "Heaven". On the right side, there is another "X" icon. Below this, a button with the text "Help us match you the right therapist" is visible. A dashed horizontal line follows. The question "How old are you?" is centered above five rectangular input fields. Each field contains one of the following age ranges: "1 to 10", "11 to 20", "21 to 30", "31 to 40", and "40 above". At the bottom of the page, there are "Previous" and "Next" navigation links. The footer contains links for "Home", "About", "FAQ", "Reviews", "Online Therapy", "Contact", "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and a copyright notice "©2024 Heaven MentalCare". There are also four small "X" icons in the footer.

Figure 7.2.99: Questionnaire

heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven X

Home Doctors Support About

Help us match you the right therapist

Do you consider yourself to be a spiritual?

Yes

No

Previous Next

Home About FAQ Reviews Online Therapy Contact

X X X X

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MindCare

Figure 7.2.100: Questionnaire

The screenshot shows a web browser window for the website [heaven.com](http://heaven.com). The header features a dark grey bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a "Heaven" logo on the left and links for "Home", "Doctors", "Support", and "About" on the right. A large, semi-transparent button in the center says "Help us match you the right therapist". Below it, a dashed line leads to the question "How important is religion in your life?". Four rectangular options are listed vertically: "Important", "Very important", "Somewhat important", and "Not at all". At the bottom of the page, there are links for "Previous" and "Next", and a footer with social media icons for Facebook, Twitter, LinkedIn, and YouTube. The footer also includes links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", along with "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "@2024 Heaven MentCare".

Figure 7.2.101: Questionnaire

The screenshot shows a web browser window with the URL 'heaven.com' in the address bar. The page has a dark header with the text 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. Below the header is a navigation bar with 'Heaven' on the left, followed by 'Home', 'Doctors', 'Support', and 'About'. There are also two large 'X' icons on the right side of the navigation bar.

A central call-to-action button contains the text 'Help us match you the right therapist'. Below this button is a question: 'Are you currently experiencing overwhelming, sadness, grief, or depression?'. Two options are provided: 'Yes' and 'No', each enclosed in a rounded rectangular button.

A dark gray callout box is positioned below the question, containing the text: 'Psychotherapy can serve as an effective treatment for clinical depression'.

At the bottom of the page, there are links for 'Previous' and 'Next'. The footer contains several links: 'Home', 'About', 'FAQ', 'Reviews', 'Online Therapy', and 'Contact'. To the right of these links are four small 'X' icons. The footer also includes links for 'Terms & Conditions', 'Privacy Policy', 'Sharing Settings', and 'Web Accessibility'. A copyright notice at the bottom right reads '©2024 Heaven MentalCare'.

Figure 7.2.102: Questionnaire

The screenshot shows a web browser displaying the website [heaven.com](http://heaven.com). The page has a dark header with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header, there is a navigation bar with a "Heaven" logo on the left and "Home", "Doctors", "Support", and "About" links on the right. A large, rounded rectangular button in the center contains the text "Help us match you the right therapist". Below this button is a dashed horizontal line. The question "How old are you?" is centered above five rectangular buttons, each containing a range of ages: "1 to 10", "11 to 20", "21 to 30", "31 to 40", and "40 above". At the bottom of the page, there are "Previous" and "Next" navigation links, followed by a footer with links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact". The footer also includes social media icons for Facebook, Twitter, LinkedIn, and YouTube, and links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "@2024 Heaven MentCare".

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven Home Doctors Support About

Help us match you the right therapist

— — — — —

How old are you?

1 to 10

11 to 20

21 to 30

31 to 40

40 above

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentCare

Figure 7.2.103: Questionnaire

The screenshot shows a web browser window with the URL 'heaven.com' in the address bar. The page has a dark header with the text 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. Below the header is a navigation bar with a 'Heaven' logo and links for 'Home', 'Doctors', 'Support', and 'About'. A large button labeled 'Help us match you the right therapist' is centered above a question and three response options. The question is 'How would you rate your current physical health?'. The response options are 'Good', 'Fair', and 'Poor', each enclosed in a separate rounded rectangle. At the bottom of the page are links for 'Previous' and 'Next', and a footer with links for 'Home', 'About', 'FAQ', 'Reviews', 'Online Therapy', 'Contact', 'Terms & Conditions', 'Privacy Policy', 'Sharing Settings', 'Web Accessibility', and a copyright notice '©2024 Heaven MindCare'.

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven Home Doctors Support About

Help us match you the right therapist

— — — — —

How would you rate your current physical health?

Good

Fair

Poor

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MindCare

Figure 7.2.104: Questionnaire

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven Home Doctors Support About X

Help us match you the right therapist

— — — — —

On the scale of 1 to 5, how would you rate your current stress level?

01

02

03

04

05

Previous Next

Home About FAQ Reviews Online Therapy Contact X X X X

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Figure 7.2.105: Questionnaire

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven Home Doctors Support About

Help us match you the right therapist

Over the past 2 weeks, how often you have been bothered by any of the following problems

Trouble falling asleep, staying asleep, or sleeping too much.

Not at all

Several days

More than half the day

Nearly every day

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentalCare

Figure 7.2.106: Questionnaire

The screenshot shows a web browser window with the URL 'heaven.com' in the address bar. The page has a dark header with the text 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. Below the header is a navigation bar with a 'Heaven' logo on the left and links for 'Home', 'Doctors', 'Support', and 'About' on the right. A large, semi-transparent button in the center says 'Help us match you the right therapist'. Below it, a dashed line leads to the question 'What led you consider therapy today?'. Five options are listed in boxes, each with an unchecked checkbox:

- Listens
- Explore my past
- Teaches me new skills
- Challenges my beliefs
- Guide me to set goals

At the bottom, there are 'Previous' and 'Next' buttons. The footer contains links for Home, About, FAQ, Reviews, Online Therapy, Contact, and social media icons for Facebook, Twitter, LinkedIn, and YouTube. It also includes links for Terms & Conditions, Privacy Policy, Sharing Settings, and Web Accessibility, along with a copyright notice for 2024 Heaven MentalCare.

Figure 7.2.107: Questionnaire

The screenshot shows a mobile browser displaying the website [heaven.com](http://heaven.com). The header features a navigation bar with arrows for back and forward, the URL 'heaven.com', and a slogan 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. Below the header is a top navigation bar with a 'Heaven' logo, 'Home', 'Doctors', 'Support', and 'About' links. A large, rounded rectangular button in the center contains the text 'Help us match you the right therapist' above a dashed line. Below the line is the question 'What is your current relationship status?'. Six rectangular buttons are listed vertically, each containing a relationship status: 'Single', 'Relationship', 'Married', 'Divorced', 'Widow', and 'Prefer not to say'. At the bottom of the page are 'Previous' and 'Next' buttons, followed by a footer navigation bar with links for 'Home', 'About', 'FAQ', 'Reviews', 'Online Therapy', 'Contact', and social media icons for Facebook, Twitter, LinkedIn, and YouTube. The footer also includes links for 'Terms & Conditions', 'Privacy Policy', 'Sharing Settings', 'Web Accessibility', and a copyright notice '©2024 Heaven MentalCare'.

Figure 7.2.108: Doctor's details

The screenshot shows a mobile version of the heaven.com website. At the top, there is a header with a left and right arrow icon, the URL "heaven.com", and a slogan "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header, there is a navigation bar with a "Heaven" logo on the left, and "Home", "Doctors", "Support", and "About" links on the right. A large button in the center says "Help us match you the right therapist". Below this button, the text "How do you identify?" is displayed above five rectangular options: "Straight", "Gay", "Bi or Pan", "Lesbian", and "Prefer not to say". At the bottom of the page, there are "Previous" and "Next" buttons, and a footer with links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact". The footer also includes links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and a copyright notice "©2024 Heaven MentalCare".

Figure 7.2.109: Questionnaire

The screenshot shows a mobile browser displaying the [heaven.com](http://heaven.com) website. The header features a dark grey bar with the slogan "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below this is a navigation bar with a left arrow, a right arrow, and the URL "heaven.com". The main content area has a light grey background. At the top of this area, there is a button labeled "Heaven" with a large "X" icon on its left and another "X" icon on its right. To the right of the "Heaven" button are links for "Home", "Doctors", "Support", and "About". A large, rounded rectangular button in the center contains the text "Help us match you the right therapist". Below this button is a horizontal dashed line. The next section asks "Which religion do you identify yourself?" and lists six options in separate rounded rectangular boxes: "Islam", "Christian", "Judaism", "Hinduism", "Others", and "Prefer not to say". At the bottom of the page are "Previous" and "Next" buttons, followed by a footer with links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact". The footer also includes icons for social media platforms (Facebook, Twitter, LinkedIn, YouTube) and links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "©2024 Heaven MentalCare".

Figure 7.2.110: Questionnaire

heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven X

Home Doctors Support About

Help us match you the right therapist

— — — — —

Have you ever be in the therapy before?

Yes

No

Previous Next

Home About FAQ Reviews Online Therapy Contact

X X X X

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentCare

Figure 7.2.111: Questionnaire

The screenshot shows a web browser window with the URL 'heaven.com' in the address bar. The page has a dark header with the text 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. Below the header is a navigation bar with icons for 'Heaven' (selected), 'Home', 'Doctors', 'Support', and 'About'. A large button at the top says 'Help us match you the right therapist'. The main content area contains a question: 'Over the past 2 weeks, how often you have been bothered by any of the following problems'. Below this is a list of four options: 'Little interest or pleasure in doing things?' followed by 'Not at all', 'Several days', 'More than half the day', and 'Nearly every day'. At the bottom of the page are links for 'Previous' and 'Next', and a footer with links for Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and a copyright notice for ©2024 Heaven MentalCare.

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven Home Doctors Support About

Help us match you the right therapist

Over the past 2 weeks, how often you have been bothered by any of the following problems

Little interest or pleasure in doing things?

Not at all

Several days

More than half the day

Nearly every day

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentalCare

Figure 7.2.112: Questionnaire

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

**Heaven**

Home   Doctors   Support   About

Help us match you the right therapist

Over the past 2 weeks, how often you have been bothered by any of the following problems

Feeling down, depressed or hopeless.

Not at all

Several days

More than half the day

Nearly every day

Previous   Next

Home   About   FAQ   Reviews   Online Therapy   Contact  

Terms & Conditions   Privacy Policy   Sharing Settings   Web Accessibility   ©2024 Heaven MentCare

Figure 7.2.113: Questionnaire

The screenshot shows a web browser window with the URL 'heaven.com' in the address bar. The page title is 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. A navigation bar includes a 'Heaven' logo, 'Home', 'Doctors', 'Support', 'About', and a search icon. The main content area features a heading 'Help us match you the right therapist' and a question: 'Over the past 2 weeks, how often you have been bothered by any of the following problems'. Below this is a descriptive text about movement or speaking speed. Four response options are provided: 'Not at all', 'Several days', 'More than half the day', and 'Nearly every day'. At the bottom, there are 'Previous' and 'Next' buttons, and a footer with links for Home, About, FAQ, Reviews, Online Therapy, Contact, and social media icons. Legal links for Terms & Conditions, Privacy Policy, Sharing Settings, and Web Accessibility are also present.

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven Home Doctors Support About

Help us match you the right therapist

Over the past 2 weeks, how often you have been bothered by any of the following problems

Moving or speaking so slowly that other people could have noticed? Or the opposite - being so fidgety or restless that you have been moving around a lot more then usual.

Not at all

Several days

More than half the day

Nearly every day

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentalCare

Figure 7.2.114: Questionnaire

The screenshot shows a web browser window for the website heaven.com. The header features a navigation bar with a left arrow, a right arrow, and the URL 'heaven.com'. Below the header is a dark grey banner with the text 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. The main content area has a white background. On the left is a large 'X' icon, and on the right is another 'X' icon. Below these are the site's navigation links: 'Heaven' (highlighted in blue), 'Home', 'Doctors', 'Support', and 'About'. A central call-to-action button contains the text 'Help us match you the right therapist'. Below this is a dashed horizontal line. A rounded rectangular box contains the question: 'Over the past 2 weeks, how often you have been bothered by any of the following problems'. Inside this box, under the heading 'Feeling tired or having little energy.', are four options: 'Not at all', 'Several days', 'More than half the day', and 'Nearly every day'. At the bottom of the page are links for 'Previous' and 'Next'. The footer includes links for 'Home', 'About', 'FAQ', 'Reviews', 'Online Therapy', and 'Contact'. It also features social media icons for Facebook, Twitter, LinkedIn, and YouTube. The footer also contains links for 'Terms & Conditions', 'Privacy Policy', 'Sharing Settings', and 'Web Accessibility', along with the copyright notice '(c)2024 Heaven MentalCare'.

Figure 7.2.115: Questionnaire

The screenshot shows a web browser window for the website [heaven.com](http://heaven.com). The header features a dark grey bar with the slogan "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a "Heaven" logo on the left and "Home" and "Doctors" links on the right. A "Support" and "About" link are also present on the right side of the navigation bar.

A large, rounded rectangular button in the center contains the text "Help us match you the right therapist". Below this button is a horizontal dashed line. A callout box with a black border and white background asks, "Over the past 2 weeks, how often you have been bothered by any of the following problems".

The main content area displays a list of four items, each in its own rounded rectangular box:

- Poor appetite or overeating.
- Not at all
- Several days
- More than half the day
- Nearly every day

At the bottom of the page, there are "Previous" and "Next" navigation links. The footer contains links to "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact". It also includes links to "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and a copyright notice: "©2024 Heaven MindCare".

Figure 7.2.116: Questionnaire

The screenshot shows a web browser window with the URL 'heaven.com' in the address bar. The page has a dark header with the text 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. Below the header is a navigation bar with 'Heaven' on the left and 'Home' (highlighted), 'Doctors', 'Support', and 'About' on the right. A large button labeled 'Help us match you the right therapist' is centered above a dashed line. A box contains the question: 'Over the past 2 weeks, how often you have been bothered by any of the following problems'. Below the question are three options: 'Several days', 'More than half the day', and 'Nearly every day'. At the bottom, there are 'Previous' and 'Next' buttons, and a footer with links to 'Home', 'About', 'FAQ', 'Reviews', 'Online Therapy', 'Contact', 'Terms & Conditions', 'Privacy Policy', 'Sharing Settings', 'Web Accessibility', and the copyright notice '©2024 Heaven MentalCare'.

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven Home Doctors Support About

Help us match you the right therapist

Over the past 2 weeks, how often you have been bothered by any of the following problems

Feeling bad about yourself – or that you are a failure or have let yourself or your family down?

Several days

More than half the day

Nearly every day

Previous Next

Home About FAQ Reviews Online Therapy Contact  
Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentalCare

Figure 7.2.117: Questionnaire

The screenshot shows a web browser window for the website [heaven.com](http://heaven.com). The header features a dark grey bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below this is a navigation bar with icons for "Heaven" (a cross), "Home", "Doctors", "Support", and "About". A large button in the center says "Help us match you the right therapist". Below it is a question in a box: "Over the past 2 weeks, how often you have been bothered by any of the following problems". A list of symptoms follows, each with a radio button for selection: "Trouble concentrating on things, such as reading the newspaper or watching TV." The options are "Not at all", "Several days", "More than half the day", and "Nearly every day". At the bottom, there are "Previous" and "Next" buttons, and social media sharing icons for Facebook, Twitter, LinkedIn, and Email.

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven Home Doctors Support About

Help us match you the right therapist

Over the past 2 weeks, how often you have been bothered by any of the following problems

Trouble concentrating on things, such as reading the newspaper or watching TV.

Not at all

Several days

More than half the day

Nearly every day

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentCare

Figure 7.2.118: Questionnaire

**ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN**

**X Heaven** [Home](#) [Doctors](#) [Support](#) [About](#) **X**

**Help us match you the right therapist**

Over the past 2 weeks, how often you have been bothered by any of the following problems

Thoughts that you would be better off dead or of hurting yourself in some way.

Not at all

Several days

More than half the day

Nearly every day

Previous [Next](#)

[Home](#) [About](#) [FAQ](#) [Reviews](#) [Online Therapy](#) [Contact](#)

[Terms & Conditions](#) [Privacy Policy](#) [Sharing Settings](#) [Web Accessibility](#) ©2024 Heaven MentalCare

Figure 7.2.119: Questionnaire

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven Home Doctors Support About X

Help us match you the right therapist

Over the past 2 weeks, how often you have been bothered by any of the following problems

How difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?

Several days

More than half the day

Nearly every day

Previous Next

Home About FAQ Reviews Online Therapy Contact X X X X

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentCare

Figure 7.2.120: Questionnaire

The screenshot shows a web browser window with the URL [heaven.com](http://heaven.com) in the address bar. The page title is "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". The navigation menu includes "Heaven" (with a left arrow icon), "Home", "Doctors", "Support", and "About" (with a right arrow icon). A large button in the center says "Help us match you the right therapist". Below it is a question: "Are you currently employed?" with two options: "Yes" and "No". At the bottom, there are links for "Previous" and "Next", and a footer with links for "Home", "About", "FAQ", "Reviews", "Online Therapy", "Contact", "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "@2024 Heaven MentCare".

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven Home Doctors Support About X

Help us match you the right therapist

— — — — —

Are you currently employed?

Yes

No

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility @2024 Heaven MentCare

Figure 7.2.121: Questionnaire

The screenshot shows a web page from the website [heaven.com](http://heaven.com). The header features a navigation bar with a left arrow, right arrow, and the website address. Below the header is a dark banner with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". The main content area has a light background. On the left and right sides of the content area are large gray "X" icons. The central content is enclosed in a rounded rectangle. At the top of this section is the text "Help us match you the right therapist". Below this is a horizontal dashed line. The main question is "Do you have any problems or worries about intimacy?". Two rectangular buttons are present: one labeled "Yes" and one labeled "No". At the bottom of the page are links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact". There are also links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and a copyright notice "@2024 Heaven MentCare". Navigation arrows for "Previous" and "Next" are located at the bottom right.

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven X

Home Doctors Support About

Help us match you the right therapist

— — — — —

Do you have any problems or worries about intimacy?

Yes

No

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility @2024 Heaven MentCare

Figure 7.2.122: Questionnaire

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven X

Home Doctors Support About

Help us match you the right therapist

— — — — —

When was the last time you thought about suicide?

Never

Once a year ago

Over three months ago

Over month ago

Over two weeks ago

In last two weeks

Previous Next

Home About FAQ Reviews Online-Therapy Contact X X X X

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MindCare

Figure 7.2.123: Questionnaire

The screenshot shows a web browser window with the URL [heaven.com](http://heaven.com). The page has a dark header bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below this is a navigation bar with icons for "Heaven" (with a magnifying glass), "Home", "Doctors", "Support", and "About", followed by another icon with an "X". A large button in the center says "Help us match you the right therapist". Below it is a dashed line and the question "Who referred you to have MentCare?". Six options are listed in boxes: "YouTube", "Instagram", "Facebook", "Friends or Family", "TV", and "Others". At the bottom are "Previous" and "Next" buttons, and social media sharing icons for Facebook, Twitter, LinkedIn, and Email. The footer includes links for "Home", "About", "FAQ", "Reviews", "Online Therapy", "Contact", "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "©2024 Heaven MentCare".

Figure 7.2.124: Questionnaire

The screenshot shows a web browser window for the website [heaven.com](http://heaven.com). The page has a dark header with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a "Heaven" logo and links for Home, Doctors, Support, and About. A large button in the center says "Help us match you the right therapist". Below it is a question: "Are you currently experiencing anxiety, panic attacks or have any phobia?". Two buttons, "Yes" and "No", are shown. At the bottom, there are "Previous" and "Next" buttons, and social media sharing icons for Facebook, Twitter, LinkedIn, and Email. The footer includes links for Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and copyright information.

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven Home Doctors Support About

Help us match you the right therapist

Are you currently experiencing anxiety, panic attacks or have any phobia?

Yes

No

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentCare

Figure 7.2.125: Questionnaire

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven Home Doctors Support About X

Help us match you the right therapist

— — — — —

Are you currently taking any medication?

Yes

No

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentCare

Figure 7.2.126: Questionnaire

The screenshot shows a web browser window with the URL 'heaven.com' in the address bar. The page has a dark header with the text 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. Below the header, there is a navigation bar with 'Heaven' on the left and 'Home' (highlighted), 'Doctors', 'Support', and 'About' on the right. A large button in the center says 'Help us match you the right therapist'. Below it is a question: 'Are you currently experiencing any chronic pain ?' with 'Yes' and 'No' options. At the bottom, there are 'Previous' and 'Next' buttons, and a footer with links to 'Home', 'About', 'FAQ', 'Reviews', 'Online Therapy', 'Contact', 'Terms & Conditions', 'Privacy Policy', 'Sharing Settings', 'Web Accessibility', and a copyright notice '©2024 Heaven MentCare'.

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven Home Doctors Support About X

Help us match you the right therapist

— — — — —

Are you currently experiencing any chronic pain ?

Yes

No

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentCare

Figure 7.2.127: Questionnaire

The screenshot shows a web page from the website [heaven.com](http://heaven.com). The header features a navigation bar with left and right arrows, the domain name "heaven.com", and a slogan "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a top navigation menu with "Heaven" (highlighted with a red box), "Home", "Doctors", "Support", and "About". On either side of the "Heaven" menu item are large gray "X" icons. A central call-to-action button reads "Help us match you the right therapist". Below this, a question asks "How would you rate your current financial status?" with three options: "Good", "Fair", and "Poor", each enclosed in a rounded rectangle. At the bottom of the page are links for "Previous" and "Next", and a footer containing links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", along with four social media icons. The footer also includes links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "@2024 Heaven MentCare".

Figure 7.2.128: Questionnaire

The screenshot shows a web browser window with the URL "heaven.com" in the address bar. The page has a dark header with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a "Heaven" logo and links for "Home", "Doctors", "Support", and "About". A large button in the center says "Help us match you the right therapist". Below it is a question: "How would you prefer to communicate with your Therapist?". Three options are listed in boxes: "Via Message", "Via Phone Call", and "Live Sessions". At the bottom, there are "Previous" and "Next" buttons, and a footer with links for "Home", "About", "FAQ", "Reviews", "Online Therapy", "Contact", "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and a copyright notice "©2024 Heaven MentalCare".

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven Home Doctors Support About X

Help us match you the right therapist

— — — — —

How would you prefer to communicate with your Therapist?

Via Message

Via Phone Call

Live Sessions

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentalCare

Figure 7.2.129: Questionnaire

The screenshot shows a web browser window with the URL 'heaven.com' in the address bar. The main header features the text 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. Below the header, there is a navigation bar with a 'Heaven' logo on the left and links for 'Home', 'Doctors', 'Support', and 'About' on the right. A large, rounded rectangular button in the center contains the text 'Help us match you the right therapist'. Below this button, a dashed horizontal line leads to a block of text: 'It's important to have a therapist who you can establish a personal connection with. The following questions are designed to help match you to a licensed therapist based on your needs and personal preferences.' Three rectangular buttons are listed vertically below this text, labeled 'Good', 'Fair', and 'Poor', intended for user selection.

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven Home Doctors Support About

Help us match you the right therapist

— — — — —

It's important to have a therapist who you can establish a personal connection with. The following questions are designed to help match you to a licensed therapist based on your needs and personal preferences.

Good

Fair

Poor

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentCare

Figure 7.2.130: Questionnaire

The screenshot shows a web browser window with the URL 'heaven.com' in the address bar. The page has a dark header with the text 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. Below the header is a navigation bar with 'Heaven' on the left, followed by 'Home', 'Doctors', 'Support', and 'About' links, and a search icon on the right. A large, rounded rectangular button in the center contains the text 'Help us match you the right therapist'. Below this button is a question: 'Which of the following resources would be useful for you?'. Six options are listed, each with a checkbox to its left:

- Support Group
- Therapy General
- Worksheets
- Goals/Habit tracking
- Educational Webinars
- Others

At the bottom of the page are 'Previous' and 'Next' navigation links, and a footer with links to 'Home', 'About', 'FAQ', 'Reviews', 'Online Therapy', and 'Contact', along with links to 'Terms & Conditions', 'Privacy Policy', 'Sharing Settings', 'Web Accessibility', and a copyright notice '©2024 Heaven MentCare'.

Figure 7.2.131: Questionnaire

The screenshot shows a web browser window with the URL 'heaven.com' in the address bar. The page has a dark header with the text 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. Below the header is a navigation bar with 'Heaven' on the left and 'Home' (highlighted), 'Doctors', 'Support', and 'About' on the right. A large button in the center says 'Help us match you the right therapist'. Below it is a question: 'Are there any specific preferences for your therapist?'. Five options are listed in boxes with checkboxes:

- Male therapist
- Female therapist
- Islam based therapist
- Therapist from LGBTQ community
- Older therapist (45+)

At the bottom, there are 'Previous' and 'Next' buttons, and a footer with links for Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and a copyright notice for @2024 Heaven MentCare. There are also four small decorative icons in the footer.

Figure 7.2.132: Questionnaire

The screenshot shows a web page from heaven.com. At the top, there is a header bar with a left arrow, a right arrow, and the text "heaven.com". Below this is a dark grey banner with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". The main navigation menu includes a "Heaven" icon and the words "Home", "Doctors", "Support", and "About". On the far left and right sides of the page are large "X" icons.

In the center, there is a large button with the text "Help us match you the right therapist". Below this is a dashed horizontal line followed by the question "How would you describe your sleep pattern?". Three options are listed in separate rounded rectangular boxes: "Normal sleep", "Walk up often", and "Difficulty in sleep".

At the bottom of the page, there are links for "Previous" and "Next". Below these are several small links: "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact". To the right of these are four small "X" icons. At the very bottom, there are links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "@2024 Heaven MentCare".

Figure 7.2.133: Questionnaire

The screenshot shows a web browser window with the URL 'heaven.com' in the address bar. The page has a dark header with the text 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. Below the header is a navigation bar with 'Heaven' on the left, followed by 'Home', 'Doctors', 'Support', and 'About' on the right. There are also two large gray 'X' icons on the sides of the navigation bar.

A prominent button in the center says 'Help us match you the right therapist'. Below it is a dashed-line input field. A text overlay reads: 'Answer this last question and join 11,960 people who started therapy this week with their tailored therapist match.' Below the input field, another text overlay says: 'Answering this question will help your therapist where to begin.'

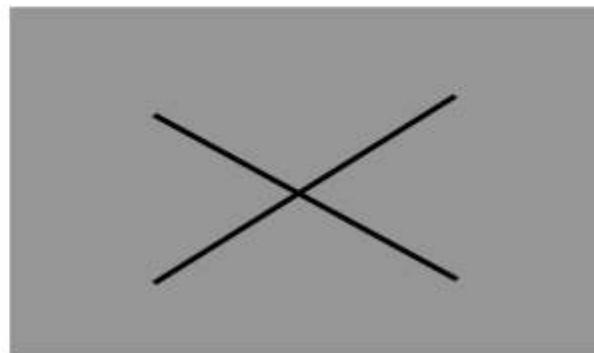
At the bottom, there are 'Previous' and 'Submit' buttons. The footer contains links for 'Home', 'About', 'FAQ', 'Reviews', 'Online Therapy', and 'Contact'. It also features four social media icons (Facebook, Twitter, LinkedIn, YouTube) and links for 'Terms & Conditions', 'Privacy Policy', 'Sharing Settings', 'Web Accessibility', and the copyright notice '@2024 Heaven MentCare'.

Figure 7.2.134: Questionnaire

heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven Home Doctors Support About X



You have successfully completed the survey. Taking this next step is a great move towards understanding your mental health's needs and starting your journey to well-being.

Click below button to choose doctor and book appointment

NEXT

Home About FAQ Reviews Online Therapy Contact X X X X

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentCare

Figure 7.2.135: Questionnaire Completion message

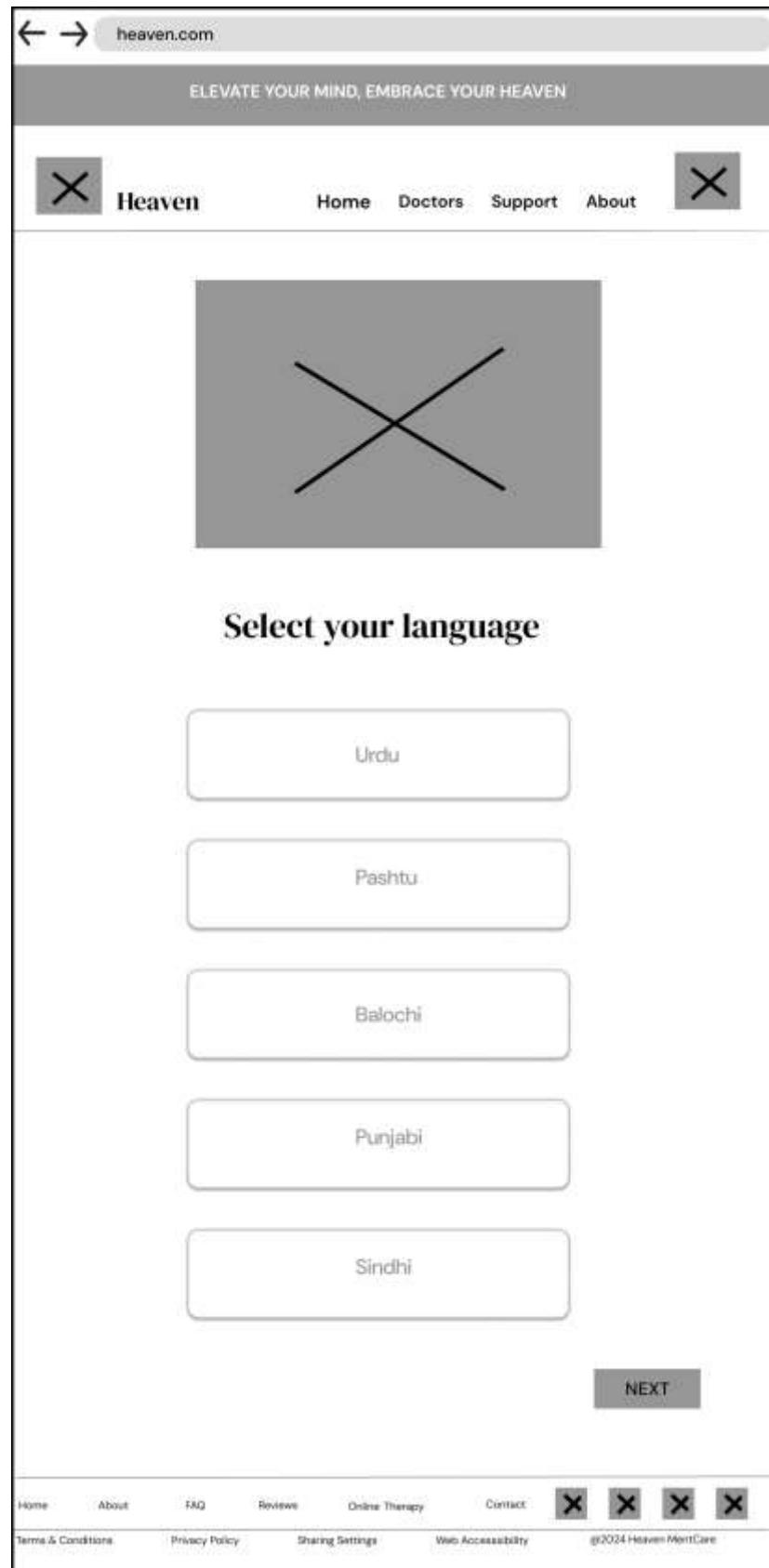


Figure 7.2.136: Select Language

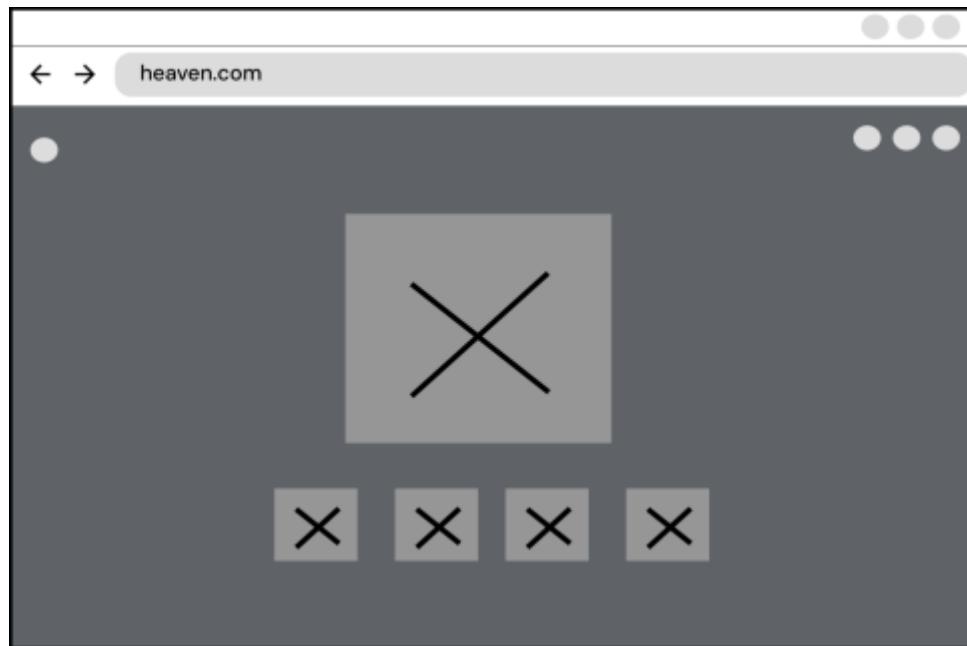


Figure 7.2.137: Phone call sessions

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven Home Doctors Support About X

< Progress

Therapy weekly Progress

Assigned Tasks	06
Completed Tasks	02
Follow-ups	06
Upcoming	05

X

Home About FAQ Reviews Online Therapy Contact X X X X

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility @2024 Heaven MentCare

Figure 7.2.138: Progress Tracking

The screenshot shows a mobile web interface for the website heaven.com. At the top, there is a header bar with a back/forward button, the URL 'heaven.com', and a slogan 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. Below the header is a navigation bar with a 'Heaven' logo and links for 'Home', 'Doctors', 'Support', and 'About'. The main content area has a title 'Patient information' and displays a profile for a patient named 'Aryan khan'. The profile includes a placeholder image with a large 'X', the name 'Aryan khan', gender 'Male', age '25 years old', and phone number '03244592303'. A note states 'Diagnosed with depression in 2023'. Below this is a section titled 'Request Details' with the text 'Looking for help with managing daily stress and anxiety'. A large 'Chat' button is present. Under 'Survey Results', there is a numbered list of five items describing the patient's stress levels, triggers, and coping mechanisms. At the bottom, there is a 'Text' button and a footer navigation bar with links for Home, About, FAQ, Reviews, Online Therapy, Contact, and several social media icons. The footer also includes links for Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and a copyright notice '(c)2024 Heaven MentalCare'.

Patient information

Aryan khan  
Male  
25 years old  
03244592303

Diagnosed with depression in 2023

Request Details

Looking for help with managing daily stress and anxiety

Chat

Survey Results

1. Stress Levels: The patient experiences moderate stress daily, primarily in the late afternoon.
2. Primary Stressors: Challenges include balancing work deadlines and managing personal responsibilities.
3. Coping Mechanisms: The patient frequently uses deep breathing and journaling for stress relief.
4. Anxiety Triggers: Feeling overwhelmed by multitasking and unexpected changes increases anxiety levels.
5. Effectiveness of Interventions: Mindfulness exercises have been moderately helpful, with noticeable improvement in focus and mood stabilization.

Text

Home   About   FAQ   Reviews   Online Therapy   Contact   [X](#) [X](#) [X](#) [X](#)

Terms & Conditions   Privacy Policy   Sharing Settings   Web Accessibility   (c)2024 Heaven MentalCare

Figure 7.2.139: Patient Information

The screenshot shows a mobile web interface for the website heaven.com. At the top, there's a header bar with a left arrow, a right arrow, and the URL 'heaven.com'. Below this is a dark grey banner with the text 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. The main navigation menu includes a 'Heaven' logo, 'Home', 'Doctors', 'Support', and 'About', with a right arrow icon on the far right.

## Patient information

A card displays patient details:

- Profile picture placeholder (X)
- Name: Amna zahoor
- Gender: Female
- Age: 22 years old
- Contact: 02323254273

Text below the card states: 'Diagnosed with mild anxiety in 2023'

### Request Details

Text: Looking for help with managing daily stress and anxiety

**Chat** button

### Survey Results

1. Stress Levels: The patient experiences moderate stress daily, primarily in the late afternoon.
2. Primary Stressors: Challenges include balancing work deadlines and managing personal responsibilities.
3. Coping Mechanisms: The patient frequently uses deep breathing and journaling for stress relief.
4. Anxiety Triggers: Feeling overwhelmed by multitasking and unexpected changes increases anxiety levels.
5. Effectiveness of Interventions: Mindfulness exercises have been moderately helpful, with noticeable improvement in focus and mood stabilization.

**Text** button

Footer navigation links: Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility. On the right, there are five social media icons (Facebook, Twitter, LinkedIn, YouTube, Instagram) and the copyright notice ©2024 Heaven MindCare.

Figure 7.2.140: Patient Information

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven Home Doctors Support About X

Doctors

Search a therapist, Psychologist etc.

Dr. Ahmed Saleem  
Psychiatrist  
MBBS  
\$20 Exp: 12y Book

Dr. Kalim Hussain  
Psychiatrist  
MBBS  
\$20 Exp: 06y Book

Dr. Rahida Parveen  
Psychiatrist  
MBBS  
\$20 Exp: 12y Book

Home About FAQ Reviews Online Therapy Contact X X X X

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MindCare

Figure 7.2.141: Doctors

The screenshot shows a web browser displaying a doctor's profile on the website heaven.com. The header features a navigation bar with links for Home, Doctors, Support, and About. A large button labeled "Doctors's Profile" is centered above the doctor's information. The doctor profile for Dr. Ahmed Saleem includes a placeholder image with a large 'X' over it, his title as a Psychiatrist MBBS, and a 5.0 rating. Below this, summary statistics are provided: 200 Patients, 200 Reviews, and 12 years of Experience. A "Your Summary" section is present, followed by two tabs: "Text" and "Survey Result". The footer contains links for Home, About, FAQ, Reviews, Online Therapy, Contact, and various social media icons. It also includes links for Terms & Conditions, Privacy Policy, Sharing Settings, and Web Accessibility, along with a copyright notice for 2024.

heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven

Home Doctors Support About

Doctors's Profile

**Dr. Ahmed Saleem**

Psychiatrist  
MBBS

\*\*\*\*\* 5.0

Patients 200 | Reviews 200 | Experience 12y

Your Summary

A comprehensive summary including the patient's medical history, mental health symptoms, current medications, behavioral observations, and any significant life events. This document assists doctors in understanding the patient's condition for accurate diagnosis and personalized treatment planning.

Text Survey Result

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MindCare

Figure 7.2.142: Doctor's Profile

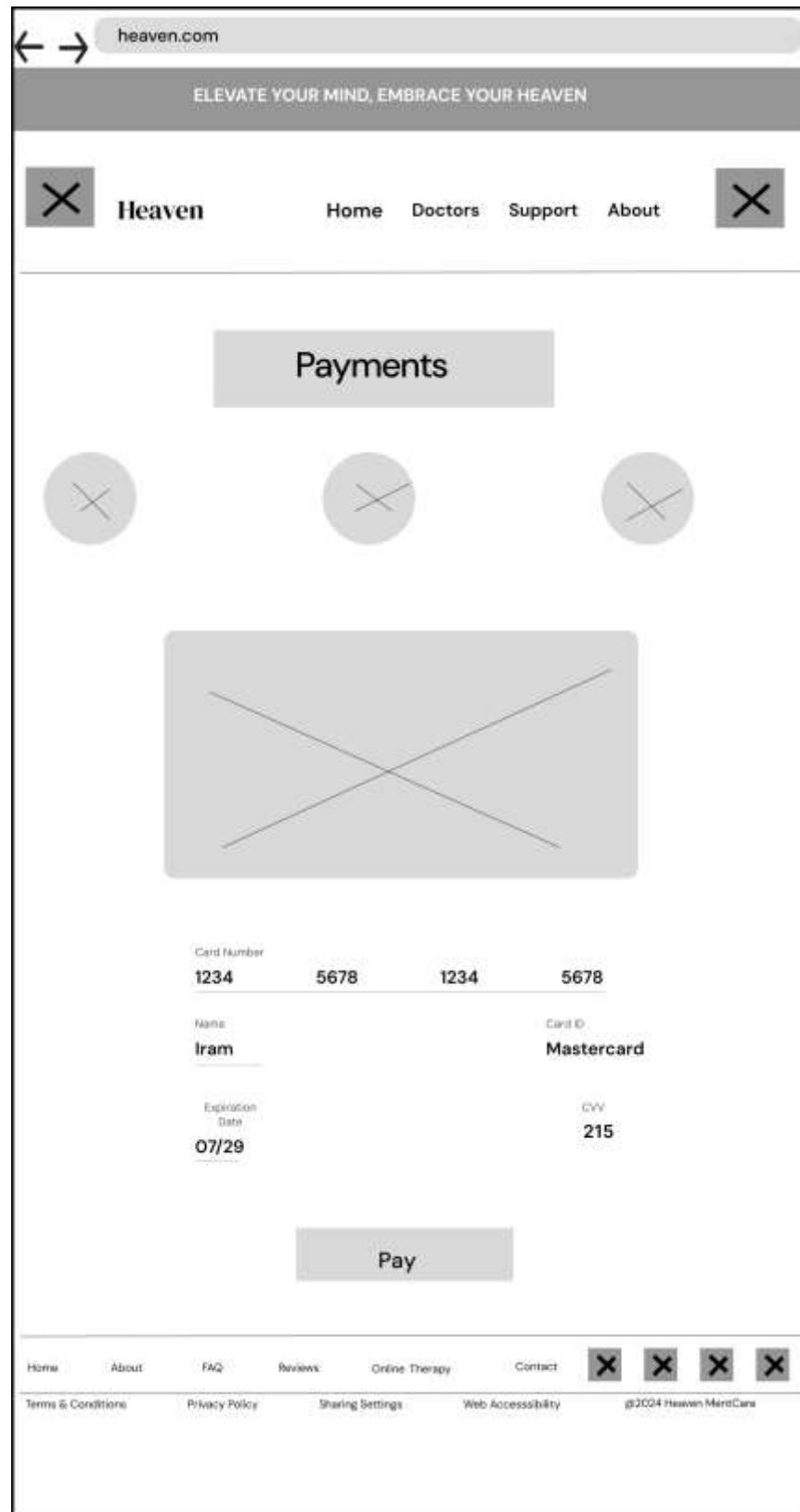


Figure 7.2.143: Payment

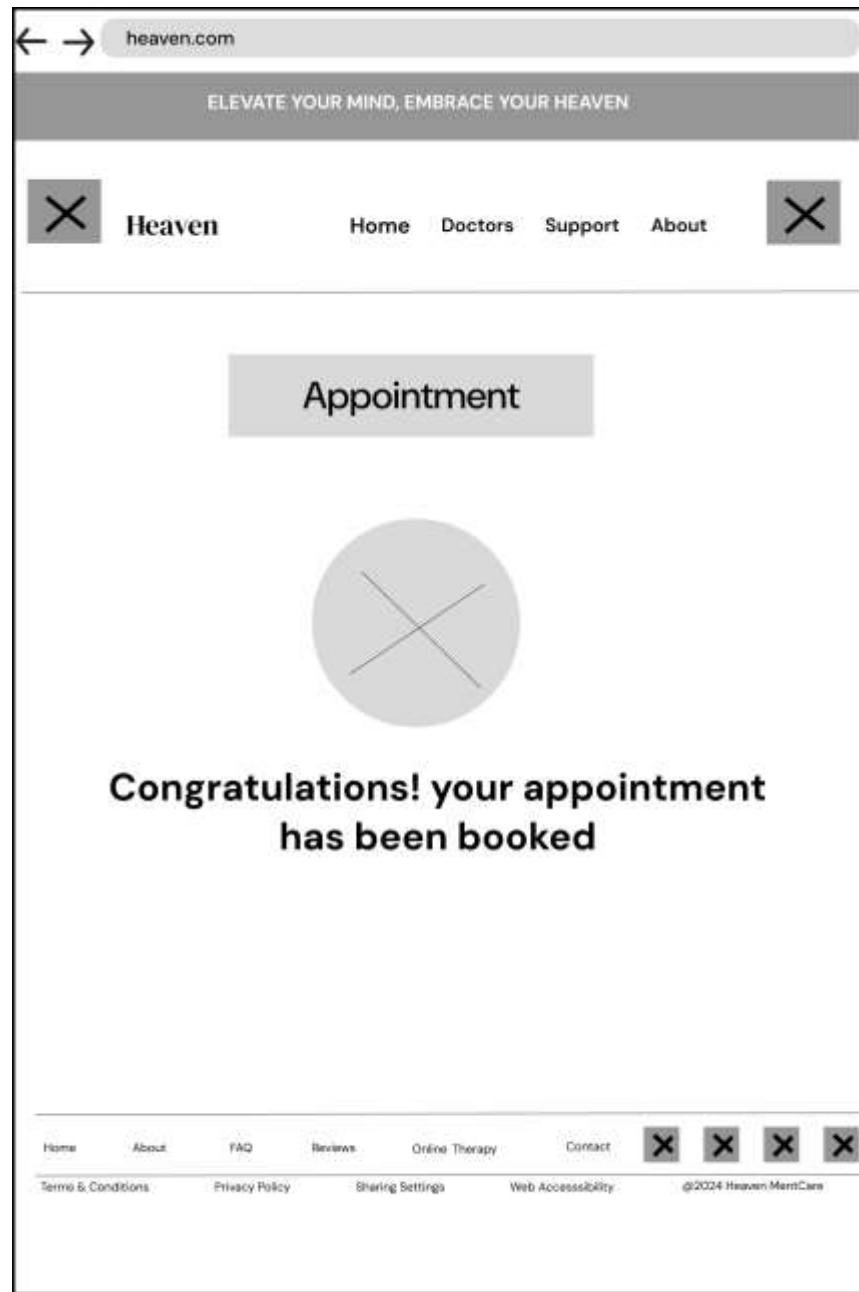


Figure 7.2.144: Appointment Booked

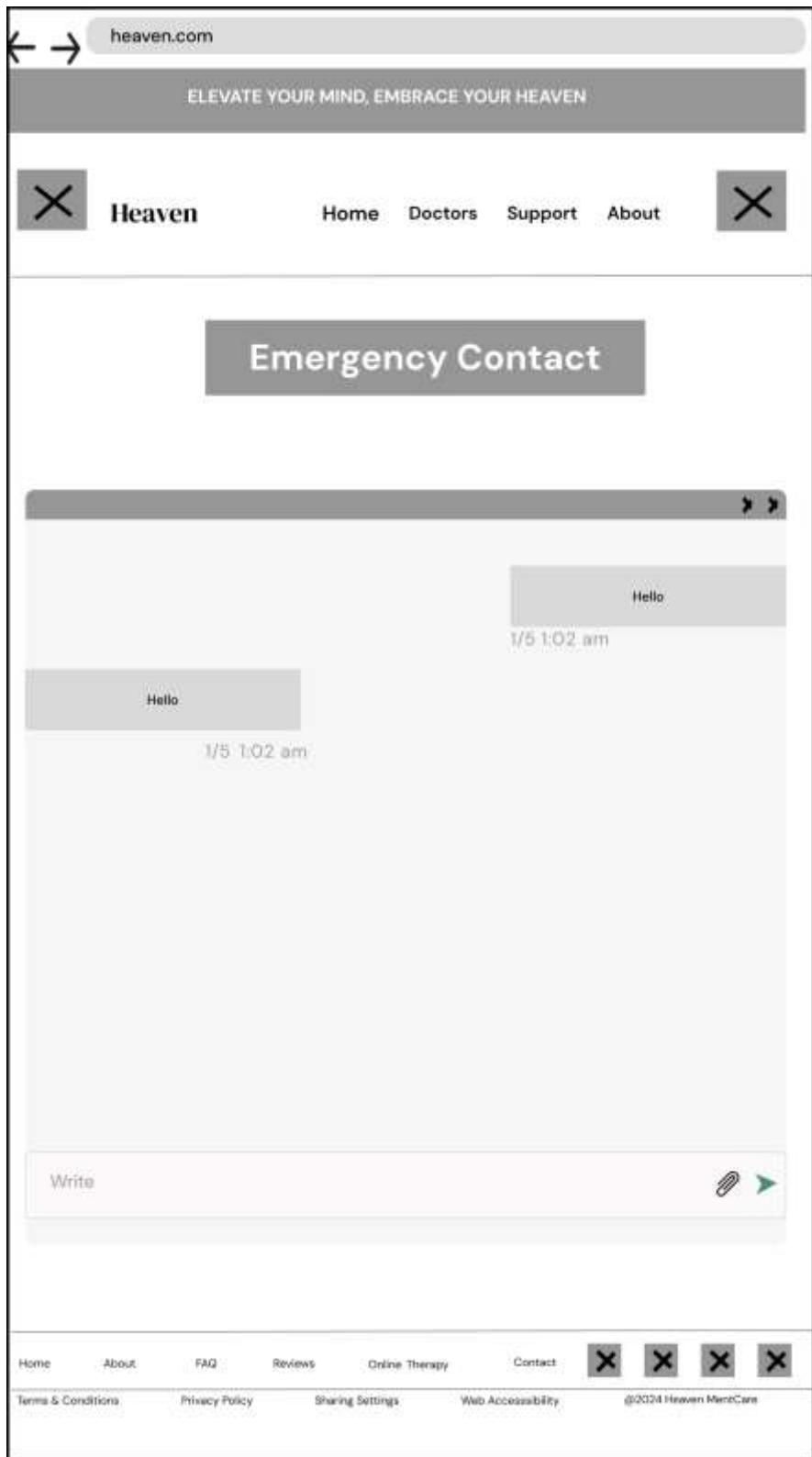


Figure 7.2.145: Emergency Contact



Figure 7.2.146: System Blog

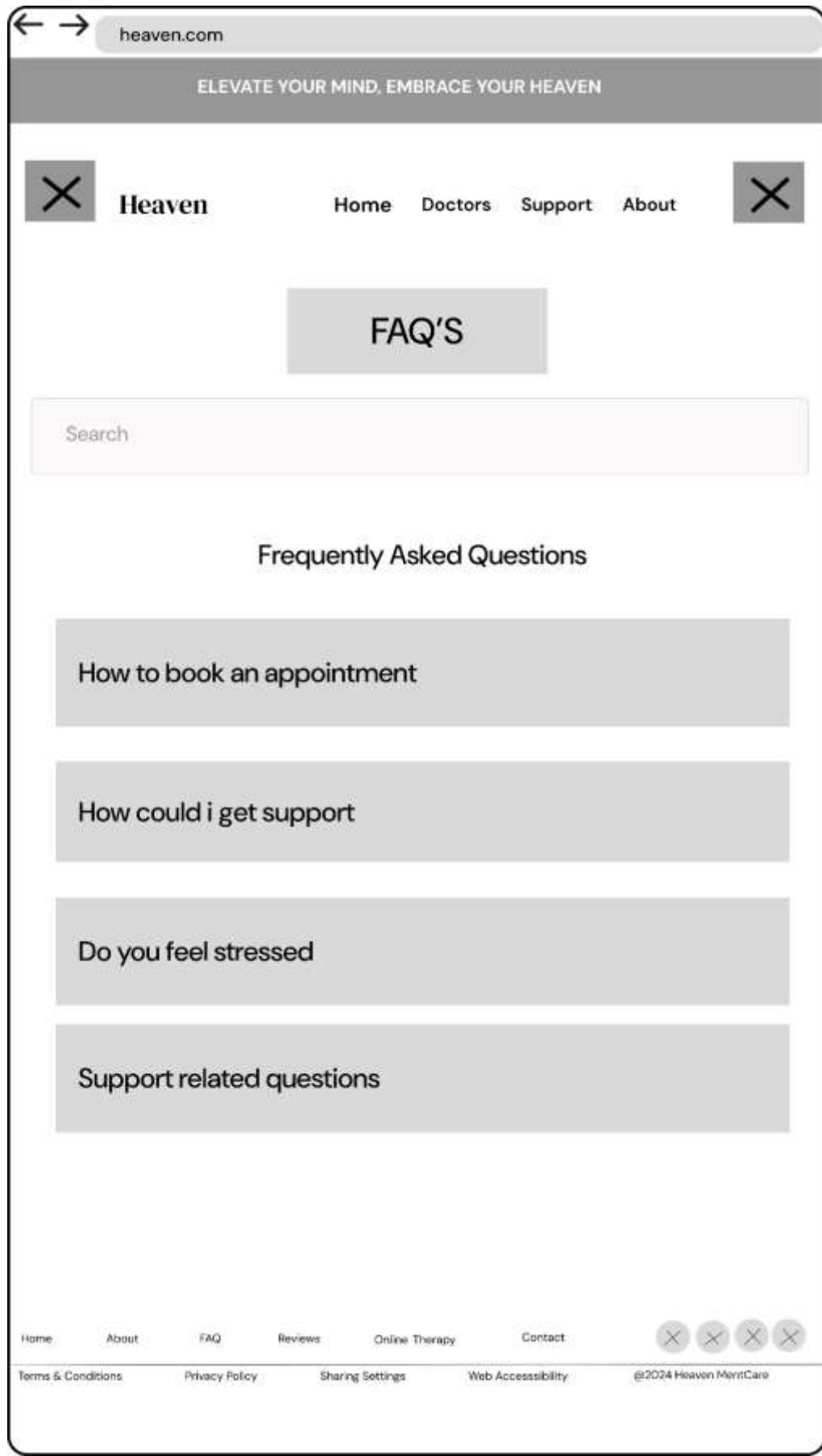


Figure 7.2.147: Upload prescription

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

X Heaven Home Doctors Support About X

Help us match you the right therapist

— — — — —

How is your eating habits now a days?

Good

Fair

Not so good

Poor

Previous: Next

Home About FAQ Reviews Online Therapy Contact X X X X

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentCare

Figure 7.2.148: Questionnaire

The screenshot shows a mobile-optimized version of the [heaven.com](http://heaven.com) website. At the top, there's a header bar with a left arrow, a right arrow, and the URL "heaven.com". Below it is a dark banner with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". The main navigation menu includes a "Heaven" button on the left and "Home", "Doctors", "Support", and "About" buttons on the right. There are also "X" icons in the corners of the header.

The central content area features a large, rounded rectangular button with the text "Help us match you the right therapist". Below this, a horizontal dashed line spans most of the width of the page. A question follows: "Are there any issues you would like to focus on? We want to match you with a therapist who suits according to your needs?"

Below the question, there are five horizontal input fields, each containing a checkbox and a label: "Depression", "Stress and anxiety", "LGBTQ+ related", "Family conflicts", and "Trauma and abuse".

At the bottom of the page, there are "Previous" and "Next" buttons. The footer contains links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", along with social media icons for Facebook, Twitter, LinkedIn, and YouTube. It also includes links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "@2024 Heaven MentalCare".

Figure 7.2.149: Questionnaire

The screenshot shows a mobile version of the heaven.com website. At the top, there is a header with a left arrow, a right arrow, and the text "heaven.com". Below this is a dark grey bar with the slogan "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". The main navigation menu includes a "Heaven" icon and links for "Home", "Doctors", "Support", and "About". On the far right of the header are two "X" icons.

The main content area features a large button labeled "Help us match you the right therapist". Below it is a dashed line followed by the question "What led you consider therapy today?".

A vertical list of seven options, each with a checkbox:

- I have been feeling depressed
- I feel anxious and overwhelmed
- Difficulty in sleep
- My mood is interfering in my job/ school/ performance
- I want to improve myself, but i don't know where to start
- Experiencing persistent sadness and or low mood
- Others

At the bottom of the page, there are "Previous" and "Next" buttons. The footer contains links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact". It also includes links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", and "Web Accessibility". On the right side of the footer, there are five small "X" icons. The copyright notice "©2024 Heaven MindCare" is at the bottom right.

Figure 7.2.150: Questionnaire

**Artifact-6**

**Validation**

## 6.1 Usability testing

### 6.1.1 UT-01 Login & Signup

Heuristic Evaluation		Severity Ratings				
Evaluator Name:	Falak Naaz	0			I don't agree that this is a usability problem at all.	
Date:	20 Nov, 2024	1			Cosmetic problem only. Fix if time is available.	
Application:	Website	2			Minor usability problem. Fixing this should be low priority.	
Feature:	User Sign-Up, Login	3			Major usability problem. Important to fix, given high priority.	
		4			Usability Catastrophe, fix this before product can be released.	
Heuristics	Issues	Recommendation			Severity	
1. Visibility of System Status	Always keep user informed about what's going on, through appropriate feedback within reasonable time.	0	1	2	3	4
2. Match between the system and the real world.	Follow real-world conventions, making information appear in a natural and logical order	0	1	2	3	4
3. User control and freedom	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo	0	1	2	3	4
4. Consistency and standards	Users should not have to wonder whether different words, situations, or actions mean the same thing	0	1	2	3	4
5. Error Prevention	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action	0	1	2	3	4
6. Recognition rather than recall	Minimise the users memory load by making objects, actions, and options visible	0	1	2	3	4
7. Flexibility and efficiency of use	Accelerators. Allow users to tailor frequent actions	0	1	2	3	4
8. Help Users recognize, diagnose, and recover from errors	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution	0	1	2	3	4

Figure 6.1.1: UT-01 Signup &Login (Application)

Heuristic Evaluation		Severity Ratings					
Heuristics	Issues	Recommendation	Severity				
1. Visibility of System Status	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		0	1	2	3	4
2. Match between the system and the real world.	Follow real-world conventions, making information appear in a natural and logical order		0	1	2	3	4
3. User control and freedom	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		0	1	2	3	4
4. Consistency and standards	Users should not have to wonder whether different words, situations, or actions mean the same thing		0	1	2	3	4
5. Error Prevention	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		0	1	2	3	4
6. Recognition rather than recall	Minimise the users memory load by making objects, actions, and options visible		0	1	2	3	4
7. Flexibility and efficiency of use	Accelerators. Allow users to tailor frequent actions		0	1	2	3	4
8. Help Users recognize, diagnose, and recover from errors	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		0	1	2	3	4

Figure 6.1.2: UT-01 Signup & login (Website)

### 6.1.2 UT-02 Doctor's Registration Request

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Mobile <b>Feature:</b> Doctor's Registration Request		 0 I don't agree that this is a usability problem at all.  1 Cosmetic problem only. Fix if time is available.  2 Minor usability problem. Fixing this should be low priority.  3 Major usability problem. Important to fix, given high priority.  4 Usability Catastrophe, fix this before product can be released.	
Heuristics	Issues	Recommendation	Severity
1. Visibility of System Status	Always keep user informed about what's going on, through appropriate feedback within reasonable time.	 0 ● 1 ● 2 ● 3 ● 4 ●	
2. Match between the system and the real world.	Follow real-world conventions, making information appear in a natural and logical order	 0 ● 1 ● 2 ● 3 ● 4 ●	
3. User control and freedom	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo	 0 ● 1 ● 2 ● 3 ● 4 ●	
4. Consistency and standards	Users should not have to wonder whether different words, situations, or actions mean the same thing	 0 ● 1 ● 2 ● 3 ● 4 ●	
5. Error Prevention	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action	 0 ● 1 ● 2 ● 3 ● 4 ●	
6. Recognition rather than recall	Minimise the users memory load by making objects, actions, and options visible	 0 ● 1 ● 2 ● 3 ● 4 ●	
7. Flexibility and efficiency of use	Accelerators. Allow users to tailor frequent actions	 0 ● 1 ● 2 ● 3 ● 4 ●	
8. Help Users recognize, diagnose, and recover from errors	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution	 0 ● 1 ● 2 ● 3 ● 4 ●	

Figure 6.1.3: UT-02 Doctor Registration Request (Application)

Heuristic Evaluation		Severity Ratings					
Heuristics	Issues	Recommendation	Severity				
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>

Figure 6.1.4: UT-02 Doctor Registration Request (Website)

### 6.1.3 UT-03 Manage User Profile

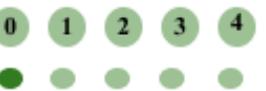
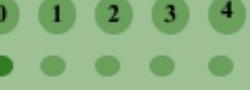
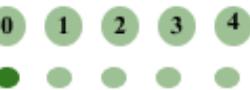
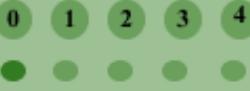
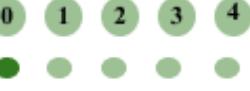
Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Mobile <b>Feature:</b> Manage user profile		 0 I don't agree that this is a usability problem at all.  1 Cosmetic problem only. Fix if time is available.  2 Minor usability problem. Fixing this should be low priority.  3 Major usability problem. Important to fix, given high priority.  4 Usability Catastrophe, fix this before product can be released.	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.	 0 ● 1 ● 2 ● 3 ● 4	
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order	 0 ● 1 ● 2 ● 3 ● 4	
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo	 0 ● 1 ● 2 ● 3 ● 4	
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing	 0 ● 1 ● 2 ● 3 ● 4	
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action	 0 ● 1 ● 2 ● 3 ● 4	
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible	 0 ● 1 ● 2 ● 3 ● 4	
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions	 0 ● 1 ● 2 ● 3 ● 4	
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution	 0 ● 1 ● 2 ● 3 ● 4	

Figure 6.1.5: UT-03 Manage user profile (Application)

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Website <b>Feature:</b> Manage user profile		 0 I don't agree that this is a usability problem at all.  1 Cosmetic problem only. Fix if time is available.  2 Minor usability problem. Fixing this should be low priority.  3 Major usability problem. Important to fix, given high priority.  4 Usability Catastrophe, fix this before product can be released.	
Heuristics	Issues	Recommendation	Severity
1. Visibility of System Status	Always keep user informed about what's going on, through appropriate feedback within reasonable time.	 0  1  2  3  4	    
2. Match between the system and the real world.	Follow real-world conventions, making information appear in a natural and logical order	 0  1  2  3  4	    
3. User control and freedom	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo	 0  1  2  3  4	    
4. Consistency and standards	Users should not have to wonder whether different words, situations, or actions mean the same thing	 0  1  2  3  4	    
5. Error Prevention	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action	 0  1  2  3  4	    
6. Recognition rather than recall	Minimise the users memory load by making objects, actions, and options visible	 0  1  2  3  4	    
7. Flexibility and efficiency of use	Accelerators. Allow users to tailor frequent actions	 0  1  2  3  4	    
8. Help Users recognize, diagnose, and recover from errors	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution	 0  1  2  3  4	    

Figure 6.1.6: UT-03 Manage user profile (Website)

### 6.1.4 UT-04 Book Appointment

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Mobile <b>Feature:</b> Book Appointment		<ul style="list-style-type: none"> <li><b>0</b> I don't agree that this is a usability problem at all.</li> <li><b>1</b> Cosmetic problem only. Fix if time is available.</li> <li><b>2</b> Minor usability problem. Fixing this should be low priority.</li> <li><b>3</b> Major usability problem. Important to fix, given high priority.</li> <li><b>4</b> Usability Catastrophe, fix this before product can be released.</li> </ul>	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		

Figure 6.1.7: UT-04 Book Appointment (application)

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Website <b>Feature:</b> Book Appointment		0 I don't agree that this is a usability problem at all. 1 Cosmetic problem only. Fix if time is available. 2 Minor usability problem. Fixing this should be low priority. 3 Major usability problem. Important to fix, given high priority. 4 Usability Catastrophe, fix this before product can be released.	
Heuristics	Issues	Recommendation	Severity
1. Visibility of System Status	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
2. Match between the system and the real world.	Follow real-world conventions, making information appear in a natural and logical order		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
3. User control and freedom	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
4. Consistency and standards	Users should not have to wonder whether different words, situations, or actions mean the same thing		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
5. Error Prevention	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
6. Recognition rather than recall	Minimise the users memory load by making objects, actions, and options visible		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
7. Flexibility and efficiency of use	Accelerators. Allow users to tailor frequent actions		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
8. Help Users recognize, diagnose, and recover from errors	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>

Figure 6.1.8: UT-04 Edit user profile (website)





### 6.1.5 UT-06 Chat Session

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Mobile <b>Feature:</b> Chat Session		<p>0 I don't agree that this is a usability problem at all.</p> <p>1 Cosmetic problem only. Fix if time is available.</p> <p>2 Minor usability problem. Fixing this should be low priority.</p> <p>3 Major usability problem. Important to fix, given high priority.</p> <p>4 Usability Catastrophe, fix this before product can be released.</p>	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>

Figure 6.1.11: UT-06 Chat session (application)

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Website <b>Feature:</b> Chat Session		0 I don't agree that this is a usability problem at all. 1 Cosmetic problem only. Fix if time is available. 2 Minor usability problem. Fixing this should be low priority. 3 Major usability problem. Important to fix, given high priority. 4 Usability Catastrophe, fix this before product can be released.	
Heuristics	Issues	Recommendation	Severity
1. Visibility of System Status	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
2. Match between the system and the real world.	Follow real-world conventions, making information appear in a natural and logical order		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
3. User control and freedom	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
4. Consistency and standards	Users should not have to wonder whether different words, situations, or actions mean the same thing		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
5. Error Prevention	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
6. Recognition rather than recall	Minimise the users memory load by making objects, actions, and options visible		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
7. Flexibility and efficiency of use	Accelerators. Allow users to tailor frequent actions		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
8. Help Users recognize, diagnose, and recover from errors	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>

Figure 6.1.12: UT-06 Find & book appointment (website)

### 6.1.6 UT-07 Phone call session

Heuristic Evaluation		Severity Ratings									
Evaluator Name:	Falak Naaz	0	I don't agree that this is a usability problem at all.	1	Cosmetic problem only. Fix if time is available.	2	Minor usability problem. Fixing this should be low priority.	3	Major usability problem. Important to fix, given high priority.	4	Usability Catastrophe, fix this before product can be released.
Date:	20 Nov, 2024	0		1		2		3		4	
Application:	Mobile	0		1		2		3		4	
Feature:	Phone call session	0		1		2		3		4	
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.	0	●	1	●	2	●	3	●	4	●
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order	0	●	1	●	2	●	3	●	4	●
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo	0	●	1	●	2	●	3	●	4	●
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing	0	●	1	●	2	●	3	●	4	●
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action	0	●	1	●	2	●	3	●	4	●
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible	0	●	1	●	2	●	3	●	4	●
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions	0	●	1	●	2	●	3	●	4	●
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution	0	●	1	●	2	●	3	●	4	●

Figure 6.1.13: UT-07 Phone call session (application)

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Website <b>Feature:</b> Phone call session		<b>0</b> I don't agree that this is a usability problem at all. <b>1</b> Cosmetic problem only. Fix if time is available. <b>2</b> Minor usability problem. Fixing this should be low priority. <b>3</b> Major usability problem. Important to fix, given high priority. <b>4</b> Usability Catastrophe, fix this before product can be released.	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>

Figure 6.1.14: UT-07 Phone call session (website)

### 6.1.7 Provide worksheets

Heuristic Evaluation		Severity Ratings									
Evaluator Name:	Falak Naaz	0	I don't agree that this is a usability problem at all.	1	Cosmetic problem only. Fix if time is available.	2	Minor usability problem. Fixing this should be low priority.	3	Major usability problem. Important to fix, given high priority.	4	Usability Catastrophe, fix this before product can be released.
Date:	20 Nov, 2024	0		1		2		3		4	
Application:	Mobile	0		1		2		3		4	
Feature:	Provide Worksheets	0		1		2		3		4	
Heuristics	Issues	Recommendation			Severity						
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.	0	●	1	●	2	●	3	●	4	●
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order	0	●	1	●	2	●	3	●	4	●
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo	0	●	1	●	2	●	3	●	4	●
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing	0	●	1	●	2	●	3	●	4	●
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action	0	●	1	●	2	●	3	●	4	●
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible	0	●	1	●	2	●	3	●	4	●
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions	0	●	1	●	2	●	3	●	4	●
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution	0	●	1	●	2	●	3	●	4	●

Figure 6.1.15: UT-08 Provide worksheets (application)

Heuristic Evaluation		Severity Ratings					
Heuristics	Issues	Recommendation	Severity				
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<b>0</b>	1	2	3	4
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		<b>0</b>	1	2	3	4
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<b>0</b>	1	2	3	4
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		<b>0</b>	1	2	3	4
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<b>0</b>	1	2	3	4
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		<b>0</b>	1	2	3	4
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		<b>0</b>	1	2	3	4
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<b>0</b>	1	2	3	4

Figure 6.1.16: UT-08 Provide Worksheet (website)





### 6.1.8 UT-18 Do Questionnaire

<b>Heuristic Evaluation</b>		<b>Severity Ratings</b>					
<b>Evaluator Name:</b> Falak Naaz	<b>Date:</b> 20 Nov, 2024	<b>0</b>	I don't agree that this is a usability problem at all.				
<b>Application:</b> Mobile	<b>1</b>	Cosmetic problem only. Fix if time is available.					
<b>Feature:</b> Do Questionnaires	<b>2</b>	Minor usability problem. Fixing this should be low priority.					
	<b>3</b>	Major usability problem. Important to fix, given high priority.					
	<b>4</b>	Usability Catastrophe, fix this before product can be released.					
<b>Heuristics</b>	<b>Issues</b>	<b>Recommendation</b>	<b>Severity</b>				
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	

Figure 6.1.21: UT-11 Do Questionnaire (application)

Heuristic Evaluation		Severity Ratings				
Evaluator Name:	Falak Naaz					
Date:	20 Nov, 2024					
Application:	Website					
Feature:	Do Questionnaires					
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.	<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order	<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo	<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing	<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action	<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible	<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions	<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution	<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4

Figure 6.1.22: UT-11 Manage Medical Records (website)

### 6.1.9 UT-21 Digital Payments

Heuristic Evaluation		Severity Ratings					
Evaluator Name:	Falak Naaz	0	I don't agree that this is a usability problem at all.				
Date:	20 Nov, 2024	1	Cosmetic problem only. Fix if time is available.				
Application:	Mobile	2	Minor usability problem. Fixing this should be low priority.				
Feature:	Digital Payments	3	Major usability problem. Important to fix, given high priority.				
		4	Usability Catastrophe, fix this before product can be released.				
Heuristics	Issues	Recommendation	Severity				
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.						
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order						
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo						
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing						
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action						
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible						
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions						
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution						

Figure 6.1.27: UT-12 Digital Payments (application)

Heuristic Evaluation		Severity Ratings					
Evaluator Name:	Falak Naaz	0	I don't agree that this is a usability problem at all.				
Date:	20 Nov, 2024	1	Cosmetic problem only. Fix if time is available.				
Application:	Website	2	Minor usability problem. Fixing this should be low priority.				
Feature:	Digital Payments	3	Major usability problem. Important to fix, given high priority.				
		4	Usability Catastrophe, fix this before product can be released.				
Heuristics	Issues	Recommendation	Severity				
1. Visibility of System Status	Always keep user informed about what's going on, through appropriate feedback within reasonable time.	<input type="radio"/> 0 <input checked="" type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	
2. Match between the system and the real world.	Follow real-world conventions, making information appear in a natural and logical order	<input type="radio"/> 0 <input type="radio"/> 1 <input checked="" type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	
3. User control and freedom	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo	<input type="radio"/> 0 <input checked="" type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	
4. Consistency and standards	Users should not have to wonder whether different words, situations, or actions mean the same thing	<input type="radio"/> 0 <input type="radio"/> 1 <input checked="" type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	
5. Error Prevention	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	
6. Recognition rather than recall	Minimise the users memory load by making objects, actions, and options visible	<input type="radio"/> 0 <input checked="" type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	
7. Flexibility and efficiency of use	Accelerators. Allow users to tailor frequent actions	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	
8. Help Users recognize, diagnose, and recover from errors	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	

Figure 6.1.28: UT-12 Do Questionnaire (website)

### 6.1.10 UT-22 Emergency Contact

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Mobile <b>Feature:</b> Emergency Contact		<p><b>0</b> I don't agree that this is a usability problem at all.</p> <p><b>1</b> Cosmetic problem only. Fix if time is available.</p> <p><b>2</b> Minor usability problem. Fixing this should be low priority.</p> <p><b>3</b> Major usability problem. Important to fix, given high priority.</p> <p><b>4</b> Usability Catastrophe, fix this before product can be released.</p>	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<span style="color: #808080;">0</span> <span style="color: #80ff80;">1</span> <span style="color: #808080;">2</span> <span style="color: #80ff80;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #808080;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #80ff80;">●</span>
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		<span style="color: #808080;">0</span> <span style="color: #80ff80;">1</span> <span style="color: #808080;">2</span> <span style="color: #80ff80;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #808080;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #80ff80;">●</span>
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<span style="color: #808080;">0</span> <span style="color: #80ff80;">1</span> <span style="color: #808080;">2</span> <span style="color: #80ff80;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #808080;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #80ff80;">●</span>
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		<span style="color: #808080;">0</span> <span style="color: #80ff80;">1</span> <span style="color: #808080;">2</span> <span style="color: #80ff80;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #808080;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #80ff80;">●</span>
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<span style="color: #808080;">0</span> <span style="color: #80ff80;">1</span> <span style="color: #808080;">2</span> <span style="color: #80ff80;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #808080;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #80ff80;">●</span>
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		<span style="color: #808080;">0</span> <span style="color: #80ff80;">1</span> <span style="color: #808080;">2</span> <span style="color: #80ff80;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #808080;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #80ff80;">●</span>
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		<span style="color: #808080;">0</span> <span style="color: #80ff80;">1</span> <span style="color: #808080;">2</span> <span style="color: #80ff80;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #808080;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #80ff80;">●</span>
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<span style="color: #808080;">0</span> <span style="color: #80ff80;">1</span> <span style="color: #808080;">2</span> <span style="color: #80ff80;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #808080;">●</span> <span style="color: #80ff80;">●</span> <span style="color: #80ff80;">●</span>

Figure 6.1.29: UT-13 Emergency Contact (application)

Heuristic Evaluation		Severity Ratings					
Heuristics	Issues	Recommendation	Severity				
1. Visibility of System Status	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		0	1	2	3	4
2. Match between the system and the real world.	Follow real-world conventions, making information appear in a natural and logical order		0	1	2	3	4
3. User control and freedom	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		0	1	2	3	4
4. Consistency and standards	Users should not have to wonder whether different words, situations, or actions mean the same thing		0	1	2	3	4
5. Error Prevention	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		0	1	2	3	4
6. Recognition rather than recall	Minimise the users memory load by making objects, actions, and options visible		0	1	2	3	4
7. Flexibility and efficiency of use	Accelerators. Allow users to tailor frequent actions		0	1	2	3	4
8. Help Users recognize, diagnose, and recover from errors	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		0	1	2	3	4

Figure 6.1.30: UT-13 Emergency contact (website)

### 6.1.11 UT-23 Support Service

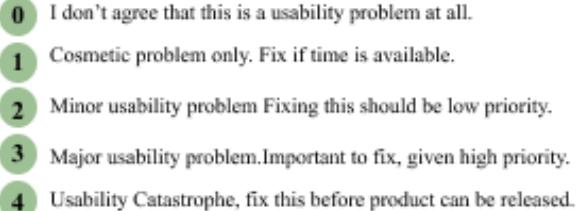
Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Mobile <b>Feature:</b> Support Service		 <p>0 I don't agree that this is a usability problem at all.      1 Cosmetic problem only. Fix if time is available.      2 Minor usability problem. Fixing this should be low priority.      3 Major usability problem. Important to fix, given high priority.      4 Usability Catastrophe, fix this before product can be released.</p>	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.	    	
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order	    	
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo	    	
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing	    	
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action	    	
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible	    	
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions	    	
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution	    	

Figure 6.1.7: UT-14 Support Service (application)

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Website <b>Feature:</b> Support Service		<b>0</b> I don't agree that this is a usability problem at all. <b>1</b> Cosmetic problem only. Fix if time is available. <b>2</b> Minor usability problem. Fixing this should be low priority. <b>3</b> Major usability problem. Important to fix, given high priority. <b>4</b> Usability Catastrophe, fix this before product can be released.	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>

Figure 6.1.32: UT-14 Support Service (website)

### 6.1.12 UT-24 Stress Management tools

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Mobile <b>Feature:</b> Stress Management Tools		<p>0 I don't agree that this is a usability problem at all.</p> <p>1 Cosmetic problem only. Fix if time is available.</p> <p>2 Minor usability problem. Fixing this should be low priority.</p> <p>3 Major usability problem. Important to fix, given high priority.</p> <p>4 Usability Catastrophe, fix this before product can be released.</p>	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<span style="color: darkgreen;">●</span> <span style="color: lightgreen;">●</span>

Figure 6.1.33: UT-15 Stress Management tools (application)

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Website <b>Feature:</b> Stress Management Tools		<b>0</b> I don't agree that this is a usability problem at all. <b>1</b> Cosmetic problem only. Fix if time is available. <b>2</b> Minor usability problem. Fixing this should be low priority. <b>3</b> Major usability problem. Important to fix, given high priority. <b>4</b> Usability Catastrophe, fix this before product can be released.	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: #800000;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>

Figure 6.1.34: UT-15 Stress Management Tools (website)

### 6.1.13 UT-24 Guided Yoga

Heuristic Evaluation		Severity Ratings											
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Mobile <b>Feature:</b> Guided YOGA		<ul style="list-style-type: none"> <li><b>0</b> I don't agree that this is a usability problem at all.</li> <li><b>1</b> Cosmetic problem only. Fix if time is available.</li> <li><b>2</b> Minor usability problem. Fixing this should be low priority.</li> <li><b>3</b> Major usability problem. Important to fix, given high priority.</li> <li><b>4</b> Usability Catastrophe, fix this before product can be released.</li> </ul>											
Heuristics	Issues	Recommendation	Severity										
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td></tr> <tr> <td>●</td><td>●</td><td>●</td><td>●</td><td>●</td></tr> </table>	0	1	2	3	4	●	●	●	●	●
0	1	2	3	4									
●	●	●	●	●									
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td></tr> <tr> <td>●</td><td>●</td><td>●</td><td>●</td><td>●</td></tr> </table>	0	1	2	3	4	●	●	●	●	●
0	1	2	3	4									
●	●	●	●	●									
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td></tr> <tr> <td>●</td><td>●</td><td>●</td><td>●</td><td>●</td></tr> </table>	0	1	2	3	4	●	●	●	●	●
0	1	2	3	4									
●	●	●	●	●									
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td></tr> <tr> <td>●</td><td>●</td><td>●</td><td>●</td><td>●</td></tr> </table>	0	1	2	3	4	●	●	●	●	●
0	1	2	3	4									
●	●	●	●	●									
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td></tr> <tr> <td>●</td><td>●</td><td>●</td><td>●</td><td>●</td></tr> </table>	0	1	2	3	4	●	●	●	●	●
0	1	2	3	4									
●	●	●	●	●									
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td></tr> <tr> <td>●</td><td>●</td><td>●</td><td>●</td><td>●</td></tr> </table>	0	1	2	3	4	●	●	●	●	●
0	1	2	3	4									
●	●	●	●	●									
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td></tr> <tr> <td>●</td><td>●</td><td>●</td><td>●</td><td>●</td></tr> </table>	0	1	2	3	4	●	●	●	●	●
0	1	2	3	4									
●	●	●	●	●									
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td></tr> <tr> <td>●</td><td>●</td><td>●</td><td>●</td><td>●</td></tr> </table>	0	1	2	3	4	●	●	●	●	●
0	1	2	3	4									
●	●	●	●	●									

Figure 6.1.33: UT-16 Guided Yoga (application)

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Website <b>Feature:</b> Guided YOGA		<ul style="list-style-type: none"> <li><span style="color: #808080;">0</span> I don't agree that this is a usability problem at all.</li> <li><span style="color: #4CAF50;">1</span> Cosmetic problem only. Fix if time is available.</li> <li><span style="color: #FF9800;">2</span> Minor usability problem. Fixing this should be low priority.</li> <li><span style="color: #E91E63;">3</span> Major usability problem. Important to fix, given high priority.</li> <li><span style="color: #FF5722;">4</span> Usability Catastrophe, fix this before product can be released.</li> </ul>	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<span style="color: #808080;">0</span> <span style="color: #4CAF50;">1</span> <span style="color: #FF9800;">2</span> <span style="color: #E91E63;">3</span> <span style="color: #FF5722;">4</span> <span style="color: #4CAF50;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		<span style="color: #808080;">0</span> <span style="color: #4CAF50;">1</span> <span style="color: #FF9800;">2</span> <span style="color: #E91E63;">3</span> <span style="color: #FF5722;">4</span> <span style="color: #4CAF50;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<span style="color: #808080;">0</span> <span style="color: #4CAF50;">1</span> <span style="color: #FF9800;">2</span> <span style="color: #E91E63;">3</span> <span style="color: #FF5722;">4</span> <span style="color: #4CAF50;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		<span style="color: #808080;">0</span> <span style="color: #4CAF50;">1</span> <span style="color: #FF9800;">2</span> <span style="color: #E91E63;">3</span> <span style="color: #FF5722;">4</span> <span style="color: #4CAF50;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<span style="color: #808080;">0</span> <span style="color: #4CAF50;">1</span> <span style="color: #FF9800;">2</span> <span style="color: #E91E63;">3</span> <span style="color: #FF5722;">4</span> <span style="color: #4CAF50;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		<span style="color: #808080;">0</span> <span style="color: #4CAF50;">1</span> <span style="color: #FF9800;">2</span> <span style="color: #E91E63;">3</span> <span style="color: #FF5722;">4</span> <span style="color: #4CAF50;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		<span style="color: #808080;">0</span> <span style="color: #4CAF50;">1</span> <span style="color: #FF9800;">2</span> <span style="color: #E91E63;">3</span> <span style="color: #FF5722;">4</span> <span style="color: #4CAF50;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<span style="color: #808080;">0</span> <span style="color: #4CAF50;">1</span> <span style="color: #FF9800;">2</span> <span style="color: #E91E63;">3</span> <span style="color: #FF5722;">4</span> <span style="color: #4CAF50;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>

Figure 6.1.34: UT-16 Guided Yoga (website)

#### 6.1.14. Real Time Progress Tracking

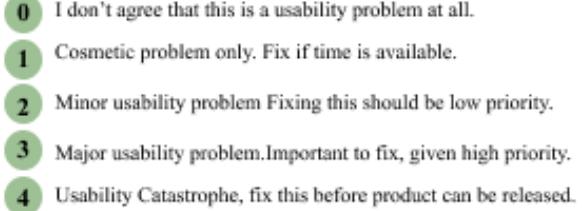
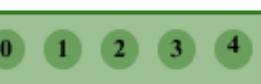
Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Mobile <b>Feature:</b> Real time Progress Tracking		 <p>0 I don't agree that this is a usability problem at all.      1 Cosmetic problem only. Fix if time is available.      2 Minor usability problem. Fixing this should be low priority.      3 Major usability problem. Important to fix, given high priority.      4 Usability Catastrophe, fix this before product can be released.</p>	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		

Figure 6.1.33: UT-18 Real time progress tracking (application)

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Website <b>Feature:</b> Real time Progress Tracking		0 I don't agree that this is a usability problem at all. 1 Cosmetic problem only. Fix if time is available. 2 Minor usability problem. Fixing this should be low priority. 3 Major usability problem. Important to fix, given high priority. 4 Usability Catastrophe, fix this before product can be released.	
Heuristics	Issues	Recommendation	Severity
1. Visibility of System Status	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		0 1 2 3 4 ● ● ● ● ●
2. Match between the system and the real world.	Follow real-world conventions, making information appear in a natural and logical order		0 1 2 3 4 ● ● ● ● ●
3. User control and freedom	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		0 1 2 3 4 ● ● ● ● ●
4. Consistency and standards	Users should not have to wonder whether different words, situations, or actions mean the same thing		0 1 2 3 4 ● ● ● ● ●
5. Error Prevention	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		0 1 2 3 4 ● ● ● ● ●
6. Recognition rather than recall	Minimise the users memory load by making objects, actions, and options visible		0 1 2 3 4 ● ● ● ● ●
7. Flexibility and efficiency of use	Accelerators. Allow users to tailor frequent actions		0 1 2 3 4 ● ● ● ● ●
8. Help Users recognize, diagnose, and recover from errors	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		0 1 2 3 4 ● ● ● ● ●

Figure 6.1.34: UT-18 Real Time progress tracking (website)

### 6.1.19. UT-24 Matching Therapist

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Mobile <b>Feature:</b>		<p><b>0</b> I don't agree that this is a usability problem at all.</p> <p><b>1</b> Cosmetic problem only. Fix if time is available.</p> <p><b>2</b> Minor usability problem. Fixing this should be low priority.</p> <p><b>3</b> Major usability problem. Important to fix, given high priority.</p> <p><b>4</b> Usability Catastrophe, fix this before product can be released.</p>	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>

Figure 6.1.33: UT-19 Matching Therapist (application)

Heuristic Evaluation		Severity Ratings				
Evaluator Name:	Falak Naaz	0	I don't agree that this is a usability problem at all.			
Date:	20 Nov, 2024	1	Cosmetic problem only. Fix if time is available.			
Application:	Website	2	Minor usability problem. Fixing this should be low priority.			
Feature:		3	Major usability problem. Important to fix, given high priority.			
		4	Usability Catastrophe, fix this before product can be released.			
Heuristics	Issues	Recommendation	Severity			
<b>1. Visibility of System Status</b>		Always keep user informed about what's going on, through appropriate feedback within reasonable time.	0	1	2	3
<b>2. Match between the system and the real world.</b>		Follow real-world conventions, making information appear in a natural and logical order	0	1	2	3
<b>3. User control and freedom</b>		Users should leave the unwanted state without having to go through an extended dialogue, undo and redo	0	1	2	3
<b>4. Consistency and standards</b>		Users should not have to wonder whether different words, situations, or actions mean the same thing	0	1	2	3
<b>5. Error Prevention</b>		Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action	0	1	2	3
<b>6. Recognition rather than recall</b>		Minimise the users memory load by making objects, actions, and options visible	0	1	2	3
<b>7. Flexibility and efficiency of use</b>		Accelerators. Allow users to tailor frequent actions	0	1	2	3
<b>8. Help Users recognize, diagnose, and recover from errors</b>		Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution	0	1	2	3

Figure 6.1.34: UT-19 Matching Therapist (website)

### 6.1.20. UT-24 Live Sessions

Heuristic Evaluation		Severity Ratings					
<b>Evaluator Name:</b> Falak Naaz							
<b>Date:</b> 20 Nov, 2024							
<b>Application:</b> Mobile							
<b>Feature:</b> Live Sessions							
		<p><b>0</b> I don't agree that this is a usability problem at all.</p> <p><b>1</b> Cosmetic problem only. Fix if time is available.</p> <p><b>2</b> Minor usability problem. Fixing this should be low priority.</p> <p><b>3</b> Major usability problem. Important to fix, given high priority.</p> <p><b>4</b> Usability Catastrophe, fix this before product can be released.</p>					
Heuristics	Issues	Recommendation				Severity	
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.					<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>	
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order					<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>	
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo					<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>	
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing					<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>	
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action					<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>	
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible					<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>	
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions					<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>	
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution					<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>	

Figure 6.1.33: UT-20 Live Sessions (application)

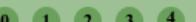
Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Website <b>Feature:</b> Live Sessions		 0 I don't agree that this is a usability problem at all.  1 Cosmetic problem only. Fix if time is available.  2 Minor usability problem. Fixing this should be low priority.  3 Major usability problem. Important to fix, given high priority.  4 Usability Catastrophe, fix this before product can be released.	
Heuristics	Issues	Recommendation	Severity
1. Visibility of System Status	Always keep user informed about what's going on, through appropriate feedback within reasonable time.	 0 1 2 3 4  ● ● ● ● ●	
2. Match between the system and the real world.	Follow real-world conventions, making information appear in a natural and logical order	 0 1 2 3 4  ● ● ● ● ●	
3. User control and freedom	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo	 0 1 2 3 4  ● ● ● ● ●	
4. Consistency and standards	Users should not have to wonder whether different words, situations, or actions mean the same thing	 0 1 2 3 4  ● ● ● ● ●	
5. Error Prevention	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action	 0 1 2 3 4  ● ● ● ● ●	
6. Recognition rather than recall	Minimise the users memory load by making objects, actions, and options visible	 0 1 2 3 4  ● ● ● ● ●	
7. Flexibility and efficiency of use	Accelerators. Allow users to tailor frequent actions	 0 1 2 3 4  ● ● ● ● ●	
8. Help Users recognize, diagnose, and recover from errors	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution	 0 1 2 3 4  ● ● ● ● ●	

Figure 6.1.34: UT-20 Live session (website)

### 6.1.23 UT-24 User Feedback Management

Heuristic Evaluation		Severity Ratings					
Evaluator Name:	Falak Naaz	0 I don't agree that this is a usability problem at all.			1 Cosmetic problem only. Fix if time is available.		
Date:	20 Nov, 2024	2 Minor usability problem. Fixing this should be low priority.			3 Major usability problem. Important to fix, given high priority.		
Application:	Mobile	4 Usability Catastrophe, fix this before product can be released.					
Feature:	User Feedback Mechanism						
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.	0	1	2	3	4	
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order	0	1	2	3	4	
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo	0	1	2	3	4	
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing	0	1	2	3	4	
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action	0	1	2	3	4	
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible	0	1	2	3	4	
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions	0	1	2	3	4	
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution	0	1	2	3	4	

Figure 6.1.33: UT-23 User Feedback Management (application)

Heuristic Evaluation		Severity Ratings					
Evaluator Name:	Falak Naaz	0	I don't agree that this is a usability problem at all.				
Date:	20 Nov, 2024	1	Cosmetic problem only. Fix if time is available.				
Application:	Website	2	Minor usability problem. Fixing this should be low priority.				
Feature:	User Feedback Mechanism	3	Major usability problem. Important to fix, given high priority.				
	<th>4</th> <td>Usability Catastrophe, fix this before product can be released.</td>	4	Usability Catastrophe, fix this before product can be released.				
Heuristics	Issues	Recommendation			Severity		
1. Visibility of System Status	Always keep user informed about what's going on, through appropriate feedback within reasonable time.	0	1	2	3	4	
2. Match between the system and the real world.	Follow real-world conventions, making information appear in a natural and logical order	0	1	2	3	4	
3. User control and freedom	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo	0	1	2	3	4	
4. Consistency and standards	Users should not have to wonder whether different words, situations, or actions mean the same thing	0	1	2	3	4	
5. Error Prevention	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action	0	1	2	3	4	
6. Recognition rather than recall	Minimise the users memory load by making objects, actions, and options visible	0	1	2	3	4	
7. Flexibility and efficiency of use	Accelerators. Allow users to tailor frequent actions	0	1	2	3	4	
8. Help Users recognize, diagnose, and recover from errors	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution	0	1	2	3	4	

Figure 6.1.34: UT-23 User Feedback Mechanism (website)

### 6.1.22. UT-24 Free Appointment

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Mobile <b>Feature:</b> Free Appointment		<ul style="list-style-type: none"> <li><b>0</b> I don't agree that this is a usability problem at all.</li> <li><b>1</b> Cosmetic problem only. Fix if time is available.</li> <li><b>2</b> Minor usability problem. Fixing this should be low priority.</li> <li><b>3</b> Major usability problem. Important to fix, given high priority.</li> <li><b>4</b> Usability Catastrophe, fix this before product can be released.</li> </ul>	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<span style="color: green;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		<span style="color: green;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<span style="color: green;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		<span style="color: green;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<span style="color: green;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		<span style="color: green;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		<span style="color: green;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span>
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<span style="color: green;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span> <span style="color: lightgreen;">●</span>

Figure 6.1.33: UT-24 Free Appointment (application)

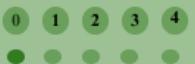
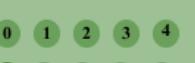
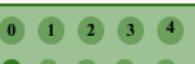
Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Website <b>Feature:</b> Free Appointment		 0 I don't agree that this is a usability problem at all. 1 Cosmetic problem only. Fix if time is available. 2 Minor usability problem. Fixing this should be low priority. 3 Major usability problem. Important to fix, given high priority. 4 Usability Catastrophe, fix this before product can be released.	
Heuristics	Issues	Recommendation	Severity
1. Visibility of System Status	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		 0 ● 1 ● 2 ● 3 ● 4 ● ● ● ● ● ●
2. Match between the system and the real world.	Follow real-world conventions, making information appear in a natural and logical order		 0 ● 1 ● 2 ● 3 ● 4 ● ● ● ● ● ●
3. User control and freedom	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		 0 ● 1 ● 2 ● 3 ● 4 ● ● ● ● ● ●
4. Consistency and standards	Users should not have to wonder whether different words, situations, or actions mean the same thing		 0 ● 1 ● 2 ● 3 ● 4 ● ● ● ● ● ●
5. Error Prevention	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		 0 ● 1 ● 2 ● 3 ● 4 ● ● ● ● ● ●
6. Recognition rather than recall	Minimise the users memory load by making objects, actions, and options visible		 0 ● 1 ● 2 ● 3 ● 4 ● ● ● ● ● ●
7. Flexibility and efficiency of use	Accelerators. Allow users to tailor frequent actions		 0 ● 1 ● 2 ● 3 ● 4 ● ● ● ● ● ●
8. Help Users recognize, diagnose, and recover from errors	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		 0 ● 1 ● 2 ● 3 ● 4 ● ● ● ● ● ●

Figure 6.1.34: UT-24 Free Appointment (website)

### 6.1.23. UT-25 Mood Tracker

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Mobile <b>Feature:</b> Mood-Tracker		<ul style="list-style-type: none"> <li><b>0</b> I don't agree that this is a usability problem at all.</li> <li><b>1</b> Cosmetic problem only. Fix if time is available.</li> <li><b>2</b> Minor usability problem. Fixing this should be low priority.</li> <li><b>3</b> Major usability problem. Important to fix, given high priority.</li> <li><b>4</b> Usability Catastrophe, fix this before product can be released.</li> </ul>	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span>
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		<span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span>
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span>
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		<span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span>
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span>
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		<span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span>
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		<span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span>
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc; border-radius: 50%; border: 1px solid #000;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #0070C0; border-radius: 50%; border: 1px solid #000;"></span>

Figure 6.1.33: UT-25 Mood Tracker (application)

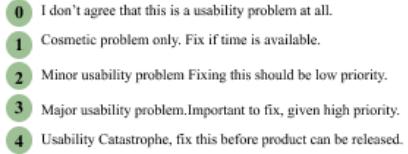
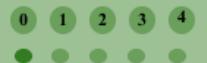
Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Website <b>Feature:</b> Mood-Tracker		 0 I don't agree that this is a usability problem at all. 1 Cosmetic problem only. Fix if time is available. 2 Minor usability problem. Fixing this should be low priority. 3 Major usability problem. Important to fix, given high priority. 4 Usability Catastrophe, fix this before product can be released.	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		  
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		  
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		  
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		  
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		  
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		  
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		  
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		  

Figure 6.1.34: UT-25 Mood Tracker (website)

#### 6.1.24. UT-26 Spiritual Healing

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Mobile <b>Feature:</b> Spiritual Healing		<p><b>0</b> I don't agree that this is a usability problem at all.</p> <p><b>1</b> Cosmetic problem only. Fix if time is available.</p> <p><b>2</b> Minor usability problem. Fixing this should be low priority.</p> <p><b>3</b> Major usability problem. Important to fix, given high priority.</p> <p><b>4</b> Usability Catastrophe, fix this before product can be released.</p>	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		<span style="color: #808080;">0</span> <span style="color: #808080;">1</span> <span style="color: #808080;">2</span> <span style="color: #808080;">3</span> <span style="color: #808080;">4</span> <span style="color: black;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span> <span style="color: #808080;">●</span>

Figure 6.1.33: UT-26 Spiritual Healing (application)

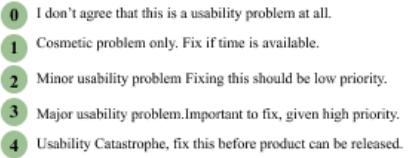
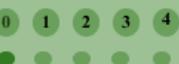
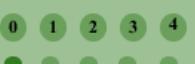
Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Website <b>Feature:</b> Spiritual Healing		 0 I don't agree that this is a usability problem at all. 1 Cosmetic problem only. Fix if time is available. 2 Minor usability problem. Fixing this should be low priority. 3 Major usability problem. Important to fix, given high priority. 4 Usability Catastrophe, fix this before product can be released.	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		 ● ● ● ● ●
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		 ● ● ● ● ●
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		 ● ● ● ● ●
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		 ● ● ● ● ●
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		 ● ● ● ● ●
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		 ● ● ● ● ●
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		 ● ● ● ● ●
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		 ● ● ● ● ●

Figure 6.1.34: UT-26 Spiritual Healing(website)

### 6.1.25. UT-27 Multi-language

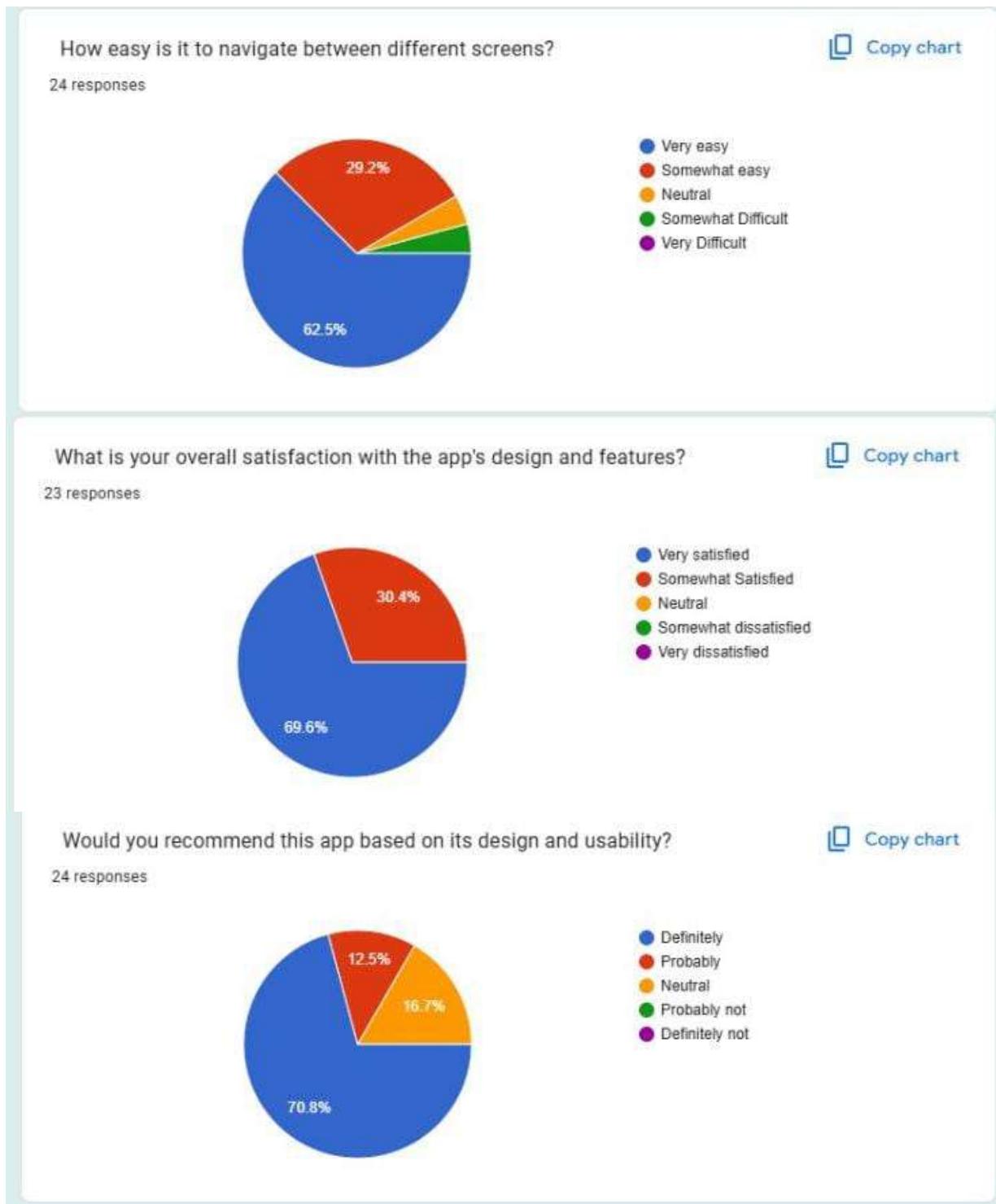
Heuristic Evaluation		Severity Ratings					
Evaluator Name:	Falak Naaz	0			I don't agree that this is a usability problem at all.		
Date:	20 Nov, 2024	1			Cosmetic problem only. Fix if time is available.		
Application:	Mobile	2			Minor usability problem. Fixing this should be low priority.		
Feature:	Multi-Languages	3			Major usability problem. Important to fix, given high priority.		
		4			Usability Catastrophe, fix this before product can be released.		
Heuristics	Issues	Recommendation			Severity		
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.	0	1	2	3	4	
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order	0	1	2	3	4	
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo	0	1	2	3	4	
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing	0	1	2	3	4	
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action	0	1	2	3	4	
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible	0	1	2	3	4	
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions	0	1	2	3	4	
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution	0	1	2	3	4	

Figure 6.1.33: UT-27 Multi-language(application)

Heuristic Evaluation		Severity Ratings	
<b>Evaluator Name:</b> Falak Naaz <b>Date:</b> 20 Nov, 2024 <b>Application:</b> Website <b>Feature:</b> Multi-Languages		<b>0</b> I don't agree that this is a usability problem at all. <b>1</b> Cosmetic problem only. Fix if time is available. <b>2</b> Minor usability problem. Fixing this should be low priority. <b>3</b> Major usability problem. Important to fix, given high priority. <b>4</b> Usability Catastrophe, fix this before product can be released.	
Heuristics	Issues	Recommendation	Severity
<b>1. Visibility of System Status</b>	Always keep user informed about what's going on, through appropriate feedback within reasonable time.		
<b>2. Match between the system and the real world.</b>	Follow real-world conventions, making information appear in a natural and logical order		
<b>3. User control and freedom</b>	Users should leave the unwanted state without having to go through an extended dialogue, undo and redo		
<b>4. Consistency and standards</b>	Users should not have to wonder whether different words, situations, or actions mean the same thing		
<b>5. Error Prevention</b>	Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action		
<b>6. Recognition rather than recall</b>	Minimise the users memory load by making objects, actions, and options visible		
<b>7. Flexibility and efficiency of use</b>	Accelerators. Allow users to tailor frequent actions		
<b>8. Help Users recognize, diagnose, and recover from errors</b>	Error messages should be expressed in plain language, precisely indicate the problem, and constructively suggest a solution		

Figure 6.1.34: UT-27 Multi-language (website)

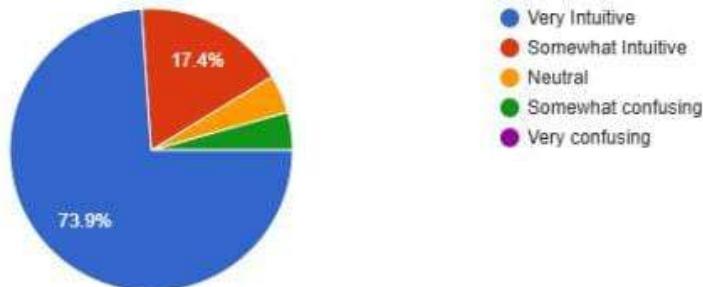
## 6.2. Validation Survey:



### How intuitive is the sign-up/login process?

23 responses

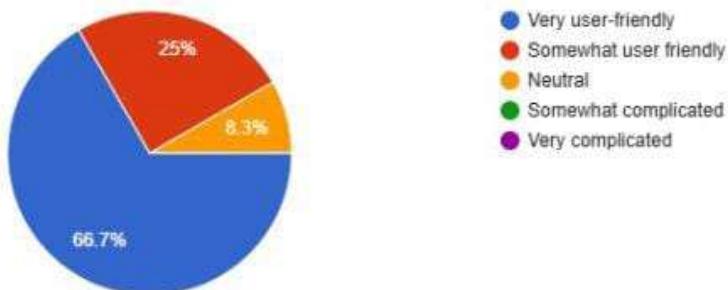
 Copy chart



### Does the interface feel user-friendly?

24 responses

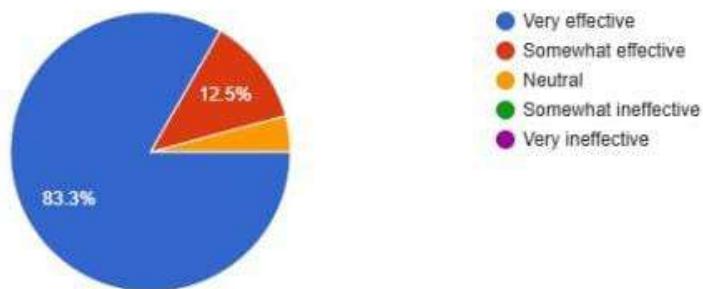
 Copy chart



### How effective is the language selection feature?

24 responses

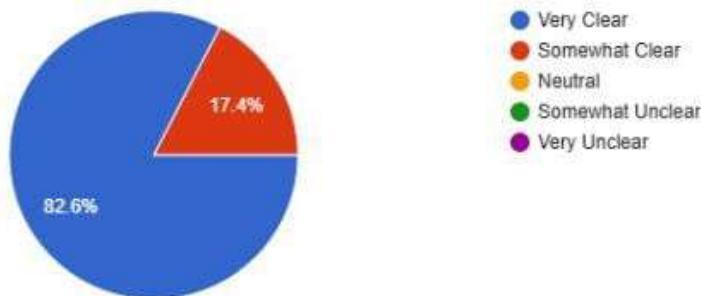
 Copy chart



Are the text and icons easy to read and understand?

 Copy chart

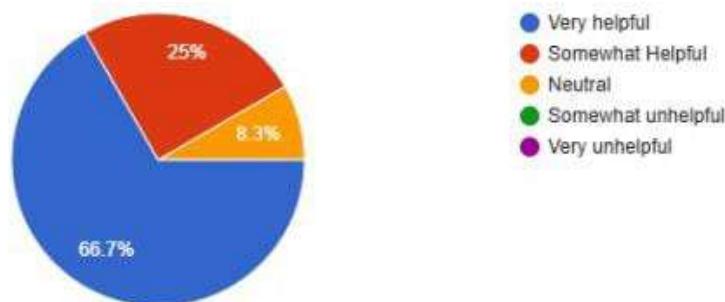
23 responses



How helpful is the "Find Appointment" feature in selecting a suitable doctor?

 Copy chart

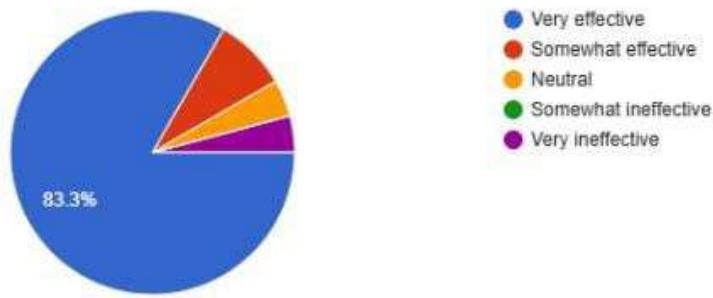
24 responses



How effective is the language selection feature?

 Copy chart

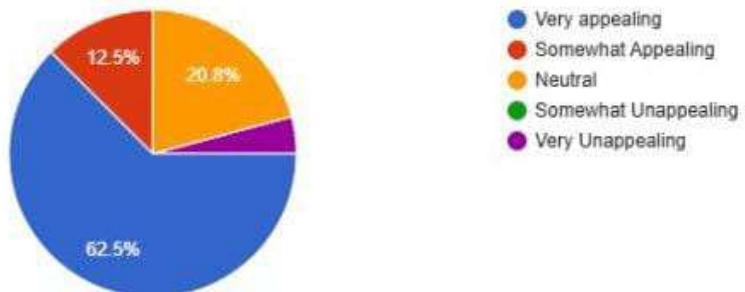
24 responses



How visually appealing do you find the design of the mobile screens?

 Copy chart

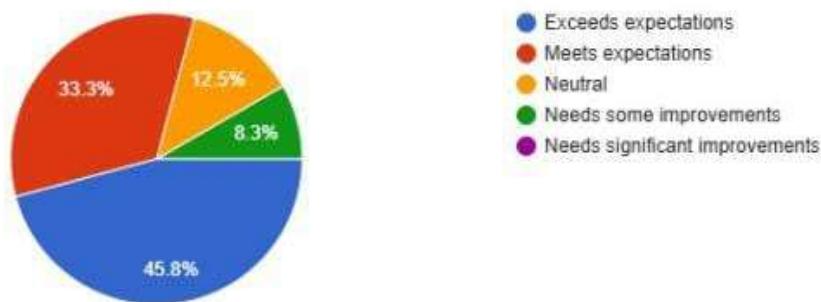
24 responses



Does the appointment booking process meet your expectations?

 Copy chart

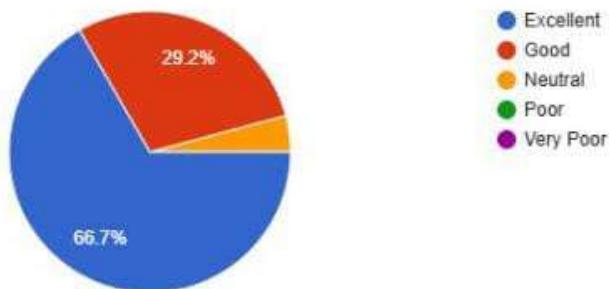
24 responses



How would you rate the guidance provided on booking an appointment?

 Copy chart

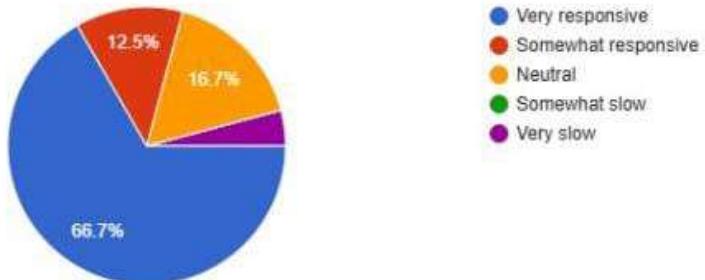
24 responses



How responsive are the screens (loading time, transitions)?

 Copy chart

24 responses



**Artifact-7**

**User Interfacing**

## **7.1 Apply style guides**

### 7.1.1 Style Guide

## **STYLE GUIDE**

### **Color Palette**

Primary Color

#459173

Secondary Color

]F7F0E6

Shades



Shades



Tints



Tints



## 7.2 High-fidelity prototype of Mobile Application

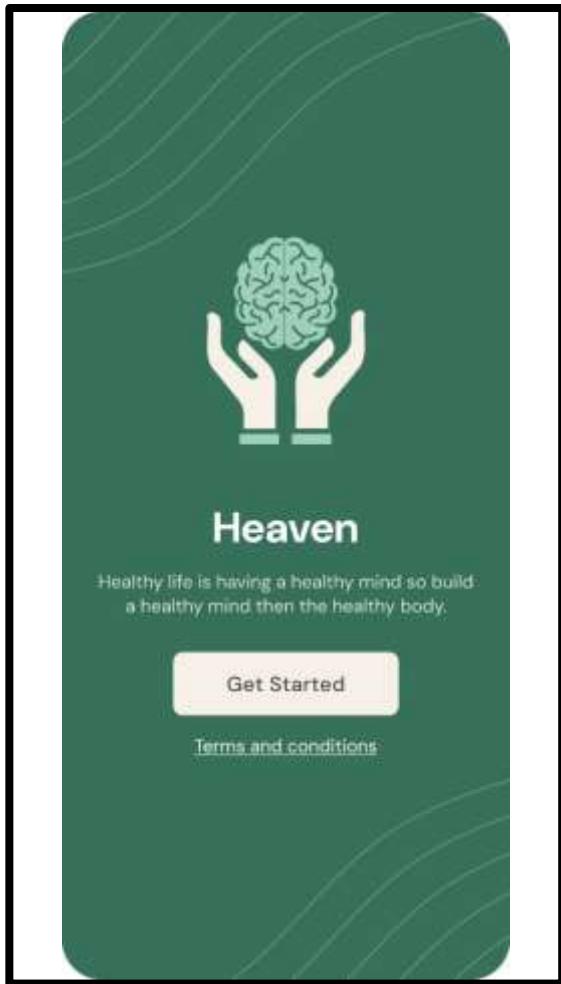


Figure 7.2.1: Splash Screen

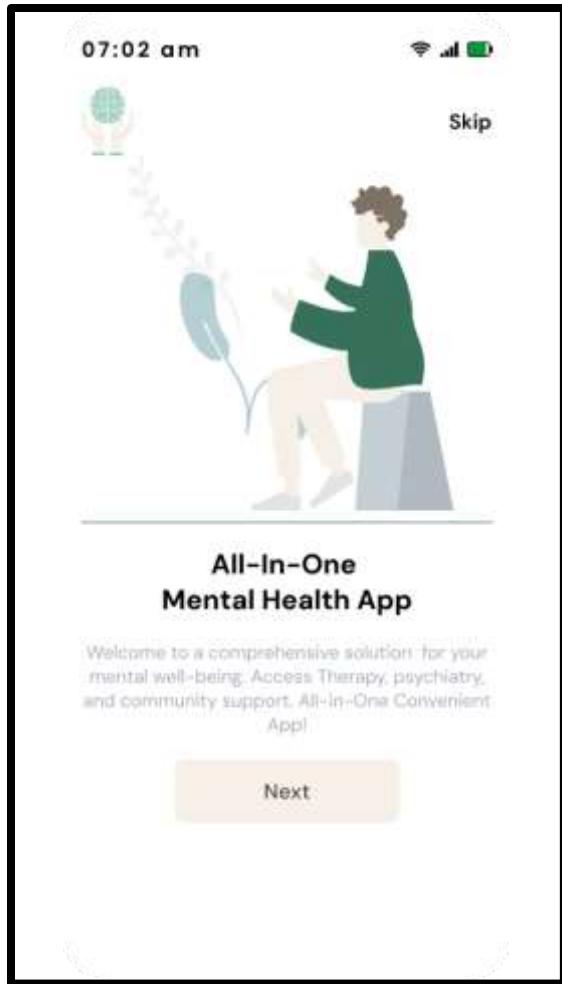


Figure 7.2.2: Welcome Screen



Figure 7.2.3: Welcome

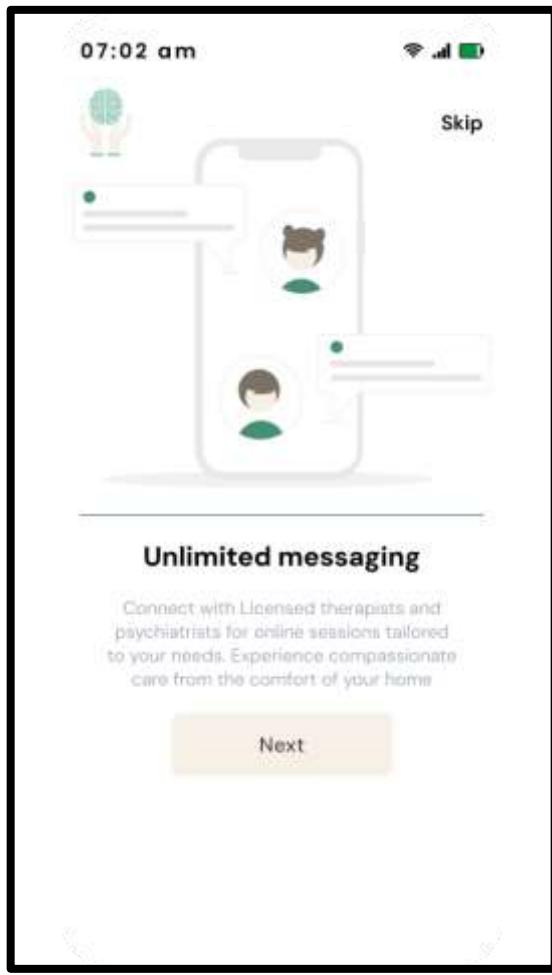


Figure 7.2.4: Welcome

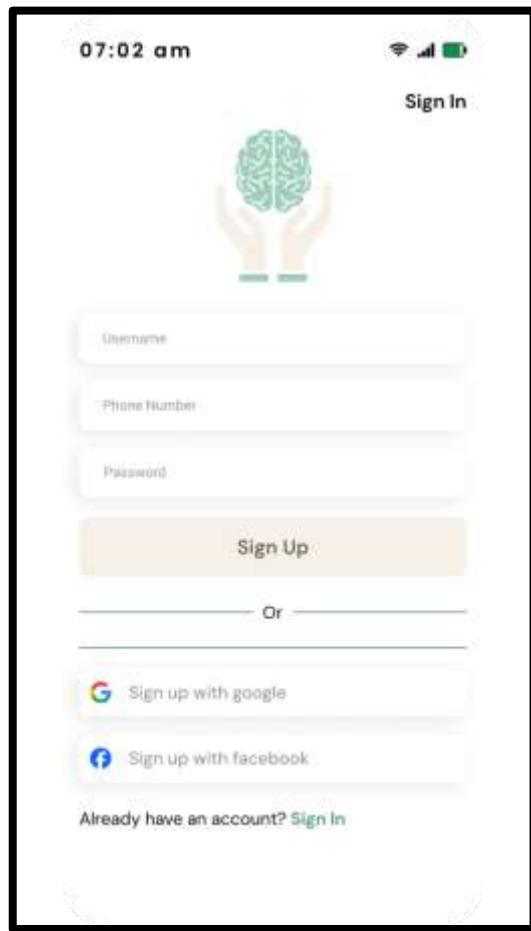


Figure 7.2.5: Sign in

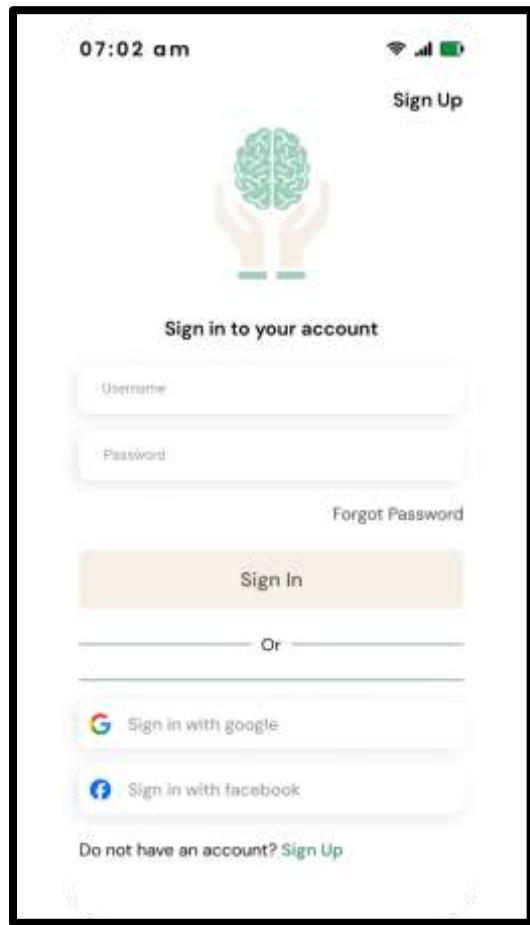


Figure 7.2.6: Sign Up

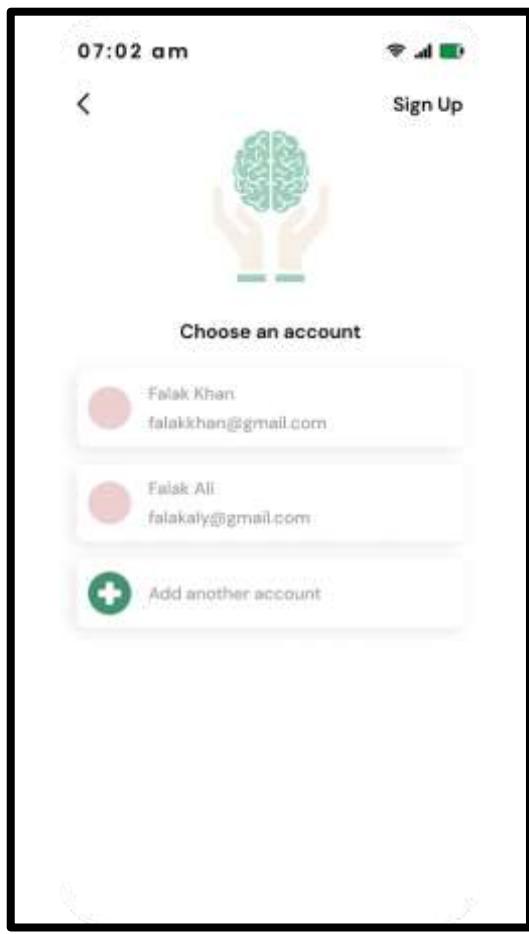


Figure 7.2.7: Sign in with google



Figure 7.2.8: Sign in with Facebook

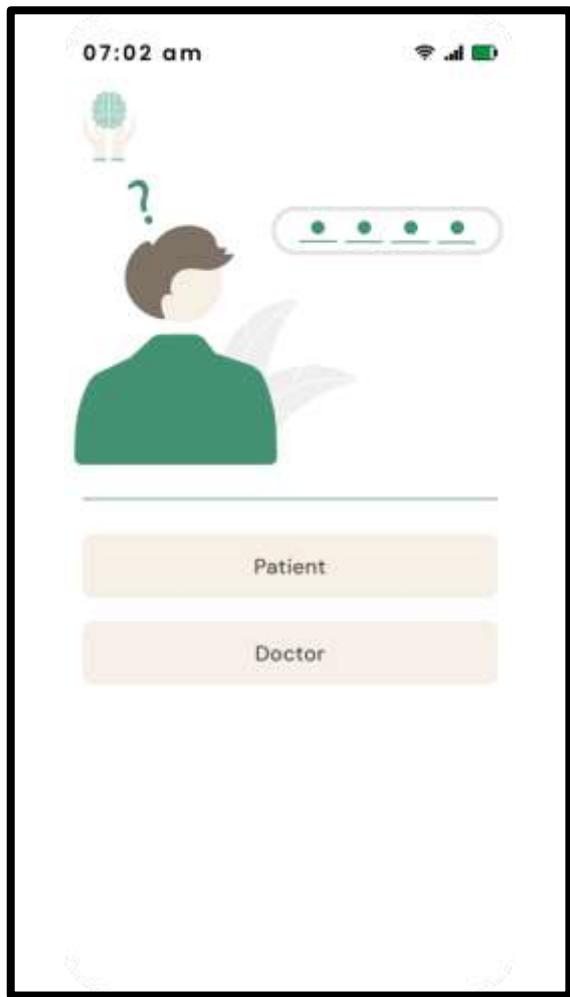


Figure 7.2.9: User Selection



Figure 7.2.10: Guide to book an appointment

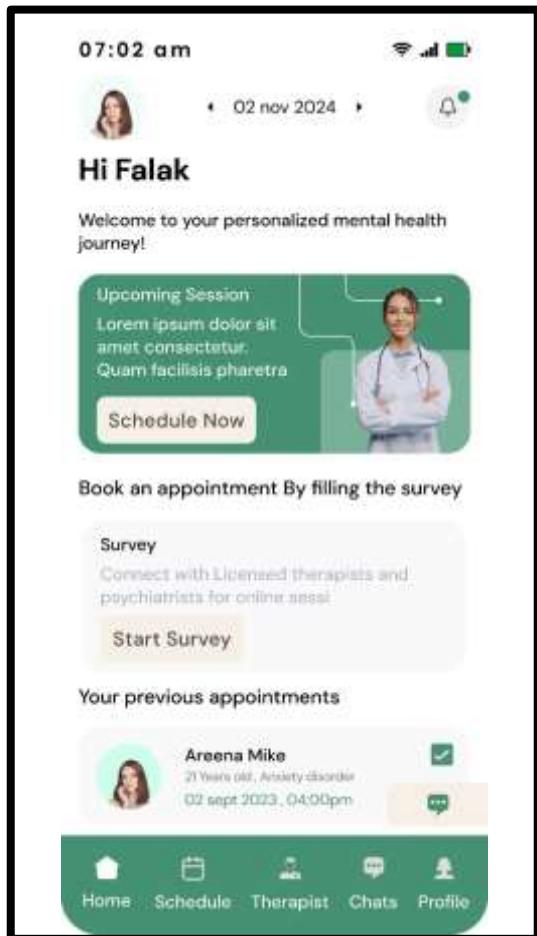


Figure 7.2.11:Home

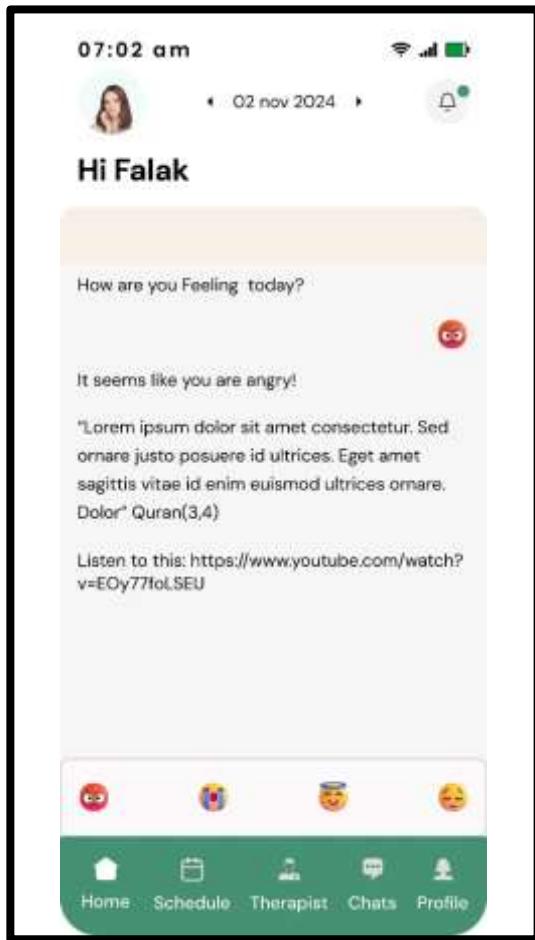


Figure 7.2.12: Mood Tracking

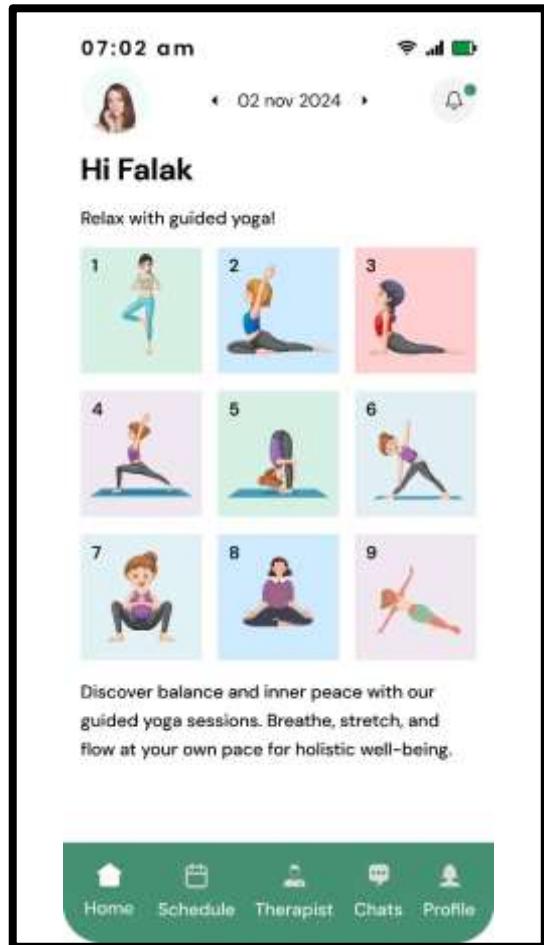


Figure 7.2.13: Guided Yoga

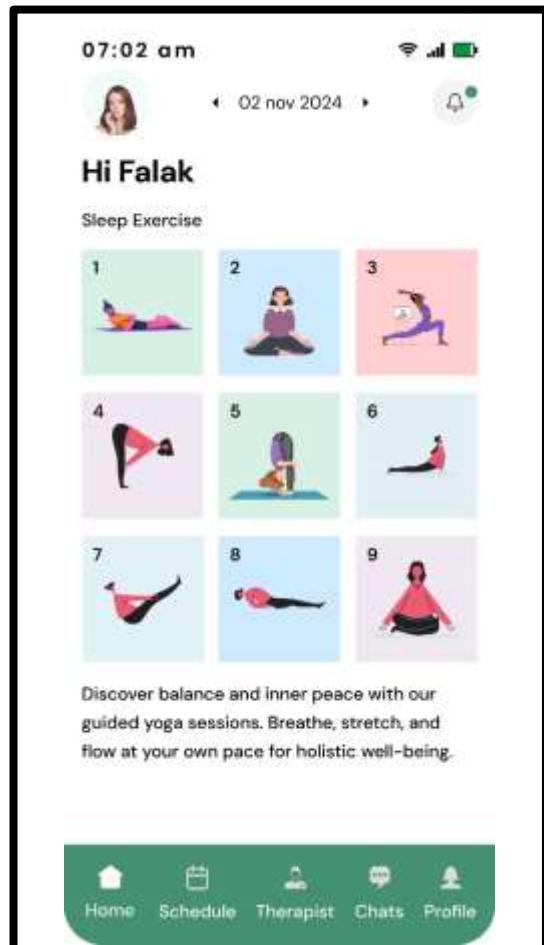


Figure 7.2.14: Sleep Exercise

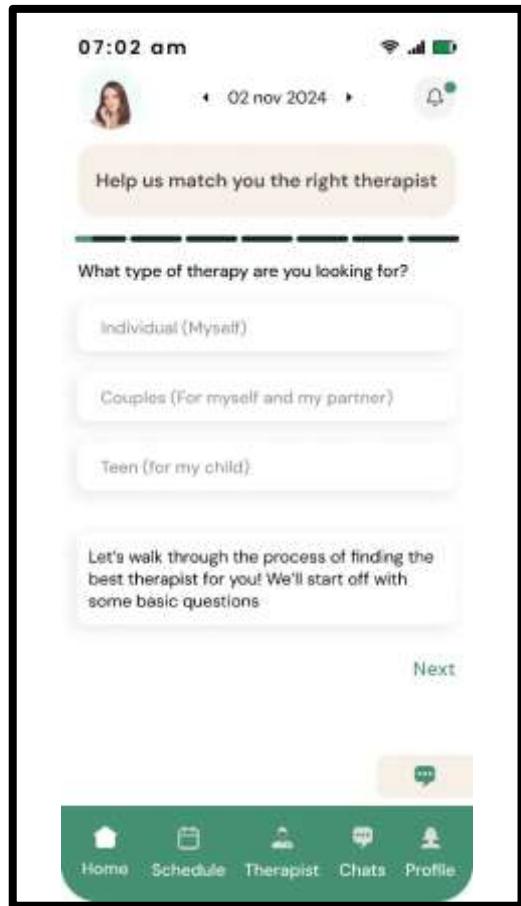


Figure 7.2.15:Questionnaire

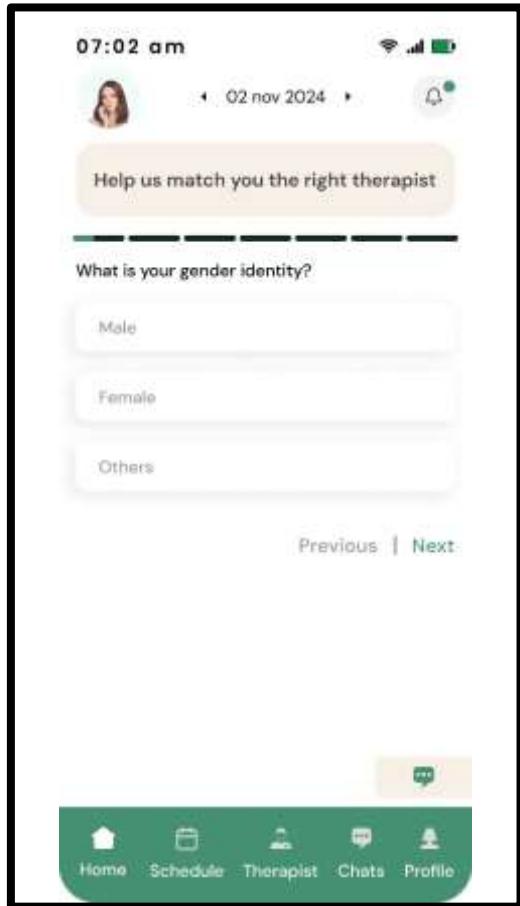


Figure 7.2.16: Questionnaire

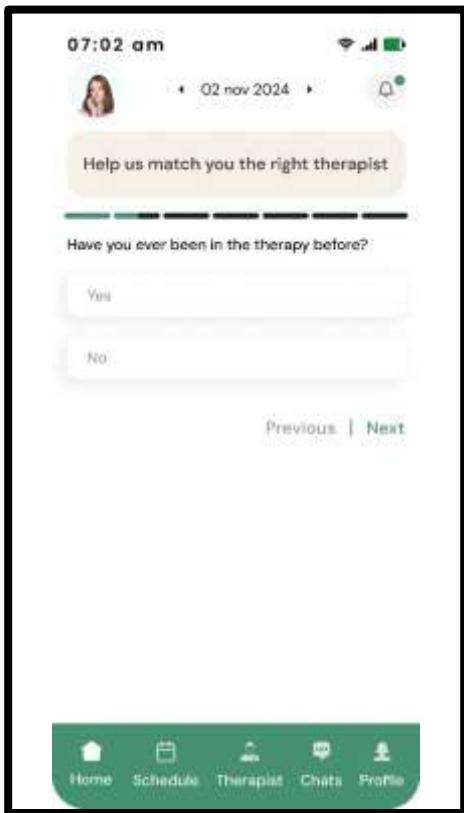


Figure 7.2.17:Questionnaire



Figure 7.2.18: Questionnaire

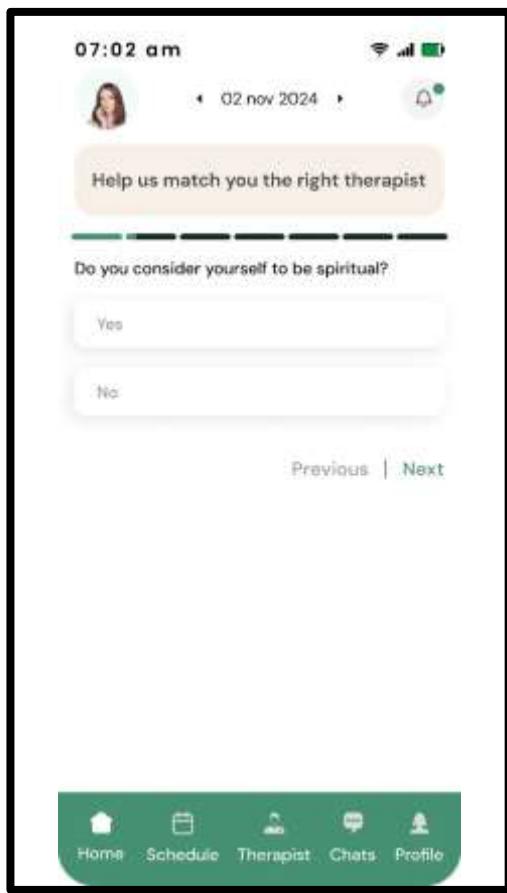


Figure 7.2.19: Questionnaire

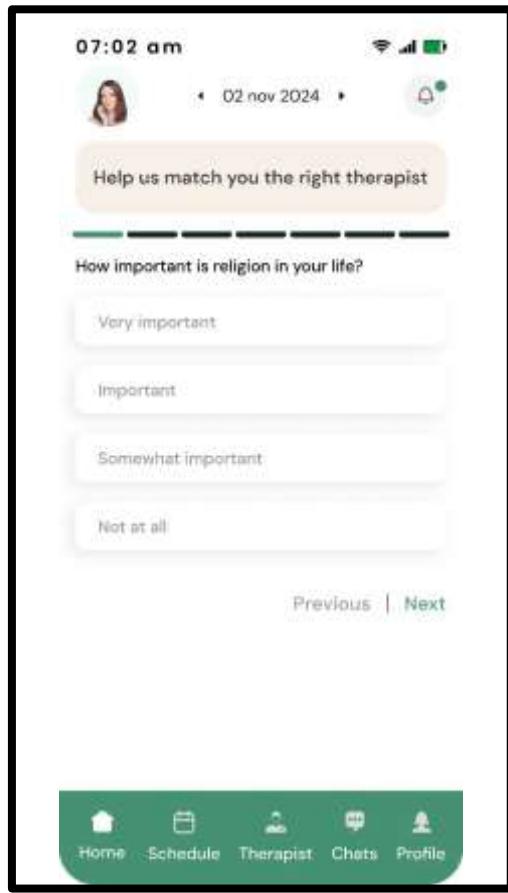


Figure 7.2.20: Questionnaire

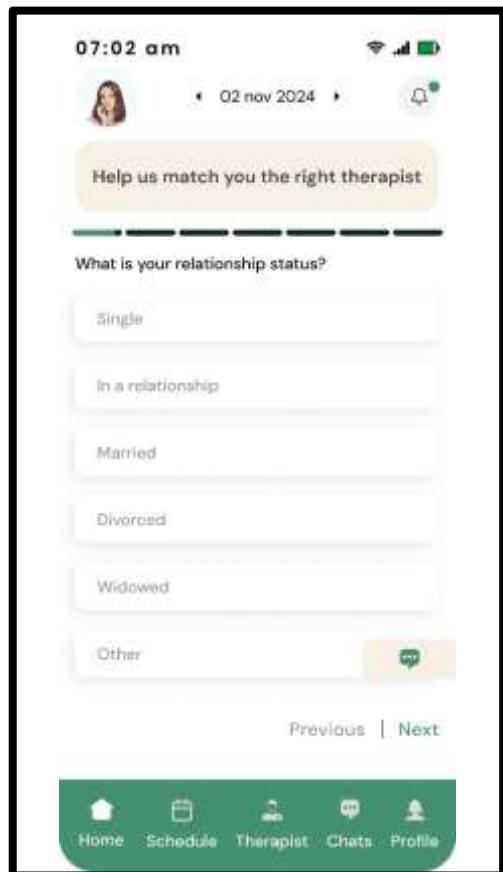


Figure 7.2.21: Questionnaire

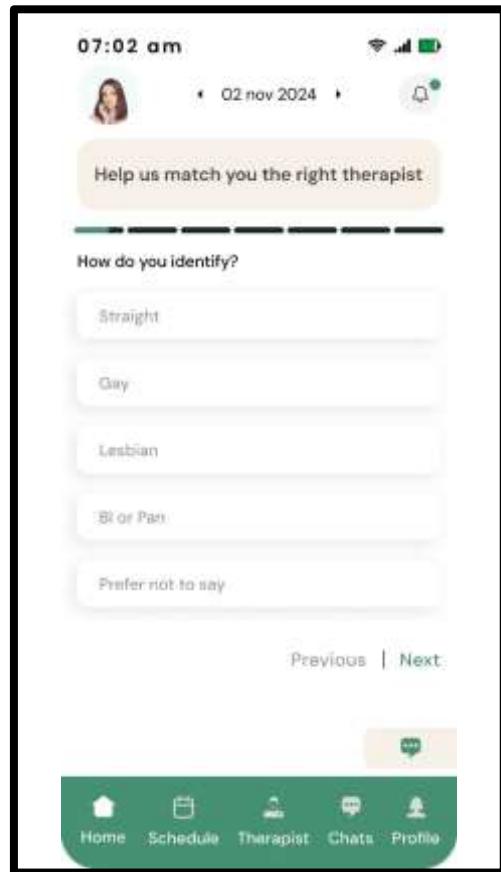


Figure 7.2.22: Questionnaire

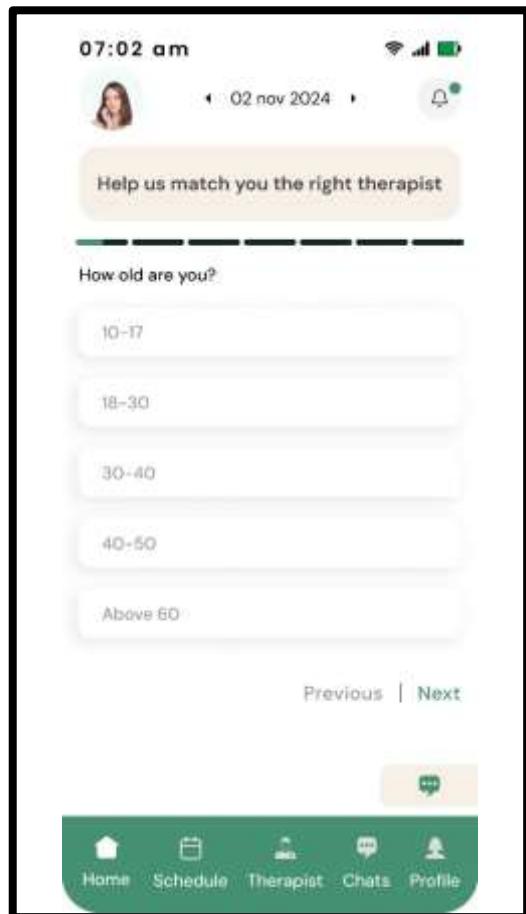


Figure 7.2.23: Questionnaire

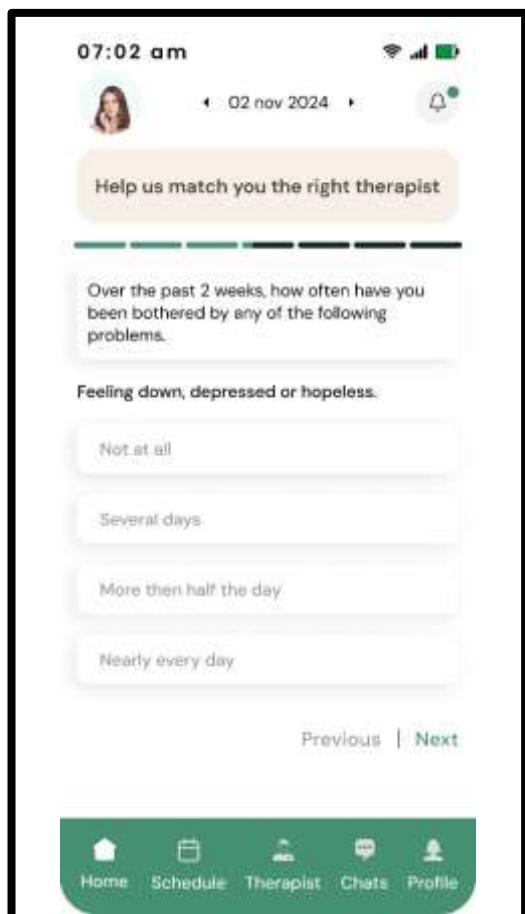


Figure 7.2.24: Questionnaire

07:02 am

02 nov 2024

Help us match you the right therapist

Over the past 2 weeks, how often have you been bothered by any of the following problems.

Moving or speaking so slowly that other people could have noticed? Or the opposite - being so fidgety or restless that you have been moving around a lot more than usual.

Not at all  
Several days  
More than half the day  
Nearly every day

Previous | Next

Home Schedule Therapist Chats Profile

This screenshot shows a mobile application interface for a questionnaire. At the top, it displays the time (07:02 am), date (02 nov 2024), and a notification icon. Below this is a header with the text "Help us match you the right therapist". A question asks about physical slowing down or restlessness over the past two weeks, with a five-point Likert scale response: "Not at all", "Several days", "More than half the day", and "Nearly every day". At the bottom, there are navigation buttons for "Previous" and "Next", and a green footer bar with icons for Home, Schedule, Therapist, Chats, and Profile.

Figure 7.2.25: Questionnaire

07:02 am

02 nov 2024

Help us match you the right therapist

Over the past 2 weeks, how often have you been bothered by any of the following problems.

Little interest or pleasure in doing things.

Not at all  
Several days  
More than half the day  
Nearly every day

Previous | Next

Home Schedule Therapist Chats Profile

This screenshot shows the continuation of the questionnaire from Figure 7.2.25. It displays the same header and date. The question now asks about a lack of interest or pleasure in doing things. It includes the same five-point Likert scale response options: "Not at all", "Several days", "More than half the day", and "Nearly every day". Navigation buttons for "Previous" and "Next" are at the bottom, along with a green footer bar.

Figure 7.2.26: Questionnaire

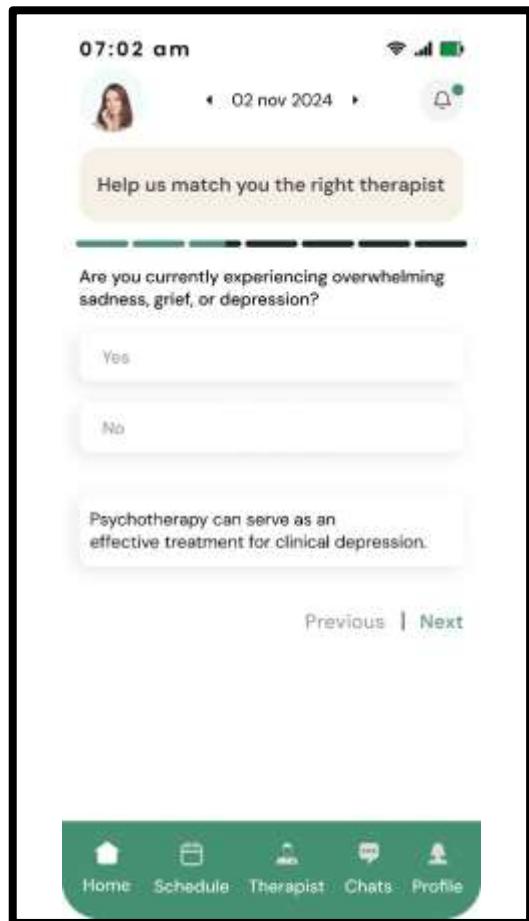


Figure 7.2.27: Questionnaire

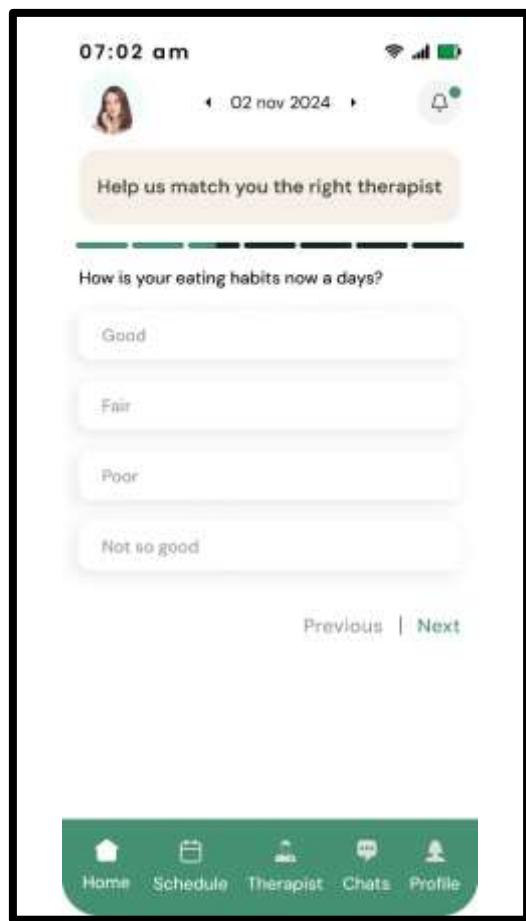


Figure 7.2.28: Questionnaire

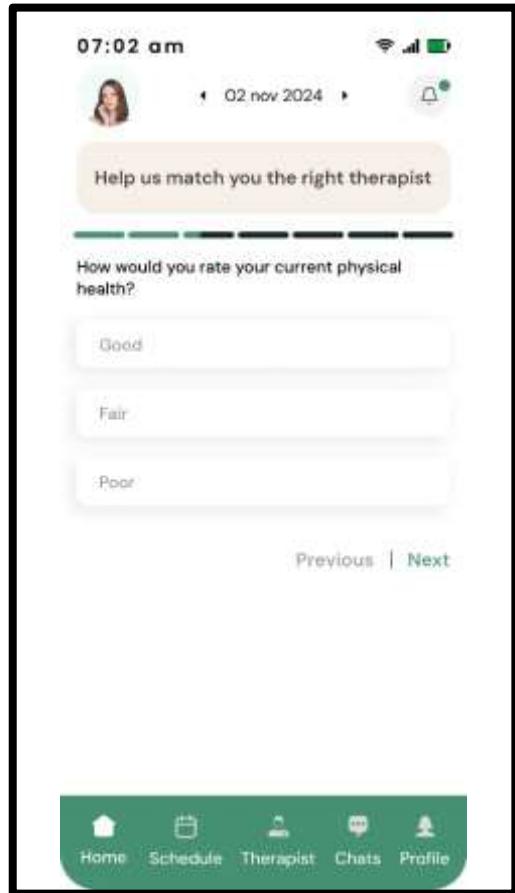


Figure 7.2.29: Questionnaire

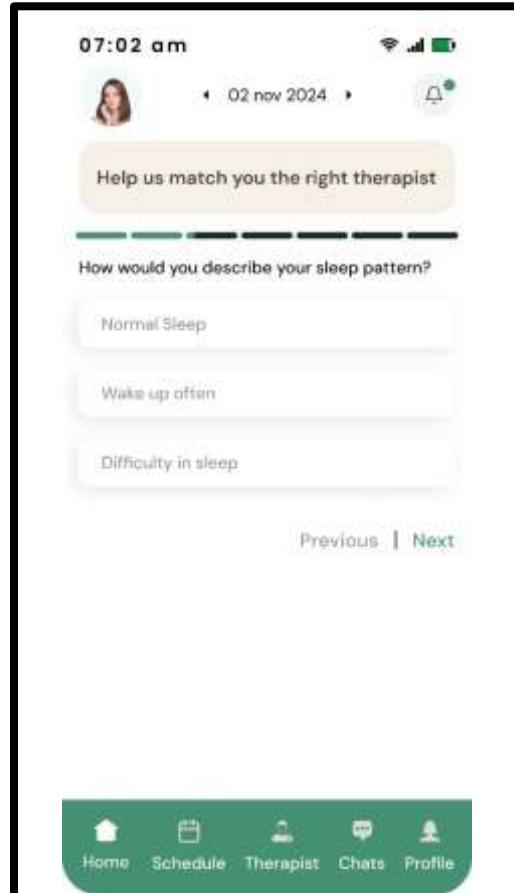


Figure 7.2.30: Questionnaire

07:02 am 02 nov 2024

Help us match you the right therapist

On a scale of 1 to 5, how would you rate your current stress level?

01  
02  
03  
04  
05

Previous | Next

Home Schedule Therapist Chats Profile

This screenshot shows a mobile application interface for a stress level rating questionnaire. At the top, it displays the time (07:02 am), date (02 nov 2024), and battery status. Below this is a placeholder for a profile picture. A central text box says "Help us match you the right therapist". The main question is "On a scale of 1 to 5, how would you rate your current stress level?", followed by five numbered input fields (01 to 05). At the bottom are navigation buttons for "Previous" and "Next". A green footer bar at the bottom contains icons for Home, Schedule, Therapist, Chats, and Profile.

Figure 7.2.31: Questionnaire

07:02 am 02 nov 2024

Help us match you the right therapist

What led you to consider therapy today?

Listens  
 Explore my past  
 Teaches me new skills  
 Explore my past  
 Challenges my beliefs  
 Guides me to set goal

Home Schedule Therapist Chats Profile

This screenshot shows a mobile application interface for a questionnaire about reasons for seeking therapy. It has a similar header and date/time as the previous screen. The main question is "What led you to consider therapy today?", followed by a list of six options each preceded by an unchecked checkbox. At the bottom is a green footer bar with icons for Home, Schedule, Therapist, Chats, and Profile.

Figure 7.2.32: Questionnaire

07:02 am

02 nov 2024

Help us match you the right therapist

Do you have any problems or worries about intimacy?

Never

Infrequently

Monthly

Weekly

Daily

Previous | Next

Home Schedule Therapist Chats Profile

07:02 am

02 nov 2024

Help us match you the right therapist

Over the past 2 weeks, how often have you been bothered by any of the following problems.

Little interest or pleasure in doing things.

Not at all

Several days

More than half the day

Nearly every day

Previous | Next

Home Schedule Therapist Chats Profile

Figure 7.2.32: Questionnaire

Figure 7.2.33: Questionnaire

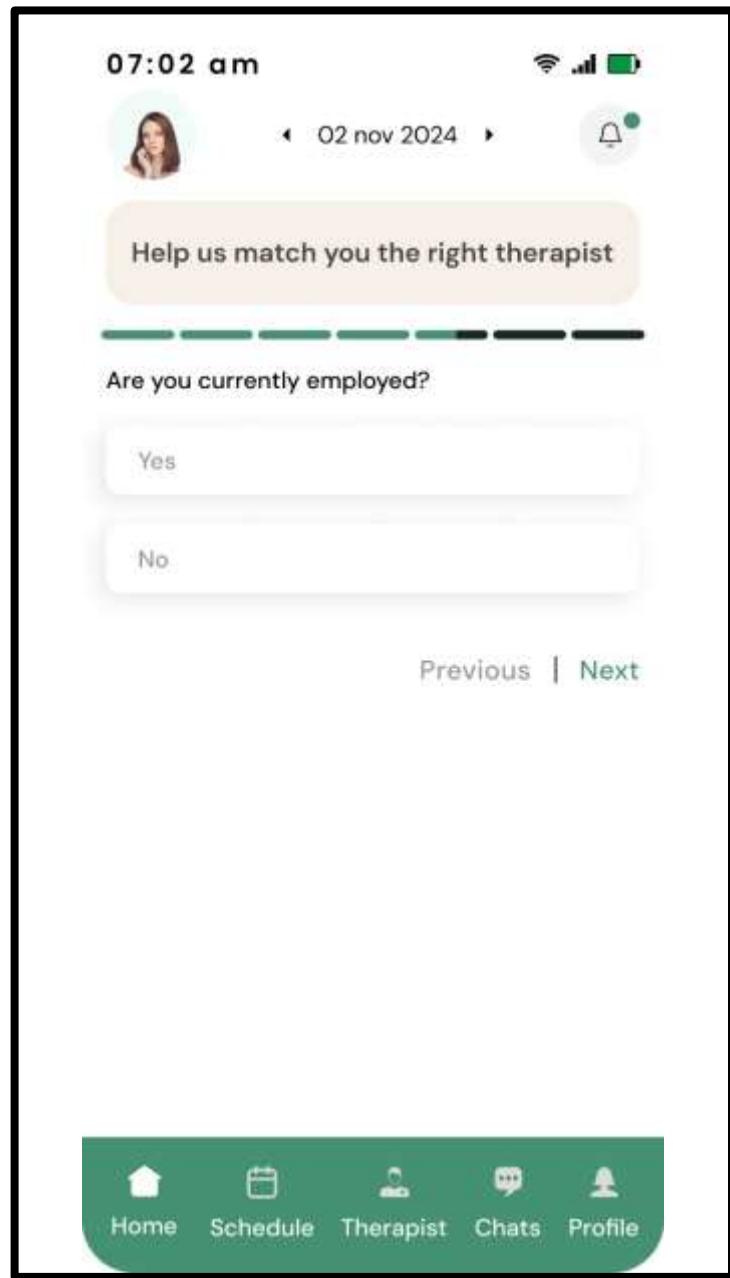


Figure 7.2.34: Questionnaire

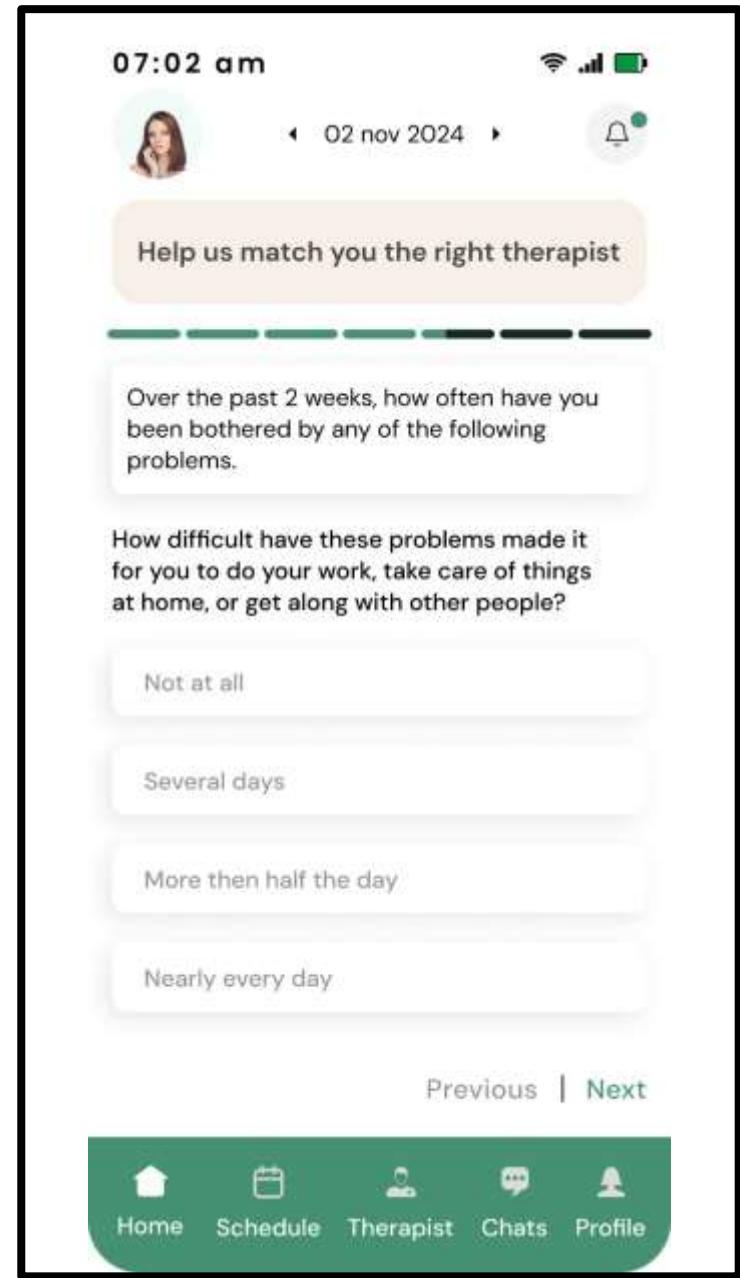


Figure 7.2.35: Questionnaire

07:02 am

02 nov 2024

Help us match you the right therapist

Over the past 2 weeks, how often have you been bothered by any of the following problems.

Thoughts that you would be better off dead or of hurting yourself in some way.

Not at all

Several days

More than half the day

Nearly every day

Previous | Next

Home Schedule Therapist Chats Profile

Figure 7.2.36: Questionnaire

07:02 am

02 nov 2024

Help us match you the right therapist

Over the past 2 weeks, how often have you been bothered by any of the following problems.

Feeling bad about yourself - or that you are a failure or have let yourself or your family down?

Good

Fair

Poor

Previous | Next

Home Schedule Therapist Chats Profile

Figure 7.2.37: Questionnaire

07:02 am

02 nov 2024

Help us match you the right therapist

Over the past 2 weeks, how often have you been bothered by any of the following problems.

Poor appetite or overeating.

Not at all

Several days

More than half the day

Nearly every day

Previous | Next

Home Schedule Therapist Chats Profile

Figure 7.2.38: Questionnaire

07:02 am

02 nov 2024

Help us match you the right therapist

Over the past 2 weeks, how often have you been bothered by any of the following problems.

Trouble falling asleep, staying asleep, or sleeping too much.

Not at all

Several days

More than half the day

Nearly every day

Previous | Next

Home Schedule Therapist Chats Profile

Figure 7.2.39: Questionnaire

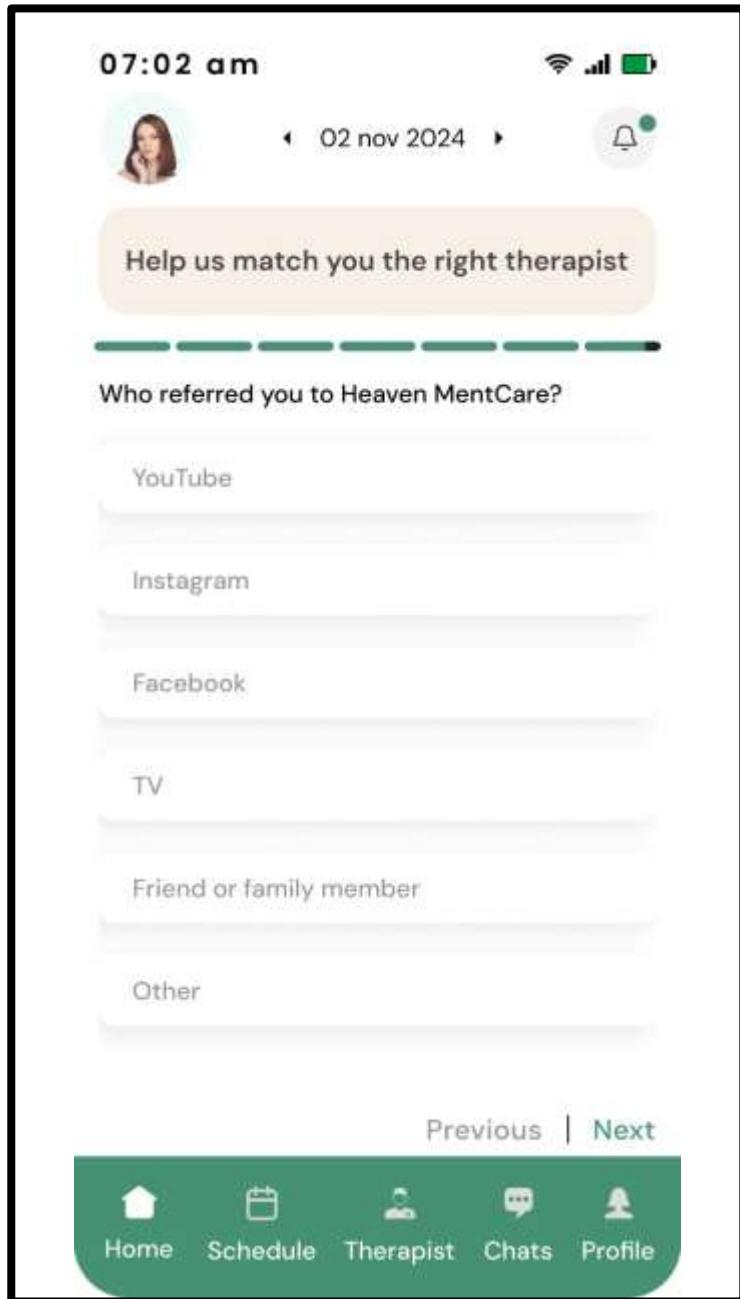


Figure 7.2.40: Questionnaire

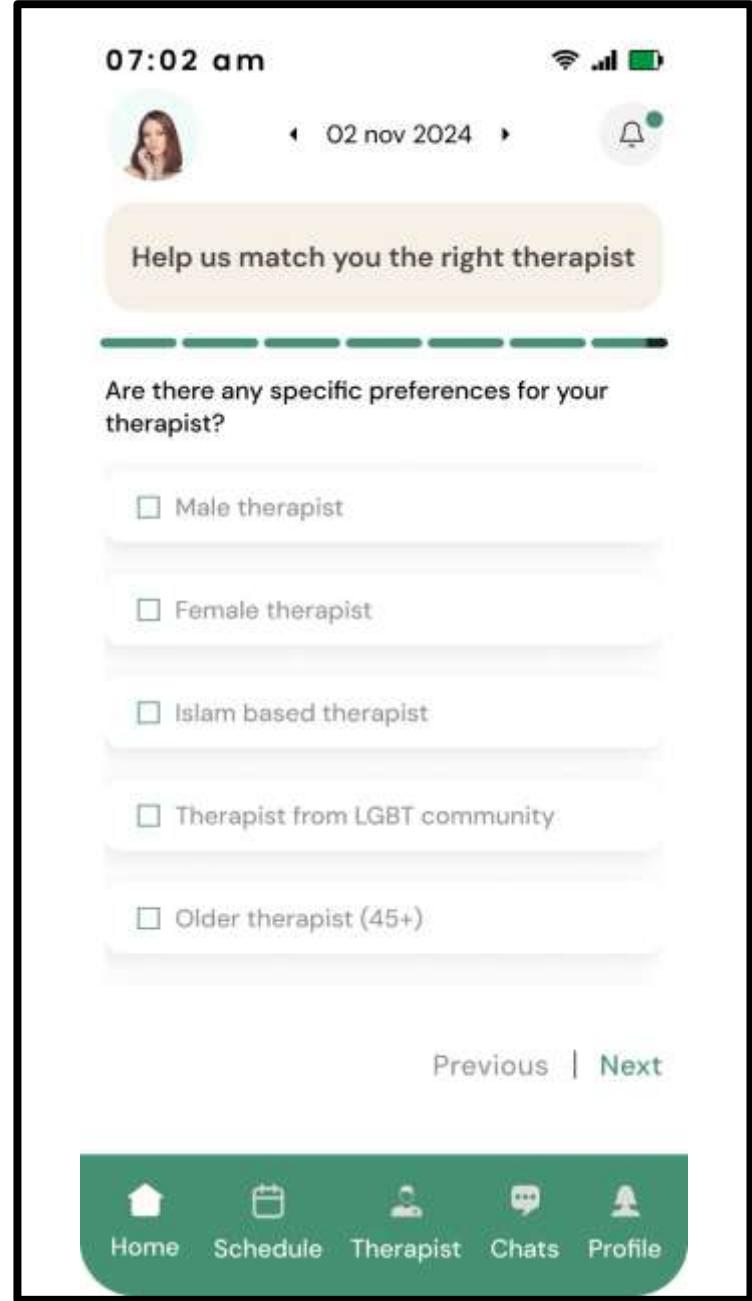


Figure 7.2.41: Questionnaire

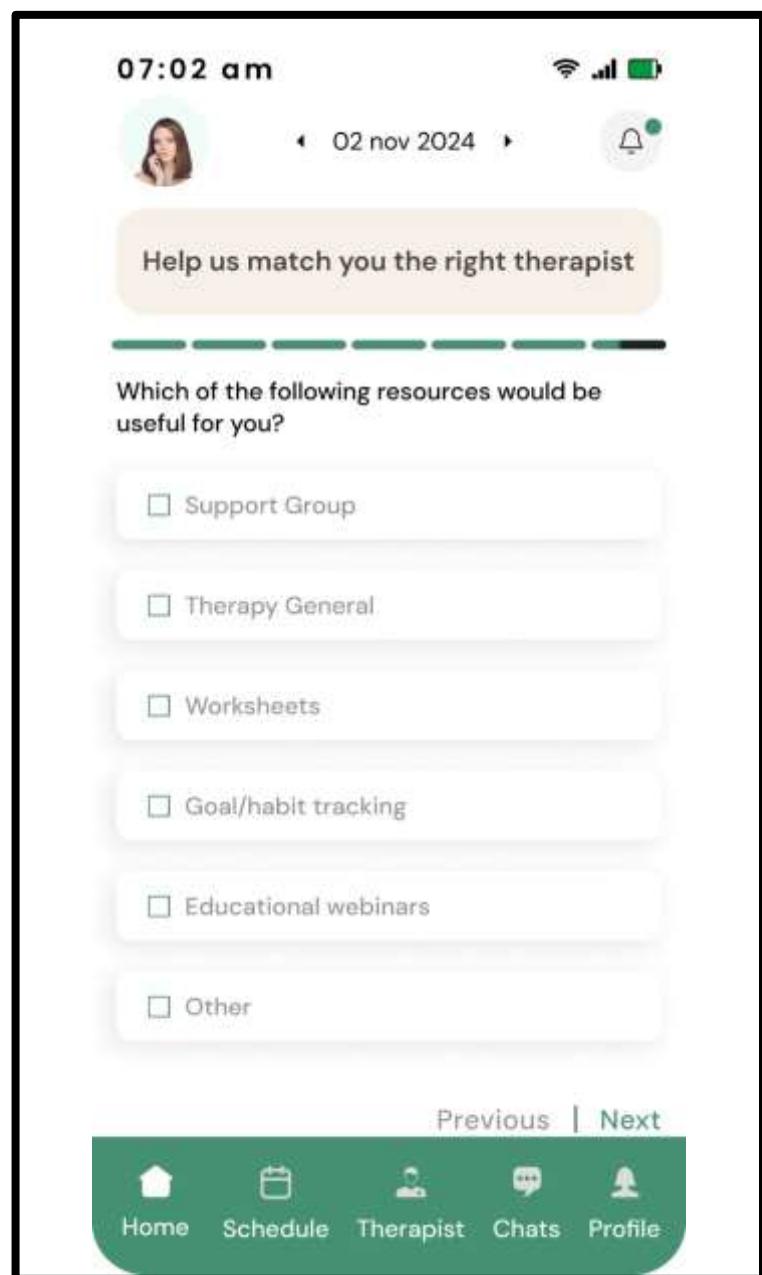


Figure 7.2.42: Questionnaire

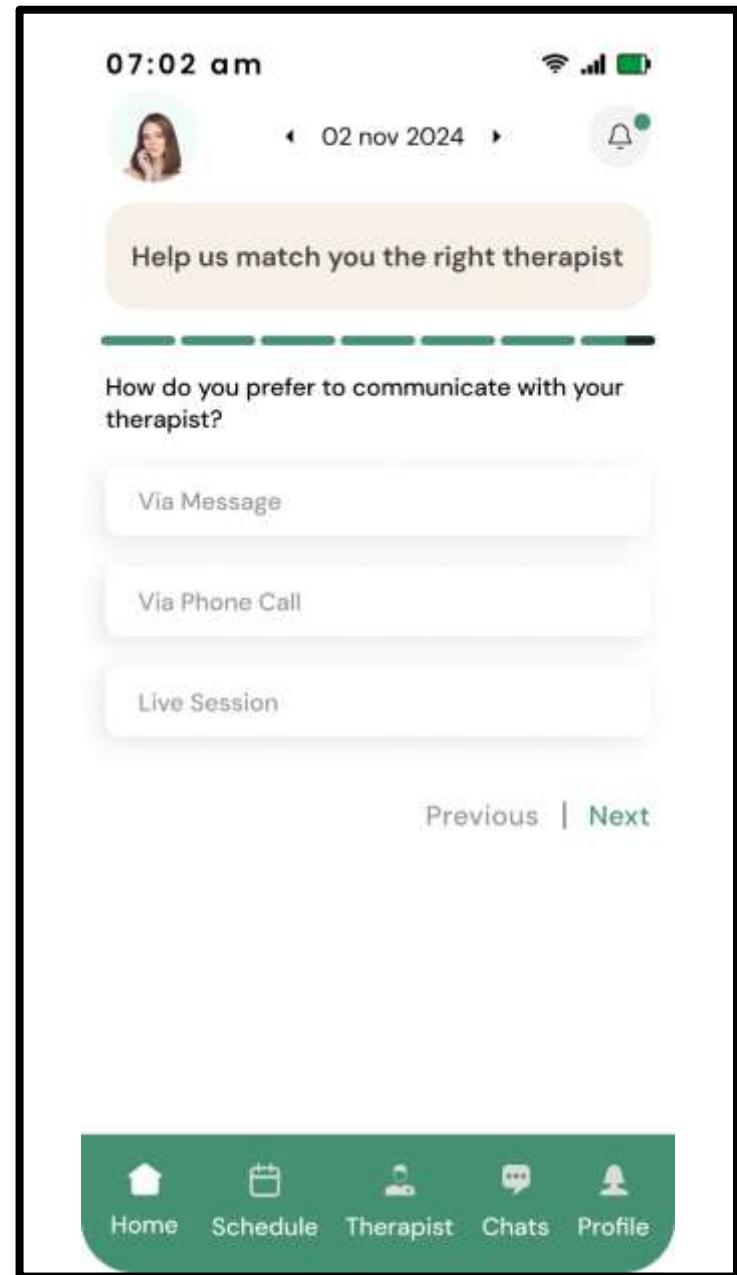


Figure 7.2.43: Questionnaire

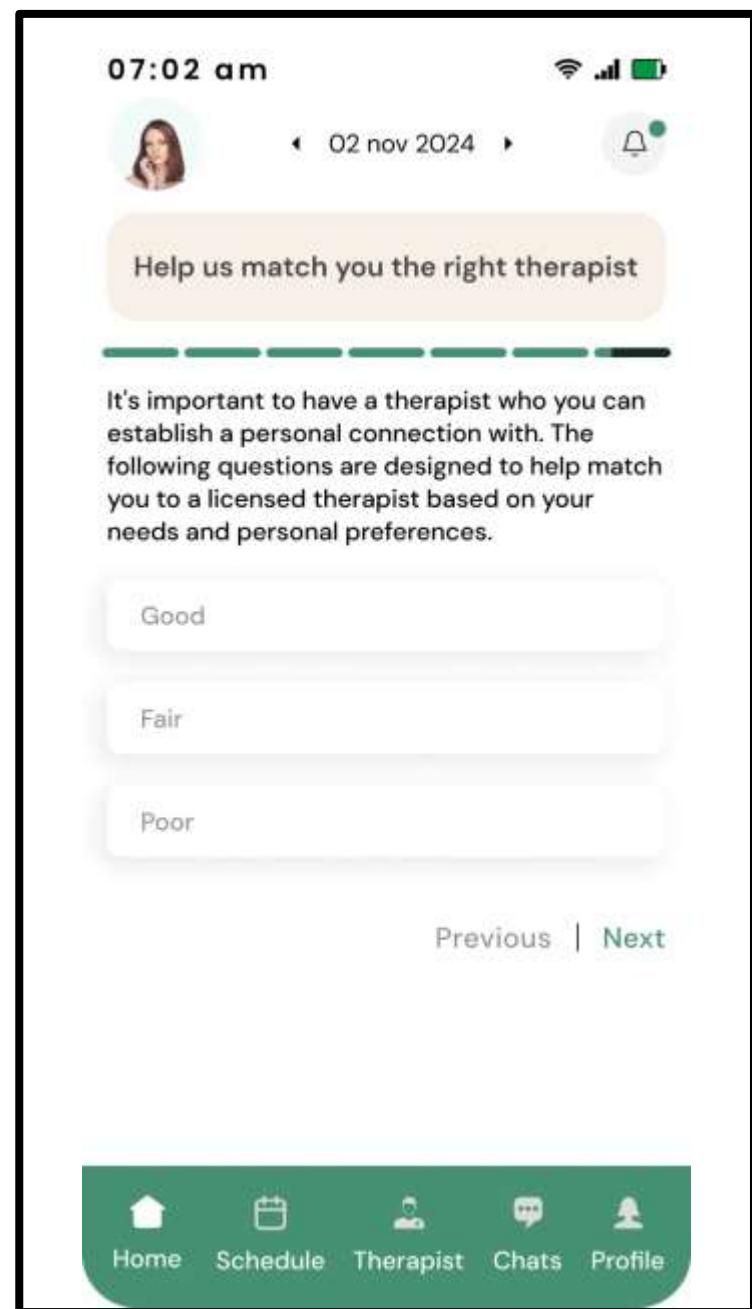


Figure 7.2.44: Questionnaire

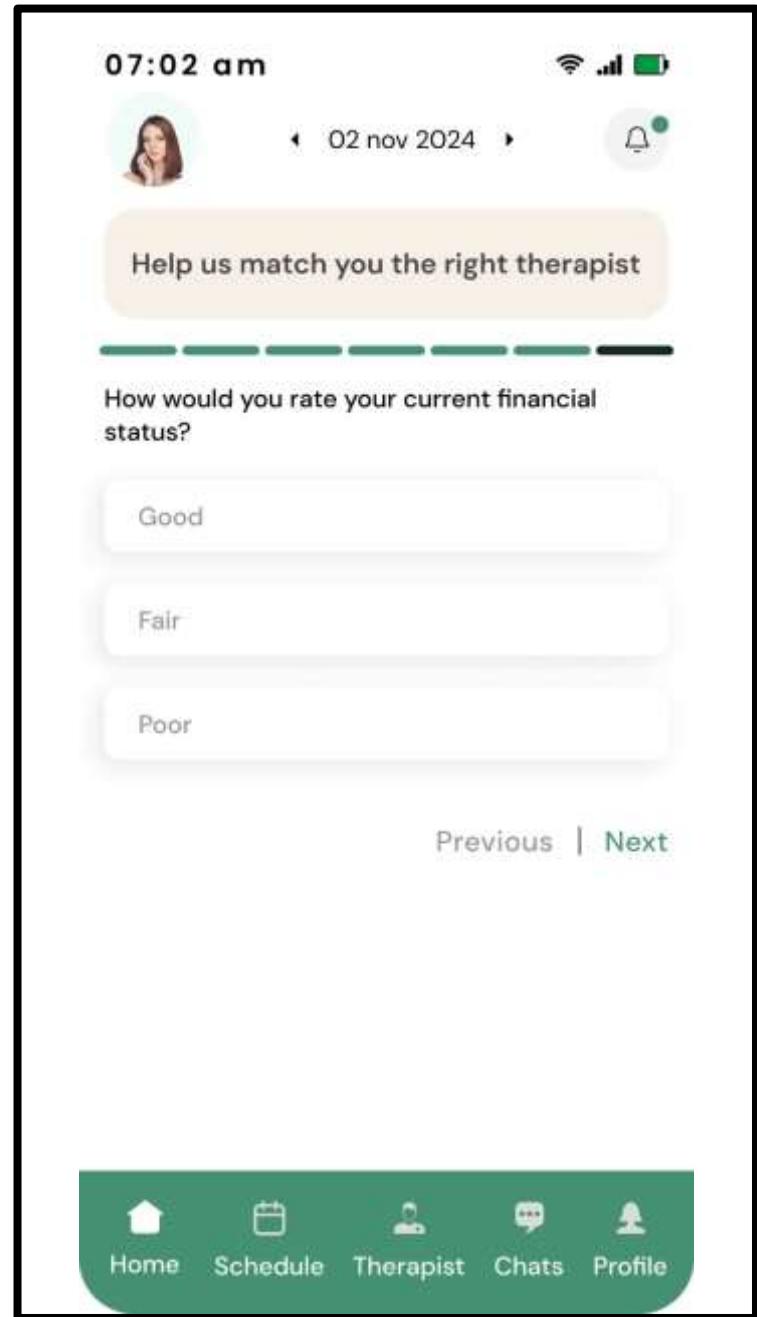


Figure 7.2.44: Questionnaire

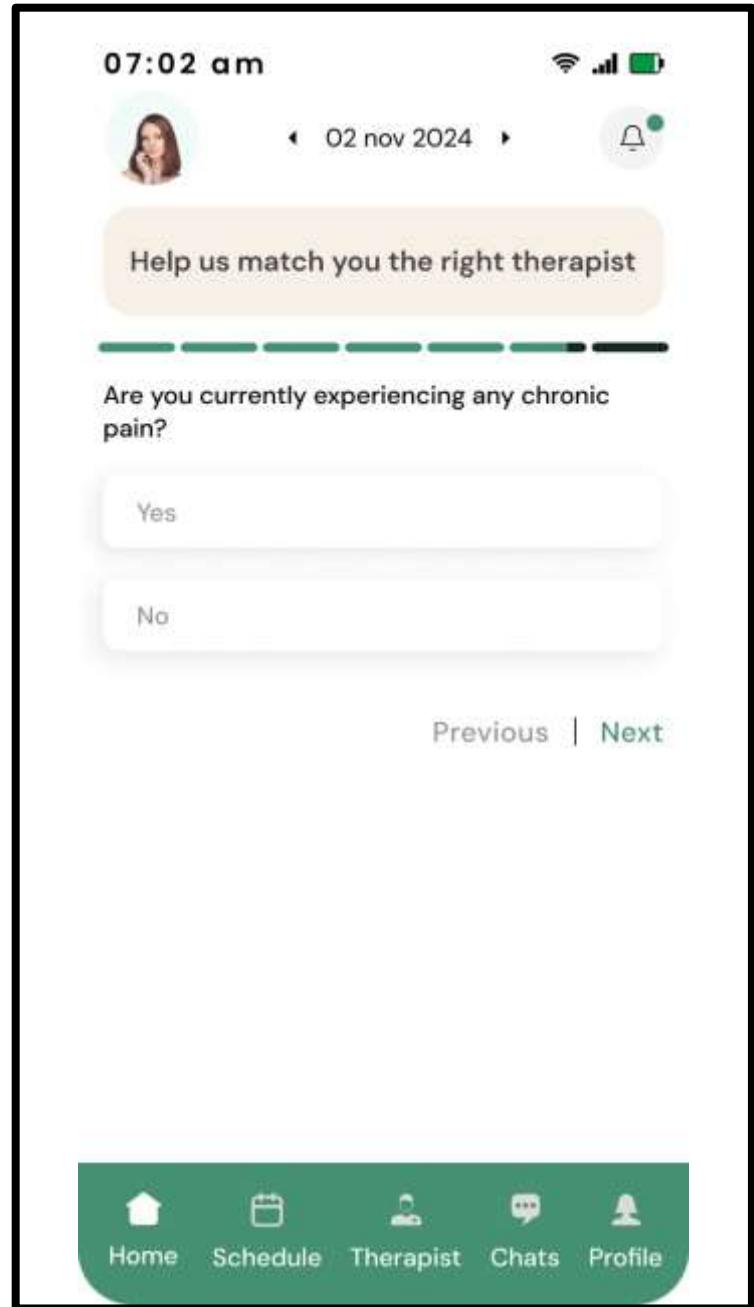


Figure 7.2.45: Questionnaire

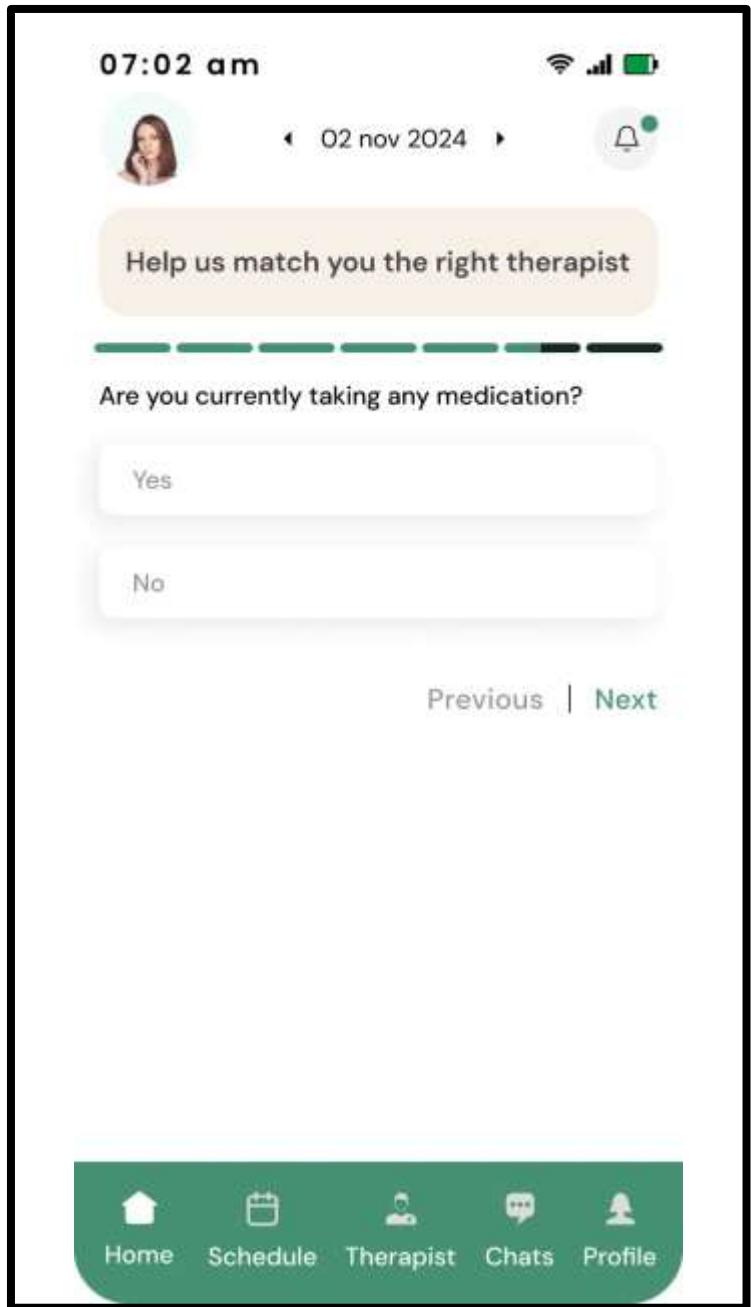


Figure 7.2.46: Questionnaire

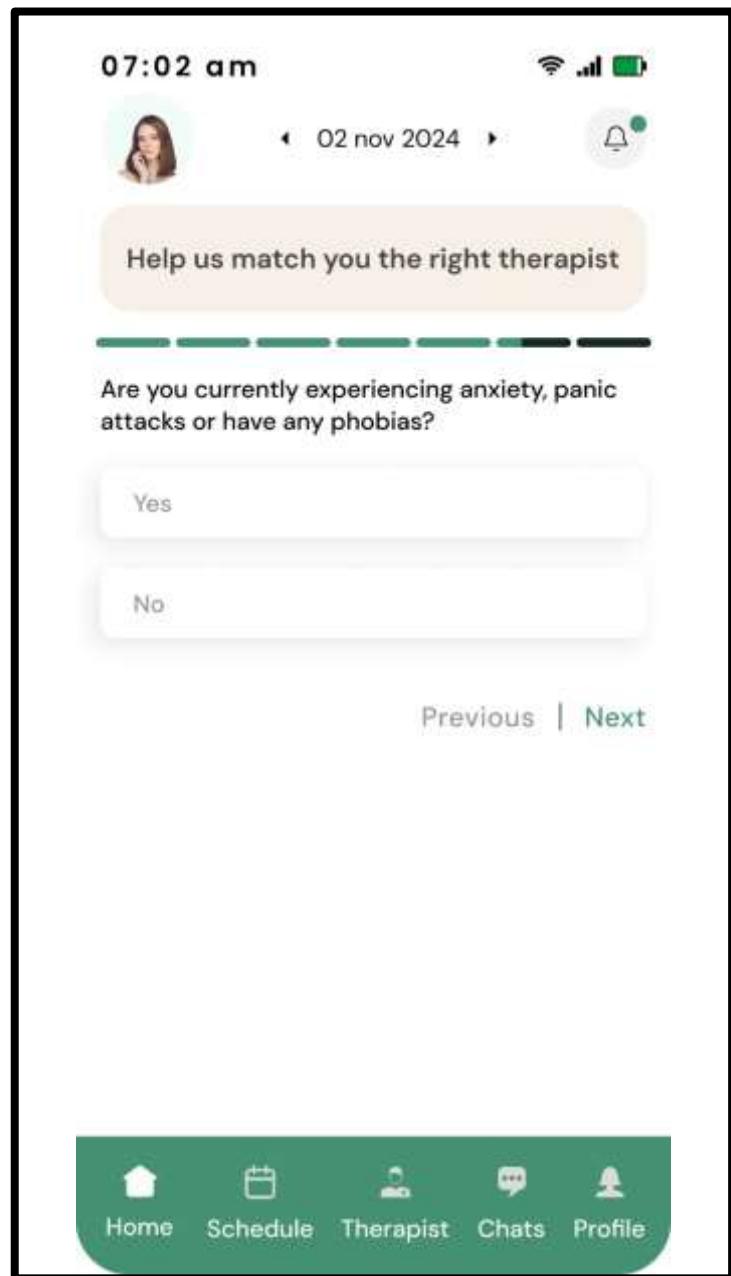


Figure 7.2.47: Questionnaire

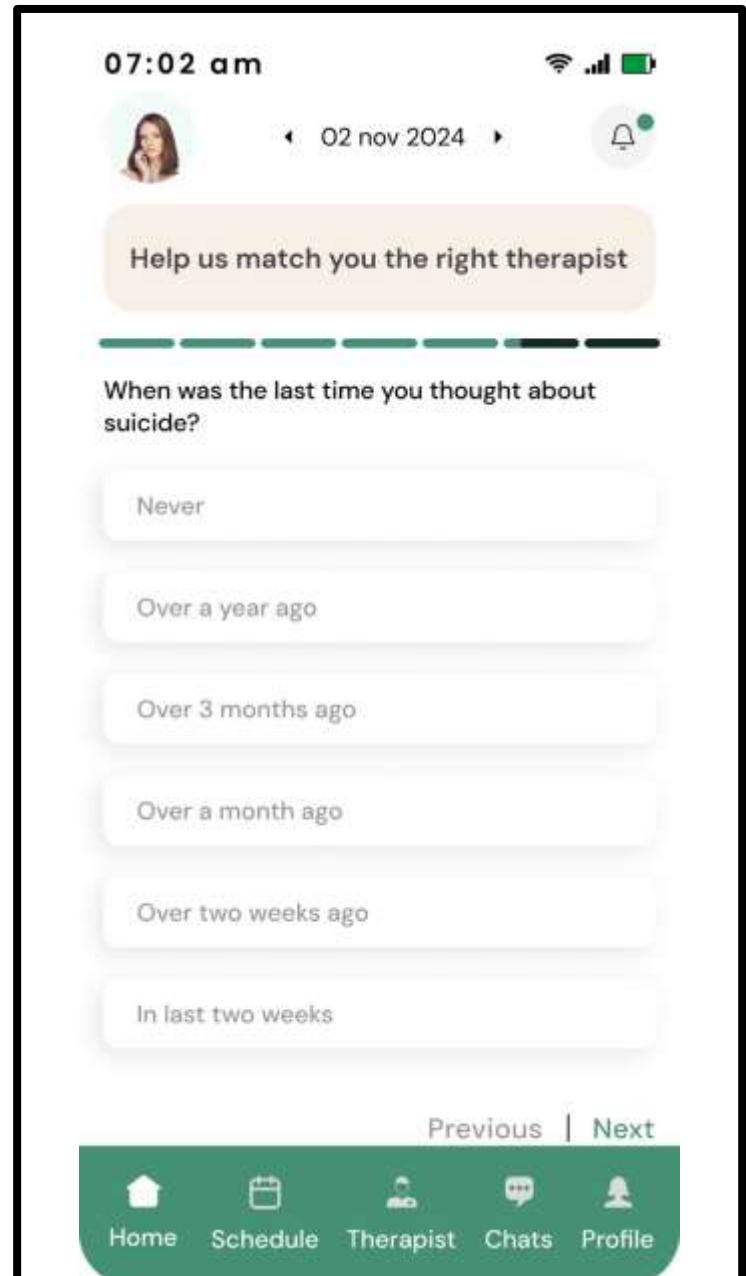


Figure 7.2.48: Questionnaire

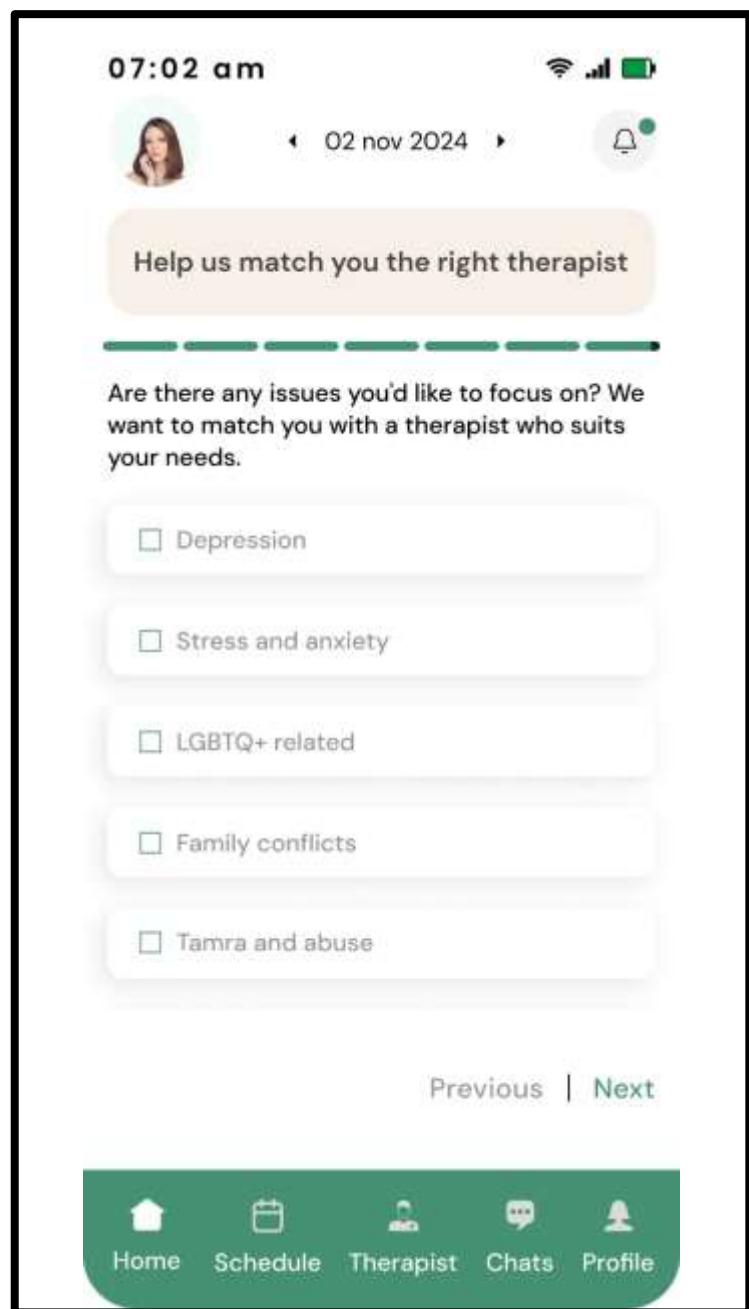


Figure 7.2.49: Questionnaire

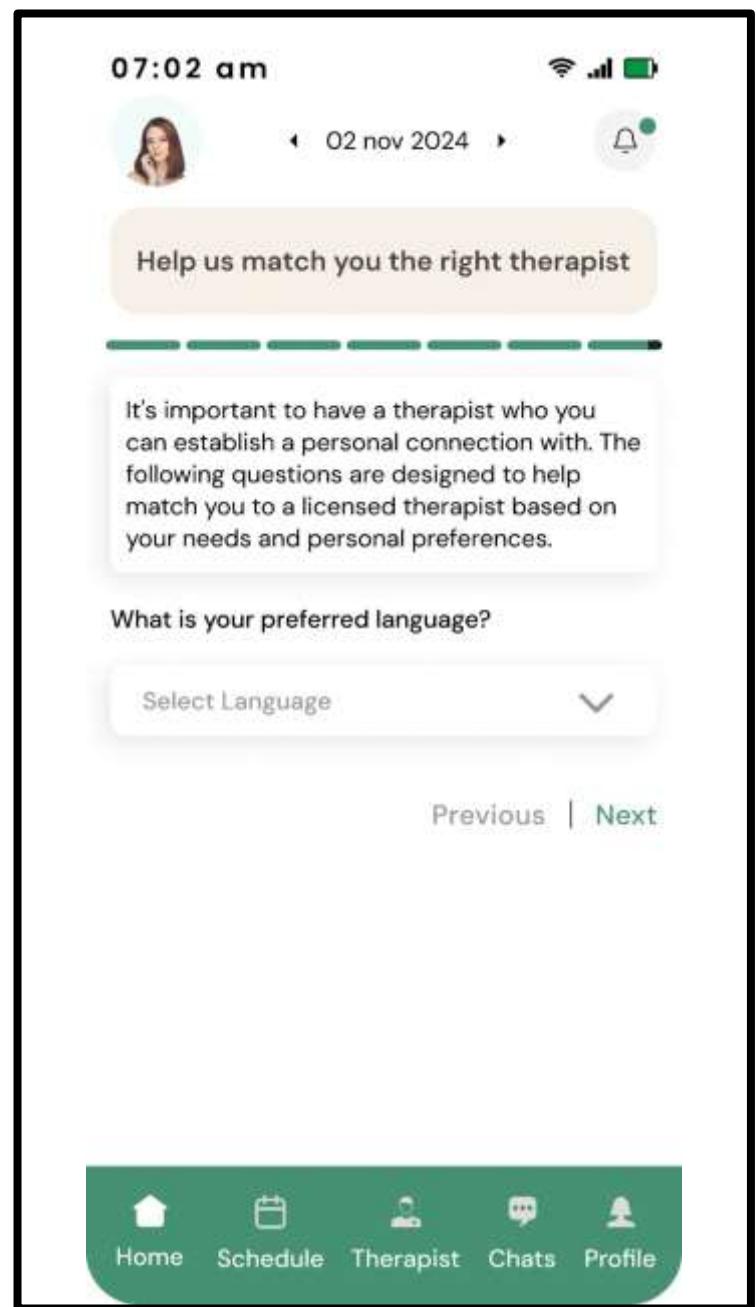


Figure 7.2.50: Questionnaire

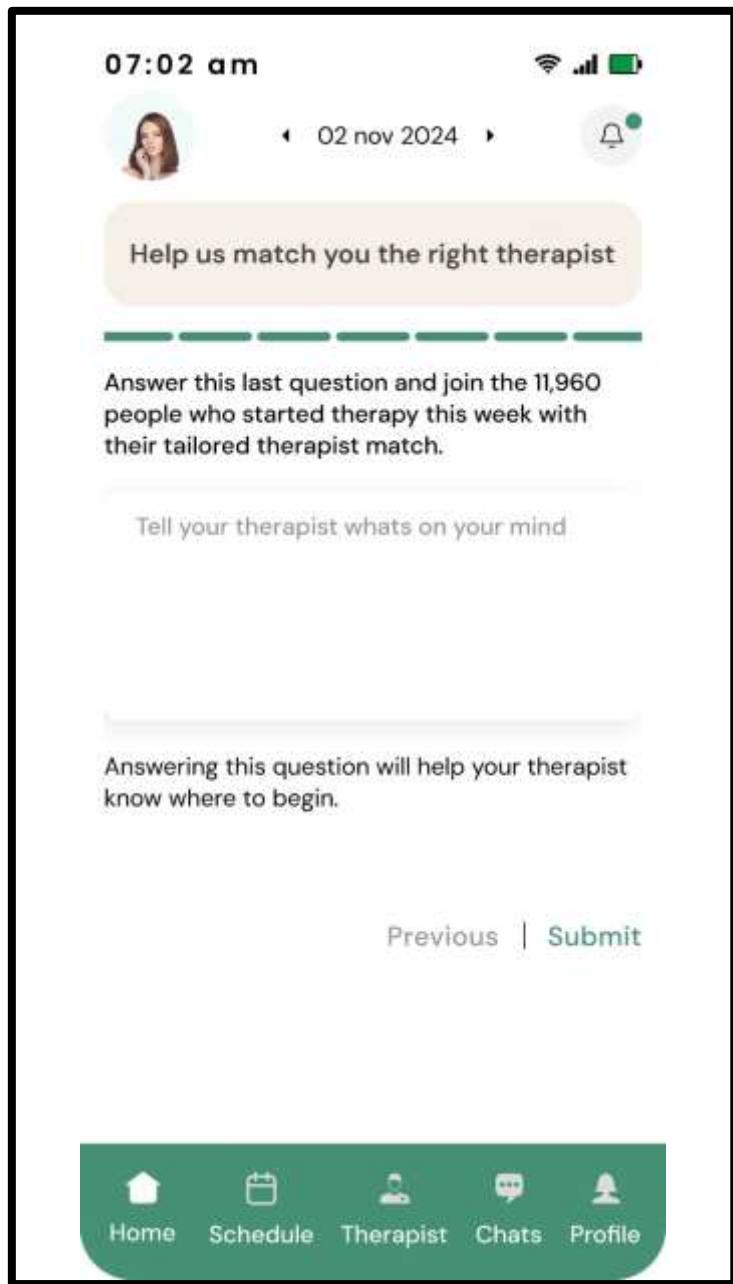


Figure 7.2.51: Questionnaire

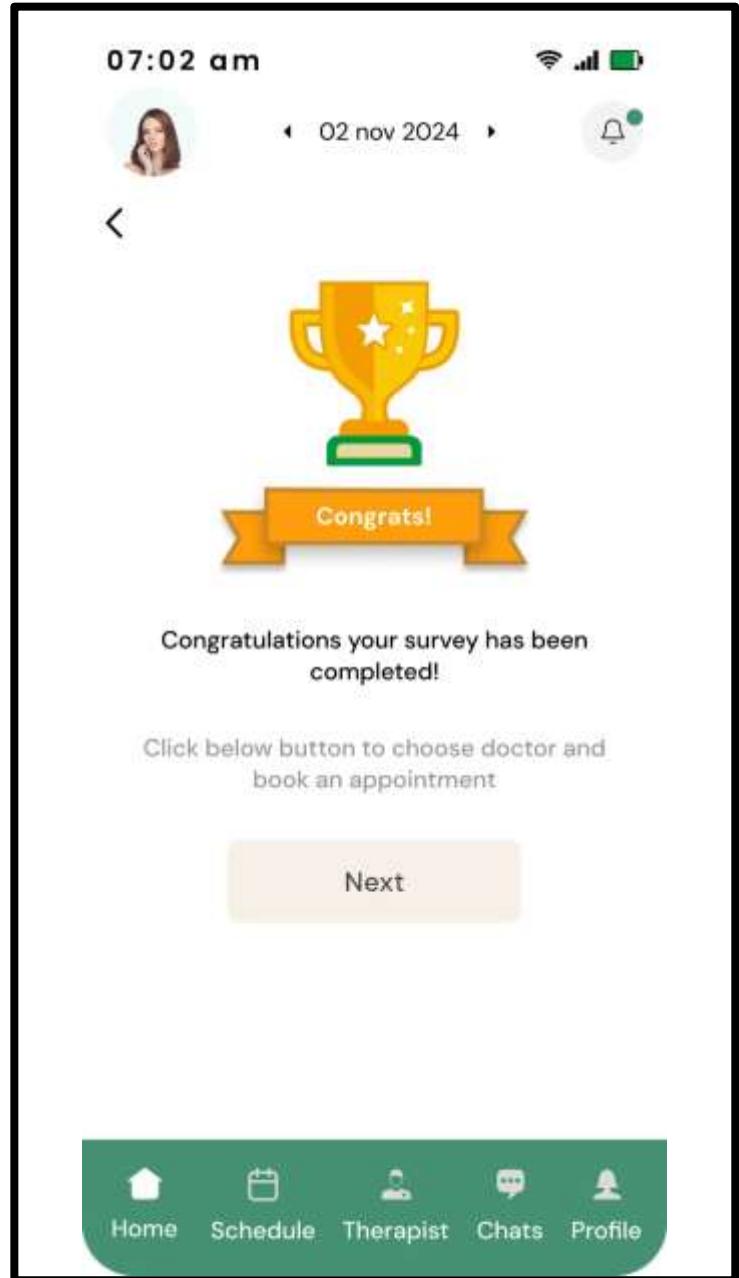


Figure 7.2.52: Questionnaire

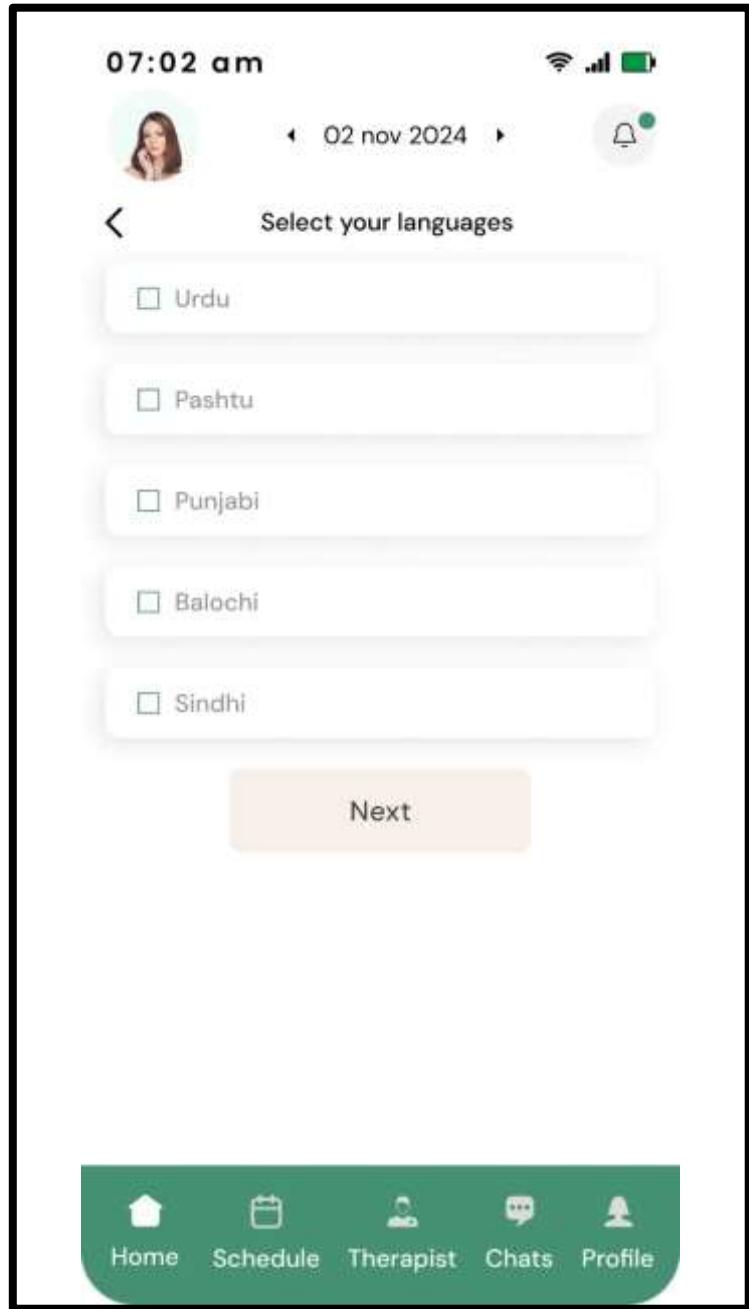


Figure 7.2.53: Language Selection

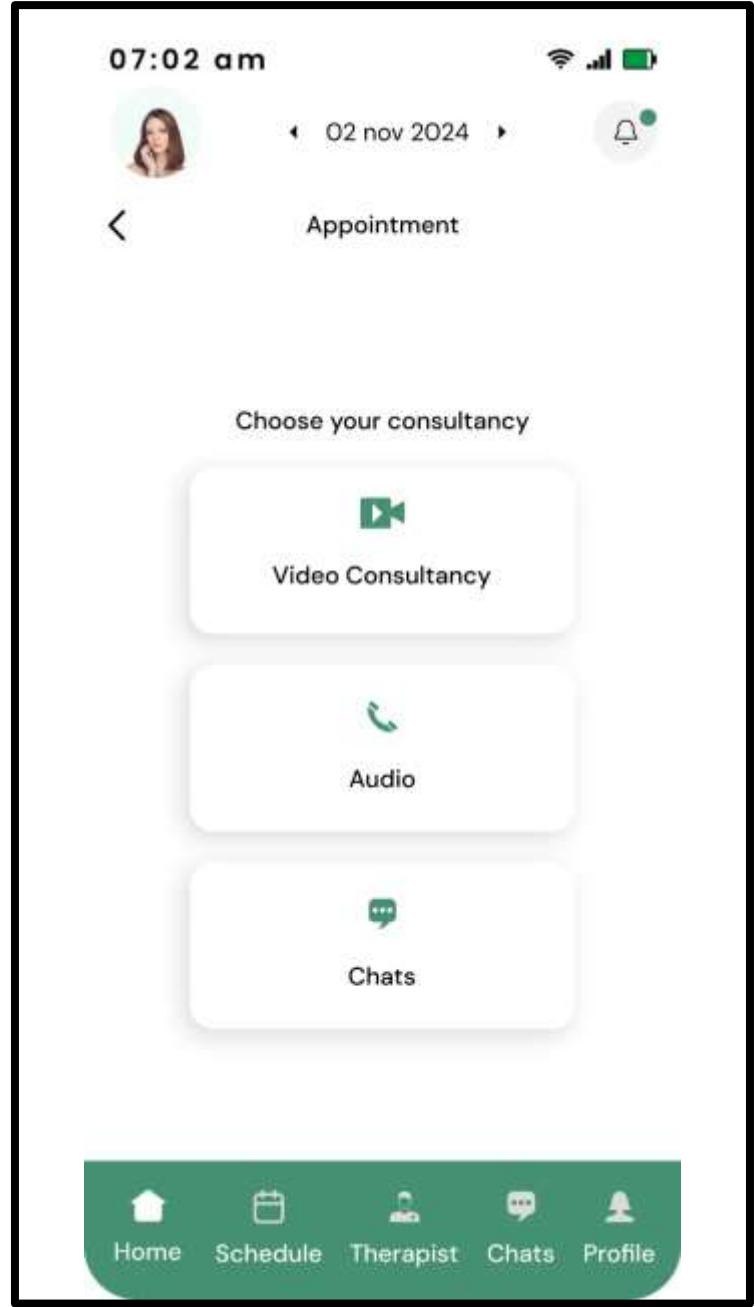


Figure 7.2.54: Consultancy method

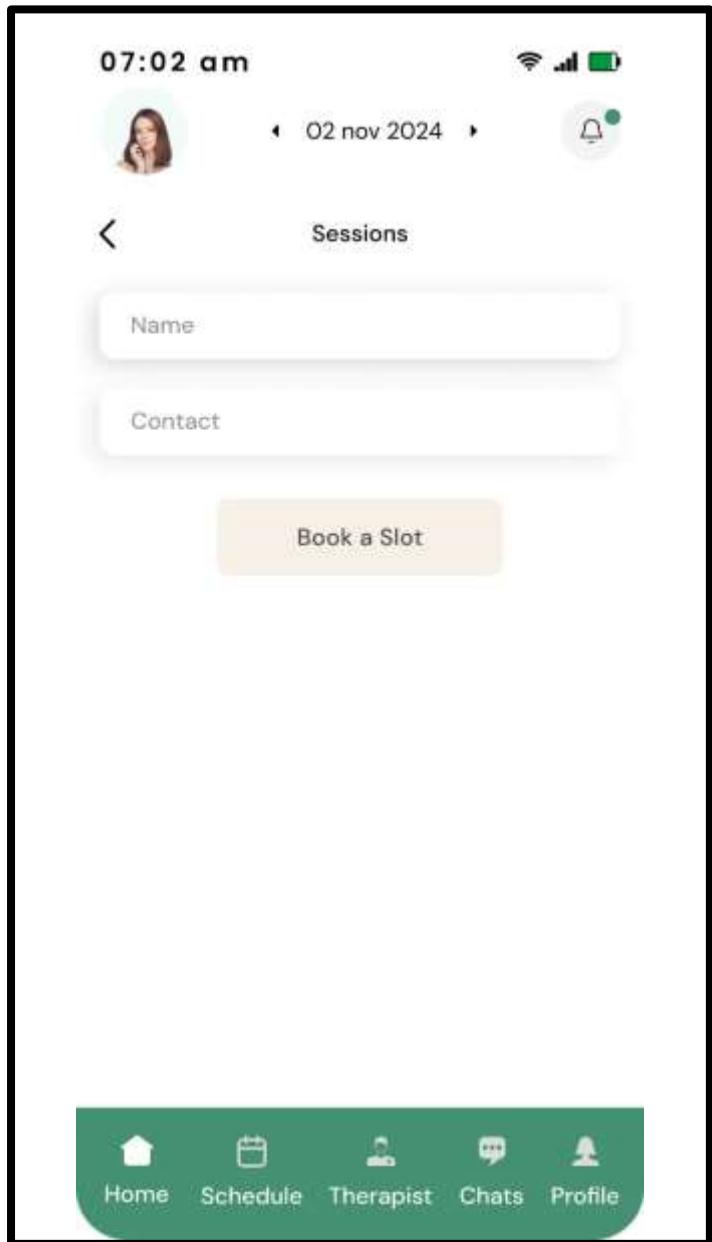


Figure 7.2.55: Book slot

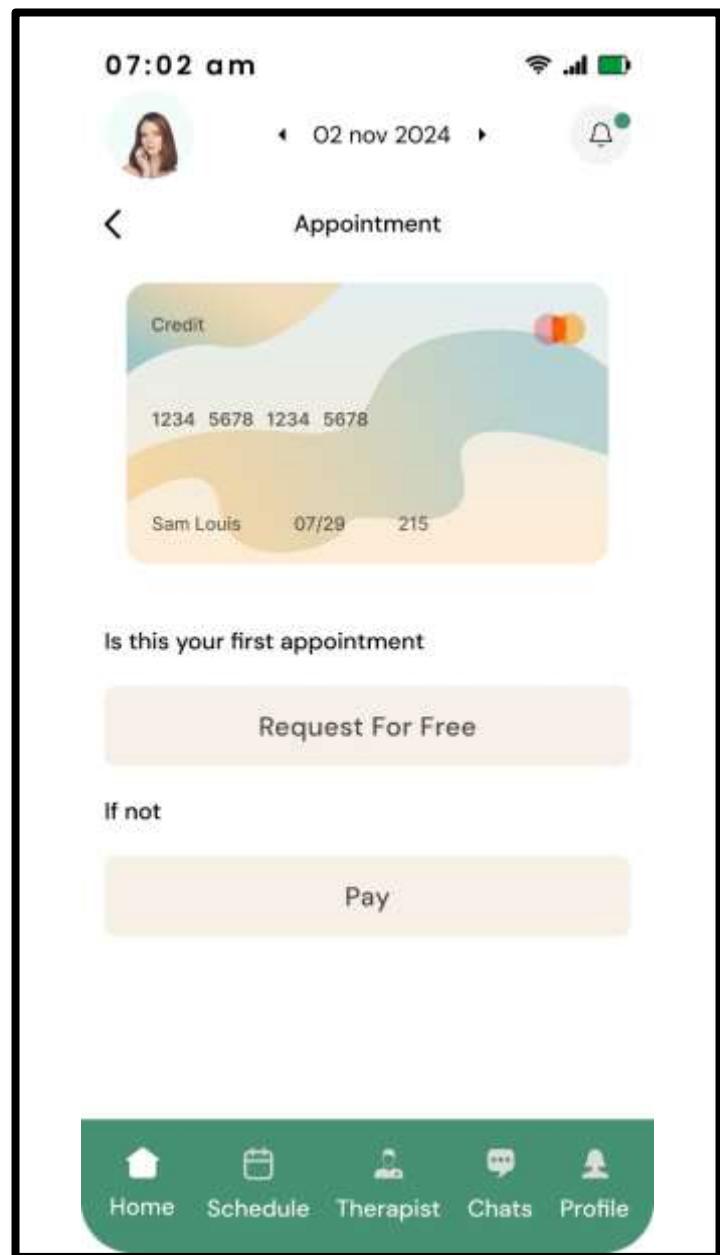


Figure 7.2.56: Free Appointment

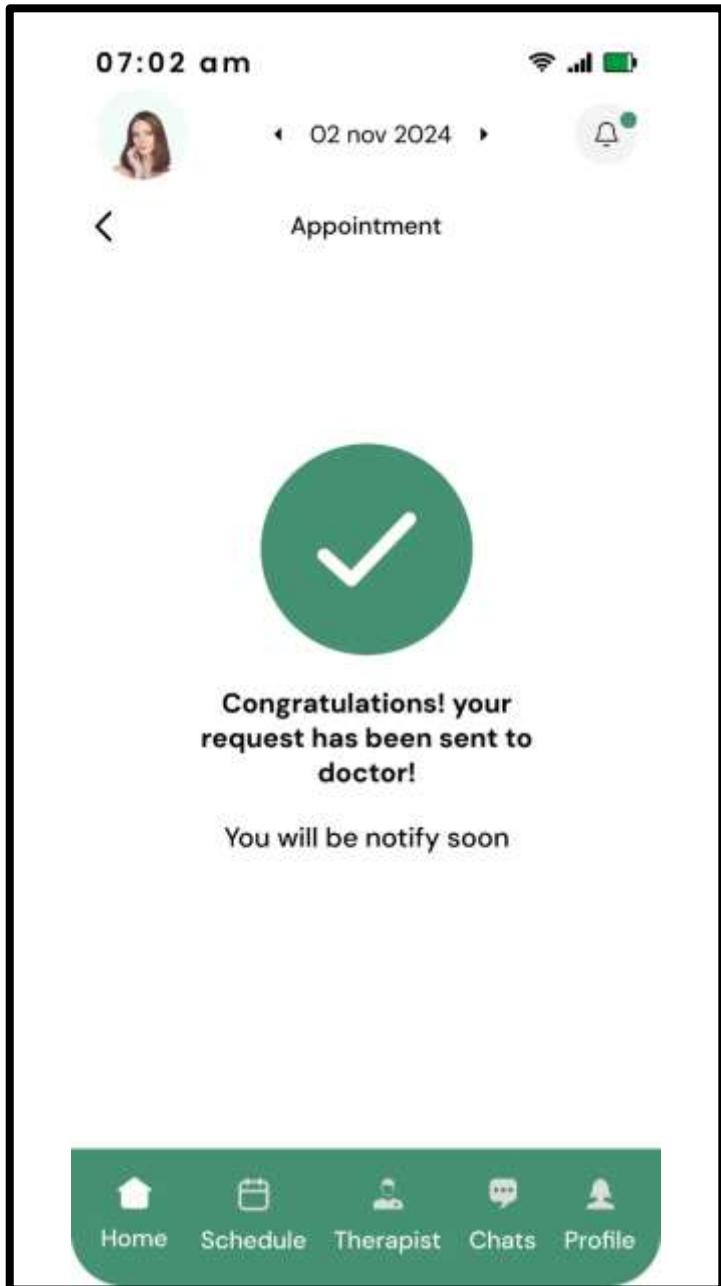


Figure 7.2.57: Appointment Booked

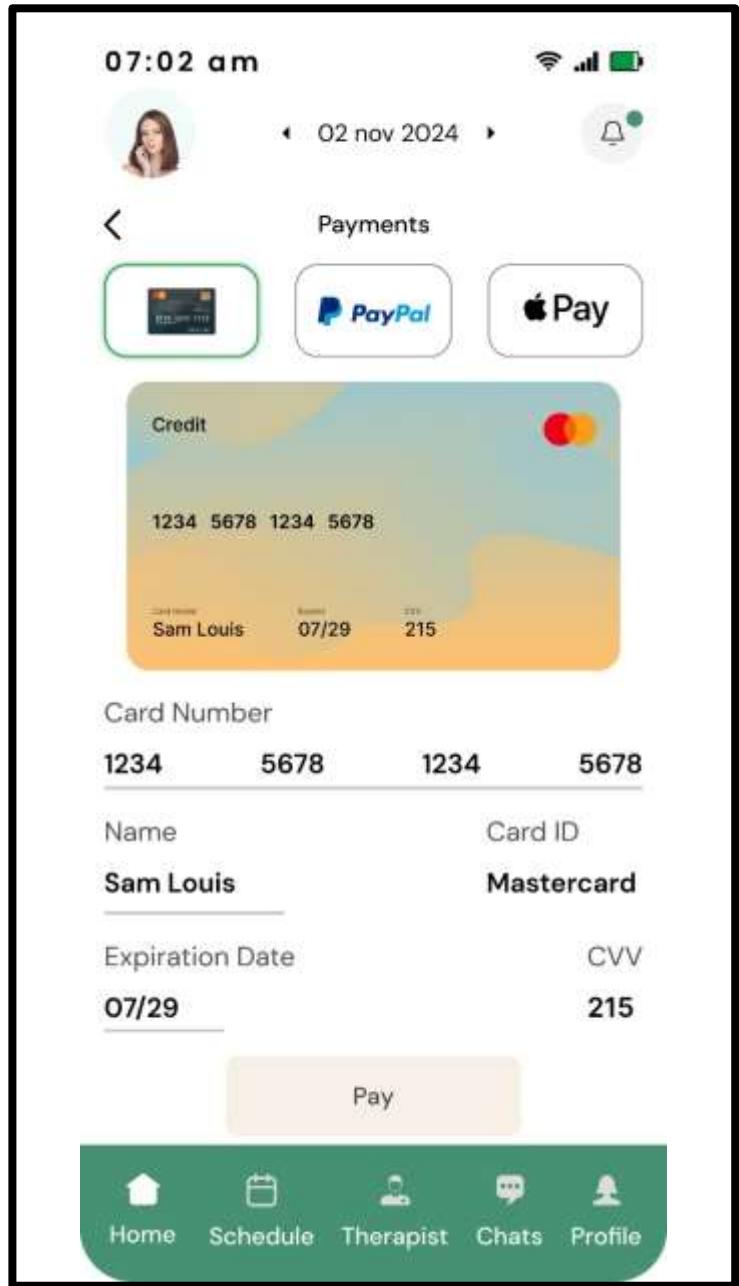


Figure 7.2.58: Payment

07:02 am



← 02 nov 2024 →



Appointment



Congratulations! your  
appointment has been  
booked

My Appointments



Home



Schedule



Therapist



Chats



Profile

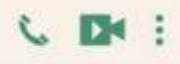
07:02 am



← 02 nov 2024 →



Chats



Hello

M/B 1:02 am

Hi

1/6 1:02 am

Write



Home



Schedule



Therapist



Chats



Profile

Figure 7.2.61: Appointment Confirmation

Figure 7.2.62: Chat session



Figure 7.2.63: Call session

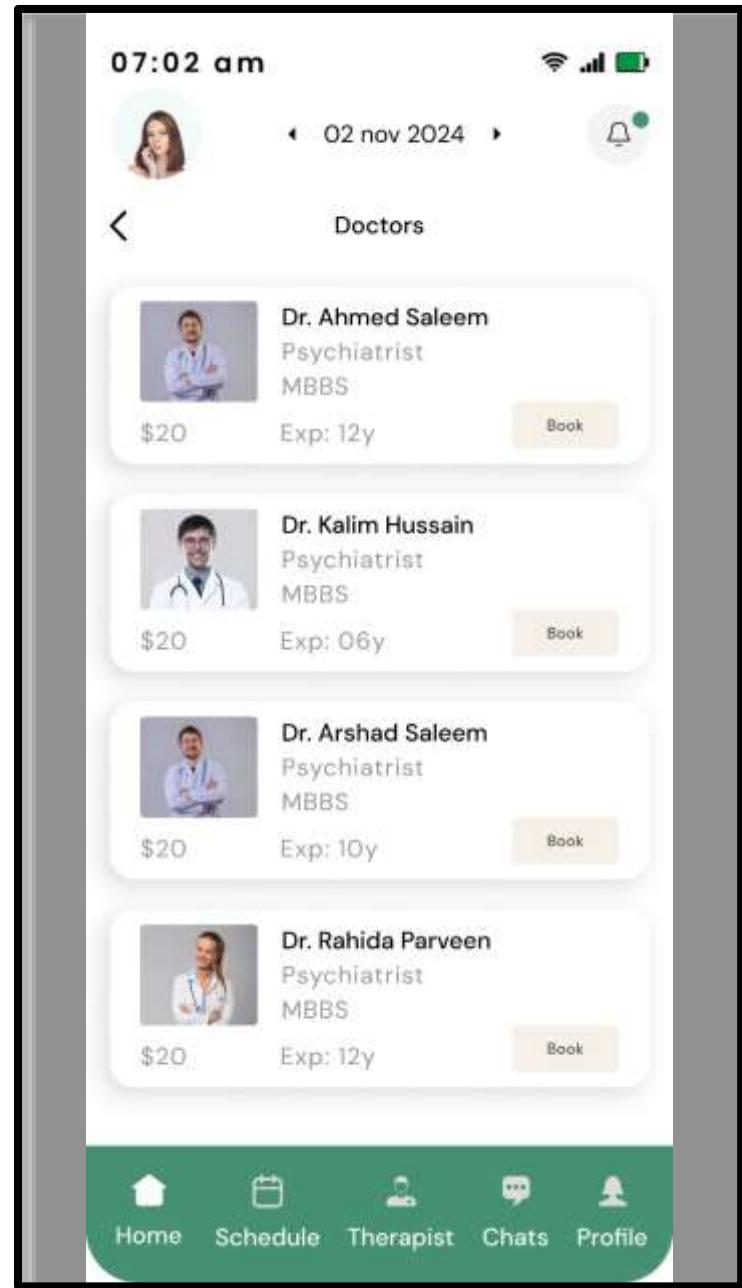
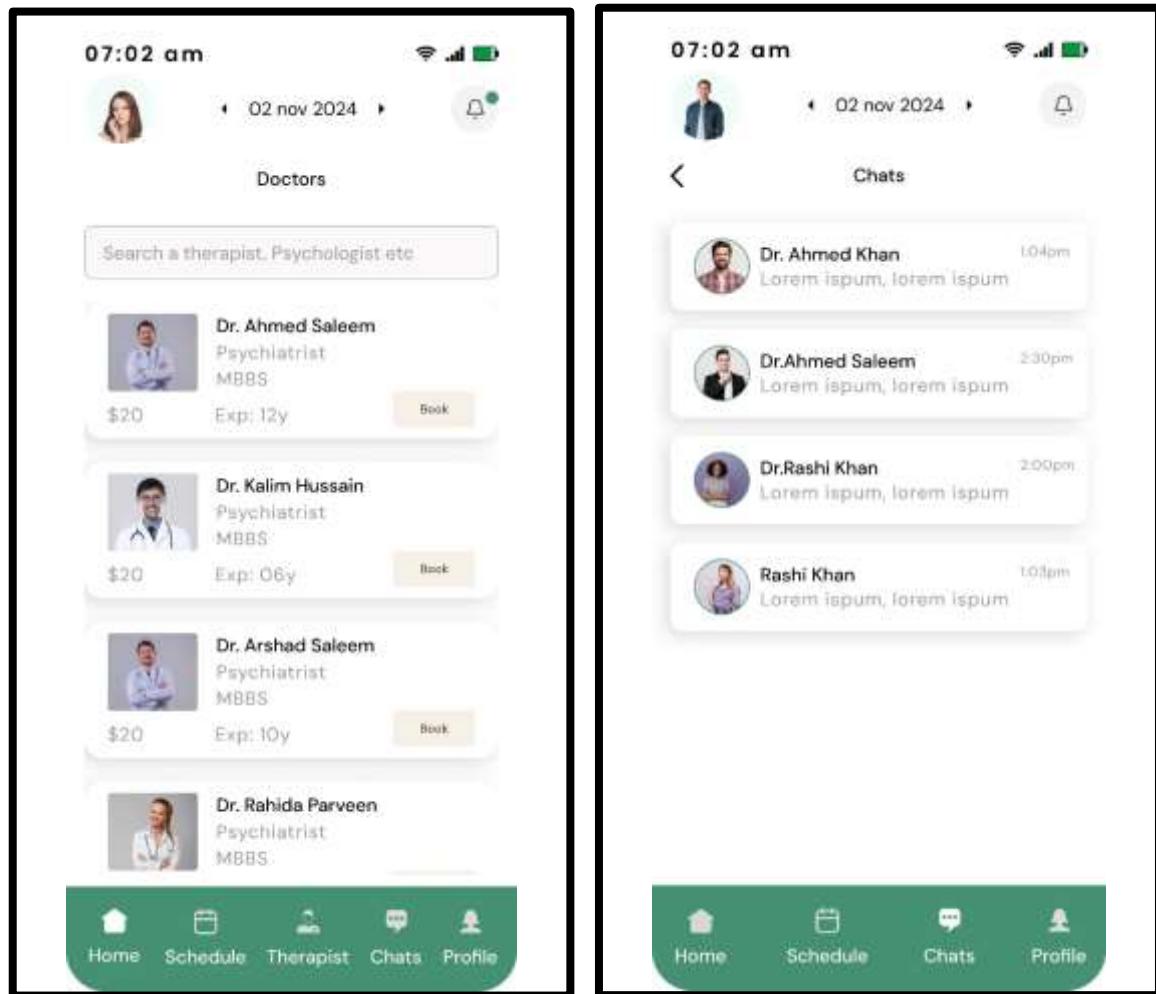


Figure 7.2.64: Doctors



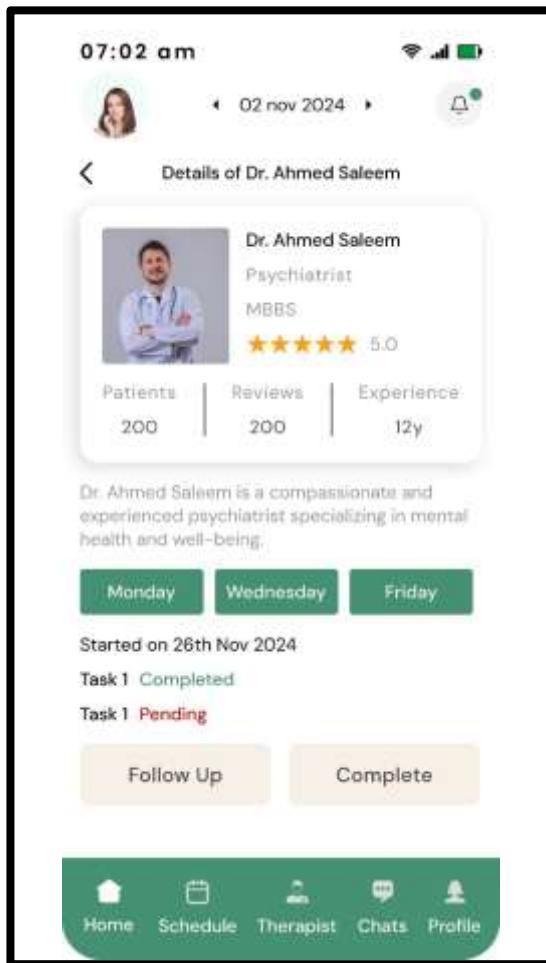


Figure 7.2.67: Doctor's profile

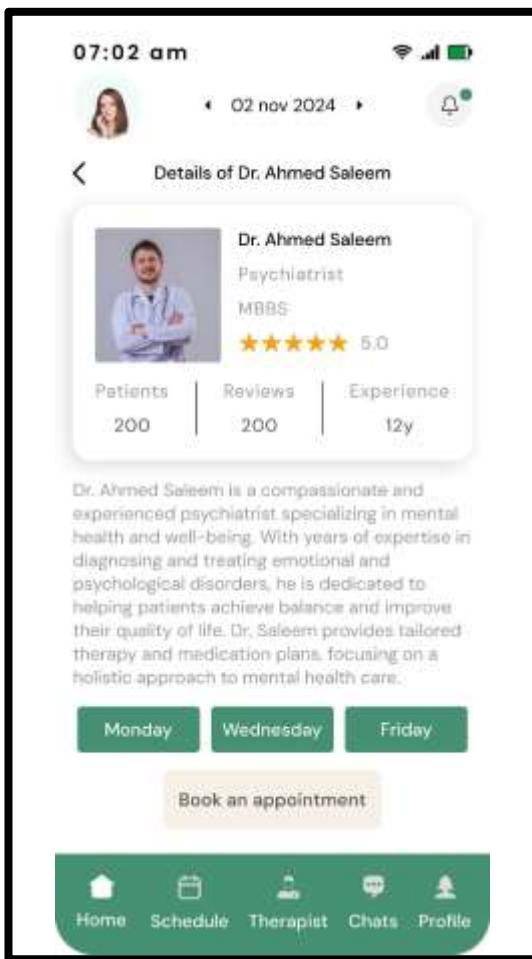


Figure 7.2.68: Details of doctor

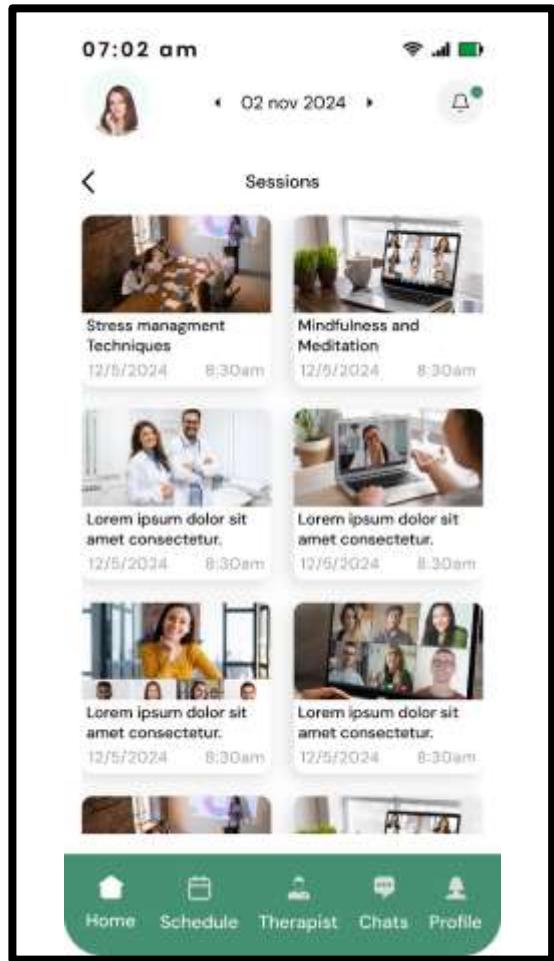


Figure 7.2.69: Live sessions



Figure 7.2.70: Schedule Session

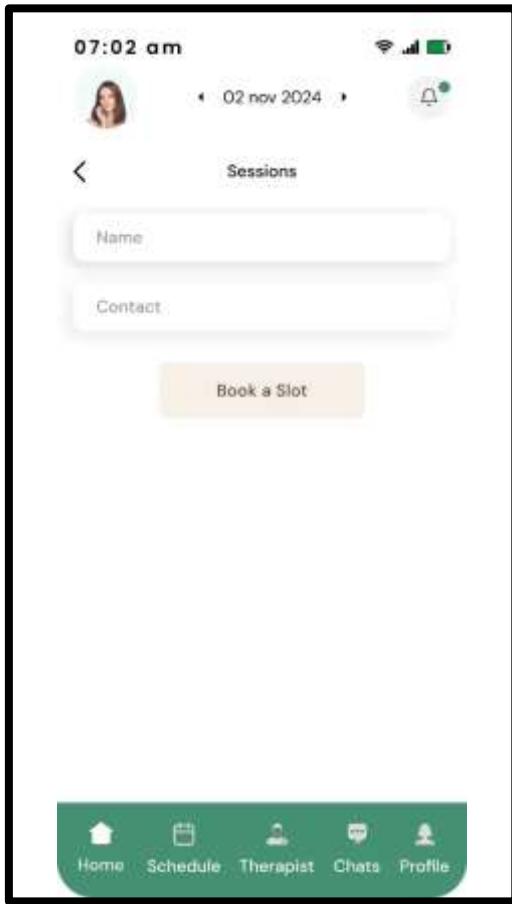


Figure 7.2.71:Book Slot



Figure 7.2.72: Session Details

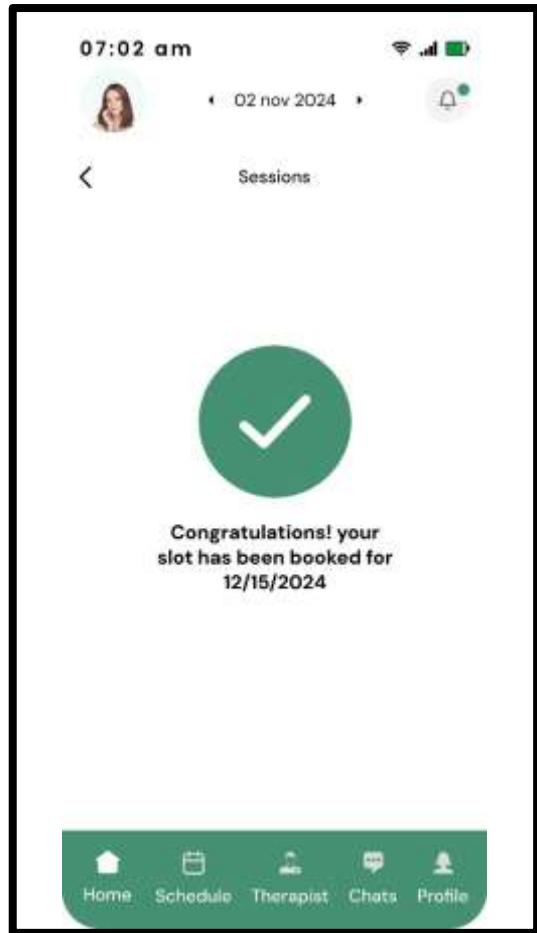


Figure 7.2.73: Confirmation message

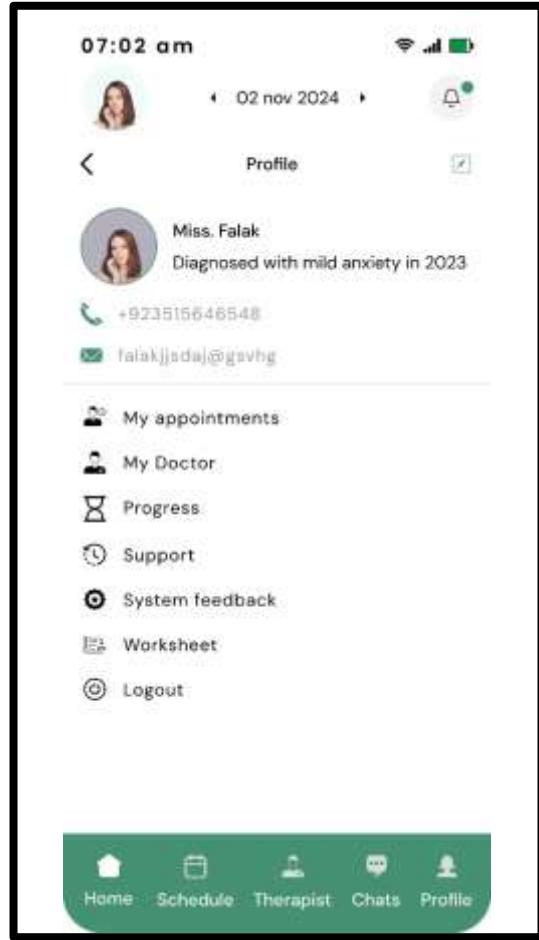


Figure 7.2.74: User Profile



Figure 7.2.75: Progress Tracking

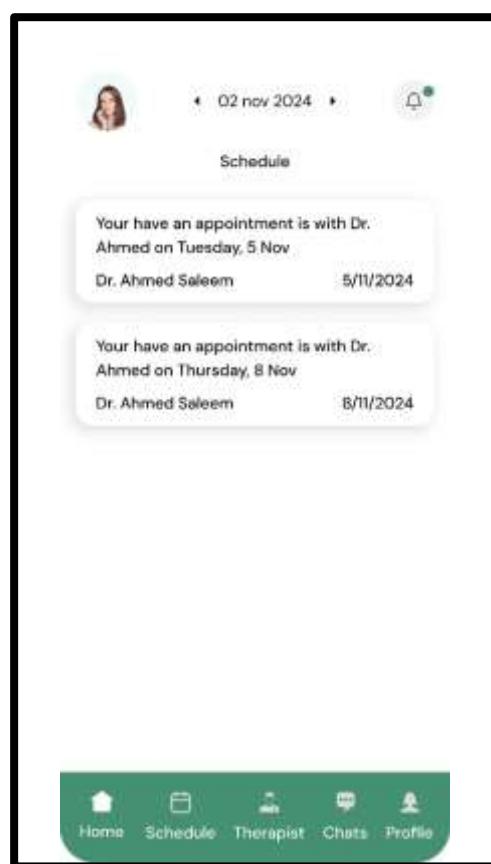


Figure 7.2.76: Schedule

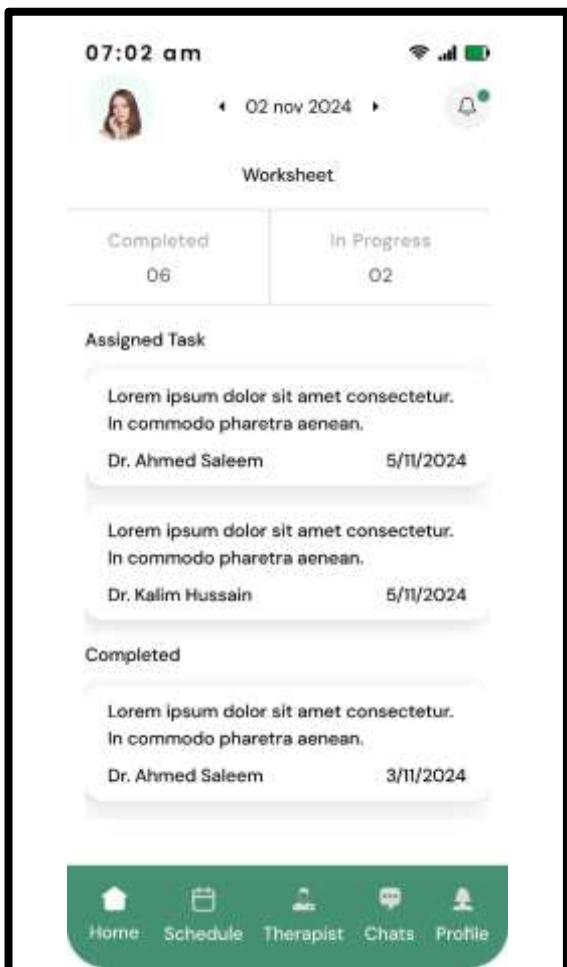


Figure 7.2.77: Worksheet

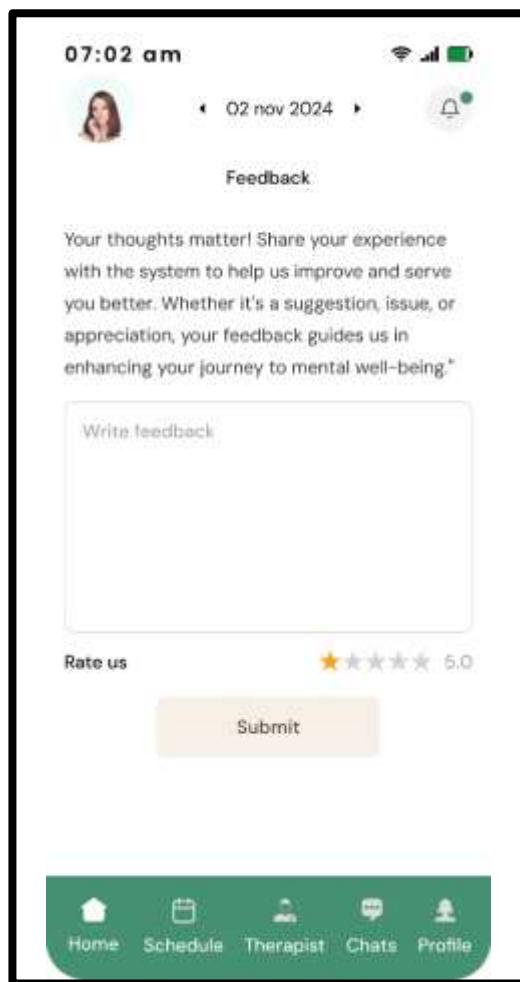


Figure 7.2.78: Feedback

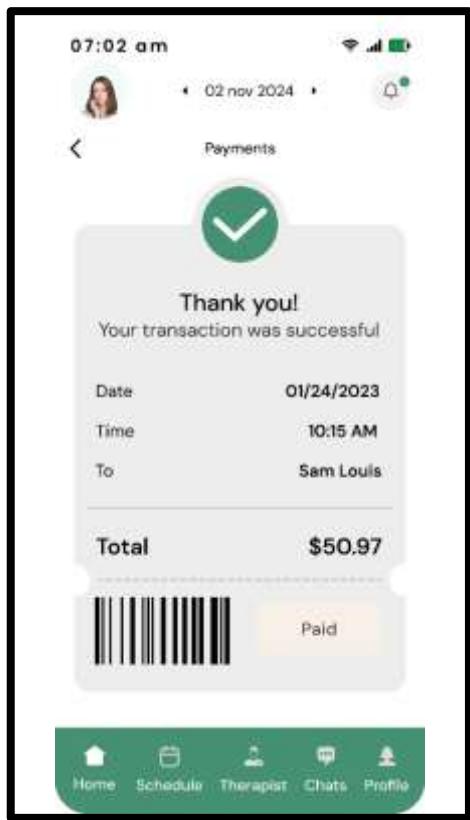


Figure 7.2.79: Process Payment

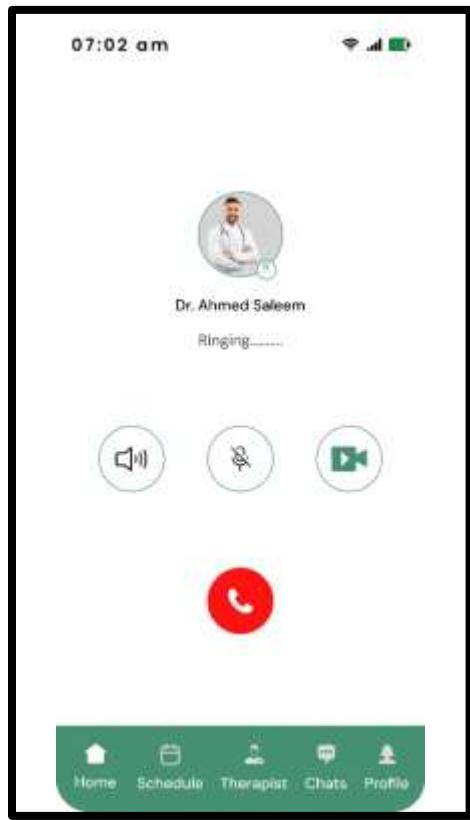


Figure 7.2.80: Audio Call session

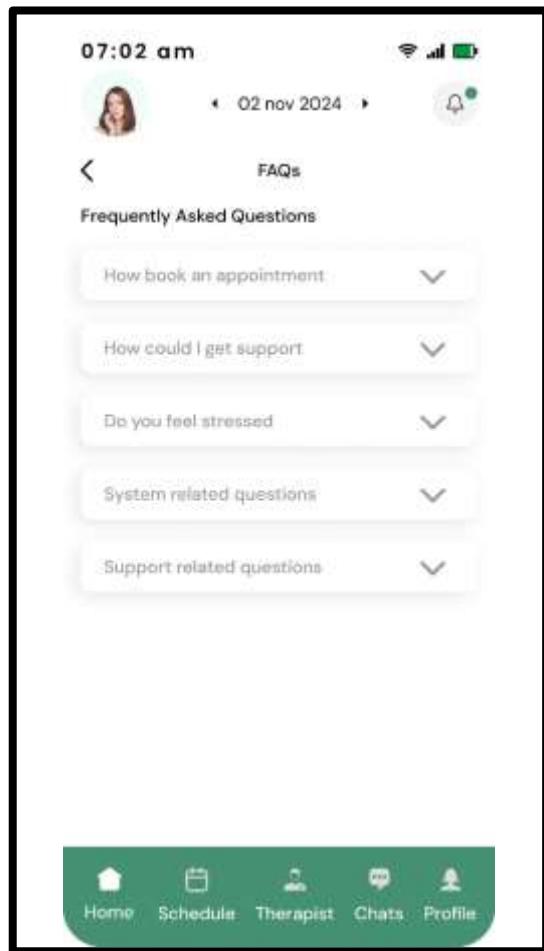


Figure 7.2.81:FAQ's

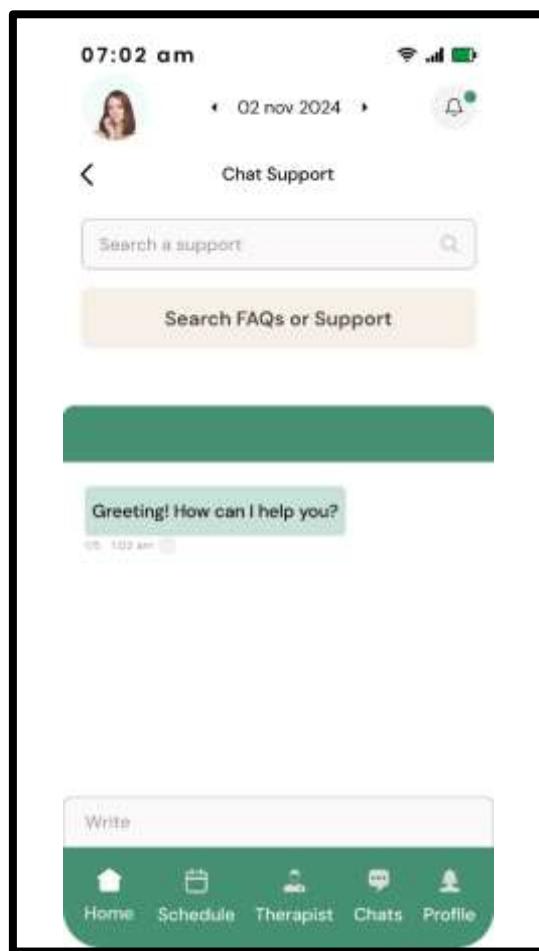


Figure 7.2.82: Emergency contact

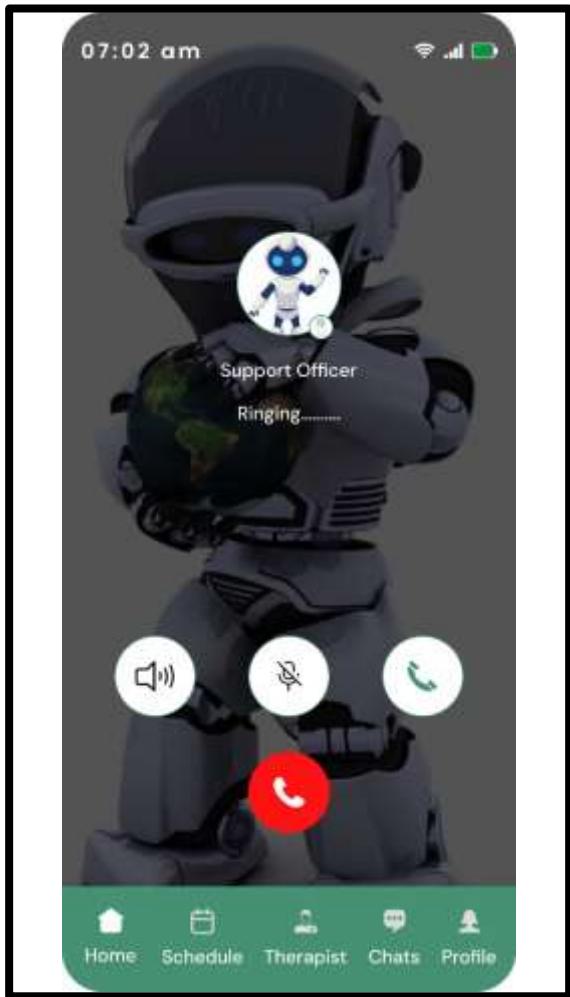


Figure 7.2.83: Emergency Contact

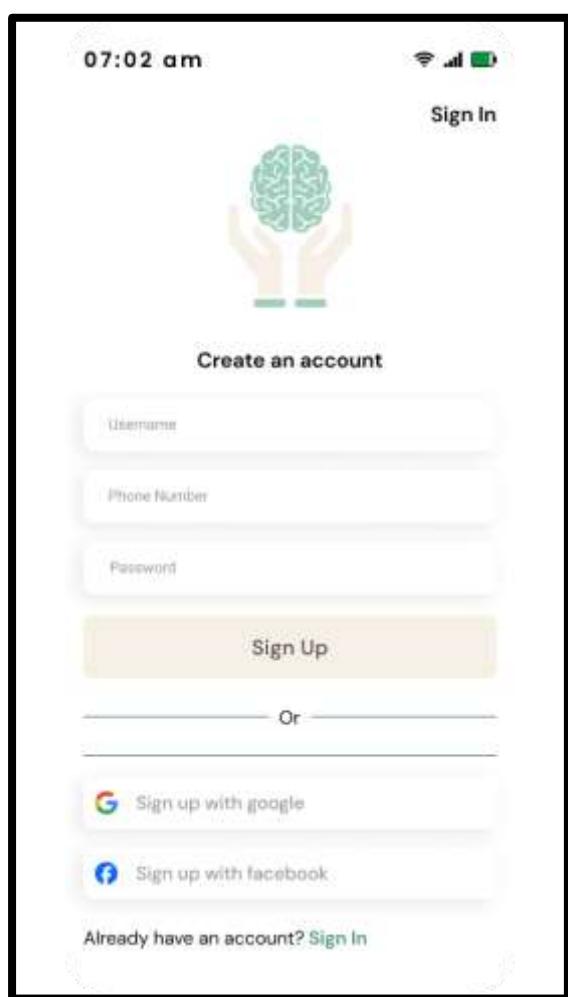


Figure 7.2.84: Doctor's sign up

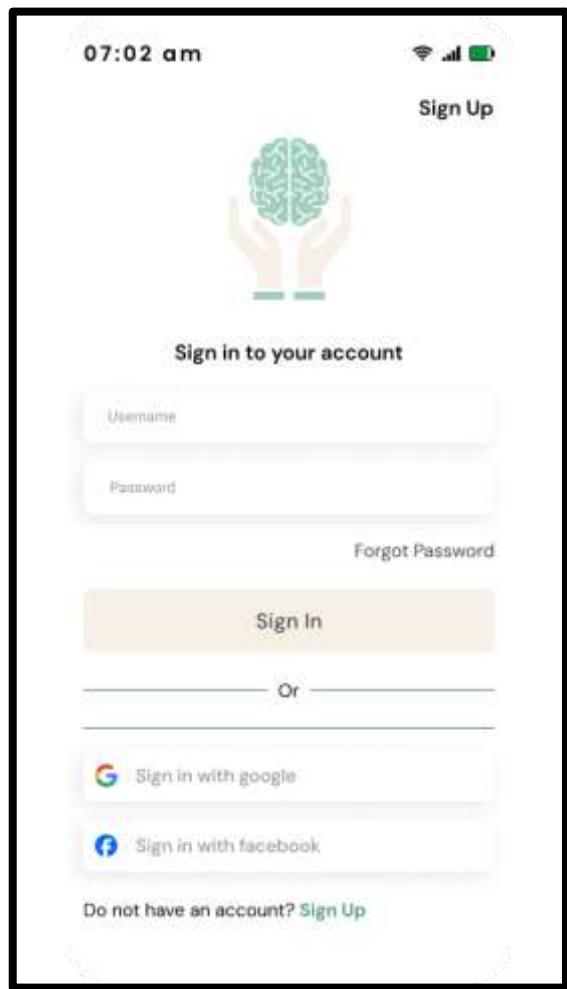


Figure 7.2.85: Doctor Sign in

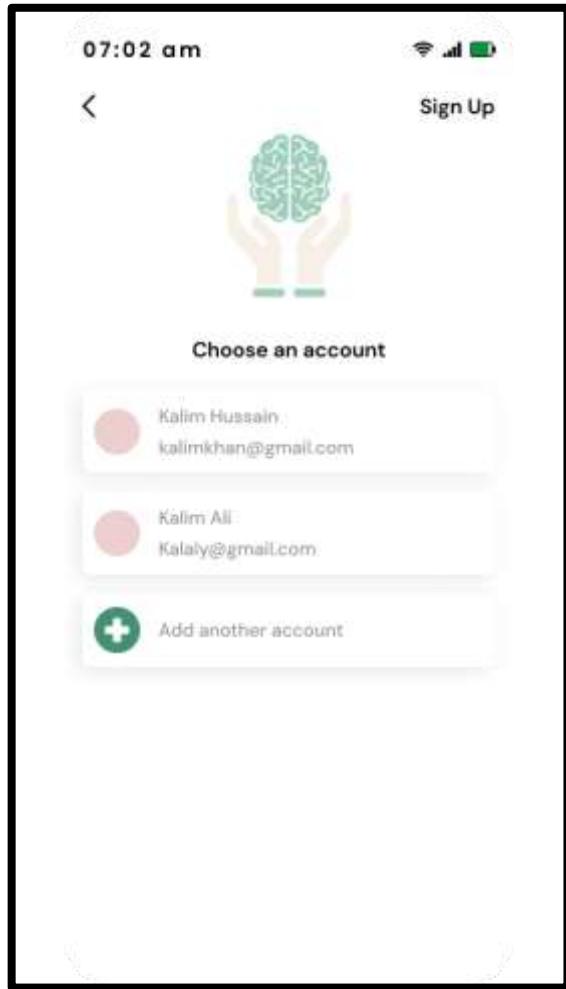


Figure 7.2.86: Sign in with google

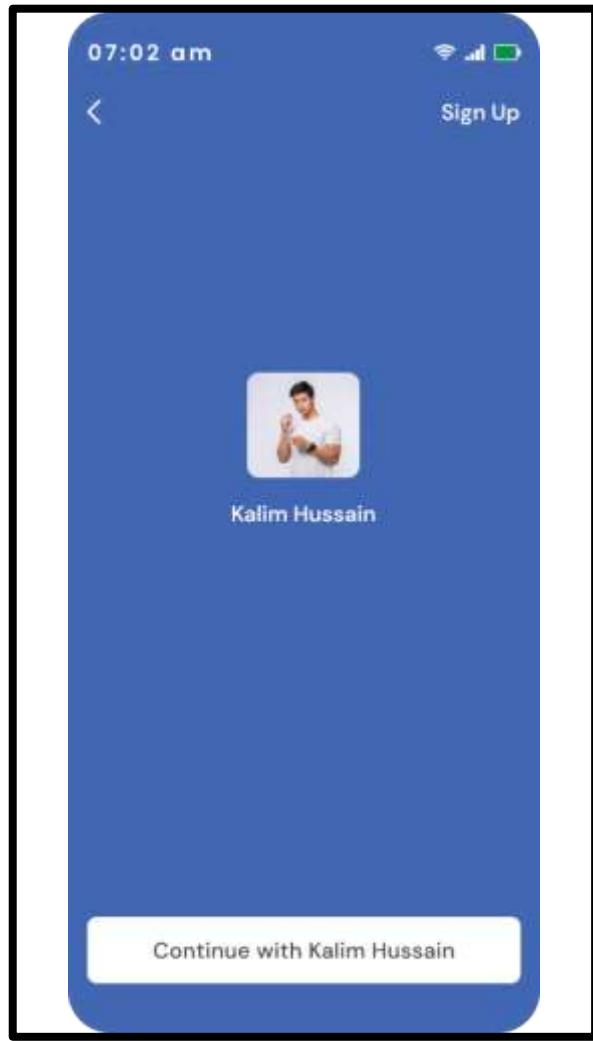


Figure 7.2.87: Sign in with Facebook

A screenshot of a mobile application interface titled "Complete the form". It shows a placeholder profile picture with an "Upload picture" button below it. The form consists of several input fields: "Name", "Gender" (with a dropdown arrow), "Specialization", "Years of experience", "Qualification", "License number", and "Consultation fee". A large orange "Submit" button is at the bottom. At the very bottom is a green navigation bar with four icons: Home, Schedule, Chats, and Profile.

Figure 7.2.88: Doctor's Registration

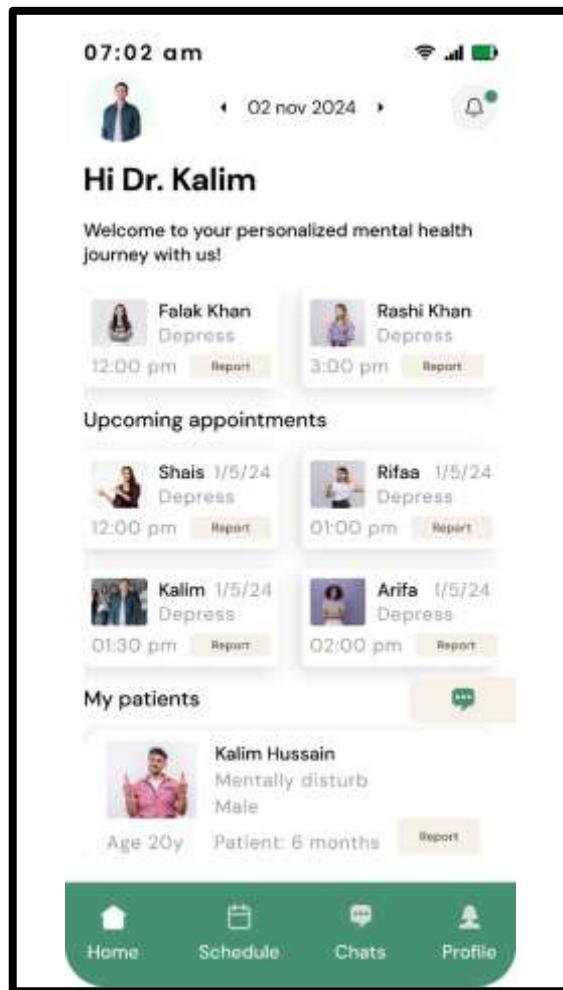


Figure 7.2.89:Home

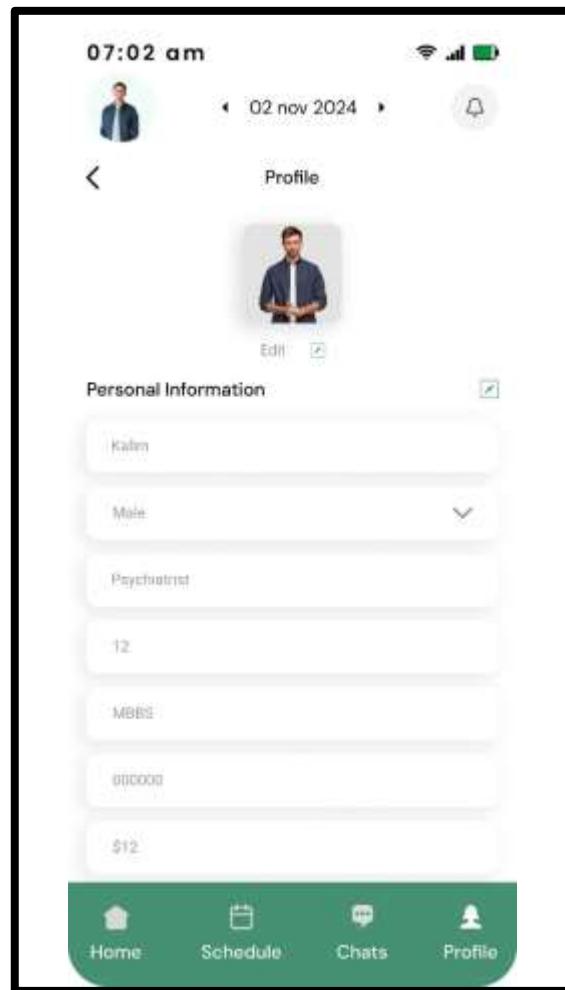


Figure 7.2.90: Profile editing

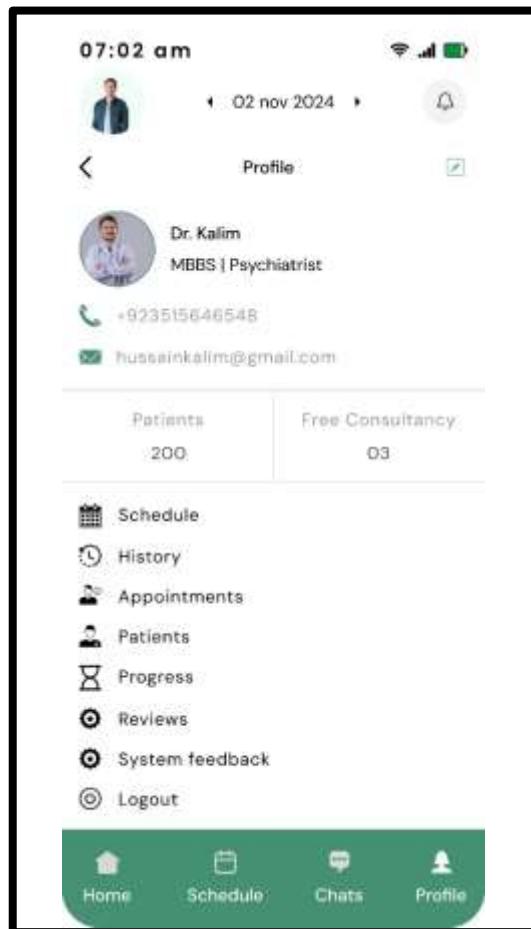


Figure 7.2.91: Doctor Profile

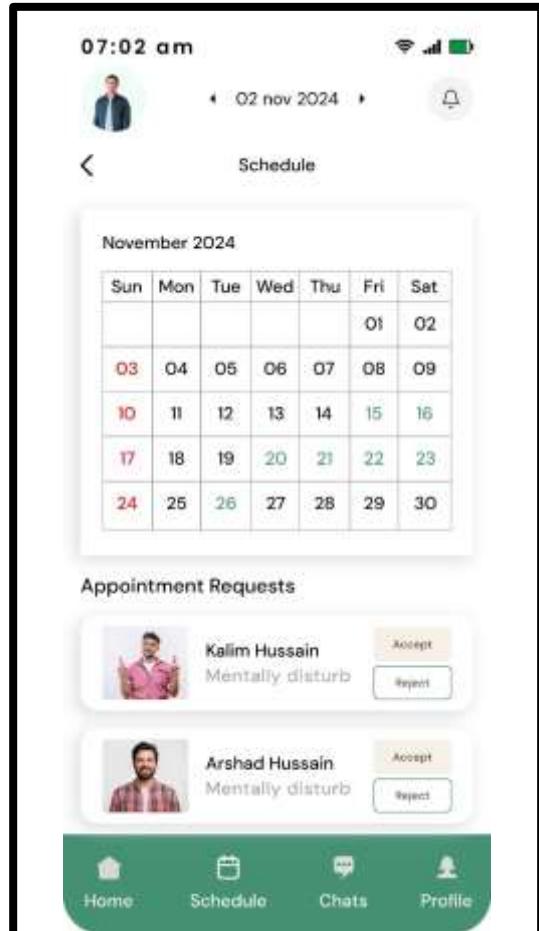


Figure 7.2.92: Doctor's Schedule

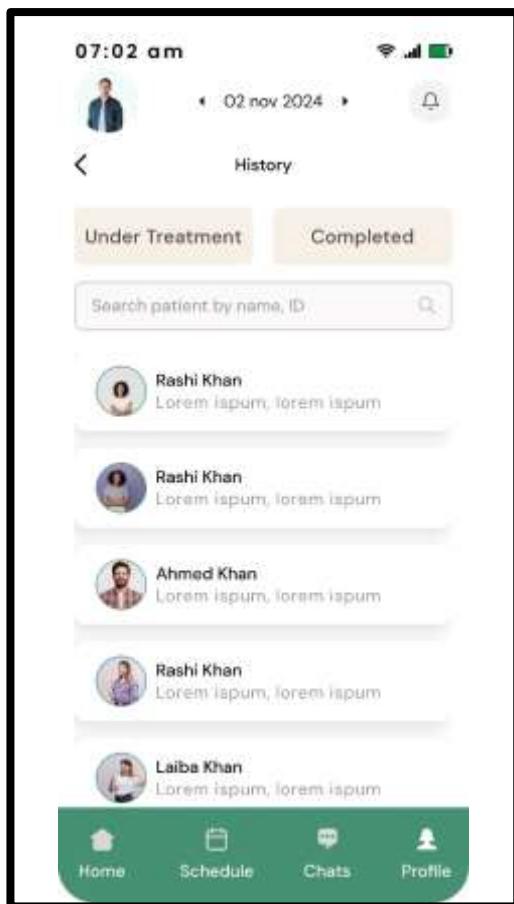


Figure 7.2.93:Session History

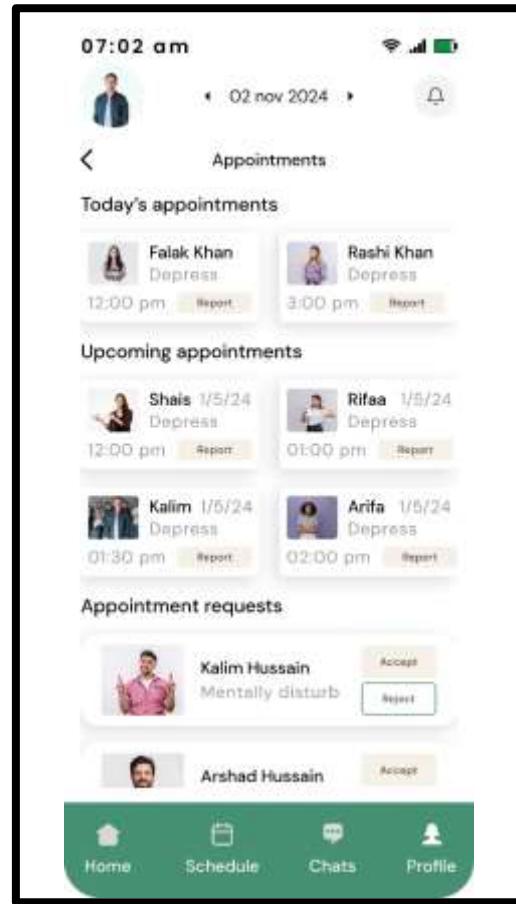


Figure 7.2.94: Appointment Record

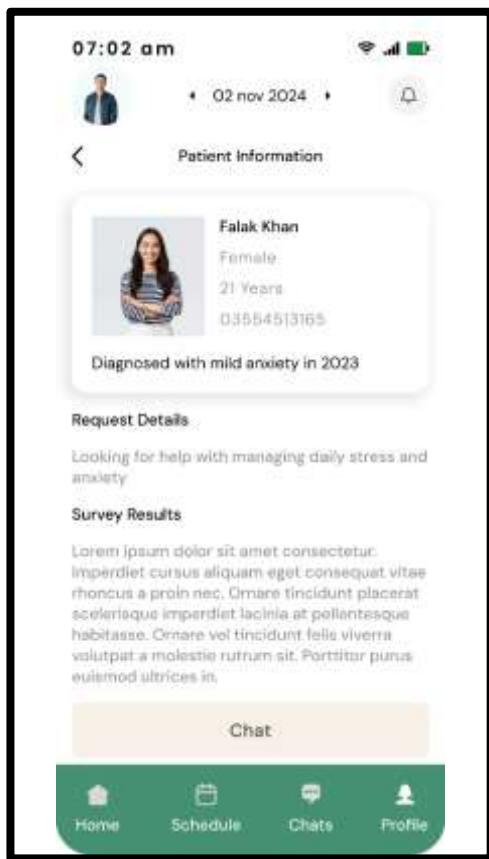


Figure 7.2.95: Patient Information

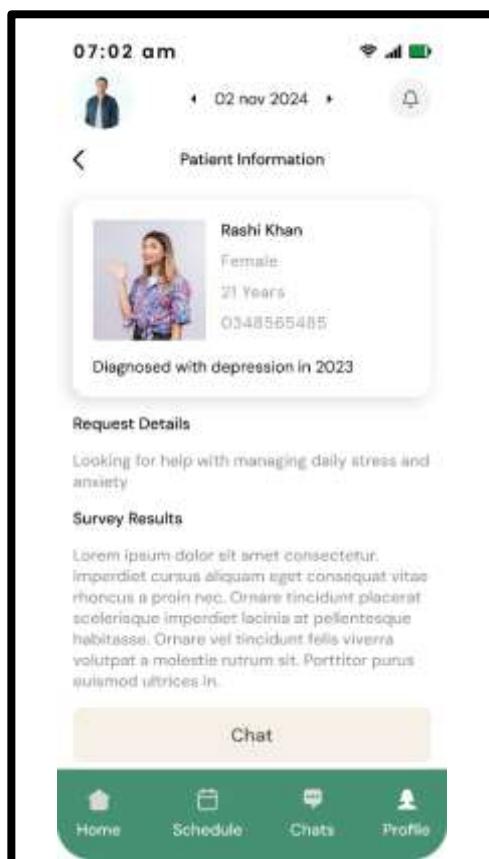


Figure 7.2.96: Patient Information

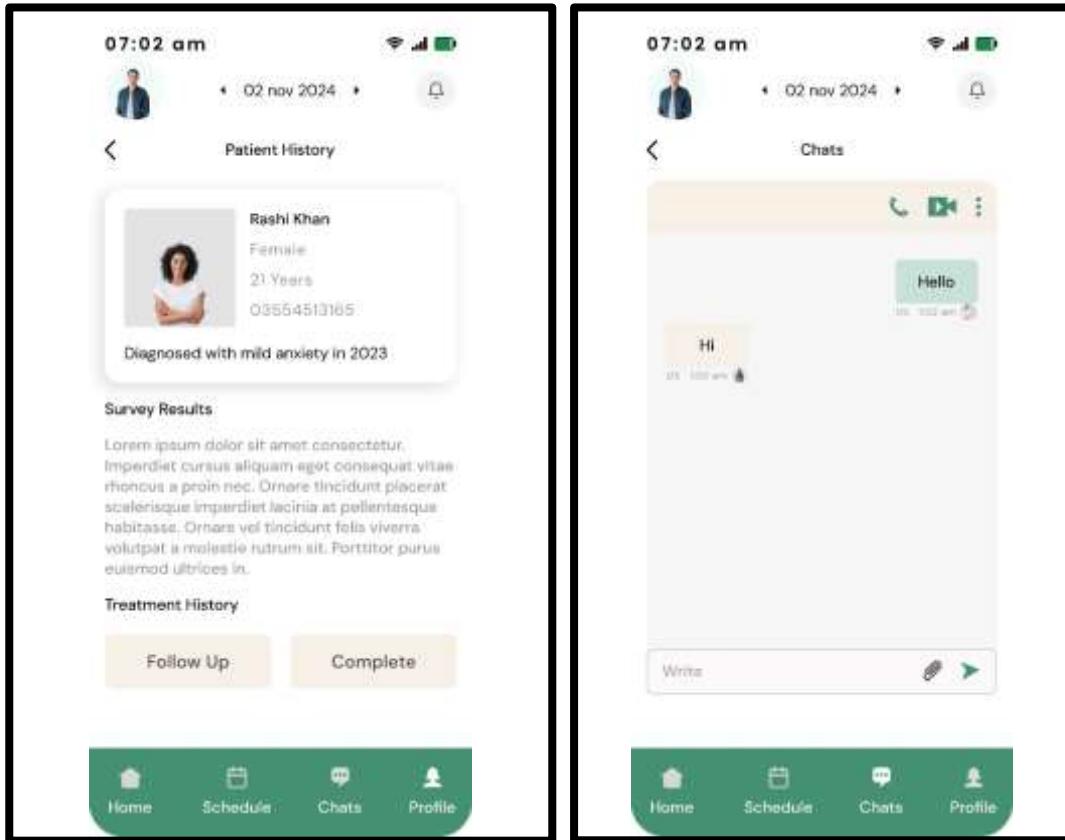


Figure 7.2.97:Patient Information

Figure 7.2.98: Chat Session

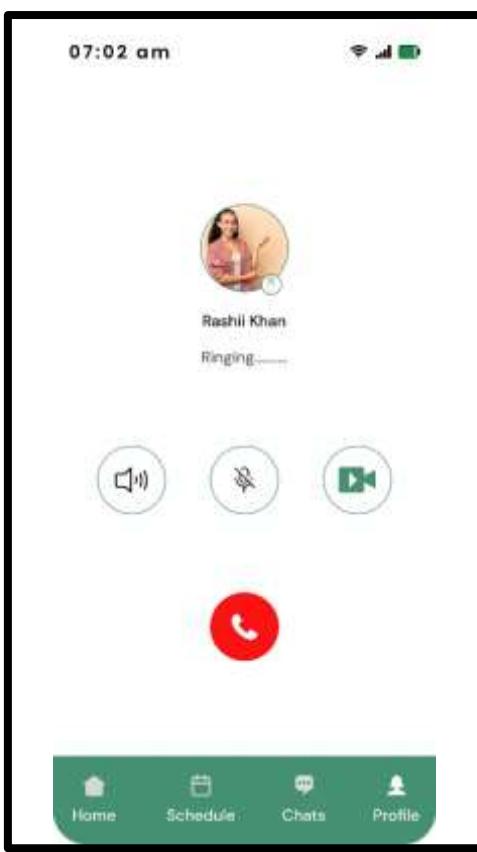


Figure 7.2.99:Audio Call

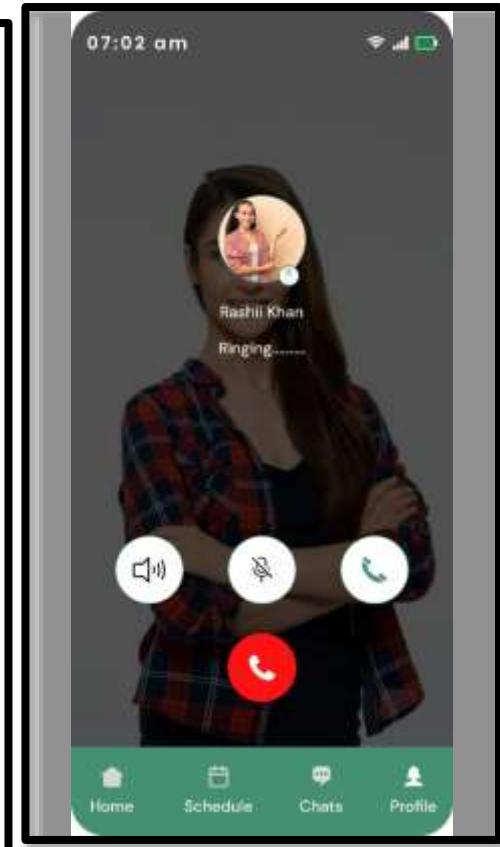


Figure 7.2.100: Video Call

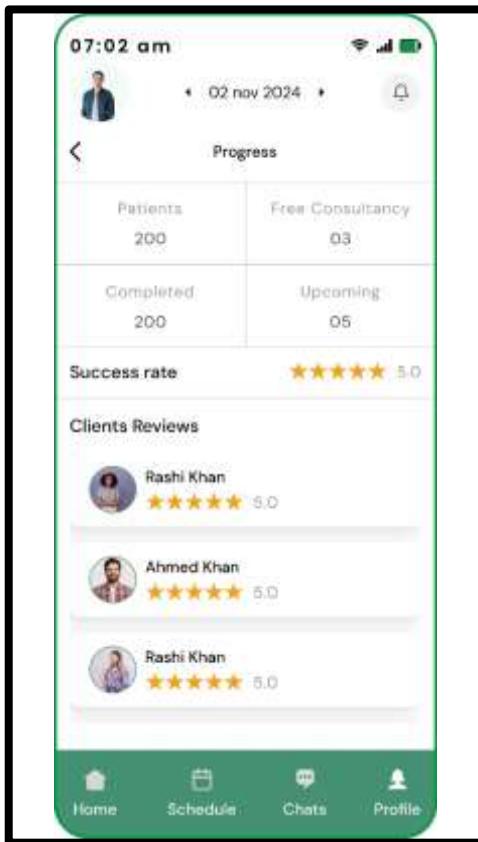


Figure 7.2.101:Progress Tracking

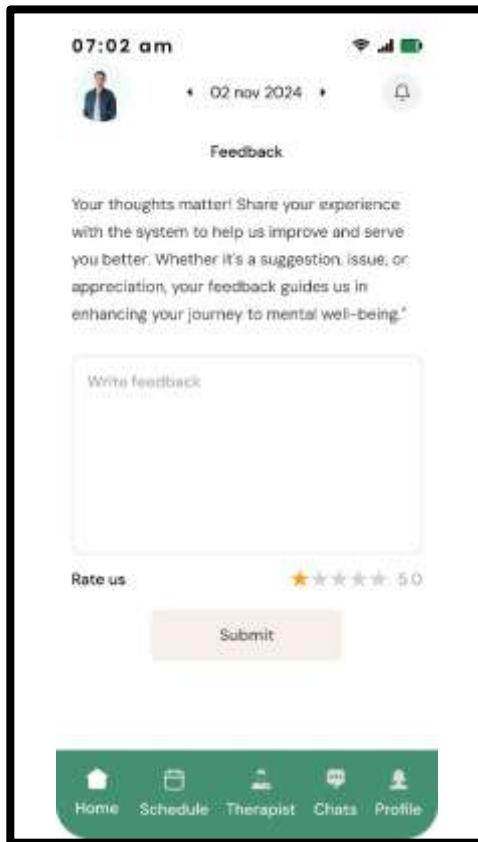


Figure 7.2.102: Feedback



### **7.3 High-fidelity prototype of Website**



Figure 7.3.1: Questionnaire

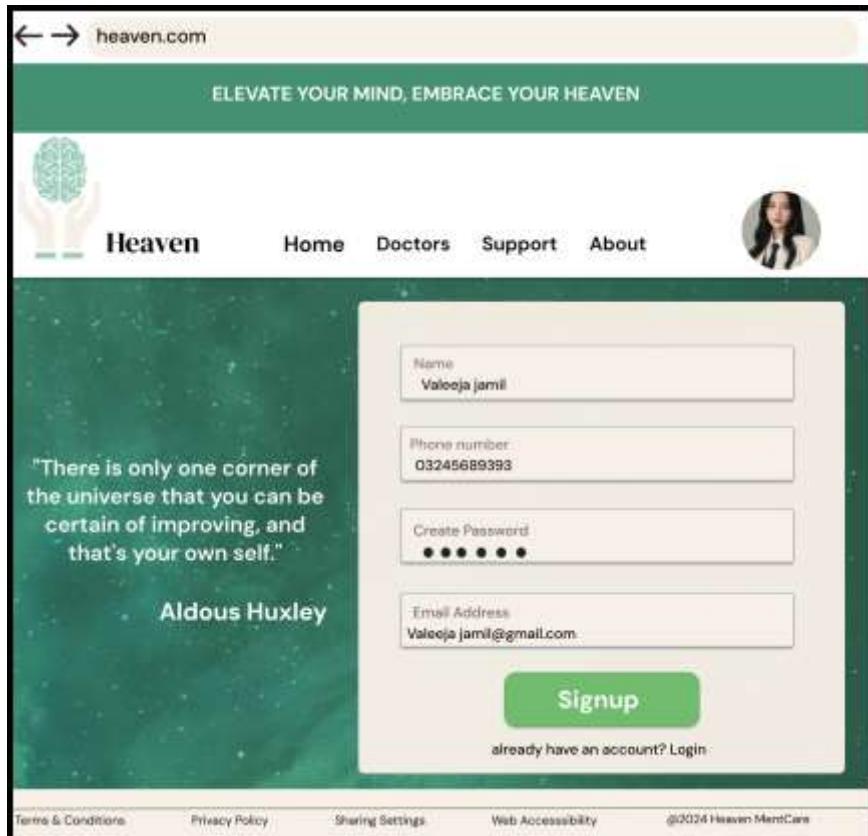


Figure 7.3.2: Questionnaire

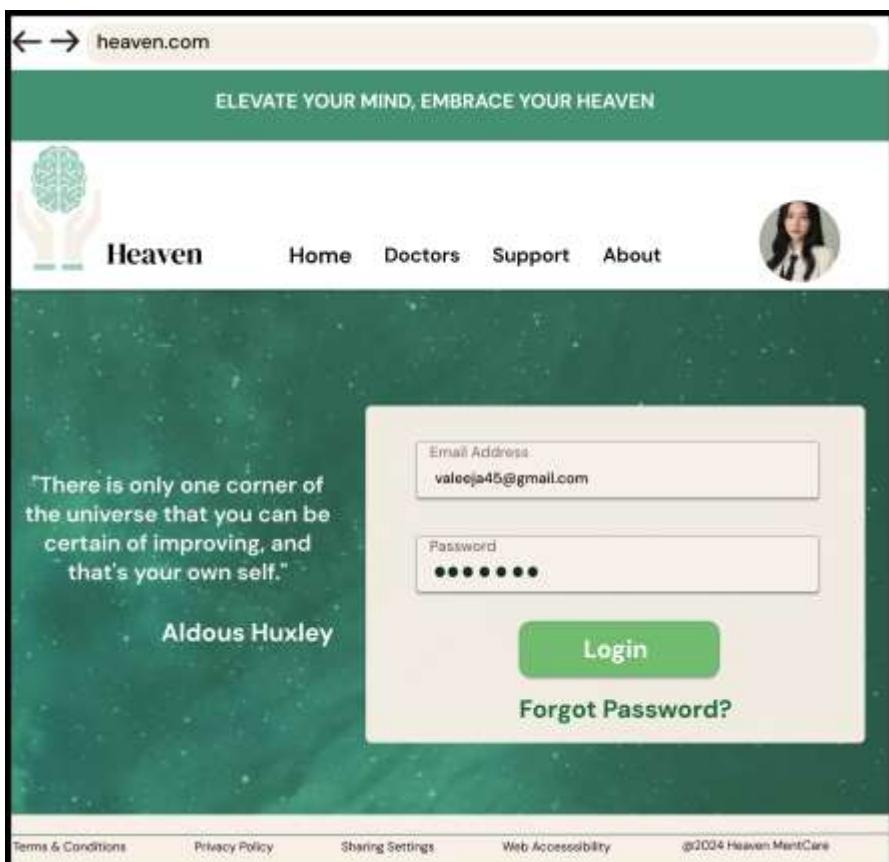


Figure 7.3.3: Questionnaire

heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven Home Doctors Support About

## Welcome to Heaven MentCare



Book an Appointment by filling the survey

**Survey:**  
Connect with Licensed therapist and psychiatrist for online therapy.

Survey



**Stress Management Tools**

**Yoga:**  
Take a moment to relax with a 10 minutes Yoga Session.

Yoga



**Sleep Exercise:**  
If you're facing sleep difficulties then try this sleep exercise.

Start



**Live sessions:**  
Join our live sessions with experts on stress controlling techniques via Google Meet.

Schedule Now



**Track Your Mood Today!**  
Send us an emoji.

Track



Home About FAQ Services Online Therapy Contact

Privacy Policy

Sharing Settings

Web Accessibility

©2024 HeavenMentCare

Figure 7.3.4: Questionnaire

The screenshot shows a web page from heaven.com. At the top, there's a green header bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header, there's a logo of a globe with hands, followed by the word "Heaven". To the right of the logo are navigation links: Home, Doctors, Support, and About. There's also a circular profile picture of a woman.

The main content area has a light gray background. It features a large, rounded rectangular button with the text "Help us match you the right therapist". Below this button, there's a dashed horizontal line. Underneath the line, the question "What is your gender identity?" is displayed. Three rectangular input fields are provided for answers: "Male", "Female", and "Others".

At the bottom of the form, there are "Previous" and "Next" buttons. Below the form, the website's footer is visible, containing links for Home, About, FAQ, Reviews, Online Therapy, Contact, and social media icons for Facebook, Twitter, LinkedIn, and YouTube. It also includes links for Terms & Conditions, Privacy Policy, Billing Settings, and Web Accessibility, along with a copyright notice: "©2023 Heaven Matchmaking".

Figure 7.3.5: Questionnaire

This screenshot shows the next step in the questionnaire process on the heaven.com website. The layout is similar to Figure 7.3.5, with the green header "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN" and the "Heaven" logo at the top.

The main content area features a large, rounded rectangular button with the text "Help us match you the right therapist". Below it is a dashed horizontal line, followed by the question "What type of therapy you are looking for?". Three rectangular input fields are available: "Individual(Myself)", "Couples(For myself and my partner)", and "Teen(for my child)".

At the bottom of the form, there's a green callout box with the text: "Let's walk through the process of finding the best therapist for you! We'll start with some basic questions." Below the form, the website's footer is visible, containing links for Home, About, FAQ, Reviews, Online Therapy, Contact, and social media icons for Facebook, Twitter, LinkedIn, and YouTube. It also includes links for Terms & Conditions, Privacy Policy, Billing Settings, and Web Accessibility, along with a copyright notice: "©2023 Heaven Matchmaking".

Figure 7.3.6: Questionnaire

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven Home Doctors Support About

Help us match you the right therapist

How old are you?

1 to 10

11 to 20

21 to 30

31 to 40

40 above

Previous Next

Home About FAQ Reviews Online Therapy Contact [Facebook](#) [Twitter](#) [LinkedIn](#) [Instagram](#)

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MindCare

Figure 7.3.7: Questionnaire

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven Home Doctors Support About

Help us match you the right therapist

Do you consider yourself to be a spiritual?

Yes

No

Previous Next

Home About FAQ Reviews Online Therapy Contact [Facebook](#) [Twitter](#) [LinkedIn](#) [Instagram](#)

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MindCare

Figure 7.3.8: Questionnaire

The screenshot shows a web browser displaying the [heaven.com](http://heaven.com) website. The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header, there is a logo of a hand holding a brain, followed by the word "Heaven". To the right of the logo are navigation links: Home, Doctors, Support, and About. A circular profile picture of a woman is also present.

The main content area has a light beige background. It contains a heading "Help us match you the right therapist" and a question "How important is religion in your life?". Below the question are four rectangular buttons labeled "Important", "Very important", "Somewhat important", and "Not at all".

At the bottom of the page, there are "Previous" and "Next" buttons. The footer includes links for Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and a copyright notice from 2024. Social media icons for Facebook, Twitter, LinkedIn, and Instagram are also present.

Figure 7.3.9: Questionnaire

The screenshot shows a mobile browser displaying the [heaven.com](http://heaven.com) website. The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a brain icon, the word "Heaven", and links for "Home", "Doctors", "Support", and "About". A circular profile picture of a woman is also present. The main content area has a light gray background and contains a large, rounded rectangular button with the text "Help us match you the right therapist". Below this button, the question "What is your current relationship status?" is displayed. Six rectangular buttons are listed vertically, each containing one of the following options: "Single", "Relationship", "Married", "Divorced", "Widow", and "Prefer not to say". At the bottom of the page, there are "Previous" and "Next" buttons, followed by a footer with links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact". The footer also includes links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", and "Web Accessibility", along with social media icons for Facebook, Twitter, LinkedIn, and Instagram.

Figure 7.3.10: Questionnaire

The screenshot shows a web browser displaying the [heaven.com](http://heaven.com) website. The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a brain icon, the word "Heaven", and links for "Home", "Doctors", "Support", and "About". A circular profile picture of a woman is also present. The main content area has a light gray background with a white rounded rectangle containing the text "Help us match you the right therapist". Below this is a dashed horizontal line. The question "How do you identify?" is centered above five rectangular buttons, each containing one of the following options: "Straight", "Gay", "Bi or Pan", "Lesbian", and "Prefer not to say". At the bottom of the page are "Previous" and "Next" buttons, followed by a row of social media icons for Facebook, Twitter, LinkedIn, and Instagram. The footer contains links for "HOME", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", along with links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and a copyright notice "(c)2004 Heaven MindCare".

Figure 7.3.11: Questionnaire

The screenshot shows a web browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the slogan "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a brain icon, the word "Heaven", and links for "Home", "Doctors", "Support", and "About". A user profile picture of a woman is also present. The main content area has a light orange background and contains the text "Help us match you the right therapist". Below this, a dashed line separates the title from the question "Which religion do you identify yourself?". Six rectangular buttons are listed vertically, each containing a religion name: "Islam", "Christian", "Judaism", "Hinduism", "Others", and "Prefer not to say". At the bottom of the page, there are "Previous" and "Next" buttons, along with social media icons for Facebook, Twitter, LinkedIn, and YouTube. The footer includes links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", as well as links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", and "Web Accessibility". A copyright notice at the bottom right states "©2004 Heaven MindCare".

Figure 7.3.12: Questionnaire

The screenshot shows a web browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a brain icon, the word "Heaven", and links for "Home", "Doctors", "Support", and "About". A circular profile picture of a woman is also present. The main content area contains a large button with the text "Help us match you the right therapist". Below this is a question: "Have you ever be in the therapy before?" followed by two options: "Yes" and "No", each in its own button. At the bottom of the page are links for "Previous" and "Next", and a footer with social media icons for Facebook, Twitter, LinkedIn, and Instagram, along with links for "Home", "About", "FAQ", "Reviews", "Online Therapy", "Contact", "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "©2024 Heaven MindCare".

Figure 7.3.13: Questionnaire

The screenshot shows a web browser displaying the [heaven.com](http://heaven.com) website. The page has a green header bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header, there is a logo of a brain inside hands, followed by the word "Heaven" and a navigation menu with links for "Home", "Doctors", "Support", and "About". A circular profile picture of a woman is also present. A large, rounded rectangular button in the center contains the text "Help us match you the right therapist". Below this button, a dashed line leads to the question "On the scale of 1 to 5, how would you rate your current stress level?". Five horizontal input fields are provided, each labeled with a number from 01 to 05. At the bottom of the page, there are "Previous" and "Next" buttons, along with social media icons for Facebook, Twitter, LinkedIn, and Email. The footer contains links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", as well as links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", and "Web Accessibility". The copyright notice "@2024 Heaven MindCare" is also visible.

Figure 7.3.14: Questionnaire

The screenshot shows a mobile-optimized version of the Heaven.com website. At the top, there's a header bar with a left arrow, a right arrow, and the URL "heaven.com". Below this is a green navigation bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". On the left of the bar is a stylized icon of a brain inside a hand. To the right are links for "Home", "Doctors", "Support", and "About", followed by a circular profile picture of a woman.

The main content area has a light beige background. At the top, it says "Help us match you the right therapist". Below this is a dashed line separator followed by the question "What led you consider therapy today?".

There are seven rectangular input fields, each containing a checkbox and a description:

- I have been feeling depressed
- I feel anxious and overwhelmed
- Difficulty in sleep
- My mood is interfering in my job/ school/ performance
- I want to improve myself, but I don't know where to start
- Experiencing persistent sadness and or low mood
- Others

At the bottom of the page, there are "Previous" and "Next" buttons. The footer contains links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", along with social media icons for Facebook, Twitter, LinkedIn, and Instagram. It also includes links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", and "Web Accessibility". A copyright notice at the bottom right states "©2024 Heaven MentalCare".

Figure 7.3.15: Questionnaire

The screenshot shows a web browser displaying the [heaven.com](http://heaven.com) website. The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a brain icon, the word "Heaven", and links for "Home", "Doctors", "Support", and "About". A circular profile picture of a woman is also present. The main content area has a light pink background and contains the text "Help us match you the right therapist". Below this, a dashed line leads to the question "What led you consider therapy today?". Five options are listed in boxes, each with a checkbox:

- Listens
- Explore my past
- Teaches me new skills
- Challenges my beliefs
- Guide me to set goals

At the bottom of the page are "Previous" and "Next" buttons, followed by a footer with links for Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and social media icons for Facebook, Twitter, LinkedIn, and Instagram. The footer also includes the copyright notice "©2024 Heaven MentalCare".

Figure 7.3.16: Questionnaire

The screenshot shows a web page from heaven.com. At the top, there's a navigation bar with a left arrow, a right arrow, and the URL "heaven.com". Below this is a green header bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". On the left side of the header is a logo featuring a stylized brain inside a hand. To the right of the logo is the word "Heaven". Further to the right are links for "Home", "Doctors", "Support", and "About", followed by a circular profile picture of a woman.

The main content area has a light beige background. It features a large, rounded rectangular button with the text "Help us match you the right therapist" in bold black font. Below this button is a horizontal dashed line consisting of several short green segments. Underneath the line, the text "How would you describe your sleep pattern?" is displayed in a bold, black, sans-serif font.

Three rectangular buttons are listed vertically below the question:

- Normal sleep
- Wake up often
- Difficulty in sleep

At the bottom of the page, there are two small text links: "Previous" and "Next". Below these are several footer links: Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, and Web Accessibility. To the right of these links are icons for social media platforms: Facebook, Twitter, LinkedIn, and Instagram. At the very bottom right, it says "©2024 Heaven MindCare".

Figure 7.3.17: Questionnaire

The screenshot shows a web browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a logo of a brain inside a hand, followed by the word "Heaven". To the right of the logo are navigation links: Home, Doctors, Support, and About. A circular profile picture of a woman is also present. A large, rounded rectangular button in the center contains the text "Help us match you the right therapist". Below this button is a dashed line. A question follows: "Are you currently experiencing overwhelming, sadness, grief, or depression?". Two options are provided: "Yes" and "No", each enclosed in a rectangular button. At the bottom of the page, a green box contains the text "Psychotherapy can serve as an effective treatment for clinical depression". At the very bottom, there are links for Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and social media icons for Facebook, Twitter, LinkedIn, and Instagram. The copyright notice "@2024 Heaven MentalCare" is also visible.

Figure 7.3.18: Questionnaire

The screenshot shows a mobile browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a brain icon, the word "Heaven", and links for "Home", "Doctors", "Support", and "About". To the right of the navigation is a circular profile picture of a woman.

The main content area contains a large button with the text "Help us match you the right therapist". Below this is a question: "How is your eating habits now a days?". Four options are listed in separate boxes: "Good", "Fair", "Not so good", and "Poor". At the bottom of the page are links for "Previous" and "Next", and a footer with social media icons for Facebook, Twitter, LinkedIn, and Instagram, along with links for "Home", "About", "FAQ", "Reviews", "Online Therapy", "Contact", "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "©2024 Heaven MentCare".

Figure 7.3.19: Questionnaire

The screenshot shows a web browser window with the URL [heaven.com](http://heaven.com) at the top. The page has a green header bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar featuring a logo of hands holding a brain, the word "Heaven", and links for "Home", "Doctors", "Support", and "About". To the right of the navigation is a circular profile picture of a woman.

The main content area contains a large button with the text "Help us match you the right therapist". Below this is a question: "How would you rate your current physical health?". Three options are provided in separate rounded rectangular boxes: "Good", "Fair", and "Poor".

At the bottom of the page, there are links for "Previous" and "Next", social media icons for Facebook, Twitter, LinkedIn, and Instagram, and footer links for "Home", "About", "FAQ", "Reviews", "Online Therapy", "Contact", "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and a copyright notice "@2024 Heaven MentalCare".

Figure 7.3.20: Questionnaire

heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



Heaven

Home Doctors Support About



Help us match you the right therapist

Over the past 2 weeks, how often you have been bothered by any of the following problems

Little interest or pleasure in doing things?

Not at all

Several days

More than half the day

Nearly every day

Previous Next

---

Home About FAQ Reviews Online Therapy Contact

---

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentCare

---

Figure 7.3.21: Questionnaire

The screenshot shows a web browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a logo of a brain inside hands, followed by the word "Heaven". To the right are navigation links for "Home", "Doctors", "Support", and "About", along with a circular profile picture of a woman.

A large, rounded rectangular button in the center contains the text "Help us match you the right therapist". Below this button is a dashed horizontal line. A callout box contains the question: "Over the past 2 weeks, how often you have been bothered by any of the following problems".

The main content area contains a paragraph describing a symptom: "Moving or speaking so slowly that other people could have noticed? Or the opposite – being so fidgety or restless that you have been moving around a lot more than usual."

Below the paragraph are four rectangular buttons, each containing a response option:

- Not at all
- Several days
- More than half the day
- Nearly every day

At the bottom of the page are "Previous" and "Next" navigation links. The footer includes links for Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and a copyright notice: "©2024 Heaven MentCare". It also features social media icons for Facebook, Twitter, LinkedIn, and Instagram.

Figure 7.3.22: Questionnaire

heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



**Heaven**

Home Doctors Support About



## Help us match you the right therapist

Over the past 2 weeks, how often you have been bothered by any of the following problems

Feeling bad about yourself – or that you are a failure or have let yourself or your family down?

Several days

More than half the day

Nearly every day

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility @2024 Heaven MentCare

f t in ig

Figure 7.3.23: Questionnaire

The screenshot shows a web browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a logo of a brain inside hands, followed by the word "Heaven" and a navigation menu with links to "Home", "Doctors", "Support", and "About". A circular profile picture of a woman is also present.

The main content area contains a large heading "Help us match you the right therapist" and a dashed line separator. Below this is a question in a box: "Over the past 2 weeks, how often you have been bothered by any of the following problems".

The question is followed by four response options in separate boxes:

- Not at all
- Several days
- More than half the day
- Nearly every day

At the bottom of the page are navigation links for "Previous" and "Next", and a footer with links to "Home", "About", "FAQ", "Reviews", "Online Therapy", "Contact", "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and social media icons for Facebook, Twitter, LinkedIn, and Instagram. The footer also includes the text "©2024 Heaven MentalCare".

Figure 7.3.24: Questionnaire

The screenshot shows a web browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a brain icon, the word "Heaven", and links for "Home", "Doctors", "Support", and "About". A circular profile picture of a woman is also present. The main content area contains a large heading "Help us match you the right therapist" above a dashed line. A callout box asks, "Over the past 2 weeks, how often you have been bothered by any of the following problems". Below this, a statement reads, "Thoughts that you would be better off dead or of hurting yourself in some way." Four response options are listed in rounded rectangles: "Not at all", "Several days", "More than half the day", and "Nearly every day". At the bottom, there are "Previous" and "Next" buttons, and a footer with links for Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and social media icons for Facebook, Twitter, LinkedIn, and Instagram.

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven

Home Doctors Support About

Help us match you the right therapist

Over the past 2 weeks, how often you have been bothered by any of the following problems

Thoughts that you would be better off dead or of hurting yourself in some way.

Not at all

Several days

More than half the day

Nearly every day

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility @2024 Heaven MentCare

Figure 7.3.25: Questionnaire 25

heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



Heaven

Home Doctors Support About



## Help us match you the right therapist

Over the past 2 weeks, how often you have been bothered by any of the following problems

How difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?

Several days

More than half the day

Nearly every day

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentCare

f t in g

Figure 7.3.26: Questionnaire

The screenshot shows a web browser displaying the website [heaven.com](http://heaven.com). The page title is "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". On the left, there is a logo of a brain inside hands. The main navigation menu includes "Heaven", "Home", "Doctors", "Support", and "About". A circular profile picture of a woman is located next to the "About" link. Below the menu, a large button reads "Help us match you the right therapist". A dashed line follows the text "Are you currently employed?". Two buttons are present: "Yes" and "No". At the bottom, there are links for "Previous" and "Next". The footer contains links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact". It also includes links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", and "Web Accessibility". The copyright notice is "©2024 Heaven MentalCare". Social media icons for Facebook, Twitter, LinkedIn, and Instagram are also present.

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

← → heaven.com

Heaven

Home Doctors Support About

Help us match you the right therapist

Are you currently employed?

Yes

No

Previous Next

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentalCare

Figure 7.3.27: Questionnaire

The screenshot shows a web page from heaven.com. At the top, there's a navigation bar with a left arrow, a right arrow, and the URL "heaven.com". Below this is a green header bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". On the left side of the header is a logo featuring a stylized brain inside two hands. To the right of the logo are the words "Heaven", "Home", "Doctors", "Support", and "About". Further to the right is a circular profile picture of a woman.

In the center of the page, there's a large, rounded rectangular button containing the text "Help us match you the right therapist". Below this button is a horizontal dashed line. Underneath the line is a text box with the question "Over the past 2 weeks, how often you have been bothered by any of the following problems".

Below the text box, the first item in a list is "Trouble falling asleep, staying asleep, or sleeping too much." followed by four options: "Not at all", "Several days", "More than half the day", and "Nearly every day".

At the bottom of the page, there are links for "Previous" and "Next". At the very bottom, there's a footer with links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact". There are also links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", and "Web Accessibility". On the far right of the footer, it says "@2024 Heaven MentCare". To the right of the footer, there are icons for social media: Facebook, Twitter, LinkedIn, and Instagram.

Figure 7.3.28: Questionnaire

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



Heaven

Home Doctors Support About



Help us match you the right therapist

Over the past 2 weeks, how often you have been bothered by any of the following problems

Feeling bad about yourself – or that you are a failure or have let yourself or your family down?

Several days

More than half the day

Nearly every day

Previous Next

---

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility @2024 Heaven MentCare

f t in ig

Figure 7.3.28: Questionnaire

The screenshot shows a web page from heaven.com. At the top, there's a navigation bar with a left arrow, a right arrow, and the URL "heaven.com". Below this is a green header bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". On the left side of the header is a logo featuring a stylized brain inside a hand. To the right of the logo are the words "Heaven", "Home", "Doctors", "Support", and "About". A circular profile picture of a woman is also present in the header area.

In the center of the page, there's a large, rounded rectangular button containing the text "Help us match you the right therapist". Below this button is a horizontal dashed line consisting of several short green dashes.

Inside a rounded rectangular box, the text "Over the past 2 weeks, how often you have been bothered by any of the following problems" is displayed.

Below this box, the text "Poor appetite or overeating." is followed by a list of five options, each enclosed in a rounded rectangular button:

- Not at all
- Several days
- More than half the day
- Nearly every day

At the bottom of the page, there are two buttons: "Previous" and "Next".

The footer contains links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact". It also includes links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", and "Web Accessibility". On the far right, there are icons for social media platforms: Facebook, Twitter, LinkedIn, and Instagram. The copyright notice "@2024 Heaven MentCare" is located at the bottom right.

Figure 7.3.29: Questionnaire

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



Heaven

Home Doctors Support About



## Help us match you the right therapist

Over the past 2 weeks, how often you have been bothered by any of the following problems

Feeling down, depressed or hopeless.

Not at all

Several days

More than half the day

Nearly every day

Previous Next

---

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Figure 7.3.30: Questionnaire

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



**Heaven**

Home Doctors Support About



Help us match you the right therapist

Do you have any problems or worries about intimacy?

Yes

No

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Terms & Conditions Privacy Policy Sharing Settings Web Accessibility

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Figure 7.3.31: Questionnaire

The screenshot shows a web browser displaying the website [heaven.com](http://heaven.com). The page has a green header bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a logo featuring a stylized brain inside a hand, next to the word "Heaven". The navigation menu includes links for Home, Doctors, Support, and About, along with a circular profile picture of a woman.

A large, rounded rectangular button in the center contains the text "Help us match you the right therapist". Below it is a horizontal dashed line. The main content area asks the question "When was the last time you thought about suicide?" followed by a list of six options:

- Never
- Once a year ago
- Over three months ago
- Over month ago
- Over two weeks ago
- In last two weeks

At the bottom of the page are "Previous" and "Next" buttons, and a footer containing links for Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and a copyright notice for @2024 Heaven MentCare. Social media icons for Facebook, Twitter, LinkedIn, and Instagram are also present.

Figure 7.32: Questionnaire

The screenshot shows a web browser displaying the website [heaven.com](http://heaven.com). The page has a green header bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header, there is a logo featuring a stylized brain inside a hand, followed by the word "Heaven". The main navigation menu includes links for "Home", "Doctors", "Support", and "About", along with a circular profile picture of a woman.

A large, rounded rectangular button contains the text "Help us match you the right therapist". Below this button, a dashed horizontal line spans most of the width of the page. Underneath the line, the text "Are you currently experiencing anxiety, panic attacks or have any phobia?" is displayed. Two rectangular buttons, one labeled "Yes" and one labeled "No", are positioned below the question.

At the bottom of the page, there are two navigation buttons: "Previous" and "Next". Below these buttons, there is a footer bar containing links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact". To the right of these links are icons for social media platforms: Facebook, Twitter, LinkedIn, and Instagram. The footer also includes links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "@2024 Heaven MentCare".

Figure 7.3.33: Questionnaire

The screenshot shows a web browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the slogan "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a brain icon, the word "Heaven", and links for "Home", "Doctors", "Support", and "About". A circular profile picture of a woman is also present. A large, rounded rectangular button in the center contains the text "Help us match you the right therapist". Below this button is a dashed horizontal line. The main question, "Are you currently taking any medication?", is centered above two large, rounded rectangular buttons: one labeled "Yes" and one labeled "No". At the bottom of the page, there are links for "Previous" and "Next", along with social media icons for Facebook, Twitter, LinkedIn, and Instagram. The footer includes links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", as well as links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "@2024 Heaven MentCare".

Figure 7.3.34: Questionnaire

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



Heaven

Home Doctors Support About



## Help us match you the right therapist

— — — — —

Are you currently experiencing any chronic pain ?

Yes

No

Previous Next

---

Home About FAQ Reviews Online Therapy Contact

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Figure 7.3.35: Questionnaire

The screenshot shows a web browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a logo of a brain inside hands, followed by the word "Heaven" and a navigation menu with links for Home, Doctors, Support, and About. A circular profile picture of a woman is also present. A large, rounded rectangular button in the center contains the text "Help us match you the right therapist". Below this button is a horizontal dashed line. The main content area asks "How would you rate your current financial status?" with three options: "Good", "Fair", and "Poor", each enclosed in a rounded rectangle. At the bottom of the page are links for Previous and Next, and a footer with social media icons for Facebook, Twitter, LinkedIn, and Instagram, along with links for Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and the copyright notice "@2024 Heaven MentCare".

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven

Home Doctors Support About

Help us match you the right therapist

— — — — —

How would you rate your current financial status?

Good

Fair

Poor

Previous Next

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Terms & Conditions Privacy Policy Sharing Settings Web Accessibility @2024 Heaven MentCare

Figure 7.3.36: Questionnaire

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



Heaven

Home Doctors Support About



## Help us match you the right therapist

— — — — — — —

It's important to have a therapist who you can establish a personal connection with. The following questions are designed to help match you to a licensed therapist based on your needs and personal preferences.

Good

Fair

Poor

Previous Next

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Figure 7.3.37: Questionnaire

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



**Heaven**

Home Doctors Support About



Help us match you the right therapist

-----

Who referred you to have MentCare?

YouTube

Instagram

Facebook

Friends or Family

TV

Others

Previous

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---

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---

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---

Figure 7.3.38: Questionnaire

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



**Heaven**

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Help us match you the right therapist

-----

How would you prefer to communicate with your Therapist?

Via Message

Via Phone Call

Live Sessions

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Figure 7.3.39: Questionnaire

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



**Heaven**

Home Doctors Support About



## Help us match you the right therapist

-----

Which of the following resources would be useful for you?

- Support Group
- Therapy General
- Worksheets
- Goals/Habit tracking
- Educational Webinars
- Others

Previous      Next

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---

Figure 7.3.38: Questionnaire

The screenshot shows a web browser displaying the [heaven.com](http://heaven.com) website. The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a brain icon, the word "Heaven", and links for "Home", "Doctors", "Support", and "About". To the right of the navigation is a circular profile picture of a woman.

The main content area contains a large button with the text "Help us match you the right therapist". Below it is a question: "Are there any specific preferences for your therapist?". Five options are listed in boxes, each with a checkbox:

- Male therapist
- Female therapist
- Islam based therapist
- Therapist from LGBTQ community
- Older therapist (45+)

At the bottom of the page are navigation links: "Previous" and "Next". The footer includes links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", along with social media icons for Facebook, Twitter, LinkedIn, and Instagram. It also includes links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "@2024 Heaven MentCare".

Figure 7.3.39: Questionnaire

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



**Heaven**

Home Doctors Support About



Help us match you the right therapist

-----

Are there any issues you would like to focus on? We want to match you with a therapist who suits according to your needs?

Depression

Stress and anxiety

LGBTQ+ related

Family conflicts

Trauma and abuse

Previous Next

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Figure 7.3.40: Questionnaire

The screenshot shows a web browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the slogan "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header, there is a logo of a brain inside hands, followed by the word "Heaven". A navigation menu includes links for "Home", "Doctors", "Support", and "About", along with a circular profile picture of a woman.

A large, rounded rectangular button in the center contains the text "Help us match you the right therapist". Below this button is a dashed horizontal line. A text block encourages users to "Answer this last question and join 11,960 people who started therapy this week with their tailored therapist match." Another text block states, "Answering this question will help your therapist where to begin." A large, light-gray input field is present, with the placeholder text "Tell your therapist what's on your mind". At the bottom of the page, there are "Previous" and "Submit" buttons. The footer contains links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", along with social media icons for Facebook, Twitter, LinkedIn, and Instagram. It also includes links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "@2024 Heaven MentCare".

Figure 7.3.41: Questionnaire

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



**Heaven**

Home Doctors Support About



**Congrats**

Congratulations Your survey has been completed!

Click below button to choose doctor and book appointment

**NEXT**

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Figure 7.3.42: Questionnaire

heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



**Heaven**

Home Doctors Support About



## Doctors

Search a therapist, Psychologist etc



**Dr. Ahmed Saleem**  
Psychiatrist  
MBBS

\$20 Exp: 12y

**Book**



**Dr. Kalim Hussain**  
Psychiatrist  
MBBS

\$20 Exp: 06y

**Book**



**Dr. Rahida Parveen**  
Psychiatrist  
MBBS

\$20 Exp: 12y

**Book**

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[Terms & Conditions](#) [Privacy Policy](#) [Sharing Settings](#) [Web Accessibility](#)

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Figure 7.3.43: Doctors

heaven.com

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 Heaven

Home Doctors Support About 

## Doctors's Profile



**Dr. Ahmed Saleem**  
Psychiatrist  
MBBS  
 5.0

Patients 200	Reviews 200	Experience 12y
-----------------	----------------	-------------------

### Summary

A comprehensive summary including the patient's medical history, mental health symptoms, current medications, behavioral observations, and any significant life events. This document assists doctors in understanding the patient's condition for accurate diagnosis and personalized treatment planning.

### Book Appointment

[Home](#) [About](#) [FAQ](#) [Reviews](#) [Online Therapy](#) [Contact](#)

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Figure 7.3.43: Questionnaire

heaven.com

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Heaven Home Doctors Support About



Select your language

Urdu

Pashtu

Balochi

Punjabi

Sindhi

NEXT

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Figure 7.3.44: Multi Languages

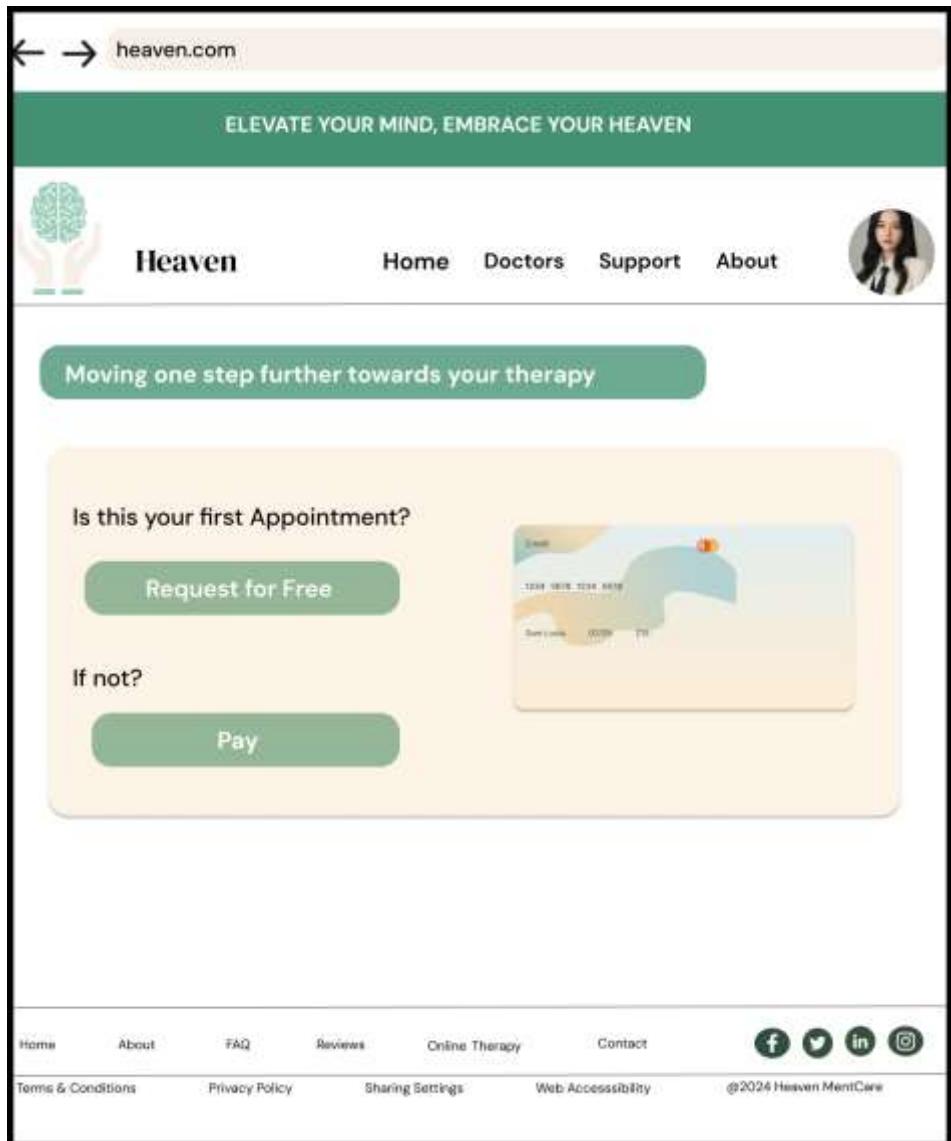


Figure 7.3.45: Free Appointment

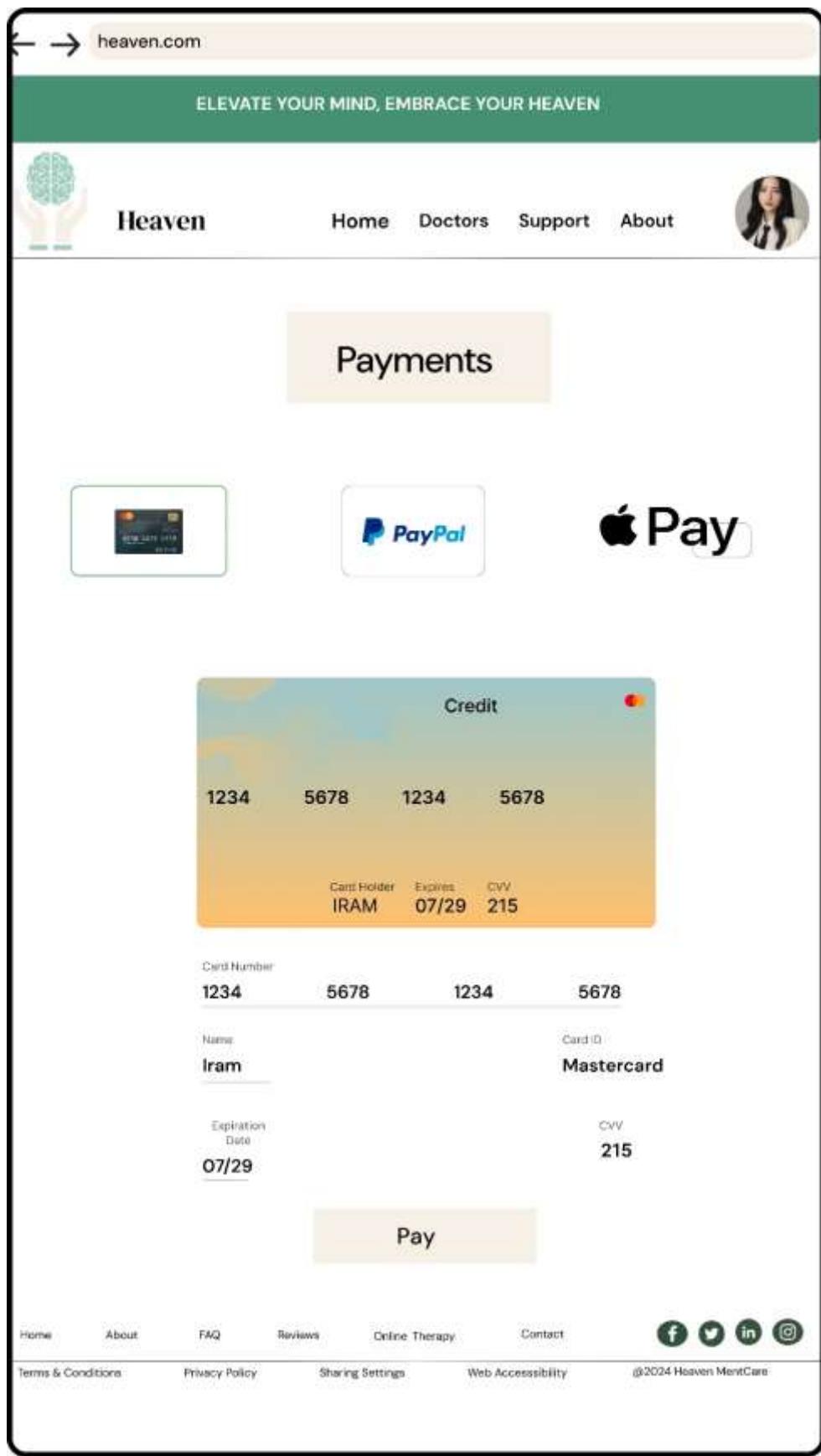


Figure 7.3.46: Payment Process

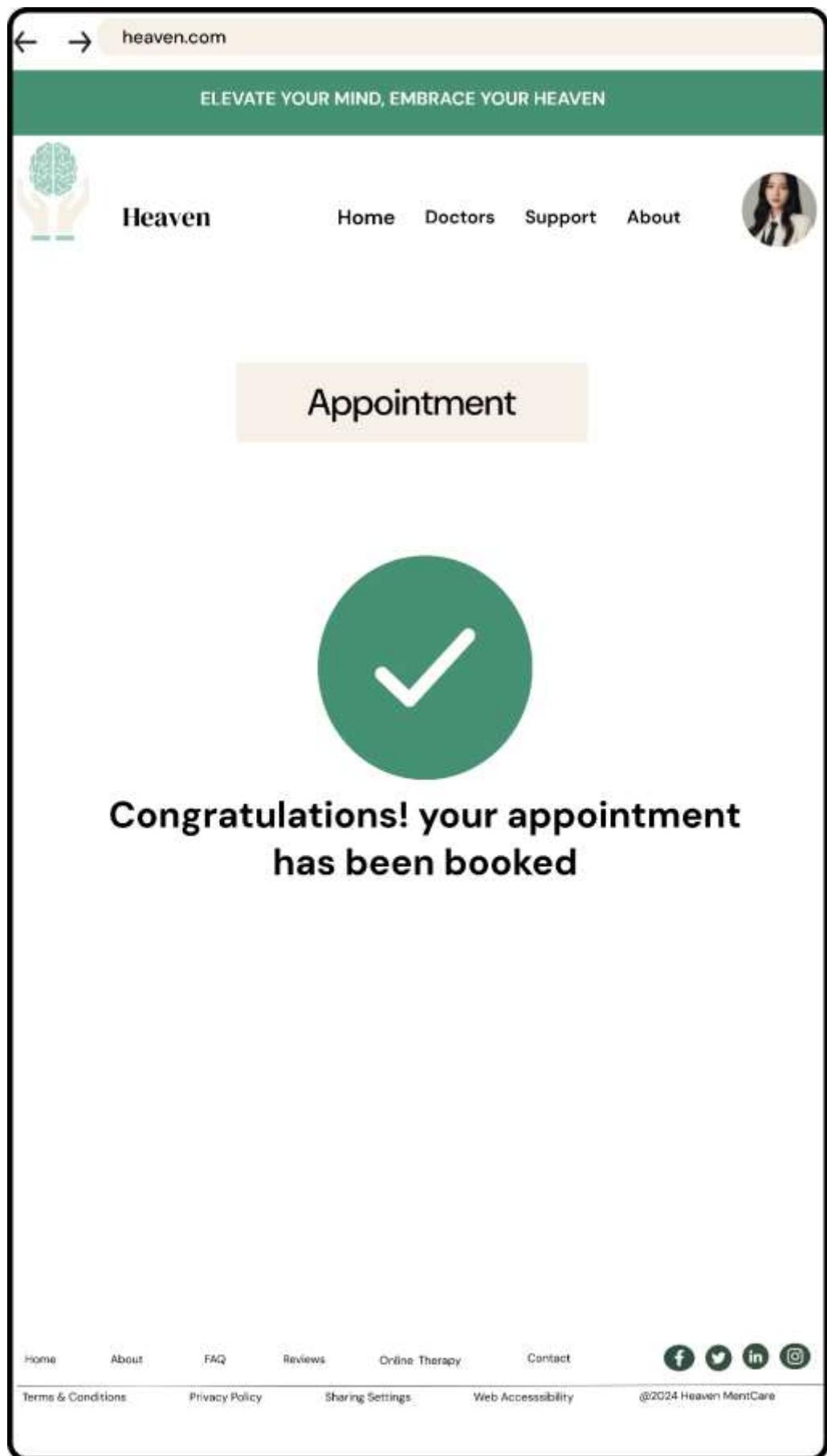


Figure 7.3.47: Appointment booked

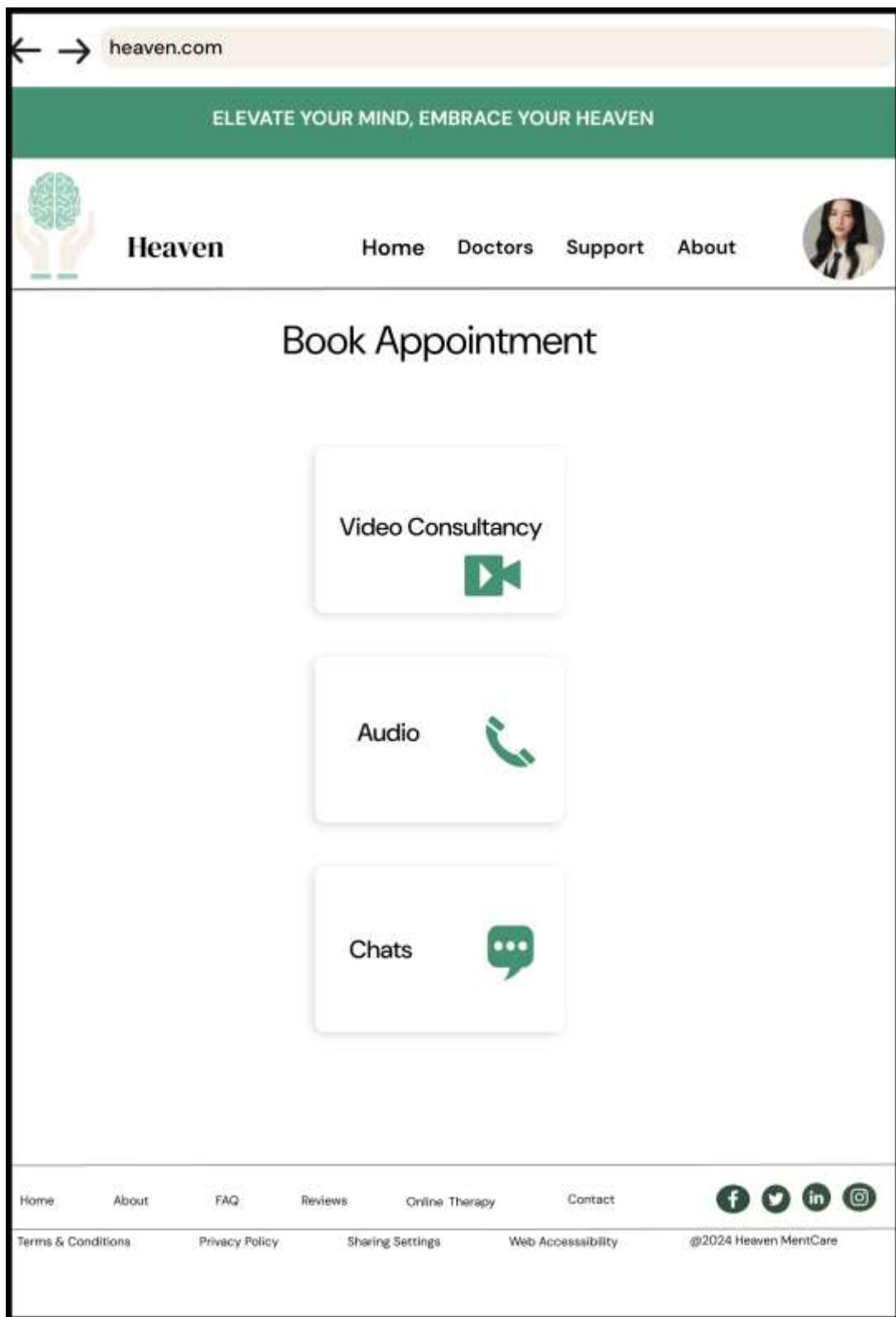


Figure 7.3.48: Consultancy Method

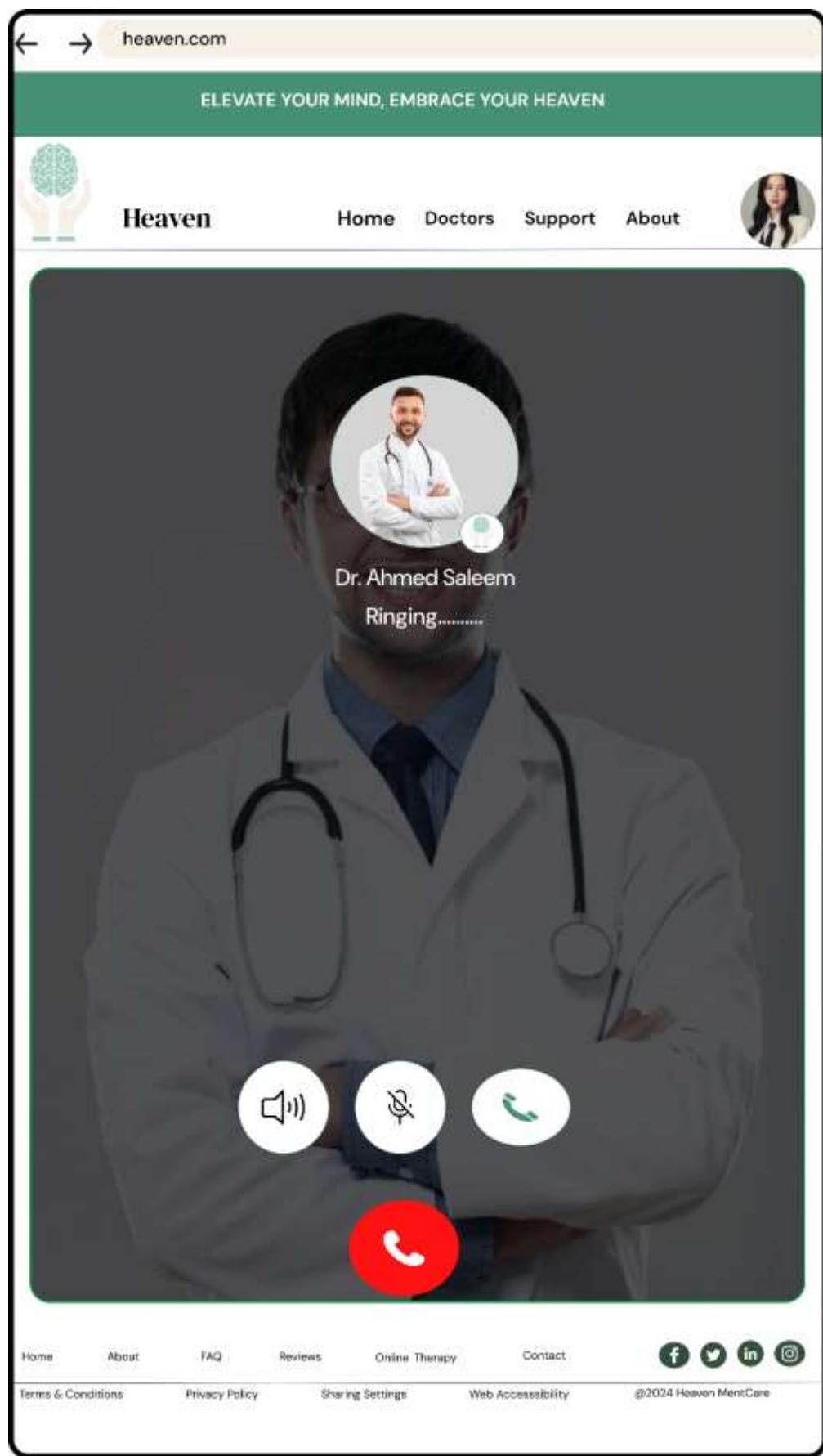


Figure 7.3.49: Video Call

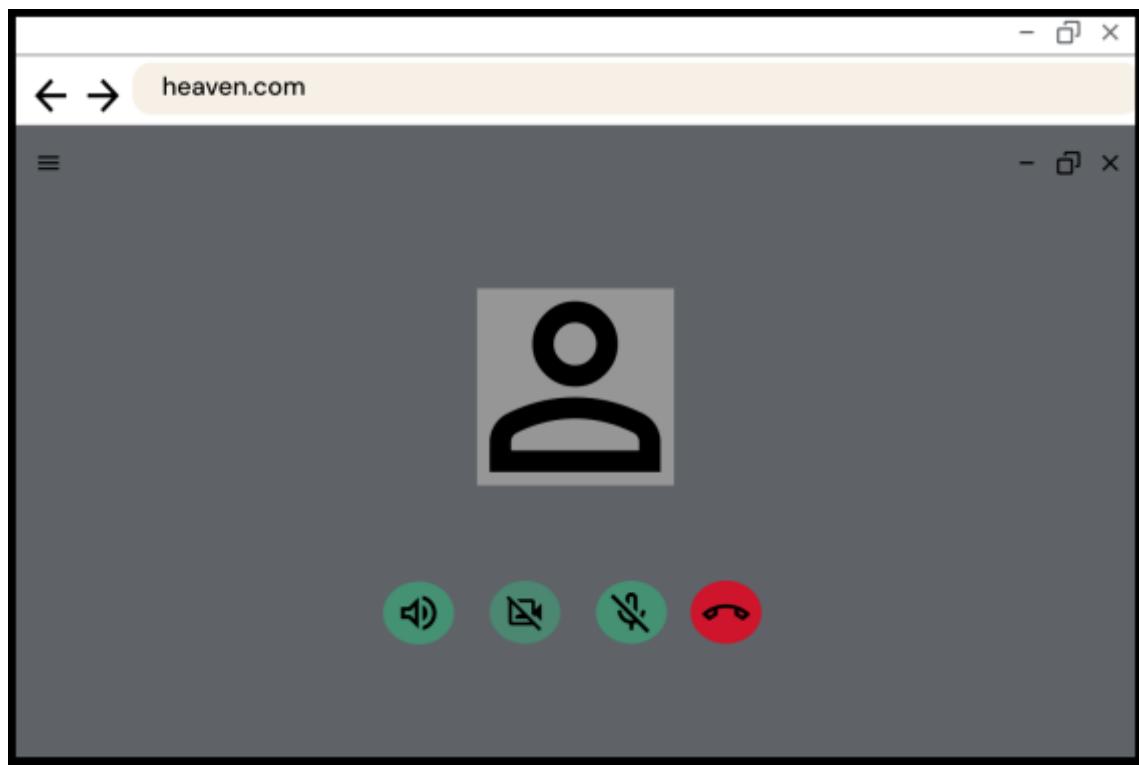


Figure 7.3.50: Audio Call

The screenshot shows a web-based chat interface. At the top, there's a header bar with a left arrow, a right arrow, and the URL "heaven.com". Below this is a green banner with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". On the left, there's a logo of hands holding a brain. To the right of the logo is the word "Heaven". Further to the right are links for "Home", "Doctors", "Support", and "About". In the top right corner, there's a circular profile picture of a woman.

The main area is titled "Chat session". It shows a conversation between two users:

- Dr sami** (represented by a male profile picture):
  - Message: "Hello....."
- Falak** (represented by a female profile picture):
  - Message: "Ms Falak how are you"
  - Message: "I am fine what about you"

At the bottom of the chat window, there's a text input field with a microphone icon and a plus sign, indicating where to type or speak.

At the very bottom of the page, there's a footer with links for "Home", "About", "FAQ", "Reviews", "Online Therapy", "Contact", "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and a copyright notice "©2024 Heaven MentCare". There are also social media icons for Facebook, Twitter, LinkedIn, and Instagram.

Figure 7.3.51: Chat Session

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

 Heaven Home Doctors Support About 

## Doctors's Profile



**Dr. Ahmed Saleem**  
Psychiatrist  
MBBS  
 5.0

Patients 200	Reviews 200	Experience 12y
-----------------	----------------	-------------------

### Summary

A comprehensive summary including the patient's medical history, mental health symptoms, current medications, behavioral observations, and any significant life events. This document assists doctors in understanding the patient's condition for accurate diagnosis and personalized treatment planning.

### Book Appointment

Home About FAQ Reviews Online Therapy Contact 

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Figure 7.3.52: Doctor's Profile

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven

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Your Path to Restful Nights Starts Here:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.

Great job! You've taken a step toward better rest and relaxation.  
Now, close your eyes and let peaceful sleep embrace you.

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f t in s

Figure 7.3.53: Sleep Exercise

← → heaven.com

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## Yoga



Start enlightening your body and soul

Get started

---

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Figure 7.3.54: Guided Yoga

← → heaven.com

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**Heaven**

Home Doctors Support About



How are you feeling today?

Select an Emoji.



Unhappy      Neutral      Happy      Excited

Your Selected Emoji:



(Unhappy)

What Allah says when you feel unhappy?

"And when My servants ask you concerning Me, indeed I am near.  
I respond to the supplication of the suppliant when he calls upon Me..."  
— Surah Al-Baqarah (2:186)

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Figure 7.3.55: Mood Tracker

← → heaven.com

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 Heaven

Home Doctors Support About 

## Live Session



Mindfulness and Meditation

10/5/2024 8:30am



Stress management Techniques

10/6/2024 8:30am



Doctors

10/5/2024 8:30am



Mindfulness and Meditation

10/5/2024 8:30am



Stress management Techniques

10/5/2024 9:00am



Doctors

10/6/2024 8:30am

**Select**

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Figure 7.3.56: Live Session

← → heaven.com

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 Heaven

Home Doctors Support About 

## Live Session

November 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

 Lorem ipsum dolor sit amet  
consectetur.

[Schedule](#)

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Next

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Figure 7.3.57: Schedule Session

← → heaven.com

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**Heaven**

Home Doctors Support About



## Live Session

Enter name

Contact Number

Book a Slot

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Figure 7.3.58: Book Slot

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



Heaven



Home Doctors Support About

## Live Session



Congratulations!  
your slot has been booked for 12/15/2024

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Figure 7.3.59: Session Booked

The screenshot shows a patient profile page. At the top, there's a green banner with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the banner, on the left, is a logo featuring a stylized brain and hands. To the right of the logo is the word "Heaven". On the far right is a circular profile picture of a woman with long dark hair. The main title "Profile" is centered above the user information. The user's name is listed as "valeeja jamil", gender is "Female", email is "valeeja@gmail.com", and phone number is "02323254273". A note below states "Diagnosed with mild anxiety in 2023". On the left side, there are several menu items with icons: "Edit Profile" (person icon), "My Doctor" (doctor icon), "Progress" (checkmark icon), "System Feedback" (speech bubble icon), "Worksheet" (book icon), and "Logout" (exit icon). At the bottom, there's a footer with links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", along with social media icons for Facebook, Twitter, LinkedIn, and Instagram. There are also links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "@2024 Heaven MentCare".

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven

Home Doctors Support About

valeeja jamil

Female

valeeja@gmail.com

02323254273

Diagnosed with mild anxiety in 2023

Edit Profile

My Doctor

Progress

System Feedback

Worksheet

Logout

Home About FAQ Reviews Online Therapy Contact

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Figure 7.3.60: Patient Profile

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



**Heaven**

Home Doctors Support About



## Worksheet

Completed  
06

In progress  
02

### Assigned Task

Lorem ipsum dolor sit amet consectetur.

Dr. Ahmed Saleem 5/11/2024

Lorem ipsum dolor sit amet consectetur. In commodo pharetra aenean.

Dr. Kalim Hussain 3/11/2024

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Figure 7.3.61: Worksheet

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN



**Heaven**

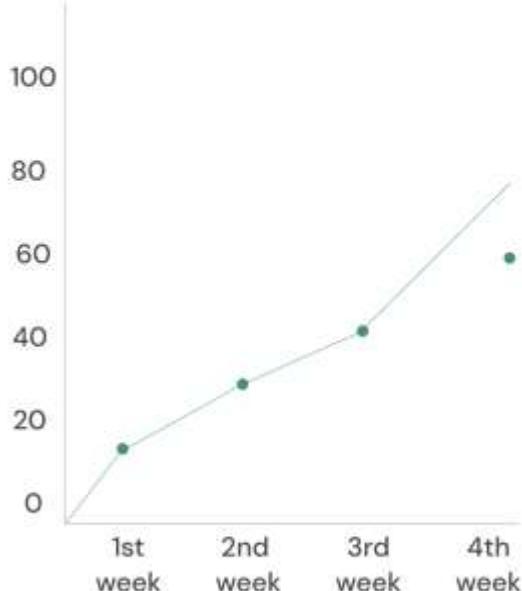
Home Doctors Support About



## Progress

Therapy weekly Progress

Category	Count
Assigned Tasks	06
Completed Tasks	02
Follow-ups	06
Upcoming	05



Week	Progress
1st week	15
2nd week	30
3rd week	42
4th week	60

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Figure 7.3.62: Progress Tracking

← → heaven.com

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**Heaven**

Home Doctors Support About



## Read System Blogs



**"I can actually see progress in my mental health which is something I haven't been able to say in 15 years and it's thanks to her."**



**"Michelle listens and provides excellent guidance through life's situations."**

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[Terms & Conditions](#) [Privacy Policy](#) [Sharing Settings](#) [Web Accessibility](#) [©2024 Heaven MenCare](#)

Figure 7.3.63: Read System Blogs

The screenshot shows a mobile browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the slogan "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a brain icon, the word "Heaven", and links for "Home", "Doctors", "Support", and "About". A circular profile picture of a woman is also present. The main content area is titled "Support Services" and contains several large, light-colored boxes with text links: "Live Chat – Speak To a Counceler", "Email Us", "Helpful Resources", "FAQ'S", "Please Give Your Feedback", and "Privacy Policy". At the bottom, there is a footer with links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", along with social media icons for Facebook, Twitter, LinkedIn, and Instagram. There are also links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", and "Web Accessibility", along with a copyright notice for "©2024 Heaven MentCare".

Figure 7.3.64: Support Service

The screenshot shows a mobile browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a brain icon, the word "Heaven", and links for "Home", "Doctors", "Support", and "About". A circular profile picture of a woman is also present. The main content area is titled "FAQ'S" and contains a search bar. Below the search bar is a section titled "Frequently Asked Questions" with four listed questions: "How book an appointment", "How could I get support", "Do you feel stressed", and "Support related questions". At the bottom of the page are links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", along with social media icons for Facebook, Twitter, LinkedIn, and Instagram. There are also links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and a copyright notice for "©2024 Heaven MentCare".

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven

Home Doctors Support About

FAQ'S

Search

Frequently Asked Questions

How book an appointment

How could I get support

Do you feel stressed

Support related questions

Home About FAQ Reviews Online Therapy Contact

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Figure 7.3.65: FAQ's

The screenshot shows the homepage of heaven.com. At the top, there's a navigation bar with a left arrow, a right arrow, and the URL "heaven.com". Below this is a green header bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". On the left side of the header is a logo featuring a stylized brain inside hands. To the right of the logo are the words "Heaven", "Home", "Doctors", "Support", and "About". To the far right is a circular profile picture of a woman. The main content area has a light beige background. In the center, there's a yellow rectangular box containing the text "DO YOU FEEL STRESSED ?". Below this, there are five numbered sections: 1. You're Not Alone, 2. Recognize the Signs, 3. Get Professional Help, 4. Immediate Resources for Stress Relief, and 5. Talk to Someone Who Cares. Each section includes a brief explanatory paragraph. At the bottom of the page, there's a footer with links for Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and a copyright notice for 2024 Heaven MentCare. There are also social media icons for Facebook, Twitter, LinkedIn, and Instagram.

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven

Home Doctors Support About

DO YOU FEEL STRESSED ?

**1. You're Not Alone**

Stress is a common part of life, but it doesn't have to control you. Our psychologists and psychiatrists are here to help you navigate challenging times.

**2. Recognize the Signs**

Feeling overwhelmed, irritable, or struggling to focus? These may be signs of stress. Let us guide you toward healthier coping mechanisms.

**3. Get Professional Help**

Book a session with our mental health experts to understand your stress triggers and develop strategies to manage them effectively.

**4. Immediate Resources for Stress Relief**

Explore our self-help resources, including relaxation techniques, mindfulness exercises, and expert advice for stress management.

**5. Talk to Someone Who Cares**

Our compassionate team is here to listen and support you. Whether it's work-related stress, personal challenges, or something else, we've got you covered.

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f    t    in    i

Figure 7.3.66: FAQ-1

The screenshot shows a mobile browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a brain icon, the word "Heaven", and links for "Home", "Doctors", "Support", and "About". To the right of the navigation is a circular profile picture of a woman. The main content area is titled "Helpful Resources" and contains a numbered list of six sections: 1. Mental Health Support Articles, 2. How to Prepare for Your Session, 3. Self-Help Tools and Techniques, 4. Emergency Support & Hotlines, 5. Mental Health FAQs, and 6. Client Feedback. Each section has a brief description. At the bottom, there is a footer with links for Home, About, FAQ, Reviews, Online Therapy, Contact, and social media icons for Facebook, Twitter, LinkedIn, and Instagram. There are also links for Terms & Conditions, Privacy Policy, Sharing Settings, and Web Accessibility, along with a copyright notice for 2024 Heaven MeetCare.

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven

Home Doctors Support About

Helpful Resources

- 1. Mental Health Support Articles**  
Explore our curated collection of articles on managing mental health, overcoming stress, and improving emotional well-being.
- 2. How to Prepare for Your Session**  
Learn how to get the most out of your therapy or psychiatric sessions with tips on preparing mentally and emotionally for your appointment.
- 3. Self-Help Tools and Techniques**  
Access useful tools like guided exercises, mindfulness practices, and relaxation techniques to support your mental health journey.
- 4. Emergency Support & Hotlines**  
In case of immediate mental health concerns, check our list of trusted resources and emergency contact information available 24/7.
- 5. Mental Health FAQs**  
Find answers to common questions about therapy, medication, and treatment options. We're here to help guide you through your mental health journey.
- 6. Client Feedback**  
Your experience matters. Let us know how we can improve your sessions, or share any feedback about your healthcare provider to help us serve you better.

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Figure 7.3.67: FAQ-2

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

 Heaven

Home Doctors Support About

HOW COULD I GET SUPPORT ?

- 1. We're Here for You Every Step of the Way**  
Whether you need guidance with booking a session or have questions about your therapy journey, our support team is ready to assist you.
- 2. Contact Our Support Team**  
Reach out to us via email, phone, or chat for help with account setup, session bookings, or technical issues. We're here to help you navigate your mental health care journey.
- 3. 24/7 Support for Urgent Needs**  
If you're experiencing a mental health crisis, check our list of emergency contacts and hotlines available 24/7. Your safety is our priority.
- 4. Frequently Asked Questions (FAQs)**  
Visit our FAQ section for quick answers to common questions about our services, sessions, and platform features.
- 5. Feedback Welcome**  
Your input helps us improve. Share your experience or let us know how we can better support your mental health needs.

Home About FAQ Reviews Online Therapy Contact

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Figure 7.3.68: FAQ-3

The screenshot shows a mobile browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a brain icon, the word "Heaven", and links for "Home", "Doctors", "Support", and "About". To the right of the navigation is a circular profile picture of a woman. The main content area has a light beige background. A large, bold heading "HOW TO BOOK AN APPOINTMENT ?" is centered in a white box. Below this, five numbered steps are listed, each with a brief description:

- 1. Simple Steps to Start Your Mental Health Journey**  
Booking a session with our qualified psychologists or psychiatrists is quick and easy. Follow these steps to schedule your appointment today.
- 2. Need Assistance? We're Here to Help!**  
If you face any issues while booking, our support team is available to guide you through the process. Contact us for immediate assistance.
- 3. Choose the Right Specialist for You**  
Browse through our list of mental health professionals, view their profiles, and select the one that best suits your needs.
- 4. Flexible Scheduling Options**  
We understand the importance of flexibility. Select a date and time that works best for your schedule, and we'll confirm your session.
- 5. Secure and Confidential Booking**  
Rest assured, all booking details are handled with the utmost care and privacy. Your mental health is our top priority.

At the bottom of the page, there is a footer with links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact". Social media icons for Facebook, Twitter, LinkedIn, and Instagram are also present. The footer also includes links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and a copyright notice "(c)2024 Heaven MentalCare".

Figure 7.3.69: FAQ-4

The screenshot shows a mobile browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a navigation bar with a brain icon, the word "Heaven", and links for "Home", "Doctors", "Support", and "About". To the right of the navigation is a circular profile picture of a woman.

## Email Us

Email us to learn how Heaven can solve your problems

Email us at : [HeavenMentCare@gmail.com](mailto:HeavenMentCare@gmail.com)

**1. We Value Your Feedback!**  
At HeavenMentCare, your voice matters. Let us know how we can improve your experience.

**2. Need Help? Reach Out Anytime!**  
Our customer support team is here to assist you. Drop us a message, and we'll get back to you within 24 hours.

**3. Share Your Ideas With Us!**  
Got suggestions or feature requests? We'd love to hear them!

**4. Facing an Issue?**  
Our dedicated team is ready to resolve your concerns. Contact us, and we'll make things right.

**5. Stay Connected**  
Don't forget to check our FAQ section for quick answers to common questions.

Footer links include Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and a copyright notice for 2024 HeavenMentCare. Social media icons for Facebook, Twitter, LinkedIn, and Instagram are also present.

Figure 7.3.70: Email Us

The screenshot shows a mobile-optimized version of the Heaven website. At the top, there's a header bar with a left arrow, a right arrow, and the URL "heaven.com". Below this is a green banner with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". On the left side of the banner is a graphic of a brain inside hands. To the right of the banner are four navigation links: "Home", "Doctors", "Support", and "About". Next to "About" is a circular profile picture of a woman with long dark hair.

The main content area has a light beige background. In the center, there's a yellow rectangular button with the text "Privacy Policy" in bold black font. Below this button, the page is divided into six numbered sections, each with a bold title and a corresponding paragraph of text.

- 1. Your Privacy is Our Priority**

We are committed to safeguarding your personal and health-related information. Your trust is important to us, and we ensure your data is protected at all times.
- 2. Confidentiality Matters**

All sessions with psychologists and psychiatrists are strictly confidential. We adhere to the highest standards of data security to protect your sensitive information.
- 3. Transparent Data Usage**

We only collect and use your information to enhance your experience with our services. No data is shared without your explicit consent.
- 4. Feedback on Privacy Practices**

Have concerns or suggestions regarding our privacy practices? Contact us, and we'll be happy to address them promptly.
- 5. Your Rights**

You have full control over your personal data. Learn how you can access, modify, or request deletion of your information by reaching out to our support team.
- 6. Keeping You Informed**

We continuously update our privacy practices to ensure compliance with regulations and to reflect your needs. Check this page regularly for updates.

At the bottom of the page, there's a footer with several links: "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact". To the right of these are icons for social media platforms: Facebook, Twitter, LinkedIn, and Instagram. Below the footer, there are five small links: "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and "©2024 Heaven MentalCare".

Figure 7.3.71: Privacy Policy

The screenshot shows the homepage of the website [heaven.com](http://heaven.com). The header features a green bar with the slogan "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a logo of a brain inside hands, followed by the word "Heaven". A navigation menu includes "Home", "Doctors", "Support", and "About". A circular profile picture of a woman is also present. A large, rounded rectangular button labeled "Support Services" is centered on the page. Below it is a search bar with the placeholder "Search". A secondary search bar is labeled "Search FAQs or Support". The main content area is titled "Support Options" and contains three large, rounded rectangular buttons: "Live Chat" (with a green speech bubble icon), "Email Support" (with a green envelope icon), and "Call Support" (with a green telephone icon). At the bottom of the page, there is a footer with links for "Home", "About", "FAQ", "Reviews", "Online Therapy", and "Contact", along with social media icons for Facebook, Twitter, LinkedIn, and Instagram. The footer also includes links for "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and the copyright notice "@2024 Heaven MentalCare".

Figure 7.3.72: Support Service

The screenshot shows a mobile browser displaying the website [heaven.com](http://heaven.com). The header features a green bar with the text "ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN". Below the header is a logo of a brain inside hands, followed by the word "Heaven". A navigation menu includes "Home", "Doctors", "Support", and "About". A circular profile picture of a woman is visible on the right.

The main content area is titled "Emergency Contact". Below this is a messaging interface:

- Top right: Call and video icons.
- Text input field: "Hello".
- Timestamp: "1/5 1:02 am".
- Text input field: "Hello".
- Timestamp: "1/5 1:02 am".

At the bottom is a "Write" input field with a paperclip icon and a green send arrow icon.

The footer contains links for "Home", "About", "FAQ", "Reviews", "Online Therapy", "Contact", "Terms & Conditions", "Privacy Policy", "Sharing Settings", "Web Accessibility", and social media icons for Facebook, Twitter, LinkedIn, and Instagram. The copyright notice "@2024 Heaven MentalCare" is also present.

Figure 7.3.73: Emergency Contact

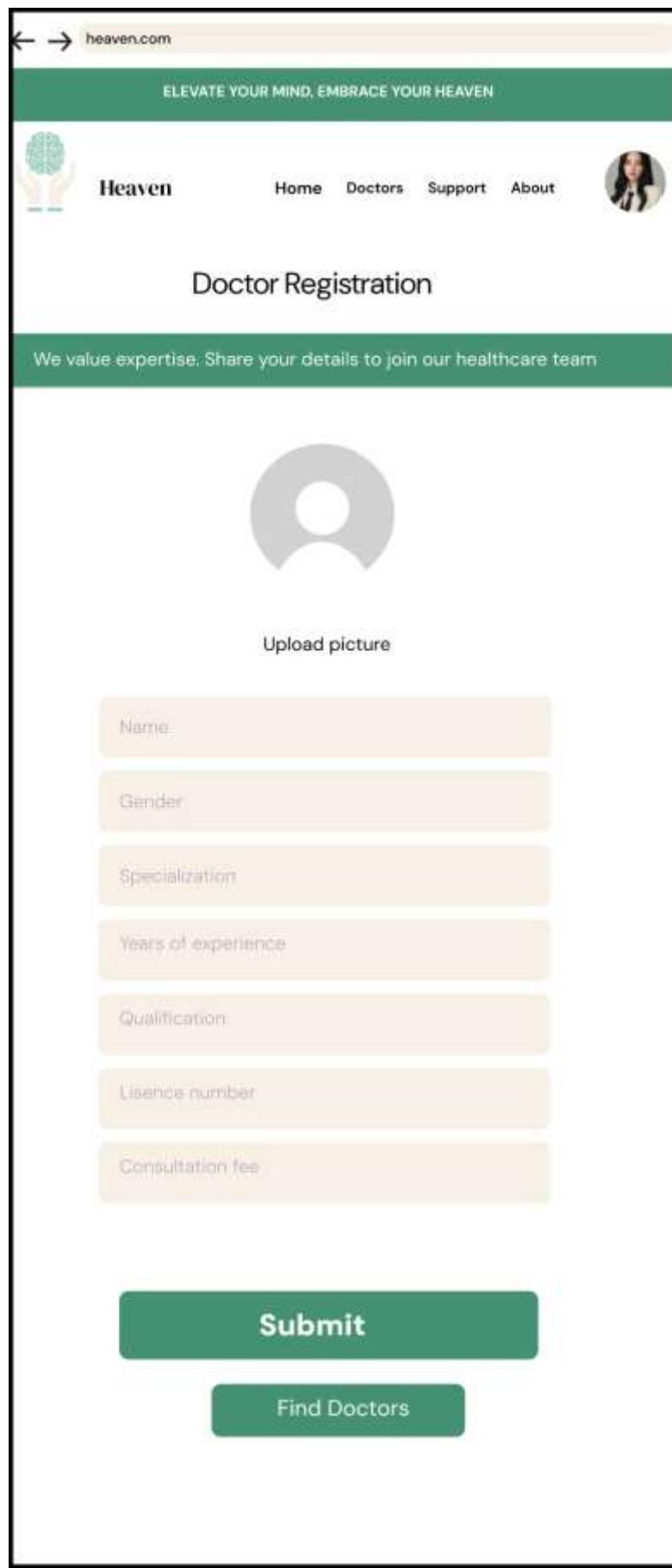


Figure 7.3.74: Doctor's Registration

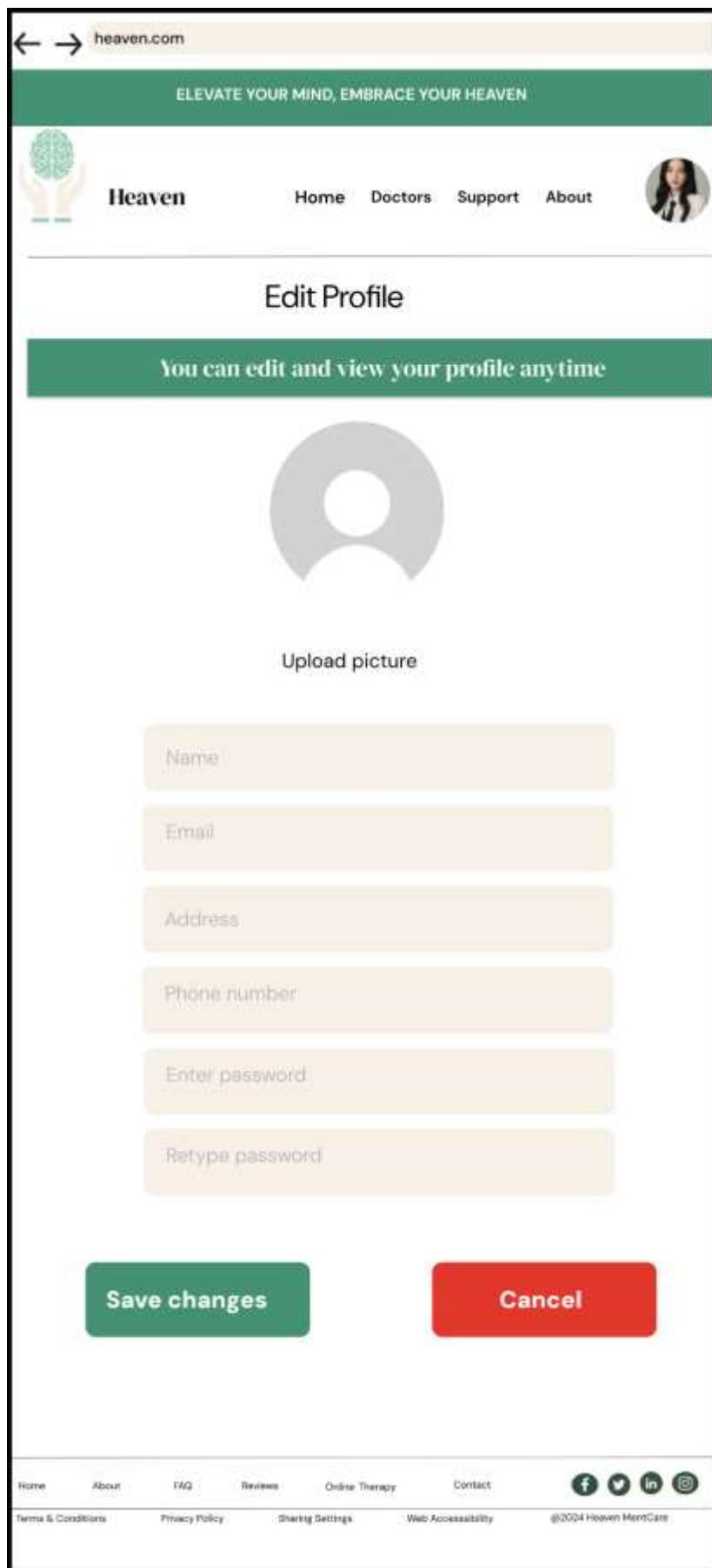


Figure 7.3.75: Edit Profile

← → heaven.com

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

 Heaven

Home Doctors Support About



Congratulation! Registration Successful



Thanks for joining!  
We're happy to have you as part of our community.

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentCare



Figure 7.3.76: Congratulations Message

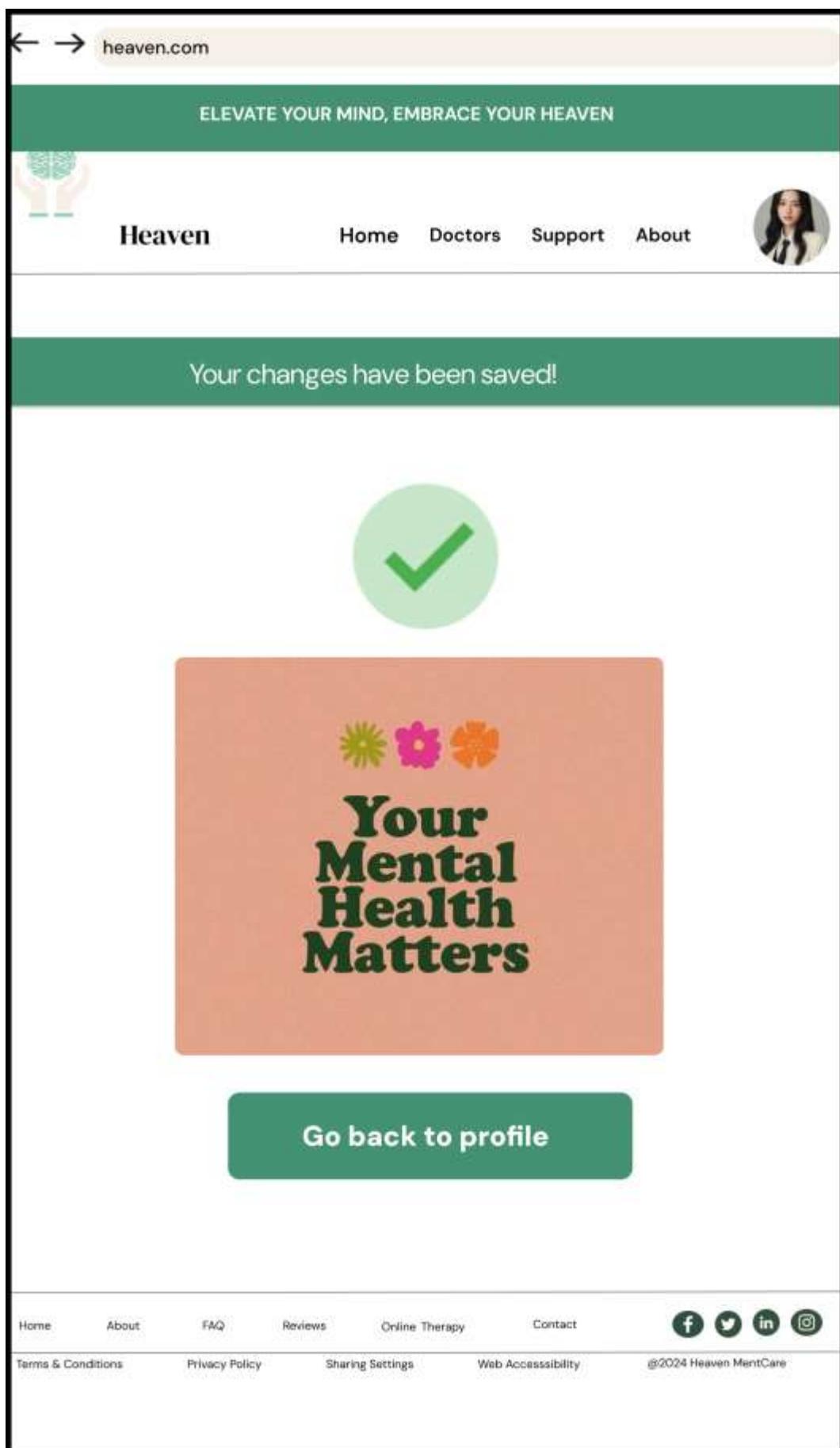


Figure 7.3.77: Changes Done

The screenshot shows the Heaven.com website interface. At the top, there is a navigation bar with a back/forward button and the URL 'heaven.com'. Below it is a green header bar with the slogan 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. The main navigation menu includes 'Heaven' (with a logo), 'Home', 'Doctors', 'Support', and 'About'. A profile picture of a woman is also visible in the top right corner.

The main content area is titled 'Find doctors'. It displays a list of six healthcare professionals, each with a profile picture, name, title, qualifications, and experience, along with a 'Book' button.

- Dr Haseeb khan**  
psychiatrist  
MBBS  
Exp: 12year  

- Dr Amir Ali**  
psychiatrist  
MBBS  
Exp: 10year  

- Dr Amna fatima**  
psychiatrist  
MBBS  
Exp: 4year  

- Dr Hussain Amir**  
psychiatrist  
MBBS  
Exp: 1year  

- Dr Aiera Mobeen**  
psychiatrist  
MBBS  
Exp: 1.5year  

- Dr Aryaan Rashid**  
psychiatrist  
MBBS  
Exp: 14year  


At the bottom of the page, there is a footer navigation bar with links for 'Home', 'About', 'FAQ', 'Reviews', 'Online Therapy', 'Contact', 'Terms & Conditions', 'Privacy Policy', 'Sharing Settings', 'Web Accessibility', and social media icons for Facebook, Twitter, LinkedIn, and Instagram. A copyright notice '©2024 Heaven MindCare' is also present.

Figure 7.3.78: Doctor's List

The screenshot shows a web browser window with the URL 'heaven.com' in the address bar. The page has a green header bar with the text 'ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN'. Below the header is a navigation bar with a brain icon, the word 'Heaven', and links for 'Home', 'Doctors', 'Support', and 'About'. To the right of the navigation is a circular profile picture of a woman. The main content area is titled 'Feedback' in green. It features a 'Rate us' section with five star icons. A large text input field is labeled 'Write.....'. Below the input field is a 'Submit' button. At the bottom of the page is a footer with links for Home, About, FAQ, Reviews, Online Therapy, Contact, Terms & Conditions, Privacy Policy, Sharing Settings, Web Accessibility, and a copyright notice for 2024 Heaven MentCare. Social media icons for Facebook, Twitter, LinkedIn, and Instagram are also present.

ELEVATE YOUR MIND, EMBRACE YOUR HEAVEN

Heaven

Home Doctors Support About

Feedback

Rate us

☆ ☆ ☆ ☆ ☆

Write.....

Submit

Home About FAQ Reviews Online Therapy Contact

Terms & Conditions Privacy Policy Sharing Settings Web Accessibility ©2024 Heaven MentCare

Figure 7.3.79. Feedback

<b>Services</b> <a href="#">Online Therapy</a> <a href="#">Couples Therapy</a> <a href="#">Teen Therapy</a> <a href="#">Psychiatry</a> <a href="#">Unlimited messaging therapy</a> <a href="#">Heaven self guided app</a> <a href="#">Heaven for business</a>	<b>Useful Links</b> <a href="#">Find a therapist</a> <a href="#">Free mental health tests</a> <a href="#">Mental Health care library</a> <a href="#">Health coverage</a> <a href="#">Insurance coverage</a> <a href="#">Anxiety test</a> <a href="#">Heaven reviews</a> <a href="#">Depression Test</a>	<b>About</b> <a href="#">Blog</a> <a href="#">Careers</a> <a href="#">Join our network</a> <a href="#">Press</a> <a href="#">Affiliate program</a> <a href="#">Research</a> <a href="#">Privacy settings</a> <a href="#">Terms of use</a> <a href="#">Investors</a> <a href="#">Privacy policy</a> <a href="#">Accessibility</a>	If you are in immediate danger or experiencing a life-threatening situation, please seek help right away. Call your local emergency services or reach out to a crisis helpline for immediate support.			
<a href="#">Home</a>	<a href="#">About</a>	<a href="#">FAQ</a>	<a href="#">Reviews</a>	<a href="#">Online Therapy</a>	<a href="#">Contact</a>	   
<a href="#">Terms &amp; Conditions</a>	<a href="#">Privacy Policy</a>		<a href="#">Sharing Settings</a>	<a href="#">Web Accessibility</a>	@2024 Heaven MentCare	

Figure 7.3.80. Footer

## **Lesson Learned**

While working on the Heaven MentCare System project, we gained valuable insights into designing an effective and user-centric mental healthcare platform. Collaboration played a vital role in our progress, as we consistently encouraged every team member to share ideas, voice their concerns, and suggest improvements during regular discussions via MS Teams, WhatsApp groups, and in-person meetings. These collaborative efforts, coupled with feedback sessions, greatly enhanced our development process.

We learned to effectively utilize various tools for prototyping, designing high-fidelity screens, and drafting documentation. This improved our technical expertise, critical thinking, and ability to create functional and aesthetically pleasing designs. One of the key lessons was understanding the importance of addressing diverse user needs, especially in a sensitive field like mental health, by ensuring the system remained intuitive, accessible, and secure.

The process also emphasized the significance of resolving potential conflicts promptly, fostering a healthy and productive team environment. This project taught us that open communication and teamwork are the foundations of a successful outcome, perfectly encapsulated by the quote:

***"Alone we can do so little; together we can do so much."*** – Helen Keller

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## **Conclusion**

The Heaven MentCare System is an innovative mental health platform aimed at providing seamless and personalized mental healthcare services. The system connects users with licensed therapists and psychiatrists while offering features such as appointment booking, video consultations, spiritual healing, guided mindfulness practices, and progress tracking. These features address the current gaps in mental health support by making services more accessible and efficient for both patients and therapists.

Unlike traditional systems, Heaven MentCare System consolidates these functionalities into a single, user-friendly platform that promotes emotional and psychological well-being. Users can benefit from multilingual support, secure payment processing, and real-time tracking, ensuring a holistic and reliable experience.

In its current iteration, the system focuses on critical features like booking and attending therapy sessions, accessing mental health resources, and personalized care. Future iterations could include advanced analytics, AI-driven therapist matching, and integration with wearable devices for enhanced tracking. With

its comprehensive approach, the Heaven MentCare System is set to transform the way individuals access and manage mental health support, empowering users to take charge of their emotional well-being effortlessly.

## **Figma Links:**

**Executable File (Mobile App):** <https://www.figma.com/proto/nufmtNAsIkllVkJN9a4o68E/Heaven?page-id=0%3A1&node-id=1-160&node-type=frame&viewport=1096%2C-2055%2C0.4&t=kTZ5B3sYudZmOm4S-1&scaling=scale-down&content-scaling=fixed&starting-point-node-id=1%3A2>

**Executable File (Website):** <https://www.figma.com/proto/nufmtNAsIkllVkJN9a4o68E/Heaven?page-id=115%3A1385&node-id=771-2928&node-type=frame&viewport=1247%2C489%2C0.45&t=c9bW2YMZ92Scq6kj-1&scaling=scale-down&content-scaling=fixed&starting-point-node-id=771%3A2928&showproto-sidebar=1>