



FACULDADE DE
CIÊNCIAS E TECNOLOGIA
UNIVERSIDADE NOVA DE LISBOA

Interação Pessoa-Máquina

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Eat!

Stage 5: Heuristic evaluation

- **Group that was evaluated:** 30
- **Group that gave the feedback of violated heuristics:** 29
- **Data we received the project for evaluation:** 30th November
- **Date we delivered the evaluation report:** 5h December

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N°	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Can't see the password on company login, client login and client register	Error prevention	When the company user or the client tries to login they can not see the password. This can lead to preventable errors and user frustration.	2	Create a button, on the password field that allows the user to see what is typed.	Figure 6, 8, 9 and 10
2	Prices accept wrong input	Error prevention	On Company details, the update feature accepts negative values such as "-13€".	2	Add constraints that only allows positive numbers	Figure 2
3	Headers are not aligned	Aesthetic	The Drink Availability Header and Desserts Availability header are not aligned	1	Add constraints to align the headers	Figure 1
4	The labels description is not explicit on the edit extras of the restaurant page	Consistency and Standart	The label "Edit Drinks" and "Edit Desserts" are not explicit	3	Change the button labels to be more explicit. Instead of "Edit Drinks" and "Edit Desserts" use "Save Changes"	Figure 1
5	On "Username or Email" field of the client register, only email is accepted	Consistency and Standart	On client register, in the username and email field, the hint is wrong. It will only accept a valid email.	3	Remove the hint username of "Username or Email". Leaving only "Email"	Figure 7
6	No error message when searching for an inexistent restaurant	Error prevention	When the user tries to search for a nonexistent restaurant nothing is displayed.	2	Create an error, saying that the restaurant does not exist.	Figure 3

7	On checkout cart, it is difficult to distinguish more than one order	Aesthetic	It is difficult to distinguish more than one order on the checkout page. The orders are all in the same color and there is no barrier between them	2	Add barriers between orders to make the reading easier	Figure 11
8	The user needs to remember the previous method of payment	Recognition and recall	Nowadays most people have more than one credit card, and it is difficult to remember which one was used in the last transaction	3	Add a field under the "Use my payment method" button, that displays the information of the card	Figure 5
9	On the payment phase, there is no option to change the virtual payment method	User control and freedom	The user can only use the last payment method insert in the system. Temporary cards would not work well with this feature.	4	Add a button or field that allows the client to change/add a payment method	Figure 5
10	On the payment phase, the user cannot see the credit card information	Error prevention	When the client decides to use the last payment method, there is no confirmation of the card information. This can lead to an error on the transaction, as the card may not be valid anymore.	3	Add a field on the payment page that allows the client to see the information of the card that he is going to use	Figure 5

11	On the orders page, it is hard to distinguish the orders	Aesthetic and minimalist design	On the orders page, there is no evident barrier between orders, which makes it hard to distinguish each one.	2	Add barriers between orders to make the reading easier	Figure 4
12	Page Heads are not consistent with the actual page	Consistency and Standart	The page heads all say "eats", which makes it hard for the client to know where he is.	3	Change "eat" to the corresponding page function, allowing the user to know exactly where he is	Figure 4,5 and 12
13	There is not a verification page	Error prevention	After the payment page, there is no page for the client to verify his request and payment card/options	3	Create a page that allows the user to see the information of the request, including the transaction information	Figure 12

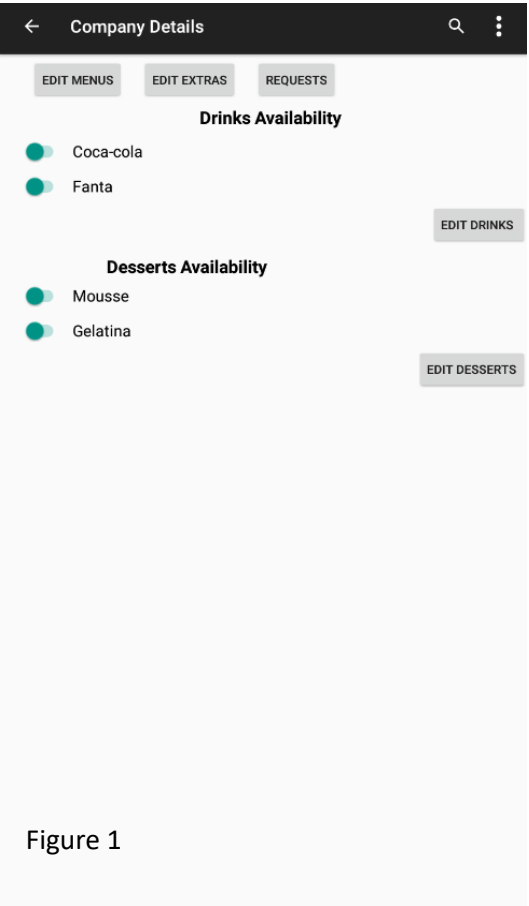


Figure 1

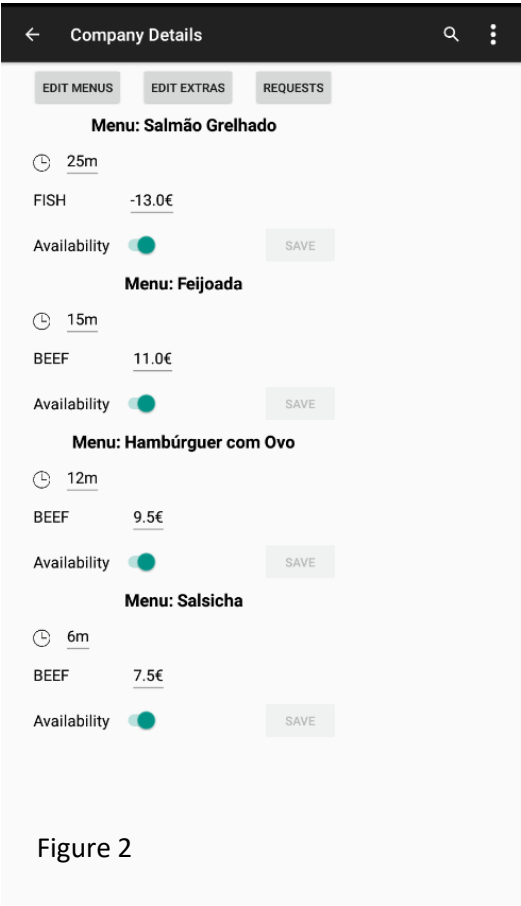


Figure 2



Figure 3



Figure 4

← Eat

USE MY PAYMENT METHOD

PAY IN CASH

This screen shows a mobile app interface with a dark header containing a back arrow and the text "Eat". The main content area has a light gray background. It features two prominent gray rectangular buttons: "USE MY PAYMENT METHOD" in the upper half and "PAY IN CASH" in the lower half, both in all caps.

Figure 5

← Client Login

Email

Password

LOGIN

REGISTER

This screen shows a mobile app interface for client login. The dark header contains a back arrow and the text "Client Login". Below the header, there are two input fields labeled "Email" and "Password". A gray "LOGIN" button is positioned below the password field. Further down, the word "REGISTER" is displayed in all caps.

Figure 6

← Sign up client

Name

Username or Email

Password

Password Confirmation

SIGN UP

This screen shows a mobile app interface for signing up a client. The dark header contains a back arrow and the text "Sign up client". Below the header, there are four input fields labeled "Name", "Username or Email", "Password", and "Password Confirmation". A gray "SIGN UP" button is located at the bottom right of the form area.

Figure 7

← Sign up client

Name

Username or Email

Password Confirmation

SIGN UP

Passwords do not match!

This screen shows a mobile app interface for signing up a client, similar to Figure 7 but with an error state. The dark header contains a back arrow and the text "Sign up client". Below the header, there are four input fields labeled "Name", "Username or Email", "*****" (masked password), and "Password Confirmation". A gray "SIGN UP" button is at the bottom right. A red error message "Passwords do not match!" with a red exclamation mark icon is displayed next to the "Password Confirmation" field.

Figure 8

← Company Login

Email

.....

LOGIN

Figure 9

← Sign up client

Name

company

Password

Password Confirmation

SIGN UP

Figure 10

← Your order

Hambúrguer com Ovo

9,50€

Salsicha

7,50€

Salmão Grelhado

13,00€

Feijoada

11,00€

PROCEED TO PAYMENT (41,00€)

Figure 11

← Eat

PICK UP

EAT IN RESTAURANT

Figure 12

Observations

This is just our opinion so take as a subjective view, not a heuristic evaluation.

- The app has a monotone color (has too much black), you could add some more of it, allowing the user experience to be more fun.