

Cognitive Walkthrough

No.1 (01/03/2019)

Cognitive Walkthrough #1	
Date	01.03.2019
App Description	App specifically for students to arrange car sharing in a convenient way
User types	<ol style="list-style-type: none">1. User2. Driver3. Passenger
Objectives/Aims	<ol style="list-style-type: none">1. Register2. Login3. Sign out4. Delete account5. Contact Admins6. View profile7. View Trips8. Message user9. Switch Modes10. Create Trip11. Find Requests12. Find Trips13. View Requests14. Create Request15. Carry out trip

User	Outcome	Steps	Problems	Analysis
Register	Success	User clicked register on the main screen and filled out the fields. They then verified their email address.		

Login	Success	User entered their details and logged in.		
Sign out	Success	User opened the nav bar and signed out		
Delete Account	Success	User clicked the menu and pressed delete account, they were then logged out and unable to log in again without registering	The user may have hit it by mistake, there was no warning or anything	We will add a confirmation button along with this
Contact Admins	Success	User clicked contact admins and they were able to then message them	The user sent the admins a message and was unsure if they received it or not as they were waiting a while.	We will add an automated response incase the admins are offline
View Profile	Success	User opened the nav bar and clicked view profile.	There was a confirm button on the page at all times, even when nothing was changed.	Change the visibility of the button, so it only appeared if we made
Switch Modes	Success	User entered the profile and clicked switch user mode		
Message Users	Success	The user opened the nav bar and clicked messages. All active chats are available in a scrollable view.	If the user has many active chats it might be hard to find a specific chat.	We will add a search bar to type in usernames

Driver	Outcome	Steps	Problems	Analysis
View	Success	The user clicked my	When the user	We will edit

Trips		trips in the nav bar and could view past, today and future trips	finished a trip it still remained in the today trips instead of the past trips	this to ensure only upcoming trips appear in the today trips and finished ones move to past.
Create Trips	Success	User clicked create trips in the nav bar and filled out the details of the fields required		
Find Requests	Success	User clicked find requests and could view all trips users have requested	There was no way that the driver could tell that passenger that they started a trip	We will add a button to send a message to the passenger to alert them, if you wish, that you have created a trip that might suit them.
View Trip Requests	Success	User opened the nav bar and clicked "My Trips", they then clicked on the trip to view a list of requests for a seat in that trip.	There was no way to distinguish which passengers would be suitable as you could not see how far away they are.	We will add a route calculation to the destination the user entered in their request
Carry out trip	Success	When the user clicked on a trip, there was a start button available, they attempted to start		

		early and were alerted of this. The exact route to their passenger and destination were calculated.		
Finish Trip	Success	The user attempted to finish the trip early, they were alerted of this. They were presented with the ability to rate the passengers. The trip was moved to the users past trips.		

User	Outcome	Steps	Problems	Analysis
Register	Success	User clicked register on the main screen and filled out the fields. They then verified their email address.		
Login	Success	User entered their details and logged in.		
Sign out	Success	User opened the nav bar and signed out		
View Profile	Success	User opened the nav bar and clicked view profile.	There was a confirm button on the page at all times, even when nothing was changed.	Change the visibility of the button, so it only appeared if we made
Switch Modes	Success	User entered the profile and clicked		

		switch user mode		
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Passenger	Outcome	Steps	Problems	Analysis
View Trips	Success	The user clicked my trips in the nav bar and could a list of all upcoming trips.	There was no order to this, if a user had lots of trips it would be difficult to read	We will create a timeline of trips in order of time and date.
View My requests	Success	User clicked “trip requests” in the nav bar and was directed to a page with all trip requests they have made	There is no way of deleting these requests even if the user has joined a similar trip	We will add a delete button beside trip requests
Create Requests	Success	When the user was in my trips, they clicked Create request They filled out the fields and submitted this request		
Find trips	Success	User opened the nav bar and clicked “Find Trips”.They then filled out the fields.	There was no way to find trips by a username, after a driver had messaged the user to tell them they accepted their trip request. They could of had trouble finding it if incorrect details were entered.	We will add the ability to search for a trip by driver username
Carry out trip	Success	When the driver started a trip, the	The user did not expect the driver to	We will update the

		user was notified, and again notified when the driver was at their destination.	arrive so soon, they were only notified when they were outside	app so that the user gets notified when the driver is close
Finish Trip	Success	They were presented with the ability to rate the driver.	The user wanted to have the ability to rate the other passengers.	We will update that all members of a car can rate each other after a trip has finished

We made many changes over the course of the week to suit the needs of the users as this walkthrough showed us the different functions we have forgotten about and small details which will make our app much more enjoyable for the user!

No.2 (06/03/2019)

Cognitive Walkthrough #2	
Date	06.03.2019
App Description	App specifically for students to arrange car sharing in a convenient way
User types	<ol style="list-style-type: none"> 1. User 2. Driver 3. Passenger
Objectives/Aims	<ol style="list-style-type: none"> 1. Register 2. Login 3. Sign out

	4. Delete Account 5. Contact Admins 6. Message User 7. View profile 8. Message User 9. View Trips 10. Switch Modes 11. Create Trip 12. Find Requests 13. Find Trips 14. View Requests 15. Create Request 16. Carry out trip
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User	Outcome	Steps	Problems	Analysis
Register	Success	User clicked register on the main screen and filled out the fields. They then verified their email address.		
Login	Success	User entered their details and logged in.		
Sign out	Success	User opened the nav bar and signed out		
Delete Account	Success	User clicked the menu and pressed delete account. They were greeted with a warning pop up and they had to press confirm to continue. They were then logged out and unable to log in again without registering		

Contact Admins	Success	User clicked contact admins and they were able to then message them. Once the message sent, they received an automated response telling them that the admins will get back to them when they are active		
View Profile	Success	User opened the nav bar and clicked view profile.		
Switch Modes	Success	User entered the profile and clicked switch user mode		

Driver	Outcome	Steps	Problems	Analysis
View Trips	Success	The user clicked my trips in the nav bar and could view past, today and future trips		
Create Trips	Success	User clicked create trips in the nav bar and filled out the details of the fields required		
Find Requests	Success	User clicked find requests and could view all trips users have requested		
View Trip Requests	Success	User opened the nav bar and clicked "My Trips", they then		

		clicked on the trip to view a list of requests for a seat in that trip.		
Carry out trip	Success	When the user clicked on a trip, there was a start button available, they attempted to start early and were alerted of this. The exact route to their passenger and destination were calculated.		
Finish Trip	Success	The user attempted to finish the trip early, they were alerted of this. They were presented with the ability to rate the passengers. The trip was moved to the users past trips.		

User	Outcome	Steps	Problems	Analysis
Register	Success	User clicked register on the main screen and filled out the fields. They then verified their email address.		
Login	Success	User entered their details and logged in.		
Sign out	Success	User opened the nav bar and signed out		

View Profile	Success	User opened the nav bar and clicked view profile.		
Switch Modes	Success	User entered the profile and clicked switch user mode		

Passenger	Outcome	Steps	Problems	Analysis
View Trips	Success	The user clicked my trips in the nav bar and could a list of all upcoming trips.		
View My requests	Success	User clicked “trip requests” in the nav bar and was directed to a page with all trip requests they have made		
Create Requests	Success	When the user was in my trips, they clicked Create request They filled out the fields and submitted this request		
Find trips	Success	User opened the nav bar and clicked “Find Trips”. They then filled out the fields or they could search by username		
Carry out trip	Success	When the driver started a trip, the user was notified,		

		and again notified when the driver was close and at their destination.		
Finish Trip	Success	They were presented with the ability to rate all the passengers.		