

SENG 310 Assignment 2: Unify

Part 1

Use Case 1: New User Registration

Step 1. The user navigates to Unify website

Step 2. Unify recognizes no one is logged in and gives option to sign up

Step 3. The user navigates to sign up

Will users know what to do and will they see the control of their action? (justification)

Consider the user's goal and what they may be thinking about (intent)

Consider the visibility of required interface elements and clarity of labels and prompts (visibility and identification)

Yes, users will be able to justify and control their action. The sign up option for new users are clearly visible underneath the login button. This button prompts the new user to the signup process. However, the low fidelity prototype provided did not show how the signup system works. At this point, the user's goal is to set up the account and manage it into the way that suits them the best. One concern users might have, is how can i trust this website to secure my personal information.

Once users find the control, will they recognize it produces the effect they want? (justification)

Yes, the signup button function provides an affordance to invite new users to push this signup service. As mentioned above, the team did not provide any low fidelity prototype for demonstrating this function. Therefore, it is hard to justify if they produces the effect that users want. However, based on the provided information, users will be able to recognize the effect they want by shifting the page to the signup page and to provide the website their personal information for setting up the account.

Will users understand from feedback whether the action was correct or not? (justification)

Yes, because for new users, it is mandatory to sign up an account to use the website's functions. If a user has not sign up, they will not have the login information to advance to further steps.

Step 4. The user given options to link Hydro, Phone, Wi-Fi, Gas, etc.

Will users know what to do and will they see the control of their action? (justification)

Consider the user's goal and what they may be thinking about (intent)

Consider the visibility of required interface elements and clarity of labels and prompts (visibility and identification)

Yes, users will be given the option to link up their bills/information to the website. Once again, this group did not provide a prototype to demonstrate this process. Therefore, not able to provide a proper justification. User's goal for this step is to link up their main billing companies for future purposes.

Once users find the control, will they recognize it produces the effect they want? (justification)

Not necessary,

Will users understand from feedback whether the action was correct or not?

(justification)

Yes, because assuming that by entering wrong billing companies information, ideally the web site should provide a warning feedback and constraint user's further processes until the correction information are entered.

Step 5. The user completes the links and supplies UnifyID and password

Step 6. Unify tells the user it has now made a master login with all Utility accounts linked

Step 7. The user confirms the account

Step 8. Unify redirects to the home screen

Will users know what to do and will they see the control of their action? (justification)

Consider the user's goal and what they may be thinking about (intent)

Consider the visibility of required interface elements and clarity of labels and prompts (visibility and identification)

Yes, so far these steps are just for completing signing up for the Unify account. The main goal for the user is to correctly link up and set up their account information. Due to no provided user interface for this use case, it is impossible to justify its visibility and the clarity of these sign up processes.

Once users find the control, will they recognize it produces the effect they want?

(justification)

Yes, because once user correctly set up the account, the website should provide users with the correct upcoming bill dates/ information.

Will users understand from feedback whether the action was correct or not?

(justification)

Yes, once user has correctly set up he/she account, the user will be redirected to the home screen. This redirecting to home screen, allows the user to perform other functions and to set up billing reminders to help guide them.

Use Case 2: Existing User Setting the Reminder methods

1. The user accesses the Unify website

2. The user logs in with UnifyID

Will users know what to do and will they see the control of their action? (justification)

Consider the user's goal and what they may be thinking about (intent)

Consider the visibility of required interface elements and clarity of labels and prompts (visibility and identification)

Yes, this process is fairly straightforward and the users will know what to do when they see the login page. The login page clearly identifies where the user should enter their UnifyID and passwords to access the website's functions. User will want to have a clear and easy understanding webpage that can guide them to quickly access their personal account. The visibility and clarity of labels are very well done, this allows user to easily maneuver.

Once users find the control, will they recognize it produces the effect they want?

(justification)

Yes, because the login page only has two options; to login or to sign up. If user is not new, then they should have a set of login information. The location for placing login information

are clearly labeled and very visible. Therefore, users will be able to recognize that by entering the right login information, they will be granted to use the website.

Will users understand from feedback whether the action was correct or not?

(justification)

Yes, because if users entered the wrong login information, ideally the website would not allow the user to access any further information. This is a very basic constraint mechanism to prevent non-users from accessing the website. If users entered the correct login information, they will be prompt to the application page.

3. The user chooses the Internet option

Will users know what to do and will they see the control of their action? (justification)

Consider the user's goal and what they may be thinking about (intent)

Consider the visibility of required interface elements and clarity of labels and prompts (visibility and identification)

Yes, because users are giving a selection of different utility billing options and then they will select their billing options based on their interest. In this example, the internet option is chosen due to the personal preference from the persona. The user's intent will be choosing the correct bill that they want by quickly identify the button that supports this function and does the label reflects the selected bill? In fact, this team does a great job for the clarity of labels and the clear visibility of the interface elements. Example, the internet option is clearly labeled with a internet browser icon, representing internet.

Once users find the control, will they recognize it produces the effect they want?

(justification)

Yes, the users will recognize that the control produces the effect they want. There are two identifications to help user recognize the effect. First, it provides an icon diagram to help determine the payment type. Second, it is also labeled with the name of the payment option at the bottom.

Will users understand from feedback whether the action was correct or not?

(justification)

The only feedback to determine whether the action was correct or not is by being prompt to the next screen page. If the next screen presented shows the payment type that the user selected, then this tells the user that the function provide the correct action.

4. Unify will return due date and upcoming bills for their internet

Will users know what to do and will they see the control of their action? (justification)

Consider the user's goal and what they may be thinking about (intent)

Consider the visibility of required interface elements and clarity of labels and prompts (visibility and identification)

Yes, the user can see the control of their action when the website returns the due date and upcoming bills for the internet. The users intent is to understand the next upcoming bills for the internet and it's due date. The interface clearly presents the information of the upcoming due dates and clearly label the due amount.

Once users find the control, will they recognize it produces the effect they want?

(justification)

Yes, because user will be able to justify and plan for their up coming bill payments. User will also be prompt to the Internet bill information screen.

Will users understand from feedback whether the action was correct or not?

(justification)

Yes, because the feedback prompt the user to the Internet bill information screen. From this screen, user can determine if the upcoming bill payment date/amount is correct. If it provided incorrect information than this determine that the feedback of the action was not correct.

5. The user chooses to set a reminder methods (by Email or text message) and the reminder day before the newest bill is due

Will users know what to do and will they see the control of their action? (justification)

Consider the user's goal and what they may be thinking about (intent)

Consider the visibility of required interface elements and clarity of labels and prompts (visibility and identification)

Yes, because all these actions to performed for this control function can be visible to the user. The reminder day and the reminder methods clearly presented on the Reminder Setting page. Users goal is to simply set up an reminder that will remind the bill due date in the most convenient way for the user. The visibility of the interface elements and clarity of the labels are well presented. For example, the title clearly identifies the purpose and the reminder options are also clearly presented.

Once users find the control, will they recognize it produces the effect they want?

(justification)

Yes, users are given two different options to set up the reminder which produces the best effect they want. The title also provides a clear definition of what this control will produce.

Will users understand from feedback whether the action was correct or not?

(justification)

Yes, because user will be prompt to a reminder confirmation page which act as a feedback indicator that tells the user whether their action was correctly performed.

6. The user returns to the home screen

7. The user navigates to the calendar section to see what other bills are coming up

8. The user notices on the calendar Hydro is due June 26th

Will users know what to do and will they see the control of their action? (justification)

Consider the user's goal and what they may be thinking about (intent)

Consider the visibility of required interface elements and clarity of labels and prompts (visibility and identification)

Yes, from the home screen user can see the calendar located at the left bottom corner of the website. On the calendar, user can identify the upcoming bill by seeing which date is shaded in colour. However, user has to click on the shaded date to see the types of the due bill. Further recommendations are provided in Part 2 to help improve this interface. User's intent could possibly be to easily determine the upcoming type of bill by looking at the shaded visual colour. The visibility of the calendar is well presented, but the clarity of the labels on the Calendar could be improved.

**Once users find the control, will they recognize it produces the effect they want?
(justification)**

Yes, users will recognize the control produces the effect they want. The calendar contains shaded date which produces the effect of the upcoming bill dates. However, user has to navigate to each date to see what type of bill it is and the total amount.

**Will users understand from feedback whether the action was correct or not?
(justification)**

Yes, users can understand whether the action was correct or not. Because the feedback information provided by selecting the shaded due date will determine if the performed action was correct.

9. The user clicks the date

10. The user sets Email reminder to pay Hydro June 26th

Will users know what to do and will they see the control of their action? (justification)

Consider the user's goal and what they may be thinking about (intent)

Consider the visibility of required interface elements and clarity of labels and prompts (visibility and identification)

Yes, the users will be able to see the control of their action. The users intent will be simply setting up reminder that helps he/she to pay the bills on that day. By setting an Email reminder to pay the Hydro bill on June 26th, this will prompt the user to the reminder confirmation page. This confirmation page will reflect users' entered information such as "Unify will remind your Electricity Bill payment on 26th each month. Through Email reminder to @&#*@hotmail.com"

**Once users find the control, will they recognize it produces the effect they want?
(justification)**

Yes, because the Setting Reminder page provides a clear set up that helps guide the users to set up their reminders. Users can manage the reminders control based on their wants. They have the options of setting a text message reminder or an email reminder for the billing date.

**Will users understand from feedback whether the action was correct or not?
(justification)**

Yes, because after the completion of setting up the reminder, users will be prompt to the Confirmation page which provides the information that the users had set to. This Confirmation page provides a feedback to users where their action was correct or not.

11. The user returns to home screen

12. The user logs out

Will users know what to do and will they see the control of their action? (justification)

Consider the user's goal and what they may be thinking about (intent)

Consider the visibility of required interface elements and clarity of labels and prompts (visibility and identification)

No, because there is not a logout option any where visible in the interface. Once the user returns to the home screen, there are no indication telling users where they can safely log off from the website and ensure no one can access their personal information. Users goal will

be to easily access the log off option and to secure their information. However, there are no clarity of labels to help guide the users.

Once users find the control, will they recognize it produces the effect they want?

(justification)

Yes, once the users find the control they should be able to recognize that it produces the effect they want. However, there are no control visible to the users. Therefore, users will more than likely not be able to access the control and will not recognize the effect they want.

Will users understand from feedback whether the action was correct or not?

(justification)

No, because there is no logout option for user to access and therefore, the users will not have any feedback to tell them if their action was performed correctly or not.

Part 2

a. Describe any recommendations you may have for making changes to the personas and/or use cases. Justify your recommendations.

This team should provide an prototype to support use cases for the new user registration. Without some sort of prototype, it was hard to justify the use case. The personas and use cases were nicely done and clearly identified the different scenarios and situations.

b. Describe (and sketch if necessary) any recommendations you may have for how to improve the user interface prototype. Justify your recommendations.

There are two recommendations that I would like to add on to improve the user interface prototype. First, on the main page where it shows all the different bill types and Calendar, a colour sequence should be deployed within this section. By colour coding different types of bills can improve the colour repetition and to add some colour. Another purpose for colour coding the bill types is for improving the Calendar. On the Calendar, it provides users the upcoming due dates for the bills by shading the date with colour. However, it is not easily to determine the type of bills unless the users select it. Therefore, by colour coding, this can help users to easily identify the types of bills by justifying the shading colours on the Calendar. Second recommendation is to add in a Logoff button to help users secure their personal information.