

Set & forget payments user tests

———— [Pre-test: Relocation and rent experience interview]

———— [Taxonomy & Navigation]

1. Let's imagine that currently you are looking for an apartment in Berlin, googled where you can find properties and found this website. And you want to understand whether it's free to use or you will need to pay something. How would you find this information?
— *FAQ*
2. Suppose that you already have HA account, and you've reached out to a couple of people who advertise their apartments on HA. Now you want to check if they responded to you. How would you do that?
— *Conversations*
3. Another hypothetical situation: yesterday you were browsing search results and you saved some of the listings to take a better look at them later. Now you want to find them. How would you do it?
— *Favs*
4. Let's imagine you've found an apartment on HA, and you agreed with the landlord that you will be paying your rent and utility bills through HA. Where would you go in order to check whether you have any unpaid bills currently?
— *Payments*

———— [Set & forget payments]

5. (Starting from Payments screen)
Looking at this screen — how would you describe what you see here?...
6. Let's imagine you want to check how much you paid for the utilities last month — please show how you would do this?
7. Now you plan to pay your monthly rent bill. How would you do it?
8. What are your thoughts on paying for rent and utilities manually as opposed to setting up automatic payments? Under what circumstances would you consider setting up automatic rent payments? Would you have any concerns / fears?
9. Let's imagine you want to make sure your monthly rent is paid without your participation, but utilities you prefer to pay manually. .Please show me how you would set up these payments on HA. What payment method would you use?