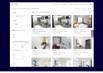
Participant Information	#1–5 Navigation & Taxonomy	#6 First impression	#7 How much you paid for the utilities last month	#8 Pay your monthly rent bill	#9 Double check paid amount	#10 Thoughts on auto payments	#11 Setting up auto payments	#12 Stop automatic payments	#13 Update payment method	Overall Observations
										
P1: Hao Huang	Shabbir Dillon He would just go through the booking process to see what the cost would be. Not separately look for pricing info Understood the purpose of all top nav tabs			Shabbir is the found it easily and quickly on the 'clear' button Selected the "Pay Now" option to pay	Shabbir is the selected the correct page "Completed payment" Went to completed payments, the unpaid payment wasn't there yet.		Shabbir Immediately selected "automatic payment" option without a cap	Shabbir He figured out how to do it.		Overall navigated to the right place easily and seemed to understand the purpose and layout of the page Seemed the biggest pitfall was that the payment page wasn't clearly labelled (was on the page, just not obvious)
P2: Luca Cerina	1. Have to find upkeep under "Your Rental Unit" 2. He would look in the Dashboard, he expects a dashboard to be a search page but without filters 3. He would look in the Dashboard, he expects a search page but without filters 4. He would look in main menu > profile for contact details settings 5. He would look for unused tabs like rent in "Payments", he sees bookings as more ephemeral and not ongoing 2. He would look in the conversations to see open chats with landlords	Tapes the method (details, total, unpaid, current payments), Tapes the method (details, total, unpaid, current payments) The unpaid rent was completely gone from the payment page, it wasn't there Doesn't need to see all payments for the last year, just the current month (or period) to see what's unpaid	Expects to see something to the effect of "Utilities" or "Utilities" in the category. For example, "Utilities" or "Utilities" in the category. For example, "Utilities" or "Utilities" in the category. For example,