**Materials**

* A print copy of the test handout
* A print copy of the test script
* Laptop and mouse
* Pen and paper for note taking

**Set Up**

* Close all applications that might interfere with the test, such as Thunderbird, ShoreTel, etc.
* Open the help system or pdf document.
* Open and log on to the software that participants will work with.

**Script**

*Small talk*

Thanks for agreeing to participate in this usability test. My goal today is to observe how you use the documentation to complete some tasks, so that I can uncover issues with it and then improve it for customers. That being said, this a test of the documentation, not a test of you. Any difficulties you experience are a result of the documentation, and do not reflect on you.

*If the participant agreed to have their session recorded:*

You mentioned that it was okay to record this session. Are you still okay with that?

* *Yes*—Great. You might see some recording controls on the screen, but just try to ignore them.
* *No*—Okay, I won't record it.

*If the participant is okay with recording, start the recording now*.

*Direct the participant's attention to the screen*

For this session, you're going to be working in *name of the software*. *Description of the software*.

*Present the test handout*

This handout lists the tasks that I want you try to try complete, using a draft of the documentation.

*Direct the participant's attention to the screen, and navigate to the documentation*

You can access the documentation here. For each task, I want you to find the most relevant topic in the documentation, and use the steps to complete the task, rather than trying to intuit your way through the interface.

As you complete each task, it would help me if you could “think-aloud.” That means that you verbalize any thoughts you have while you're working—things like "this isn't where I expected it to be," or "I'm not sure what this means."

If you get stuck that’s okay, but just try your best to work through the problem on your own, and then I’ll step in if necessary.

Before we start, do you have any questions?

Okay, take some time to look over the handout. Take as much time as you want, and let me know when you’re ready to begin.