

# IPM 2019/2020

## Examples of good and bad designs

- Example of a bad design:

The image shows the Caixadirecta login interface. At the top, there is a header with the Caixadirecta logo and a link 'Voltar ao CGD.pt'. Below the header, the text 'Bem-vindo(a) ao Caixadirecta' is displayed. To the right, there are input fields for 'Número de contrato' (3061977) and 'Código de acesso'. Below these fields is a link 'Esqueceu o código de acesso?'. To the right of the input fields is a numeric keypad with buttons for digits 1-9, 0, and a red 'APAGAR' button circled in red. A red arrow points to the 'APAGAR' button. Below the keypad is a blue 'ENTRAR' button and a checkbox for 'Contraste do teclado'.

This interface is used to reach an online bank account (on Web). I think a particular operation in this site can be used as an example of a bad design. A user can not introduce the access code using the keyboard (for safety reasons i think so) and he has to use a screen keyboard that slows down the using time, and the problems is when the user makes a mistake by entering the code and he has to erase everything else to add it again correctly.

I suppose this was made this way to prevent frauds but i also think that they could use a backspace button even in the screen to give the users the possibility to erase the desired numbers of digits.

- Example of a good design:

The image shows a mobile app version of the Caixadirecta login interface. At the top, there is a blue header with the Caixadirecta logo and language options 'PT | EN'. Below the header, there is a profile picture placeholder and the name 'Lenino Dias'. Below the name is a blacked-out area for the 'Código de acesso Caixadirecta'. Below this are two buttons: 'Outro contrato' and 'Pedir ajuda'. At the bottom, there is a numeric keypad with buttons for digits 1-9, 0, and a backspace button (indicated by a left arrow and an 'x').

This interface is used to reach an online bank account (on Mobile). I particular consider this interface as an example of good design once you can do the intended action without being confused and it is intuitive. unlike the previous example, here if you make a mistake by typing your access code you can simply erase the wrong(s) digit(s) and continue without wasting time.

This interface also is very good structured that you do not even need to look at the catalog to know how to use it.

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