

## Interação Pessoa-Máquina

2025/2026

## Bonded

Stage 5: Heuristic Evaluation of Capsumi (Group 15)



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# 1. Introduction

In this stage of the project, our group (Group 17) was assigned to evaluate the interactive system developed by Group 15. The system under analysis is *Capsumi*, a web-based platform accessible at <https://capsumi.app/>. The goal of this evaluation is to assess the usability and overall interaction quality of the interface using Nielsen's 10 Usability Heuristics.

- **Date Received of the Project for Evaluation:** November 24<sup>th</sup>.
- **Date Delivered of the Evaluation Report:** November 30<sup>th</sup>.

# 2. Heuristic Evaluation

The following heuristic evaluation identifies usability problems based on Nielsen's 10 Usability Heuristics. Each problem is assigned a severity level, classified as:

- **0 – No Problem:** The interface follows the heuristic.
- **1 – Cosmetic Issue:** Does not affect functionality; fix only if time allows.
- **2 – Minor Problem:** Slight usability issue; should be addressed.
- **3 – Major problem:** Significant impact on usability; important to fix.
- **4 – Critical problem:** Prevents task completion, must be fixed immediately.

## 2.1. Landing Page

This is the first page the user sees when entering the website, providing the initial overview of the platform and its main actions.

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
1	Repeated information for capsule creation and login	Aesthetic and Minimalist Design	The homepage repeats similar actions like <i>Start Creating Free</i> , <i>Get Started</i> , and <i>Create Your First Capsule</i> , as well as multiple <i>Log In/Sign In</i> buttons. This creates unnecessary redundancy and makes it unclear which action is the main one.	2	Use a single main call to action with consistent wording and remove repeated buttons to keep the page cleaner.	
2	No footer navigation or help resources	Help and Documentation	The footer only contains “© 2025 Capsumi” with no links to: <i>FASQs</i> , <i>Contact</i> , <i>Privacy Policy</i> , <i>Terms</i> , <i>Support</i> and <i>Tutorial</i>	3	Add a footer with documentation links.	
3	No existence of an example capsule	Recognition Rather Than Recall	The homepage talks about features (photos, videos, time capsules) but does not show an example of a real capsule. Users must imagine how the system works, which increases cognitive load and makes the product abstract.	1	Add a demo capsule preview (images, simple mockup, small video).	

## 2.2. Register Page

This page allows new users to create an account by entering their name, email, and password.

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
4	Registering with an existing email overwrites the previous account	Error Prevention Help Users Recognize, Diagnose, and Recover from Errors	If a user registers again using an email that already exists, the system does not warn them. Instead, it overwrites the existing account data (name, password, and details) without confirmation or notification.	4	Block registration with an existing email and display: "This email is already registered. Please log in instead."	

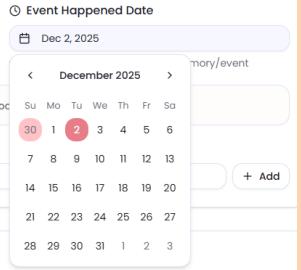
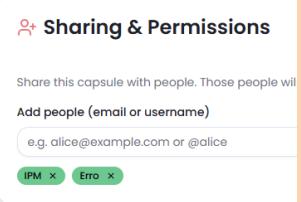
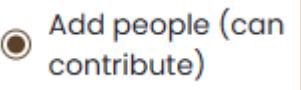
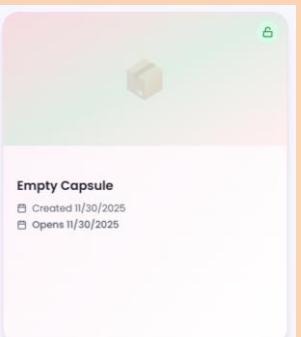
## 2.3. Login Page

This page allows existing users to access their accounts by entering their email and password.

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
5	Login works even with wrong password or wrong email	Error Prevention Help Users Recognize, Diagnose, and Recover from Errors	The system allows users to log in even when the email or password is incorrect. Invalid credentials do not trigger any error message, and the user is redirected as if the login were successful.	4	Implement proper credential validation and display an error message when login information is incorrect.	
6	Login automatically creates accounts without user consent	User Control and Freedom Error Prevention	If a user enters an email that does not exist in the system, the platform still grants access by silently creating a new account with the name "Alex Morgan". This happens without notifying the user or asking for confirmation.	4	Prevent automatic account creation and show a clear message like: "Account not found. Please sign up first."	
7	"Forgot Password" leads to a 404-error page	Help Users Recognize, Diagnose, and Recover from Errors Error Prevention	Clicking "Forgot password?" redirects the user to a broken page (404 error). Users cannot recover their accounts or reset their password, leaving them stuck if they forgot their login credentials.	4	Implement a functional password recovery page or remove the link until it is ready.	

## 2.4. Create Capsule Page

This page allows the user to create a new time capsule by entering a title, selecting a date, and adding media or messages. It is the main interface for starting the process of building a capsule.

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
8	"Event Happened Date" allows selecting a future date	Error Prevention Match Between System and the Real World	The "Event Happened Date" field allows users to select a future date, even though this field should represent a past event. This can cause incorrect or inconsistent capsule data.	3	Restrict the date picker so users can only select past or current dates.	
9	"Sharing & Permissions" field accepts invalid emails/usernames	Error Prevention Help Users Recognize, Diagnose, and Recover from Errors	The Add people field accepts any text, even when it is not a valid email or username format (missing "@"). This leads to invalid or non-existent users being added to the capsule.	3	Add proper input validation and show an error when the format is invalid before allowing the user to add it.	
10	Permission option "Add people (can contribute)" is confusing	Match Between System and the Real World Recognition Rather Than Recall	The label "Add people (can contribute)" is unclear. The wording mixes a permission level with an action (adding people), making it difficult to understand whether this option controls contribution rights or the power to invite others.	2	Rename the option to something clearer like "Collaborators"	
11	No visual difference between "View Only" and "Collaborator" users	Visibility of System Status Consistency and Standards	When adding collaborators, users with View Only permission and users with Collaborator permission appear identical. There is no visual indicator (color, icon, label) to distinguish each permission level, making it impossible to know who can edit or only view.	4	Add clear visual indicators (different colors, icons, or labels) for each user permission type.	
12	Capsules can be created with only a title and no content	Error Prevention	The system allows creating a capsule using only a title, without requiring any description, media, or collaborators. This results in empty or incomplete capsules that have no meaningful purpose.	2	Require at least one meaningful field (description, or content) before allowing capsule creation.	

## 2.5. My Capsules Page and Timeline Page

These two pages are nearly identical in structure and content, with the *Timeline* page only adding a vertical timeline line while repeating the same capsule cards and layout as the *My Capsules* page.

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
13	Timeline Page duplicates <i>My Capsules</i> page	Aesthetic and Minimalist Design	The <i>Timeline</i> page displays almost the same information and card layout as the <i>My Capsules</i> page. Aside from the vertical timeline line, both pages repeat the same capsule cards, filters, and visual structure, creating unnecessary duplication and offering little additional value.	2	Differentiate the Timeline view with unique information or merge both pages into a single page with switchable views.	

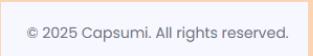
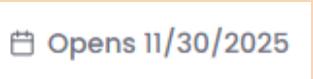
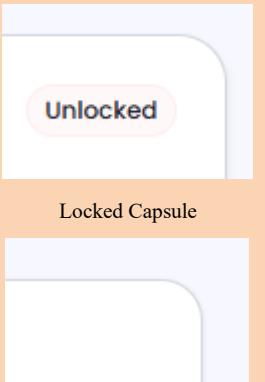
### 2.5.1. My Capsules Page (Individual Heuristics)

This page displays all the capsules created or shared with the user. It serves as the main overview for managing, filtering, and accessing individual capsules.

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
14	Locked capsules display full image previews	Visibility of System Status Error Prevention Help Users Recognize and Recover from Errors	Locked capsules show the full preview of the first uploaded image. This exposes capsule content before it is unlocked, which breaks user expectations and defeats the purpose of having locked capsules.	3	Blur or hide image previews for locked capsules until the unlock date.	
15	"X" button on filter tags is misleading and non-functional	Consistency and Standards Visibility of System Status	Each active filter displays an "X" button, suggesting that the filter can be removed individually. However, the "X" does nothing, filters can only be removed using the <i>Clear All</i> option. This creates confusion and adds unnecessary interface elements.	2	Either make the "X" button functional or remove it entirely to avoid misleading the user.	
16	No footer navigation or help resources	Help and Documentation	The footer only contains "© 2025 Capsumi" with no links to: <i>Contact</i> , <i>Privacy Policy</i> , <i>Terms</i> , <i>Support</i> and <i>Tutorial</i>	3	Add a footer with documentation links.	

### 2.5.2. Timeline Page (Individual Heuristics)

This page displays all capsules in a chronological timeline based on their unlock date.

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
17	"X" button on filter tags is misleading and non-functional	Consistency and Standards Visibility of System Status	Each active filter displays an "X" button, suggesting that the filter can be removed individually. However, the "X" does nothing, filters can only be removed using the <i>Clear All</i> option. This creates confusion and adds unnecessary interface elements.	2	Either make the "X" button functional or remove it entirely to avoid misleading the user.	
18	No footer navigation or help resources	Help and Documentation	The footer only contains "© 2025 Capsumi" with no links to: <i>FASQs, Contact, Privacy Policy, Terms, Support and Tutorial</i>	3	Add a footer with documentation links.	
19	Locked capsules display full image previews	Visibility of System Status Error Prevention Help Users Recognize and Recover from Errors	Locked capsules show the full preview of the first uploaded image. This exposes capsule content before it is unlocked, which breaks user expectations and defeats the purpose of having locked capsules.	3	Blur or hide image previews for locked capsules until the unlock date.	
20	"Opens on" still visible after capsule is already opened	Consistency and Standards	In the Timeline page, capsules that are already unlocked still display the "Opens [date]" label. This creates an inconsistency because the capsule is already accessible and showing the unlock date suggests it is still waiting to open.	2	Hide the "Opens on" label once a capsule becomes unlocked and replace it with a clearer state indicator such as "Opened on [date]".	
21	Missing locked icon on locked capsules	Consistency and Standards	In the Timeline view, unlocked capsules display an "Unlocked" label in the top-right corner, but locked capsules do not show an equivalent "Locked" indicator. This breaks visual consistency and makes it unclear which capsules are locked, forcing the user to rely only on the small vertical timeline color icons.	2	Add a "Locked" label in the top-right corner of locked capsules, matching the style of the existing "Unlocked" label to maintain consistency and improve quick visual recognition.	

## 2.6. Dashboard Page

The Dashboard page provides a quick overview of the user's capsule activity, including total capsules, locked and unlocked status, upcoming unlocks, recent actions, and shortcuts to essential features.

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
22	No footer navigation or help resources	Help and Documentation	The footer only contains “© 2025 Capsumi” with no links to: <i>FASQs</i> , <i>Contact</i> , <i>Privacy Policy</i> , <i>Terms</i> , <i>Support</i> and <i>Tutorial</i>	3	Add a footer with documentation links.	

## 2.7. Profile Page

The Profile page allows users to manage their personal information, adjust account preferences, and configure notification settings.

Nº	Problem	Heuristic	Description	Severity	Solution	Screenshot
23	No feedback after saving profile changes	Visibility of System Status	When the user updates their profile information (such as name or email), pressing “Save Changes” provides no visual feedback or confirmation message. The changes happen instantly without showing whether the action was successful or if an error occurred.	3	Display a confirmation message after saving changes and provide clear error messages if something fails.	
24	Missing change password option	User Control and Freedom	The Profile page does not include a “Change Password” section. Users have no way to update their credentials, which is a standard security function. This limits user control and may expose accounts to unnecessary risk if passwords cannot be rotated.	3	Add a dedicated “Change Password” feature with fields for current password, new password, and confirmation, along with proper validation and optional re-authentication.	