USABILITY TEST SCRIPT: PlutoPay

Introduction
Hello_____, I am Trang. Thank you very much for participating in the Usability Testing of my UX Design student project from CareerFoundry GmbH. Before we get started, I'd like to explain to you what we're going to be doing today so you know exactly what to expect. I'll also give you some context regarding what it is we're testing and why. Today, I'll be asking you to try out a new payment app called PlutoPay and do a few activities using the app. I'd like to understand what works well about the app, as well as what doesn't work well. There are no right or wrong answers—I simply want to hear your honest thoughts and opinions. With your feedback I will be able to improve the app's design after this session and understand better from the user's perspective in the future.

We will start by asking you a few questions about the payment apps you use or know of, then move onto some activities using the PlutoPay app. When you're trying out the app, feel free to speak out loud your opinion about the app's performance. For example, if you encounter any difficulty to find the right information or you expect a button to behave differently, just simply let me know. You should also feel free to let me know if you need a break at any point during the testing session or if you'd like to end the session early.

Finally, before we get started, would it be okay if we were to record your screen and voice during this testing session? The recording will only be used for the purpose of this studying and won't be shared to a third party. I already prepared an informed consent so you could have a thorough look. Is that okay?

Do you have any questions so far?

Are you ready to continue?

Okay! We'll start recording and begin the session

Personal demographic questions
Demographic information has already been collected from participants during the recruitment process for moderate in-person and remote testing.

Demographic questions for Guerrilla Testing:

1. Would you mind telling me your age range:
   - 21-30 or younger?
   - 31-40
   - 41-50
   - 51-60
   - 60+
2. What is your current occupation job title?

3. Do you use a special equipment such as screen reader with your computer and your phone? If yes, which device and how often?

Background questions
Before we start the test, I would like to ask you a few short questions to have a better understanding of how you might use the PlutoPay app:

1. Are you aware of the current inflation rate in your currency?
2. How do you protect your savings and purchasing power?
3. Do you use an app for that purpose? If yes, which one? Why did you choose this app?
4. Do you use an app for online payment? If yes, which one?
5. Have you experienced with alternative monetary system, for example, Bitcoin, aside from your national currency?
6. What's your understanding about Bitcoin? Have you heard about the Lightning network?

Open-ended questions
Thank you for answering those questions. Now, we'd like to show you the PlutoPay app and start by getting your initial impressions of the app. Spend some time looking over some screens without tapping anywhere just yet. Remember to think out loud as much as possible.

• Can you tell me your first impressions?

• What you like and don't like?

• What you think about the information displayed on the page, or any other thoughts you might have?

• What you think the purpose of the app is?

Thank you. Now, we'd like to ask you to try out some activities using the PlutoPay app.

Tasks
Now I am going ask you 2 direct tasks and 3 scenario tasks. As you complete each activity, I'd like you to think out loud and tell me what you're thinking and feeling as you navigate through the app.

1. Create a new PlutoPay account as a new user.

2. Set up your Savings account as a new user.

3. Now that you have a Savings account, but it's empty. How do you fund it with your available peso?

4. You find a good deal that gives you discount if you pay in bitcoin on Lightning network. You only have the available fund in your Savings account. How would you use this fund for payment?

5. You want to ask your friend or family to help you fund your Spending account. How would you do that?

Wrap-up
That's all the questions I had for you today! Before we wrap up the session, do you have any final feedback you want to share? Was there anything in particular that you found confusing?
Thank you again for participating in this session. If you have further feedbacks later, feel free to contact me via email. I hope we will catch up again soon.