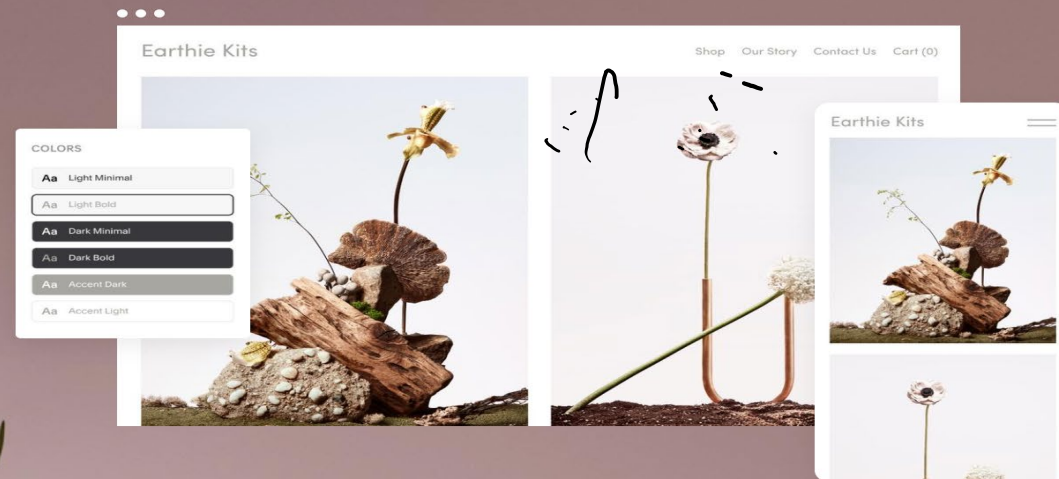


# **Applying Usability Heuristics**

Michelle Leguia

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## Visibility of System Status

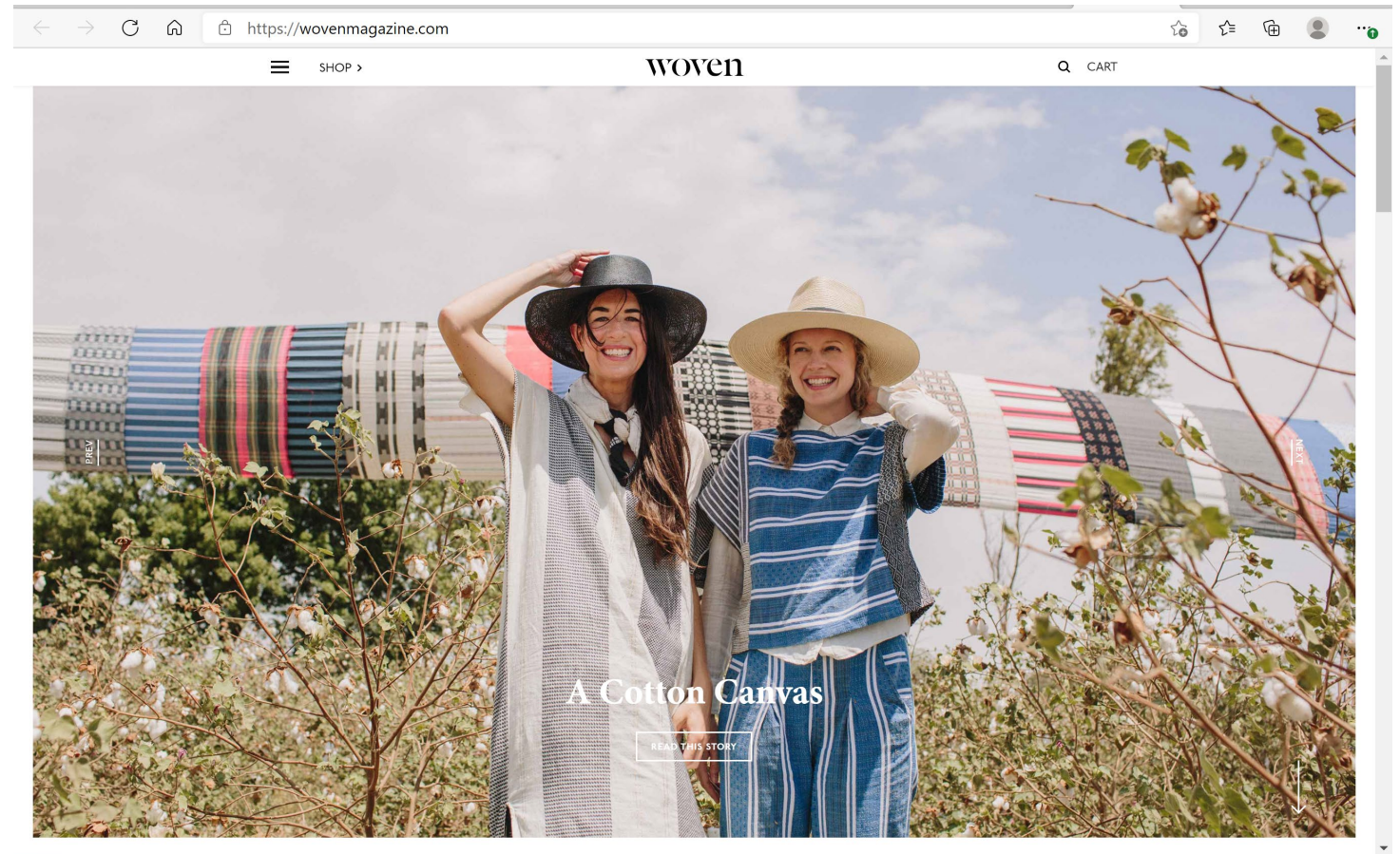
The design is simple and it the first thing you see when accessing Squarespace. It communicating clearly that the website it there to help create a website

[Build a Website – Website Builder – Squarespace](#)

# Aesthetic and minimalist design

[Woven Magazine Home - Woven Magazine](#)

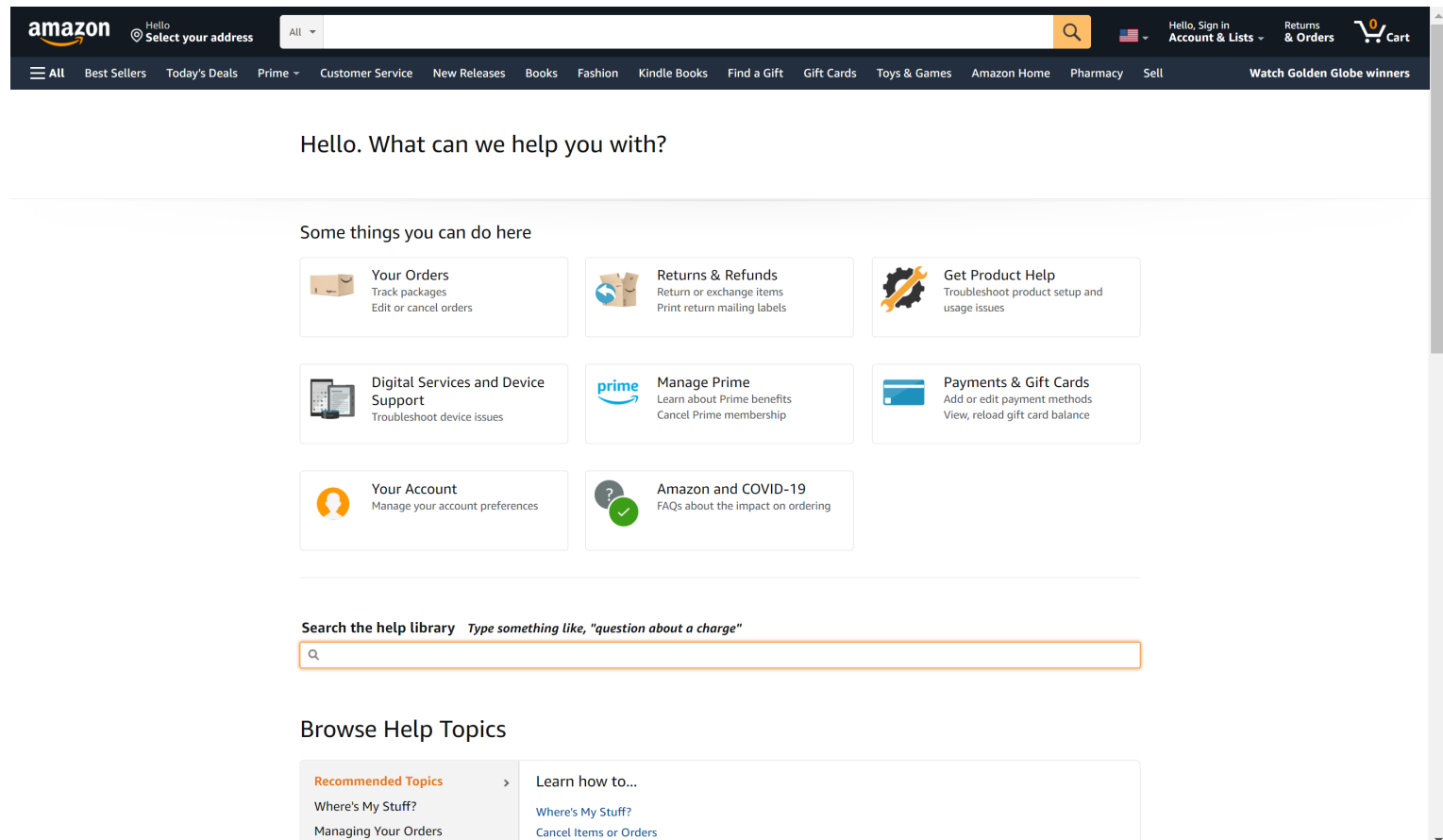
The interface is visible and easy to interact with. The design works well with the interface without interfering with its purpose.



# Help and Documentation

## [Amazon.com Help: Help & Customer Service](#)

Amazon has user assistance to help people with their issues. It has a search bar that can provide a FAQ when a question is being typed.











The screenshot shows the Amazon.com Help page. At the top is the Amazon logo and navigation links. Below the header, it says "Hello. What can we help you with?". A section titled "Some things you can do here" contains eight tiles: "Your Orders", "Returns & Refunds", "Get Product Help", "Digital Services and Device Support", "Manage Prime", "Payments & Gift Cards", "Your Account", and "Amazon and COVID-19". Below this is a search bar labeled "Search the help library" with a placeholder text "Type something like, 'question about a charge'". At the bottom, there is a "Browse Help Topics" section with a "Recommended Topics" list on the left and a "Learn how to..." section on the right.

amazon Hello Select your address All

All Best Sellers Today's Deals Prime Customer Service New Releases Books Fashion Kindle Books Find a Gift Gift Cards Toys & Games Amazon Home Pharmacy Sell Watch Golden Globe winners

Hello. What can we help you with?

Some things you can do here

-  **Your Orders**  
Track packages  
Edit or cancel orders
-  **Returns & Refunds**  
Return or exchange items  
Print return mailing labels
-  **Get Product Help**  
Troubleshoot product setup and usage issues
-  **Digital Services and Device Support**  
Troubleshoot device issues
-  **Manage Prime**  
Learn about Prime benefits  
Cancel Prime membership
-  **Payments & Gift Cards**  
Add or edit payment methods  
View, reload gift card balance
-  **Your Account**  
Manage your account preferences
-  **Amazon and COVID-19**  
FAQs about the impact on ordering

Search the help library Type something like, "question about a charge"

Q

Browse Help Topics

**Recommended Topics** >

- Where's My Stuff?
- Managing Your Orders

**Learn how to...**

- Where's My Stuff?
- Cancel Items or Orders