

Report

The idea of MoveMate is nice and the website's designing is sleek, however I do see that some of the booking pages need improvement.

There are a couple of links that seem to redirect to the same page which is the login screen. Clicking Services > Residential takes to login page, however, I believe that by changing that page or redirecting to a page which provides more information about the specific service and an estimation tool will be more beneficial and will help in easier navigation for users. The booking page has a sequence of numerous small screen pages and sometimes when filling some information or selecting an option, it shows as a scrollbar as some of the information is hidden and will be visible after scrolling down, this can confuse the users and also trying to go to main page from there takes a lot of back clicks, therefore having a home button or the company logo to click on that takes to home page could be a good option.

It may be hard to locate the "Continue as guest" option for some of the first-time users because it is in smaller font and aligned to the left side when all the text and buttons are aligned center. Many first-time users do not wish to sign up before knowing about the services offered and pricing and a sign-up prompt before the information could discourage them, if all those details could be displayed before the sign-up part, that would improve the user experience.

Overall, the main page and functionality seems good but the webpages to redirect to can be improved as there are pages already built but it takes more clicks to reach to the page where a user wishes to go. For first time users, the booking part could be too confusing because of longer than expected clicks to be able to see the services and prices.