User 1

No way to cancel review

Heuristic: User Control & Freedom

Severity: 4

Description: Once I enter the "Leave a review" task, I can't cancel writing a review. This might happen if I realize I'm reviewing the wrong property.

Proposal: Add a button that just takes me back to the previous screen.

Unclear what's going on while identity is being verified

Heuristic: Visibility of System Status

Severity: 2

Description: When I send the email to the account verification team, I'm taken to a loading page. To this point I feel like I'm in control of the process but when I get here, obviously it's out of my hands, but the change may be a bit jarring.

Proposal: To improve this, the design team should add some more text that gets updated as updates come in. Like, maybe at first it says "The team is receiving the documents," then "Your documents are being analyzed," and if something goes wrong, then I get to know immediately.

Inconsistent and technical language while "verifying"

Heuristic: Matching

Severity: 1

Description: It's unclear what specifically this task is doing. First I'm told my identity is being verified, then it seems like the team is trying to prove I own the properties I supposedly listed in my application, and then it's my "application" that's being verified...

Proposal: I think you should stick to one phrasing, most accurately, something to the effect of "proving I own the properties," since that's very concrete and immediately gives me a good idea of what documents I need to send in

User 2

Can't stop writing review once I've started?

Heuristic: User Control & Freedom

Severity: 4

Description: I'm only given the option to publish my review.

Proposal: I should be able to cancel this and go back to the main page.

Can't retry when my application was rejected

Heuristic: User Control & Freedom

Severity: 4

Description: When I test having my application get rejected, I only get the "Finish" button.

Proposal: This is clearly an "error state" and I'd feel more empowered if I'm given the option to try again immediately. So, the UI needs a retry button.

What documentation can I send?

Heuristic: Help & Documentation

Severity: 3

Description: The blurb on how to get my account approved doesn't tell me what documents the account verification team will accept.

Proposal: This should be amended to list some types of documents they would accept.

It's not obvious no results have been found when searching for an unrecognized property

Heuristic: Visibility of System Status

Severity: 2

Description: When I type some text into the search bar and there's no property found, the predictive search box just disappears.

Proposal: It'd be more clear what's happening here if there was some kind of "No properties found!" message

User 3

No matches when I've input less than 3 characters or so

Heuristic: Visibility of System Status

Severity: 3

Description: When my search query is less than 3 characters, it looks like there's no results even when there should be.

Proposal: Matching results should be shown immediately.

Insufficient documentation on what I need to send

Heuristic: Help & Documentation

Severity: 3

Description: I know that I need to send some documentation. What documentation specifically? How do I send it? (It's not explicit in the text that I need to email it)

Proposal: List solid examples of applicable documents, and explicitly state they're going to be recieved by email.

Missing iconography for "Compose Email" button

Heuristic: Consistency & Standards

Severity: 1

Description: The button to open your email client just says "Compose Email." In the larger context of this page, it's not super clear how the process works. You're just registering your account, then all of a sudden you're in your email client, and then people are looking over your documents. There's other related issues here, but one thing stands out is that it could be more obvious where this button is going to take me

Proposal: Add an email icon to the button.