**Creating Stripe Account**

* The link to account creation from the ‘Accept a payment’ page is in the same window navigation, so once the user creates the account, they’ll have to navigate back to the original page.
* When choosing a new password, there is an error message “Please enter a stronger password.” This does not indicate to the user the criteria necessary for a proper password.

**Entering Stripe Dashboard**

* The most prominent call-to-action is a blue button that says “Browse docs”. This is a poor action definition.
* The second call-to-action leads to the Apps and Extensions page.

**Set Up Stripe**

* The user is presented with a variety of coding language options in the example window. If the user does not already have a language chosen, it’s not really clear what the pros and cons are of using one language over another. It is also unclear whether the first language is meant to be Stripe’s recommendation. *This is a point where sought other means of implementation.*
* The sections within the coding samples are difficult to distinguish. It is not immediately obvious that the listed languages are buttons, and it’s not immediately obvious that the filename section is a filename section.
* Under “On This Page”, the steps are not numbered.
* Note: During this step, an error occurred due to stripe not being loaded properly in the React app. This led me down a rabbit hole to React-Stripe-Elements on GitHub, whose examples employ a different strategy than this one, further segmenting the information.

**Create a PaymentIntent**

* The instructions show how to retrieve the client secret but is convoluted about how it’s then used in the PaymentIntent. *This is a point where sought other means of implementation.*
* ‘Stripe.confirmCardPayment’ is briefly mentioned in a comment in the code but does not thoroughly explain its implementation.
* The parameters of ‘PaymentIntent.create’ are not clear and take some digging to find in the documentation

**Collect Card Details**

* Stripe.js is referenced in the guide but not explained.
* There is lack of parity between the code snippets in the guide and the example code from GitHub. As an example, the GitHub code creates a function ‘setupElements’ that instantiates Stripe, the elements, and the styling. The code snippets in the guide have no such function.

**Submit Payment to Stripe**

* When implementing, I was not able to get this to work. Or so I thought. Payments completed and showed up in the Dashboard, but there was no indicator of success. The widget simply stalled out, visually. Only later did I find the completed payments in the dashboard.
* Since I was unable to complete the payments with this guide, I found a more recent guide in Beta, which I was able to implement very quickly. With the Beta guide I was able to finish the entire project nearly pain-free. That said, the Beta guide further segments the information, making the knowledge base as a whole complicated and confusing.

**Issue Found**

* I uncovered a bug in which the payment information section of the Stripe payment section would disappear for an extended period of time. I’ve included screenshots of the issue and corresponding error message.

**Suggestions**

* Clear messaging: For any action that requires user input, clearly state the steps and requirements necessary for the user to succeed
* Unified knowledgebase: The guide should minimize the need for the user to go to a separate knowledge base. The user should be able to get up and running using the guide alone, with passive references to further information.
* Defined concepts: Similarly, some concepts are referenced in the guide without proper definition and context, which can lead to confusion and “digging for answers”.