

**Link to Test Video:**

<https://youtu.be/yq9gXLEqYwM>

# EasyEmail Usability Test Script

## Introduction

Hello, my name's [moderator], and I'm going to walk you through today's session. Thank you for joining us to conduct this usability test. Your feedback is valuable and will help us evaluate and modify our email functions as intended. There are no wrong answers, we will request to perform a few tasks. Please feel free to talk through the steps that you are using while using EasyEmail. If you need a break or to stop at any time, please let me know.

I also want to confirm that you've received and had a chance to review the participant agreement? Did you have any questions? If you have signed the agreement, please send me a copy. Great. Do you have any questions for me at this time?

## Collect data about the user :

Before we use Easy to email, please share a little bit about you

Name, Age, Occupation, Computer usage, What motivates you?

## Tasks :

Thanks. Now I'm going to ask you to perform a few scenarios. I'm going to read each scenario out loud and I would like you to try your best to accomplish the task.

To start, please look at this page and tell me what you make of it: What are your first impressions? What is this site for? Don't click on anything just yet.

### **Task 1 : Register new account**

Your first task is to create a new EasyEmail account and log-out of your inbox.

### **Task 2: Compose Email and send**

Your next task is to log back in, and try to compose and send an email.

### **Task 3: Set up an auto-archiving instruction**

Now we will try a new feature, auto-archiving. Your task is to set up an auto-archive instruction for emails from "ImpatientFriend" to the friends folder.

[Here you can start at the inbox page (which is where they should be immediately after having sent an email)]

Their goal is to set up auto-archiving of email from a specific email address in their inbox to a custom folder. Click on the email that you wish to auto archive and then click on auto-archive. Then click on the applicable folder.

### **Task 4: Delete an email from "Friends" Folder**

Now we would like you to try and delete an email from the "Friends" folder.

Great! You may Log-out now.

## **Follow up**

Great, we're finished with the bulk of the test. Please feel free to ask/discuss anything additional that you want to share. What are your thoughts about these concepts, generally?

## **Wrap up**

Thank you so much for your time. Before we finish, what did we forget to ask about?

Would you be open to speaking with us again in the future?

Who else should we talk to?