Participant 1				
Task	**Click Path**	**Observations**	**Quotes**	**Task Completion**
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: **1 –** easy to complete **2 –** completed but with difficulty **3 –** not completed
Prompt 1: From the home screen, Select a movie you are interested in watching. Prompt 1 Follow-Up: How easy or difficult was it to select a movie? Did you find the movie details you were looking for? Is there anything you would change about the process?	open app> click on location> select movie on the homepage	confused about adding a theatre on homepage– was expect a welcome page where the app will ask for user location or select theatre to show movie showtimes for the particular theatre.	"I would like the app to have an option to reduce the movie image size or arrange it in a list form so that I dont have to scroll all the way to the bottom to find a movie I want to watch. It would also be helpful if the app had a search movie option"	1
Prompt 2: Pick a date and time to watch a movie and select a theater near you. Prompt 2 Follow-Up: How easy or difficult was it to select time and date? Were you able to find a theater near you? Is there anything you would change about the process?	Scroll date bar>Select a date> Click on my theatre> select a theatre near you> Select a time	Was not sure if they have to add in the location again on the movie page since they add it in the homepage.	"the app did not ask to select a location before showing me showtimes. I am not sure if the movies shown on homepage will all the played in the cinema near me or not"	1
Prompt 3:Enter the number of tickets you want to purchase and select seats. Prompt 3 Follow-Up: How easy or difficult was it to enter a ticket number according to age?Did you find the necessary information you needed to select seats? Is there anything you would change about the process?	Click on "+" on the tickets to add number of tickets> Click on Select seats>Click drag zoom scroll to zoom in>refresh seats>select seats again>Click on payment>	participant was clear on how to complete the task		1
Prompt 4:Add payment details to complete the checkout process. Prompt 4 Follow-Up: How easy or difficult was this task to complete? Were you able to select the different payment options? Is there anything you would change about the process?	Click on add card> add card details> click on add card> click on confirm	participant was clear on how to complete the task		1
Prompt5: From the homescreen access the tickets you purchased. Prompt 5 Follow-Up: How easy or difficult was this task to complete?What do you feel about the app? Is there anything you would change about the app?	Click on the logo to go to homescreen>open side bar>my tickets	"more movies" button at the bottom was confusing. Participant did not know if it would take them to the homepage or not. Participant clicken on the logo to go to the homepage		1
Additional Notes:				

Participant 2				
Task	**Click Path**	**Observations**	**Quotes**	**Task Completion**
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: **1** – easy to complete **2** – completed but with difficulty **3** – not completed
Prompt 1: From the home screen, Select a movie you are interested in watching. Prompt 1 Follow-Up: How easy or difficult was it to select a movie? Did you find the movie details you were looking for? Is there anything you would change about the process?	Open app>Click 'now playing on homepage'> Select a movie on homepage	Participant was clear how to find the movie		1
Prompt 2: Pick a date and time to watch a movie and select a theater near you. Prompt 2 Follow-Up: How easy or difficult was it to select time and date? Were you able to find a theater near you? Is there anything you would change about the process?	Scroll the date bar to select a date> Scroll to select a time> Click on theatre to select a theatre> select time again	Participant was confused either to select time before selecting a theatre		1
Prompt 3:Enter the number of tickets you want to purchase and select seats. Prompt 3 Follow-Up: How easy or difficult was it to enter a ticket number according to age?Did you find the necessary information you needed to select seats? Is there anything you would change about the process?	Click on'+' to add number of tickets> click on select seats> scroll zoom bar to zoom in> select seats> Click on 'refresh seats' button> select seats again> click on payment	Participant needed glasses to read the details for selecting the number of tickets		1
Prompt 4:Add payment details to complete the checkout process. Prompt 4 Follow-Up: How easy or difficult was this task	Click on add card> add card details> click on 'add card'>click on confirm	Participant knew where to click to add card details		1
Prompt5: From the homescreen access the tickets you purchased. Prompt 5 Follow-Up: How easy or difficult was this task to complete?What do you feel about the app? Is there anything you would change about the app?	not completed		"I dont see a clear button that says home or a home icon. I dont know how to get to the homepage from the confirmation page"	3
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

Participant 3				
Task	**Click Path**	**Observations**	**Quotes**	**Task Completion**
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: **1 –** easy to complete **2 –** completed but with difficulty **3 –** not completed
Prompt 1: From the home screen, Select a movie you are interested in watching. Prompt 1 Follow-Up: How easy or difficult was it to select a movie? Did you find the movie details you were looking for? Is there anything you would change about the process?	Open app> select a movie	Participant was clear how to find the movie		1
Prompt 2: Pick a date and time to watch a movie and select a theater near you. Prompt 2 Follow-Up: How easy or difficult was it to select time and date? Were you able to find a theater near you? Is there anything you would change about the process?	See movie details>Select a date> Click on theatre to select a theatre near me> Select a time	Participant was clear how to select date and theatre and time		1
Prompt 3:Enter the number of tickets you want to purchase and select seats. Prompt 3 Follow-Up: How easy or difficult was it to enter a ticket number according to age?Did you find the necessary information you needed to select seats? Is there anything you would change about the process?	Clcik on '+' to add ticket numbers> Click on the 'seats' on my progess bar>Click on back>select time again>Click on 'select seats'>click on seats to select seats>Click on refresh seats> select seats again> Click on the 'payment' on the progress bar to go to the next page> scroll down> click on Payment to proceed.	Participant was clear how to add number of tickets. Participant expressed frustration when clicking on the progess bar at the tope to navigate to next page doesnt work. Participant though 'refresh seats button would take them to the next page. Participant didnt know they need to scroll down to find payment button to go to the next page.	"It would have been to nice to navigate to next and previous page by clicking on the progress bar."	2
Prompt 4:Add payment details to complete the checkout process. Prompt 4 Follow-Up: How easy or difficult was this task to complete? Were you able to select the different payment options? Is there anything you would change about the process?	Click on add snacks> Click on add card> add card details> click on add card> clcik on confirm	Participant was clear on how to add snacks and add card details		1
Prompt5: From the homescreen access the tickets you purchased. Prompt 5 Follow-Up: How easy or difficult was this task to complete?What do you feel about the app? Is there anything you would change about the app?	Click on back again and again to go to hompage>click on side bar >click on my tickets	Participant was frustrated because they could find the homepage icon Participant was not sure how to go to the homepage. Participant clicked back again and again to go to homepage	"Its really confusing on how to go to homepage from confirmation page. It would be easier if there was a button saying Home or a home icone somewhere." I would have liked if there was a way to get individual tickets for the same movie without going through the process again. I would like to buy tickets for my friends and share them so that we can meet at the theatre to watch to movie together, QR code is just one ticket. I am not sure if that would work for me"	2
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

Participant 4				
Task	**Click Path**	**Observations**	**Quotes**	**Task Completion**
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: **1 –** easy to complete **2 –** completed but with difficulty **3 –** not completed
Prompt 1: From the home screen, Select a movie you are interested in watching. Prompt 1 Follow-Up: How easy or difficult was it to select a movie? Did you find the movie details you were looking for? Is there anything you would change about the process?	Open app>click on 'heart icon' to add a movie to my favourites>Select a movie	Participant was clear on how to complete the task	"The movie images are too big for me. I feel claustrophobic. It would have been nice to reduce the size of the images"	1
Prompt 2: Pick a date and time to watch a movie and select a theater near you. Prompt 2 Follow-Up: How easy or difficult was it to select time and date? Were you able to find a theater near you? Is there anything you would change about the process?	Scroll date bar to select a date>Click on theatre to select a theatre near me> Select a time	Participant was clear on how to complete the task	"the date scroll bar is too big and scrolling horizontally is annoying. I would have been nice if it was a dropdown list or a clander view"	1
Prompt 3:Enter the number of tickets you want to purchase and select seats. Prompt 3 Follow-Up: How easy or difficult was it to enter a ticket number according to age?Did you find the necessary information you needed to select seats? Is there anything you would change about the process?	Add number of tickets> Click on select seats> Select seats> click on payment	Participant was clear on how to complete the task		1
Prompt 4:Add payment details to complete the checkout process. Prompt 4 Follow-Up: How easy or difficult was this task to complete? Were you able to select the different payment options? Is there anything you would change about the process?	click on add card> entre card details> click on add card> click on confirm	Participant was clear on how to complete the task		1
Prompt5: From the homescreen access the tickets you purchased. Prompt 5 Follow-Up: How easy or difficult was this task to complete?What do you feel about the app? Is there anything you would change about the app?	Click on 'close' to go to homepage> click on profile icon> click on my tickets	Participant was clear on how to complete the task		1
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

Participant 5				
Task	**Click Path**	**Observations**	**Quotes**	**Task Completion**
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: **1 –** easy to complete **2 –** completed but with difficulty **3 –** not completed
Prompt 1: From the home screen, Select a movie you are interested in watching. Prompt 1 Follow-Up: How easy or difficult was it to select a movie? Did you find the movie details you were looking for? Is there anything you would change about the process?	open app> select first movie	Participant was not sure if there are more movies available.	"I dont see a scroll bar. I didn t know if I need to scroll down to see more movie options." "I want the movie images to be smaller. These are too big for me."	1
Prompt 2: Pick a date and time to watch a movie and select a theater near you. Prompt 2 Follow-Up: How easy or difficult was it to select time and date? Were you able to find a theater near you? Is there anything you would change about the process?	Scroll to select a date> Select theatre>Select time	Participant was clear on how to complete the task	"Scroll date bar is too confusing for me. I would prefer more date options to book a movie for a later date. I am not sure where I am when scrolling to find a date. Calender view would have been better."	1
Prompt 3:Enter the number of tickets you want to purchase and select seats. Prompt 3 Follow-Up: How easy or difficult was it to enter a ticket number according to age?Did you find the necessary information you needed to select seats? Is there anything you would change about the process?	click on '+' to enter number of tickets>click on close>select movie>add date and time>click on select seats	Participant frustrated because close button on the top took them to the homepage. Participant was able to select seats. Participant had to scroll up and down to find payment page button. Participant not sure if payment button ment it would take them to the payment page or automatically process the payment	"I clicked on the close button to go to the previous page but it took me to homepage. I annoying and frustrating to complete the task again" " I am not sure what 'payment' on the button means? would it means that I have to payment now? But I have not added any card details yet"	1
Prompt 4:Add payment details to complete the checkout process. Prompt 4 Follow-Up: How easy or difficult was this task to complete? Were you able to select the different payment options? Is there anything you would change about the process?	Click on add card> add card details> click on add card> Click on confirm	Participant was able to add card info successfully		1
Prompt5: From the homescreen access the tickets you purchased. Prompt 5 Follow-Up: How easy or difficult was this task to complete?What do you feel about the app? Is there anything you would change about the app?	Click on logo to go to homepage> Click on profile icon> Click on my tickets	Participant was able to clear the task		1
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				