Cognitive Walkthrough – My Inventory App

User 1 Evaluation

Cognitive Walkthrough Questions
1. Will users be trying to produce the right outcome?
2. Will users see the correct action they need to perform to produce the outcome?
3. Will users recognize that this is the action they need to take to achieve the correct outcome?
4. Will users understand the feedback?

Task 1 - Sign up into Inventory App

Step 1: From welcome screen, navigate to Sign Up by clicking the Let's Start button. If you would like to get more information about the app, please watch the video. After you finished watching the video or would like to sign up as a user on the app, click the "X" to navigate out of the screen and onto Login/Signup Screen

Step 2: Select the Sign-Up option. Enter in the following information: first name, last name, email, password, and which account to sign up for. After filling in all information, click Sign Up

Step 3: After you sign up, you will be navigated to the Home Screen. A straight navigation from sign up to home screen indicates a successful sign up

	Walkthrough Question 1	Walkthrough Question 2	Walkthrough Question 3	Walkthrough Question 4
Scenario Step 1			The user might be confused by the instructional video and the fact that it needs to be closed before signing up as a user	
Scenario Step 2				
Scenario Step 3				Should have feedback notifying new request created

Task 2 - Adding item to your inventory (photo selection)

Step 1: From the home screen, select the "add folder" option. Please enter the folder you wish to categorize your items as. After selection the folder option, enter the associated information for the folder name. You can also enter information relating to: tags, notes, and location. After entering the information, click on the "Add folder" button on the bottom of the screen

Step 2: From the screen, select "Add Item" button. Please choose to add photo option.

Step 3: Take photo(s) of the associated item.

Step 4: Enter the associated item information, including: item name, any tags, quantity, and purchase price. If there is additional information you would like to add about the item, you can do so. After entering information, please select "Add Item" at the bottom of the screen

	Walkthrough Question 1	Walkthrough Question 2	Walkthrough Question 3	Walkthrough Question 4
Scenario Step 1				
Scenario Step 2				
Scenario Step 3		User might not be immediately aware that photo vs video is an either-or option		
Scenario Step 4				Should have feedback when item is submitted/ any errors missing

Task 3 - Adding item to your inventory (video selection)

Step 1: From the home screen, select the "add folder" option. Please enter the folder you wish to categorize your items as. After selection the folder option, enter the associated information for the folder name. You can also enter information relating to: tags, notes, and location. After entering the information, click on the "Add folder" button on the bottom of the screen

Step 2: From the screen, select "Add Item" button. Please choose to add video option.

Step 3: Take video of the item. Feel free to describe the item as you are taking the video.

Step 4: Enter the associated item information, including: item name, any tags, quantity, and purchase price. If there is additional information you would like to add about the item, you can do so. After entering information, please select "Add Item" at the bottom of the screen

	Walkthrough Question 1	Walkthrough Question 2	Walkthrough Question 3	Walkthrough Question 4
Scenario Step 1				
Scenario Step 2				

	Walkthrough Question 1	Walkthrough Question 2	Walkthrough Question 3	Walkthrough Question 4
Scenario Step 3			User might not be immediately aware that photo vs video is an either-or option	
Scenario Step 4				Should have feedback when item is submitted/ any errors missing

Task 4 - Scan SKU or barcode for item

Step 1: From the screen, select "Add Item" button.

Step 2: Upon entering in information, when selected on the SKU / Barcode section. Select the barcode icon to the right of the field.

Step 3: Select the flashlight logo if you need flash. Once the camera recognizes the barcode, the window will close and information about the item should be pre-populated.

	Walkthrough Question 1	Walkthrough Question 2	Walkthrough Question 3	Walkthrough Question 4
Scenario Step 1			User might be confused that SKU scan comes from the "Add Item" page	
Scenario Step 2				
Scenario Step 3				Should have feedback notifying new request created

Task 5 - Share folder/details of Item with family or insurance advisor

Step 1: On the home screen, view the folders. Select the folder/item you would like to share.

Step 2: Select the "..." logo and click "export". Select favorable export option (csv or pdf).

Step 3: Once download is finished, find the file in your account. You can share the file via email

	Walkthrough Question 1	**Walkthrough Question 2**	**Walkthrough Question 3**	**Walkthrough Question 4**
Scenario Step 1			User might be confused with how to navigate to the export function	
Scenario Step 2				
Scenario Step 3				

<u>End of User 1 Walkthrough</u>

User 2 Evaluation

Walkthrough Task Description

Cognitive Walkthrough Questions

1. Will users be trying to produce the right outcome? I.e., does the user understand that this step is needed to reach their goal?
2. Will users see the correct action they need to perform to produce the outcome? (visibility)
3. Will users recognize that this is the action they need to take to achieve the correct outcome? (Or will they select a different action instead?)
4. Will users understand the feedback? That is, if users performed the correct action, will be they be able to tell that they made progress toward their intended outcome?

Task 2- To add an item into the folder by creating a tag

Step 1: To add a folder, firstly click on Add Folder on the Home screen which navigates to a next screen where we can fill the details of the folder that we are going to create.
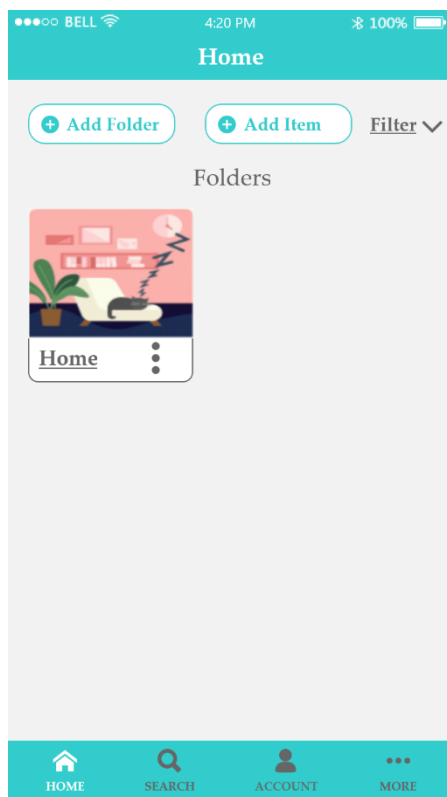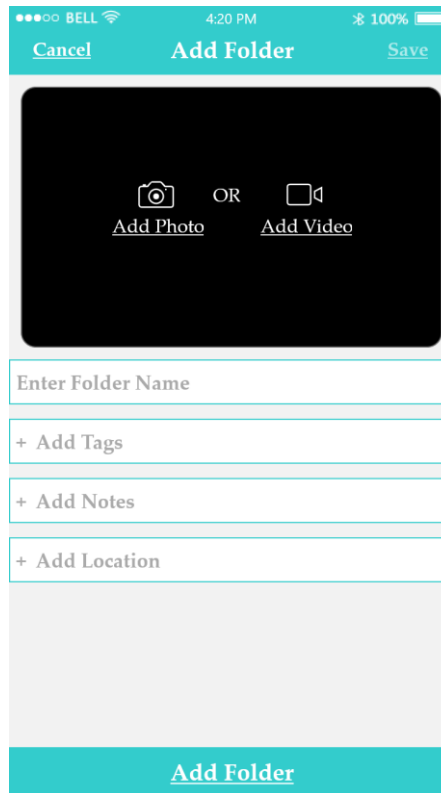

Fig.1 Home screen   Fig. 2 Add Folder screen

Step 2: Created a folder with name Home, no tags, notes saying as part of insurance purpose, location default. After creating a folder, we can add a sub folder or an item into it, as the task says to add an item into the folder we will add an item name Bed frame with furniture as the tag name.

Step 3: By clicking on add photo we can add a photo to the folder that we are going to create.

Step 4: In the folder Home we can add an item by clicking on the Add Item which then navigates to the screen having details of the item such as item name, tags, purchased date etc.
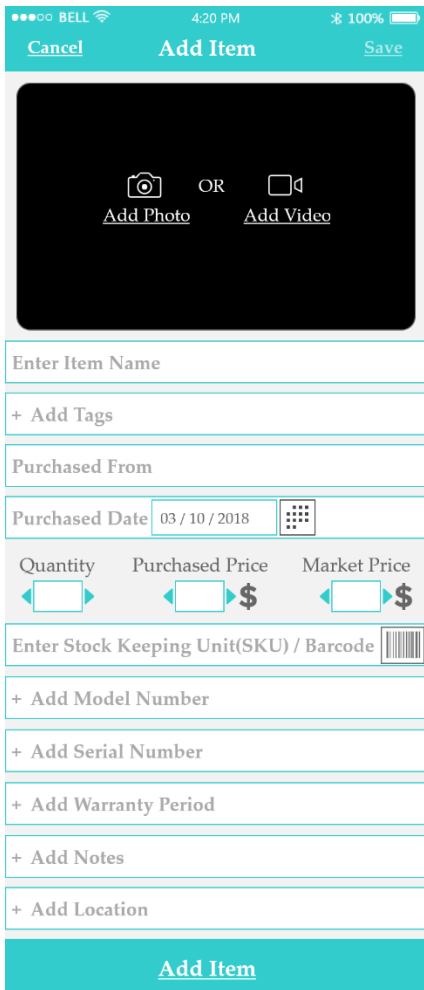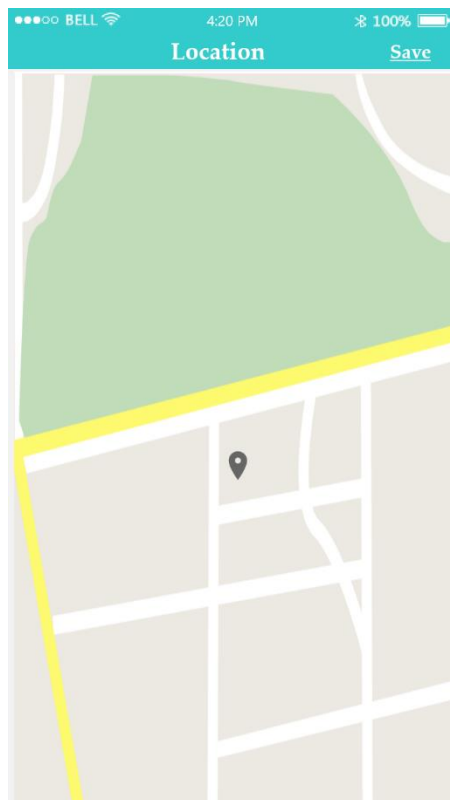
Fig.3 Add item screen

Fig. 4 Location screen

Step 5: After adding all the details about the item click save. You can now see the item under Home folder.

Fig. 5 Details about the item

	Walkthrough Question 1	Walkthrough Question 2	Walkthrough Question 3	Walkthrough Question 4
Scenario Step 1	User might not realize whether to add folder in the first way to create an item or directly add an item first			
Scenario Step 2				
Scenario Step 3		User might get confused to see an option of video for a folder creation.		
Scenario Step 4				Should have a feedback when the user misses an entry to fill in.
Scenario Step 5				Feedback popup when the user has marked the task as complete

Task 4- The process to Scan Stock Keeping Unit or barcode for a product

Step 1: In the process of adding an item we will have an option to enter an Stock Keeping Unit (SKU) or Barcode of the product. Click on rightmost barcode icon.

Step 2: By clicking on the icon a screen popup to scan the code.

Step 3: You can click flash icon as per your requirement for better picture.

Step 4: By clicking close the scanned barcode will be saved into the entry.

Fig. 6 Barcode screen popup

	Walkthrough Question 1	**Walkthrough Question 2**	**Walkthrough Question 3**	**Walkthrough Question 4**
Scenario Step 1	User might not realize whether to click on the barcode icon or not			
Scenario Step 2				Feedback to clearly mention about the action to be done with the barcode option
Scenario Step 3				
Scenario Step 4				Feedback popup to say that the user as successfully scanned the barcode

Task 5- To share a folder/details of the item with your closed one's or insurance advisor by simultaneously exporting/importing the file.

Step 1: Firstly, know whether to share the whole folder/sub-folders inside the folder/only a specific item under the folder.

Step 1.1: To share a folder click on on the rightmost corner

Step 1.2: To share a sub folder click on on the rightmost corner

Step 1.3: To share an item click on on the rightmost corner

Step 2: We have an option of share/export on the popup screen.

Step 3: By Clicking share you can share the whole folder/sub-folders inside the folder/only a specific item under the folder through WhatsApp, Gmail.

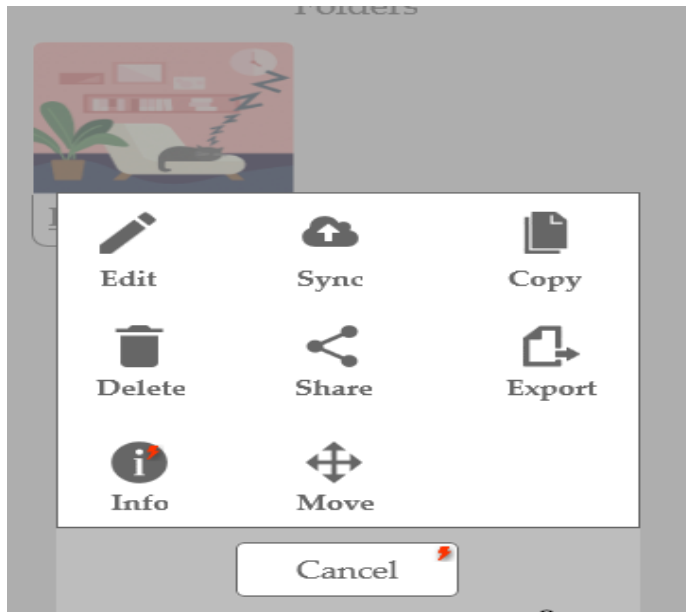Step 4: By clicking Export the folder/item details will be exported to .CSV and .PDF.

Fig. 7 Popup screen

	Walkthrough Question 1	Walkthrough Question 2	Walkthrough Question 3	Walkthrough Question 4
Scenario Step 1		User might not know that the option would be used for an export/share		
Scenario Step 2				
Scenario Step 3				
Scenario Step 4				Feedback popup to say that the user successfully

Summary of issues identified

1. The user does not understand that an action is needed to reach the goal
   a. While adding an item/folder.
   b. Whether to click on the barcode icon or not
2. The user doesn't see the correct control for exporting/sharing the documents.
3. Feedbacks needed:
   a. When the user misses an entry to fill in.
   b. When the user has marked the task as complete.
   c. When popup screen of scanning a barcode is complete.
   d. When popup screen of export/share task is complete.