



GFA Label Web Application  
User Testing 3  
(GFA)

|          |  |
|----------|--|
| Name:    |  |
| Company: |  |

## **Introduction**

This document highlights the User Testing process for the GFA Label Web Application (GFA account).

The purpose of the testing is to allow users to validate the usability of the GFA Label Web Application (GFA account).

## **Project Overview**

The GFA Label Web Application is a centralized platform that enhances the GFA Label application process for four types of users – Applicants, Assessment Partners, Green Freight Asia (GFA) personnel, and Super Administrator.

- 1) Applicants (Shipper or Carrier Companies) would utilize the web application to submit/view their application forms for the GFA Label.
- 2) Assessment Partners would validate the submitted applications via the web application
- 3) GFA personnel would generate the GFA Label certificate using the web application upon successful validation by the Assessment Partners.
- 4) Super Administrator would configure or customize information relevant to GFA application process.

## **Overview of functions to be tested**

Users would test on the usability of the following functionalities:

- Certificate Generation Module

## **Test methodology**

The users' responsibilities would be to attempt to complete a set of pre-determined tasks and to provide feedback regarding the usability of the web application's user interface and functions. Users may also perform additional tasks (e.g. navigating through the application) that are within the scope of the application.

## **Test Environment**

Each user will execute the User Test on his/her computer. This User Test would take approximately 15 minutes.

## **Instructions**

Please complete the following tasks using the GFA Label Web Application. Usability ranking are ranged from 1 to 5, with rank 1 being not usable and rank 5 being highly usable.

You may notify your facilitators if you encounter any difficulties during testing.

**(Note: This is not a test of your ability, but a test of the web application's usability.)**

*Username: GFA*

*Password: password*

### **Task 1: Manage Profile**

*Navigate to profile page (top right hand corner). Update the password and email address (with a valid email address).*

#### **Task 1.1: Update Profile**

Are you able to update the password and email address without any errors?    Yes / No

### **Task 2: Generate GFA Label Certificate**

*After application form has been approved by Assessment Partner, you as a GFA representative logs in to the web application and navigates to 'View Approved Application' tab.*

*Under 'Generate Certificate' column, you proceed to click the option 'Generate Certificate' to generate the GFA Label certificate for the applicant.*

#### **Task 2.1: Generate GFA Label certificate (GFA)**

After clicking 'Generate Certificate', are you able to preview the certificate before sending out the certificate to the applicant?    Yes / No

Are you able to download the certificate without any errors?    Yes / No

Are you able to click 'send certificate' without any errors?    Yes / No

*After you send the certificate to Applicant:*

Are you able to view generated certificate without any errors?    Yes / No

Is the status column changed to indicate certificate has been generated? Yes / No

| Task                               | Usability Ranking (1 to 5) | Comments on what you liked / Suggestions for improvements etc. |
|------------------------------------|----------------------------|--|
| 2.1 Generate GFA Label certificate |                            |  |

Other comments/suggestions for GFA account:

Other comments/suggestions on the web application usability/display:

**This is the end of the User Test. Thank you for your participation.**