

User Testing 1

<b>Venue:</b>	LKS Lib 4-16	<b>Duration:</b>	30mins per participant
<b>Tested by:</b>	1 Professor (IS444), 3 IS444 students	<b>Date Tested:</b>	8 <sup>th</sup> Nov 2018
<b>Objectives:</b>	Through this UAT: <ul style="list-style-type: none"> <li>• Gather feedback regarding the login function and DCD modules the team has created</li> <li>• Observing how the users interact with our system and if any navigation functionality has been overlooked.</li> </ul>		

S/N	Function	Test Case	Expected	Actual	Status (Pass/Fail)	Bugs Found (if any)
1	Login	Validate that student with correct credentials can login	Login successful. The user page is displayed.	Login successful. The user page is displayed	Pass	
2	Login	Validate that student with both wrong credentials cannot login	Login unsuccessful. Redirect back to login page with error msg	Login unsuccessful but without warning	Fail	Without error message for invalid username
3	Login	Validate that student with wrong credentials (password) cannot login	Login unsuccessful. Redirect back to login page with error msg	Login unsuccessful but without warning	Fail	Without error message for invalid passwords
4	Get Customer Details	Validate the UserID and PIN with correct credentials and able to retrieve the customer details	Retrieve successful. Customer name, email and customerID will be displayed	Retrieve successful. Customer's name, gender, email id, date of birth, phone number and address will be displayed.	Pass	
5	Get Customer Details	Validate the UserID and PIN with incorrect credentials and cannot retrieve the customer details	Retrieve unsuccessful. Pop up message to tell user no results found and redirect user back to Home page	Retrieve unsuccessful. User is unable to login will be redirected to the login page.	Pass	
6	Get Customer Details	Validate the UserID and PIN with correct UserID and incorrect PIN, cannot retrieve the customer details	Retrieve unsuccessful. Pop up message to tell user no results found and redirect user back to Home page	Retrieve unsuccessful. User is unable to login will be redirected to the login page.	Pass	
7	New Dual	Check the currency rate is able to display the	Retrieve successful. Displaying both 1 base	Retrieve successful. Displaying both 1 base	Pass	

User Testing 1

	Currency Account		currency and inputted amount base currency and their corresponding quote currency.	currency and inputted amount base currency and their corresponding quote currency.		
8	New Dual Currency Account	Check the currency rate is able to display the	Base Currency: Singapore Dollar  Quote Currency: United States Dollar  Amount: abcd	Retrieve successful for 1 base currency and the quote currency. Retrieve unsuccessful for the inputted amount base currency and quote currency.  Without error message	Fail	Without error message for invalid input amount

**Feedbacks**

What are your thoughts about the UI?	Minimalist Design, however, no t-bank logo in the Login Page
On the scale of 1-5, how would you rate our application? ( <i>1 being difficult to use and 5 being the easiest to use</i> )	3, the application is responsive but there is no error message for invalid user or pass upon login in or invalid amount input.
Any other comments that you would like to share to help us improve the user experience?	Include placeholder hint in the textbox so the user will know what to include.

**Key Finding**

Functions	Users' Behaviour & Comments	Proposed
Login	No T-Bank Logo	Include T-Bank Logo
	No Error Message	
Dual Currency	Unclear what to input	Include placeholder hint in the textbox so the user will know what to include.
	Error Message is needed for input values	
	Only set number of currencies to choose from	
Overall	Not sure if the account is created	Include summary page or created account id
	Minimalist Design	
	Responsive Page but Error Message is important	

Kindly take your time to provide constructive feedback on the application. Your comments will be taken into consideration as we continue to improve our app.

Thank you for attending our UT session today! We hope to see you again! 😊