
R&I
User Testing 8

Name:		Email:	
Date:	Start Time:	End Time:	

Application Description:

Project R&I is an IS480 Project aimed at replacing the SMU tBank legacy Retail Internet Banking with an all new Retail Internet Banking application.

For teaching purposes, a gamification module will also be integrated into the Retail Internet Banking application to facilitate in-class lab exercises for financial technology-related courses. It will be used to gauge the students understanding of real-world banking operations and its applications in finance.

User Testing (UT) Objectives:

Through this UT, we want to gather feedback regarding the user interface and ensure correct error handling (if any) of the developed features. Based on the results of this UT, we will improve the application.

Instructions:

There will be a list of tasks to be completed during this UT. The tasks are provided on the following page.

After completing each task, kindly indicate the completion based on the expected result with either a Pass or a Fail, as well as a description of the bugs that you have encountered (*if any*). This information will help us improve the application.

R&I
UT 8 Task Instructions

Register by clicking on this link: <https://forms.gle/rvBnUBfUUzEro9qDA>

Access this link: http://18.224.165.17/SMUtBank_RIB2

S/N	Function	Test Case	Expected Result	Status (Pass/Fail)	Bugs Found (if any)
1	Login	Login using the credentials given below. Username: demoAcct <u>OR</u> demoAcct2 <u>OR</u> demoAcct3 Password: 123456 Group Id: any	User is directed to the OTP page		
		Enter 999999 as the OTP.	User is directed to the home page		
2	Gamification – Pre-Test	Complete initial quiz on homepage Click ‘OK’ once the quiz has been completed	The score of the quiz is displayed.		
3	Fund Transfer – Immediate	Make an immediate transfer to any payee under “Other Accounts Transfer” in “Funds Transfer”. Source Account: <i>*Any from the dropdown list*</i> <i>Take note of the account number</i> Amount: <Choose between \$10 - \$1000> Description: <i>*Any Description</i>	A “Transfer Successful” pop up message will appear.		
4	Fund Transfer – Future	Make a future transfer to any payee under “Personal Accounts Transfer” in “Funds Transfer”.	User is directed to the “Standing Instruction” Tab. A “Standing instructions added” pop up message will appear.		

		<p>Source Account: <i>*Any from the dropdown list</i></p> <p>Amount: <i><Choose between \$10 - \$1000></i></p> <p>Description: <i>*Any Description</i></p> <p>Transfer Date and Time: <i>*Any Date from Today.</i></p>	User can see the transaction made in the table.		
5	Bill Payment – GIRO	<p>Make a GIRO payment under “Bill Payment” in “Funds Transfer” to any Billing Organisation with any account number available.</p>	User will be directed to “Summary Details” Page.		
		<p>After confirming the details in “Summary Details” Page, confirm the transaction details and then select “View Accounts”</p>	A “The transaction is successfully completed” pop up message will appear.		
6	View Accounts - Deposit	<p>In “View Accounts” page, check if the transaction made in Step 3 is shown in the Deposit Account’s history.</p> <p>Make use of the “filter transaction” function to view past month transactions.</p>	Transaction history for the past month transactions is shown.		
7	Customer Preferences – Notification Setting	<p>Click on the profile icon on your top right-hand corner and select “Profile”.</p> <p>Set your preferred notification and trigger options accordingly</p>	A “Preferences Updated” pop up message will appear.		
8	Loan – Apply for Loan	<p>Read the Loan Management Terms.</p>			
		<p>Apply for Educational Loan of an amount of 44000 with an appropriate number of loan term under “Loan” section.</p>	A Pie Chart and Loan Details will be shown below.		

		Click on “Apply Loan” and fill in the Loan Details and choose Settlement Account from the Dropdown List.	A “Loan applied successful” pop up message will appear.		
10	Gamification – Loan (Timed)	Click on “Manage Loan” under Loan to trigger the timed quiz.	The score of the quiz is displayed.		
11	Loan – Manage Loan	Click on “Manage Loan” under Loan to make a partial repayment of \$100 to any loan in your account. No changes should be made to the Maturity Date.	Bar charts and loan Details will be shown below.		
		Select “Make Repayment” thereafter. <i>Do not close the post quiz loan pop up</i>	A “Repayment successful” message will pop out. A post quiz for gamification will pop up		
12	Gamification – Loan (Post)	Complete the Loan Management – Post Quiz.	The score of the quiz is displayed.		
13	Dual Currency Deposit – Open DCD	Read the Dual Currency Deposit Terms.			
		Open a DCD account of an amount of 50000 , deposit term of 6weeks with United States and Singapore currency and in your preferred strike rate.	User is redirected to summary page.		
14	Gamification – Dual Currency Deposit (Timed)	Click on “Existing DCD” to trigger the timed Quiz.	The score of the quiz is displayed.		
15	Dual Currency Deposit – Edit	Click on any existing DCD in the table to edit any other settlement account or interest payout account. <i>Do not close the post quiz DCD pop up</i>	An “Account details successfully changed” Message will pop out.		

16	Gamification – Dual Currency Deposit (Post)	Complete the Loan Management – Post Quiz.	The score of the quiz is displayed.		
17	Stock Order Mgmt. – Buy Stock	Navigate to “Stock Management” under “Wealth Management”.			
		Read the Dual Currency Deposit Terms.			
		Under “Check Stock Price” enter stock symbol: AMZN (Amazon.com) and check for the stock price.	Stock details are displayed below		
		Thereafter select “Trade Stocks”	User is redirected to Buy/Sell stocks		
		Buy 10 Amazon.com, Inc. (Stock Symbol: AMZN) stock with a Limit Price of 10,000, “Good till Cancel” Expiration Type and any settlement account with the enough fund in the dropdown list. <i>Do not close the timed quiz Stock Management pop up</i>	An “Order has been made” Message will pop out.		
18	Gamification – Stock Order Mgmt. (Timed)	Complete the Stock Order Management – Timed Quiz.	The score of the quiz is displayed.		
19	Stock Order Mgmt. – Edit Stock Information	Find the Stock Order in “Stock Order History” that you have created in Step 17 and cancel it. <i>Do not close the post quiz Stock Management pop up</i>	An “Order has been cancelled” Message will pop out.		
20	Gamification – Stock Order Mgmt. (Post)	Complete the Stock Order Management – Post Quiz.	The score of the quiz is displayed.		
21		Read the FX forward terms.			

	FX Forward – Get Contract Rate	<p>Check FX Forward Rate of Singapore Currency and United States Currency with the period of 5 months. Click “Submit”</p> <p>After doing so, click on “Open FX Contract”.</p> <p><i>Do not close the timed quiz FX forward pop up</i></p>	<p>A “FX Forward Rate” Table is displayed.</p> <p>A timed quiz for fx forward pops up</p>		
22	Gamification – FX Forward (Timed)	Complete the FX Forward – Timed Quiz.	The score of the quiz is displayed.		
23	FX Forward – Open FX Forward	<p>With the information you have in Step 21, open a FX Forward Contract of 50,000 with the available accounts.</p> <p><i>Do not close the post quiz FX forward pop up</i></p>	An “FX Forward Contract created” Message will pop out.		
24	Gamification – FX Forward (Post)	Complete the FX Forward – Post Quiz.	The score of the quiz is displayed.		
25	Client Management – Appointment Booking	Book an hour appointment at least 1 day from now with your desired timeslot for any of the available account ID.	The appointment slot is displayed at the end.		
26	Client Management – Delete Appointment	Delete the appointed created in Step 25.	The appointment will be removed from the page		
27	Account Statement	Visit the “View Accounts” page and download Account Statement for account of your choice for the month of August	Account Statement is downloaded for the specified time period		

Kindly complete this survey <https://forms.gle/c8c2Mhh6zxK63Vzi7> 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! 😊