



moodtracker.com

Heuristic Evaluation & Cognitive Walkthrough
Report

HCI 460

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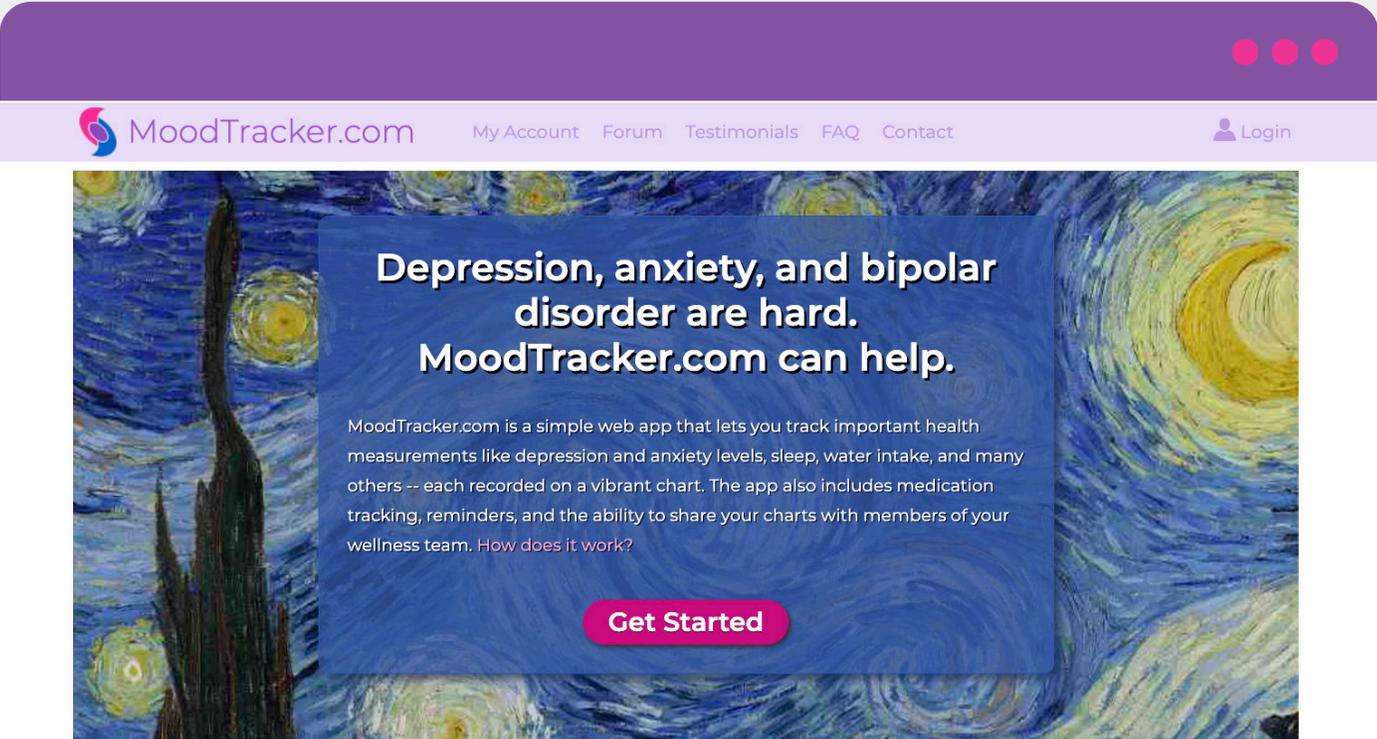
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MoodTracker Overview and Description

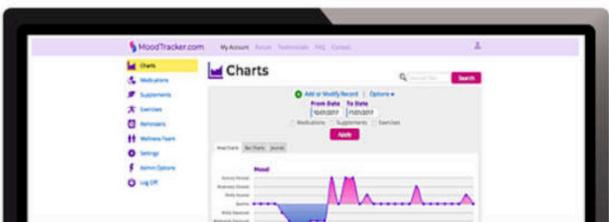
MoodTracker is an online application that helps users improve their quality of life through tracking measurements such as water intake, depression, and anxiety levels. The app includes treatment tracking, reminders, and allows users to share their charts with their wellness team to improve their wellness goals.



The screenshot shows the MoodTracker.com website. At the top, there is a navigation bar with the logo and links for 'My Account', 'Forum', 'Testimonials', 'FAQ', and 'Contact'. A 'Login' button is also present. The main content area features a large banner with a background of the painting 'The Starry Night'. The banner text reads: 'Depression, anxiety, and bipolar disorder are hard. MoodTracker.com can help.' Below this, a paragraph describes the app's features: 'MoodTracker.com is a simple web app that lets you track important health measurements like depression and anxiety levels, sleep, water intake, and many others -- each recorded on a vibrant chart. The app also includes medication tracking, reminders, and the ability to share your charts with members of your wellness team. [How does it work?](#)' A prominent 'Get Started' button is located at the bottom of the banner.

Chart Positive Change

Seeing your behavior patterns can inspire life changing actions. [Really?](#)



The screenshot shows the 'Charts' page on the MoodTracker.com website. The page has a sidebar with navigation options: 'Home', 'Medications', 'Supplements', 'Devices', 'Reminders', 'Wellness Team', 'Settings', 'Admin Center', and 'Log Out'. The main content area is titled 'Charts' and includes a search bar. Below the search bar, there is a section for 'Add or Modify Record' with a 'Create' button. The primary feature is a line graph showing mood data over time. The graph has a y-axis labeled 'Mood' and an x-axis with dates. The data points are connected by a line, showing fluctuations in mood levels. There are also some numerical values and labels on the graph, such as 'Mood: 100' and 'Mood: 50'.

User Types

Happiness Finder

Mental Health Monitor

**MoodTracker.com has two distinct user types:
The Happiness Finder and Mental Health Monitor.**



The Happiness Finder

The target users of The Happiness Finder are individuals who have busy lifestyles but want to dedicate time to improve their holistic wellbeing. These are individuals who wish to enhance their lives by keeping track of mood, gratitude lists, smiles, water consumption to more mindful activities like meditation and sleep quality.



Mental Health Monitor

MoodTracker.com's second target users are individuals who monitor their progress from a mental health perspective. These individuals are looking to track conditions such as anxiety, bipolar disorder, and depression. They can monitor several essential data points, such as anxiety levels, sugar consumption, sleep quality, and exercise quality, through the app.

Heuristic Evaluation

Each member in our group performed an individual heuristic evaluation for MoodTracker ([See Appendix](#)).

As a group we discussed our evaluations and created a combined analysis. We used the ten standard usability heuristics as a guideline to examine each of the problems. Afterwards, we created recommendations for each finding. The findings and recommendations are ranked from highest to lowest priority.

1. Visibility of system status
2. Match between system and the real world
3. User control and freedom
4. Consistency and standards
5. Error prevention
6. Recognition rather than recall
7. Flexibility and efficiency of use
8. Aesthetic and minimalist design
9. Help users recognize, diagnose, and recover from errors
10. Help and documentation

Heuristic Evaluation (Contd.)

Problem 1

The heuristic evaluations listed below are ranked from highest to lowest priority. For each one we listed a corresponding recommendation.

1

PROBLEM

Limited or no assistance provided for a new user to fill out the information to generate charts

HEURISTICS

H7: Flexibility and Efficiency of Use

H10: Help and Documentation

FINDINGS

On the "Charts" page, there is no direction to users on how to use the tool or input data in the charts.

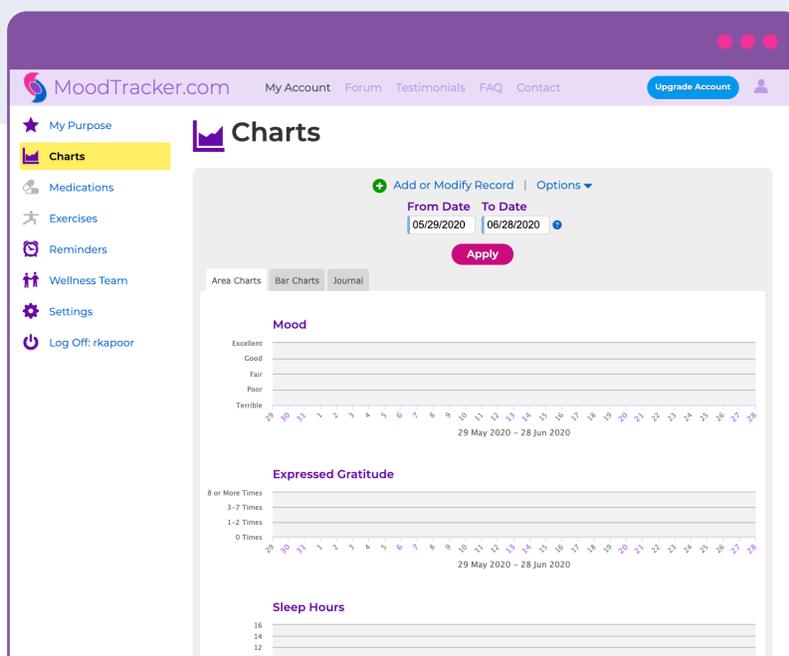
SEVERITY

4

RECOMMENDATIONS

Add a walkthrough wizard to onboard users on using the platform.

No direction to users on how to use the tool or input data in the charts



Heuristic Evaluation (Contd.)

Problem 2

2

PROBLEM

Logged in User Cannot Return to Home Screen

HEURISTICS

H4: Consistency and Standards

SEVERITY

3

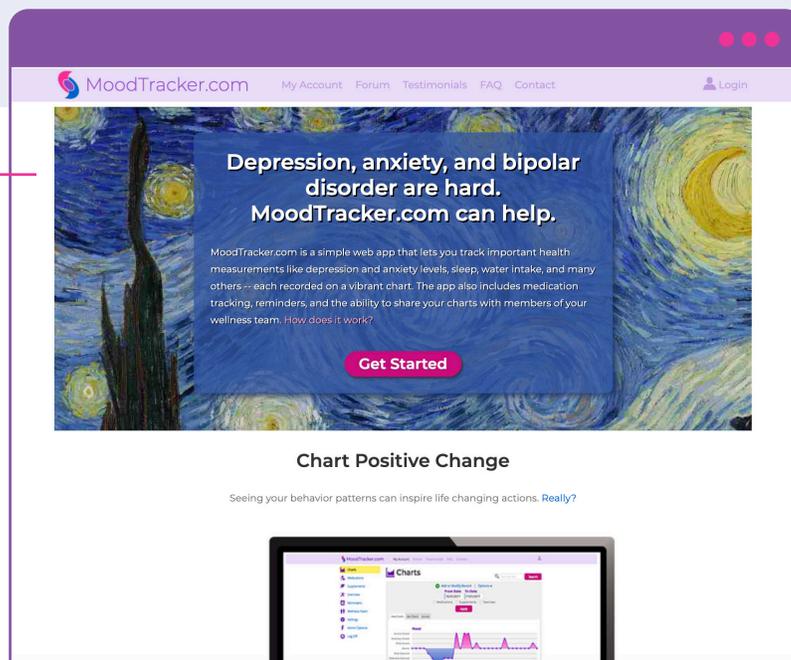
FINDINGS

When users are logged out of the interface, the Mood Tracker logo in the header links to the home page. Although, when a user is logged into the interface, the Mood Tracker logo does not link back to the home page. Instead, the logo links to the "Charts" page. Users are forced to log out in order to see the home page again.

RECOMMENDATIONS

Link the Mood Tracker logo to the home page when users are logged in.

When users are logged out of the interface, the Mood Tracker logo in the header links to the home page. Although, when a user is logged into the interface, the Mood Tracker logo does not link back to the home page. Instead, the logo links to the "Charts" page. Users are forced to log out in order to see the home page again.



Heuristic Evaluation (Contd.)

Problem 3

3

PROBLEM

Confusion with Access to User Accounts

HEURISTICS

H2: Match Between System and the Real World

H4: Consistency and Standards

FINDINGS

The “My Account” tab appears on the site even when you aren’t logged in, which may be confusing to the user. That link takes the user to a login screen, but there’s already a login button in the header.

SEVERITY

3

RECOMMENDATIONS

Remove the “My Account” link from the navigation when users are not logged in.

The “My Account” tab appears on the site even when you aren’t logged in additionally there’s already a login button in the header.



Heuristic Evaluation (Contd.)

Problem 4

4

PROBLEM

Account Set up

HEURISTICS

H4: Consistency and Standards

SEVERITY

3

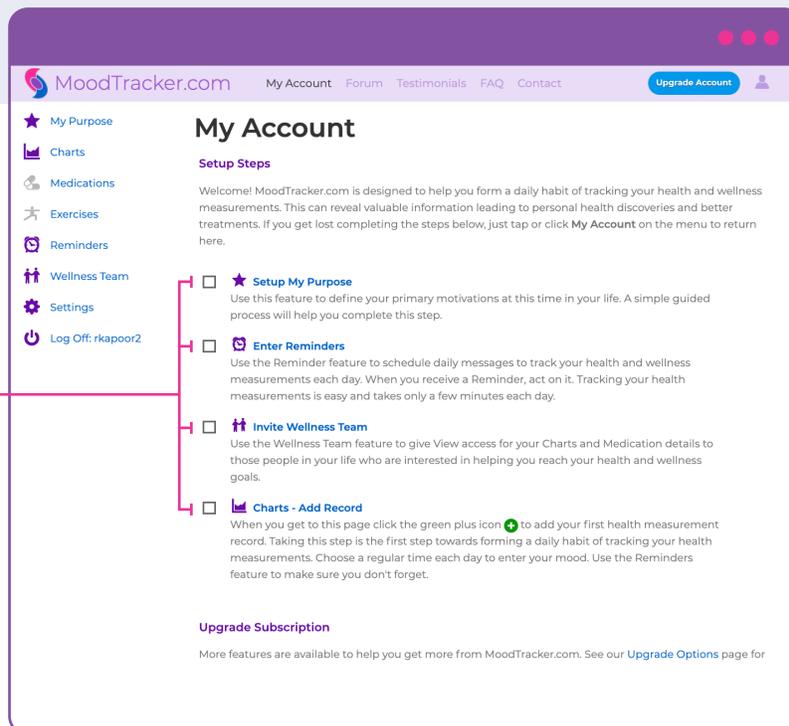
FINDINGS

After creating an account, there are a list of Setup Steps on the "My Account" tab. The checkboxes imply that the user has the option to mark these choices with a click, but they are not clickable items.

RECOMMENDATIONS

Remove the checkboxes and just list the items to be completed or provide system status by having the checkbox "checked off" once the user completes the set up task.

After creating an account, there are a list of Setup Steps on the "My Account" tab. The checkboxes imply that the user has the option to mark these choices with a click, but they are not clickable items.



Heuristic Evaluation (Contd.)

Problem 5

5

PROBLEM

Upgrade Plan Listing

HEURISTICS

H4: Consistency and Standards

SEVERITY

3

FINDINGS

Plan features listed under the "Subscription Plans" page do not match up with the plan features listed on the "Finding More Happiness" and "Mental Health Management" pages.

RECOMMENDATIONS

Ensure that all features for the Basic, Advanced, and Complete Plans are consistent throughout the site. A user will be confused if they see some features added or omitted, and won't know which features come with their plan, or a plan they are considering upgrading to.

Plan features listed under the "Subscription Plans" page do not match up with the plan features listed on the "Finding More Happiness" and "Mental Health Management" pages.

The screenshot shows the 'Subscription Plans' page on MoodTracker.com. It features a table titled 'Features and Subscription Plans' with columns for 'Feature', 'Basic', 'Advanced', and 'Complete'. The table lists various features and their availability in each plan type, indicated by green checkmarks. A 'Monthly Price' row at the bottom shows the costs for each plan: FREE for Basic, \$4.95 for Advanced, and \$9.95 for Complete. A 'Go to Subscription Selection' button is located below the table.

| Feature | Basic | Advanced | Complete |
|---|-------|----------|----------|
| Create Forum Posts | ✓ | ✓ | ✓ |
| Track 5 Measurements | ✓ | ✓ | ✓ |
| Track 10 Measurements | | ✓ | ✓ |
| Track Unlimited Measurements | | | ✓ |
| Journal Entries | ✓ | ✓ | ✓ |
| Journal Search | | | ✓ |
| Area Charts | ✓ | ✓ | ✓ |
| Bar Charts | | ✓ | ✓ |
| Email Reminders | ✓ | ✓ | ✓ |
| Text Message Reminders | | ✓ | ✓ |
| Text Message Reminders with Reply | | | ✓ |
| Medications | | ✓ | ✓ |
| Exercises | | ✓ | ✓ |
| Supplements | | | ✓ |
| Wellness Team - Friend Role | ✓ | ✓ | ✓ |
| Wellness Team - Friend and Mentor Roles | | | ✓ |
| Monthly Price | FREE | \$4.95 | \$9.95 |

Heuristic Evaluation (Contd.)

Problem 6

6

PROBLEM

Inaccessible Content is Visible

HEURISTICS

H5: Error Prevention

H8: Aesthetic and Minimalistic Design

SEVERITY

2

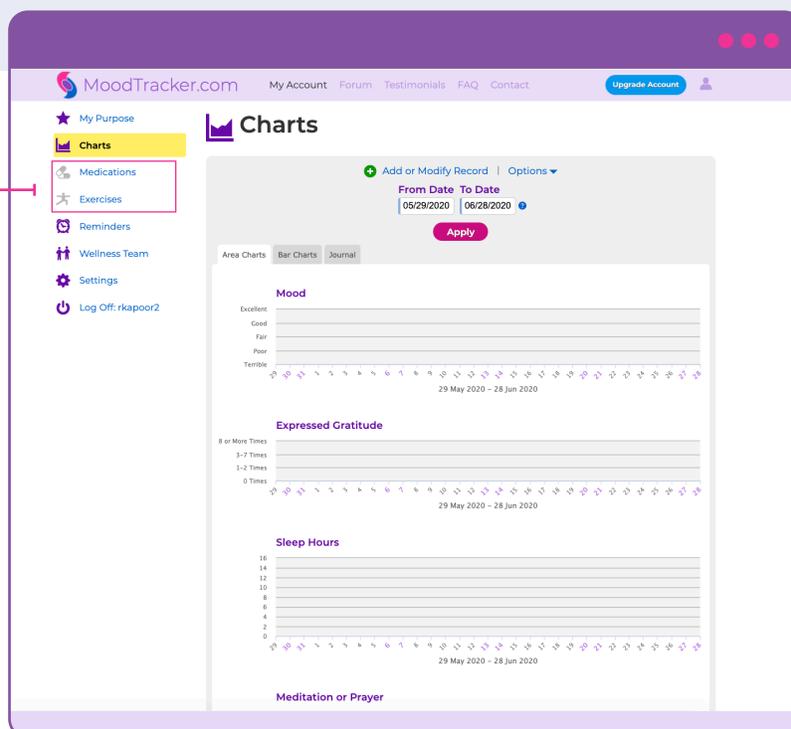
FINDINGS

Inaccessible content and functionality is visible to the user even though they are only available in premium accounts.

RECOMMENDATIONS

Remove navigation elements and widgets that the user can't click on or access.

Inaccessible content and functionality is visible to the user even though they are only available in premium accounts.



Heuristic Evaluation (Contd.)

Problem 7

7

PROBLEM

Differentiate Between Save and Cancel Buttons

HEURISTICS

H4: Consistency and Standards

H5: Error Prevention

SEVERITY

2

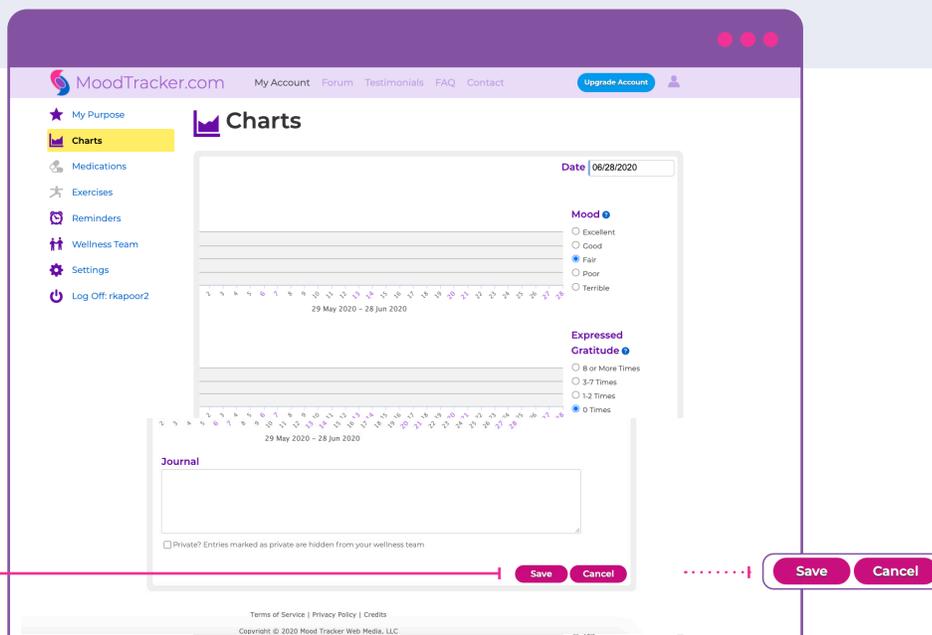
FINDINGS

When modifying records, the "Save" and "Cancel" buttons are the same color. These buttons need a clearer differentiation between the two (background color).

RECOMMENDATIONS

Differentiate the "Save" and "Cancel" buttons by changing the "Save" button to green. Place the "Save" button on the right side of the "Cancel" button to make this more consistent with other UI's as well.

When modifying records, the "Save" and "Cancel" buttons are the same color. These buttons need a clearer differentiation between the two (background color).



Heuristic Evaluation (Contd.)

Problem 8

8

PROBLEM

Duplicate Log Off Buttons

HEURISTICS

H8: Aesthetic and Minimalist Design

SEVERITY

2

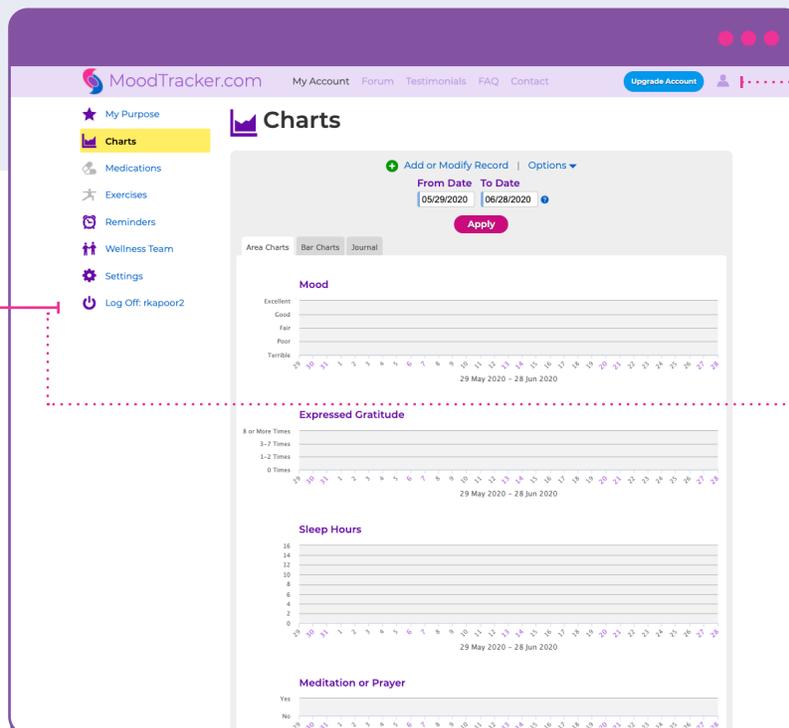
FINDINGS

There is a “Log Off” button in the sidebar menu and when the user clicks on the icon in the top right corner.

RECOMMENDATIONS

Remove the “Log Off” button in the sidebar, as most users understand to find this feature in the header.

There is a “Log Off” button in the sidebar menu and when the user clicks on the icon in the top right corner.



Heuristic Evaluation (Contd.)

Problem 9

9

PROBLEM

Radio Button With Only One Option

HEURISTICS

H3: User Control and Freedom

H7: Flexibility and Ease of Use

SEVERITY

2

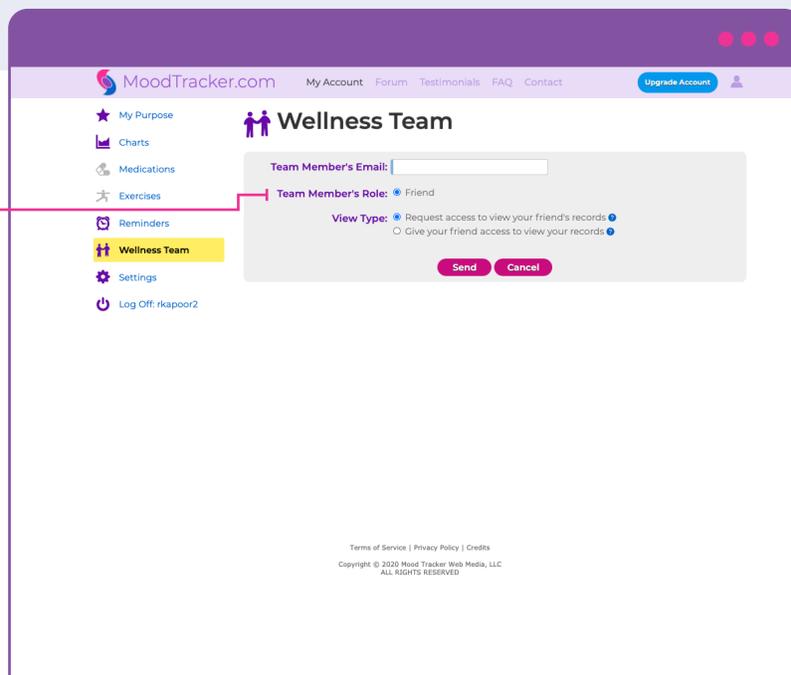
FINDINGS

When inviting your Wellness Team, users can't assign Wellness Team Members' true roles because the radio button only has one available option.

RECOMMENDATIONS

Add more Wellness Team roles types, such as "Doctor," instead of just having a radio button for one option. Also consider allowing users to manually enter a role for their wellness team members.

When inviting your Wellness Team, users can't assign Wellness Team Members' true roles because the radio button only has one available option.



Heuristic Evaluation (Contd.)

Problem 10

10

PROBLEM

Unverified Password Strength

HEURISTICS

H1: Visibility of System Status

SEVERITY

2

FINDINGS

When the user creates a password for their account, the field does not provide visual feedback of their password strength and validity. This may lead to confusion and frustration for the user if multiple attempts do not fulfill the requirement.

RECOMMENDATIONS

Add in a password strength meter that indicates red for poor, yellow for average, and green for strong. This will be beneficial for users to help secure their accounts.

When the user creates a password for their account, the field does not provide visual feedback of their password strength and validity.

Choose Username:

Username is available.

Choose Password:

Confirm Password:

Re-type your password for accuracy

Heuristic Evaluation (Contd.)

Problem 11

11

PROBLEM

Website's Message on Home Page is Difficult to Read

HEURISTICS

H8: Aesthetic and Minimalist Design

SEVERITY

2

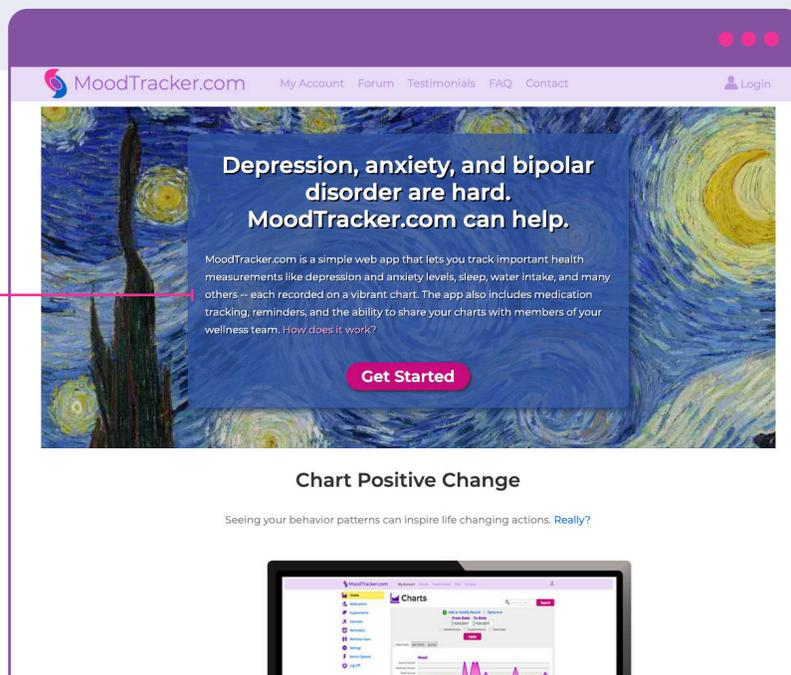
FINDINGS

On the home page, the transparent background color of the website's message is the very similar to the Van Gogh painting. This makes the text difficult to read and is not ADA compliant.

RECOMMENDATIONS

Remove the transparency behind the home page text so it meets ADA standards and is easier to read. This could be a solid background instead.

On the home page, the transparent background color of the website's message is the very similar to the Van Gogh painting. This makes the text difficult to read and is not ADA compliant.



Heuristic Evaluation (Contd.)

Problem 12

12

PROBLEM

Date text entry fields are only editable through a calendar control.

HEURISTICS

H3: User Control and Freedom

H1: Visibility of System Status

SEVERITY

2

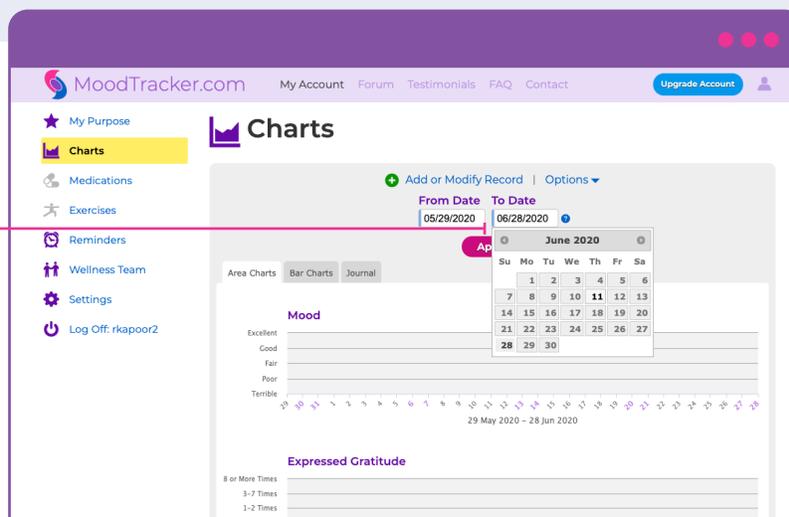
FINDINGS

The dates are shown as text entry fields, but upon touching the field, a calendar widget opens up automatically and does not allow the user to manually enter a date. Also, the background color for Today's Date is the same light gray as the unselected dates, making it difficult for the user to tell the difference.

RECOMMENDATIONS

Consider allowing users to enter dates manually, or change the input field to "display only" text and include a calendar icon for the user to select since the date picking action is performed by a calendar control. To help users better discern Today's date from past or selected dates, consider changing its background color to pink.

The dates are shown as text entry fields, but upon touching the field, a calendar widget opens up automatically and does not allow the user to manually enter a date.



Heuristic Evaluation (Contd.)

Problem 13

13

PROBLEM

Inconsistent Error Messaging

HEURISTICS

H4: Consistency and Standards

SEVERITY

2

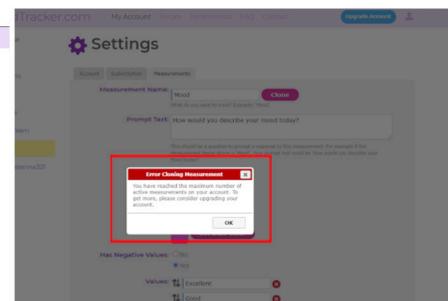
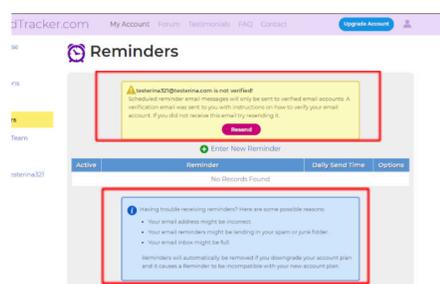
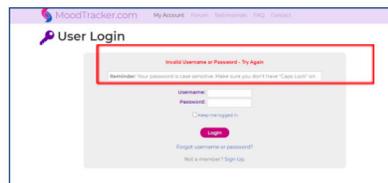
FINDINGS

Error messages have different styles throughout the site. These differentiations include font size, text color, background color, and icons.

RECOMMENDATIONS

Design one standard for error handling and apply it to the entire site. If something is not an error message, but merely informational or help text, style them differently. Any icons chosen should be the same depending on the message type.

Error messages have different styles throughout the site. These differentiations include font size, text color, background color, and icons.



Cognitive Walkthrough

Following our heuristic evaluations, our group conducted cognitive walkthroughs for four main user tasks, with each member of the group completing a walkthrough for one specific task. These tasks included:

- Creating a New User Account
- Setting Up "My Purpose"
- Setting Up Expressed Gratitude Reminders
- Adding Health Measurement Records

During the cognitive walkthroughs, members of our group answered **four key questions** as they completed each step, helping us determine the ease of use for that particular step:

Q1: Will the users try to achieve the right effect?

Q2: Will the user notice that the correct action is available?

Q3: Will the user associate the correct action with the effect that the user is trying to achieve?

Q4: If the correct action is performed, will the user see that progress is being made toward the solution of the task?



After the completion of the walkthroughs, our group discussed any challenges the user may face when completing a task, and how those steps could be improved.

Crystal Koo

| Task 1: Creating a New User Account | Will the user try to achieve the right effect? | Will the user notice that the correct action is available? | Will the user associate the correct action with the effect that the user is trying to achieve? | Will the user see that progress is being made toward the solution of the task? |
|--|--|--|--|---|
| Click on My Account | No, the user might first click on login to create an account, which shows no sign up label. | Yes, the item is easy to see on the header. | Yes, once the user clicks on My account they will see a sign up label | Yes, the user will be taken to the next step of the process. |
| Click on sign up | Yes, based on familiarity the user will associate sign up with creating a new account. | Yes, the sign up label is clear and easy to access. | Yes, once the user clicks on sign up, a new screen will appear. | Yes, the user will be taken to the next step of the process. |
| Click on Mental Health Management. *User can also click on "Finding More Happiness" and skip steps 4 & 5. | Yes, the user must select "Mental Health Management" or "Finding More Happiness" to proceed | Yes, the button is clear and visible. | Yes, the screen will change once the user clicks on the button. | Yes, the user will be taken to the next step. |
| Click on Yes or No (if you identify your reproductive health as female) | Yes, the user must click yes or no to proceed | Yes, the button is clear, and visible. | Yes, the user must select yes or no to continue. | Yes, the screen will change once the user clicks on yes or no. |
| Select which health condition mostly that applies to you | Yes, the user must select one of the conditions to proceed. | Yes, the button is clear, and visible. | Yes, the user will be taken to the next step | Yes, the user will be taken to the next step. |
| Select basic plan | Yes and no, the user might take a moment to realize they will need to scroll down to see the basic plan. | Yes, the button is clear, and visible. | Yes, the user will be taken to the next step of the process. | Yes, the screen will change to the next step. |
| Enter username | Yes, the user will enter a username. | Yes, the field is clear for the user to type in a chosen username. | Yes, the user will continue with the registration | Yes and no, the user will not immediately see that their username is available until they click on the "choose password" field. |
| Enter password | Yes, user will enter a password | Yes, the field is clear for the user to type in a password. | Yes, the user will continue with the registration | No, the user does not receive any information about password strength after typing in the password. |
| Enter security answer, first and last name | Yes, will enter the necessary fields | Yes, the fields are clear. | Yes, the user will continue with the registration | Yes, once the user completes the registration and clicks finish, the user will be taken to a new screen that says registration completed. |
| Click finish | Yes, the information is clear | Yes, the button is apparent for the user. | Yes, the button shows it's the end of the registration process. | Yes, the user will be taken to the My Account Screen and it'll show Registration completed. |

Cognitive Walkthrough - Task 2: Setting Up “My Purpose”

Cindy Aronson

| Task 2: Setting Up “My Purpose” | Will the user try to achieve the right effect? | Will the user notice that the correct action is available? | Will the user associate the correct action with the effect that the user is trying to achieve? | Will the user see that progress is being made toward the solution of the task? |
|---|---|---|--|---|
| Assuming user is logged into the system | | | | |
| My Purpose | Yes, they will read and scroll through the page to look for how they Setup My Purpose. | Yes, but they do have to read a few paragraphs of text and scroll to find an input field with the label, "My Purpose." | Yes, the user will see small text immediately below the field label which provides directions (use two or three concise sentences to write your purpose statement. | Yes, the user is able to input text into the form fields and make selections. |
| Notes for Your Thoughts | Yes, the user will see that there are multiple steps in the Setup My Purpose process. | Yes, the user will first see the Notes for Your Thoughts label above the free-form text input field. | Yes, the user will understand that writing the Notes for Your Thoughts is the first step in the process, as explained in the body copy intro text above. | Yes, the user can see and edit their notes as they are typing them. |
| My Purpose | Yes, the user will try to write their purpose in the text entry field, following the instructions of entering 2-3 sentences. | Yes, the user will see the label titled, "My Purpose" above the form field. | Yes, the user will see that by entering text in the My Purpose field, that they are following the second step in the process, taking into consideration any notes they wrote in the Notes for Your Thoughts field. | Yes, the user can see and edit text as they are typing it in the text field. |
| Font | Yes, the user will select a font, as an initial choice is already pre-selected. | Yes, the user clearly sees the three different font choices and names of the fonts. | Yes, the user can see that each radio button corresponds with a font. | Yes, the user can see when the radio button gets selected. |
| When I Log In, Show My Purpose On | Yes, the user will select which day(s) of the week they want to display their My Purpose text. | Yes, the days of the week are fully spelled out and have check boxes next to them. | Yes, the user can see the selected checkboxes have a blue square with a white checkmark inside. The unselected checkboxes show a white box. | Yes, the user receives feedback whenever they select or deselect a checkbox. They also can see the pink Savebutton immediately below to select. Upon selecting, the user is taken to the My Purpose page, which displays the My Purpose text they previously entered. |
| View/Edit Purpose | Yes, the user will see the text displayed that they previously entered. If they wish to edit the text they will see the Edit button below the form field containing the text. | Yes, the user will see the text they entered for My Purpose highlighted with a yellow background and displayed in the font they selected. They will see they can edit the text because there is a bright pink Edit button immediately under the text field. | Yes, the user will associate the button labeled, Edit, with the step of editing the text. | Yes, upon selecting the Edit button, the user is taken back to the previous page, where they can edit the notes, text, font, and days of week. Upon selected the Save button, they are taken to the updated page which displays the revised My Purpose. |

Cognitive Walkthrough - Task 3: Setting Up Expressed Gratitude Reminders

Rahul Kapoor

| Task 3: Task 3: Setting Up Expressed Gratitude Reminders | Will the user try to achieve the right effect? | Will the user notice that the correct action is available? | Will the user associate the correct action with the effect that the user is trying to achieve? | Will the user see that progress is being made toward the solution of the task? |
|---|--|--|---|---|
| Assuming user is logged into the system | | | | |
| Click on "Enter new reminder" | Yes, the user should be able to achieve the right effect as it is the only action on the page | No, the user might get confused with the big dialog box that is informing them if reminders are not working. They will eventually get to the choice. | Yes, the plus icon along with the phrase enter a new reminder should easily get the correct effect that user needs. | Yes, once clicked a new page load up with the next steps. |
| It should already have selected email for you and pre-populated your email address. Please select the time you would like to receive a reminder | Yes, the user should be able to achieve the right effect as it provides the affordance of a drop down menu to update the time. | Yes, the user should be able to identify the action to choose a time slot of their preference. | Having the font in a dark black compared to the rest of the text makes it easy to identify that it is editable | The time changes as the users picks the number from the drop down. The next task should be easy to identify as it is below it |
| Make sure time zone is correct | Yes, the user should be able to identify if the time zone is correct or not. | No, since the time zone is greyed out and looks like it is not editable. To edit the time zone - the blue question mark beside the time zone field needs to be hovered over to receive a tool-tip that states the time zone can only be changed in the settings tab. | No, there is a possibility for confusion as the user cannot update the time zone here and to realize where they need to go to change it they need to hover over the blue question mark. | Yes, since it is a list of tasks underneath each other the user should be aware the next task is below the previous task. |
| For the reminder option select record measurement | Yes, since it is already selected for the user. The user can notice the blue radio button highlighted next to their selection. | Yes, since there are only two choices and the choice has already preselected, the user can quickly identify it. | Yes, the user should be able to identify the correct selection has been made. | Yes, since it is a list of tasks underneath each other the user should be aware the next task is below the previous task. |
| For the Record Measurement option select Expressed Gratitude* | Yes, the user should be able to select the expressed gratitude option from the list reasonably easily. | Yes, since it is a shortlist, the user can swiftly identify the expressed gratitude option from the list and select it. | Yes, the user should be able to identify the correct selection has been made. | Yes, since it is a list of tasks underneath each other the user should be aware the next task is below the previous task. |
| Suspend Reminder select No | Yes, since it is already selected for the user. The user can notice the blue radio button highlighted next to their selection. | Yes, since there are only two choices and the choice has already preselected, the user can quickly identify it. | Yes, the user should be able to identify the correct selection has been made. | Yes, since it is a list of tasks underneath each other the user should be aware the next task is below the previous task. |
| Click Save Reminder | Yes, the user can make the right selection as the button is big enough on the screen to be identifiable. | No, the user can easily get confused since both the action and cancel buttons are the same color. | Yes, the buttons provide the affordance of being actionable. | Yes, the action is confirmed by taking the user to a new screen and having a record ensuring to the user that the task is complete. |

*Other options are available (Mood, Expressed Gratitude, Sleep Hours, Meditation or Prayer and Visualized or Planned) as well, but we are focusing on Expressed Gratitude for this task.

Tim Lattimer

| Task 4: Adding Health Measurement Records | Will the user try to achieve the right effect? | Will the user notice that the correct action is available? | Will the user associate the correct action with the effect that the user is trying to achieve? | Will the user see that progress is being made toward the solution of the task? |
|---|--|--|---|--|
| Assuming user is logged into the system | | | | |
| Navigate to the "Charts" tab. | Yes. The user will look for a tab/page to add health measurement records in. | No. Based on the other tab options available, the user could probably guess this is the correct tab, but it could take some time and clicking around. | No. The term "charts" may not be clear enough to the user that this is the correct action to enter their own records. | Yes. When the user clicks the "Charts" tab, they are taken to another page. Once they're on this page, they'll understand they made the right choice and will find the next step pretty easily. |
| Click on the "Add or Modify Record" link. | Yes. The user will be looking for a button or link to add their records. | Yes. The link is clearly visible at the top of the page. | Yes. This link uses familiar language, marked with a plus icon. | Yes. After clicking on the link, the user is guided to the next step of entering their health measurement records. |
| Select the date you're adding or modifying records for. | Yes. The user will be looking for a way to select the date for their record. | Yes. The date of the record the user is updating is shown at the top of the screen. | No. The area where the date is shown looks like a text-box instead of a date picker because there's no calendar icon next to it. Because of this, the date picker may pop up unexpectedly. | Yes. The date at the top of the screen updates to the correct one the user selects in the date picker. The measurements on the page update as well (if applicable). |
| Enter your records into the chart. | Yes. Entering records is the main task the user is user is trying to achieve. | Yes. There are radio buttons shown to the user for each data type. | Yes. The user should be familiar with radio buttons, which only allow one selection per data type. | Yes. After a radio button is selected, the circle is filled in with a blue color, indicating it is selected. |
| Type in any daily notes in the "Journal" section. | Yes. But this also depends on if the user wants to add any extra notes to their daily journal. | Yes. This "Journal" section has a text box so users will know to type in a few notes for the day. | Yes. The text box is clearly labeled with "Journal." | Yes. There is a cursor hover effect when the user hovers over the text area. Once the user clicks on the text box, there is a blinking input cursor that tells the user the area has been selected. The user can now begin typing. |
| Click "Save". | Yes. The user will want to save their new records they enter. | Yes. The "Save" button is in the expected location at the bottom of the page. Although this could be placed to the right of the "Cancel" button to be more consistent with other UI's. | No. The "Save" and "Cancel" buttons are the same red color and should be differentiated. Changing the "Save" button into a green color would be more consistent with other UI's and give the impression that your information is being saved. | Yes. Once the user saves their information, they are guided back to the charts page and can see their health records. |

Recommendations

Below is a quick summary of our recommendations, ranked in order of priority, based on the issues we've discussed throughout this document.

1. Add a **walkthrough wizard** to onboard users on using the platform.
2. **Link the Mood Tracker logo to the home page** when users are logged in.
3. **Remove the "My Account" link from the navigation** when users are not logged in.
4. **Remove the checkboxes** and just list the items to be completed on the onboarding my account page.
5. Ensure that **all features for the Basic, Advanced, and Complete Plans are consistent** throughout the site.
6. **Remove navigation elements and widgets that the user can not click** on or access.
7. **Differentiate the "Save" and "Cancel" buttons** by changing the "Save" button to green. Place the "Save" button on the right side of the "Cancel" button to make this more consistent with standard practices of user interfaces.
8. **Remove the "Log Off" button in the sidebar**, as most users understand to find this feature in the header.
9. During the adding Wellness Team process, Having more options on Wellness Team roles types, such as "Doctor," instead of just having **a radio button for one option.**
10. **Add in a password strength meter** that indicates red for poor, yellow for average, and green for strong. This will be beneficial for users to help secure their accounts.
11. **Remove the transparency behind the home page text so it meets ADA standards** and is easier to read. This could be a solid background instead.
12. **Consider allowing users to enter dates manually**, or change the input field to "display only" text and include a calendar icon for the user to select since the date picking action is performed by a calendar control. To help users better discern Today's date from past or selected dates, consider changing its background color to pink.
13. **Design one standard for error handling and apply it to the entire site.** If something is not an error message, but merely informational or help text, style them differently. Any icons chosen should be the same depending on the message type.

Appendix

Individual Heuristic - Crystal Koo - Page 26

Individual Heuristic - Rahul Kapoor - Page 30

Individual Heuristic - Tim Lattimer - Page 34

Individual Heuristic - Cindy Aronson - Page 41

Cognitive Walkthrough - Crystal Koo (Screenshots) - Page 62

Cognitive Walkthrough - Cindy Aronson (Screenshots) - Page 67

Individual Heuristic Evaluation

Crystal Koo's - Heuristic Evaluation

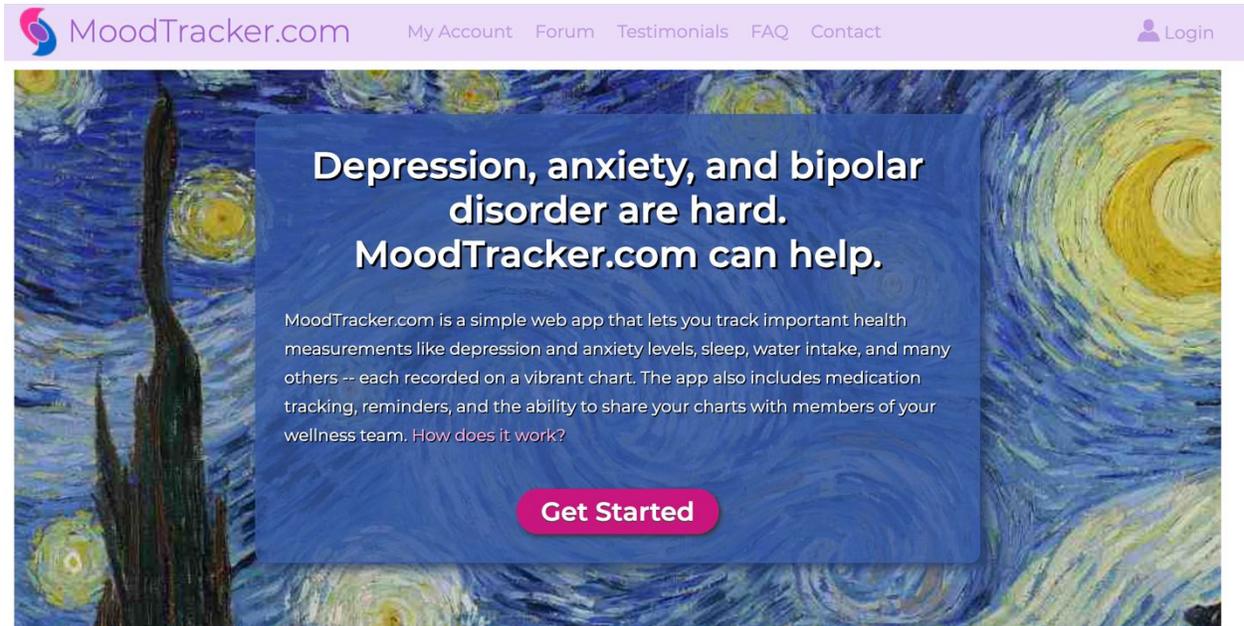


Chart Positive Change

Problem: The website's message is too distracting

- o The background color is the same color scheme as the Van Gogh painting which is a bit distracting for the user. The image and the text block blend in together
- o **Fix** – Take out the blue background and the image to minimize interference.
- o **H8** - Aesthetic and minimalist design
- o **Severity 3**

Sign Up : New User Registration

Choose Username:
Username is available.

Choose Password:

Confirm Password:
Re-type your password for accuracy

Problem: No indication of password validity

- o When creating a password during registration, there is no indication if the user has fulfilled the proper password requirements. This may lead to possible confusion and frustration for the user.
- o **Fix** - Provide some sort of indication that shows the user if the password is valid or strong
- o **H3** - User control and freedom
- o **Severity 3**

MoodTracker.com My Account Forum Testimonials FAQ Contact

FAQ : Frequently Asked Questions

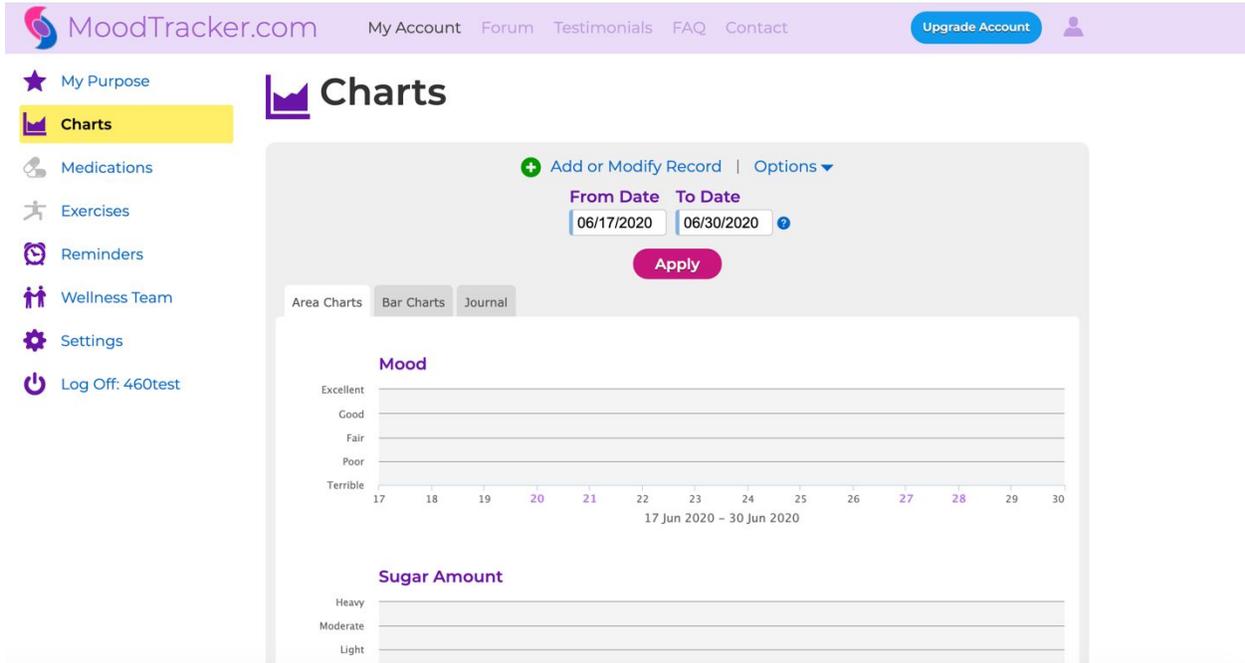
- Who is MoodTracker.com?
- Can I use MoodTracker.com on my smart phone or tablet?
- Is there a paid version of MoodTracker?
- How can I share my mood chart with a friend or family member?
- I'm concerned about security. How is my information protected?
- I'm not receiving forgotten password emails, reminders, or reminder verification emails. Why?
- I'm having trouble registering or logging into my account. Why?
- I want to cancel my account. How do I do that?

Who is MoodTracker.com?
We are a privately owned company operating since January 2005. The founder started the site to help his wife have better success tracking her moods after she was diagnosed with bipolar disorder. Since that time the site has grown to a modest community of users who are keenly interested in their health and wellbeing.

Can I use MoodTracker.com on my smart phone or tablet?
Yes! We have made the site mobile and tablet friendly.

Problem: No search box

- o There's no search box for the user to type in a specific question that he/she might have. It lists (what I assume) the most common questions at the top. This might cause frustration for the user when the user is unable to search for their answer.
- o **Fix** – Provide a search box
- o **H10** – Help and Documentation
- o **Severity 3**



Problem: No clear guide on how to complete the chart

- o It took me a few seconds to figure out how I was supposed to fill in the chart.
- o **Fix** - Provide a clear guide or icons to show the user how to complete the chart
- o **H4** - Consistency and standards
- o **Severity 2**

The screenshot shows the MoodTracker.com 'Account' settings page. The top navigation bar is the same as in the previous image. The left sidebar has 'Settings' highlighted. The main content area has tabs for 'Account', 'Subscription', and 'Measurements'. The 'Account' tab is active, showing a form with the following fields: 'Username: 460test', 'Reset Password?' with radio buttons for 'No' (selected) and 'Yes', 'Security Question:' with four radio button options: 'What is the model year of the first car you drove? (e.g. 2012)', 'In what city were you born?' (selected), 'What was the name of your first elementary school?', and 'What is your mother's maiden name?'. Below the questions is the text: 'If you forget your password, you will be asked one of these questions.' The 'Security Answer:' field contains 'pittsford'. A note at the bottom says: 'This is your answer to your question above. A one word answer is usually best.'

Problem: Security answer visibility

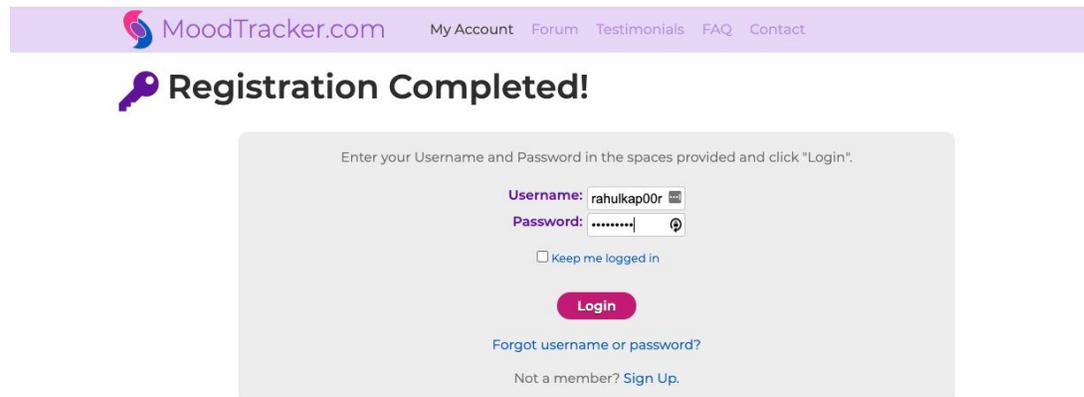
- o Even though this is under the settings section of the user's personal account. I was surprised to see my security answer in plain sight without having some sort of cover.
- o **Fix** - Provide password masking over the security answer and a password eye icon on the side.
- o **H2**- Match between system and the real world
- o **Severity 2**



Problem: Confusion Access to user account

- o It creates confusion when the user sees that there's 2 different ways "My Account" and "Login" to access his/her account.
- o **Fix** – Remove the My Account tab
- o **H2 & 4** - Match between system and the real world & Consistency and standards
- o **Severity 3**

Rahul Kapoor - Heuristic Evaluation



The screenshot shows the MoodTracker.com website header with navigation links: My Account, Forum, Testimonials, FAQ, and Contact. Below the header, a purple key icon is followed by the text "Registration Completed!". A central grey box contains a login form with the instruction "Enter your Username and Password in the spaces provided and click 'Login'". The form fields are: Username: rahulkap00r, Password: [masked], and a checkbox for "Keep me logged in". A purple "Login" button is below the fields. Below the button are links for "Forgot username or password?" and "Not a member? Sign Up."

Screen 1: Login

Processing request...

Problem: Logging into the system there was a bit of lag but there was no system status feedback to the user.

- **Fix:** Having acknowledgment (microinteraction) of the delay if it is longer than a few seconds.
- **H1:** Visibility of system status
- **Severity:** 2 - minor usability problem

- ★ My Purpose
- 📊 Charts
- 💊 Medications
- 🏃 Exercises
- 🕒 Reminders
- 👥 Wellness Team
- ⚙️ Settings
- 🔌 Log Off: rkapoor

My Account

Setup Steps

Welcome! MoodTracker.com is designed to help you form a daily habit of tracking your health and wellness measurements. This can reveal valuable information leading to personal health discoveries and better treatments. If you get lost completing the steps below, just tap or click **My Account** on the menu to return here.

Setup My Purpose. (Completed)

 **Enter Reminders**

Use the Reminder feature to schedule daily messages to track your health and wellness measurements each day. When you receive a Reminder, act on it. Tracking your health measurements is easy and takes only a few minutes each day.

 **Invite Wellness Team**

Use the Wellness Team feature to give View access for your Charts and Medication details to those people in your life who are interested in helping you reach your health and wellness goals.

 **Charts - Add Record**

When you get to this page click the green plus icon  to add your first health measurement record. Taking this step is the first step towards forming a daily habit of tracking your health measurements. Choose a regular time each day to enter your mood. Use the Reminders feature to make sure you don't forget.

Screen 2: Account Setup

Problem: The checkboxes implied that the user has the option to add these choices by clicking on the checkbox.

- **Fix:** Remove the checkboxes as these are not selections but onboarding steps with steps 1, step 2, ... etc.
- **H4:** Consistency and Standards
- **Severity:** 3 - major usability problem; important to fix



- ★ My Purpose
- 📊 Charts**
- 💊 Medications
- 🏃 Exercises
- 🕒 Reminders
- 👥 Wellness Team
- ⚙️ Settings
- 🔌 Log Off: rkapoor

Charts



Screen 3: Charts

Problem: Limited or not assistance provided for a new user to fill out the information to generate charts. It is quiet overwhelming for a for a new user.

- **Fix:** Offer fewer options to new users and hide advanced options.
- **H7:** Flexibility and efficiency of use and **H10:** Help and Documentation
- **Severity:** 3 - major usability problem; important to fix



Contact

Please complete the form below to send us a message.

Your Name:

Your MoodTracker.com

Username: Your username will help us troubleshoot any technical issues you might have.

Your Email Address:

Your Message:

If you are having a technical issue, please tell us what computer operating system and web browser you are using.

[Send Email](#)

[Terms of Service](#) | [Privacy Policy](#) | [Credits](#)

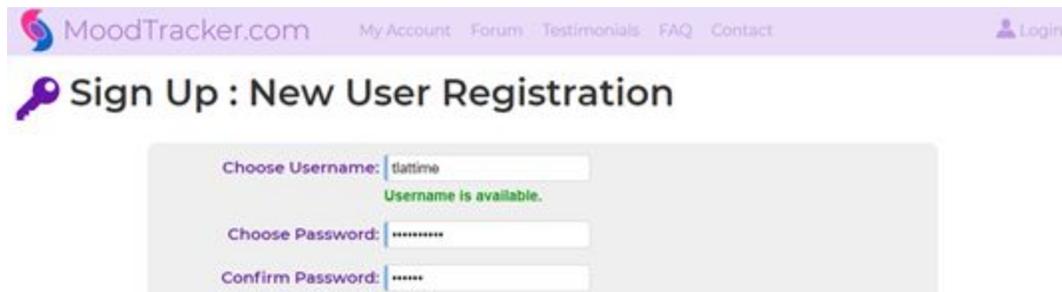
Copyright © 2020 Mood Tracker Web Media, LLC
ALL RIGHTS RESERVED

Screen 4: Contact

Problem: The contact form does not have the users prefilled information when logged in.

- **Fix:** The form should already have the person's name, username, and email address since they are logged into the system. Additionally, there should be choices to pick from a list in regard to the subject of their concern.
- **H6:** Recognition rather than recall
- **Severity:** 2 - minor usability problem

Tim Lattimer - Heuristic Evaluation



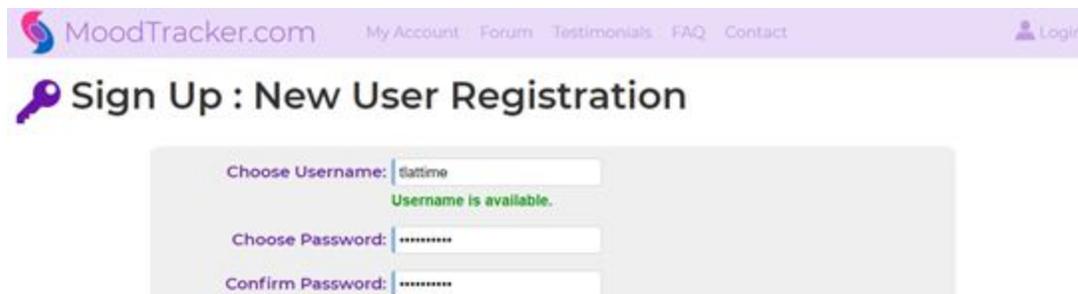
The screenshot shows the MoodTracker.com website header with navigation links: My Account, Forum, Testimonials, FAQ, Contact, and a Login button. Below the header is the title "Sign Up : New User Registration" with a key icon. The registration form contains three input fields: "Choose Username:" with the value "tlattime" and a green feedback message "Username is available." below it; "Choose Password:" with a masked password "*****"; and "Confirm Password:" with a masked password "*****".

Problem 1: When registering for an account, the password fields don't give the user a heads up that their passwords don't match until after they submit.

Fix: Have a "Passwords Don't Match" message appear before submitting the registration form (similar to the "Username is Available" message).

Heuristics Violated: Error Prevention

Severity: 2 – Minor usability problem



This screenshot is identical to the one above, showing the MoodTracker.com Sign Up page. The registration form has the same fields: "Choose Username:" (tlattime) with a green "Username is available." message, "Choose Password:" (*****), and "Confirm Password:" (*****).

Problem 2: When creating a password for an account, the password fields don't give the user a hint to the strength of their password.

Fix: Add in a password strength meter to give users guidance when securing their accounts.

Heuristics Violated: Visibility of System Status

Severity: 2 – Minor usability problem

MoodTracker.com My Account Forum Testimonials FAQ Contact Upgrade Account

- ★ My Purpose
- Charts
- Medications
- Exercises
- Reminders
- Wellness Team
- Settings
- Log Off: tlattime

My Account

Setup Steps

Welcome! MoodTracker.com is designed to help you form a daily habit of tracking your health and wellness measurements. This can reveal valuable information leading to personal health discoveries and better treatments. If you get lost completing the steps below, just tap or click **My Account** on the menu to return here.

- ★ **Setup My Purpose**
Use this feature to define your primary motivations at this time in your life. A simple guided process will help you complete this step.
- 📅 **Enter Reminders**
Use the Reminder feature to schedule daily messages to track your health and wellness measurements each day. When you receive a Reminder, act on it. Tracking your health measurements is easy and takes only a few minutes each day.
- 👥 **Invite Wellness Team**
Use the Wellness Team feature to give View access for your Charts and Medication details to those people in your life who are interested in helping you reach your health and wellness goals.
- 📊 **Charts - Add Record**
When you get to this page click the green plus icon ➕ to add your first health measurement record. Taking this step is the first step towards forming a daily habit of tracking your health measurements. Choose a regular time each day to enter your mood. Use the Reminders feature to make sure you don't forget.

Problem 3: Labeling the first tab at the top of the screen as “My Account” makes me think of a high-level overview or home page for the user’s account, but it’s actually a list of account setup steps (at first – more of this on problem 4).

Fix: Update this terminology/page information so the user’s expectations are met when they click on this tab. For example, moving the setup steps onto its own tab and making the “My Account” page a homepage for the user’s account would be a good solution here.

Heuristics Violated: Match Between System and the Real World

Severity: 2 – Minor usability problem

MoodTracker.com My Account Forum Testimonials FAQ Contact Upgrade Account

Reminders

- Wellness Team
- Settings
- Log Off: tlattimel

- ★ Setup My Purpose**
Use this feature to define your primary motivations at this time in your life. A simple guided process will help you complete this step.
- 📅 Enter Reminders**
Use the Reminder feature to schedule daily messages to track your health and wellness measurements each day. When you receive a Reminder, act on it. Tracking your health measurements is easy and takes only a few minutes each day.
- 👥 Invite Wellness Team**
Use the Wellness Team feature to give View access for your Charts and Medication details to those people in your life who are interested in helping you reach your health and wellness goals.
- Charts - Add Record. (Completed)**

Upgrade Subscription

More features are available to help you get more from MoodTracker.com. See our [Upgrade Options](#) page for details.

Complete Setup and View Chart

Problem 4: On each tab (Charts, Reminders, Wellness Team, etc.), the user is not provided with clear guidelines on using the tools. That information is placed in a checklist under the “My Account” tab. Additionally, after you click the “Complete Setup and View Chart” button at the bottom of the page, that checklist page no longer appears when you click on “My Account.” Instead, the “My Account” tab redirects to the “My Purpose” or “Charts” section every time, hiding this documentation from the user.

Fix: Provide these same guidelines to the user on each tab (Charts, Reminders, Wellness Team, etc.). These guidelines also should not disappear forever after clicking the “Complete Setup” button.

Heuristics Violated: Help and Documentation

Severity: 3 – Major usability problem

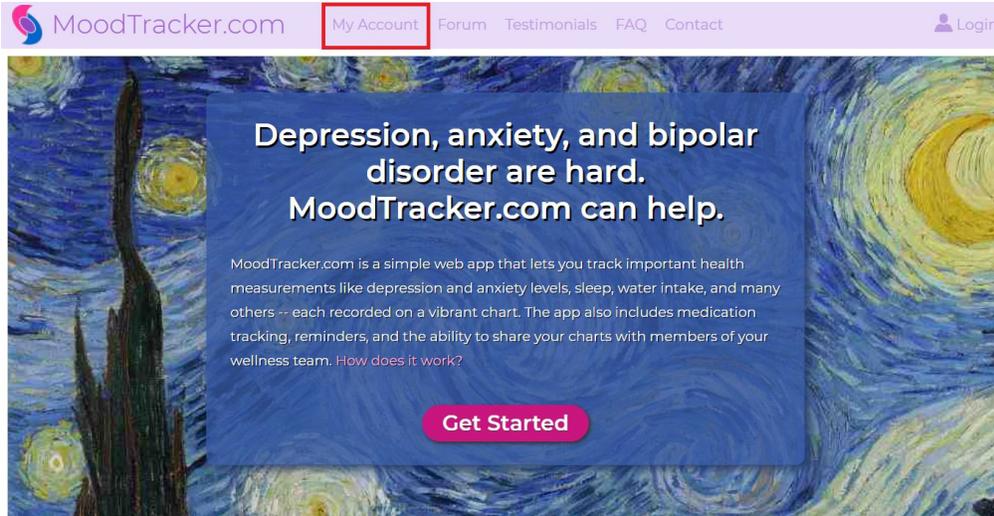


Chart Positive Change

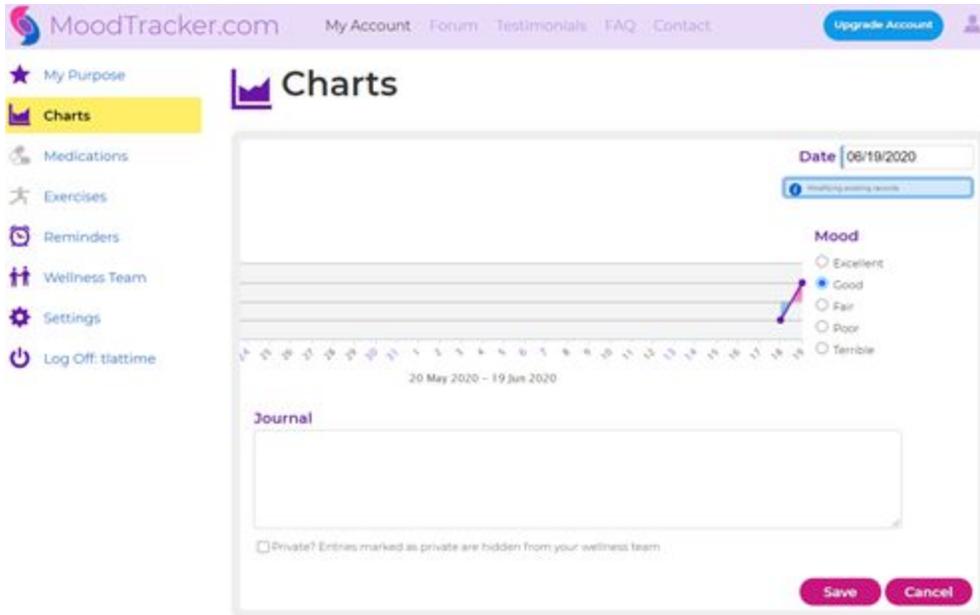
Seeing your behavior patterns can inspire life changing actions. [Really?](#)

Problem 5: The “My Account” tab appears on the site even when you aren’t logged in, which may be confusing to the user at first. That link takes the user to a login screen, but this is unnecessary since there’s already a login button in the header.

Fix: Remove the “My Account” link from the navigation when users are not logged in.

Heuristics Violated: Match Between System and the Real World AND Consistency and Standards

Severity: 2 – Minor usability problem

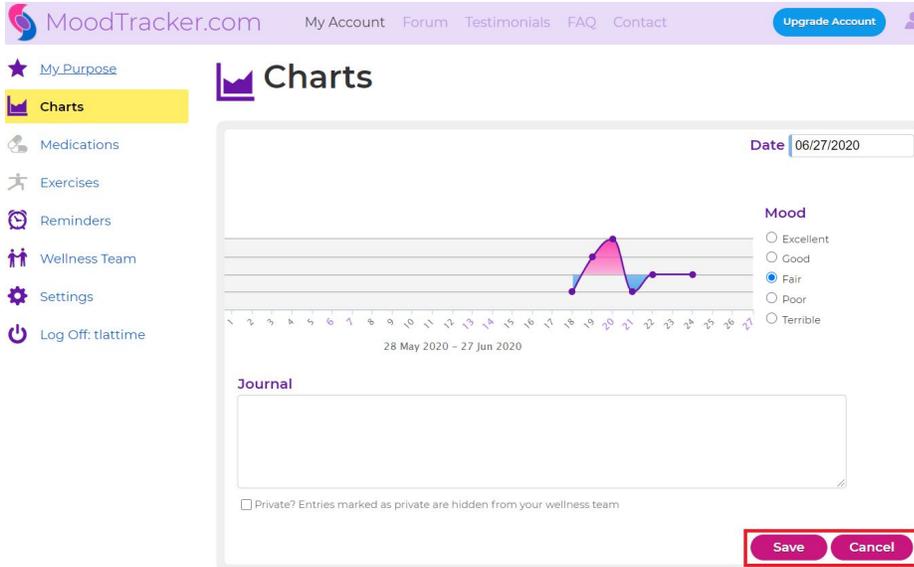


Problem 6: When modifying records, the user cannot click on records on the chart to change a specific date's record. Instead they are forced to use the date picker above the chart, which is a slower process, especially if there are multiple changes. Users also cannot delete records once they are created.

Fix: Give users the option to edit/delete records by clicking on the chart.

Heuristics Violated: Flexibility and Efficiency of Use AND User Control and Freedom

Severity: 3 – Major usability problem

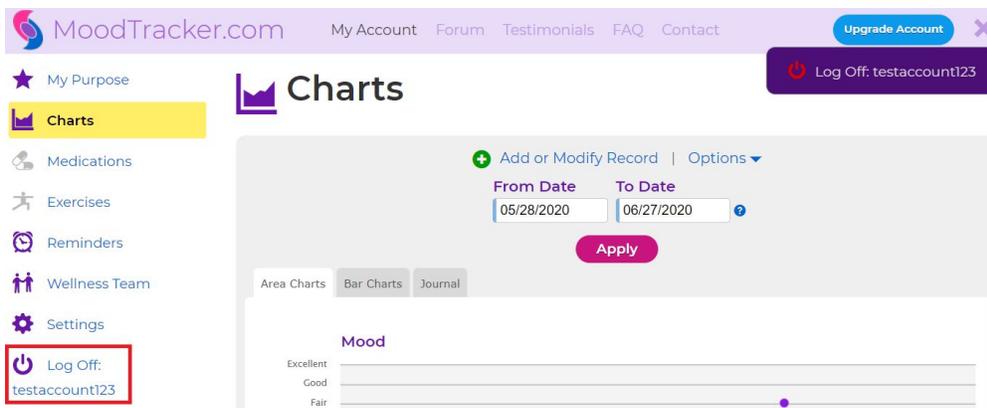


Problem 7: When modifying records, the “Save” and “Cancel” buttons are the same color.

Fix: Differentiate the “Save” and “Cancel” buttons by changing the “Save” button to green. Place the “Save” button on the right side of the “Cancel” button to make this more consistent with other UI’s as well.

Heuristics Violated: Error Prevention AND Consistency and Standards

Severity: 2 – Minor usability problem



Problem 8: There is a “Log Off” button in the sidebar menu and when the user clicks on the icon in the top right corner.

Fix: The button in the sidebar can be removed, as most users understand to find this feature in the header.

Heuristics Violated: Aesthetic and Minimalist Design

Severity: 2 – Minor usability problem

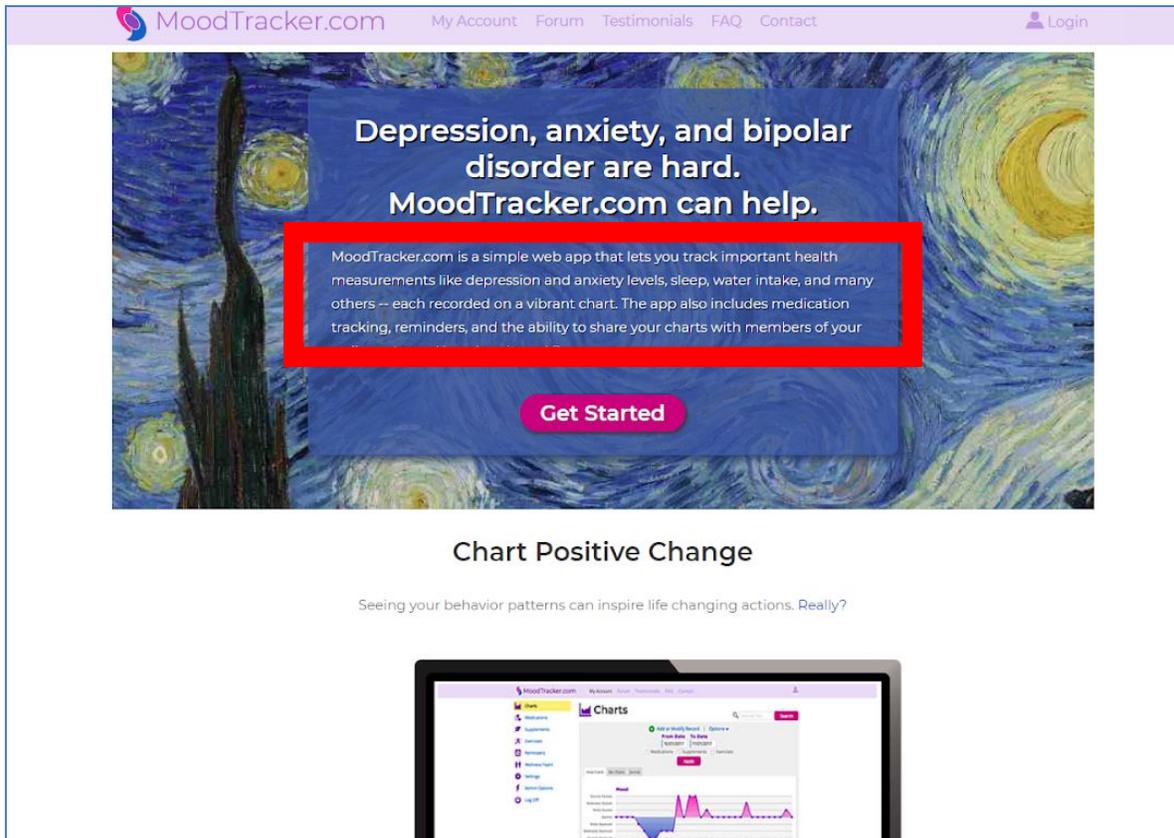


Figure 1: Home Page

1. Problem: Smaller text is difficult to read against blue patterned background. The white text against the blue background with the image is difficult to read due to its size and weight. Also, the Van Gogh image may not be pleasing to the target users, as it contains a dark unknown element on the left, and evokes a sense of turbulence with the size and motion of the brushstrokes.

Violation: Heuristic 8: Aesthetic & minimalist design

Fix: remove image – Consider allowing the user to pick their image of what makes them comfortable and happy. Consider increasing the weight of the text to boldface, or increase font size.

Severity level: 2

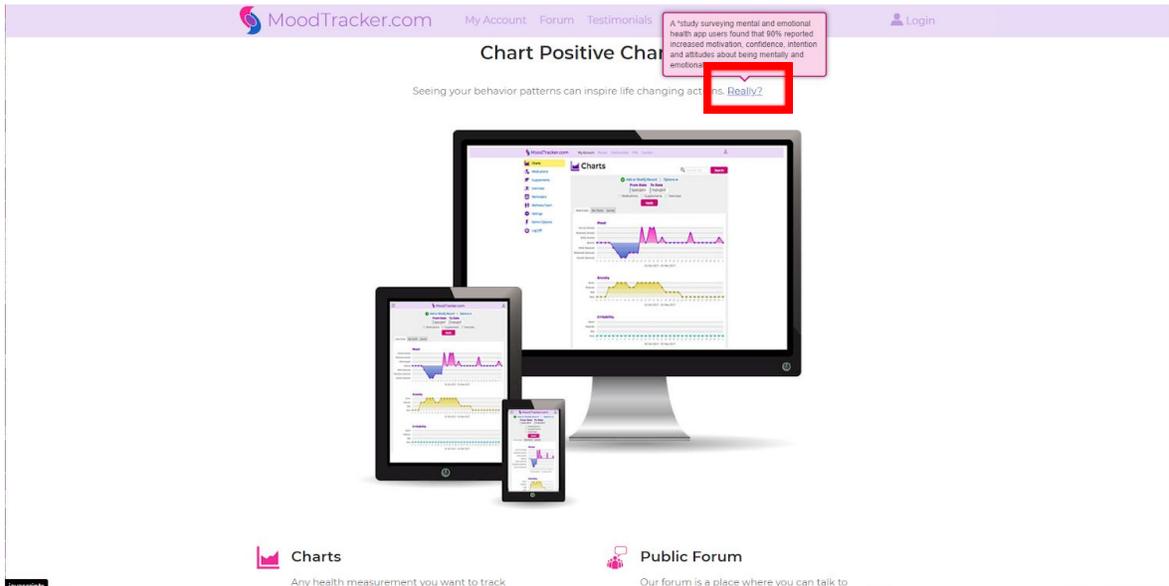


Figure 2: Home page

2. Problem: A link not behaving as a link. Upon selecting the “Really?” link, a tooltip appears. Normally users would expect a link to be a hyperlink going to another location.

This violates H4: Consistency and Standards. Having a link pop up a tooltip is not conventional, and does not follow typical standards for links.

Fix: Remove the link functionality, and instead of a tooltip include the text on the page itself.

Severity level: 2

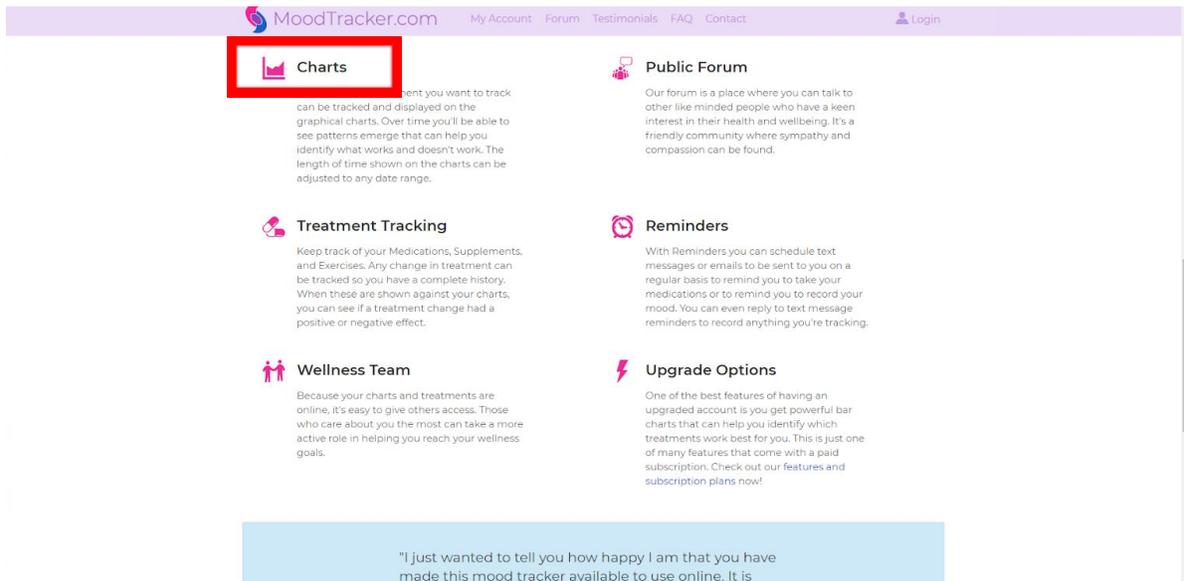


Figure 3: Home page

3. Problem: Additional information is needed to illustrate the different features. A user may want to see examples of each feature and how they work, similar to a tour, before purchasing a plan. This will help demonstrate the value of the application and aid the user in the decision-making process.

This violates heuristic 10: Help and Documentation.

Fix: Consider making each feature a link which takes the user to a separate page and shows an example of the feature and provide text explaining how the feature works. Another way to demonstrate features is to show a screen capture of the feature and provide “call-outs” explaining how to use it.

Severity level: 2.

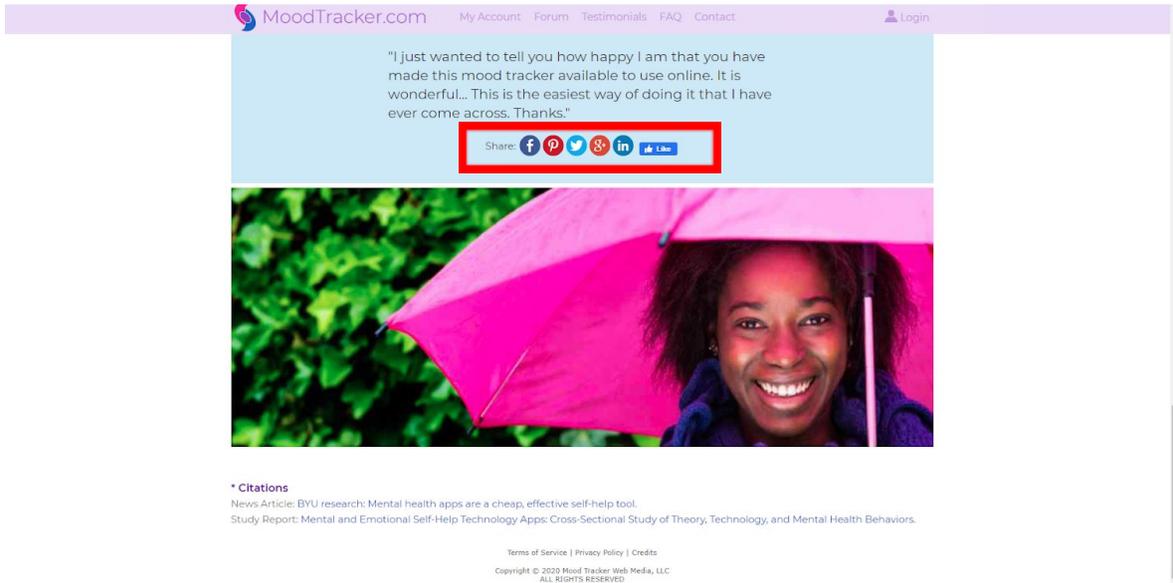


Figure 4: Home page

4. Problem: The social network icons seem out of place in the middle of the page, and normally are at the bottom in the footer. By not having the icons in the footer, the user will always need to return to the home page to access social media.

This violates Heuristic 7: Flexibility and Efficiency of Use.

Fix: Move the social network icons into the footer. This will allow users to “like” the app, and access all the social media buttons on all pages in the application.

Severity level: 2.

The screenshot shows the 'Features and Subscription Plans' page on MoodTracker.com. The page has a purple header with the logo and navigation links: My Account, Forum, Testimonials, FAQ, Contact, and Login. The main content is a table with four columns: Feature, Basic, Advanced, and Complete. A red box highlights a tooltip for the 'Track 5 Measurements' feature, which says: 'When you create or modify your daily record, you have the option of writing down your thoughts in the journal entry text area.' The tooltip also points to the 'Journal Entries' feature.

| Feature | Basic | Advanced | Complete |
|---|-------|----------|----------|
| Create Forum Posts | ✓ | ✓ | ✓ |
| Track 5 Measurements | ✓ | ✓ | ✓ |
| Track 30 Measurements | | ✓ | ✓ |
| Journal Entries | ✓ | ✓ | ✓ |
| Journal Search | | | ✓ |
| Area Charts | ✓ | ✓ | ✓ |
| Bar Charts | | ✓ | ✓ |
| Email Reminders | ✓ | ✓ | ✓ |
| Text Message Reminders | | ✓ | ✓ |
| Text Message Reminders with Reply | | | ✓ |
| Medications | | ✓ | ✓ |
| Exercises | | ✓ | ✓ |
| Supplements | | | ✓ |
| Wellness Team - Friend Role | ✓ | ✓ | ✓ |
| Wellness Team - Friend and Mentor Roles | | | ✓ |
| Monthly Price | FREE | \$4.95 | \$9.95 |

Figure 5: Features and Subscription Plans

5. Problem: Content does not match what is shown on Select Your Plan screen. There is less detail shown on this screen. For example, there is no information about what items can or cannot be tracked. With less detail provided, it may be challenging for the user to understand and recall the differences between the plans. This information is also needed because the system frequently displays messages suggesting that the user upgrade to a higher level plan.

This violates Heuristic 6: Recognition rather than recall.

Fix: Ensure that content is consistent and complete between this page and the Select Your Plan screen. Add the missing content to this page.

Severity level: 3.

6. Problem: Help icons next to each feature are distracting and require extra click to view information. With a long list of features, having a help icon containing a question mark next to each one clutters the page. It also requires the user to click on each icon in order to learn the details behind each feature.

This violates Heuristic 8: Aesthetic & Minimalist design.

Fix: Remove Help Icons and add content beneath each feature as needed. By removing the icons and placing the content directly under each feature, the user can more easily see helpful text without clicking.

Severity level: 2.

What do you want help with?

Finding More
Happiness

Mental Health
Management

Figure 6: What do you want help with?

7. Problem: There is not enough content for this to be its own separate page. With only two buttons, there may not be enough content here to merit its own page. The labels of the buttons may not provide enough information, as finding happiness could be the result of improved mental health management. Without any additional text, the users may not know the difference between the buttons.

Violates Heuristic 7: Flexibility and Efficiency of use.

Fix: Consider moving these buttons to the home page, as it would allow the user to more quickly access the desired path. Another option is to add verbiage and other content to help users understand what they will find behind each button.

Severity level: 2.

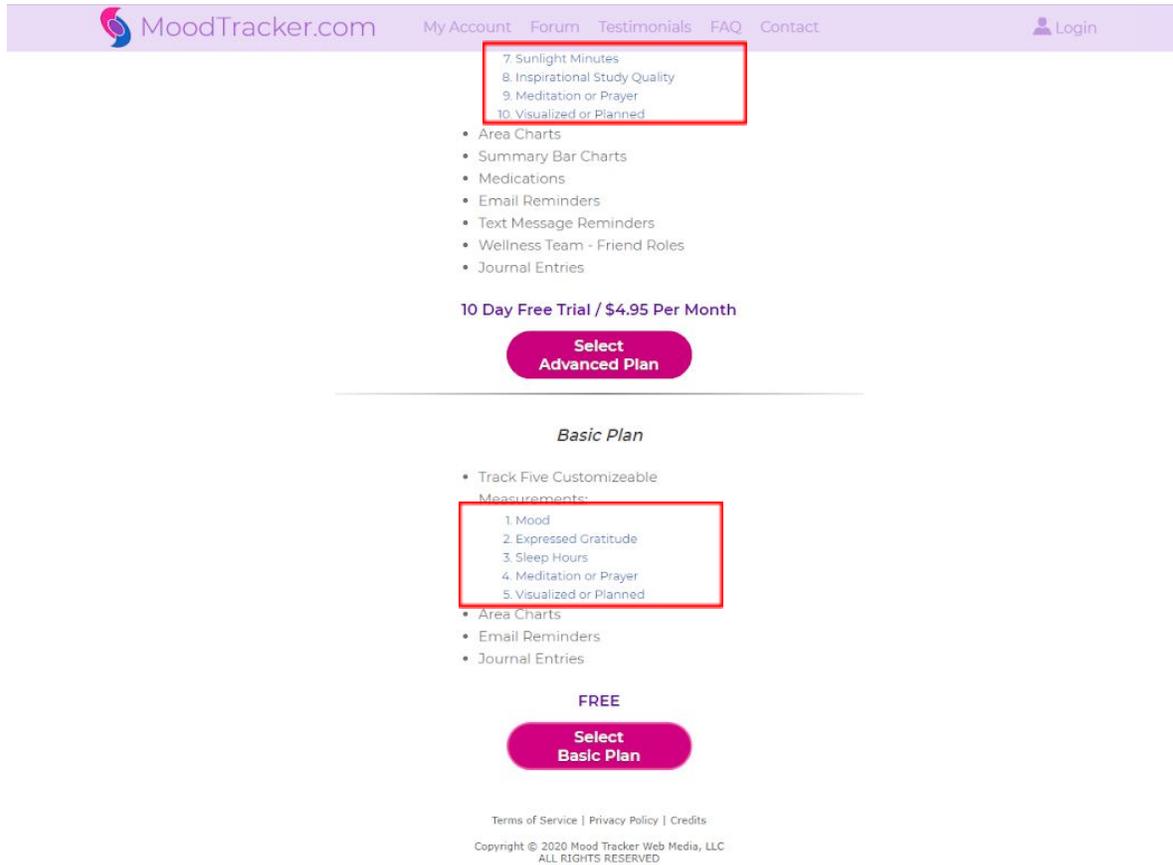


Figure 7: Select Your Plan

8. Problem: User has to scroll to see all 3 plans, which makes them difficult to compare and choose.

Violates Heuristic 7: Flexibility and efficiency of use

Fix: Consider showing the plans side by side in a table so that users can more easily compare the plans without having to scroll up and down the full length of the page.

Severity level: 2

9. Problem: The numbered list is in blue, which is the same color as the links on the site. Although the numbered list is blue, they are not links. By having some blue text behave as links, and other blue text not, it can create confusion since users may be expecting all blue text to behave consistently. On this page, it is not clear why the numbered text is colored differently than the bulleted text.

Violates Heuristic 4: Consistency and Standards.

Fix: Consider changing the color of the numbered list to black to match the bulleted list items.

Severity level: 2

10. Problem: Many of the list items are not consistent with the list found on the Subscription Plans & Features page. By not having the exact same items on both pages, users may be confused with exactly what each plan contains. The user may be expecting to receive a feature they thought was on a plan, only to find out later they need to upgrade in order to have access to it.

Violates Heuristic 4: Consistency and Standards.

Fix: Ensure that the content on this page matches the content on the Subscription & Features plans page.

Severity level: 3.

MoodTracker.com My Account Forum Testimonials FAQ Contact Login

Sign Up : New User Registration

Choose Username:
Username is available.

Choose Password:

Confirm Password:
Re-type your password for accuracy

Security Question: What is the model year of the first car you drove? (e.g. 2012)
 In what city were you born?
 What was the name of your first elementary school?
 What is your mother's maiden name?
If you forget your password, you will be asked this question.

Security Answer:
This is your answer to your question above. A one word answer is usually best.

First Name:

Last Name:
If you plan to use our Wellness Team feature, your name is displayed on pages that make it easier for your Wellness Team Members to identify you. If your name is blank, your Username will be displayed instead.

Email:
If you forget your password, we will need a working email address to reset it.

Agree to Terms of Service?

- View Terms of Service
- View Privacy Policy

Attention: You must be at least 13 years old to use this site.

Finish

Figure 8: Sign Up: New User Registration

11. Problem: Required fields are not differentiated clearly enough from non-required fields. This can lead to unnecessary error messages, and the user not noticing the difference between required and optional form fields. There is currently no indication which is a required field other than a small sliver of light blue inside the text fields which is not that noticeable.

Violates Heuristic 5: Error prevention.

Fix: Ensure that required fields are clearly marked with a colored icon such as a red asterisk to clearly differentiate which fields are required. Another option is to highlight the text entry field by adding the words “required” inside and outlining with a contrasting color from the labels, such as green.

Severity level: 3.

12. Problem: For the wellness team to more clearly identify the user, the **help text that is below the last name field label is not visible enough to assist the user in the importance of entering those names.**

Violates Heuristic 5: Error prevention and Heuristic 6: Recognition rather than recall.

Fix: If it is important for the wellness team to recognize a user by their first and last name, change these fields from being optional to being required fields. Or, ensure the tip-text is more visible by having it the same color scheme as other help text

throughout the site (pink black with black text). Also, repeat the helper text below the first name label to reinforce that both the first and last name fields are important.

Severity level: 3.

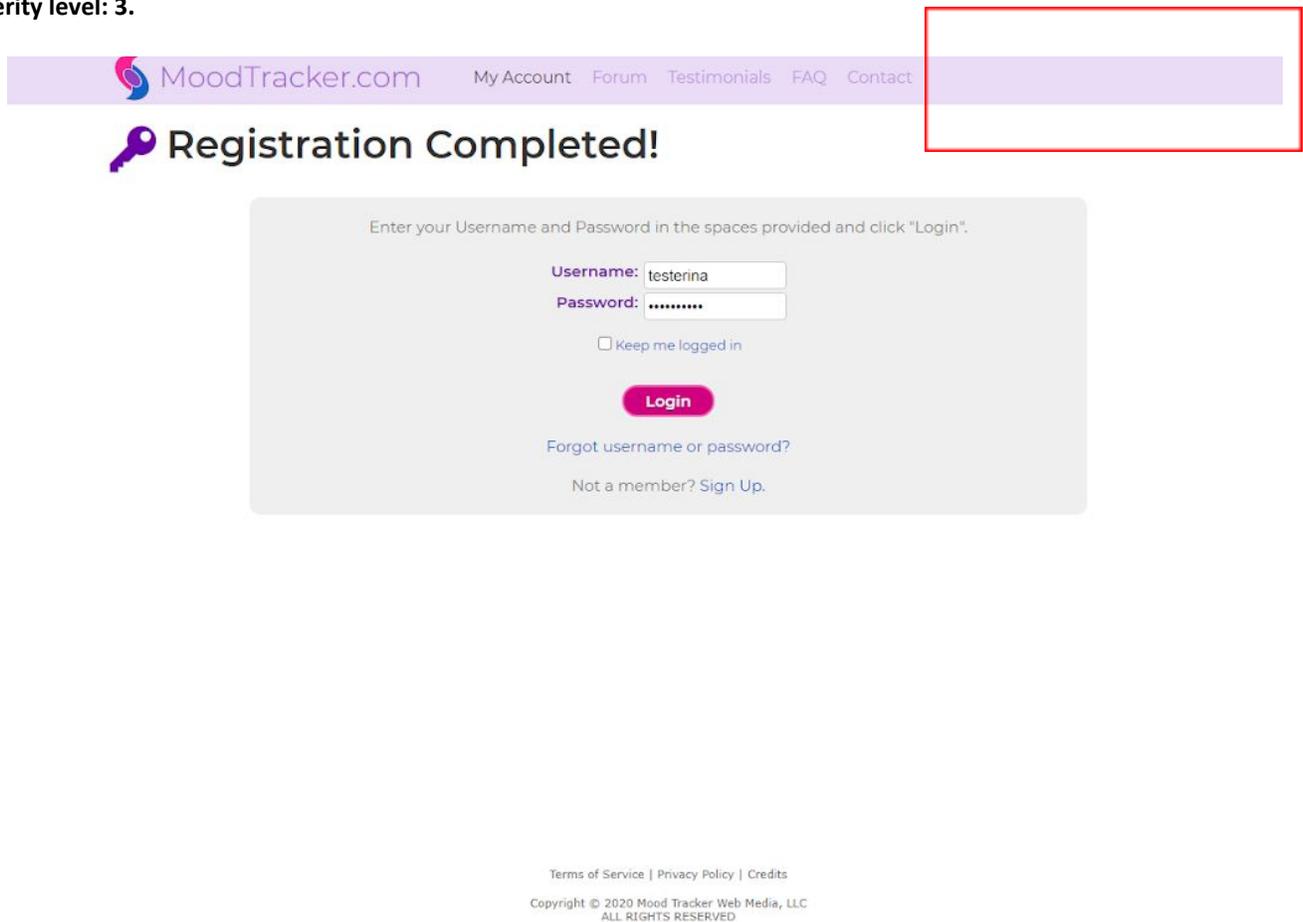


Figure 9: Registration Completed: Login page

13. Problem: The login link and icon disappear from the main navigation when user logs in from My Account page. Upon completing registration for the first time, a user is presented with a login page. However, the login link and icon have disappeared from the main navigation. Main navigation should remain stable, and not disappear and reappear depending on what page a user is on.

This violates Heuristic 4: Consistency and standards.

Fix: Ensure that main navigation elements remain fixed. Put the Login link and icon back on the main navigation. By having consistent navigation elements, the user will be able to successfully navigate and use the system, and have confidence that the system is stable.

Severity level 3.

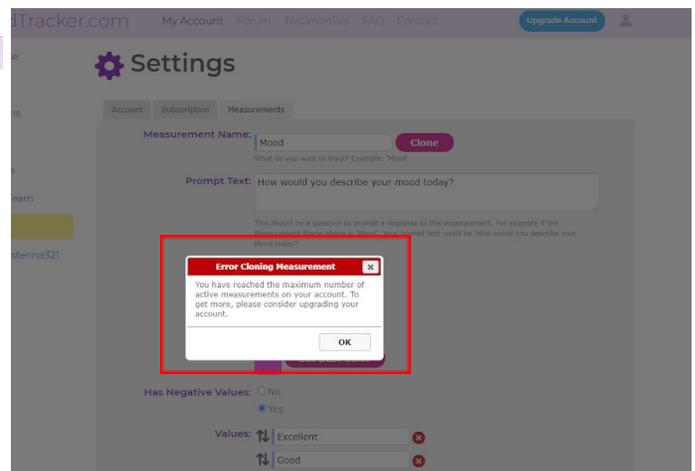
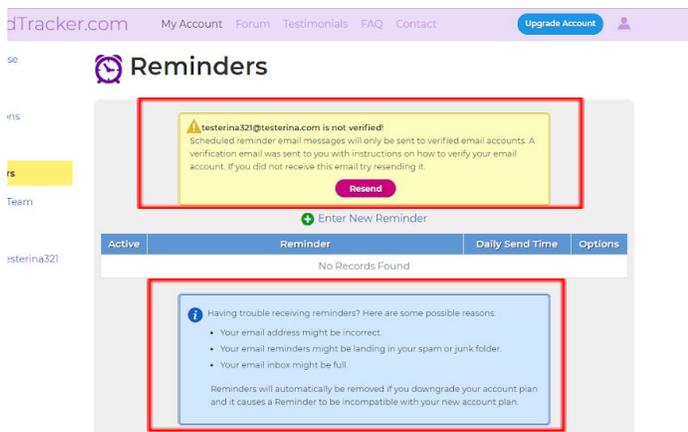
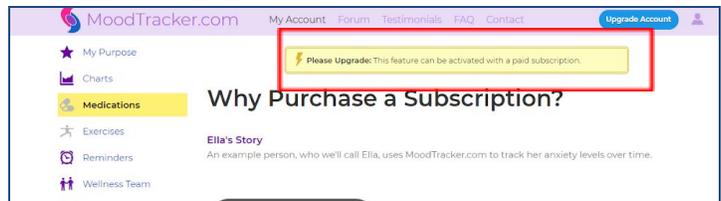
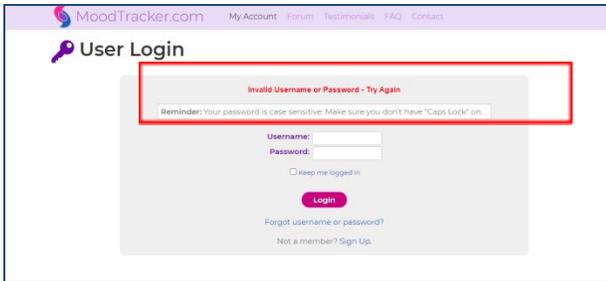
14. Problem: After creating an account, the system does not tell the user which account they have signed up for, and does not allow them to change the type of help they need (finding more happiness or mental health management). While the site does offer many places to upgrade their account, there is no place to select a different type of help plan, since there is no way to get back to the home page or the "What do you want help with?" page. This is important because different mental health issues

and difference in female reproductive health have different areas to track, and a user's health status and diagnoses may change over time.

This violates Heuristics 1: Visibility of System Status, 3: User control and freedom and 7: Flexibility and efficiency of use.

Fix: Clearly indicate on the My Account page the type of account and plan the user has. Allow them to change the type of help they need without creating a new account and user name. Allow the user to go back to the home page, the “what do you need help with page” so that they can tailor their wellness plan with the most pertinent help they need.

Severity level: 3.



Figures 10-13: Error and Informational Messages

15. Problem: There is no consistent way of displaying error and informational messages. The messages all look different from one another, which can create confusion for the user. There are different icons, different colored backgrounds, different colored text, different placement on the page, including a modal window. This makes it difficult for the user to distinguish if they have committed an actual error that needs corrective action or if the message is simply a suggestion or merely informational with no corrective action required.

This violates Heuristics 9: Help users recognize, diagnose, & recover from errors, 4: Consistency and Standards, and 10: Help and Documentation.

Fix: Design one standard for error handling and one for informational help messages and apply it to the entire site. Since error messages are typically more of an alert of higher severity that needs fixing, consider using a yellow background. Do not put informational content into a yellow error message box. Establish a system of what constitutes a true error, and what is informational. If a third type of message is needed, perhaps a warning message, color code that appropriately, perhaps in orange. But best to keep it simple, and only use additional styles of messages if the content is distinct and different.

Severity level: 3.

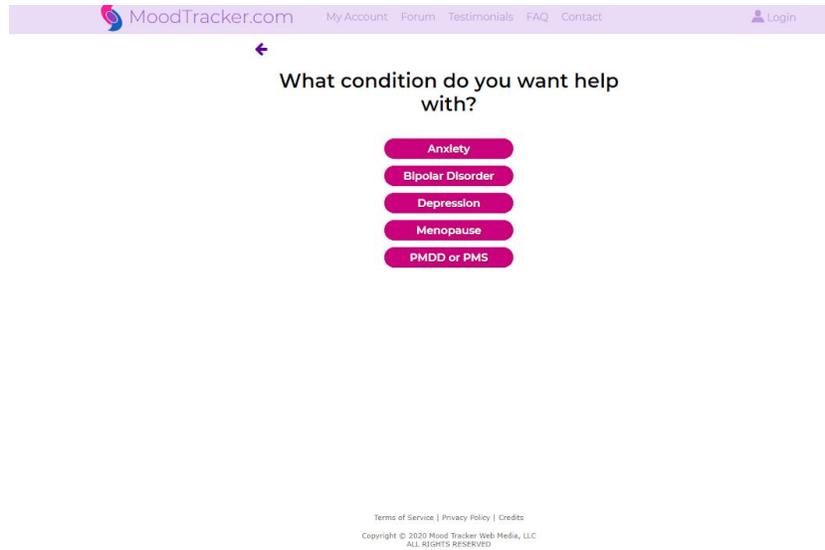


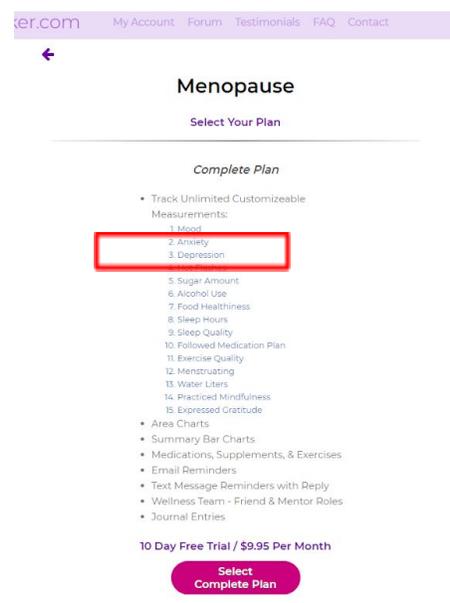
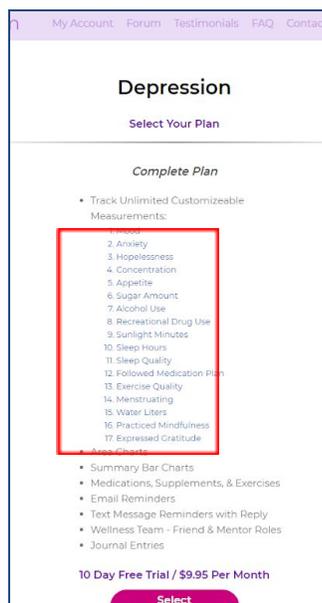
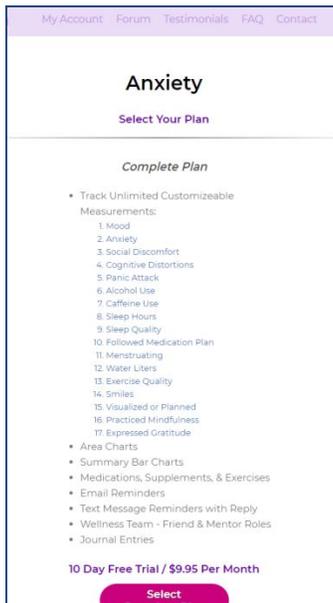
Figure 14: What condition do you need help with?

16. Problem: What if a user has more than one condition (e.g. a bipolar female with menopause) Since this page only gives the user one choice, it may be difficult for a user who falls into more than one category to make a choice. What if a user has both bipolar and anxiety? What if a user has both menopause and depression? By forcing the user into one category, they may be unsure of what to select, and could either possibly leave the site, or only receive partial help for their condition.

This violates Heuristics 10: Help and Documentation and 3: User control and freedom.

Fix: Ideally, the system would allow users to select the specific features they want, or select multiple conditions which apply to them. If the user must select only one option, then provide additional help text to guide them in making the best choice possible. This could be an opportunity to sell them a higher level plan.

Severity level 3.



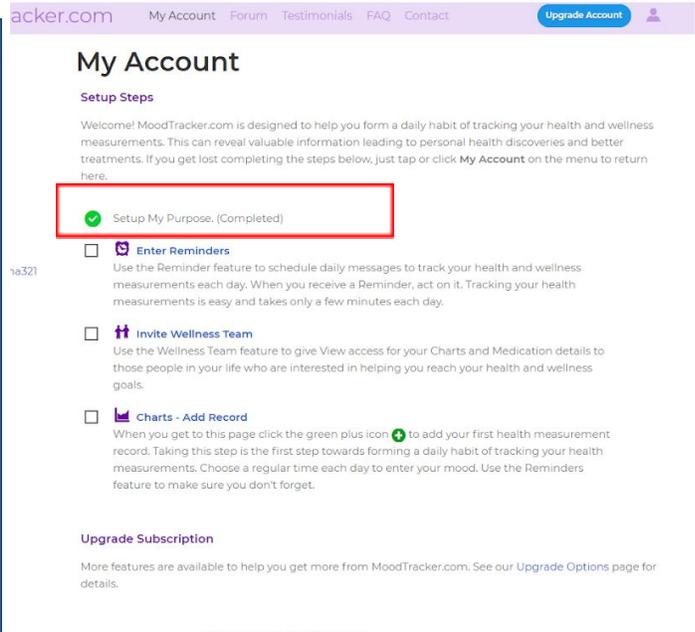
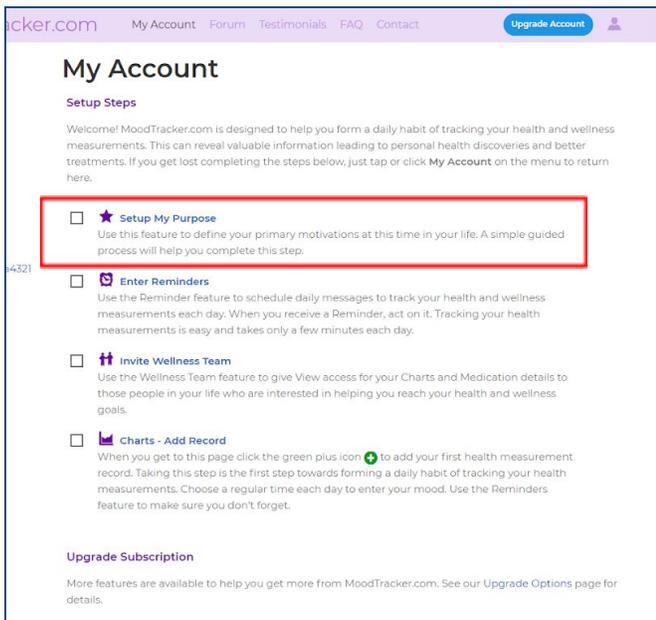
Figures 15, 16 and 17: Anxiety, Depression and Menopause Select Your Plan

17. Problem: Depression plan lists anxiety, but not depression. The Depression Select Your Plan page does not list depression as one of the features, but it does list anxiety which is already listed on the Anxiety Select Your Plan page. This may create user confusion, in that they have selected Depression on the previous page, but do not see that condition listed as an option on any of the Depression plans. They may wonder why they see anxiety listed but not depression. Also, the Menopause page does include Depression as a feature, so the feature does exist.

This violates Heuristic 4: Consistency and Standards.

Fix: Remove the anxiety feature and add in a depression feature on the Depression Select Your Plan page.

Severity level: 4.



Figures 18 and 19: My Account Setup Steps

18. Problem: The checkboxes never get checked even after user sets up the item; and the item gets deleted and replaced with a different icon after the setup is complete. Having items disappear can be startling for the user. Since there was a checkbox, the user is expecting the checkbox to get checked off, not having the entire paragraph and icons disappear and replaced with a new icon they haven't seen before. Also, by removing the content and link, the user cannot easily go back and make changes to the setup.

This violates Heuristics 2: Match between system and real world and 1: Visibility of system status. In the real world a checkbox gets checked off, it does not disappear and get replaced.

Fix: Consider either removing the empty checkboxes, or place a check inside of them once that setup item task is complete. Keep the original content intact, and just change the checkbox itself. Allow the user to go back and make changes to the setup by keeping the link active.

Severity level: 3.

MoodTracker.com My Account Forum Testimonials FAQ Contact Upgrade Account

★ My Purpose

★ My Purpose

Viktor Frankl, the psychiatrist who developed Logotherapy, taught that happiness naturally comes "as the unintended side effect of one's personal dedication to a cause greater than oneself or as the by-product of one's surrender to a person other than oneself."

Consider for a moment two different people -- a runner training to run a marathon and a prisoner ordered to run laps for many hours in a prison yard. Both experience very similar stress, pain, and fatigue, and yet the runner feels exhilarated and the prisoner feels defeated and oppressed. What's the difference between the two? The runner is driven by a purpose -- the goal to run a marathon, whereas the prisoner has no goal, no purpose. The prisoner only feels pain because there is no vision beyond the present experience. The runner finds joy in the journey in spite of the pain and notices the gradual, steady improvement toward reaching the goal.

To help you determine your purpose, ponder the following questions and use the space provided below to note your thoughts.

- If you could spend time with a person you admire or love, who would it be and why?
- If you were to sacrifice time and money for something important to you, what would that be and why?
- What is a cause greater than yourself you would like to be anxiously engaged in?
- If you are suffering through great pain or difficulty, why is it important for you to get through it?

Having pondered the above questions, you can next take some time to create a statement describing your purpose. Some sample "My Purpose" statements are shown below:

My purpose is to be contagiously cheerful by smiling frequently, looking for the good wherever I go, and being thankful for life's ups and downs. I will do this by getting plenty of rest, drinking enough water, and reading uplifting books.

I will paint beautiful pictures that will ignite the imagination and stir the hearts of those who see my artwork. I will be courageous in taking big risks with color, composition, and subject matter. I will listen carefully to the opinions of others so I can improve and learn from my mistakes.

Figure 20: My Purpose

19. Problem: There is a lot of text, and the user has to scroll to find the form fields to input their purpose. Users do not like to read, and may skip over this page if they don't immediately see what action they need to take, which is filling out their purpose.

This violates Heuristics 7: Flexibility and efficiency of use and 8: Aesthetic & Minimalist design.

Fix: Consider editing or removing the first two paragraphs of text, and start the page with the paragraph that read, "To help you determine your purpose..." Provide a link to the information about Viktor Frankl below the side navigation, in case the user wants or needs additional information, including terminology such as "logotherapy".

Severity level: 2.

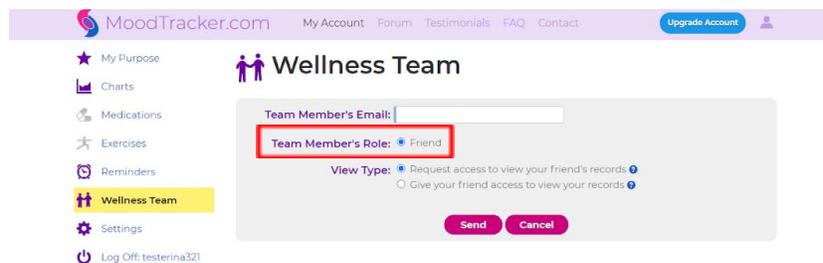


Figure 21: Wellness Team

20. Problem: The user cannot assign their team member's roles and there is only one radio button. By not allowing the user to enter or change the role type, the role may not be an accurate reflection of the wellness team member. It is also unusual to have a pre-selected radio button that the user cannot change. The system is forcing the user to assign a member as a friend.

This violates Heuristics 3: User control and freedom and 4: Consistency and Standards.

Fix: Consider allowing users to enter in a text box the team member's role. If that cannot be done, then remove the radio button because the user cannot make a selection.

Severity level: 2.

21. Problem: The user must send one view type request at a time, instead of both at once. This means the user has to come back to this page if they want to perform the second action.

This violates Heuristics 7: Flexibility and efficiency of use.

Fix: Change the radio button into checkboxes to allow users to make both requests to the same email address at the same time.

Severity level: 2.

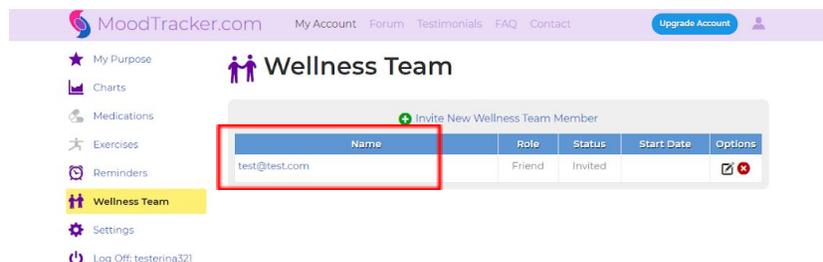


Figure 22: Wellness Team

22. Problem: The table heading label “Name” does not correspond with the email address. An email address is not a person’s name, there is a mismatch here. Also, email addresses may or may not match up with user names and make it difficult for the user to remember who they requested as part of their wellness team, especially if it is a long list.

This violates heuristics 2: Match between system and real world and 6: Recognition rather than recall.

Fix: Consider either change the table heading label to read, “Email Address”, or allow users to enter the Wellness Team Member’s Name, so that their actual names shows up instead of their email address.

Severity level: 2.

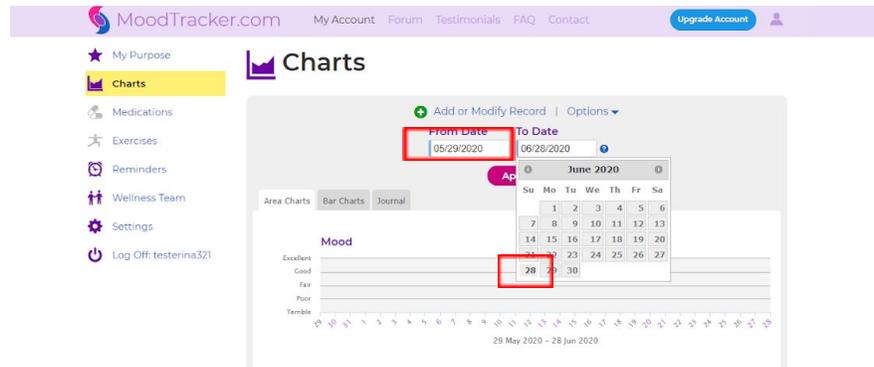


Figure 23: Charts: Date picker

23. Problem: The dates are shown as text entry fields, but upon touching the field, a calendar widget opens up automatically and does not allow the user to manually enter a date; today’s date is not easily distinguished.

This violates heuristics 7: Flexibility and ease of use and 8: Aesthetic and Minimalist Design.

Fix: A few fixes are recommended: Allow users to enter dates manually, or change the input field to being inactive and include a calendar icon next to the dates so the user will be expecting to use a calendar control to appear. Also, for Today’s Date inside the calendar, change the background to a different color, such as orange to more clearly distinguish between Today’s Date, past dates, and future dates.

Severity level: 2.

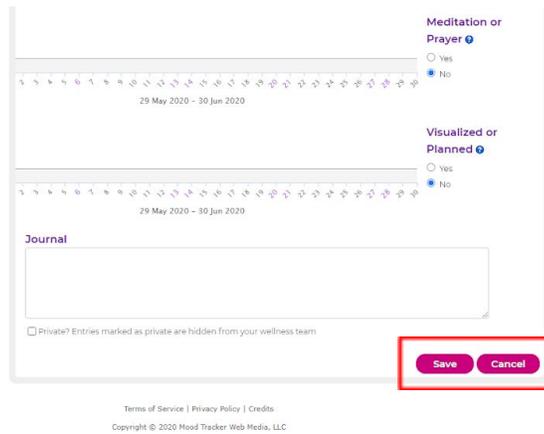


Figure 24: Charts

24. Problem: The Save Reminder and Cancel button are the same color, which could mislead the user into thinking they perform the same action.

This violates heuristic 5: Error prevention.

Fix: Differentiate positive actions from cancelled actions by making the color of the buttons distinctly different throughout the site. The Save button could remain pink while the Cancel button could change to yellow or a lighter shade of blue.

Severity level: 2.

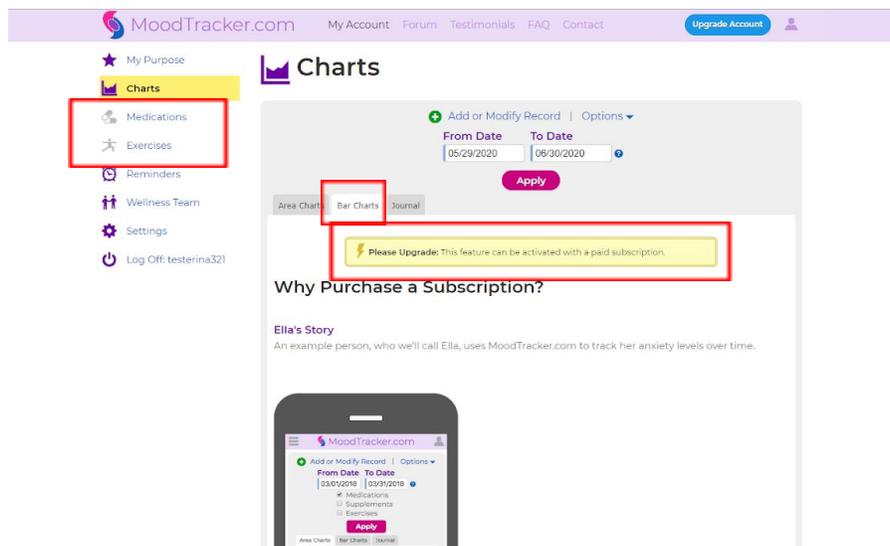


Figure 25: Charts

25. Problem: The user is presented with elements that they don't have access to; sometimes those items are grayed out and sometimes they are not. This can cause confusion, because in the side navigation, there are two elements which are grayed out. When those items are selected, the user is taken to a separate page which talks about "Ella's Story", and gives an error message with a scary lightning bolt saying the user must upgrade in order to access that navigation element. In the Charts page, the user is allowed to click on the Bar Charts tab which is not "grayed out" and they are presented with the same error message

and content about Ella's story. Do not display elements which the user does not have access to. If those elements are displayed, either they are visually treated the same.

This violates heuristics 4: Consistency and standards and 5: Error prevention.

Fix: Consider removing elements the users do not have access to. If that is not technically feasible, then have all elements the user does not have access to visually treated the same. Gray out elements to make them appear inactive. On the Charts page, gray out the Bar Charts tab, and consider changing the colors of the other tabs to blue instead of gray.

Severity level: 3.

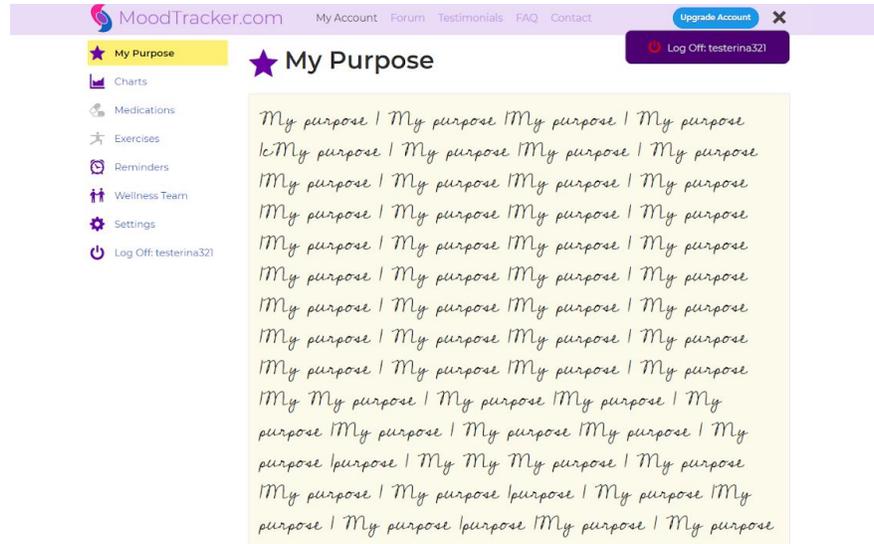


Figure 26: My Purpose

26. Problem: There is no word or character limit for the My Purpose text. Because there is no word or character limit on the My Purpose text input field, the user may type in content that is not usable, and causes scrolling issues, especially on a mobile device. Although the instructions say to limit to 2-3 sentences, the text input field does not place any limits on the amount of text.

This violates heuristic 7: Flexibility and efficiency of use.

Fix: Place character and word limits on the text input field to avoid unwieldy entries by including a character counter. This will help minimize the user from typing without limits into the field.

Severity level: 2.

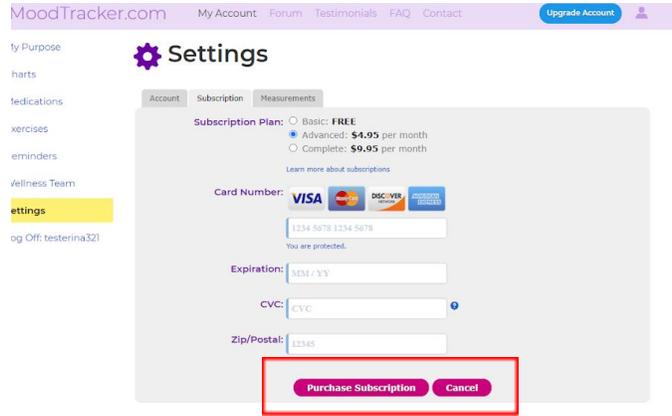
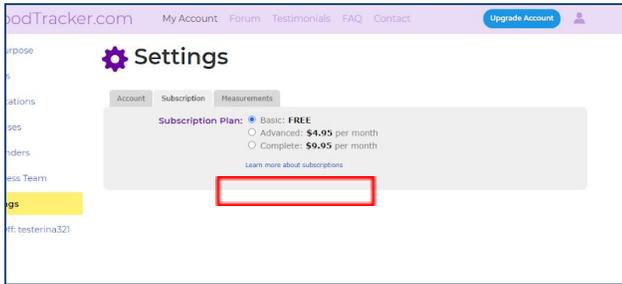


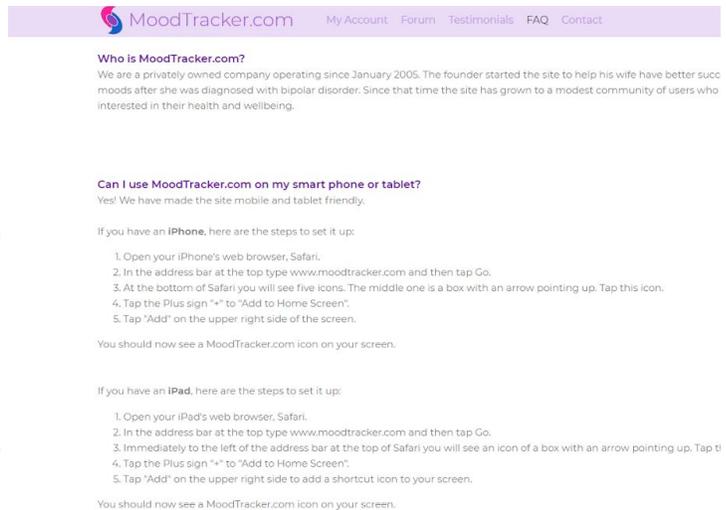
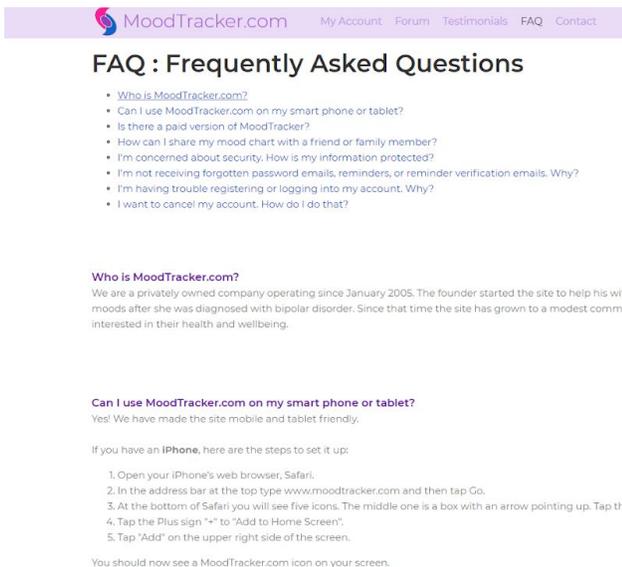
Figure 27: Settings page

27. Problem: There is no method for the user to select the Basic, Free plan from the Settings page (missing submit button). The only submit buttons are for the paid plans.

This violates Heuristics 3: User control and freedom and 4 Consistency and Standards.

Fix: Add a submit or save button to the Setting page, under the Subscription Tab when the user wants to select the Basic Plan.

Severity level: 4.



Figures 28 and 29: FAQs page

28. Problem: After clicking a link to read an FAQ, the user is taken to a separate page, and then must hit the back button to return to the FAQ page. Also, the side navigation has been removed. This is not an efficient way for the user to learn about the site since it takes extra time to return back to the FAQ page and then repeat the process with another FAQ.

This violates Heuristic 7: Flexibility and efficiency of use.

Fix: Include all FAQs on one page, and add a “return to top” button so the user can easily return to the list of FAQs. Keep side navigation.

Severity level: 2

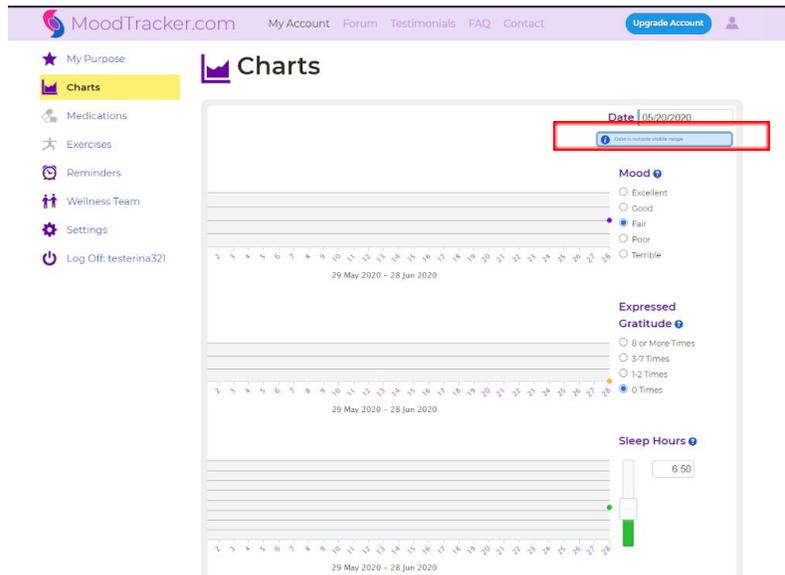


Figure 30: Charts

29. Problem: The error message is too small to read for incorrect date range. The user may not be able to read the error message because it is extremely small, and in a blue informational box, instead of being displayed as an error message.

This violates the Heuristic 9: Help users recognize, diagnose and recover from errors.

Fix: Enlarge the size of the error message so the font size can be increased. Consider moving it over to the left to user more of the space on the page.

Severity level: 3.

- ★ My Purpose
- 📊 Charts
- 💊 Medications
- 🏃 Exercises
- 🕒 Reminders**
- 👥 Wellness Team
- ⚙️ Settings
- 🔌 Log Off: testerina4321

🕒 Reminders

⚠️ testerina4321@testerina4321.com is not verified!
 Scheduled reminder email messages will only be sent to verified email accounts. A verification email was sent to you with instructions on how to verify your email account. If you did not receive this email try resending it.

Resend

+ Enter New Reminder

| Active | Reminder | Daily Send Time | Options |
|------------------|----------|-----------------|---------|
| No Records Found | | | |

i Having trouble receiving reminders? Here are some possible reasons:

- Your email address might be incorrect.
- Your email reminders might be landing in your spam or junk folder.
- Your email inbox might be full.

Reminders will automatically be removed if you downgrade your account plan and it causes a Reminder to be incompatible with your new account plan.

Figure 31: Reminders Informational Message

30. Problem: The last paragraph of this message is contracting content found elsewhere on the site where Reminders are included in all three plan types.

This violates Heuristic 4: Consistency and Standards.

Fix: Ensure all content across all pages is consistent and accurate; remove contradictory or incorrect information.

Severity level: 3.

Individual Cognitive Walkthrough

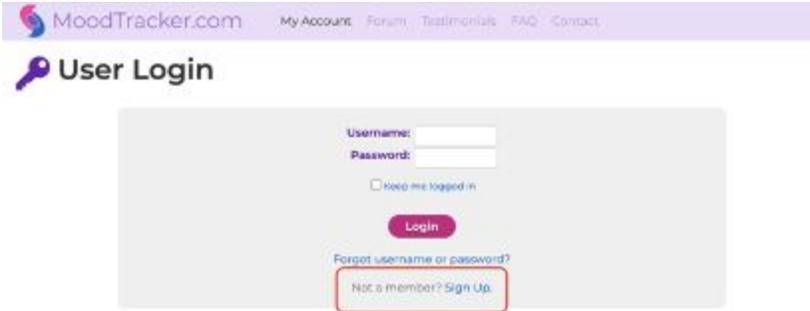
Task: Create a new user account

Action Sequence:

1. Click on My Account
2. Click on the Sign Up
3. Click on Mental Health Management *
4. Click on Yes or No (if you identify your reproductive health as female)
5. Select which health condition mostly that applies to you
6. Select basic plan
7. Enter username
8. Enter password, security answer, first and last name
9. Click finish



1. Click on My Account
 - **Will users try to produce the effect the action has?**
No, the user might first click on login to create an account, which shows no sign up label.
 - **Will users see the control for the action?**
Yes, the item is easy to see on the header.
 - **Will users recognize the control produces the effect?**
Yes, once the user clicks on My account they will see a sign up label
 - **Will users understand the feedback?**
Yes, the user will be taken to the next step of the process.



2. Click on the Sign Up

- **Will users try to produce the effect the action has?**

Yes, based on familiarity the user will associate sign up with creating a new account.

- **Will users see the control for the action?**

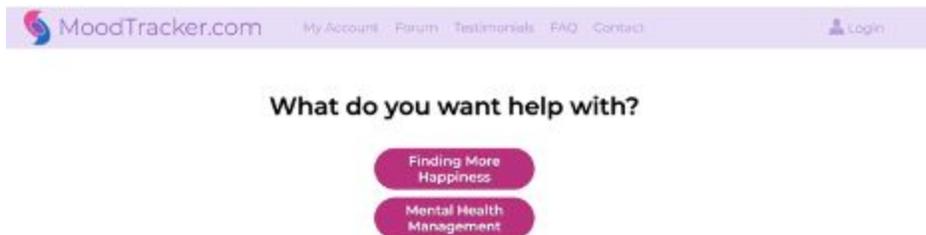
Yes, the sign up label is clear and easy to access.

- **Will users recognize the control produces the effect?**

Yes, once the user clicks on sign up, a new screen will appear.

- **Will users understand the feedback?**

Yes, the user will be taken to the next step of the process.



3. * Click on Mental Health Management

- **Will users try to produce the effect the action has?**

Yes, the user must select “Mental Health Management” or “Finding More Happiness” to proceed.

- **Will users see the control for the action?**

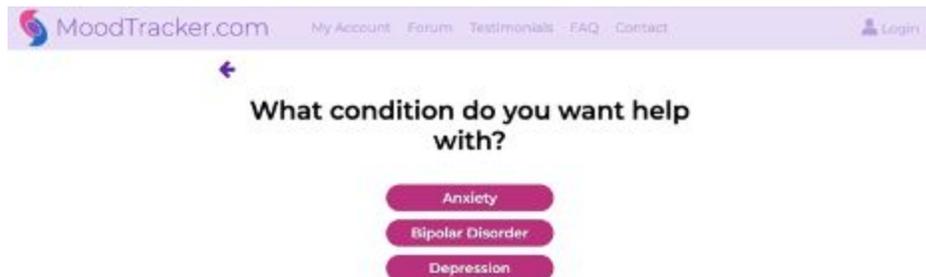
Yes, the button is clear and visible.

- **Will users recognize the control produces the effect?**
Yes, the screen will change once the user clicks on the button.
- **Will users understand the feedback?**
Yes, the user will be taken to the next step.

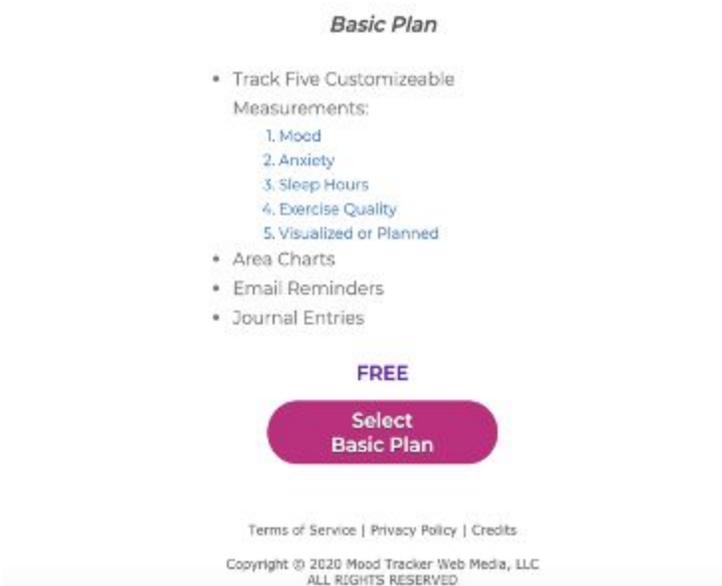
* User can also click on “Finding More Happiness” and skip steps 4 & 5.



4. Click on Yes or No (if you identify your reproductive health as female)
 - **Will users try to produce the effect the action has?**
Yes, the user must click yes or no to proceed.
 - **Will users see the control for the action?**
Yes, the button is clear, and visible.
 - **Will users recognize the control produces the effect?**
Yes, the user must select yes or no to continue.
 - **Will users understand the feedback?**
Yes, the screen will change once the user clicks on yes or no.



5. Select which health condition mostly that applies to you
- **Will users try to produce the effect the action has?**
Yes, the user must select one of the conditions to proceed.
 - **Will users see the control for the action?**
Yes, the button is clear, and visible.
 - **Will users recognize the control produces the effect?**
Yes, the user will be taken to the next step.
 - **Will users understand the feedback?**
Yes, the user will be taken to the next step.



6. Select Basic Plan
- **Will users try to produce the effect the action has?**
Yes and no, the user might take a moment to realize they to scroll down will to see the basic plan.
 - **Will users see the control for the action?**
Yes, the button is clear, and visible.
 - **Will users recognize the control produces the effect?**
Yes, the user will be taken to the next step of the process.
 - **Will users understand the feedback?**
Yes, the screen will change to the next step.

Sign Up : New User Registration

Choose Username:

Choose Password:

Confirm Password:
Re-type your password for accuracy

Security Question: What is the model year of the first car you drove? (e.g. 2002)
 In what city were you born?
 What was the name of your first elementary school?
 What is your mother's maiden name?
If you forget your password, you will be asked the question.

Security Answer:
This is your answer to your question above. A one word answer is usually best.

First Name:

Last Name:
If you plan to use our Wellness Team feature, your name is displayed on pages that need it (color for your Wellness Team Members to identify you. If your name is blank, your username will be displayed instead.

Email:

7. Enter username

- **Will users try to produce the effect the action has?**

Yes, user will enter a username.

- **Will users see the control for the action?**

Yes, the field is clear for the user to type in a chosen username.

- **Will users recognize the control produces the effect?**

Yes, the user will continue with the registration

- **Will users understand the feedback?**

Yes and no, the user will not immediately see that their username is available until they click on the "choose password" field.

8. Enter password

- **Will users try to produce the effect the action has?**

Yes, user will enter a password

- **Will users see the control for the action?**

Yes, the field is clear for the user to type in a password.

- **Will users recognize the control produces the effect?**

Yes, the user will continue with the registration

- **Will users understand the feedback?**

No, the user does not receive any information about password strength after typing in the password;

9. Enter security answer, first and last name, and email
- **Will users try to produce the effect the action has?**
Yes, will enter the necessary fields
 - **Will users see the control for the action?**
Yes, the fields are clear.
 - **Will users recognize the control produces the effect?**
Yes, the user will continue with the registration
 - **Will users understand the feedback?**
Yes, once the user completes the registration and clicks finish, the user will be taken to a new screen that says registration completed.



The screenshot shows the registration form on MoodTracker.com. The form includes the following fields and elements:

- Navigation links: My Account, Forum, Testimonials, FAQ, Contact, and a Login button.
- Two security questions: "What was the name of your first elementary school?" and "What is your mother's maiden name?".
- A note: "If you forget your password, you will be asked this question."
- A "Security Answer:" field with a text input box and a note: "This is your answer to your question above. A one word answer is usually best."
- "First Name:" and "Last Name:" fields with text input boxes.
- A note: "If you plan to use our Wireless Team feature, your name is displayed on pages that make it easier for your Wireless Team Members to identify you. If your name is blank, your Username will be displayed instead."
- An "Email:" field with a text input box and a note: "If you forget your password, we will need a working email address to reset it."
- An "Agree to Terms of Service?" checkbox with links to "View Terms of Service" and "View Privacy Policy".
- An attention note: "Attention: You must be at least 13 years old to use this site."
- A prominent "Finish" button at the bottom.

10. Click finish
- **Will users try to produce the effect the action has?**
Yes, the information is clear
 - **Will users see the control for the action?**
Yes, the button is apparent for the user.
 - **Will users recognize the control produces the effect?**
Yes, the button shows it's the end of the registration process.
 - **Will users understand the feedback?**
Yes, the user will be taken to the My Account Screen and it'll show Registration completed.

Website: Moodtracker.com

Task: Setup My Purpose

by Cindy Aronson

June 29, 2020

Action Sequence:

1. Select **Setup My Purpose** link on the My Account: Setup steps screen.
2. Enter text in **Notes for Your Thoughts** open text field on the My Purpose screen.
3. Enter text in **My Purpose** open text field on My Purpose screen.
4. Select **Font** using radio button on My Purpose screen.
5. Choose day(s) of week using checkboxes from **When I login, Show My Purpose** section on My Purpose screen.
6. View and Edit My Purpose message.
7. View system feedback on My Account page.



- ★ My Purpose
- 📊 Charts
- 💊 Medications
- 🏃 Exercises
- 🕒 Reminders
- 👥 Wellness Team
- ⚙️ Settings
- 🔌 Log Off: testerina321

My Account

Setup Steps

Welcome! MoodTracker.com is designed to help you form a daily habit of tracking your health and wellness measurements. This can reveal valuable information leading to personal health discoveries and better treatments. If you get lost completing the steps below, just tap or click **My Account** on the menu to return here.

- ★ [Setup My Purpose](#)
Use this feature to define your primary motivations at this time in your life. A simple guided process will help you complete this step.
- 🕒 [Enter Reminders](#)
Use the Reminder feature to schedule daily messages to track your health and wellness measurements each day. When you receive a Reminder, act on it. Tracking your health measurements is easy and takes only a few minutes each day.
- 👥 [Invite Wellness Team](#)
Use the Wellness Team feature to give View access for your Charts and Medication details to those people in your life who are interested in helping you reach your health and wellness goals.
- 📊 [Charts - Add Record](#)
When you get to this page click the green plus icon  to add your first health measurement record. Taking this step is the first step towards forming a daily habit of tracking your health measurements. Choose a regular time each day to enter your mood. Use the Reminders feature to make sure you don't forget.

Upgrade Subscription

More features are available to help you get more from MoodTracker.com. See our [Upgrade Options](#) page for details.

1. Select **Setup My Purpose** link on the My Account: Setup steps screen.
 - **Will users try to produce the effect the action has?**
 - Yes, the user will try to setup the features that are part of their account.
 - **Will users see the control for the action?**
 - Yes, the user will see that Setup My Purpose link is the first item listed on the page and it has a "star" icon next to it.
 - **Will users recognize the control produces the effect?**
 - Yes, the user will mouse over or touch the text, "Setup My Purpose" which then shows the text being underlined like as a link would be. The user can also read the text immediately below the link which explains what the feature is used for.
 - **Will users understand the feedback?**
 - Yes, once the user selects the Setup My Purpose link, they are taken to the My Purpose page.

★ My Purpose

- Charts
- Medications
- Exercises
- Reminders
- Wellness Team
- Settings
- Log Off: testia

★ My Purpose

Viktor Frankl, the psychiatrist who developed Logotherapy, taught that happiness naturally comes "as the unintended side effect of one's personal dedication to a cause greater than oneself or as the by-product of one's surrender to a person other than oneself!"

Consider for a moment two different people -- a runner training to run a marathon and a prisoner ordered to run laps for many hours in a prison yard. Both experience very similar stress, pain, and fatigue, and yet the runner feels exhilarated and the prisoner feels defeated and oppressed. What's the difference between the two? The runner is driven by a purpose -- the goal to run a marathon, whereas the prisoner has no goal, no purpose. The prisoner only feels pain because there is no vision beyond the present experience. The runner finds joy in the journey in spite of the pain and notices the gradual, steady improvement toward reaching the goal.

To help you determine your purpose, ponder the following questions and use the space provided below to note your thoughts.

- If you could spend time with a person you admire or love, who would it be and why?
- If you were to sacrifice time and money for something important to you, what would that be and why?
- What is a cause greater than yourself you would like to be anxiously engaged in?
- If you are suffering through great pain or difficulty, why is it important for you to get through it?

Having pondered the above questions, you can next take some time to create a statement describing your purpose. Some sample "My Purpose" statements are shown below:

My purpose is to be contagiously cheerful by smiling frequently, looking for the good wherever I go, and being thankful for life's ups and downs. I will do this by getting plenty of rest, drinking enough water, and reading uplifting books.

I will paint beautiful pictures that will ignite the imagination and stir the hearts of those who see my artwork. I will be courageous in taking big risks with color, composition, and subject matter. I will listen carefully to the opinions of others so I can improve and learn from my mistakes.

My personal struggles will teach me patience, persistence, and compassion. I'm grateful for this. I will use my knowledge and personal experiences to help others cope with their own struggles and I will continually search for and find solutions to bring relief to myself and others.

To help you stay focused on your purpose, you will be shown your "My Purpose" page on the weekdays of your choice each time you login to your MoodTracker.com account.

Lastly, your purpose statement doesn't need to be chiseled in stone. You can and probably should change it from time to time.

Notes For Your Thoughts:

My Purpose:

Use two or three concise sentences to write your purpose statement. Try to come away from this effort feeling inspired.

Font:

- Cursive
- Flamenco
- Handwriting

2. Enter text in *Notes for Your Thoughts* field on My Purpose screen

- Will users try to produce the effect the action has?

- Yes, but only if they read and scroll through the page to look for how they Setup My Purpose.
- **Will users see the control for the action?**
 - No, not initially because they must scroll through multiple paragraphs of text. Eventually they will see a label called, "Notes for Your Thoughts" above the free-form text input field.
- **Will users recognize the control produces the effect?**
 - Yes, the user will recognize the text input field and write notes as the first steps in the process.
- **Will users understand the feedback?**
 - Yes, once the user begins to enter their notes in the text field, they will see what they have written as they are entering the text.

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My Purpose:
Use two or three concise sentences to write your purpose statement. Try to come away from this effort feeling inspired.

Font:

- Cursive
- Flamenco
- Handwriting

When I Login, Show My Purpose On:

- Sundays
- Mondays
- Tuesdays
- Wednesdays
- Thursdays
- Fridays
- Saturdays

Save Cancel

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3. Enter text in *My Purpose* field on My Purpose screen

- **Will users try to produce the effect the action has?**
 - Yes, the user will try to write their purpose in the text entry field, following the instructions of entering 2-3 sentences.
- **Will users see the control for the action?**
 - Yes, the user will see the label titled, "My Purpose" above the form field.
- **Will users recognize the control produces the effect?**
 - Yes, the user will see that by entering text in the My Purpose field, that they are following the second step in the process, taking into consideration any notes they wrote in the Notes for Your Thoughts field.
- **Will users understand the feedback?**
 - Yes, the user can see and edit text as they are typing it in the text field.

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Notes For Your Thoughts:
Notes 1
Notes 2
Notes 3
Notes 4

My Purpose:
Use two or three concise sentences to write your purpose statement. Try to come away from this effort feeling inspired.
My purpose 1
My purpose 2

Font:
 Cursive
 Flamenco
 Handwriting

When I Login, Show My Purpose On:
 Sundays
 Mondays
 Tuesdays
 Wednesdays
 Thursdays
 Fridays
 Saturdays

Save

4. Select Font using radio button selection on My Purpose screen

- **Will users try to produce the effect the action has?**
 - Yes, the user will choose from one of three fonts
- **Will users see the control for the action?**
 - Yes, the user will see the label titled, "Font" above the radio buttons, and will see each font name displayed next to each selection.
- **Will users recognize the control produces the effect?**
 - Yes, the user will first see an example of what the font looks like because it is shown next to each radio button; then upon saving the form, the user will see what their My Purpose message looks like in the font chosen. The the user can see when the radio button gets selected because it turns blue.
- **Will users understand the feedback?**
 - Yes, the user can see what the font looks like for a single word, then they will be able to view and edit the message and change the font if they wish.

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Notes For Your Thoughts:
Notes 1
Notes 2
Notes 3
Notes 4

My Purpose:
Use two or three concise sentences to write your purpose statement. Try to come away from this effort feeling inspired.
My purpose 1
My purpose 2

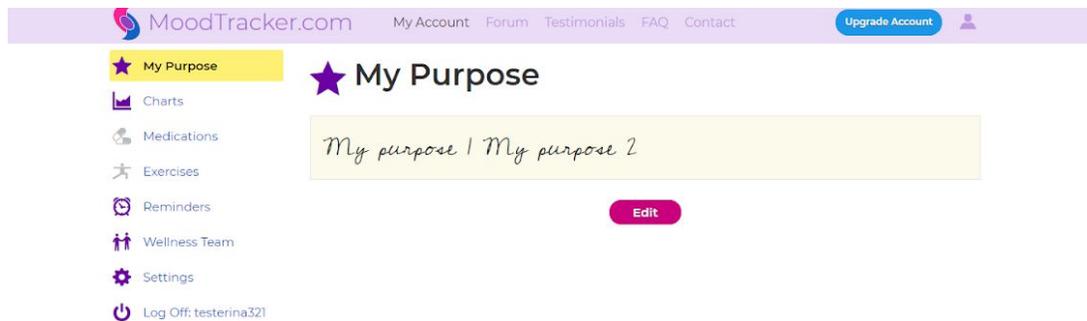
Font:
 Cursive
 Flamenco
 Handwriting

When I Login, Show My Purpose On:
 Sundays
 Mondays
 Tuesdays
 Wednesdays
 Thursdays
 Fridays
 Saturdays

Save

5. Select Day(s) of Week for “When I Login, Show My Purpose On” on the My Purpose screen,

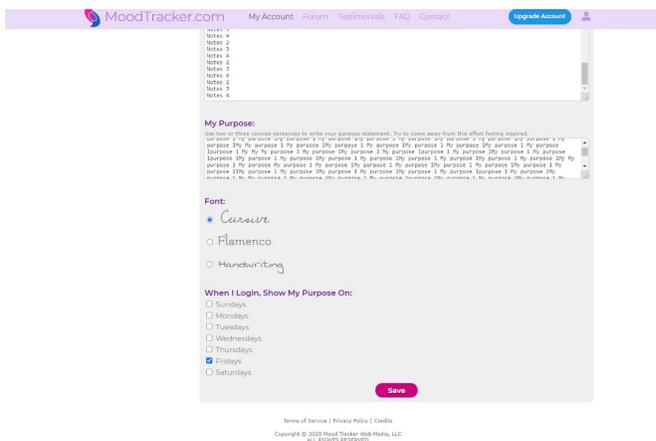
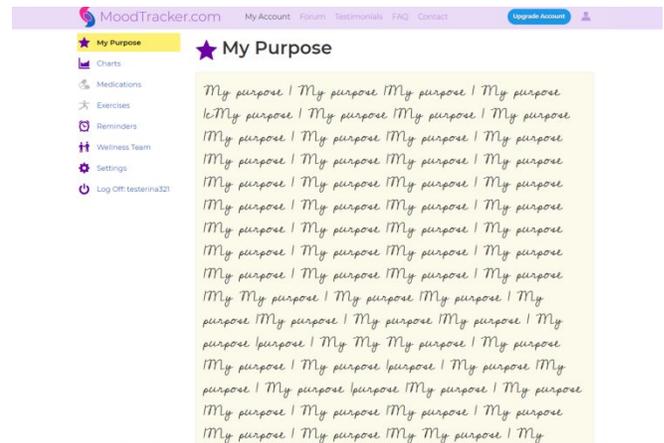
- **Will users try to produce the effect the action has?**
 - Yes, the user will see that they can choose a day(s) of the week.
- **Will users see the control for the action?**
 - Yes, the user will see the checkboxes and different days of the week that they may choose from. The user will also see the “Save” button located at the bottom of the page that they may click after making their selections.
- **Will users recognize the control produces the effect?**
 - Yes, the user will see that when they click on a checkbox, that day of the week will show as being selected because the checkbox will turn blue and contain a white checkmark.
- **Will users understand the feedback?**
 - Yes, the user can see that selected days turn the checkbox blue, and unselected days have a white checkbox. Upon clicking selecting the Save button, the user will be taken to a page displaying the My Purpose message.



6. Edit My Purpose message

- **Will users try to produce the effect the action has?**
 - Yes, the user will see the text displayed that they previously entered. If they wish to edit the text they will see the Edit button below the form field containing the text.

- **Will users see the control for the action?**
 - Yes, the user will see the text they entered for My Purpose highlighted with a yellow background and displayed in the font they selected. They will see they can edit the text because there is a bright pink Edit button immediately under the text field.
- **Will users recognize the control produces the effect?**
 - Yes, the user will associate the button labeled, Edit, with the step of editing the text.
- **Will users understand the feedback?**
 - Yes, upon selecting the Edit button, the user is taken back to the previous page, where they can edit the notes, text, font, and days of week. Upon clicking the Save button, they are taken to the updated page which displays the revised My Purpose.



- ★ My Purpose
- 📊 Charts
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My Account

Setup Steps

Welcome! MoodTracker.com is designed to help you form a daily habit of tracking your health and wellness measurements. This can reveal valuable information leading to personal health discoveries and better treatments. If you get lost completing the steps below, just tap or click **My Account** on the menu to return here.

Setup My Purpose. (Completed)

Enter Reminders

Use the Reminder feature to schedule daily messages to track your health and wellness measurements each day. When you receive a Reminder, act on it. Tracking your health measurements is easy and takes only a few minutes each day.

Invite Wellness Team

Use the Wellness Team feature to give View access for your Charts and Medication details to those people in your life who are interested in helping you reach your health and wellness goals.

Charts - Add Record

When you get to this page click the green plus icon  to add your first health measurement record. Taking this step is the first step towards forming a daily habit of tracking your health measurements. Choose a regular time each day to enter your mood. Use the Reminders feature to make sure you don't forget.

Upgrade Subscription

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7. View system feedback on My Account page

- **Will users try to produce the effect the action has?**
 - No, since the user has completed the action, they will only try to re-produce the action if they wish to make further changes.
- **Will users see the control for the action?**
 - No, while the user can see they completed the action, they may not know how to go back and make further edits, since the original link has disappeared.
- **Will users recognize the control produces the effect?**
 - Yes, the user will eventually see the green circle with the white checkmark, and the text that reads, "Setup My Purpose (Completed)".
- **Will users understand the feedback?**
 - Yes, the user will eventually learn that each time they perform a setup step that a green circle with a white checkmark icon will appear on the My Account page and will mark that step as "completed".