Railink Usability Test Overview

Summary of Findings

What works:

- "It was easy to navigate redeeming points
- Love the colour scheme
- Likes the option to ask to redeem points
- Easy to find trip and see fastest routes
- Likes the feature to favour the routes.

What doesn't work:

- "Map is hard to read
- Does not like the adding fund process hard to navigate
- Bank Cards are hard to differentiate
- Would like to see ticket destination from start to finish
- Show amount left on bank cards
- Point transaction history icons are confusing

Areas for improvement:

- ❏ Add google maps to map feature
- ❏ Improve icons in poin transaction history
- ❏ Put camera scanner icon in a different spot
- ❏ Ticket information add start and end destinations
- ❏ Change color of the bank cards
- ❏ Add image or icon next to View Trips

Test notes

User #1

Scenario 1

You look at your phone and see that you have a notification to take your medicine. What action do you want to take?

I'd swipe left or click.

- How do you feel about that experience?
I'd usually turn off notifications, but if it was like antibiotics, something extreme, it'd be really helpful.

Scenario 2

You click the notification and are taken to the app. You want to add a new medication in: Ashgawandha, you have 122 g of it. You were recommended to take it everyday and were instructed to take it before bedtime.
- Walk me through how you would input this info.
- How did you feel about that experience?

Good, it feels intuitive. It'd be nice to have a confirmation of what I picked. Like a summary of what I entered. But I imagine it's probably easier to just look at the cabinet on the phone.

- Is there anything that felt lacking or confusing?

Scenario 3
You see that you have a notification on the icon in the bottom navigation bar.
- When looking at that, where do you think clicking on that will take you?

Maybe messages, maybe from the app, or from a pharmacy.

Click on it, and open the new message
- How did you feel about that experience?

Yeah, I like this. This would especially make sense with antibiotics so I could check in when side effects arise.

- Is there anything that felt lacking or confusing?

To sync my cabinet, maybe I would go to my cabinet, oh and then I would check my profile. I think this is good as long as both parties agree to it. This is really nice. I would use this more personally for my parents or even staying accountable with my girlfriend and her birth control.

- Did anything feel confusing or out of place?

To set an alarm, I would probably click the plus button. So maybe the add medicine is in the cabinet, and the plus on the home screen be to add an alarm.

I really like the aesthetic a lot, it's very clean and not clinical. I could imagine people who take protein supplements or are training that could use this, whereas they wouldn't use a medicine tracker.

- Did you enjoy anything or feel that anything was lacking?

Maze Testing
9 users

**Open app and follow adding the medication/supplement flow.
How was that experience?**

"I felt like it was very straightforward. I also liked that there are different units so that ppl who are used to different metrics can have the option of putting in accurate units."

It all looks great. I was confused when I was asked to add the supplement but it says "Skip" at the top. Everything after that was pretty smooth."

"Pretty straight-forward and easy. One thing I would want to have is to have pill's name auto-completed or show options when I start typing, since in real life, some of the names are hard to type. "

"it felt very thorough and the flow was easy to follow. "

You see that you have a notification on the icon in the bottom navigation bar. When looking at that, where do you think clicking on that will take you?

All users respond with Message / Inbox

How do you feel about being able to sync Cabinets to keep family or friends and yourself accountable?

"super easy to do. i think something like syncs would obviously be within profile/account, which it was."

"I might"

"It was difficult knowing how to navigate to this section. "

"Not sure. I think I would like to check if my parents have taken their daily vitamins, but I would not input mine?! "

"I probably wouldn't use it, because I keep my medications private. I don't necessarily feel the need to share such information with my friends. I also don't tend to need reminders to take medication, and it doesn't always help me when people remind me, unless it's in the morning. "

How do you feel about being able to directly message your healthcare provider?

"I feel like it's nice to have that direct line, but I also feel like this is the direction health-tech is going. Immediacy and convenience. Excellent!"

"That's nice. I would like to see their profile picture to make it more personable."

"It's a great feature for a patient, but I worry it might be difficult for doctors to take the time to respond when they are caring for other patients. "

"Cool!"

"This is cool!"

"I probably wouldn't use it, but it's an interesting feature to have! I might be concerned about HIPAA compliance, as well as how often my provider will respond.. it might be easier to have a symptoms tracker instead. "

Did anything feel confusing or out of place?

"If I can see a small thumbnail image of the vitamin or supplement in the cabinet, that would help me identify them at first glance."

"I'm not quite sure I understand the purpose of sharing cabinets, but it's a cool idea. "

"I really liked aesthetics of your app. It makes taking pills more fun and not daunting. For the last few questions, some screens were unavailable to me so I answered based on my regular habits- hope that is okay."

"not really. i think the app is nicely designed and has some good features! "