

User tests tasks

- 1 - Sign UP - as a new user
- 2 - Checkout - as a new user
- 3 - Track order - as a returning user
- 4 - Return item - as a returning user
- 5 - Delete item from cart - all users

The test was performed by 3 people between the ages of 35 and 40.

First user:

Sign UP - as a new user

For this task the user got a little confused about where he should click to find sign up. After a close look he clicked on sign in and found the sign up page.

Checkout - as a new user

He clicked on products tab, choose a product type and clicked on, and then he went to products page. In the product page he chose one product and clicked on to go inside the product description page. He changed the quantity and added to cart. Inside cart checkout process, he filled up Shipping address, shipping method and Payment and instead to click on the button place order, he clicked on top of the phrase review and place your order - he said that he was confused because he didn't see the button on the right side.

Track order - as a returning user

In the homepage, he clicked on My account - Orders. Inside order page he clicked on Order + on the left side menu and said that he wasn't expecting to have to click again to see his orders and have the track number. He said that he would like to see all his orders, instead to have to type a track number.

Return item - as a returning user

In the homepage, he clicked on My account - Orders. Inside order page he clicked on Return item + on the left side menu and filled up the information on the main screen and clicked continue to view the return summary and confirm return.

Delete item from cart - all users

In the homepage, he clicked on Cart.

Inside the cart page, he clicked on remove but said that the information on the left side was distracting him.

Second user:

Sign UP - as a new user

She clicked on Sign in and found Sign up page with no problem.

Checkout - as a new user

She clicked on products tab, choose a product type and clicked on. Then she went to products page. In the product page she choose one product and clicked on to go inside the product description page. She changed the quantity and added to cart. Inside cart checkout process, she filled up Shipping address, shipping method and Payment. Instead to click on the button place order, she also clicked on top of the phrase review and place your order - she said that she didn't see the button on the right side and the information - Order Review.

Track order - as a returning user

In the homepage, she clicked on My account - Orders.

Inside order page she clicked on Order + on the left side menu and clicked again on track package. After that she said that she was waiting to see a list of the products that she bought and button to click on to - track, return or buy again.

Return item - as a returning user

In the homepage, she clicked on My account - Orders.

Inside order page she clicked on Order + on the left side menu and clicked again on return item. She choose a item, filled up the options and clicked on continue. She reviewed the return summary and confirmed the return successfully.

Delete item from cart - all users

In the homepage, she clicked on Cart.

Inside the cart page, she didn't know where to click to delete a item. After a few minutes she found the delete but said that it was confused because it was far from the image of the product.

Third user:

Sign UP - as a new user

He clicked on Sign in and found Sign up page with no problem.

Checkout - as a new user

He clicked on products tab, choose a product type and clicked on. Then he went to products page. In the product page he choose one product and clicked on to go inside the product description page. He changed the quantity and added to cart. Inside cart checkout process, he filled up Shipping address and he was ready to place order and said that he didn't know that he had more tabs to fill up.

Track order - as a returning user

In the homepage, he clicked on My account - Orders.

Inside order page he clicked on Order + on the left side menu and clicked again on track package. After that he got confused because he didn't know where to find all his orders.

Return item - as a returning user

In the homepage, he clicked on My account - Orders.

Inside order page he clicked on Order + on the left side menu and clicked again on return item. He said that he got confused with the information displayed about the order and the information to fill up.

Delete item from cart - all users

In the homepage, he clicked on Cart.

Inside the cart page, he also didn't know where to click to delete a item, because he was looking for the delete option be displayed below the image.