



Registration User Testing Report

22 July 2021

Agenda

1. Research details
2. Executive summary
3. Usability testing results
 - a. Process overview
 - b. Completion rate
 - c. Error rate
 - d. Registration time
4. Findings and Recommendations



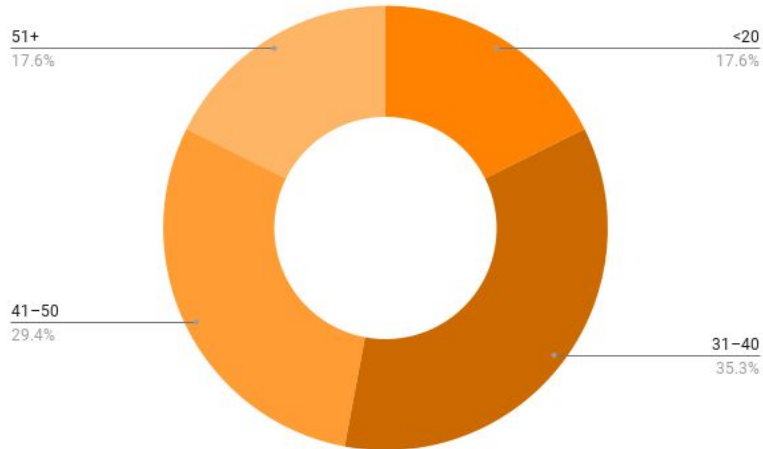
Research Details

Testing Date(s)	8–18 June 2021
Testing Method(s)	Remote moderated interview and usability tests using Lookback software
Team	Anna, First, Jona, Karn, May, Richard
No. of participants	17 (13 Android, 4 iOS)
User type	All test subjects were recruited by an external agency. Participants were screened with the broadest audience in mind and did not have a TMW account at the time of testing
Participant Location	Bangkok & UPC (Bangkok & Pathumthani); North (Chiangmai & Chiangrai); Northeast (Chaiyapoom, Srisaket, Konkaen & Surin); and South (Songkla)

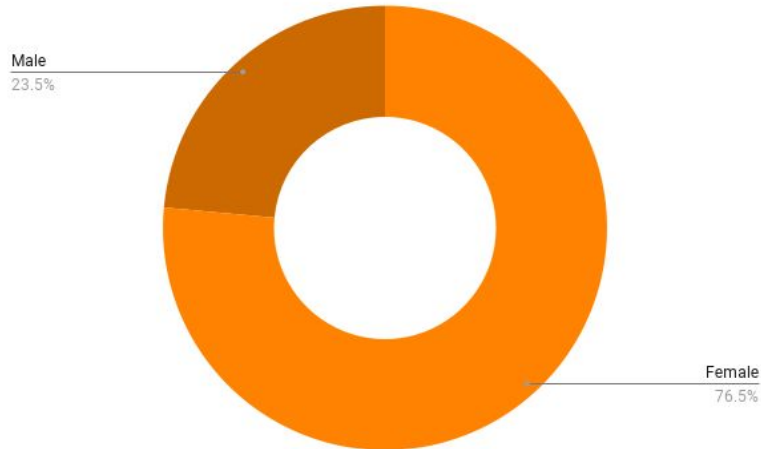


Participant Demographics

Age



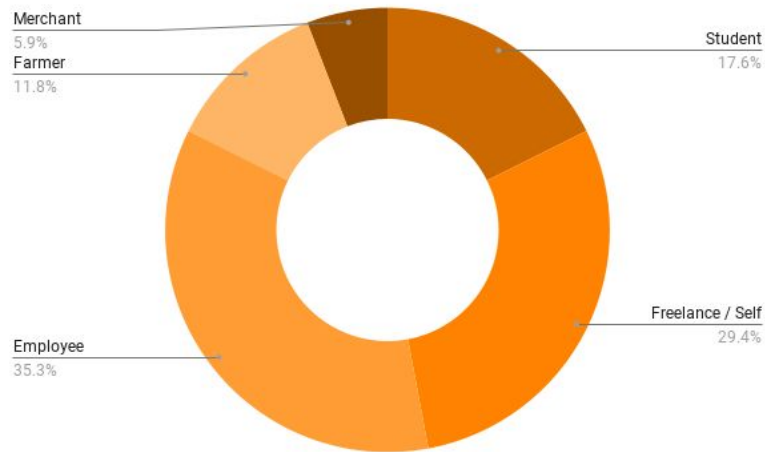
Gender



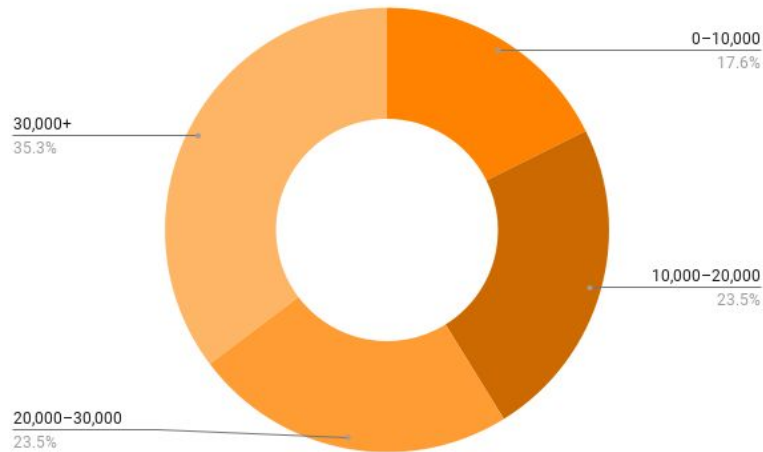
No participants were between the ages of 21–30. This may indicate that this age group is at a “saturation point” and already a TMW customer. Moving forward we will place a higher effort in recruiting this age group.

Participant Demographics

Employment



Income



Income is in Baht.

Maximum income range was 50K-60K Baht.



Executive Summary

Objective

Examine the usability of TrueMoney Wallet's registration process and users' behaviors and attitudes during registration.



Key Findings


- Unassisted completion rate was 77% with an error rate of 34%
- Average registration time was 8.7 mins; median time was 6.2 mins
- Scan ID card front and back presented challenges to all participants
- Work and personal address forms were difficult to complete
- Participants did not know registration was complete



Usability Testing Results



Results Summary

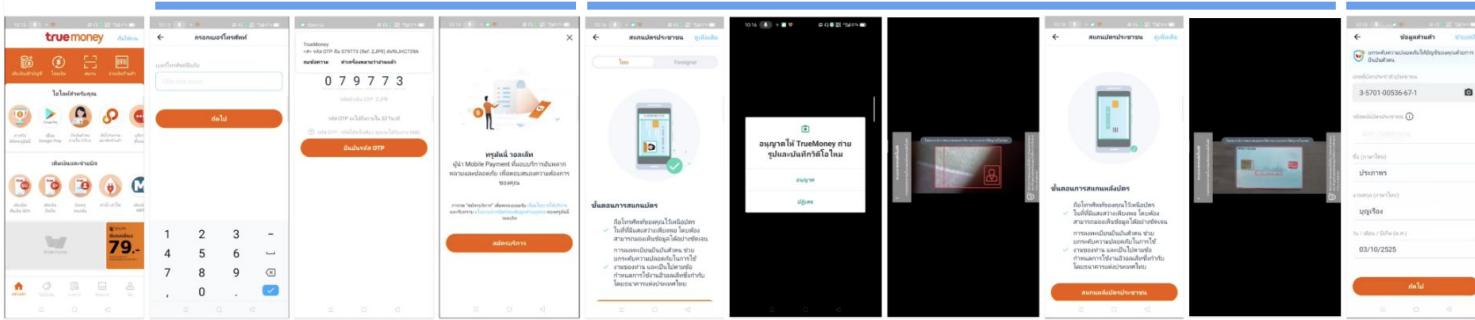
Unassisted completion rate	77%	Percentage of total steps completed without assistance
Error rate	34%	Percentage of total steps with one or more errors
 Average registration time	8.7 mins	Range: 3.5 to 16.9 mins Excludes participant #4 who could not complete registration
Median registration time	6.2 mins	

Registration Process Overview

1 Mobile number and authentication with OTP

2 Scan ID (front and back)

2.5 Provide ID information



3 Take a selfie

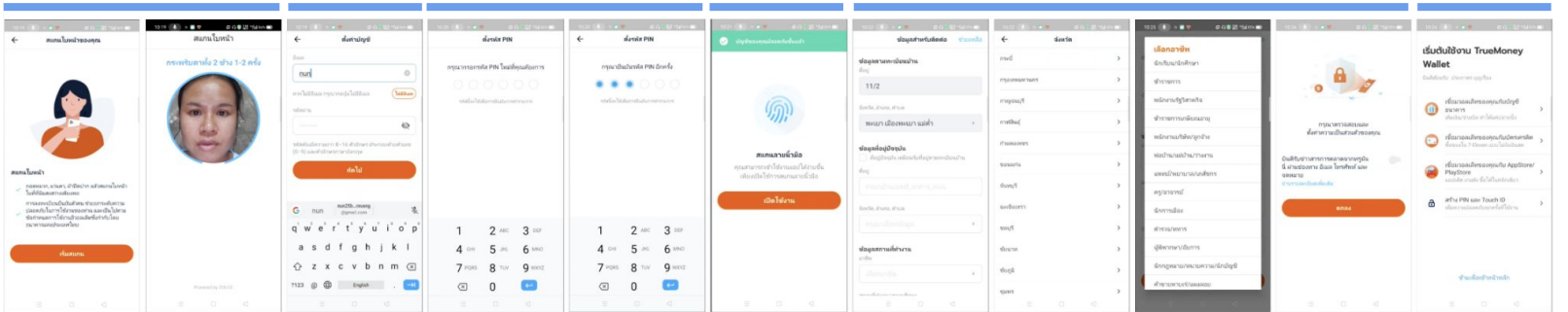
4 Email and password

5 Create PIN

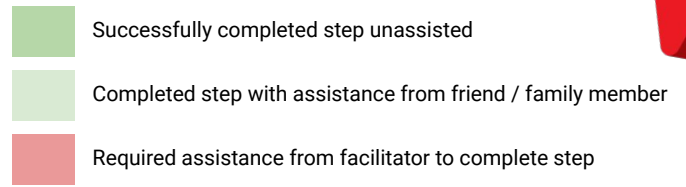
6 Biometrics

7 Provide personal information

8 Complete registration



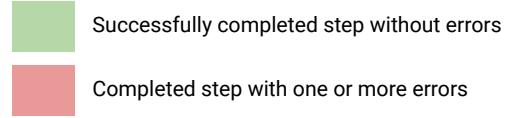
Completion Rate



	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17
Step #																	
1	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green
2	Light Green	Dark Green	Light Green	Red	Dark Green	Dark Green	Dark Green	Dark Green	Red	Dark Green	Light Green	Dark Green	Light Green	Dark Green	Dark Green	Dark Green	Dark Green
2.5	Red	Dark Green	Red	Red	Dark Green	White	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	White	Dark Green	Dark Green	White	Light Green	Dark Green
3	Light Green	Dark Green	Dark Green	White	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green
4	Dark Green	Dark Green	Light Green	White	Light Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Light Green	Dark Green	Dark Green	Red	Dark Green
5	Light Green	Light Green	Dark Green	White	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green
6	Dark Green	White	White	White	White	White	White	Dark Green	White	Dark Green	Dark Green	Dark Green	White	Dark Green	Dark Green	Dark Green	Dark Green
7	Light Green	Dark Green	Dark Green	White	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Light Green	Dark Green	Light Green	Dark Green	Red	Dark Green	Dark Green
8	Light Green	Dark Green	Dark Green	White	Dark Green	Dark Green	Light Green	Dark Green	Dark Green	Dark Green	Light Green	Dark Green	Light Green	Dark Green	Red	Dark Green	Dark Green



Error Rate




















Step #	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	Error Rate
1	Green	Green	Green	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	Green	Green	11%
2	Red	Green	Red	Red	Green	Green	Green	Red	Red	Red	Red	Green	Red	Green	Green	Red	Red	59%
2.5	Red	Green	Red	Red	Green	Red	Green	Red	Red	Red	Red	White	White	Green	White	Green	Red	64%
3	Green	Green	Green	White	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	0%
4	Green	Red	Red	White	Green	Red	Green	Red	Green	Green	Red	Green	Red	Green	Green	Red	Red	31%
5	Green	Green	Green	White	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	6%
6	Green	White	White	White	Green	Green	Green	Green	White	White	Green	Green	White	Green	Green	Green	Green	0%
7	Green	Red	Red	White	Green	Red	Red	Red	Green	Green	Red	Red	Green	Red	Red	Red	Red	69%
8	Red	Red	Red	White	Green	Red	Red	Green	Red	Green	Red	Red	Red	Red	Red	Green	Green	69%

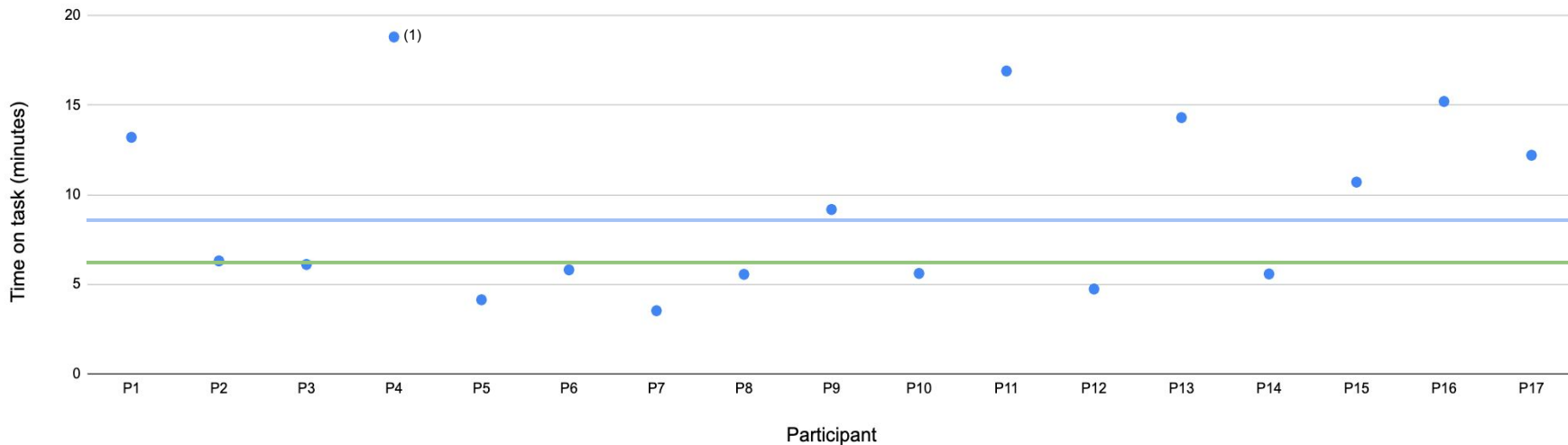


Registration Time

Average registration time: **8.7 mins**

Median registration time: **6.2 mins**

P																	
Sec	794	376	365	1126	248	348	211	333	550	336	1012	284	858	334	643	910	729
Min	13.2	6.3	6.1	18.8	4.1	5.8	3.5	5.6	9.2	5.6	16.9	4.7	14.3	5.6	10.7	15.2	12.2



(1) P4 could not complete registration (excluded from median & average times)

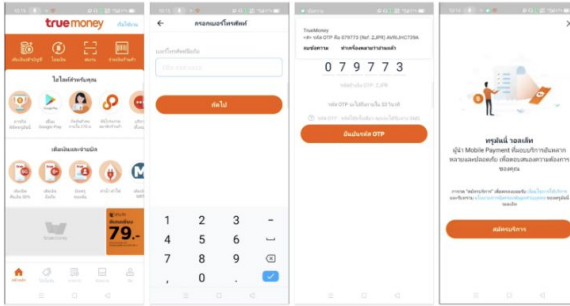


Findings and Recommendations

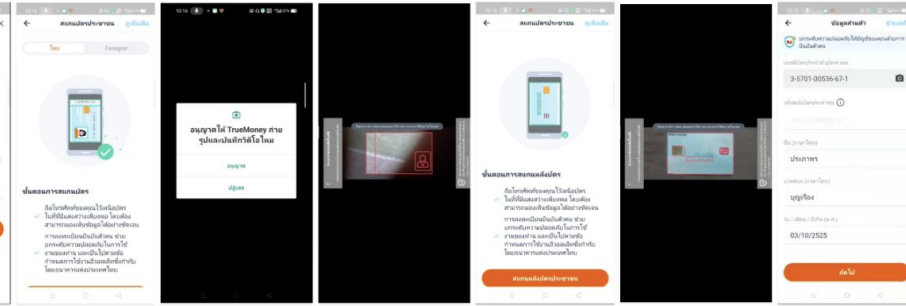


Registration Process Overview

1 Mobile number and authentication with OTP



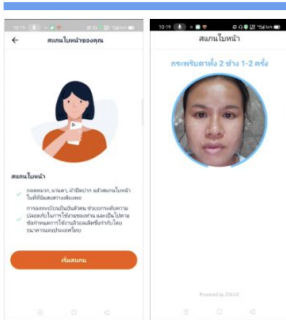
2 Scan ID (front and back)



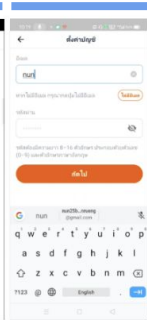
2.5 Provide ID information



3 Take a selfie



4 Email and password



5 Create PIN



6 Biometrics



7 Provide personal information



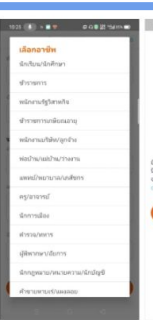
8 Complete registration



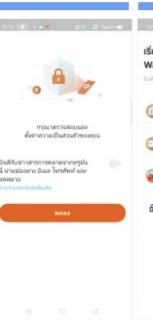
Complete registration



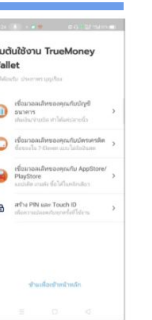
Complete registration



Complete registration

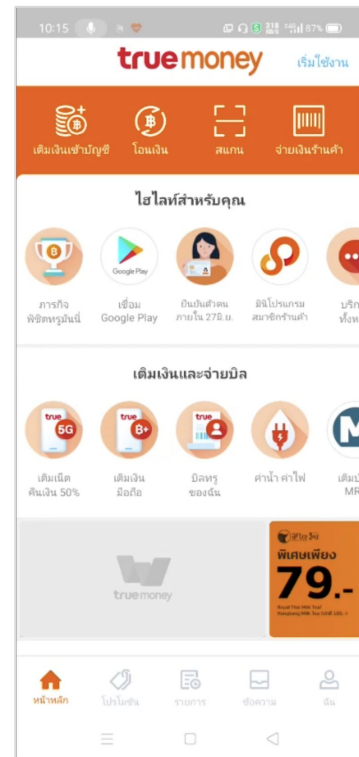


Complete registration



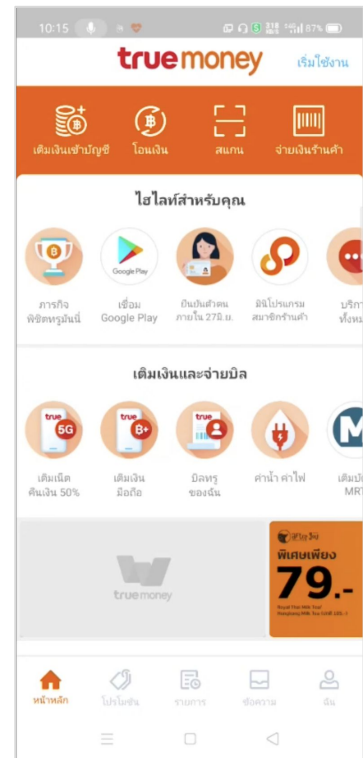
00. Start registration

#	Finding	Severity	Freq.	Recommendation	Effort
1	Participants could not find the button to start the registration process. They navigated to the “Me”/Account screen and started registration from there.	L	12%	Provide a large, clear entry point from the Home screen, similar to the “Me” screen.	H
2	Participants experienced confusion about starting the registration process particularly with “เริ่มต้นใช้งาน”.	M	44%	Consider changing the “Get Started” text to “Register / Sign In”. Use the same text as on the “Me” screen.	L



01. Mobile number and OTP authentication

#	Finding	Severity	Freq.	Recommendation	Effort
1	Most users found entering their mobile number and OTP familiar and very easy to complete.	N/A		N/A	
2	A participant left the registration process to get the OTP from her messaging app. She returned to the TMW app and entered the OTP. She received an alert dialog. She looked confused and requested another OTP. This continued for a couple of mins.	L	6%	Provide better inline feedback when the incorrect OTP is entered. Avoid using dialogs.	L
3	Participants on iOS did not use the OTP shortcut and entered their OTP manually.	N/A		N/A	



02. Scan ID

#	Finding	Severity	Freq.	Recommendation	Effort
1	When Scan ID starts, participants are not always ready. The red, flashing error messages start to display immediately.	L	100%	Use the default state until an ID is detected. Once the ID is detected the scanning process starts and feedback on the process can begin accordingly.	M
2	Participants cannot read messages meant to correct actions before they disappear.	M	100%	Adjust the message duration timing (3–5 seconds) so they are visible longer.	L
3	During ID scanning, three different messages appear: a red (Android) in the top or a gray (iOS) notification in the screen center, a dialog, and a help screen.	M	25%	Reduce the number and frequency of error messaging. Adjust maximum times for scanning to account so dialogs do not automatically appear.	L



02. Scan ID

#	Finding	Severity	Freq.	Recommendation	Effort
4	Participants must rotate their phone back and forth to see the message, approve and continue scanning.	N/A		Minimize the use of full screen portrait dialogs for help. Use one type of messaging, the on-screen guidance format. This gives instructions in the context of the scanning action and is less interruptive.	L
5	Participants do not hold their IDs while scanning. Even if they start ID scanning holding the identification card, they will place the card on a flat service to scan. They do not hold their phone and their identification at the same time.	N/A		N/A	



02. Scan ID

#	Finding	Severity	Freq.	Recommendation	Effort
6	Users did read the priming screens before the scanning their IDs.	N/A		N/A	
7	Some users made multiple “successful” attempts to scan their ID cards (front & back) before they could move to the next step. After processing the scan, the user was redirected back to the start of the step.	M	33%	Requires further discussion with the working team for a possible solution to this issue.	M



2.5. Provide ID information

#	Finding	Severity	Freq.	Recommendation	Effort
1	12 participants had to enter additional information after the back of the ID scan.	M	75%	Adjust the threshold for scanning the back of the ID to account for low contrast cards and ensure more successful scans.	H/M
2	Participants made errors entering the laser ID number due to the similarity between the number "0" and letter "o" or they entered the wrong numbers.	L	38%	Real-time validation to allow only letters for the first two characters in the laser ID number input.	M
3	Participants had a difficult time reading the low contrast text on the card.	N/A		N/A	

10:18

ข้อมูลส่วนตัว [ช่วยเหลือ](#)

ยกระดับความปลอดภัยให้บัญชีของคุณด้วยการยืนยันตัวตน

เลขที่บัตรประจำตัวประชาชน

3-5701-00536-67-1

รหัสหลังบัตรประชาชน ⓘ

ชื่อ (ภาษาไทย)

ประภาพร

นามสกุล (ภาษาไทย)

บุญเรือง

วัน / เดือน / ปีเกิด (พ.ศ.)

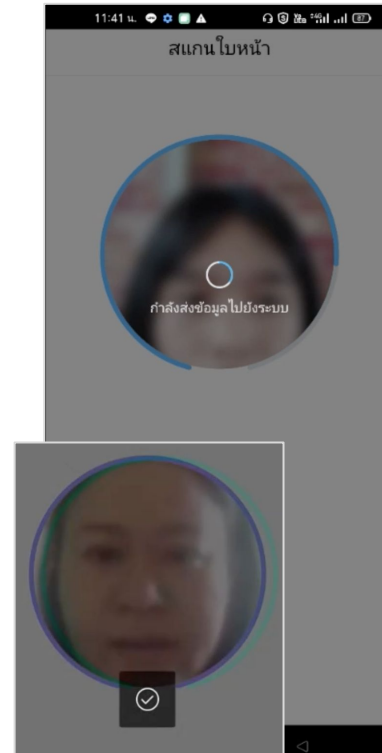
03/10/2525

ถัดไป



03. Take a selfie

#	Finding	Severity	Freq.	Recommendation	Effort
1	All participants were able to complete this task easily.	N/A		N/A	
2	The responsiveness of the face scan caught some participants off guard. Some participants were confused about what image was taken for the selfie. While processing the selfie, the visible image can appear blurry or misaligned.	L	56%	Provide a “default window” before taking the selfie. Give the user a moment to set up before enforcing criteria. Is “Face Scan” a better name than “Take a selfie”?	M
3	Some participants experienced a delay while taking a selfie. They blinked their eyes and still there was a long pause.	M	31%	Needs further investigation.	M
4	A small confirmation check mark appears after the selfie is taken. (Android only)	L	75%	Remove the check mark from this step.	L



04. Email and password

#	Finding	Severity	Freq.	Recommendation	Effort
1	Users were rarely able to provide a password “on-demand” and failed to meet the password criteria on their first try.	M	50%	<p>Provide more visible help text which changes in real time to indicate that the password has met requirements.</p> <p>Provide users with auto-generated password suggestions or some other solution.</p>	M
2	The password error message repeats the help text.	L	100%	<p>Group the help text with the password input. Error messaging will then replace the help text based on the context of the error.</p> <p>Use darker text color for better readability.</p>	L



04. Email and password

#	Finding	Severity	Freq.	Recommendation	Effort
3	A user asked where the password provide would be used, whether it was for another app or for TMW.	N/A	6%	Explain to customers what the email and password are for.	L
4	A participant left the app to retrieve her email address. When she returned to the TMW app, her session was ended and she had to restart registration from Step 2: "Scan Front of ID".	M	6%	Increase the session timeout so that users can step away from the app and continue registration on their return.	H/M



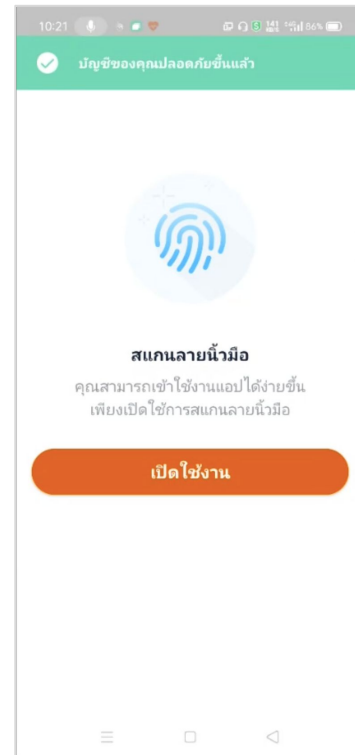
05. Create PIN

#	Finding	Severity	Freq.	Recommendation	Effort
1	Most participants found this step easy to do with no issues reported.	N/A		N/A	
2	Two users made multiple attempts to confirm their PIN.	L	13%	N/A	
3	One user went back to Step 4: email/password, and then continued to PIN step up. She asked for help.	L	6%	N/A. We suspect she wanted to reset this step and went back one step. This participant had the least amount of experience with financial technologies.	
4	Three participants hid their screen while entering their PIN.	N/A		N/A	
5	In-app notification appears for successfully creating a PIN causing an unnecessary distraction.	L	100%	Remove all in-app “success” notifications to minimize distractions.	L



06. Biometrics

#	Finding	Severity	Freq.	Recommendation	Effort
1	In general, no user issues with biometrics. Not every user sees this option since its visibility is based on the capabilities of their device.	N/A	50%	N/A	--
2	In app/"toast" success notifications for email/password success appear on the following screen, which is too late to be useful or informative. In the case of the email password notice, it hides the secondary CTA.	M	50%	Move the "Skip" option to be near the primary CTA. Remove the notification to reduce unnecessary distractions.	L



07. Provide personal information

#	Finding	Severity	Freq.	Recommendation	Effort
1	<p>Users struggled with both two different types of inputs: the select employment dialog and the multi-level, full-screen address selection dialog. The accordion options in the employment dialog were missed unless the user scrolled, complicating the selection process.</p> <p>Users left and reentered both input types before successfully completing.</p>	M	75%	<p>Remove dialog and only use one, full-screen option to select job and address selection. Use one consistent approach to select one option from a long list of options.</p> <p>For address selection, instead of using a complex, multi-level selection, we simplify address selection by using one input for each part of the location (district, subdistrict, province, etc.) or some other approach.</p>	M
2	<p>Participants paused, scrolled up and down, and reviewed the content on screen before attempting to fill in the form.</p>	N/A	31%	N/A	--



07. Provide personal information

#	Finding	Severity	Freq.	Recommendation	Effort
3	Some participants found the form easy to use with no confusion.	N/A	25%	N/A	M
4	Some participants requested help.	M	19%	Provide a more clearly understood word for “สถานศึกษา”. Suggest using “or” between the workplace and school address label.	L
5	Implementation of the form field “สถานที่ทำงาน / สถานที่ศึกษา”(EN “workplace/ school”). This issue only appears in Android. Text input is double in size.	L	75%	Form field bug fix. Correct the input size to be consistent with the other form inputs on the screen.	L
6	The input field border was difficult to see on a low-resolution phone it was almost invisible.	L	6%	Provide 2dp or 2pt border size for each form input. This is an accessible solution and would ensure visibility on all phones especially low-end devices.	L
7	Users tapped the Submit CTA before attempting to enter any information. This action would trigger all error messages.	N/A	19%	N/A	



07. Provide personal information

ข้อมูลสำหรับติดต่อ ข้ามเหลือ

83 หมู่ที่ 3

จังหวัด, อำเภอ, ตำบล

ศรีสะเกษ ไพรบึง โนนบุณ >

ข้อมูลที่อยู่ปัจจุบัน

ที่อยู่ปัจจุบัน เหมือนกับที่อยู่ตามทะเบียนบ้าน

ข้อมูลสถานที่ทำงาน

อาชีพ

เลือกอาชีพ >

กรุงเทพมหานคร

สถานที่ทำงาน/สถานศึกษา

กรอกชื่อบริษัท/สถานศึกษา, เลขที่, ถนน

กรุงเทพมหานคร/สถานที่ทำงาน/สถานศึกษา

จังหวัด, อำเภอ, ตำบล

กรุณาเลือกข้อมูล >

กรุงเทพมหานคร/จังหวัด อำเภอ ตำบล

เลือกอาชีพ

ผู้พิพากษา/อัยการ

นักกฎหมาย/ทนายความ/นักบัญชี

ค้าขายหามเร่/แผงลอย

มัคคุเทศก์/นำเที่ยว

ตัวแทน/นายหน้าขายตรงหรือขายประกัน

เจ้าหน้าที่ในองค์กรการกุศล/มูลนิธิที่ไม่แสวงหากำไร

อื่นๆ

ธุรกิจส่วนตัว

อื่นๆ

กสิกรรม/นักบวช

ชวานา/เกษตรกร/ชาวประมง

รับจ้าง

จังหวัด

กระบี่ >

กรุงเทพมหานคร >

กาญจนบุรี >

กาฬสินธุ์ >

กำแพงเพชร >

ขอนแก่น >

จันทบุรี >

ฉะเชิงเทรา >

ชลบุรี >

ชัยนาท >

ชัยภูมิ >



08. Complete registration

#	Finding	Severity	Freq.	Recommendation	Effort
1	<p>Participants failed to recognize the end of the registration process.</p> <p>They engaged in different behaviors including choosing an item from the list and “add money” or “link a bank account” with the belief that they are still registering. After exploring various screens, like “scan”, “inbox” and “me”, the user will ask the test facilitator if they are finished.</p>	H	81%	<p>Provide a stronger indication the registration is complete like a “success” screen.</p> <p>Educate users on what “to do” next, next steps. Consider updating the text on the existing welcome screen to make registration completed successfully and the next steps more clear.</p>	M
2	<p>Participants needed support (usually a family member) to complete registration.</p>	H	47%	N/A	



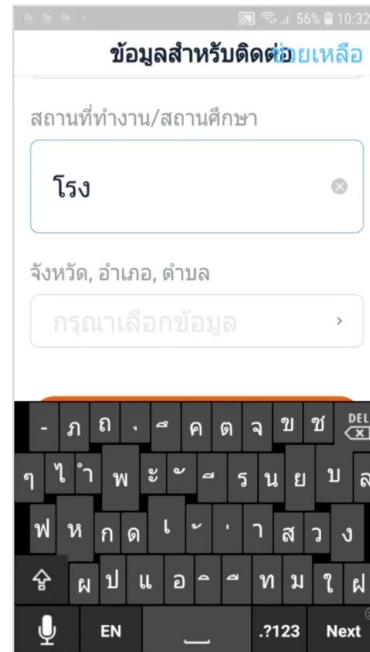
08. Complete registration

#	Finding	Severity	Freq.	Recommendation	Effort
3	PIN and biometrics are a part of the registration flow and appear again in the welcome screen as the last “to-do” item.	L	100%	Remove PIN and biometrics. Avoid any unnecessary duplication. Rethink the “to-do” list and overall design of the welcome/“success” screen.	M
4	In-app, “toast” notification upon successful completion on the Welcome screen is ignored.	H	81%	Remove toast notification. Participants did not know registration is complete with both a notification and a Welcome screen.	L
5	A random “looped” Thai typeface was discovered in Android and it could not be identified.	L	Android users only	Use the same approved TMW typefaces to ensure a consistent experience.	L



Other findings

#	Finding	Severity	Freq.	Recommendation	Effort
1	One user reset the text size so they can read the small text in the application. They are changing the text set to “Large” or “Extra Large” on their mobile devices. Handling the text programmatically would be a more graceful, system-wide approach	M	6%	Use larger text, with more contrast by default Responsive, programmatic text sizing. Text magnification is not accounted for and in one instance created overlapping title and edit the text in the top app bar. The correct method of scaling text should automatically truncate text if the text size is increased by the customer for better viewing.	M/L
2	Form field interaction for long text creates a tall, expanding height form input.	L	100%	When text is typed into a form field, the text should continue on the right within the fixed-height and -width, text field. Once the focus is no longer in the input, the input will shift back to left aligned and text will truncate on the right.	L



Thanks!



Send your questions to
ux-design@ascendcorp.com

Results

Usability is a measure of efficiency, effectiveness, and satisfaction. The results of our usability testing correspond with those metrics by providing task completion rate, time on task, the error rate for efficiency, and effectiveness.



According to Jakob Nielsen's oft-quoted statement, "five participants will discover over 80% of the problems". We have included 17 participants which translates to approximately a 97–98% of usability issues that will be discovered or exposed.



10:22

ข้อมูลสำหรับติดต่อ ช่วยเหลือ

83 หมู่ที่ 3

จังหวัด, อำเภอ, ตำบล

ศรีสะเกษ ไพรบึง โนนปูน

ข้อมูลที่อยู่ปัจจุบัน

ที่อยู่ปัจจุบัน เหมือนกับที่อยู่ตามทะเบียนบ้าน

ข้อมูลสถานที่ทำงาน

อาชีพ

เลือกอาชีพ

กรุณาระบุอาชีพ

สถานที่ทำงาน/สถานศึกษา

กรอกชื่อบริษัท/สถานศึกษา, เลขที่, ถนน

กรุณาระบุสถานที่ทำงาน/สถานศึกษา

จังหวัด, อำเภอ, ตำบล

กรุณาเลือกข้อมูล

กรุณาระบุจังหวัด อำเภอ ตำบล

Inconsistent input sizes

12:45

ข้อมูลสำหรับติดต่อ ช่วยเหลือ

ข้อมูลสถานที่ทำงาน

อาชีพ

นักเรียน/นักศึกษา

สถานที่ทำงาน/สถานศึกษา

กรอกชื่อบริษัท/สถานศึกษา, เลขที่, ถนน

กรุณาระบุสถานที่ทำงาน/สถานศึกษา

จังหวัด, อำเภอ, ตำบล

กรุณาเลือกข้อมูล

กรุณาระบุจังหวัด อำเภอ ตำบล

14:14

เลือกอาชีพ

- ผู้ตีพิกษา/อัยการ
- นักกฎหมาย/ทนายความ/นักบัญชี
- ค้าขายหามเร่/แผงลอย
- มัคคุเทศก์/นำเที่ยว
- ตัวแทน/นายหน้าขายตรงหรือขายประกัน
- เจ้าหน้าที่ในองค์กรการกุศล/มูลนิธิที่ไม่แสวงหากำไร
- อื่นๆ
- ธุรกิจส่วนตัว
- อื่นๆ
- ภิกษุ/นิกบวช
- ขานนา/เกษตรกร/ชาวประมง
- รับจ้าง

Form inconsistencies

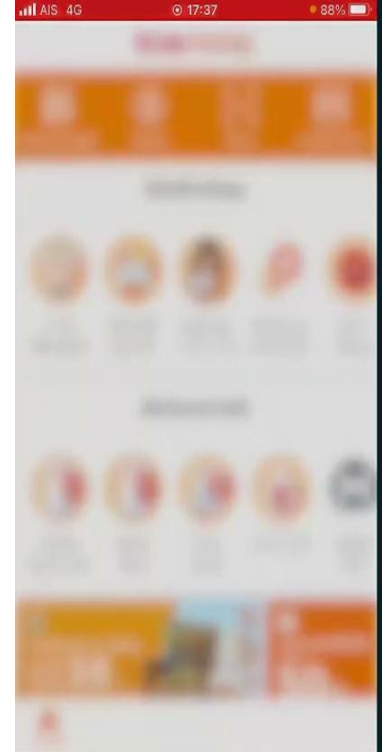
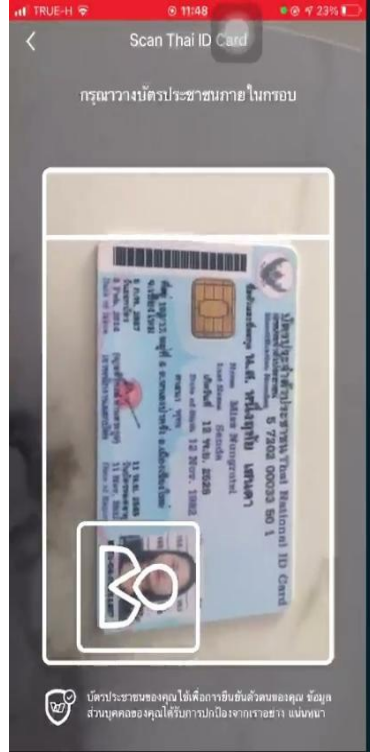
11:53

จังหวัด

- กระบี่
- กรุงเทพมหานคร
- กาญจนบุรี
- กาฬสินธุ์
- กำแพงเพชร
- ขอนแก่น
- จันทบุรี
- ฉะเชิงเทรา
- ชลบุรี
- ชัยนาท
- ชัยภูมิ



Sample Videos



System Usability Scale (SUS)

Participant	q1	q2	q3	q4	q5	q6	q7	q8	q9	q10	SUS Score	Percentage	Grade	NPS
p1 Noon	5	2	5	3	0	3	5	3	4	4	60.0	30	D	Detractor
p2 Willai วิลเลอร์	5	2	4	2	5	1	4	1	4	1	87.5	95	A	Promoter
p3 Ubon (Ou)	5	1	5	2	4	2	5	2	5	2	87.5	95	A	Promoter
p4 Eim	3	5	2	5	4	1	4	3	3	5	42.5	<10	F	Detractor
p5 Teerayuth (Ta)	3	3	3	4	5	3	2	5	3	3	45.0	10	F	Detractor
p6 Nampeung Malai (น้ำผึ้ง)	4	2	4	3	4	2	4	1	4	3	72.5	58	C	Passive
p7 Din	4	2	5	1	4	2	5	1	4	2	85.0	95	A	Promoter
p8 Napatsorn(Mint)	4	3	5	4	4	3	4	3	4	3	62.5	35	D	Detractor
p9 Kreetaya(Ked)	4	1	2	3	4	1	4	1	4	3	72.5	58	C	Passive
p10 Hathaichanok (A)	4	3	3	3	4	3	3	2	4	3	60.0	30	D	Detractor
p11 Thanaphon Boom	5	4	4	4	4	1	4	3	5	4	65.0	35	D	Detractor
p12 Satit Doungrasamee (Arm)	4	1	5	4	4	4	4	3	4	3	65.0	35	D	Detractor
p13 Petch	5	2	3	5	5	4	5	2	4	4	62.5	32	D	Detractor
p14 Sirichawee Rasrikong (Ying)	4	1	5	3	5	1	5	1	5	4	85.0	90	A	Promoter
p15 Intratip (Nang)	5	1	5	1	5	1	1	1	5	2	87.5	95	A	Promoter
p16 Siriluk(Muay)	5	2	5	4	5	3	5	4	4	3	70.0	56	C	Passive
p17 Pum	4	3	2	4	2	5	3	5	2	4	30.0	<5	F	Detractor



User Quotes

Ease of Use

Not too complicated ... Nothing to dislike... I will recommend using this application to my acquaintances!

Participant 6

He thinks it's easy to register and he like to use it, instead of cash. The overall process is fine and good for him.

Participant 13

Dislikes Mentioned as Likes

Everything seems ok for her, just the process of scanning that she doesn't like much.

Participant 10

It's easier than Paotung because she doesn't need to ATM to verify herself.

Participant 1



User Quotes

Issues with ID Scanning

She said it's very hard to register, and scanning is very hard for both front and back. and many conditions.

Participant 4

Its hard in scanning ID card because of light. He went out from the room to get more light.

Participant 13

Dislikes Mentioned as Likes

...Also filling workplace is too complicated. She doesn't know what to fill because her shop is near the street.

Participant 10

The process of scanning ID card (front and back). she want to take only front ID card, it would be easier.

Participant 10



Recommendations

ID Scan. Continue OCR technology improvement and timing improvement. Do not bombard customers with error messages before they have attempted to scan their ID **[High]**

- Remove minimum times for scanning to account for human factors like not having the ID and going to retrieve the ID

ID scan. Reduce the number and frequency of error messaging to customers **[High]**

Messages disappear before the user has an opportunity to read the message. Adjust the timing (3–5 seconds) for the message to be helpful

- During ID scanning, three different messages appear: a red (Android) or gray (iOS) notification in the screen center, a full-screen dialog, and a help screen. User must turn their phone back and forth to see the message, approve and continue scanning.
- Would reduce time on task and increase efficiency.

Recommendations

ID scan, back, manual entry. Laser ID number scan, technical adjustment to scanning the back of the ID to scan 100% of the time and to capture the laser number **[Medium]**

- Customers have a difficult time reading the low contrast text and often have to reenter the number a few times.
- Similarity between the number “0” and letter “o”. NaN recommendation

Email and password. Do we need the password in addition to PIN6 and biometrics? When do customers use this password? For mutual fund registration, only an email address is captured.

How can we make this step easier? Provide users with auto-generated password suggestions similar to the default email address **[Low]**

- Users were rarely able to provide a password “on-demand” and fail to meet the password criteria on their first try. Improving the message would be another suggestion. It repeats the criteria presented as help text for the password.
- A user did ask what the password to provide, whether it was for another app or for TMW

Recommendations

Complete registration. Provide a stronger indication the registration is complete like a “success” screen. Educate users on what “to do” next, next steps. **[High]**

Consider updating the text on the existing welcome screen to make registration completed successfully and the next steps more clear.

- Users failed to recognize the end of the registration. The current screen with the “to-do” list is not sufficient. Customers will select an item from the list and “add money” or “link a bank account” with the belief that they are still registering. Often times after exploring the various screens, like “scan”, “inbox” and “me”, the user will ask the test facilitator if they are finished.

Handling a brief exit to collect information. Do not cancel the registration. Save the information or at the very least provide a delay? The session should not expire immediately. Could we provide the user with 90 seconds to grab an email address?

Recommendations

Additional personal info. Remove dialog and only use one, full-screen option to select job and address selection. Use one consistent approach to select one option from a long list of options.

For address selection, instead of using a complex, multi-level selection, we simplify address selection by using one input for each part of the location (district, area, province, etc.) **[High]**

- Users experience friction in having to learn two different approaches to accomplish the same task. In addition to the large almost full-screen dialog and the multi-level, full-screen dialog, there are accordions in the dialog which complicates the selection process
- Form field bug fix. Implementation of the form field “สถานที่ทำงาน/สถานที่ศึกษา”(EN “workplace/school”). This issue only appears in Android. Text input is double in size.
 - One form field is oddly doubled in size. This bug does not exist in iOS.
 - Work to keep form input design consistent.

Recommendations

- Form field interaction for long text. When text is typed into a form field, the text should continue on the right within the fixed-height and -width, text field. Once the focus is no longer in the input, the input will shift back to left aligned and text will truncate on the right. **[Low]**
 - Basic, expected form field behavior.
 - Work to keep form input design (size, interactions, etc.) consistent

