Problems in the old version

New User Screen

Confusing navigation (buttons, arrows)
No explanation for new users
What is bill pay? Why would I use this feature?

Returning User Screen

No direct help for bill pay
Returning user has confusing array of options

Payee Screen

No information about location within the web site
Graphics do not add to understanding
User name in red is alarming

Solutions

Clarify navigation
Explain the feature for a new user with text

Payee Screen

Use breadcrumbs to indicate location
Improve legibility by changing the font
Limit and streamline screens

New User Screen

Clarify navigation
Explain the feature for a new user with text

Returning User Screen

Create link to contextual help
Simplify options for a returning user

Payee Screen

No information about location within the web site
Graphics do not add to understanding
User name in red is alarming
Problems in the old version
• Confusing navigation (buttons, arrows)
• No explanation for new users
• What is bill pay? Why would I use this feature?
• No direct help for bill pay
• Returning user has confusing array of options
• User name in red in the middle is alarming
• Graphics do not add to understanding
• No information about location within the web site

Solutions
• Clarify navigation
• Use breadcrumbs to indicate location
• Explain the feature for a new user with text
• Simply options for a returning user
• Create link to contextual help
• Improve legibility by changing the font
• Limit and streamline screens

User testing results
• He understood navigation (top buttons, separated by the banner) and knew where he was in the site
• He did not understand distinction between payee, make a payment and payment history
• He was confused by the payee name link. He thought it would allow him to make a payment
• He thought it would be easy to add a payee but not know how to delete a payee
• He was confused by the wording of the help link at the bottom: Does this give more information about the payee?

User testing redesign implications
• Add an edit button rather than a link through the payee name
• Clarify help language
• User test information architecture
• Rethink terminology

Further suggestions beyond our scope
• Rely on Quicken and Money to anticipate some user learnability issues and expectations
• Improve and clarify site navigation
• Investigate possibilities for sorting data within tables
• Rethink and test the structure of the bill pay section: payee, make a payment and payment history
• Allow users to edit categories
• Include acceptable formatting for printing
• Allow user to export to Excel