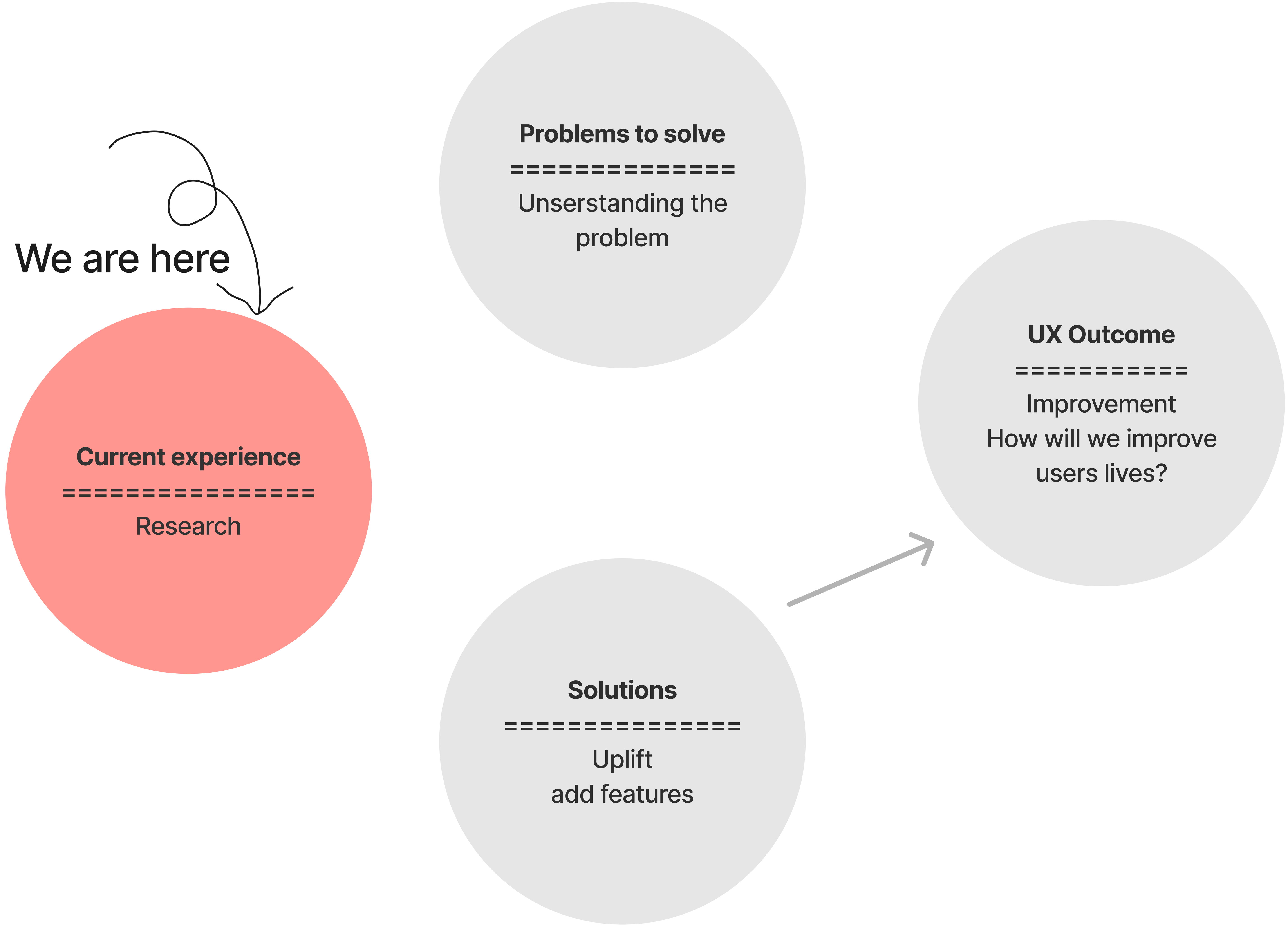
Grow Inc.

MOL Usability Testing Insights

Continuous Research

Project Human



Registration

	Login page		Step 1 / Step 2		Step 3	Step 4	Finish registration	
Actions	Find "Register now" button	Registraion welcome	Got everything (email, Member #, mobi #)	Input info. / Code (email) / Terms & Conditions	Input phone # Getting a code	Input Account info	Error	Complete

Registrater now is not apparent on the page. 75% participants tried to log in but realised he hadn't received PW info.

The password input should be hidden as default when writting password. (50%)

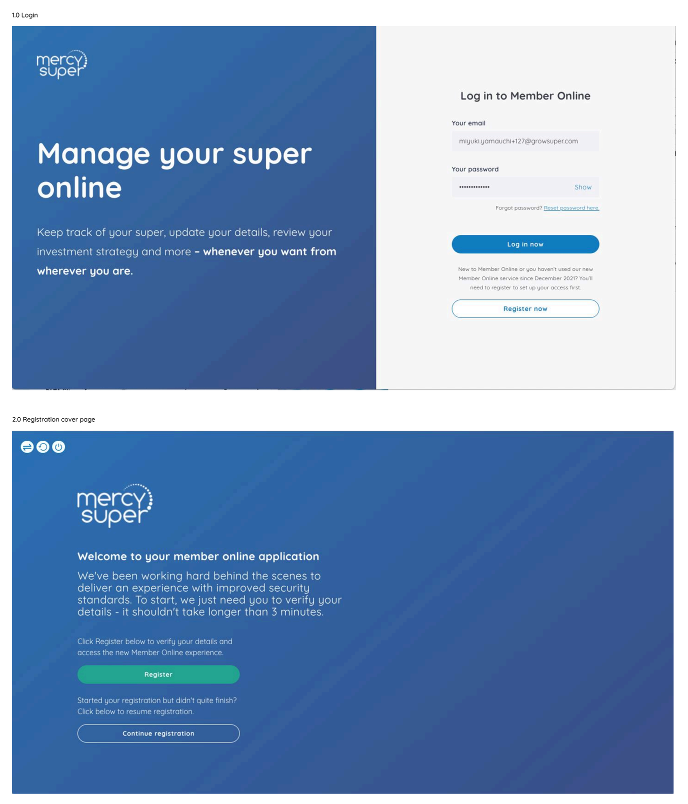
Terms & condition checkbox was hidden because of the small screen. The CAT button was not active. Took a tiny moment to scroll to see the check box (50%)

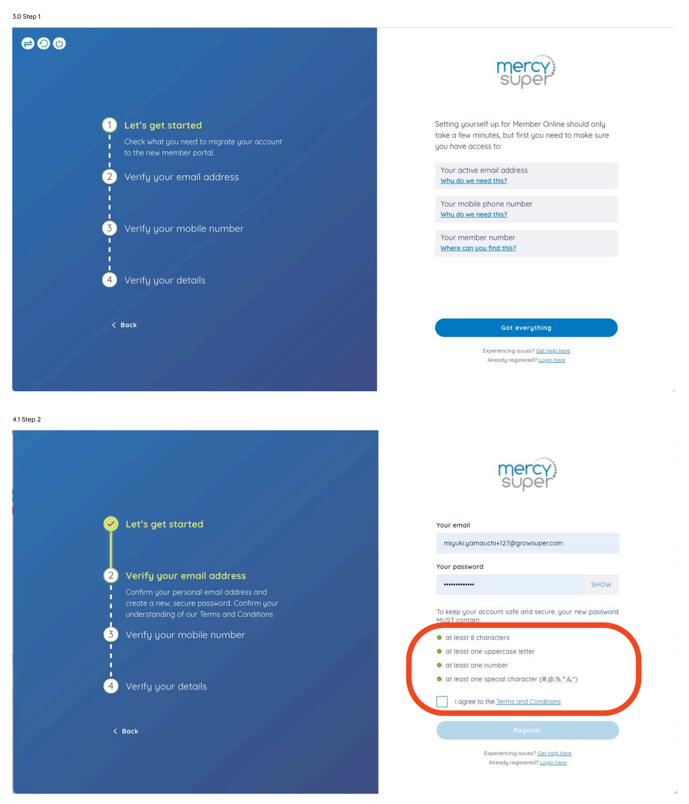
Difficulties using the calendar for Date of Birth. (84%)

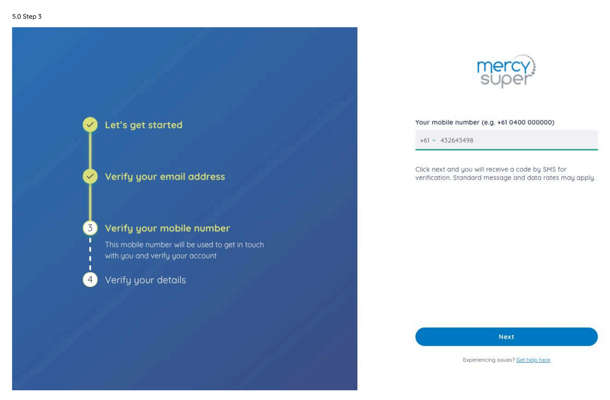
(dd/mm/yyyy) was ignored.

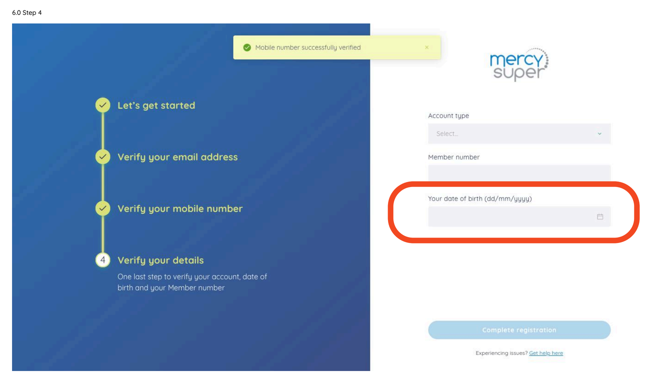
(didn't go through registration)
5 attempts.
Want to try different format for date of birth.
"There is no "Back" button

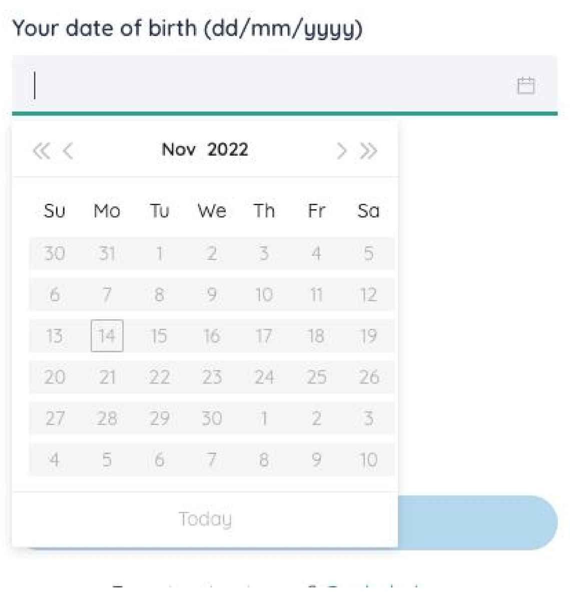
I don't have to re-login after the registration.

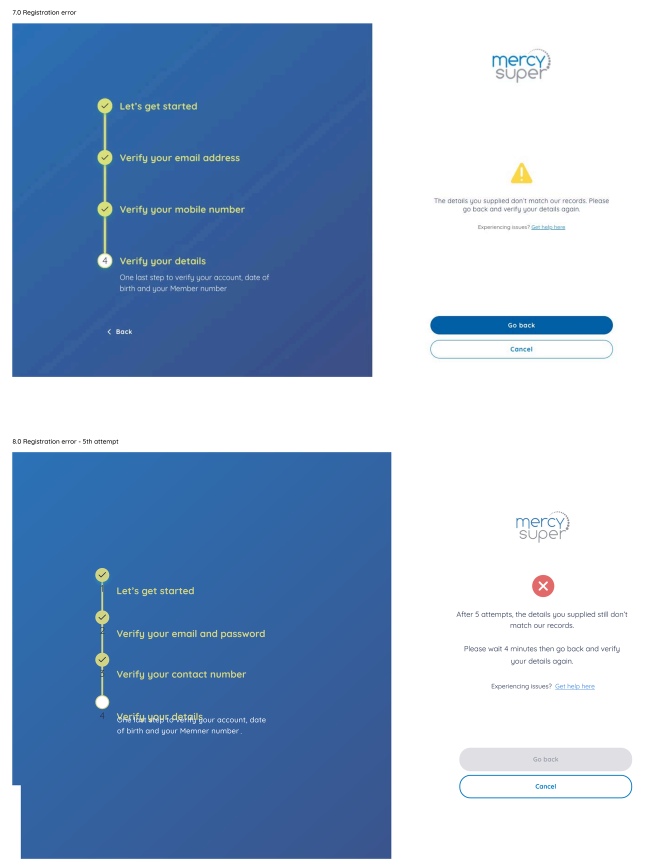


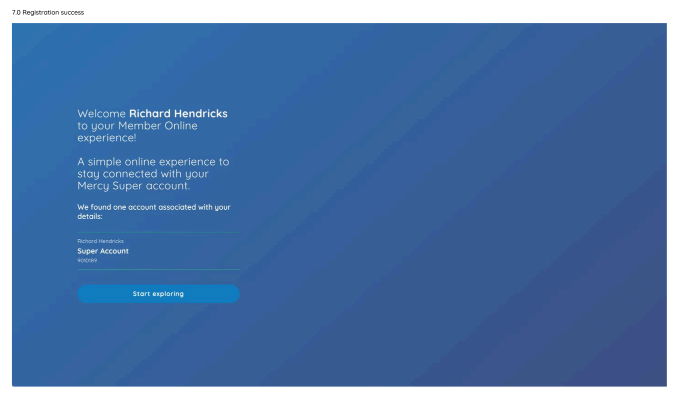












Dashboard and Profile (find member details)

(Incl.) Transactions

	Dashboard		Dashboard		Dashboard		Dashboard	Profile
Actions	Balance	Balance History - Graph	Balance History - Dropdown	Balance History - Hover function)	To-Do list	Retirement calculation	Transactions	Find your email address

Participants expect to see the balance first. The graph could be more delightful functionality. However, some have more questions and feelings about the chart, such as what happened when the line is lower, concerned about the amount of super that is evidently lost over time.

Around 60% of participants missed dropdown to change duration of the graph.

They want to see the balance movement of the last financial year as default, or more than a year.

Understood not immediate action required, and things that fund wants them to do.

Simulated balance nunber is displaying. The participants seem not interested.

The strong visual presentation got participants attention more than the content on top.

"big block of something that scared me but then there was as chart there that was good"

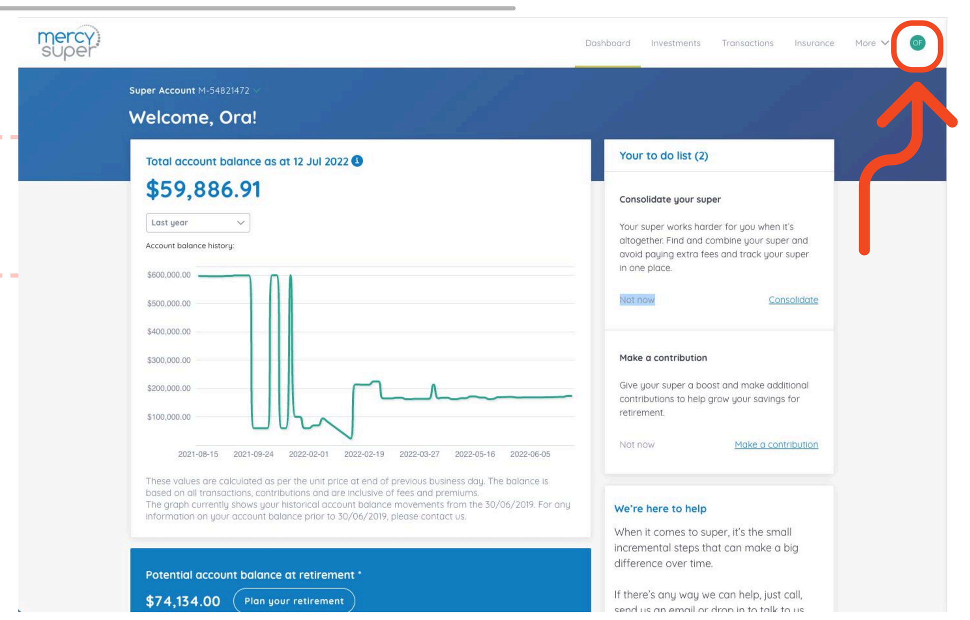
Want to know where my "Contributions" comes from

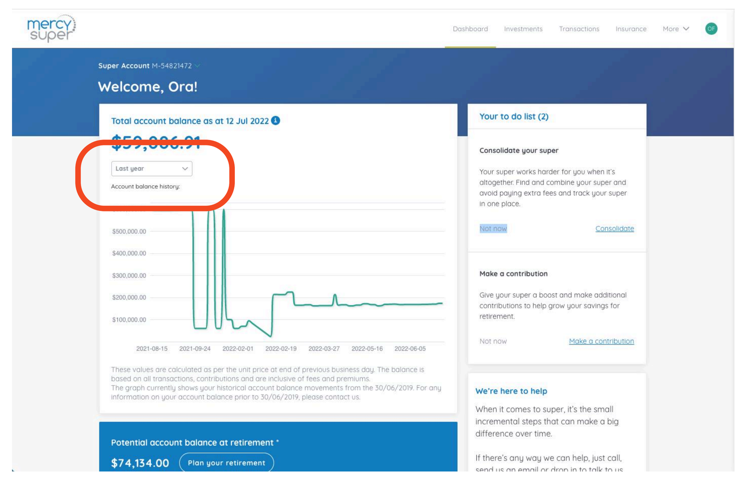
83% of participants still need to find the profile button to find their details. One of them needed help to find.

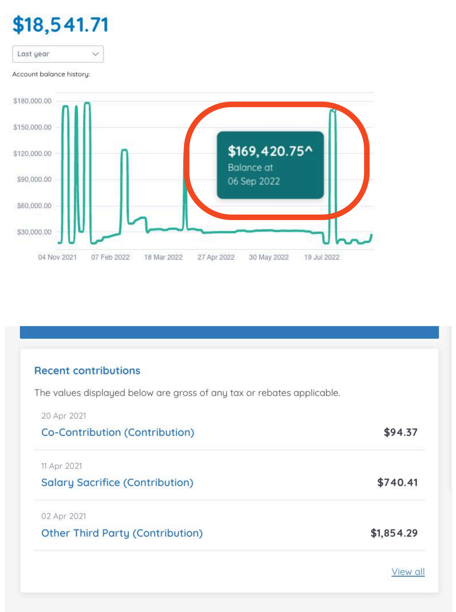
The Profile icon failed even we presented with the user's initial.

He immediately went to the Dashboard section, opened the More area, and clicked the Profile icon. However, he didn't seem to be sure if the circle could click or not.

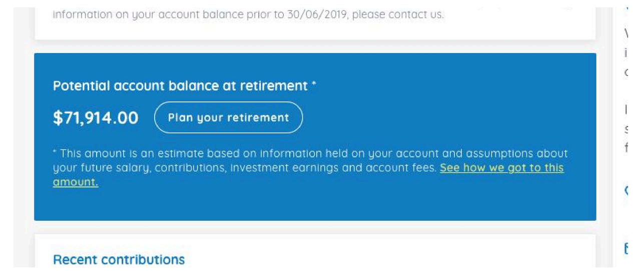
There is a summary of all my super information on the Dashboard.

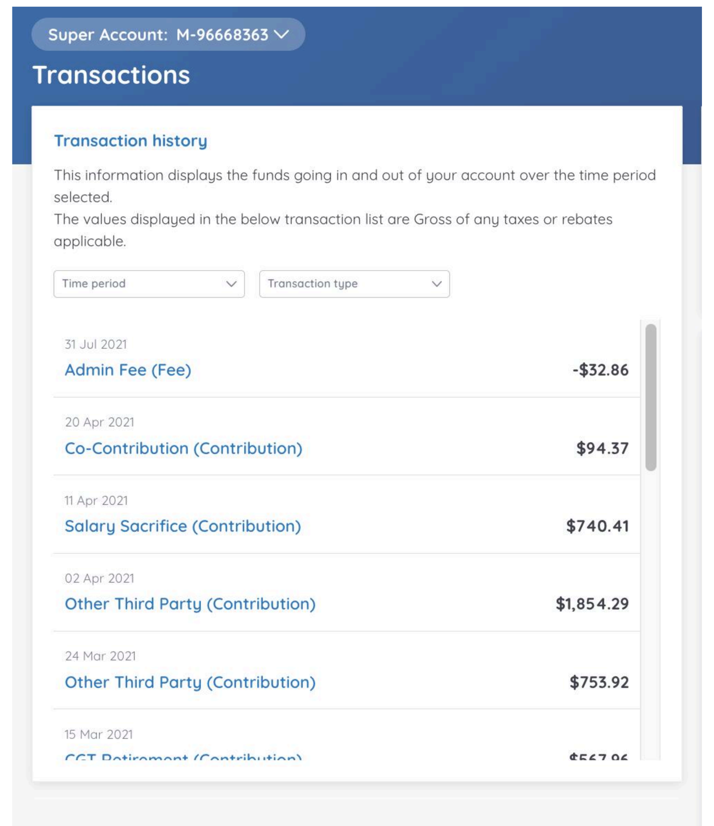






They want to know more details about the contirbutions; where they are from etc.





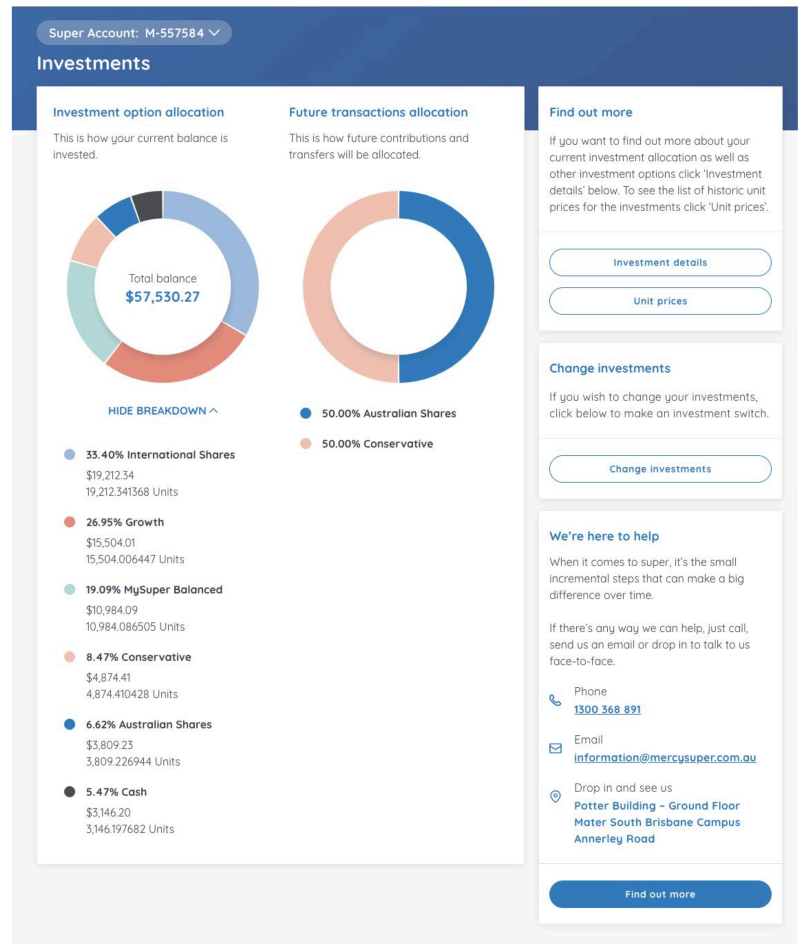
Investments

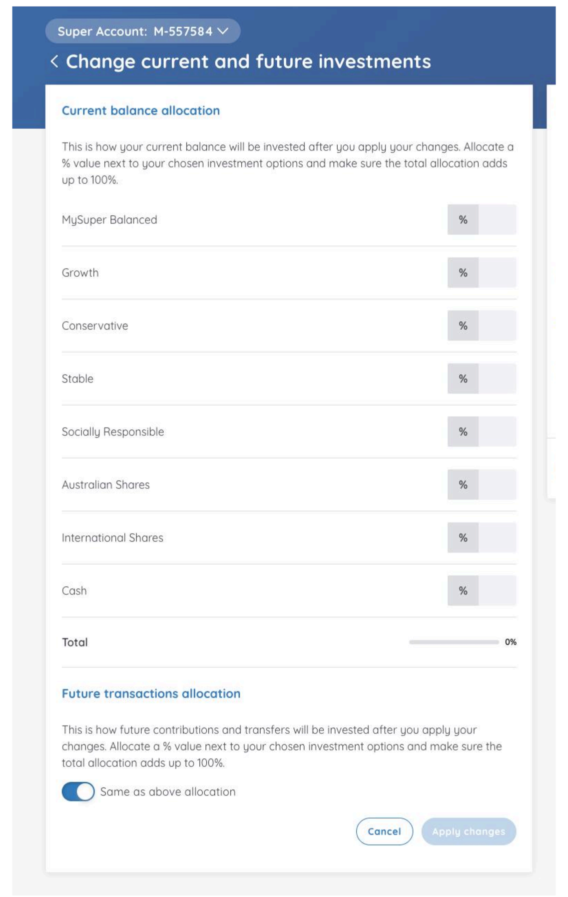
Actions

Investments - Dashboard		Chage investments button	Change current and future investments	Confirmation modal	Finish investment switch
Investment option allocation	Future transactions allocation	Navigating to the Change investment	Allocation form	Confirm	Complete

"I really like the total balance UI in the middle of the circle."

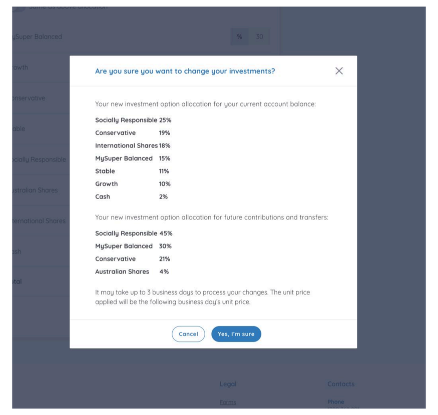
No issue nor blocking functionalities.
Participants complete the task successfully, but there were some thoughts.



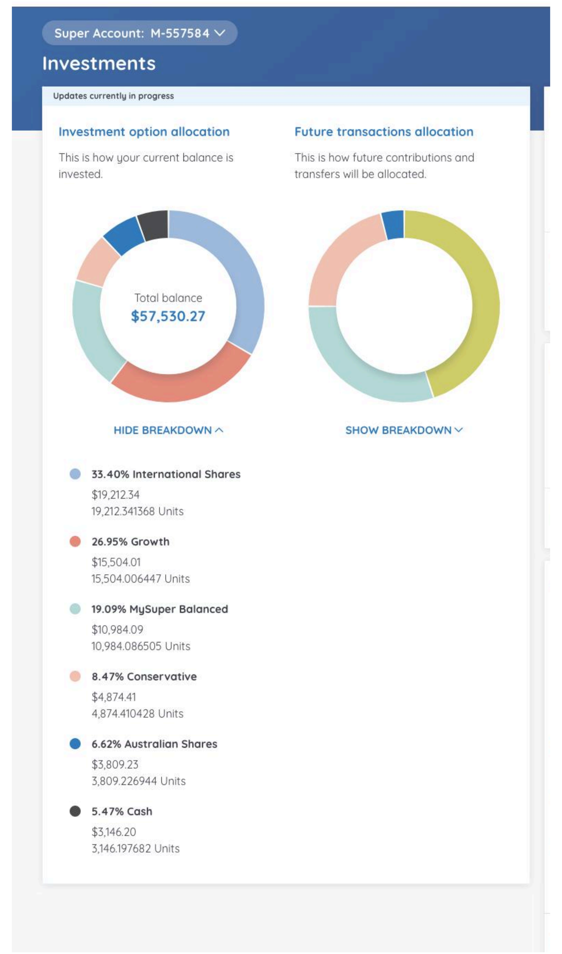


Participants (40%) expected to see the current investment allocation here.
If a member has multiple options, cannot remember.

The current investments titles are inconsistent:
Previous page =====
Investment option allocation
Future transactions allocation
In form ==========
Current balance allocation
Future transaction allocation



Missed "... up to **3 business days** to process..."
The participants wanted to know how long it'll take to apply the change they have just made in the last process.



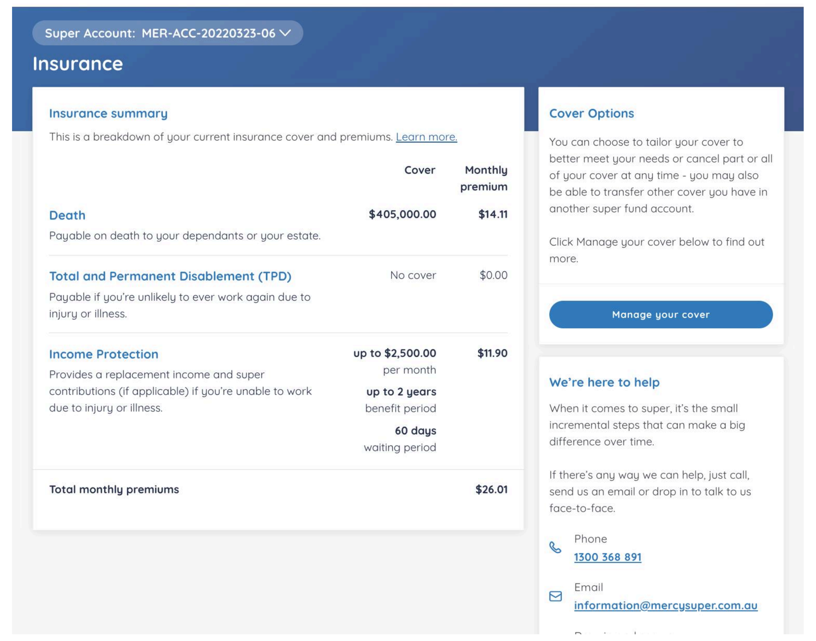
Feedback didn't match their anticipations after the confirmation modal screen.

- Participants expected to see the changes
- Overlooked system feedback (successful message in toast)
- Overlooked the "Updates currently in progress" on the page (colour contrast issue)
- Worries, when the changes apply (, missed reading "... up to 3 business days ..."

Insurance (Cancel insurance - cancel one cover)

Insurance Dashboard - Dashboard		Change current and future investments	Select a cover		After submission
List of covers	Navigting to the cancellation page	Allocation form	Selecting a cover	Confirm	Viewing the preding screen

Actions

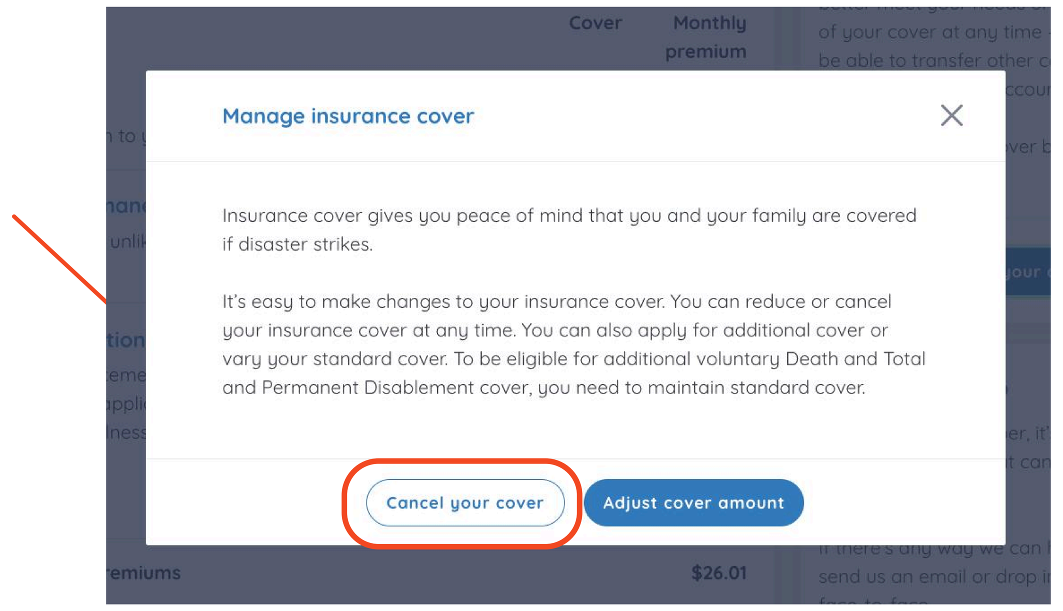


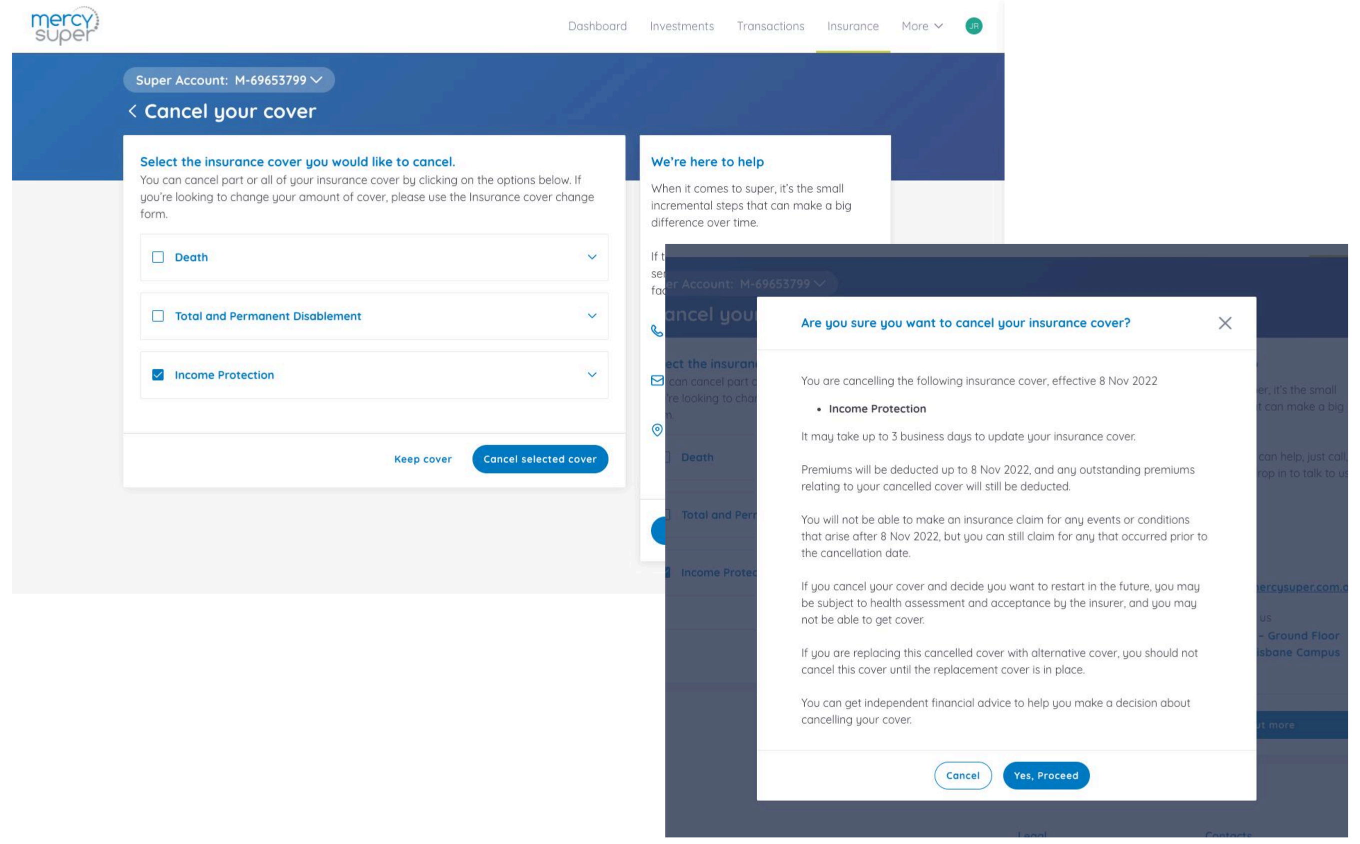
All participants had a moment before clicking the "Cancel your cover" button because the task was to cancel only Income protection, not all covers.

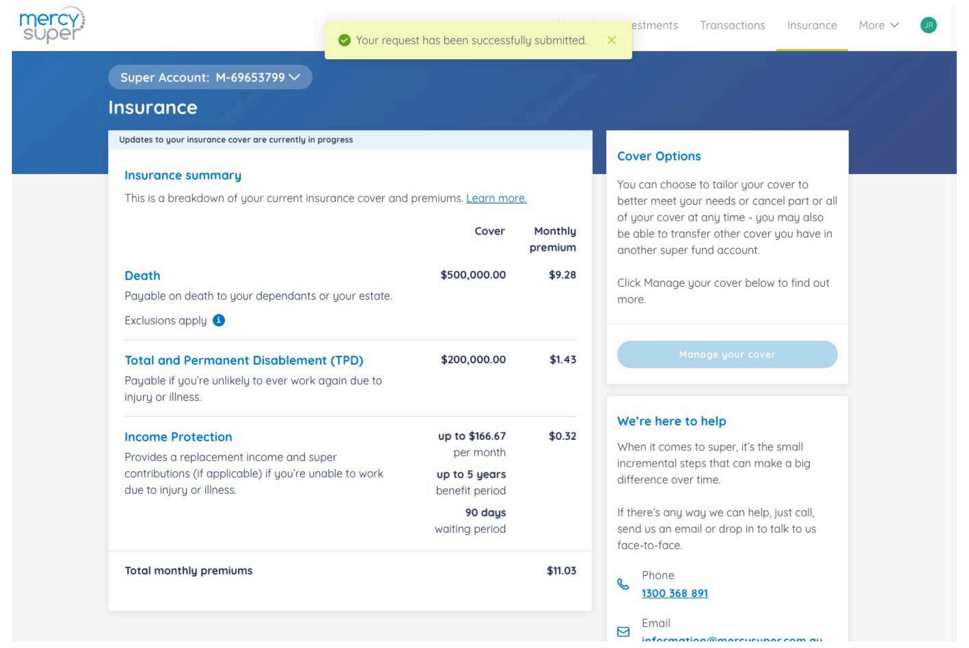
They needed clarification by seeing the button label, which represents cancelling the whole cover, or they could choose what they want to cancel. Finally, the one said I needed to know the back button.

They were cautious about clicking this button because;

- I might cancel the whole cover
- if I make a mistake in cancelling my covers, and then reapplying. It takes time and sometimes takes a long process.







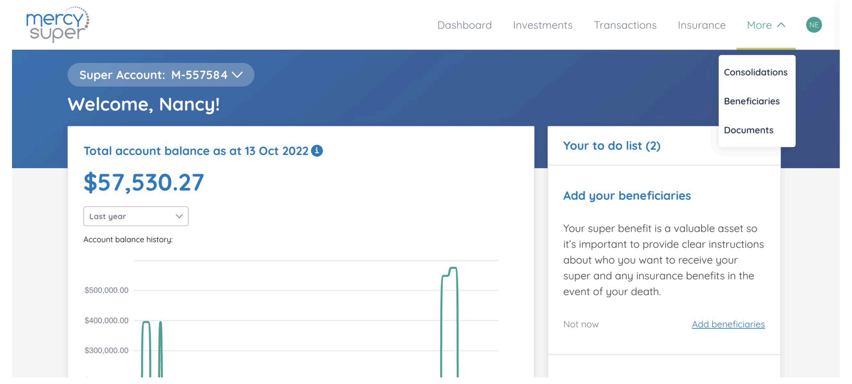
Participants expected to see the reflection on what they had done on the previous page. The Income Protection row should be $0 amount.

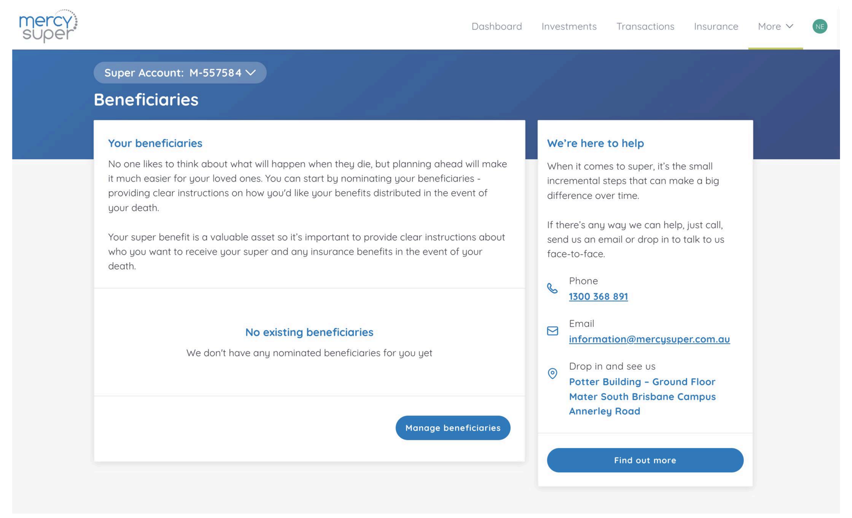
The "Updates currently in progress" bar was not visible. (Colour contrast solved by HESTA for Mercy Super)

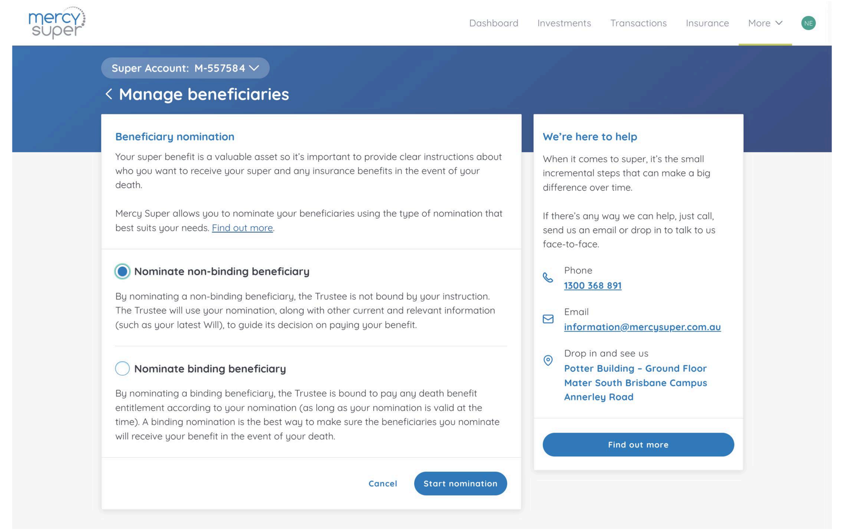
They expect a more visible "Pending" indication on UI, whether still showing the amount or not.

Beneficiaries

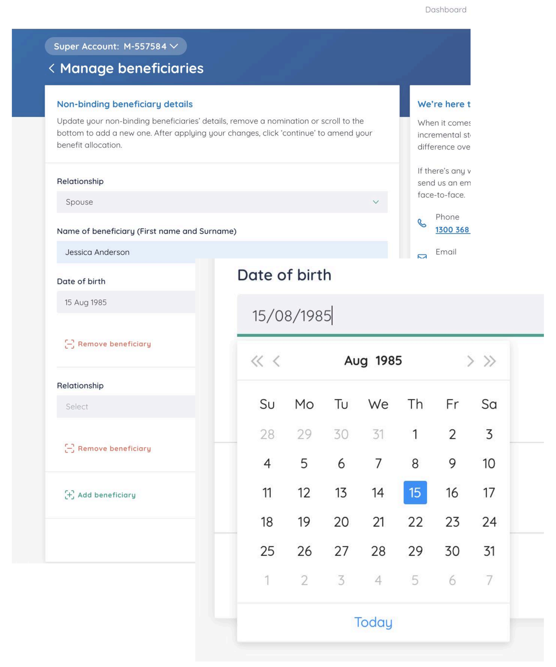
Actions									
Nacigating to Beneficiaries section		Change current and future investments		Change current and future investments	Add beneficiary button		Finish investment switch	
Exploring the More section	Navigting to the form	Select beneficiary type	Navigting to the form	1st beneficiary / Date of birth input	2nd benficiary	Input % allocation	Confirmation	Complete





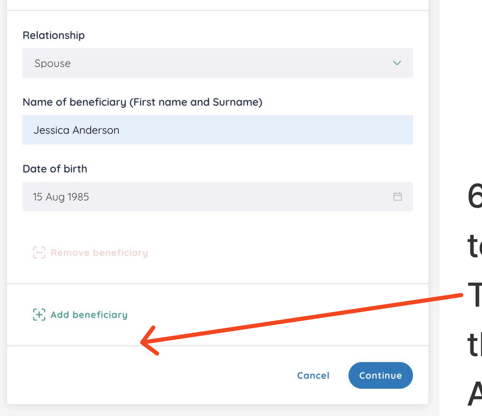


Not very clear for the user the deffirence between binding and non -binding, even if the description is there

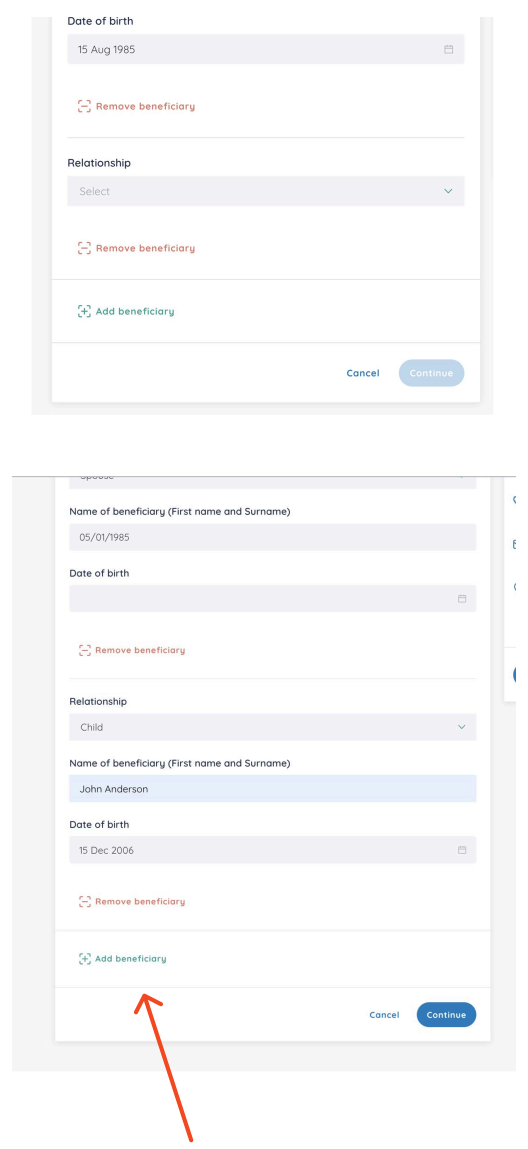


- Date of birth input format is not shown.
- Date picker annoyed participants.
- Most of the participants learned in Registering section.
- (We gave the task after the registration process)

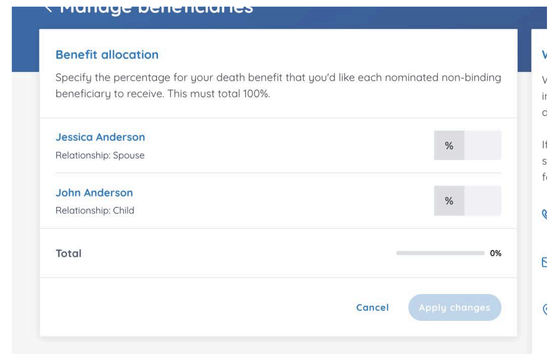
1st benficiary



2nd benficiary

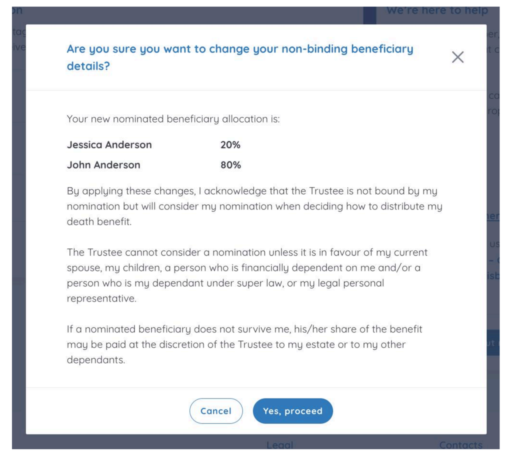


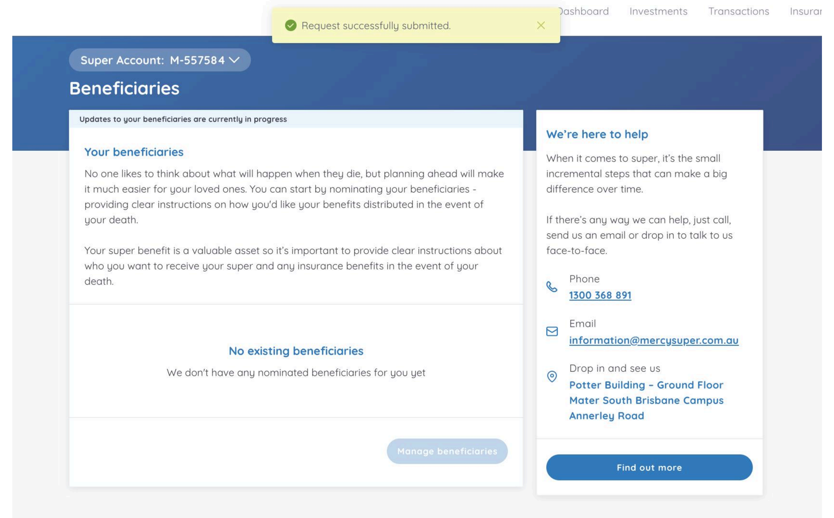
60% of participants clicked "[+] Add beneficiary" to continue instead of the "**Continue**" button. Then the button became a disabled state. So they tried to input another.
After a while, they find out the CTA to continue.



Participants are expected to nominate and allocate within the same form (page).

Can't input decimal amount





- After seeing the successful message, they were confused by the "No existing beneficiaries" text. They wanted to see the "Pending" message stand out.
- They are curious to know how long this takes to activate.
- The contrast was not working with colour-impaired participants.