# Linkify User Testing Summary and Proposals for Improvements

## Initial Orientation

**User Behavior**
- Users that were invited or dropped in the middle of Linkify just didn’t get what it was or what it could do for them.
- Didn’t understand that this was their own account.
- Didn’t get that things are stored remotely, and must therefore be uploaded to be made available to others.

**Proposed Solutions**
- The Welcome to Linkify page when the user first registers or logs in must contain the following information in a very easy to digest format:
  - What is Linkify
  - Roughly how does it work
  - What can I do with it
- Orientation around the fact that sharing is folder-based and the ‘i’ button in the folder’s help you edit stuff.
- The interaction design must be rethought with the initial user in mind:
  - Need explanations throughout.
  - Will need to respin the various processes for doing things in a less error prone way.

## Understanding that Sharing is Folder-Based

**User Behavior**
- When asked to share a document, users did not understand that they needed to create a folder first and put the document in the folder.
- They added the document and then tried to share the document directly.

**Proposed Solutions**
- The user understanding part can be partially addressed in the welcome page.
- But we cannot rely on user understanding as a workaround for a design that doesn’t reflect an inherent method (constraint) of our application.
- See adding/sharing rework #1.
- See adding/sharing rework #2.

## The Item Adding/Creaton Process

**User Behavior**
- When asked to add an item, they clicked on ‘new’, but didn’t get that they had a menu across the top of items.
- They would sometimes enter URL or Doc in the Add Folder popup.
- They would sometimes enter some folder information, then click on document to add a document to this folder.

**Proposed Solutions**
- We talked about this before, and vetoed having a page before add item which chose the item to add. Perhaps we chose wrong!

## Move/Location Language

**User Behavior**
- Very few people “get” that Location meant location in the tree.
- Many did not associate the [move] icon with the Location field.
- Almost all tried to either edit the Location field directly.
- One person clicked on the [move] icon, selected a folder and thought she was done rather than having to save.

**Proposed Solutions**
- Part of this confusion can be alleviated by changing the wording of “Location” and the [move] icon, perhaps to:
  - “Choose a location in your tree for this item (optional)”.
  - “Select Folder” icon.
- Another solution is to rethink the add item process to integrate the notion of location a little better so that it removes the need for user understanding and reduces the number of clicks.
number of clicks required to get things done is cumbersome

**USER BEHAVIOR**
- creating items often doesn't get them into the right folder
- doing this right - to minimize the number of clicks - requires too much understanding of the interface
- there's too much moving stuff around in order to prepare for sharing

**PROPOSED SOLUTIONS**
- main source of extra clicks is in folder management: it's too easy to add things in the wrong place and when adding multiple things, the folder you've been working on is forgotten.
- see folder-centric views of UI

didn't know they could send notifications or how to do it

**USER BEHAVIOR**
- i would need to prompt people to send a notification
- when i did, it was hard for them to discover the (small text) notifications item at the bottom of the screen
- once they did though, they really liked it.

**PROPOSED SOLUTIONS**
- notifications need to be raised visually to the importance of other things.
- in the UI redesign, notifications are on par with all other activities as one of the "steps" the user takes in adding an item, and one of the equally weight actions a user can take when editing.

getting/working with a document

**USER BEHAVIOR**
- sometimes didn't understand why they wouldn't get to the document right away by clicking on it
- on edit doc info screen, didn't know to click on [Download] icon to get the doc
- once they downloaded it, they didn't know "where" the document was
- weren't sure how to get an updated copy of it back into Linkify

**PROPOSED SOLUTION**
- this is primarily a problem for those less experienced with web-based applications.
- i have changed the "Edit Doc Info" popup to a "View Document/Edit Document Info" popup, and
- made "View/Download" the first and most prominent thing on this page.
- added language describing what will happen when they click this button
- added a hyperlink note that explains this a bit more

sharing/sharing wizard

**USER BEHAVIOR**
- many people added a name and then clicked [invite] rather than [add]
- those that clicked [add] would get confused because the Add Contact popup came up
- sometimes they would click the buttons at the top of the Add Contact popup rather than the [Add to Invites] button at the bottom
- people would then feel lost in the process
- many did not "get" the current step 1 and step 2 icon at the top of the Sharing Wizard

**PROPOSED SOLUTION**
- when a user first sees the Sharing Wizard, there are instructions on the page where the list of names will go
- the Add button is now the Add to List button, and is grey until data is entered, but lights up when it is.
- The Invite button at the bottom is now the "List Complete" button
- We have eliminated the Add Contact step in the invitation: clicking add immediately adds the name to the list
- I've changed the Step 1/2 icon at the top, and call the whole popup Step 1, implying a step 2 later on but not showing it here.