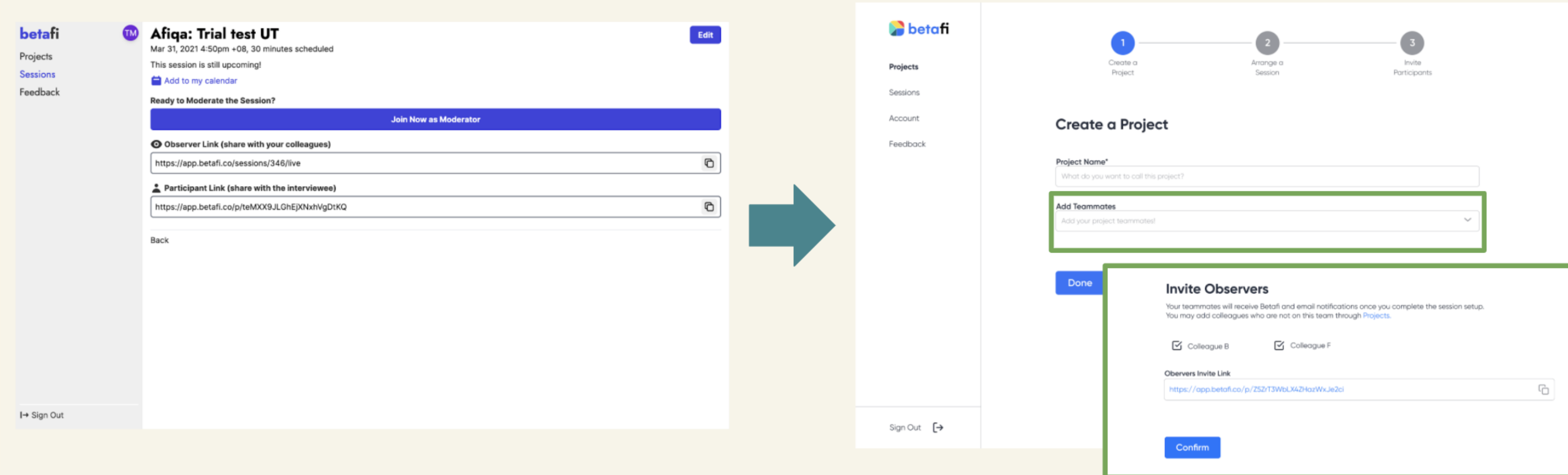


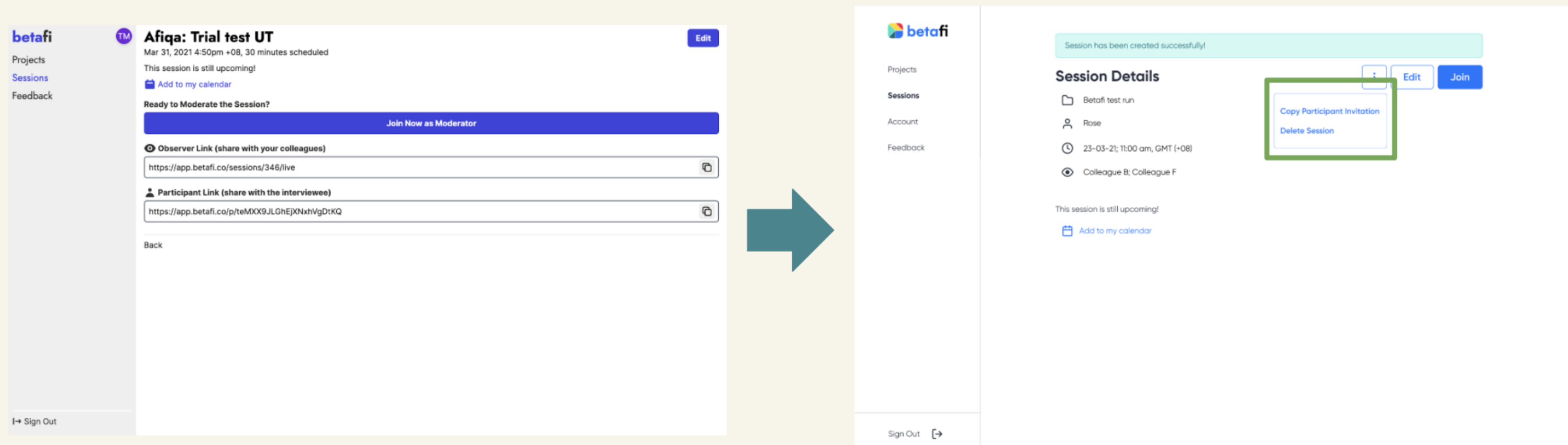
**Issue:**  
2/4 Users did not know "Getting started" can be clicked

**Recommended:**  
To adopt clickable cards, add number sequence and grey out (Disable) cards which users are unable to access.



**Issue:**  
2/4 Users missed out on sending observer links when joining as moderator.

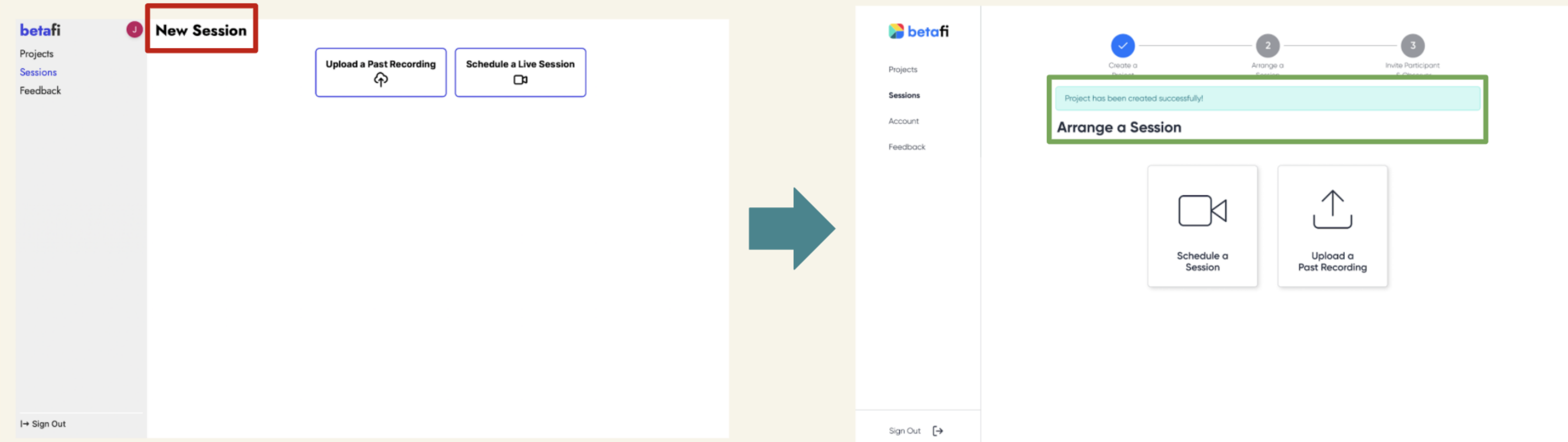
**Recommended:**  
To add teammates when creating project - teammates auto-selected as observers during session creation and able to select same teammates for future projects etc.



**Issue:**  
2/4 participants missed out on sending participant links when joining as moderator.

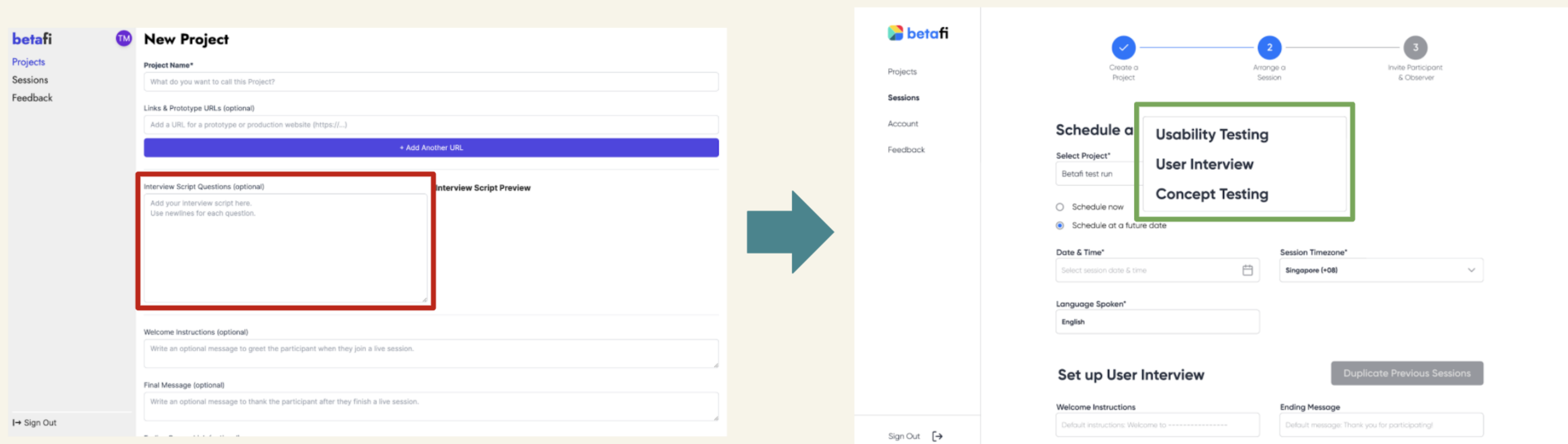
**Recommended:**

- Reduce options on "Session Details" page such that there isn't too many links for users to handle at once.
- Users can copy participant invitation or delete session through the kebab menu.



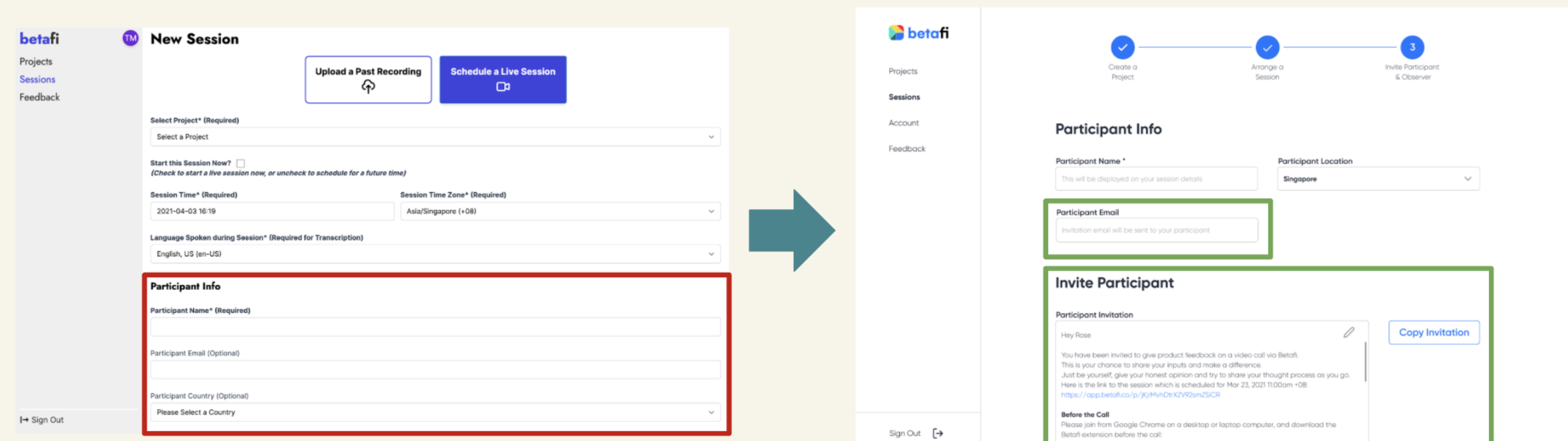
**Issue:**  
3/4 Users did not understand what "new session" meant and thought "new session" = new project

**Recommended:**  
Add success message to inform users of system status. Change "New session" to "Arrange a session" for easier understanding.



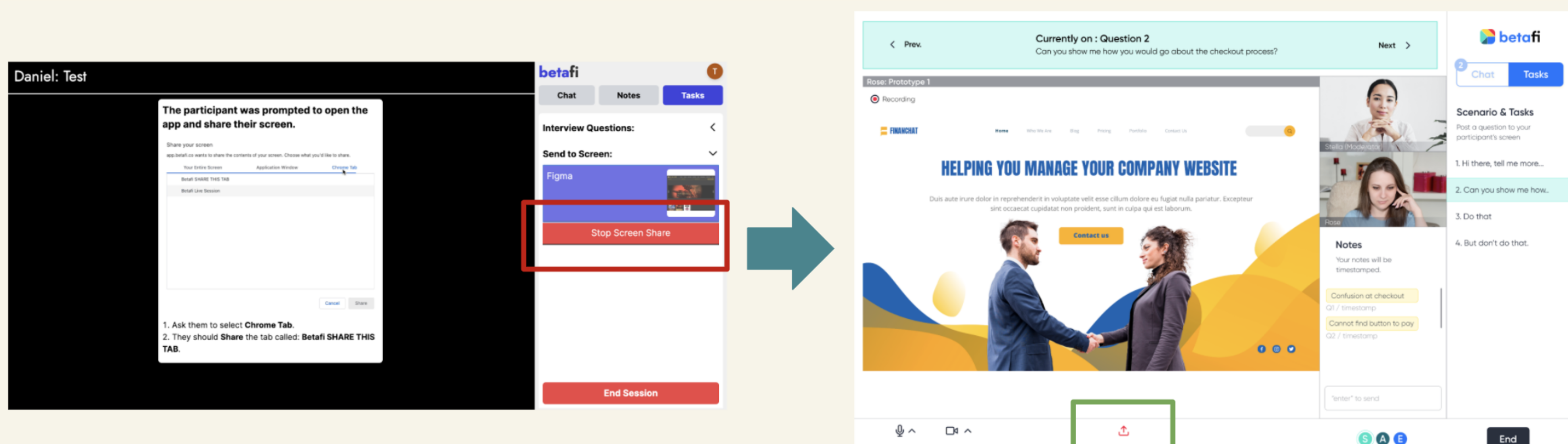
**Issue:**  
2/4 Users - Did not understand what the "Interview Questions" feature was for when they were setting up a usability test.

**Recommended:**  
Allow users to select what kind of test they are scheduling - fields change accordingly with "Interview Questions" in user interview and "Scenario & Tasks" in usability testing.



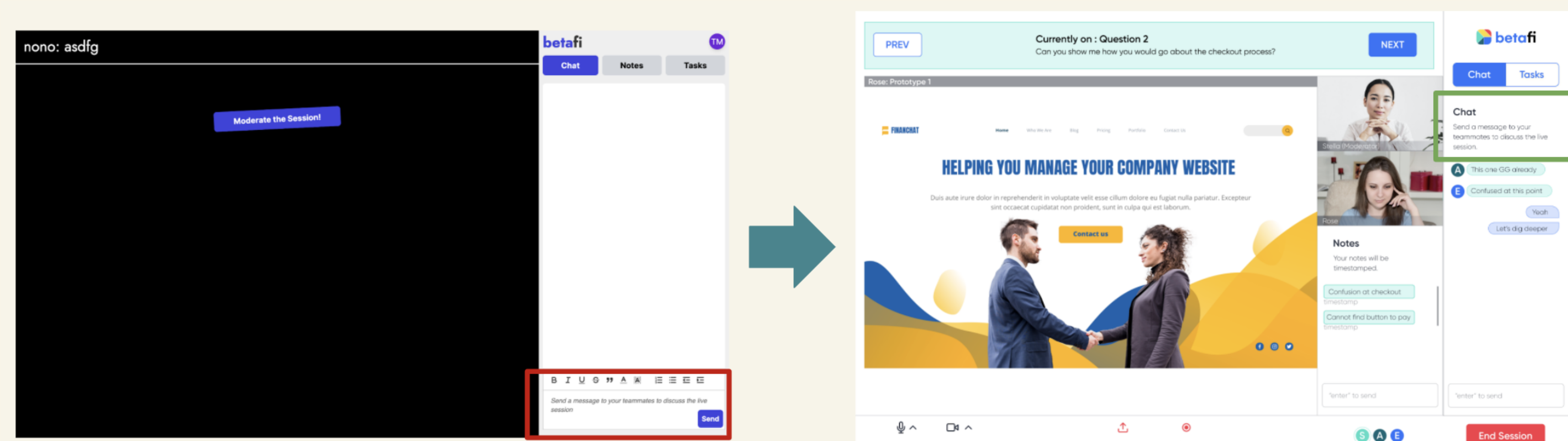
**Issue:**  
2/4 Users - User was confused as to why they had to copy invite links on the session detail page when they had already invited participants via email during session creation.

**Recommended:**  
To display progress bar on "Invite Participant".  
To have both (1) **Invite via email**; and (2) **Copy the entire invitation message** on the same page so users can choose either.



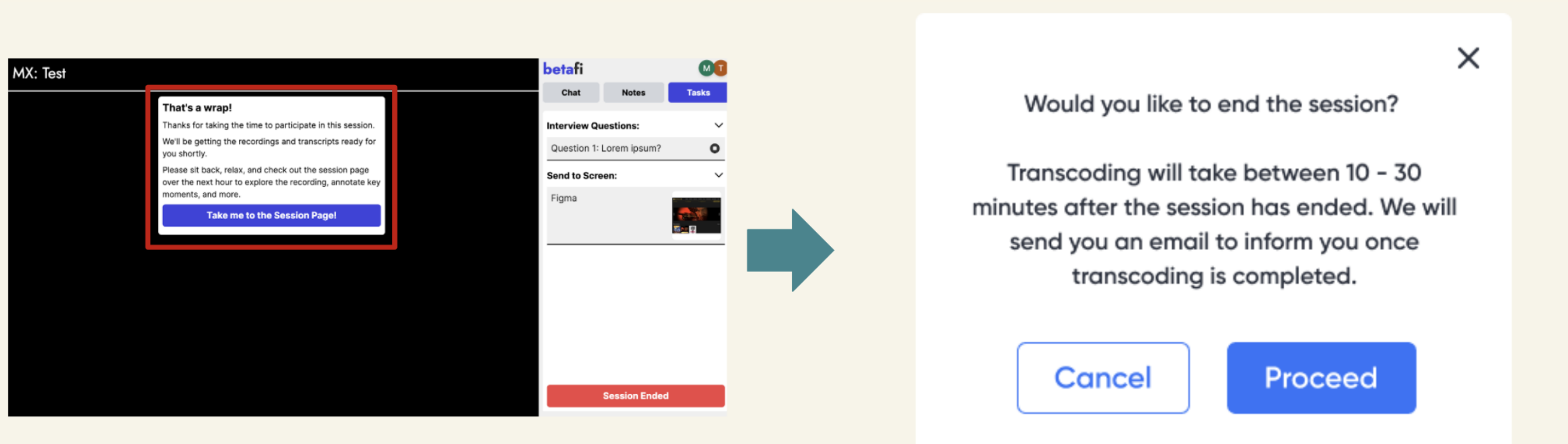
**Issue:**  
1/4 Users found that share prototype and "stop screen share" was confusing as moderators are not sharing screen.

**Recommended:**  
Change to "Stop Prototype".



**Issue:**  
4/4 Users thought chat messages will be sent to participants as they did not notice microcopy in text box at the bottom of the chat tab.

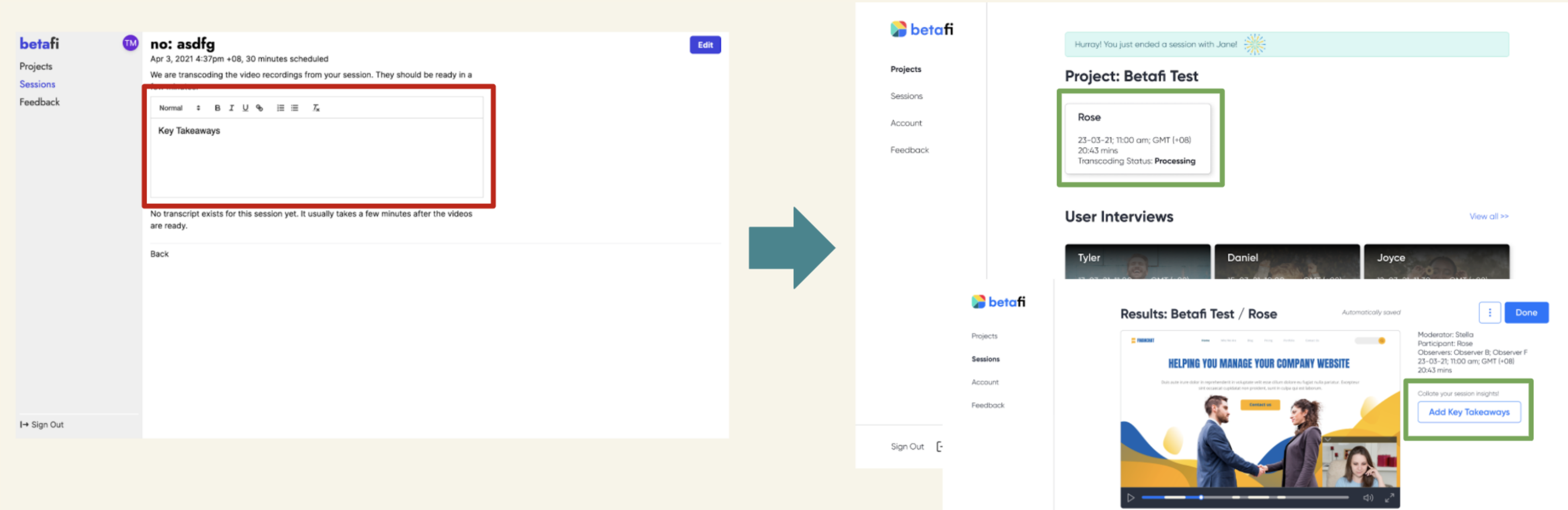
**Recommended:**  
Move microcopy to top and increase text size to clarify that the chat function is between teammates and not moderator-participant.



**Issue:**  
1/4 Users confused by the "thanks for participating" popup message when they ended session because the message sounded like it was for the Participant instead of Moderator.

1/4 User want indication that they will be notified when transcription is completed so they do not have to wait on the Betafi page.

**Recommended:**  
Revise end session pop-up copy to an end session confirmation with estimation of transcribing duration and indication that email will be sent to moderator and team to view after transcribing is completed.



**Issue:**  
4/4 Users were confused and thought transcription would show up in the "key takeaways" text box when they are directed to the results page once they ended session.

**Recommended:**

- To direct users to project dashboard with session cards displaying transcribing status when they end session.
- Have "key takeaways" as a button which opens text box on the results page.