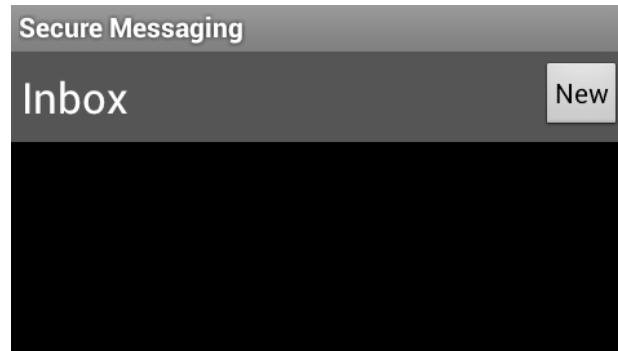


Heuristic Design – Secure Messaging

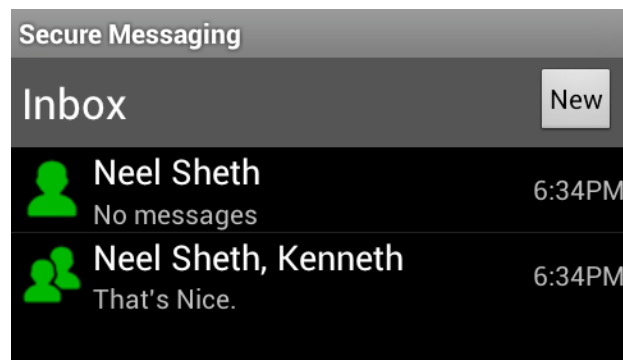
Inbox



1. When the inbox is empty, there is no indication of why there are no messages in the inbox – there could be either a lack of internet connection/no signal, or no messages to view. Some text in an empty inbox, such as ‘No messages to view’ would be useful in distinguishing the different states.

Heuristic: Visibility of system status, Error reporting

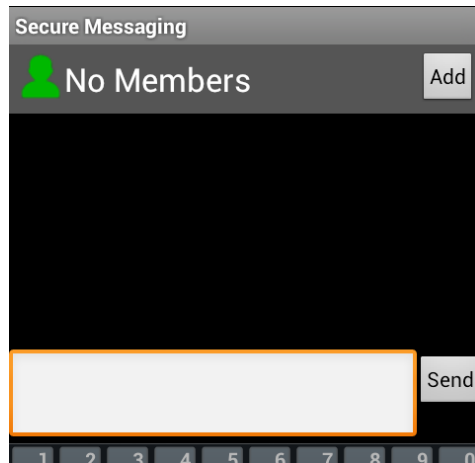
Severity: Minor



2. I like the inbox set up – the interface is very familiar (similar to most text messaging apps), and the most pertinent information (name, latest message) readily visible for each conversation. Each message lists the people, and the icon changes conveniently to indicate a conversation with a single person or a group of people, making it easy to see the type of conversation at a glance.

Heuristic: Efficiency, consistency & standards

Severity: Good



3. Similarly, when a new conversation is started, the interface for adding members and sending the text is also familiar and similar to most mobile text messaging applications.

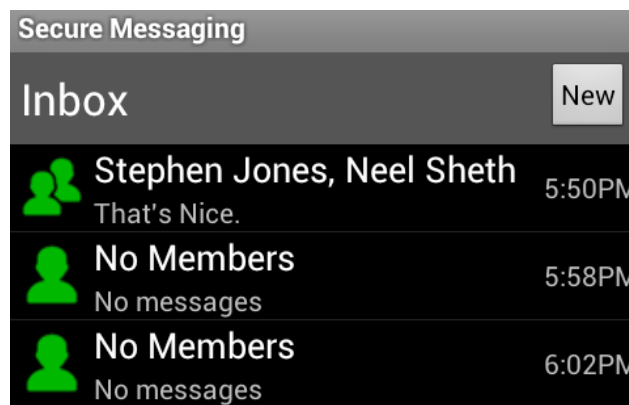
Heuristic: Consistency & standards

Severity: Good

4. To start a new conversation, I am limited to adding from a list of contacts by clicking the add button. However, if I have a long list of contacts, I would not want to take the time to scroll through all of them – rather, it would be faster to begin typing their name in the same field (making the box that says No Members an EditText view), and having it autocomplete for me so I can quickly select the name.

Heuristic: User control & freedom, flexibility & efficiency

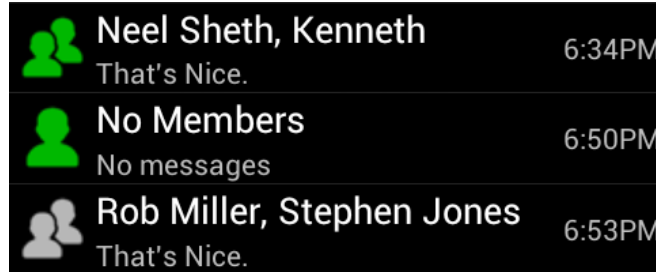
Severity: Minor



5. When I click new message, but then decide not to start a new conversation, instinct says to click back to reverse the action. However, I am left with an empty conversation, and no way to delete it. Perhaps add a way to delete conversations, or when backing out of making a conversation don't add it to the inbox, otherwise I'm left with many empty messages as shown above.

Heuristic: User control, flexibility, error prevention

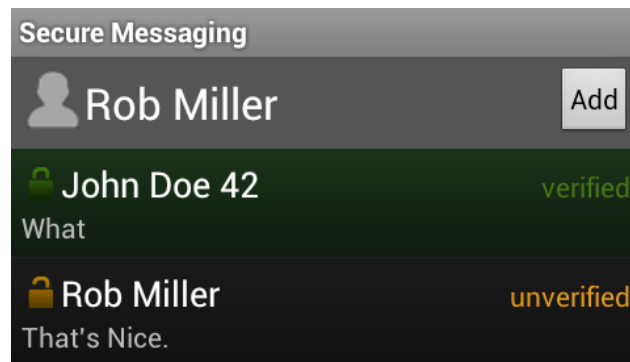
Severity: Minor



6. A gray color is used to indicate that one of the members of the conversation is unverified, and a green colored is indicate that all members are verified or there are no members. However, if a colorblind person would to see this, it may not be readily apparent what the different colors would signify. It would be more obvious if different symbols were used in combination with colors – for example, a green person with a check mark beside it to indicate verified, and a greyed out person with a question mark beside it to indicate unverified.

Heuristic: Visibility of system status, consistency & standards

Severity: Major



7. This is a good demonstration of a combination of symbol and color to indicate the status of the messages – the green visually implies a verified message, consistent with the image of green in most application. In addition, the lock symbol makes it very clear that the message was ‘secure’. Similarly, yellow visually implies caution, aptly used for an unverified message, and the open lock symbol makes it clear that the message was ‘not secure’. The design is simple and intuitive to understand.

Heuristic: Consistency & standards, aesthetic & minimalist design, visibility of system status

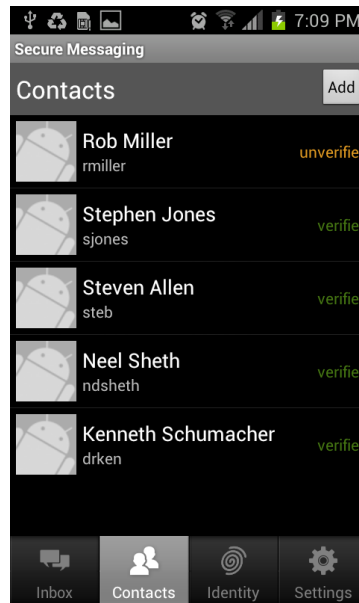
Severity: Good

8. I’m not really a fan of the green tint on the verified messages – I think the lock symbol and the text ‘verified’ next to the message is enough, and the green tint makes the green lock symbol harder to stand out, if you compare it to the contrast the yellow lock symbol has with the background.

Heuristic: Aesthetic & minimalist design

Severity: Cosmetic

Contacts



9. This design is simple and easy to understand – the contacts are in a familiar format, similar to those on a smartphone. The combination of color and explanation, as seen in the inbox, also reinforces the status of each contact as unverified or verified.

Heuristic: Consistency & standards, aesthetic & minimalist design, visibility of system status

Severity: Good

10. It is unclear how the contacts are ordered, which would be detrimental when there is a long list of contacts to search through. A clear ordering, such as alphabetical by first or last name, username, or even letter the user choose would be a necessary change.

Heuristic: Flexibility & efficiency

Severity: Minor

11. There is no way to edit the contacts, such as updating picture or name information, or deleting them entirely if they were added by mistake, a common feature in contact list features in mobile applications. One way to include this feature could be via a long press, which is how editing contacts on Android phones normally work.

Heuristic: User control & freedom, Error recovery

Severity: Major

12. I am confused as to how/why the contact 'Rob Miller' is unverified – there is no documentation indicating why the contacts are verified/unverified, nor a way of changing their state. Perhaps, as suggested above, a long press can reveal more details about the contact, or after adding the contact a toast can appear explaining to the user the status of the contact.

Heuristic: Visibility of system status, help & documentation

Severity: Major

Identity



13. The first time I used the app, I didn't immediately understand that this was my own identity until I started using the messaging featured and saw my messages appear under John Doe 42. Some clarification would be useful on this page, even just changing the title to 'My Identity' would be good enough.

Heuristic: Help & documentation

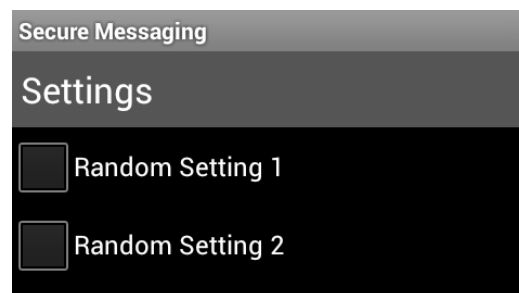
Severity: Major

14. Although fairly intuitive as to the purpose of the barcode, it would probably be nice to have some instructions as to what to do with the barcode and how to scan/obtain other people's 'identities' to add as contacts

Heuristic: Help & documentation

Severity: Cosmetic

Settings



15. A small comment, although I know this page is not implemented yet, I would like to note that placing the checkbox near the text might have some issues – when checking the setting, the

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finger will partially obscure the text, which is not optimal. What might be better would be to align the checkbox on the right, and the text on the left.

Heuristic: Aesthetic & minimalist design

Severity: Minor