

## Heuristic Evaluations

- 1 Visibility of system status:** The system status is very much visible all throughout the page. When you hover over the buttons, they are instantly highlighted. The only thing I noticed is that when you select an option from the main navigation menu, there is no indication of the selection once the page has loaded.  
When on the manage your card page and there is no visual cue as to where you are in the entire website. The user should be aware on what page he is, which will help him navigate to another page. Having no visual cue about the current page might get him back to the same one when he tries to navigate to the different page.
- 2 Match between system and real world:** The language used in the site is quite simple. Basic English words have been used which can be understood by anyone. Through out the site, the text is readable and easy to understand. There are no acronyms used which can cause any ambiguity.
- 3 User control and freedom:** The entire website displays great user control and freedom. Easy sign ins, Ability to navigate to different pages easily. Go back to the previous page. The website is very easy to use.
- 4 Consistency and standards:** All the pages of the website have a similar layout and fixed width, therefore showcasing consistency among the entire website.
- 5 Error prevention:** The website can offer some visual cue when an option from the main nav bar is selected. Simple highlighting will solve this issue. This will help users know where they are in the website.  
While registering a card, if a user forgets to input one field, the only change that occurs is that the input field gets a thin red border line. Some people might not recognize that. To overcome this they can use the same method when you don't input something while checking balance.
- 6 Recognition rather than recall:** A navigation path can be showcased so that the user knows exactly where he is. The links in the page are clearly marked, therefore users can easily distinguish between links and text. This helps users to recognize links easily. An image is used to show the user where they can find the security code on the card.
- 7 Flexibility and efficiency of use:** The website is very efficient and user friendly. They have provided to sign in options. One at the top and second at the bottom. Multiple locations from where a user can reload, or transfer balance etc.
- 8 Aesthetic and minimalist design:** The entire website has a great design and layout. The website uses nice colors which compliment the other colors on the page. A very neat and simple design which is aesthetically pleasing.
- 9 Help with errors:** The error messages are to the point and serve their purpose easily. Users can easily rectify a mistake they make. The messages are short and concise and avoid ambiguity.
- 10 Provide help:** The page is self-informative and doesn't need any help. But there are FAQ's provided where one might need it.  
Also help is provided for the security code. An image shows where a user can find the code.