

Observer Briefing

Thank you for participating as an observer in our usability study!

Today, you will be in charge of observing and evaluating users' interaction with Relier's first prototype. Since we are working with paper prototypes, you will be assisting users with the flow of the system.

The test will be around 15 to 20 minutes long. As an observer, your main tasks will be:

- 1) Film the test
- 2) Observe user actions and take notes
- 3) Answer any questions users might have

In order to ensure the accuracy of the test and avoid bias, we ask you to follow this guidelines:

- 1) **Refrain from telling the users how to perform certain actions** even when they are using the system incorrectly.
- 1) **Avoid giving your personal opinion** to the users.
- 2) **Let users know that the system is being tested, not them!**

If you have any questions, feel free to ask the development team.

Thank you again for your time and participation!