Usability testing script – GNU Taler

1. Test sample data

- People should use their own phone for the demonstration.
- They can also use a demonstration phone for doing this.

2. Preamble

Use the bullet points below to explain the activity to the participant.

- Welcome, and thank you for helping us today.
- Our activity should last 15 or 20 minutes.
- Before we start, I will explain what we will do.
- We are working on a new computer application called GNU Taler that is a payment method to pay digitally in a privacy friendly manner.
- The application is still very new, and we know it could be improved.
- Today, you will be helping us to make it better.
- We will ask you to do something with the application, and share with us your impressions of it.
- There are a few things to keep in mind:
  - First, this is not a test: there are no right or wrong answers. If there are things that don't work, or seem difficult, it is not your fault: it is the application's fault. As we mentioned, it is still very new and needs improving.
  - Second, you are under no obligation to finish what we are going to ask you to do. If at any point you would like to stop, please say so and we'll stop the activity immediately.
  - Third, please be as honest as possible. If you don't like something, or you think it's plain silly, please say so. You won't hurt our feelings in any way. In fact, you will be helping us to make the application better, which is the purpose of this activity.
  - Finally, we are going to ask you to narrate what you are doing as you do it, a bit like a sports commentator on the radio. So, for example, if you are going to click a button, tell us: "I am going to click this button now, because I think it's going to do x, y or z". Basically, we want to you to think out loud. That helps us understand what is going

through your head. For that to work, you will need to do things a bit slower than you would normally do them.

- ○ You can ask us any questions you want, but we may not be able to answer them until the very end. This is because in real life we would not be with you to help you with GNU Taler.

- We will show some of the workflows offered by GNU Taler:

  - ○ First you will install the Taler app in your phone if you want, we have also demonstration phones if you do not want to install it on your phone.

  - ○ Then we will go to a bank to withdraw money from your account and transfer it to your wallet.

  - ○ With that money, you can buy a coffee at that machine.

  - ○ Then we will sit and see the laptop version integrated in the browser. You will also withdraw money, but that money is "age limited". This is intended for children.

  - ○ And finally, we will see how we can use Taler to transfer money to other people.

- Do you have any questions before we start?

3. Tasks

Task 0

- ▪ **Install the GNU Taler App.**
    - Here is a QR Code to scan that leads to download Taler for Android:

- You do not want to install Taler or do have a iPhone, we will use the demonstration phone.

- Open the GNU Taler App: "This is GNU Taler. Next, I will ask you do something with it".

Task 1

- Read task 1 as written here:
  - **We are going to pretend that you want to withdraw electronic money from your bank account. You are at the desk of the bank and ask for CHF 1,- in Taler.**
- I will play the role of the bank with my phone.
- If participant forgets to narrate their actions, remind them. You can say things like:
  - Could I ask you to explain what you are doing right now?
  - That was a bit too fast: can you redo what you just did and explain it to me?
  - Tell me about what you just did.
  - What happened? Can you explain it to me?
- Questions you can ask as you go along or when task 1 is done:
  - Why?
  - What do you think about?

Task 2

- Read task 2 as written here:
  - **You should use the electronic money in your GNU Taler wallet to buy coffee or tea. This coffee machine has been configured to work with GNU Taler.**
- If participant forgets to narrate their actions, remind them. You can say things like:
  - Could we ask you to explain what you are doing right now?
  - That was a bit too fast: can you redo what you just did and explain it to me?
  - Tell me about what you just did.
  - What happened? Can you explain it to me?
- Questions you can ask about task 2 as you go along or when it's done:
  - Was it convenient?
  - Had you problem to spend money?
  - Was it fast enough?

Task 3

- Read task 3 as written here:
  - **Now we will sit and use this laptop to test the Web part of the system. Imagine the laptop belongs to your child, and you want to withdraw money from your bank to give for your child. Your child is 13. This money should be age-restricted such that your child can not buy everything.**
  - The bank runs at https://bank.demo.taler.net/. For demonstration purposes, the currency will be KUDOS, instead of the usual EUR or CHF. Your username is **digitaltagXXX** and the password **passwordXXX** where **XXX** is a number we will give you.
  - Withdraw money to your child's wallet in the browser.
  - Next, imagine you are your child. Try to buy a book chapter from https://shop.demo.taler.net/.
  - Finally, let's imagine your child wanted to do something that is not age-appropriate. We have setup https://donations.demo.taler.net/ to be a donations page that only accepts donations from people above the age of 16. Try to make a donation with your child's Taler money.
- Questions :
  - Was it easy to transfer money?
  - Would this be useable for children and their parents?

Task 4

- Read task 4 as written here:
  - We will now exchange money in a peer-to-peer way. Use your browser wallet to generate text to send me 1 KUDOS via e-mail. You have a Gmail account already open in the other tab. My e-mail address is **digitaltag.taler2@gmail.com**.
  - Now I will send you some money via e-mail. Please get it into your Taler browser wallet. Feel free to explore the user interface for where you could do this.
- Questions:
  - Was it easy?
  - How secure do you think this approach is?
  - Would you be able to use this to send money via other applications you use (Whatsapp, Facebook, Signal, SMS, …)?

4. Final questions

- What do you think of GNU Taler?
- Can you think of using GNU Taler for doing your daily shoping ?
- How would you explain GNU Taler to a friend who doesn't know about it?

Usability Study GNU Taler

Google Play Link:

- URL 1 : https://bank.demo.taler.net/demobanks/default#
- URL 2 : https://shop.demo.taler.net/en/