

Thanks for agreeing to participate. In this session, you'll be helping with usability testing for the smart safe and its IOS app that my team is working on. This is a test of the safe and app, not of you--you can't make any mistakes during this session. And please don't be afraid to give me your honest feedback. Your feedback, positive or negative, will help us improve our product.

**SILO is a patented smart safe, that has a touchscreen LCD, a biometric fingerprint scanner, and seamlessly connects to your phone to receive notifications.** It's meant to help people keep track of all activities of their smart safes through the mobile phone. Here you can see the physical safe and the app.

During this session, I'm going to ask you to perform a series of tasks by interacting with the safe and the app. I encourage you to **think out loud** during these tasks--let me know what you're seeing and what you're thinking as you work through them. This will give us insight into how the app is working.

Please feel free to take rests between tasks and ask me any question during the session. Do you have any questions before we start?

Ok, great! Let's get started!

First can you **please tell me a little about yourself.**

- Name
- Gender
- Age

- Income
- Tech savviness level
- In your opinion, what strengths does a smart safe have over regular safes?
- How do you know Silo and this product?
- What factor do you care the most when considering buying a smart safe?

Great! Let's move on to the tasks now.

**Task 1. You just unboxed your SILO- can you please show me how you would complete the user setup, including connecting your iOS app?** (Including set up

Wifi, name, passcode, biometrics, connect to app, scan DQ code, enter code, connect SMS)

What if you have an android phone?

How difficult would you say that task was?

Please rate your experience with completing the task:

Not Difficult At All 1	Slightly Difficult 2	Moderately Difficult 3	Very Difficult 4	Extremely Difficult 5
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What made the task \_\_\_\_\_ (insert participant's rating)?

Was there anything that surprised you during the task?

**Task 2: Now unlock your SILO using password and put something inside of it.**

How difficult would you say that task was?

Please rate your experience with completing the task:

Not Difficult At All 1	Slightly Difficult 2	Moderately Difficult 3	Very Difficult 4	Extremely Difficult 5
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What made the task \_\_\_\_\_ (insert participant's rating)?

Was there anything that surprised you during the task?

**Task 3: Can you please show me how you would add your other family member to your account?**

How difficult would you say that task was?

Please rate your experience with completing the task:

Not Difficult At All 1	Slightly Difficult 2	Moderately Difficult 3	Very Difficult 4	Extremely Difficult 5
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What made the task \_\_\_\_\_ (insert participant's rating)?

Was there anything that surprised you during the task?

**Task 4: Let's say you are away and you just notice you forgot something. You have to call someone to open your safe and bring it to you. What would you do?**

How difficult would you say that task was?

Please rate your experience with completing the task:

Not Difficult At All 1	Slightly Difficult 2	Moderately Difficult 3	Very Difficult 4	Extremely Difficult 5
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What made the task \_\_\_\_\_ (insert participant's rating)?

Was there anything that surprised you during the task?

**Task 5: You got a notification on your phone that someone is trying to open your safe. What would you do? Then you found out it was the other user. How would you undo the action?**

What do you think of this lockdown screen? Where do you think can be improved?

- When would you use this feature?
- How difficult would you say that task was?

Please rate your experience with completing the task:

Not Difficult At All 1	Slightly Difficult 2	Moderately Difficult 3	Very Difficult 4	Extremely Difficult 5
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What made the task \_\_\_\_\_ (insert participant's rating)?

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- Was there anything that surprised you during the task?

**Task 6a: Can you please show me how you would change the brightness [or screensaver or time format] of the safe?**

How difficult would you say that task was?

Please rate your experience with completing the task:

Not Difficult At All 1	Slightly Difficult 2	Moderately Difficult 3	Very Difficult 4	Extremely Difficult 5
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What made the task \_\_\_\_\_ (insert participant's rating)?

Was there anything that surprised you during the task?

**Task 6b: Now assume you want to ensure your SILO iOS app is only used by you**  
**- How would you turn on FaceID/TouchID authentication when opening the app?**

How difficult would you say that task was?

Please rate your experience with completing the task:

Not Difficult At All 1	Slightly Difficult 2	Moderately Difficult 3	Very Difficult 4	Extremely Difficult 5
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What made the task \_\_\_\_\_ (insert participant's rating)?

Was there anything that surprised you during the task?

**Task 7: Can you please show me how you would reset your password for the safe?**

How difficult would you say that task was?

Please rate your experience with completing the task:

Not Difficult At All	Slightly Difficult	Moderately Difficult	Very Difficult	Extremely Difficult
1	2	3	4	5

What made the task \_\_\_\_\_ (insert participant's rating)?

Was there anything that surprised you during the task?

**Task 8: Now you have connected the safe to your app, Can you please tell me what information you can get from the home screen's recent activity?**

- How do you think of this screen
  - design wise, why?
  - Does the information make sense to you? Is it easy to understand by a glance? Why?
  - Do you think this screen is helpful to you? Why?
- What can be improved in this home screen? Why?

**Task 9: Can you please tell me what information you can get from the activity log screen?**

- How do you think of this screen
  - design wide, why?
  - Does the information make sense to you? Is it easy to understand by a glance? Why?
  - Do you think this screen is helpful to you? Why?
- What can be improved in this home screen? Why?

**Task 10: Can you please show me how would you add multiple saves in the app?**

How difficult would you say that task was?

Please rate your experience with completing the task:

Not Difficult At All	Slightly Difficult	Moderately Difficult	Very Difficult	Extremely Difficult
1	2	3	4	5

What made the task \_\_\_\_\_ (insert participant's rating)?

Was there anything that surprised you during the task?

**Task 11: Can you please show me how you would unlock the safe with your FINGERPRINT and remove your item?**

How difficult would you say that task was?

Please rate your experience with completing the task:

Not Difficult At All 1	Slightly Difficult 2	Moderately Difficult 3	Very Difficult 4	Extremely Difficult 5
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What made the task \_\_\_\_\_ (insert participant's rating)?

Was there anything that surprised you during the task?

**Task 12: How would you delete the other users from your account?**

How difficult would you say that task was?

Please rate your experience with completing the task:

Not Difficult At All 1	Slightly Difficult 2	Moderately Difficult 3	Very Difficult 4	Extremely Difficult 5
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What made the task \_\_\_\_\_ (insert participant's rating)?

Was there anything that surprised you during the task?

**Task 13: Can you please show me how would you delete your account?**

How difficult would you say that task was?



Please rate your experience with completing the task:

Not Difficult At All 1	Slightly Difficult 2	Moderately Difficult 3	Very Difficult 4	Extremely Difficult 5
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What made the task \_\_\_\_\_ (insert participant's rating)?

Was there anything that surprised you during the task?

**Task 14: Can you please show me how to open the safe by using the physical key?**

How difficult would you say that task was?

Please rate your experience with completing the task:

Not Difficult At All 1	Slightly Difficult 2	Moderately Difficult 3	Very Difficult 4	Extremely Difficult 5
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What made the task \_\_\_\_\_ (insert participant's rating)?

Was there anything that surprised you during the task?

### Task 15: How would you wipe all your data and reset the safe?

How difficult would you say that task was?

Please rate your experience with completing the task:

Not Difficult At All 1	Slightly Difficult 2	Moderately Difficult 3	Very Difficult 4	Extremely Difficult 5
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What made the task \_\_\_\_\_ (insert participant's rating)?

Was there anything that surprised you during the task?

### After Test Questionnaire

Please rate these statements from 1, strongly disagree to 5 strongly agree:

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Strong Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree

1. The safe is easy to use and user friendly. Why?
2. The ios app is easy to use and user friendly. Why?
3. The safe and app work well together, Why?
4. I want to buy the safe. Why?
5. I will recommend this product to my friends and family. Why?
6. The overall experience is clear, intuitive and comfortable to me. Why?
7. I feel my belongings are safe inside the locked SILO? Why?

**Final Question**

1. What's your biggest concern regarding the safety of your belongings? Why?
2. Are there any features you would like to have that aren't currently on the SILO?
3. Is there anything I didn't ask but you want to tell me?

Thanks for your participation! That was very helpful. Do you have any questions for me?