

Introductions

1. Welcome / greetings
2. DOUBLE-CHECK IF PEOPLE ARE COMFORTABLE WITH RECORDING
3. Explaining what we are working on: A file transfer application. We are still very much in the development phase of it, and would love to learn about what works well and what doesn't. We appreciate your feedback.
4. Explain what we do with what we learn today. It will help us shape the direction of the product, to make it as useful and user-friendly as possible.
5. Explaining that this is only to learn. There are no wrong answers.

Foundational *[this section should take up no more than 15 minutes]*

6. Can you tell us about a time you recently sent a file to someone?
7. What happened? To whom did you send it?
8. How did you send the file?
9. How did you choose how to send a file? (Why did you choose this particular tool?)
10. How did sending the file go? (What worked well? What didn't work so well?)
11. Can you tell us about a time recently that you wanted to send a file to yourself? (To another device you use.)
12. If so, can you tell us more about that? What did you want to send to yourself?
13. Why did you want that file available on another device?
14. What method did you use?
15. What worked well/less well to you about this method?
16. Can you tell us about a time recently that you wanted to send an especially large file to someone?

17. If so, can you tell us more about that?
18. What method did you use?
19. What worked well/less well to you about this method?
20. To what extent is sending a large file different to you than sending a smaller file?
21. Tell us more about this experience.
22. How do you feel about the security and privacy of the ways you send files at the moment? To what extent does this factor into the choice of whether and how you send files?

Usability

23. **[Time permitting:** Ask to show how they send a file at the moment. For example showing how they use WeTransfer, to learn about what works well and less well for them in using that.]
24. Now we're coming to the stage of trying out a website for sending files. As you go through the exercise, please say what you're thinking out loud, and what you want to do. Take us with you as you are doing this.
25. But please don't click until we ask you to, as we wanna make sure we hear what your expectations are beforehand.

[Start with receive flow]

26. We want to start off by sending you a file.

[Alternate between sending a link or code first]

[Code first]

27. I have a code for the file I'm sending. would like you to open the website for which I give the link in the chat: **[link removed]**
28. Now, if you'd like to open the file I want to send you using this website, what would you do? [If they can't find, point them to Receive navigation]

29. Please explain what you see on the screen. Going from top to bottom, what do you see?

30. The code is: >>>

31. What can you do to open the file with this code?

[Link first]

32. Please open the following URL: >>>

33. Please explain what you see on the screen. Going from top to bottom, what do you see?

[Don't click yet]

34. What do you need to do to receive this file?

[Point to Next button if they don't see it]

35. What do you see on this screen?

[Do they understand what the form field does?]

36. Say that you've copied the link from me, what would you do with the link now? *[Please go ahead and click]*

37. What would you do next to get what I'm trying to send you? *[Please go ahead]*

38. If you would want to open this file on your device, what would you do?

39. *[Now let's switch roles just for a second and pretend that you are on the other side of things, and you are sending files. Feel free to send the file back that I just sent, or any other file you have on your computer.]*

40. What would you do if you would like to send a file to someone/me?

41. *[If they see the Send navigation, and correct +Select button, before clicking]:*
What would you expect would happen if you would click on this?

42. *[Please go ahead and click]*

43. [If they don't see the correct button:]
What do you think this button would do?
44. What do you think of what you see here?
45. If you would now like to send the cat picture to me, what would you do?
46. Go ahead and click on it.
47. What do you see on this screen?
48. What is this code? What do you do with it?
49. What would you need to do next to send someone/me the file?
[Do people understand that they need to think outside the app to transfer credentials?]
50. What if we're not speaking now, how would you get the file(or code) to me?
[if needed prompt to say that we are connected over whatsapp or messenger or something]
51. What does the copy button do?
52. What do you think the recipient/I would need (to do) to open the file?
53. Go ahead and make sure I get the file.
54. *[do they understand they need to keep the tab open?]*
OK you've given the code to me, what do you do know?
55. Say I am not on my computer or phone now, and will get the code that you gave me only tonight. Can I still open what you sent me?
56. [Do people realize it's not stored on an outside server?]
Where is the file stored at the moment?
57. [File sent complete]
What do you think of what you see here?

[Test error messages]

[Bad code]

58. I'll send you another file. Please open 8-bradshaw-ultimate.

59. What does it mean what you see?

[Network interruption]

60. I'll send you another file. Please open >>>.

[close tab while the participant is downloading the file]

61. What does it mean what yousee here?

Closing

62. That's all what we wanted to cover in this exercise.

63. What do you think of this experience overall?

64. Is there any other feedback you'd like to share?

65. Do you have any questions for us?

66. Thank you very much for your time and insights.

67. HELP THEM TO DELETE TEST FILES YOU SENT.