



REMOTE USER TESTING

Quick and Easy User Testing Without Leaving Your Desk

Erich Rainville | UI-UX Designer | Esri R&D | Washington, D.C.

esri

R&D Center
Washington DC





House of Cards | Photo by Melinda Sue Gordon for Netflix

FARECARDS AND PASSES CASH - CREDIT - DEBIT

A IDENTIFY FARE PERIODS **C PURCHASE FARE** **B Save \$1 each trip with a SmartTrip card**

From	To	One-Way	Round-Trip
1	2	0.50	1.00
1	3	0.75	1.50
1	4	1.00	2.00
1	5	1.25	2.50
1	6	1.50	3.00
1	7	1.75	3.50
1	8	2.00	4.00
1	9	2.25	4.50
1	10	2.50	5.00
1	11	2.75	5.50
1	12	3.00	6.00
1	13	3.25	6.50
1	14	3.50	7.00
1	15	3.75	7.50
1	16	4.00	8.00
1	17	4.25	8.50
1	18	4.50	9.00
1	19	4.75	9.50
1	20	5.00	10.00
2	3	0.50	1.00
2	4	0.75	1.50
2	5	1.00	2.00
2	6	1.25	2.50
2	7	1.50	3.00
2	8	1.75	3.50
2	9	2.00	4.00
2	10	2.25	4.50
2	11	2.50	5.00
2	12	2.75	5.50
2	13	3.00	6.00
2	14	3.25	6.50
2	15	3.50	7.00
2	16	3.75	7.50
2	17	4.00	8.00
2	18	4.25	8.50
2	19	4.50	9.00
2	20	4.75	9.50
3	4	0.50	1.00
3	5	0.75	1.50
3	6	1.00	2.00
3	7	1.25	2.50
3	8	1.50	3.00
3	9	1.75	3.50
3	10	2.00	4.00
3	11	2.25	4.50
3	12	2.50	5.00
3	13	2.75	5.50
3	14	3.00	6.00
3	15	3.25	6.50
3	16	3.50	7.00
3	17	3.75	7.50
3	18	4.00	8.00
3	19	4.25	8.50
3	20	4.50	9.00

FARECARDS AND PASSES CASH - CREDIT - DEBIT

To enter just east the Metrolink system each customer must have a SmartTrip card, farecard or pass. Machine provides change in coins up to \$10.

A IDENTIFY FARE PERIODS **C PURCHASE FARE** **B Save \$1 each trip with a SmartTrip card**

B FIND ONE-WAY FARECARD PRICES BELOW **B Save \$1 each trip with a SmartTrip card**

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1	17	4.25	8.50
1	18	4.50	9.00
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1	20	5.00	10.00
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2	6	1.25	2.50
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2	13	3.00	6.00
2	14	3.25	6.50
2	15	3.50	7.00
2	16	3.75	7.50
2	17	4.00	8.00
2	18	4.25	8.50
2	19	4.50	9.00
2	20	4.75	9.50
3	4	0.50	1.00
3	5	0.75	1.50
3	6	1.00	2.00
3	7	1.25	2.50
3	8	1.50	3.00
3	9	1.75	3.50
3	10	2.00	4.00
3	11	2.25	4.50
3	12	2.50	5.00
3	13	2.75	5.50
3	14	3.00	6.00
3	15	3.25	6.50
3	16	3.50	7.00
3	17	3.75	7.50
3	18	4.00	8.00
3	19	4.25	8.50
3	20	4.50	9.00

IN SERVICE

For more information ask a Station Manager or visit metrolink.com

FARECARDS AND PASSES CASH - CREDIT - DEBIT

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2	7	1.50	3.00
2	8	1.75	3.50
2	9	2.00	4.00
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2	16	3.75	7.50
2	17	4.00	8.00
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2	20	4.75	9.50
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3	14	3.00	6.00
3	15	3.25	6.50
3	16	3.50	7.00
3	17	3.75	7.50
3	18	4.00	8.00
3	19	4.25	8.50
3	20	4.50	9.00

1 SELECT PURCHASE

MAXIMUM CHANGE: \$5.00

CANCEL **BILLS \$1,5,10,20**

COINS 5,10,25c

PUSH TO RETURN

ENTER PIN

TAKE RECEIPT

TO PAY WITH BANK OR CREDIT CARD

ENTER PIN

TAKE RECEIPT

2 INSERT PAYMENT

TO INCREASE SmartTrip VALUE

Touch SmartTrip to Target

Insert Payment

RE-TOUCH SmartTrip to Target

TRADE-IN FARECARD

3 TAKE PASS/FARECARDS

1 SELECT PURCHASE

MAXIMUM CHANGE: \$5.00

CANCEL **BILLS \$1,5,10,20**

COINS 5,10,25c

PUSH TO RETURN

AUDIO

PRESS + TO ADD VALUE

PRESS - TO DEDUCT VALUE

TO PAY WITH BANK OR CREDIT CARD

ENTER PIN

TAKE RECEIPT

INSERT HERE

2 INSERT PAYMENT

TO INCREASE SmartTrip VALUE

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TO INCREASE SmartTrip VALUE

Touch SmartTrip to Target

Insert Payment

RE-TOUCH SmartTrip to Target

TRADE-IN FARECARD

3 TAKE PASS/FARECARDS

COIN RETURN

MONEY RETURN

SELECT PURCHASE

1



SMARTIP ONLY

MAXIMUM CHANGE: \$5.00

CANCEL



BILLS \$1,5,10,20



BILL RETURN

COINS 5,10,25¢



PUSH TO RETURN

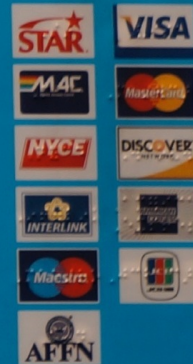
AUDIO

PRESS + TO ADD VALUE



PRESS - TO DEDUCT VALUE

TO PAY WITH BANK OR CREDIT CARD



ENTER PIN

TAKE RECEIPT

INSERT HERE

2

INSERT PAYMENT

SmartTrip TARGET

TO INCREASE SmartTrip VALUE

Touch SmartTrip to Target

Insert Payment

RE-TOUCH SmartTrip to Target



TRADE-IN FARECARD



CASH • CREDIT • DEBIT

Machine provides change in coins up to \$10

FARES

Children

- Up to two children age 4 and younger ride free with a paying customer.

Seniors/People With Disabilities

- Seniors 65 and up, and people with disabilities, who have a Metro ID or Medicare card and photo ID pay half the peak fare when using a senior/disabled farecard or senior/disabled SmarTrip® card. (Cards not available at stations. See station manager for details.)

PARKING AT METRO

- During weekdays, Metro daily parking facilities accept payment with a SmarTrip® card and major credit cards.
- Metered spaces at Metro parking lots accept coins only.
- During weekends and federal holidays, parking at Metro parking facilities is free, including metered spaces.

DESTINATION	LINE	TRAVEL TIME	PEAK	OFF-PEAK	DESTINATION	LINE	TRAVEL TIME	PEAK	OFF-PEAK
Adams-Morgan	•	20	3.55	3.05	Twinbrook	•	41	6.40	4.60
Adams Morgan	•	5	3.15	2.75	Tysons Corner	•	22	5.10	4.15
Adams Morgan City	•	6	3.15	2.75	U Street	•	23	3.30	2.85
Adams Morgan Ave	•	20	3.90	3.30	Union Station	•	18	3.40	2.95
Prince George's Plaza	•	38	5.10	4.15	Van Dorn Street	•	22	5.15	4.15
Woodrow Wilson Ave	•	22	3.85	3.25	Van Ness-UDC	•	23	3.75	3.20
Rockville	•	44	6.90	4.60	Vienna	•	22	5.70	4.60
Ronald Reagan Washington National Airport	•	10	3.40	2.90	Virginia Sq-GMU	•	6	3.15	2.75
Rosslyn	•	0	3.15	2.75	Waterfront	•	19	3.45	3.00
Madison Grove	•	48	6.90	4.60	West Falls Church	•	15	4.35	3.35
Law-Howard U	•	21	3.25	2.85	West Hyattsville	•	35	4.75	3.95
Ever Spring	•	33	5.05	4.15	Wheaton	•	39	5.90	4.60
Clarendon	•	10	3.15	2.75	White Flint	•	38	6.10	4.60
Clarendon Ave	•	28	4.65	3.85	Wiehle-Reston East	•	34	6.90	4.60
Clarendon Hill	•	26	5.50	4.50	Woodley Park	•	18	3.40	2.95
Clarendon Armory	•	21	4.10	3.35					
Clarendon	•	33	5.25	4.15					
Clarendon	•	30	4.70	3.95					
Clarendon-AU	•	25	4.00	3.35					

Rosslyn

MAXIMUM CHANGE: \$5.00

User testing is important.





Pool Party! by Jake Hathaway



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Using Google Hangouts on Air for Remote Usability Testing



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[Lean Startup](#)

[Lean UX](#)

[Process](#)

[Continuous Delivery](#)

[Technology](#)

[Android](#)

[Rails](#)

[Uncategorized](#)

Of course! Remote user testing!




g+ Hangouts x Erich

https://plus.google.com/hangouts

Google+ Search for people, pages, or posts Sign in

Hangouts Home Hangouts On Air Video Hangouts



One app for all your conversations

Messaging, video calls and voice calls from any device with Hangouts.

GET IT ON Google play

Download on the App Store

Available in the Chrome Web Store

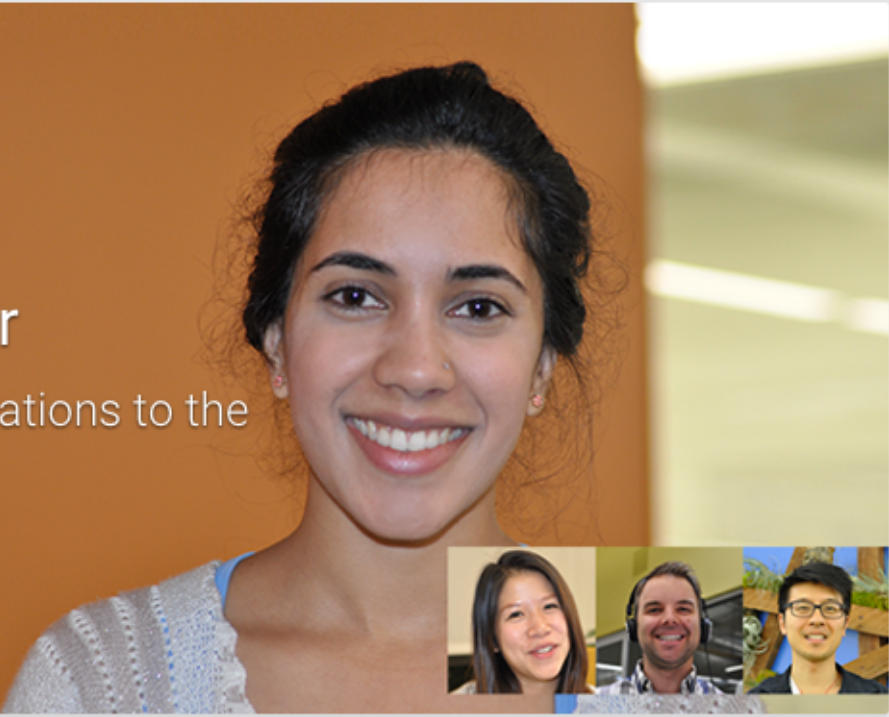
Use Hangouts in Gmail and Google+


Google+ Erch

<https://plus.google.com/hangouts/onair>

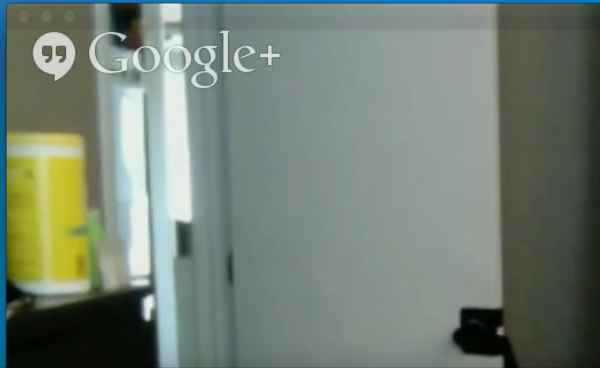
Search for people, pages, or posts Sign in

Hangouts Home **Hangouts On Air** Video Hangouts



 **Hangouts On Air**
Broadcast live conversations to the world for free.

[Create a Hangout On Air](#)




Getting started.

g+ Hangouts On Air - Broadca x Erich

← → ↻ <https://plus.google.com/hangouts/onair> ☆ ⓘ 🗨️ 📺 🐦 ☰

Google+ Search for people, pages, or posts 🔍 Erich 🗄️ 🔔 👤

🗨️ Hangouts ▾ Home **Hangouts On Air** Video Hangouts 👤 🗨️

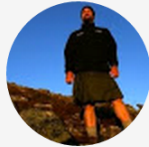


Hangouts On Air

Broadcast live conversations to the world for free.

Create a Hangout On Air

Host a Hangout On Air



Hangout On Air

Esri UC 2015

Talking about doing Remote User Testing

Starts

Now

Later

This broadcast will be unlisted and promoted on Google+ and Youtube to your audience listed below. [Learn more](#)

Audience

+ Invite names, circles, or email addresses



Share

Cancel

Host a Hangout On Air

Esri UC 2015 - Google+ x Erich

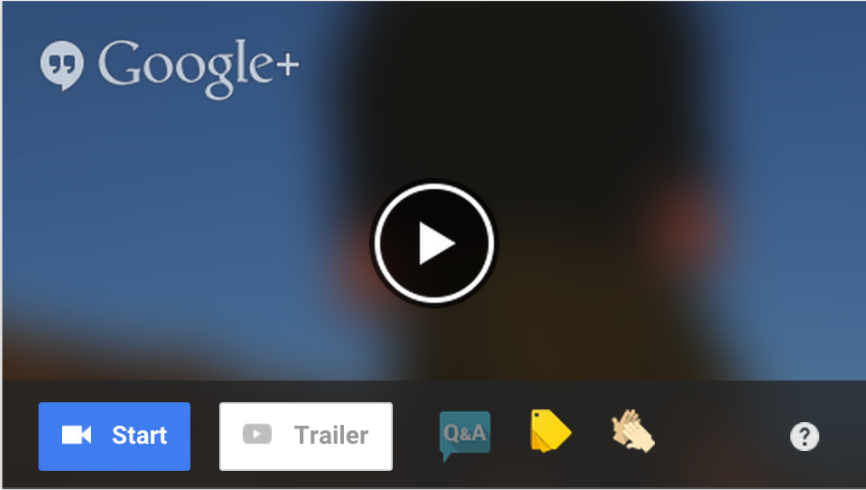
https://plus.google.com/events/c054q7rcpbqvmh4fgvl7hve9t4


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Esri UC 2015

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Erich Rainville

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Created by **Erich Rainville** · Public event [Links](#)

Google+ Hangouts

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Google

OFF AIR

Group chat

To list all available commands enter "/?".

Q&A

You

31% OFF AIR

Esri UC 2015

Links

Enter chat message or link here

Google+ Hangouts

https://plus.google.com/hangouts/_/hoaevent/AP36tYf-oqVP_JYpPKgKOvXnUPIgLQYHRbJahYxdbxFKBQbO8IAKbQ?authuser=0&hl=en

Google

OFF AIR

Group chat

To list all available commands enter "/?".

Q&A

You

Start broadcast

OFF AIR

Esri UC 2015

0 viewers

Links

Enter chat message or link here

Share your screen - Google+ Hangouts

Google+ Hangouts would like to share the content of your screen with plus.google.com. Choose what you'd like to share.

Entire screen

Google+ Hangouts

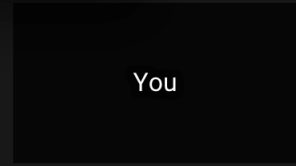
Esri UC 2015 - Google+

Cancel Share

OFF AIR

Group chat

To list all available commands enter "/?".



Start broadcast

OFF AIR

Esri UC 2015
0 viewers

Links

Enter chat message or link here



Google+ Hangouts


https://plus.google.com/hangouts/_/hoaevent/AP36tYf-oqVP_JYpPKgKOvXnUPIgLQYHRbJahYxdbxFKBQbO8IAKbQ?authuser=0&hl=en

Google

Group chat

To list all available commands enter "/?".

This Hangout On Air is live!



You

Stop broadcast

LIVE

Esri UC 2015

0 viewers

Links

Enter chat message or link here



This Hangout On Air is now over



A recording of the broadcast will now be uploaded to your YouTube channel and will automatically replace the live video players that were shared. Please allow a few minutes for the upload and processing to complete. You will be able to view the recording in your [YouTube Video Manager](#).

Close



Upload

CREATOR STUDIO

DASHBOARD

VIDEO MANAGER

Videos

Live Events

Playlists

Copyright Notices

COMMUNITY

CHANNEL

ANALYTICS

CREATE

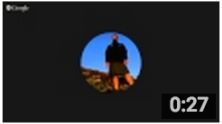



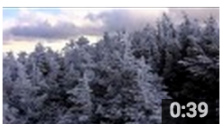
Send feedback

Videos 18

Search videos

Actions

View: Newest

<input type="checkbox"/>		Esri UC 2015 HD July 22, 2015 10:20 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0
<input type="checkbox"/>		with Mark HD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0
<input type="checkbox"/>		with Tim HD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0
<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4	0	0
<input type="checkbox"/>		Mount Jackson HD November 23, 2010 2:03 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8	0	0

Edit

- Info and Settings
- Enhancements
- Audio
- Annotations
- Cards
- Subtitles and CC
- Download MP4**
- Promote
- Delete

A few gotchas

1. The online scheduler can sometimes cause an issue
2. Some users need a little coaching on using Hangout for the first time
3. Slow connections can cause issues

SELECT PURCHASE

1



SMARTRIP ONLY

MAXIMUM CHANGE: \$5.00

CANCEL



BILLS \$1,5,10,20



BILL RETURN

COINS 5,10,25¢



PUSH TO RETURN

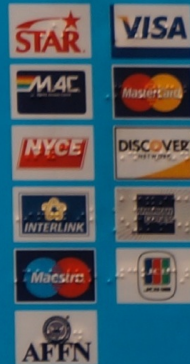
AUDIO

PRESS + TO ADD VALUE



PRESS - TO DEDUCT VALUE

TO PAY WITH BANK OR CREDIT CARD



ENTER PIN

TAKE RECEIPT

INSERT HERE

2

INSERT PAYMENT

SmartTrip TARGET

TO INCREASE SmartTrip VALUE

Touch SmartTrip to Target

Insert Payment

RE-TOUCH SmartTrip to Target



TRADE-IN FARECARD



Resources

- Article: **Using Google Hangouts on Air for Remote Usability Testing** (www.multunus.com/blog/2014/09/using-google-hangouts-air-remote-usability-testing/)
- **Google Hangout on Air** (<https://plus.google.com/hangouts/onair>)
- Good reads: **Steve Krug's books *Don't Make Me Think* and *Rocket Surgery Made Easy***
- Slides from this talk: goo.gl/kU33wJ



Erich Rainville



@TheBlueDog



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Understanding our world.

How-to use Google Hangouts on Air

1. Go to Google+ Hangout on Air (<https://plus.google.com/hangouts/onair>)
2. Click CREATE A HANGOUT
3. Give your Hangout a Title and Description
4. Select when your hangout will start
5. Remove the Public audience and add your user
6. Click SHARE to get started