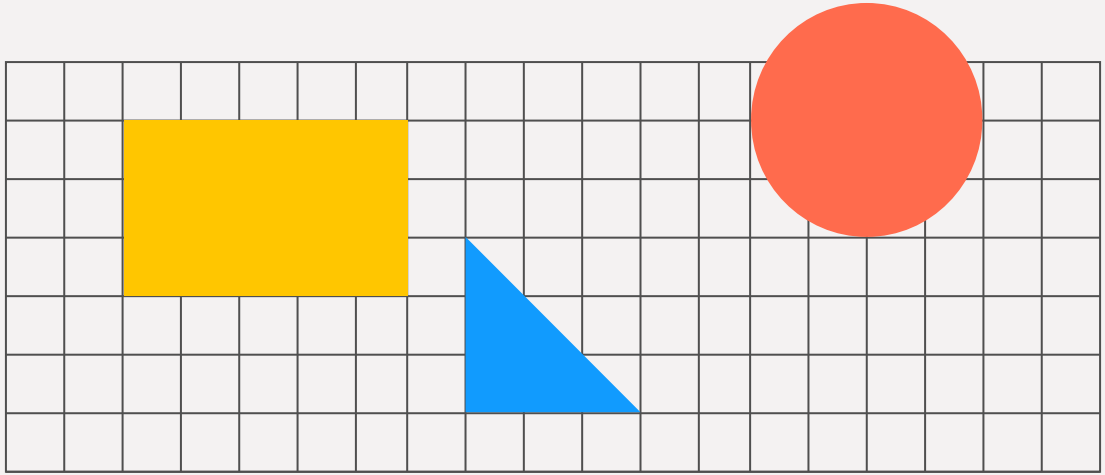
Open When

Low-fi prototyping and pilot usability testing

Imogen Lee · Fiona Han Preethika Pavirala · Vinaya Sharma



Team



Vinaya

CS ‘28



Preethika

CS & Design ‘28



Imogen

SymSys ‘27



Fiona

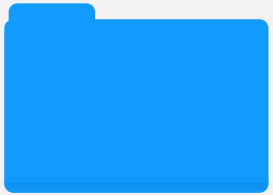
SymSys ‘27

Outline



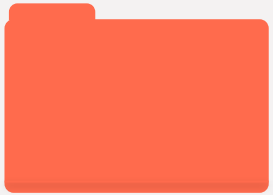
Explore

Sketches, concepts and our final choice



Build

Paper prototype and three task flows



Test

Participants, setup, roles and usability goals



Learn

Results, design changes and limits

Value Proposition

Messages from your friends, locked until the moment you need them.

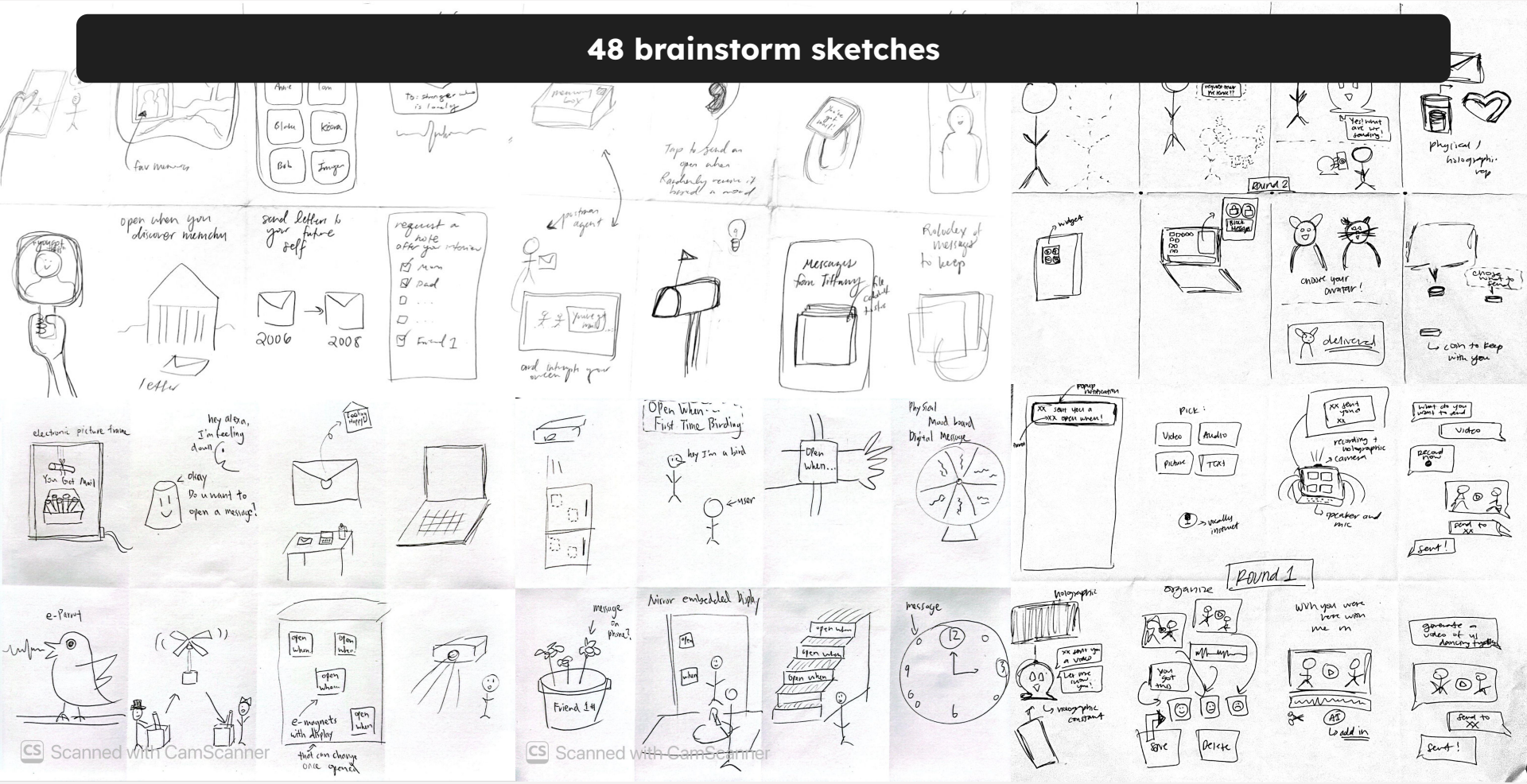
Problem

- Reels replace real conversation. Friends increasingly keep in touch by trading short-form videos, so friendships get thin
- Support doesn't arrive when it's needed. Today's apps deliver immediately, not when the receiver needs, so a hard first day or a homesick weekend goes unsupported.
- Big life changes strain friendships. Moves, new jobs, and graduations are when people most need their friends and when it's hardest to be there.

Solution

- Open When is a time-locked message app. Friends send voice memos, videos, and songs that stay locked until a moment the sender picks
- A wearable ring tells the app when a message fits. The receiver's ring learns their daily routine and gives a buzz when a matching message may be ready
- It's built to be low-pressure. There is no feed, no counts, and no read receipts, so receiving a message never turns into an obligation to reply.

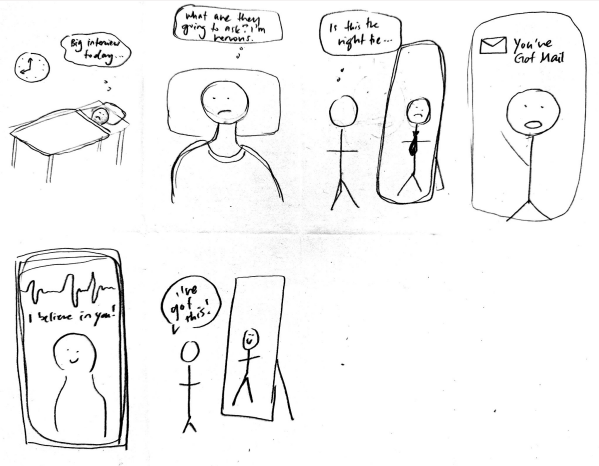
48 brainstorm sketches



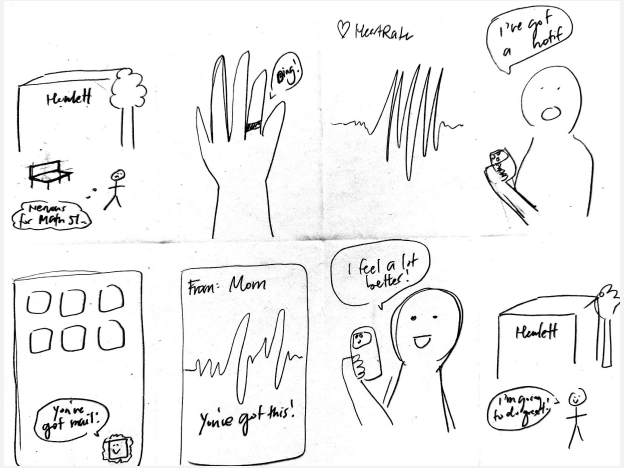
Scanned with CamScanner
Scanned with CamScanner

Concept Sketches

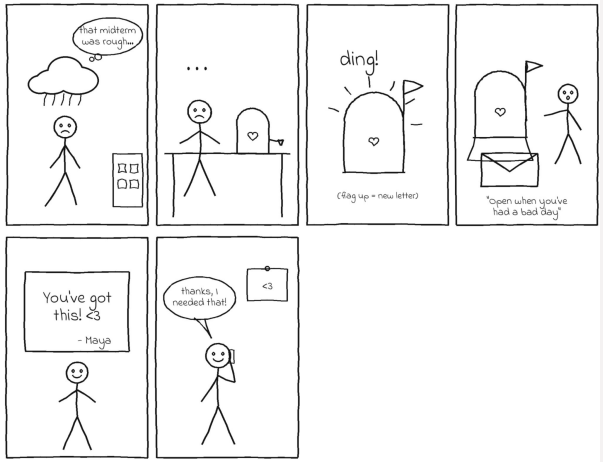
Idea 1: Smart Mirror



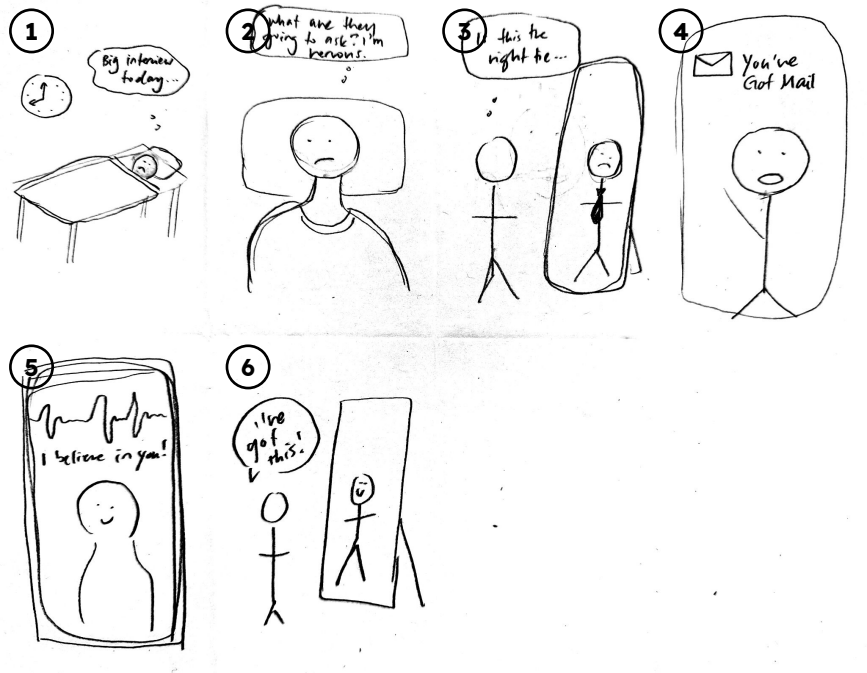
Idea 2: Wearable with Mobile Companion App



Idea 3: Smart Mailbox



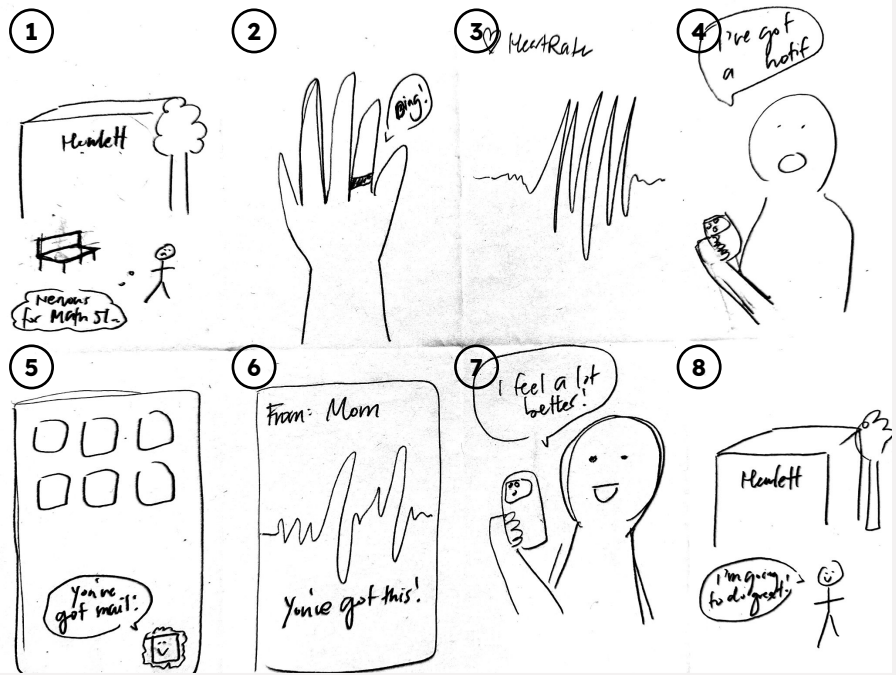
Concept Sketches



Idea 1: Smart Mirror

1. Wakes up dreading today's big interview
2. Lying in bed, worrying about the questions
3. Getting dressed, unsure about the tie
4. The mirror lights up: "You've got mail"
5. A loved one appears: "I believe in you!"
6. Reassured, they say "I've got this!"

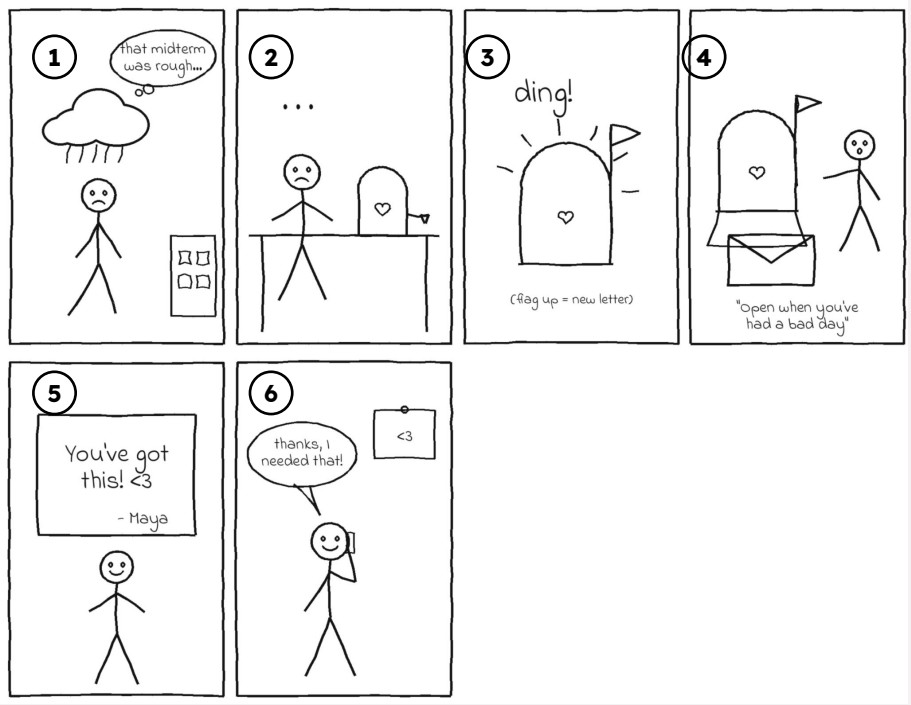
Concept Sketches



Idea 2: Wearable + Mobile App

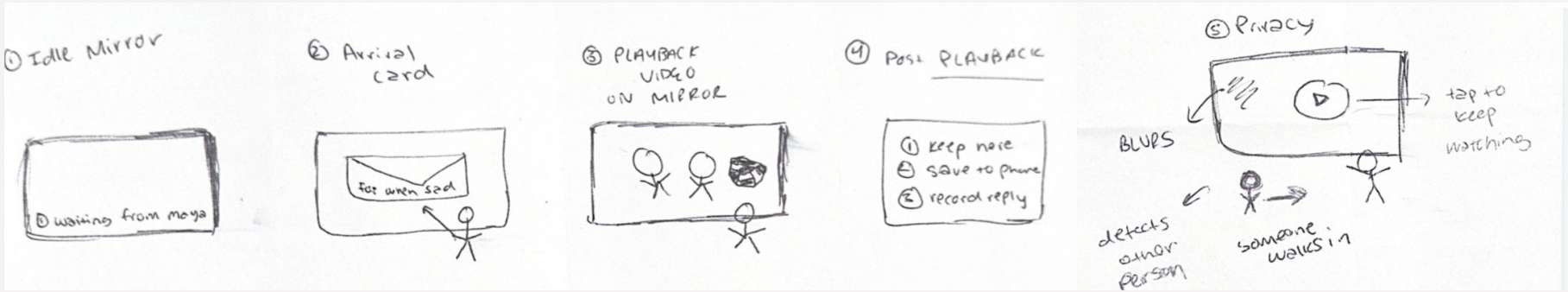
1. Walking past Hewlett, nervous for Math 51 final
2. The smart ring buzzes on their finger
3. It picks up a spike in heart rate
4. A notification arrives on their phone
5. The app says “You’ve got mail!”
6. A message from Mom: “You’ve got this!”
7. Feeling a lot better after hearing it
8. Walks into Hewlett ready to do great

Concept Sketches



Idea 3: Physical Mailbox

1. Walks home from a rough midterm, feeling low
2. Back at the desk, the little mailbox sits quiet
3. The flag pops up and the mailbox glows
4. Inside: “Open when you’ve had a bad day”
5. Their best friend writes: “You’ve got this!”
6. Smiling again, they call to say thanks



Key screens

Idea 1: Smart Mirror

Idea 1: Smart Mirror

PROS

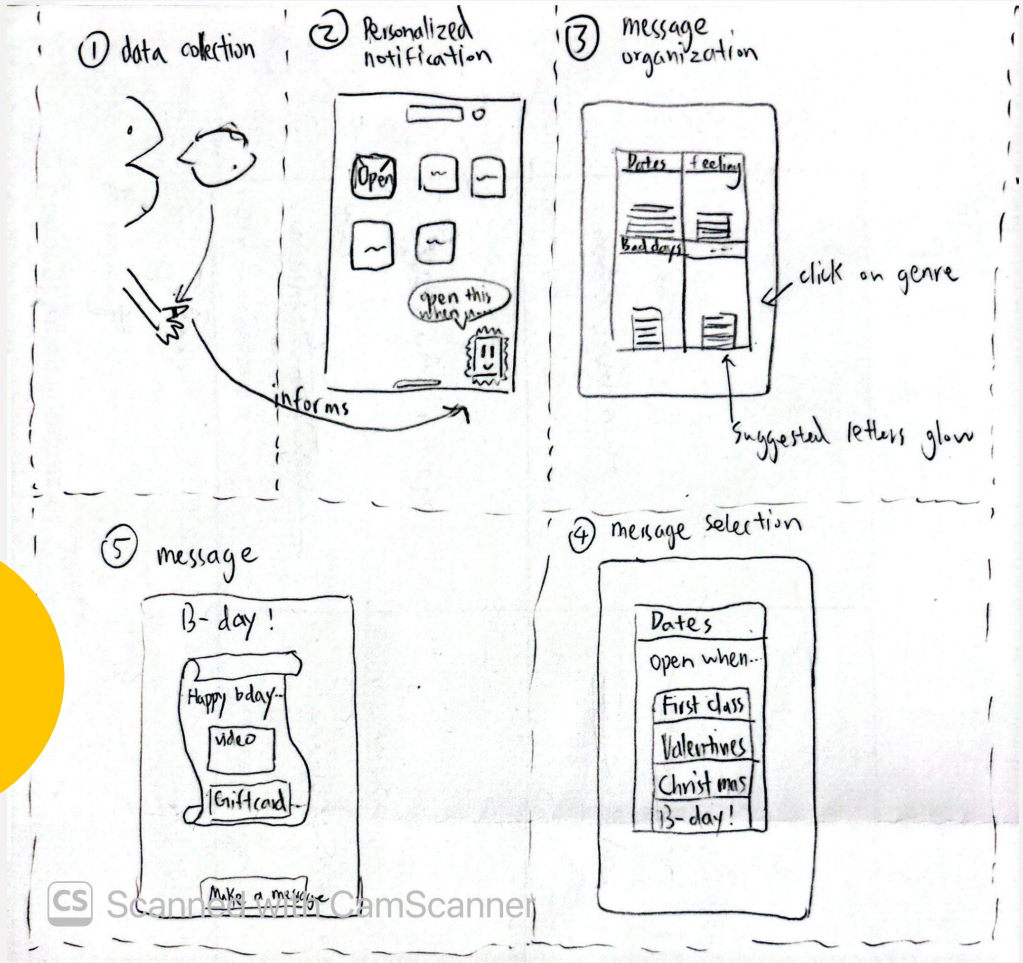
- **Built-in ritual moments**: people already pause at the mirror morning and night
- **Life-size presence**: a friend's face and voice at full scale
- **Breaks the phone habit**: opens away from the feed

CONS

- **Home only**: many moments happen away from home
- **Can't sense the moment**: without sensors, it falls back to dates or manual opening
- **Shared-space privacy**: roommates and guests can see or hear messages

Key screens

Idea 2: Wearable with Mobile Companion App



Scanned with CamScanner

Idea 2: Wearable with Mobile Companion App

PROS

- **Right-moment delivery**: the only idea that senses when you need a message
- **Goes where you go**: works across places and months, not one desk
- **Private by default**: only the wearer feels the nudge

CONS

- **Unreliable mood sensing**: a wrong buzz is worse than none
- **Privacy:** constant body tracking feels invasive
- **Another device**: cost, sizing, and charging for students

What solution are we choosing?

Recall our problem

helping friends feel connected at the right moment without the pressure of short-form video content

Why Wearable with Mobile Companion App Is Superior

It can deliver the message at the moment a person needs it, wherever they are.

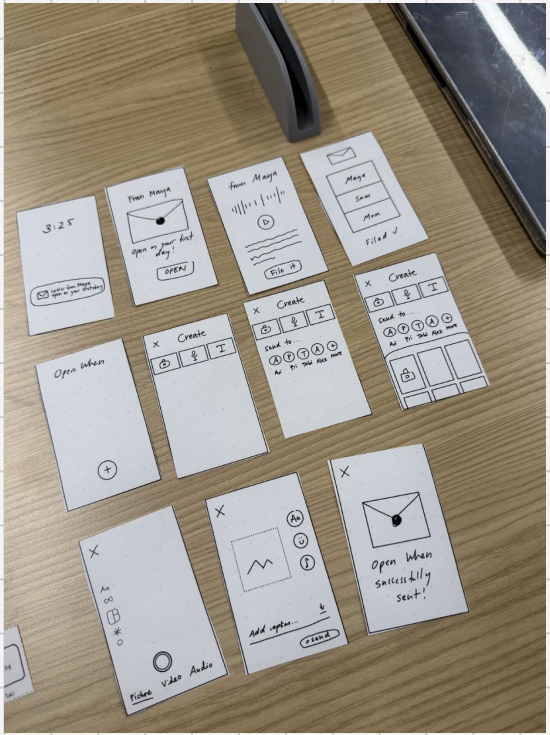
Additional Rationale.

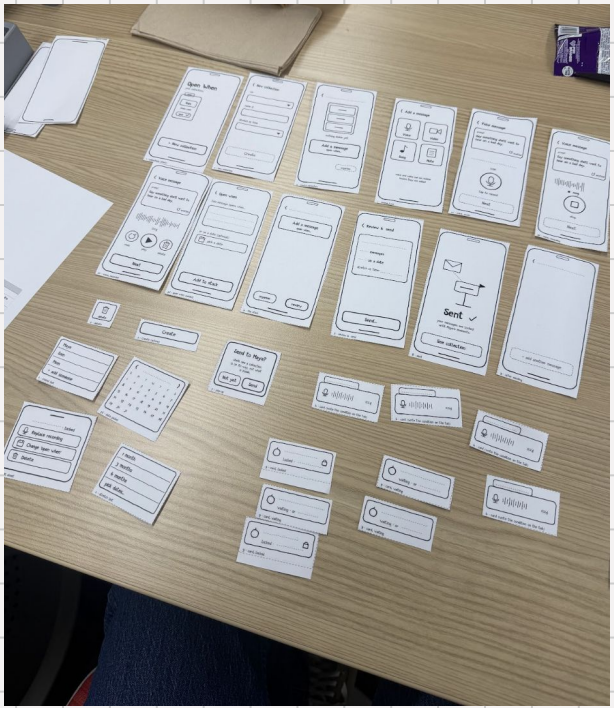
- Wearables are already mainstream and still growing.
  - **46% of U.S. adults** now own a wearable, up from 13% in 2015
  - **59% of owners** say they wear theirs always or almost always.
- At scale, Open When wouldn't need its own device: it could read signals from the smartwatch, ring, or band a user already wears.

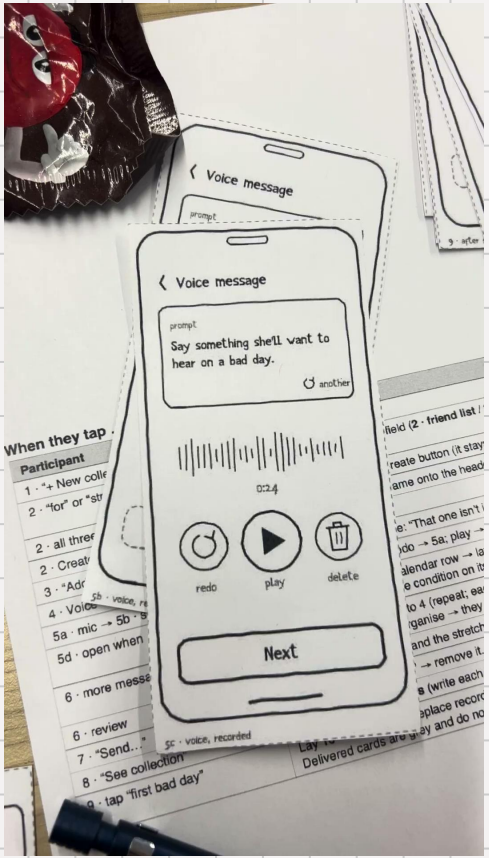


https://rockhealth.com/insights/whats-your-score-insights-on-wearables-and-connected-devices-from-rock-healths-2025-consumer-adoption-survey/

Paper Prototypes



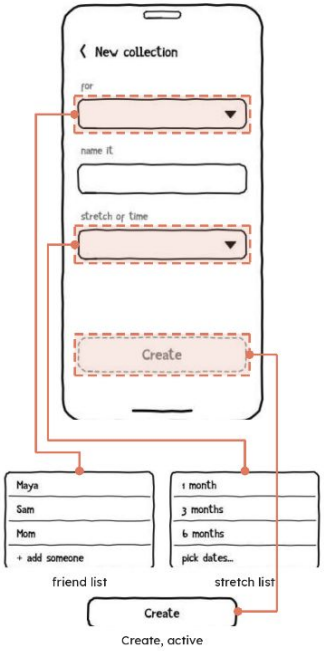




Smaller components to simulate a more immersive process

2 · New collection

Tap a field, then lay its list under it

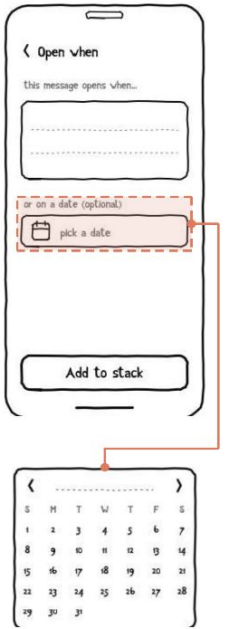


friend list · stretch list

Create, active

5d · Open when

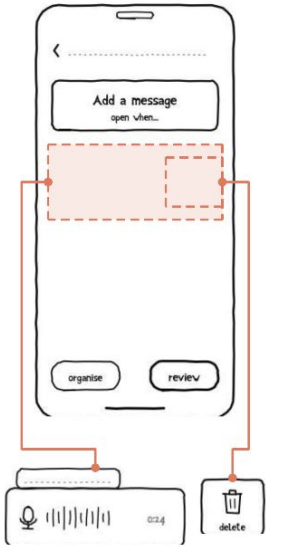
Tap the date row, then lay the picker



date picker

6 · The stack

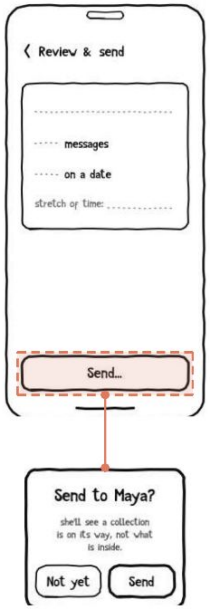
Each message becomes a card; swipe to delete



message card · swipe-left delete

7 · Review & send

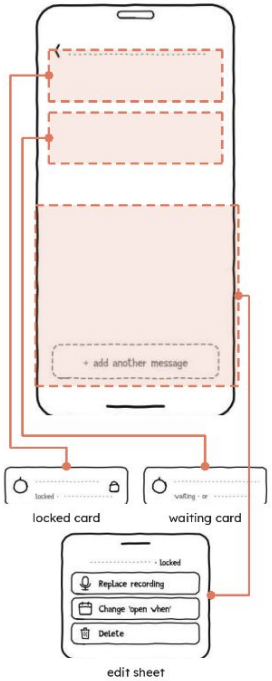
Tap Send..., then lay the pop-up



confirm pop-up

9 · After sending

Tap a card to open the edit sheet



locked card · waiting card

edit sheet

Low-fi Prototype Construction

Built from paper, by hand

Every screen is a drawn paper phone card. We kept the drawings simple because they showed each state clearly, and paper was quick to redraw between sessions.

A teammate plays the computer

Fiona swapped screens as participants tapped, laid dropdowns, the date picker, pop-ups, and the edit sheet on top, and slid message cards away for swipe-to-delete.

Overlays instead of new screens

Small cut-out pieces let one base screen show many states, so the flow felt closer to a real app.

The ring stayed out of the test

We didn’t build the wearable. Participants started from the phone notification, so we tested what happens after the buzz.

Checkpoint Feedback: What We Changed

Notes from our CA on the low-fi prototype we submitted at the checkpoint

Clean screens

Feedback

Remove the annotations before user testing.

WHAT WE DID

Participants saw clean paper screens. The annotated versions were for reference only.

Simulated input

Feedback

Add cut-outs and pop-ups that simulate user input.

WHAT WE DID

Dropdown lists, a date picker, a confirmation pop-up, an edit sheet, and swipe-to-delete cards were laid over base screens.

Computer role

Feedback

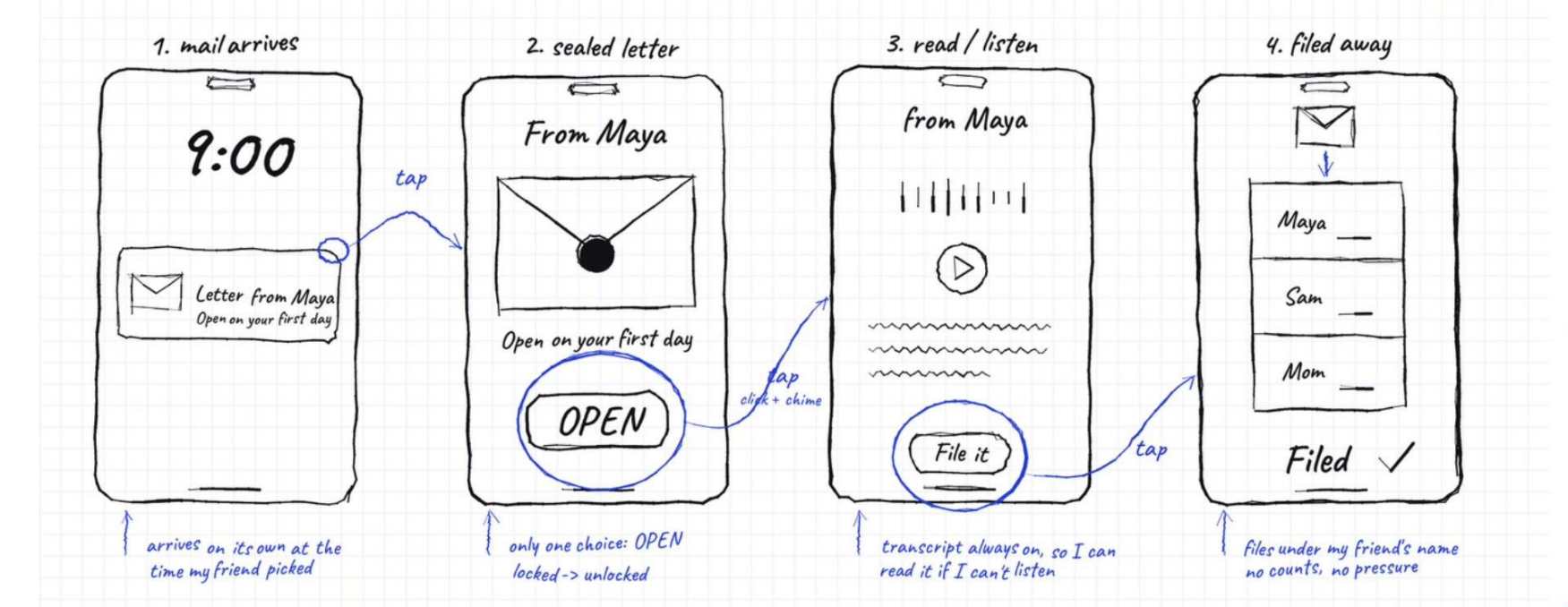
Plan what the Computer says or simulates.

WHAT WE DID

We swapped the screen on every tap, said “it plays back” for audio, and said “that one isn’t in this prototype” for Video, Song, and Note.

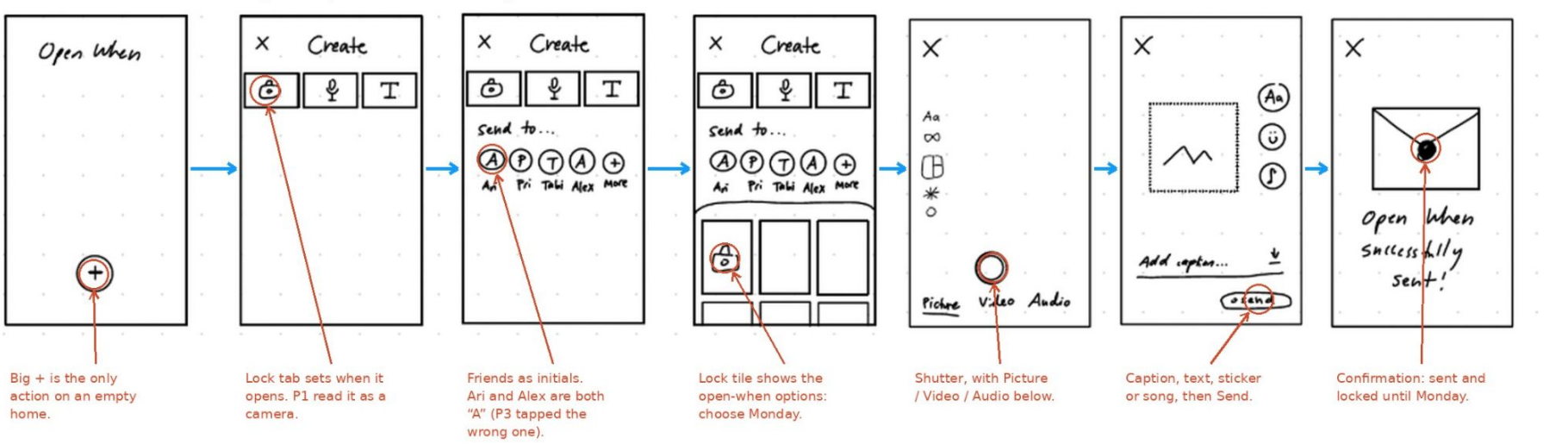
Simple Task

Receive: Feel my friend is with me at the moment I need them.



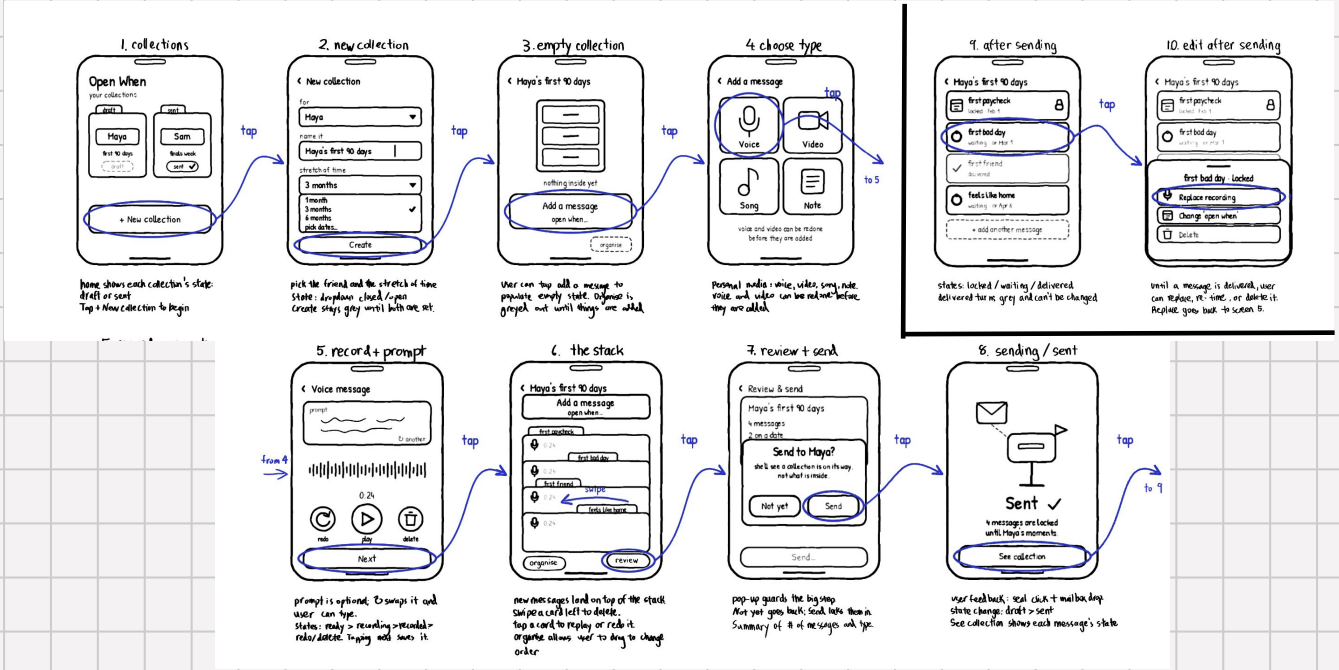
Moderate Task

Send: Show a friend I'm with them for something they're about to go through in a personal way.



Complex Task

Build: Support a friend through a stretch of time by collecting and organizing moments.



Participants

Selected for age range 15-30 & either completed a recent move or had a close friend move from them



Iris

Demographic: Early 20s, Lab Manager
Recruitment: Personal Connection
Compensation: N/A



Pedro

Demographic: Late 20s, Engineer
Recruitment: Personal Connection
Compensation: Dinner



Darsh

Demographic: 15, high school student
Recruitment: Family friend
Compensation: N/A



Krishna

Demographic: 16, high school student
Recruitment: Brother of a Stanford friend
Compensation: N/A

Procedure - Roles



Vinaya

Notetaker



Preethika

Video/Audio-taker



Imogen

Facilitator



Fiona

Computer

Environment & Apparatus

Where interviews were conducted

Iris

Location

Lab conference room

Pedro

Location

Dining hall

Darsh

Location

Community room

Krishna

Location

Interviewee's home

Procedure - Process I

Participant onboarding, background priming, and initial demo

Welcome & Consent

Step 01

- Introduce **Open When**
- Stress that we are testing the design, not them

Background

Step 02

Priming questions to set the mood for Open When:

- *Has a friend moved away recently?*
- *How do you currently support friends from far away?*

Demo

Step 03

- Explain the core concept
- Demonstrate tapping paper like a phone
- Ask participant to think out loud

Usability Goals

Primary Usability Goal

Presence

Our first goal is that a receiver feels their friend is with them or they are with their friend.

Secondary Usability Goal

Intuitive: Clear on the First Try

The open-when experience should be clear immediately without requiring external guidance or hints.

Usability Goals

Primary Usability Goal

Presence

Our first goal is that a receiver feels their friend is with them or they are with their friend.

Measurement & Target

A 1–7 rating of *"I felt Maya was with me in that moment,"* (or otherwise) asked after Task 1.

Target Median: 4 or higher

Why It Matters

Open When's value is emotional, the right message at the right moment.

A notification that feels confusing or invasive would undercut that choice, so this measurement tells us whether the app helps or hurts relationships.

Usability Goals

Secondary Usability Goal

Intuitive: Clear on the First Try

The open-when experience should be clear immediately without requiring external guidance or hints.

Measurement & Metrics

We record **misclicks**, **clarification questions** asked of the facilitator, and the **level of hint** required to complete the task.

Target Goal: Zero hints & minimal misclicks

Why It Matters

The concept is novel to users. A message locked until a future date or feeling has no everyday equivalent. If people can't work out the step, the core idea never lands.

Sending takes effort. If the first try confuses people, they give up. Our A4 research showed people fall back to Instagram when effort is high.

Key Measurements

Misclicks

Tracking unintended interactions or incorrect taps during task completion.

Clarifying Questions

Count of questions asked by participants to understand what to do next.

Hint Level

Degree of guidance required (from a subtle nudge to pointing directly at a button).

Intuitive Rating

Subjective rating evaluating how intuitive and seamless the experience felt.

Presence Rating

Measure of how strongly the user felt connected to their friend during interaction.

Verbatim Quotes

Direct qualitative feedback and authentic reaction excerpts from participants.

Process Data

Receiving worked almost unaided. Sending needed the most help.

Receive

All four grasped a locked message quickly. Friction came from the wording (“File it”) and tapping the envelope.

Send

Three of four needed a hint, with the most misclicks and questions: when it opens, who gets it, and the step order.

Build

Pedro, Darsh, and Krishna asked at most one question. Iris asked six and failed the follow-up edit at hint level 3, but made no misclicks interestingly.

Process Data

Confusion didn't always show up as misclicks, or in the ease rating.

Iris made no errors in Task 3

0 misclicks, yet 6 clarification questions and a level 3 hint on the edit step.

"Wait, what is 'organize'? Like, can I see what I just recorded or change it?"

Iris, Task 3

Pedro rated sending 7/7 after a hint

He read the open-when icon as a camera and set no condition until prompted (hint level 2).

"The hardest part was seeing that the camera drawing was a camera and not a lock."

Pedro, Task 2

Krishna had zero misclicks, but slowed down

His ease fell with every task (6.7 → 6 → 5.1) as he worked out the step order and the empty collection.

"Wait what. Ok I'll just send it to Ari. Is this supposed to be to pick a photo?"

Krishna, Task 2

Takeaway Intuitiveness ran high (means 5.8–6.3), so think-aloud and hint logs were the more honest signal.

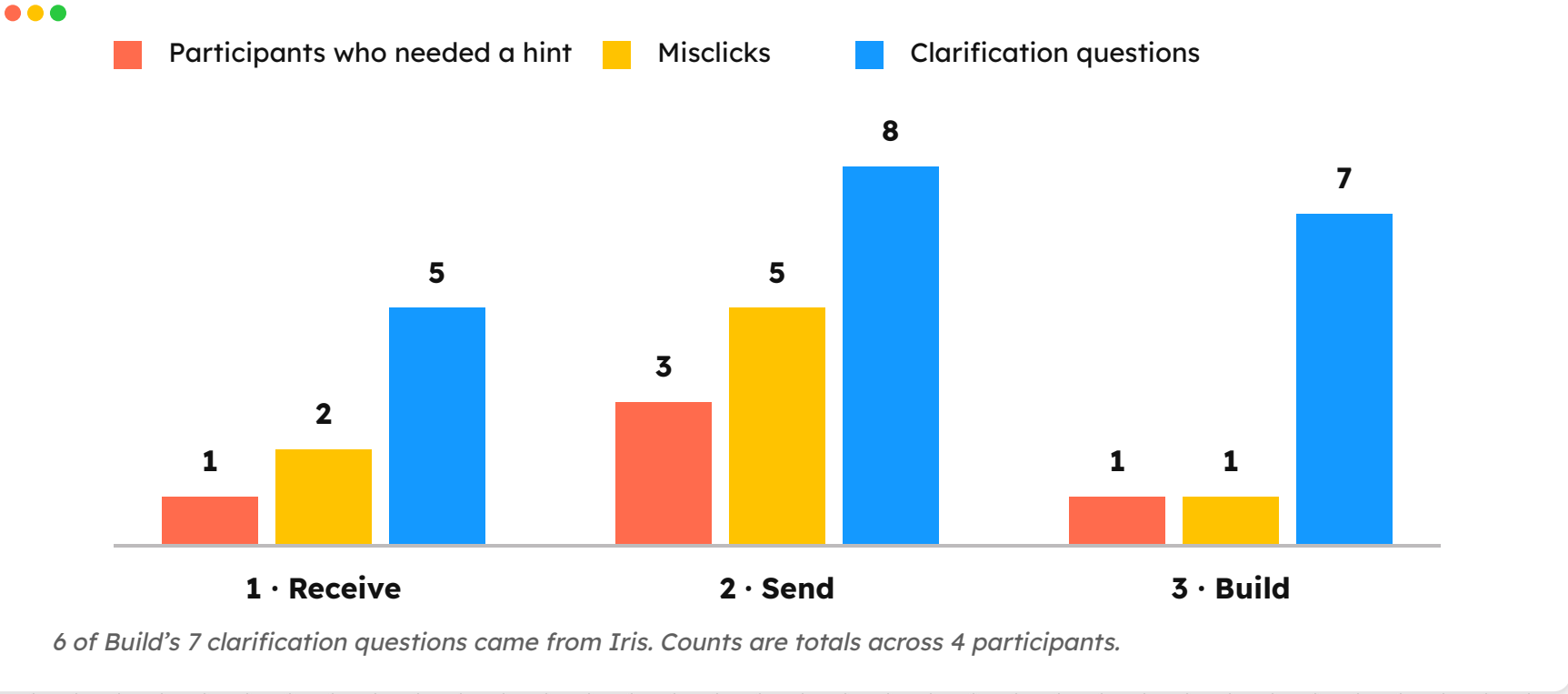
Bottom Line Data

Receiving worked almost unaided. Sending needed the most help.

Task	Success	Highest hint (Pedro / Iris / Darsh / Krishna)	Misclicks (total)	Clarification Qs (total)	Intuitiveness, mean (1–7)
1 · Receive	**4 of 4**	0 / 1 / 0 / 0	2	5	6.2
2 · Send	**4 of 4**	2 / 1 / 1 / 0	**5**	**8**	6.3
3 · Build	**3 of 4**	0 / 3 / 0 / 0	1	7	5.8

Bottom Line Data

Sending drew the most hints and misclicks; most Build questions came from Iris.



6 of Build's 7 clarification questions came from Iris. Counts are totals across 4 participants.

Bottom Line Data

Presence was met. Being clear on the first try was not.

Goal	Measurement	Target	Result	Verdict
1 · Presence	“I felt Maya was with me” (1–7)	Median ≥ 4	4, 5, 6 (median 5, mean 5.0)	**Met**
2 · Intuitive	Hint level	Zero hints	7 of 12 attempts hint-free; Send only 1 of 4	**Not met**
2 · Intuitive	Misclicks per task	≤ 1	Receive 4/4 · Send 2/4 · Build 4/4	**Send not met**
2 · Intuitive	Clarification questions	Minimal	20 total; 13 came from Iris	**Mixed**
Context	Task completion	None set	11 of 12 (92%)	**High**
Context	Intuitive, mean (1–7)	None set	Receive 6.2 · Send 6.3 · Build 5.8	**High**

Other Relevant Observations

Four severity-3 problems, three of them in sending.

Sev.	#	Task · screen	What happened	Who
3	O1	Send · create	Open-when (lock) icon read as a camera; no condition set until prompted	Pedro
3	O2	Send · send-to	Ari and Alex both show an “A”; no selected state, no way to add someone	Darsh
3	O3	Send · create	Step order (media type → person → photos) felt backwards	Krishna
3	O4	Build · stack, sent	“Organise” and “collection” unclear; no review or delete; hint level 3	Iris
2	O5	Build · dates	Couldn’t tell the overall stretch of time from one message’s date	Iris
2	O6	Receive · opened	“File it” was confusing: filed where?	Pedro, Iris
2	O7	Send · edit	Redundant audio button and unclear download icon	Iris
1	O8	Receive, Send	Tapped the envelope expecting it to open or recap	Iris
1	O9	Build · empty shelf	Paused to work out what the empty collection meant	Krishna
1	O10	Receive · presence	Easy, but “it’s not like they’re there”	Pedro

Other Relevant Observations

The concept grew on people!

Locked messages felt special

“That you can’t peek. If it just showed up as a normal text, then I would just send a text.”

Darsh, debrief

Collections solve a real habit

“I often get a strong urge to talk to all of my family members. But then I get lazy afterwards.”

Pedro, debrief

Remembered, not present

“It’s nice and all… but it’s not like they’re there.”

Pedro, after Task 1 (presence 4/7)

Other Relevant Observations

The concept grew on people, but nobody wants to pay for it.

Would use it

Krishna called it wholesome and thinks recorded messages will feel more special as life moves online.

Pay: $0

All asked said they wouldn't pay money, but Pedro and Darsh would accept ads ("watch this ad for 5 more messages").

Ring trust

Iris asked how the app knew it was her first day, an early sign of the opaque-feedback risk.

Other Relevant Observations

Each person's situation shaped what they valued.

Krishna: a move happened to him

A close friend moved 3 months ago without warning; they still talk, "but it's not the same." He uses FaceTime because video feels personal, which backs leading with voice or video. He would use this because he feels this gap (one he stated in the intro itself)

Iris: just graduated and moved away

She already uses a Discord channel for random things like cute dog photos, where they get lost, and saw Open When as a place for random thoughts: a use we didn't test.

Pedro: wants to reach family

He gets "a strong urge to talk to all of my family members" but gets lazy afterwards. Collections fit that habit, and he went from calling the app silly to "it's growing on me."

Darsh: a friend about to move

He valued that messages stay locked: "If it just showed up as a normal text, then I would just send a text." He picked choosing a recipient as the most confusing moment.

How Well Did We Achieve Our Usability Goals?

Presence: met

Median 5 of 7

“I felt Maya was with me” cleared the target of 4 for all participants who rated it.

Intuitive: not met

5 of 12 attempts needed a hint

Receive and Build were mostly hint-free, but 3 of 4 people needed a hint to send, and half went over one misclick there.

What Are the Implications of Findings?

Sending is the make-or-break step

Three of four severity-3 problems sit in sending. Our A4 research showed people fall back to Instagram when effort is high.

Our own words get in the way

“File it,” “Organise,” “collection,” and “stretch of time” all prompted questions. Labels should say what happens.

People need to see and undo what they sent

Not finding review, edit, or delete caused the only task failure. For messages sent weeks ahead, control matters.

Presence need work

Messages felt remembered, not present. Voice- and video-first openings may help.

What We Are Changing Moving Forward

Each change traces back to an incident.

Change	Why	Fixes
Reorder sending to who → what → when, with “Open when…” as a labeled step	Lock read as a camera; step order felt backwards	O1, O3
Photo avatars, a clear selected state, and “Add a friend”	Two identical “A” circles; no way to add someone new	O2
Plain language: “File it” → “Keep,” “Organise / collection” → “Plan a series”	Four labels prompted questions	O4, O6
A “Sent” view to review, edit, or delete each locked message	The only task failure came from not finding the edit	O4
Show the series as a timeline, with a clear “Add your first message” when empty	Range vs one date was confusing; empty shelf caused a pause	O5, O9
Make the envelope tappable; drop the duplicate audio button and download icon	Repeated misclicks and questions	O7, O8
Tell the receiver why it opened and lead with voice or video	“How does it know?” and low presence	O10

What we are changing moving forward

More onboarding

Photo avatars, a clear selected state, and “Add a friend”

Language Consistency

“File it” → “Keep,” “Organise / collection” → “Plan a series”

Timelines

Change Build to be more visual: Show the series as a timeline, with a clear “Add your first message” when empty.

Limitations of Testing

Four sessions point to problems to fix.

The messages weren't from real friends

Participants role-played Maya and Ari, so presence ratings likely understate how a real friend's voice would feel.

The task order never changed

Every session ran 1 → 2 → 3, so Task 1 taught the concept and may have made Tasks 2 and 3 look easier. Real users won't always meet features in that order.

Some things we couldn't see

How a real buzz feels on a phone, whether people keep using it past the first session.

The sample is small and WEIRD

Four sessions, all with Western, educated participants from rich, industrialized democracies. Results may not carry over to other messaging norms.

Appendix

Smart Mirror

PROS

- **Ambient and glanceable:** a message waits in the environment instead of in a feed
- **Built-in ritual moments:** people already pause at a mirror when getting ready or winding down, which are natural times to receive something
- **Life-size presence:** a friend's face and voice at full scale feels more personal than a reel, matching our "how much of the person comes through" axis
- **Clear status signal:** a soft glow can show that a capsule is waiting and who it's from
- **Breaks the phone habit:** opening away from the phone avoids the pull of the feed
- **Familiar object:** Everyone already knows how a mirror works, so the learning curve is minimal
- **No body data:** nothing is worn or sensed on the person, so there are fewer privacy worries than with the ring
- **Easy mock-up for testing:** a tablet behind mirror film, or a projection, would let us run a Wizard-of-Oz test quickly

CONS

- **Only works at home:** moments often happen away from home
- **Can't sense the moment:** Without cameras or sensors it can't know when someone is sad, so "open when" triggers fall back to dates or manual opening
- **Shared-space privacy:** roommates, family, and guests can see or hear private messages
- **Cost and installation:** buying and mounting a smart mirror is a big ask for students and renters (adoption).
- **Doesn't travel with life changes:** our users are the ones moving, graduating, and starting jobs, and a mounted mirror can't follow the Mover.
- **Easy to miss:** a passive display only works if you walk past it at the right time, so we'd still need phone notifications and end up with two systems
- **Emotionally exposing:** watching yourself react to a "when you're sad" message may feel uncomfortable
- **Receive-only:** recording and sending still happen on the phone, so it adds a device without removing any sender step

Wearable + Mobile Companion App

PROS

- **Right-moment delivery:** “open when you’re sad” only works if something can sense the moment, and the ring is the only idea that tries to do that.
- **Goes where user goes:** moments happen across time and space (office lobby, new apartment, across months).
- **No distracting feed:** a buzz announces a waiting message without scrollable feeds, fitting intentional consumption.
- **Passive for receiver:** nothing to check or remember, perfect for users defaulting to low-effort reels.
- **Extends the app:** messages still open in Open When, preserving one single conceptual model to learn.
- **Private by default:** only the wearer feels the nudge, keeping personal voice memos and videos private.
- **Builds anticipation:** small physical cue gives feedback and supports “messages worth waiting for.”
- **Different competitive axis:** delivers timed to the receiver’s needs rather than send time (vs. Locket, Marco Polo).

CONS

- **Unreliable mood inference:** a wrong “you seem down” buzz is worse than none and erodes user trust.
- **Privacy concerns:** continuous body and behavior tracking feels invasive to many users.
- **Hardware friction:** requires purchasing, sizing, and charging—a real barrier for students.
- **Phone is still a gateway:** opening messages requires picking up the phone that pulls people into reels.
- **Opaque feedback:** users may not understand triggers, hurting system status visibility and control.
- **Sender effort unchanged:** ring helps receiver only; writing meaningful messages is still the hard part.
- **Cold start problem:** requires days of data collection before suggestions provide tangible value.

Script

1 · Welcome and consent (3 min)
“Hi, thanks for coming. I’m [name], and this is [names]. We’re designing an app called Open When, and we’d like your help seeing where it works and where it doesn’t.”
“We’re testing the design, not you. There are no wrong answers, and if something is confusing, that’s exactly what we need to find out. You can stop at any time.”
“Is it okay if we take notes, record audio, and take photos of your hands and the paper screens? We won’t photograph your face unless you say yes.”
2 · Background questions (2 min)

1. “Have you moved away from close friends, or had a close friend move away from you, in the last two years?”
2. “When you want to support a friend from far away, what do you usually do?”

3 · Demo of the concept (2 min)
“Open When lets a friend leave you a message (a voice note, a video, a note) that stays locked until a moment they chose: a date, or a feeling like ‘open when you miss home’.”
“This is a paper version. Tap with your finger like it’s a phone, and [Computer] will change the screen. Please think out loud the whole time: what you’re looking at, what you expect, what surprises you.”
4 · Tasks (20 min)
Tasks always run in the order 1 → 2 → 3: receiving first teaches the idea of a locked message. Read each task card aloud, then hand it over. Start the timer on the participant’s first touch, and stop it at the success screen, at the time limit, or when they say they’re done.
Task 1 · Receive (limit 3 min). *Place the phone lock screen (screen 1, without the notification) in front of them.*
“Imagine it’s your first morning at a new job in Palo Alto. Your best friend Maya still lives at home. You’re standing in the office lobby, a little nervous. Do whatever you would naturally do.”
Success = opens the letter, plays or reads it, and files it.
After the task: *Then hand over rating cards:* “On a scale of 1 to 7, how much do you agree: I felt Maya was with me in that moment.” “Overall, how easy or difficult was this task, from 1, very difficult, to 7, very easy?”
Task 2 · Send (limit 5 min). *Place the Open When home screen.*
“Now you’re on the other side. Your friend Ari starts a new job next Monday, and you won’t be able to call that morning. Leave Ari something he’ll see on his first morning. Use any kind of message you like.”
Success = Ari chosen, a message made, a condition set to Monday (or “first day”), sent.
After the task: “What will Ari see, and when will he see it?” “How easy or difficult was this task, from 1 to 7?”
Task 3 · Build (limit 10 min). *Place the collections home screen.*
“Maya is moving to New York in February. You want to be there for her through her first three months: her first paycheck, her first bad day, and the day the city finally feels like home. Set that up for her.”
Success = a set for Maya spanning about three months, three messages each with its own condition, reviewed and sent.
Follow-up, read once they reach the sent screen: “A week later, you decide the ‘first bad day’ message should say something different. Change it.” Success = reaches Replace recording (or Change open when) on that message.
After the task: “How easy or difficult was this task, from 1 to 7?”
5 · Debrief (3 min)

1. “What was the most confusing moment?”
2. “What, if anything, did you like?”
6. “If this were a real app, how much would you pay per month to use it?”

“That’s everything. Thank you, this really helps.” *Stop recording.*
Rules for the facilitator during tasks

- Never name a UI element the participant hasn’t named first (“collection”, “unlock”, “OW”).
- When asked “what does this do?”, answer: “What do you think it does?”
- Give hints only from the hint scale in the next section, and wait 30 seconds of silence or one explicit “I’m stuck” before each level.

Data Capture

Every task, every participant, scored with the hint scale from our protocol.

Participant	Task 1 · Receive	Task 2 · Send	Task 3 · Build
Pedro	Success: Y · Hint: 0 Misclicks: 0 · Qs: 1 Ease: 7 · Presence: 4	Success: Y · Hint: 2 Misclicks: 1 · Qs: 1 Ease: 7	Success: Y · Hint: 0 Misclicks: 0 · Qs: 0 Ease: 7
Iris	Success: Y · Hint: 1 Misclicks: 1 · Qs: 3 Ease: 5 · Presence: 5 · 75 s	Success: Y · Hint: 1 Misclicks: 2 · Qs: 4 Ease: 7 · 140 s	Success: N · Hint: 3 Misclicks: 0 · Qs: 6 Ease: 5 · 310 s
Darsh	Success: Y · Hint: 0 Misclicks: 1 · Qs: 1 Ease: 6 · Presence: 6	Success: Y · Hint: 1 Misclicks: 2 · Qs: 2 Ease: 5	Success: Y · Hint: 0 Misclicks: 1 · Qs: 1 Ease: 6
Krishna	Success: Y · Hint: 0 Misclicks: 0 · Qs: 0 Ease: 6.7 · 25 s	Success: Y · Hint: 0 Misclicks: 0 · Qs: 1 Ease: 6	Success: Y · Hint: 0 Misclicks: 0 · Qs: 0 Ease: 5.1

Hint scale: 0 none · 1 neutral prompt · 2 assisted · 3 facilitator did the step (task failure). Presence was only asked after Task 1; times were recorded for Iris and Krishna only.

Organized Log of Critical Incidents

Severity 3: major problems (1 of 2)

Sev.	#	Task · screen	What happened	Evidence	Quote	Who
3	O1	Send · create	Open-when (lock) icon read as a camera; no condition set until prompted	Hint 2, yet rated ease 7/7	*“The hardest part was seeing that the camera drawing was a camera and not a lock.”*	Pedro
3	O2	Send · send-to	Ari and Alex both show an “A”; no selected state, no way to add someone	Tapped the wrong friend first	*“Wait, which A is which? They’re both A.”*	Darsh
3	O3	Send · create	Step order (media type → person → photos) felt backwards	0 misclicks; his most confusing moment	*“Wait what. Ok I’ll just send it to Ari. Is this supposed to be to pick a photo?”*	Krishna
3	O4	Build · stack, sent	“Organise” and “collection” unclear; no review or delete; hint level 3	6 clarification Qs; hint 3 on the edit (task failure)	*“Wait, what is ‘organize’? Like, can I see what I just recorded or change it?”*	Iris

Organized Log of Critical Incidents

Severity 2 and 1: minor and cosmetic problems (2 of 2)

Sev.	#	Task · screen	What happened	Evidence	Quote	Who
2	O5	Build · dates	Couldn't tell the overall stretch of time from one message's date	2 clarification Qs	*"Wait, so how is this date different from the dates I picked at the beginning?"*	Iris
2	O6	Receive · opened	"File it" was confusing: filed where?	Clarification Qs from 2 people	*"I don't know what that means, to file something."*	Pedro, Iris
2	O7	Send · edit	Redundant audio button and unclear download icon	Clarification Qs	*"If there's already an audio button right there, why is it asking me to add audio again?"*	Iris
1	O8	Receive, Send	Tapped the envelope expecting it to open or recap	2 misclicks across 2 tasks	*"Oh, can I not tap the envelope? I thought tapping it would just open it."*	Iris
1	O9	Build · empty shelf	Paused to work out what the empty collection meant	Lowest ease of his session (5.1)	**Didn't speak, just stared**	Krishna
1	O10	Receive · presence	Easy, but "it's not like they're there"	Presence 4/7 with ease 7/7	*"It's not like they're there."*	Pedro

Organized Log of Critical Incidents

Severity 0: positive incidents (3 of 3)

Sev.	#	Task · screen	What happened	Evidence	Quote	Who
0	**P1**	Receive · whole flow	Opened, played, and filed Maya's letter with no help	25 s; 0 hints, misclicks, or Qs	"*That was so easy.*"	Krishna
0	**P2**	Receive · whole flow	Went straight through and described it as easy	Hint 0; ease 6	*"This is pretty simple and intuitive."*	Darsh
0	**P3**	Build · the stack	Enjoyed building a set of messages	Hint 0; ease 6	*"It's weirdly satisfying stacking them up."*	Darsh
0	**P4**	Debrief · locked messages	Valued that messages can't be opened early	Named as what he liked most	*"That you can't peek. If it just showed up as a normal text, then I would just send a text."*	Darsh
0	**P5**	Build · collections	Saw collections solving a real habit	Hint 0; 0 misclicks; ease 7	*"I often get a strong urge to talk to all of my family members. But then I get lazy afterwards."*	Pedro
0	**P6**	After Tasks 1–2 · concept	Opinion of the app improved as tasks went on	Ease 7 on every task	*"At first I thought the app was lame, but now it's growing on me."*	Pedro