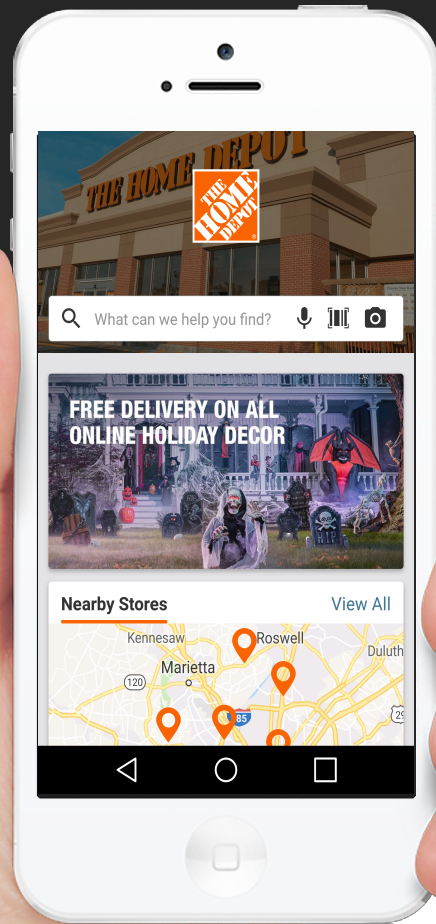


# Mobile Testing

Using the User Testing Platform



# Current Mobile Demographics

- Our mobile demographics for setting up testing populations are approximately:

Web



62%



38%

App



67%



33%

# What can you test? - Unmoderated




Prototypes **1**

Live Websites **2**

Apps **3**

App Builds (APK files) **4**

Set up your test in minutes  
You'll get feedback in about 1 hour.

Prototype	Website	App
		
<ul style="list-style-type: none"><li>• InVision, Axure, and more</li><li>• Your own prototype URL</li></ul>	<ul style="list-style-type: none"><li>• Computers</li><li>• Smartphones</li><li>• Tablets</li></ul>	<ul style="list-style-type: none"><li>• iOS</li><li>• Android</li><li>• Unreleased apps</li></ul>
<a href="#">Test a Prototype</a>	<a href="#">Test a Website</a>	<a href="#">Test an App</a>

**1** **2** **3** **4**

# What can you test?

Prototypes ①

Live Websites ②

Apps ③

App Builds (APK files) ④

Starting Instructions

**Starting URL**  A blank page  
Where users start the test. [See Examples](#)

[Need help finding your URL?](#)

**Scenario**  
Tell testers what their frame of mind should be. [See Examples](#)

Characters left: 750

This looks familiar. Other than the screeners and making tasks with awareness of a small touch screen... setup is very similar to desktop.

# What can you test?

Prototypes **1**

Live Websites **2**

**Apps** **3**

App Builds (APK files) **4**

This is where mobile testing gets a little more complex...

Test Title

## Untitled App Test

Recorded Test, App in **General** ▾

[Link to Your App](#) [Upload App](#)

**Drag your IPA or APK file here to upload**

Upload your app as-is (no provisioning required) and we'll securely distribute it to your testers'

[Select your app file](#)

# What can you test? - Apps

Prototypes **1**

**You are going to have to create 2 versions of your test for any test you are linking to live tests. The device will be selected based on the link being to the Google Play Store or iTunes.**

Live Websites **2**

**Additionally, as of right now while you can find ways to test multiple apps on an Android device... you can only test 1 in an unmoderated test on iOS.**

**Apps 3**

**To test multiple apps you either need to use Android or run a moderated test currently.**

App Builds (APK files) **4**

# What can you test? - Apps

The Android version looks a bit different. Be careful selecting webcam... while its cool you can see the finger interactions while testing, the testing pool is tiny.

Prototypes

1

Live Websites

2

Apps

3

App Builds (APK files)

4

Test Title

## Android App Test

Recorded Test, App in **General** ▾

Link to Your App | Upload App

Provide a URL to an app in the iTunes or Google Play Store. [Learn how](#)

Mobile Recorder (Recommended)  Webcam [Need help choosing?](#)

Total participants: 2 Add Audience

2   **Untitled Audience** ⋮

Android Phones | Mobile Recorder | United States | Android

# What can you test? - Apps

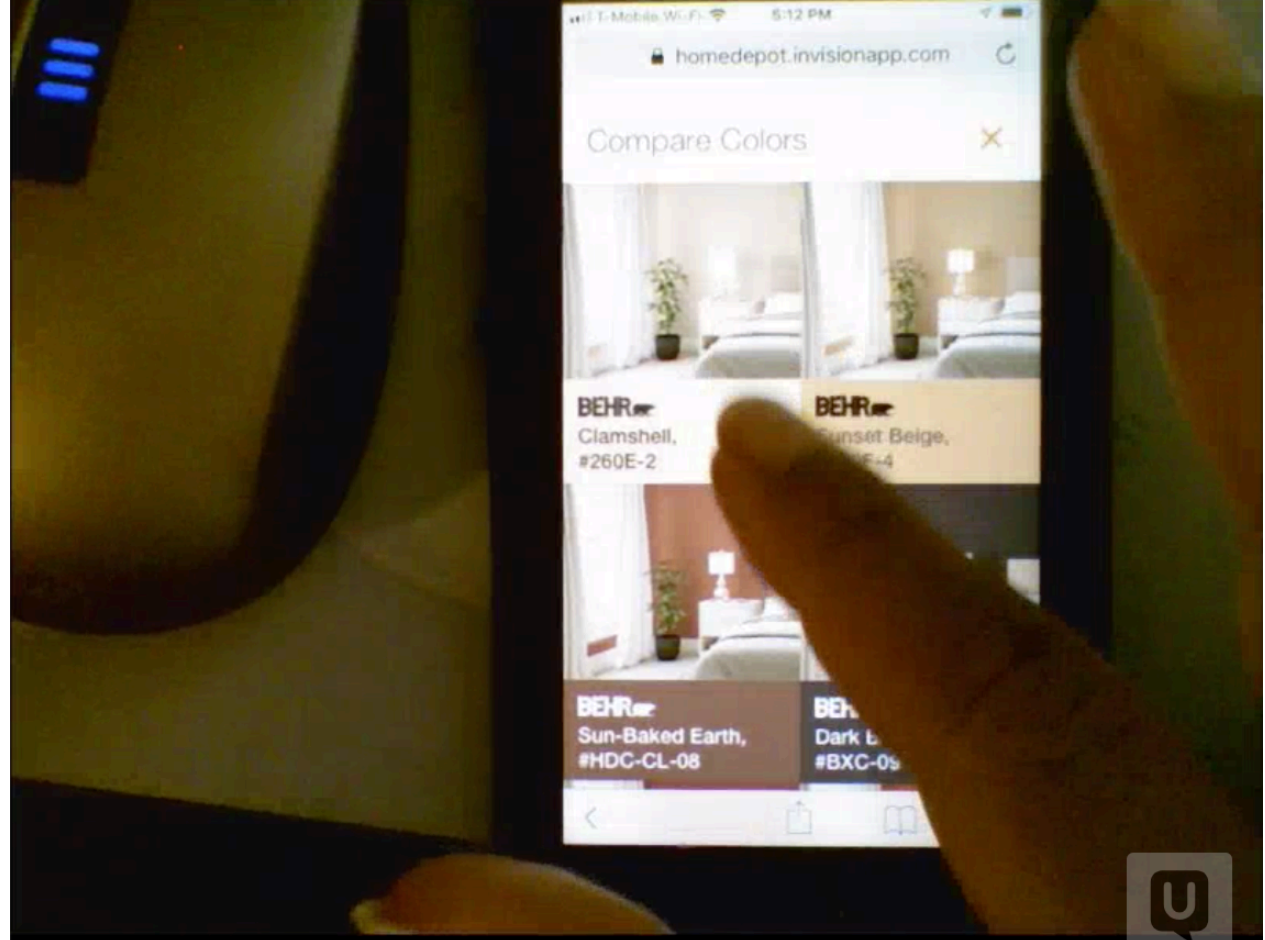
This is what a webcam unmoderated test will look like

Prototypes ①

Live Websites ②

Apps ③

App Builds (APK files) ④



# What can you test? - Apps

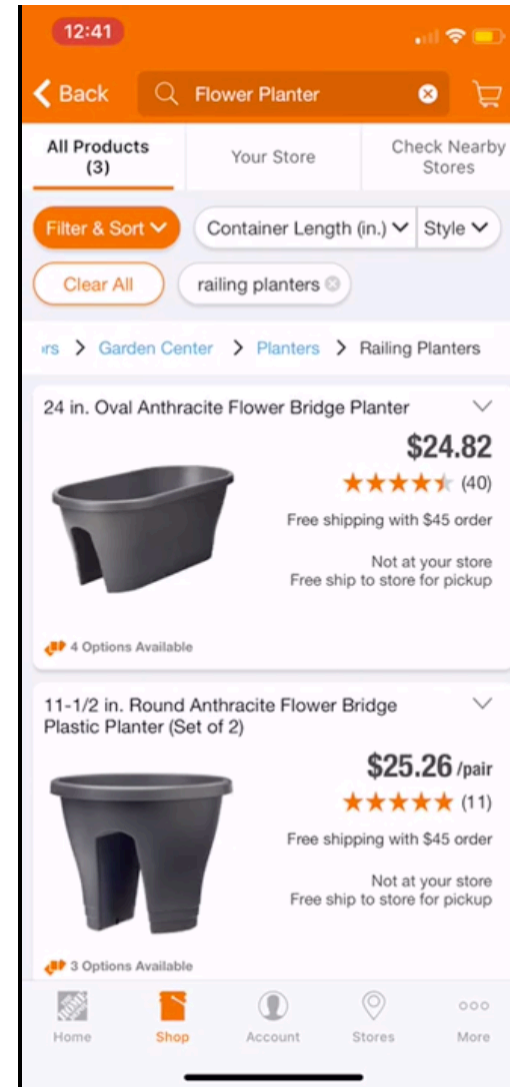
This is what a screen recording unmoderated test will look like

Prototypes ①

Live Websites ②

Apps ③

App Builds (APK files) ④



Mobile Recording

Webcam

# What can you test? – Apps iOS

Prototypes ①

Live Websites ②

Apps ③

App Builds (APK files) ④

Take note of this that appears after selecting iOS and Link. It used to say tethering, apparently tethering is being phased out... right now it says webcam “but it really means iOS Beta”

**Test Title**  
**Untitled App Test** Share Notify

Recorded Test, App in **General** ▾

**Link to Your App** | Upload App

**Provide a URL to an app in the iTunes or Google Play Store.** [Learn how](#)

We'll use the Webcam to record this test.

Total participants: 1 Add Audience

1 ▲ **In-Store Mode iOS** ⋮

an iPhone | Mobile Recorder | United States | \$40K–\$150K+ | iOS

# What can you test? - Apps

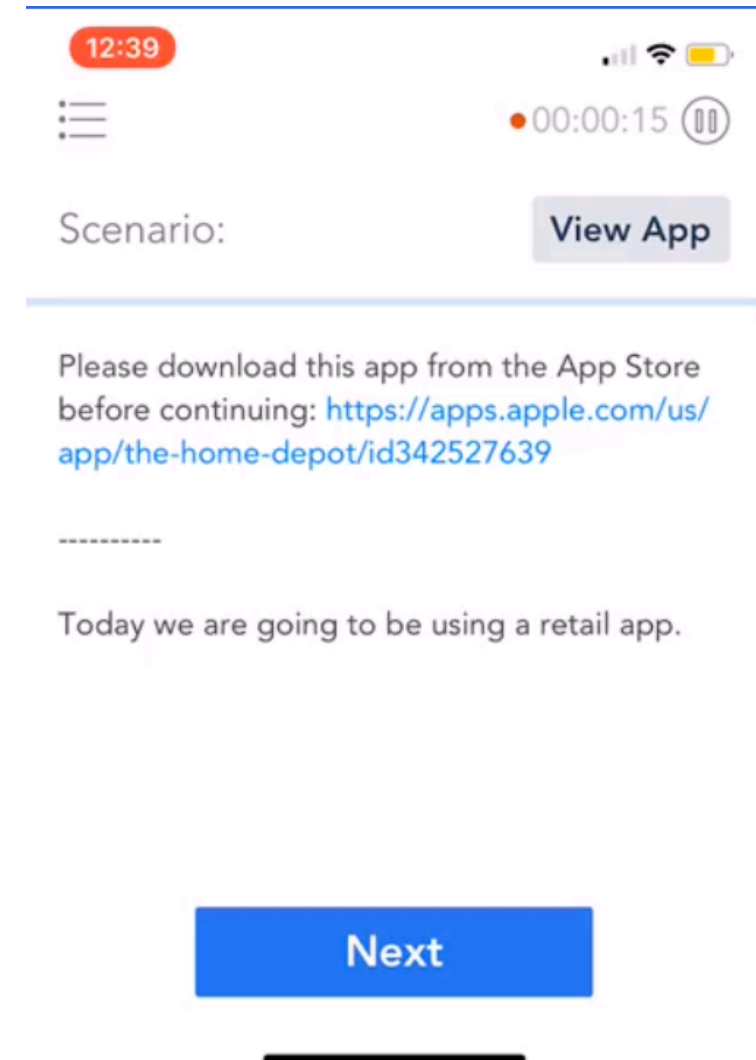
Prototypes ①

Live Websites ②

**Apps ③**

App Builds (APK files) ④

Here is what the tester sees to begin the test.



# Known Bugs - Unmoderated

- 1. You are trying to reach the THD mobile website and either google search results or Home Depot search results take you to the app.**
  - Screen for users who don't have the app installed if you are testing mobile web. There isn't an easy way to disable that setting right now.
  - Alternatively, instruct users to use a non-native browser (Chrome or Firefox on iOS, Firefox on Android). Some designers claim they have successfully this tested on iOS.
- 2. Your unmoderated iOS test on a live app went wonky (ex: you only saw the beginning and end of the test but the users sound like they actually used it)**
  - iOS permissions are a piece of work. Formerly would make sure you had tethering selected as of yesterday it defaults to a new iOS Beta
- 3. No one has signed up for your unmoderated test, no matter how loose you have made the screener. This is something you are pretty sure would have filled up based on previous tests.**
  - Make sure you don't have the webcam recording method selected. This has a smaller pool of folks
  - Relaunch the test to try and get it redistributed if you have changed up the screener.

**If you run into any bugs we haven't reported (coming soon to Confluence) let me know what it looked like, what caused it, and how you fixed it.**

## Live App

- Can have customers download directly from the app store without utilizing dev or designers.
- App is fully functional and customers can perform natural/authentic tasks on it.
- Can only test 1 in an unmoderated test with iOS.
- Can't test this way prior to release.

## App APK

- Can test files prior to release.
- Works better with UT recorder.
- Secure – customers can't access assets after the test.
- Unlike with real build tests dev can't update it mid test and break things!
- Requires communication with dev to get the files.
- Less QA than live apps, so could be full of bugs.

# What can you test? - Moderated

Looks familiar, right? Whichever you are testing you will start here... the differences will be in screeners and mod guides.

Prototypes **1**

Live Websites **2**

Apps **3**

The screenshot shows the Insight Core interface for setting up a moderated test. The top navigation bar is blue and contains a chat icon, a notification bell, the text "Insight Core", and a user profile icon labeled "LR". The main content area is titled "Untitled Audience" and is divided into two sections: "General Settings" and "Demographic Filters".

**General Settings**

- How many participants do you need?**  
A numeric input field with the value "5" and a spinner control.
- Which type of device should the participants use?**  
Three radio button options: "Computer", "Tablet", and "Smartphone". The "Smartphone" option is selected.

**Demographic Filters**

A large empty rectangular box with a faint blue outline and a right-pointing arrow at the bottom right corner.

**Panel Options**

- UserTesting panel
- Saved panels
- Specified participants

**Demographic Filters**

- Age
- Household income

A vertical blue "CHAT" button is located on the left side of the "General Settings" section.

# What can you test? - Moderated

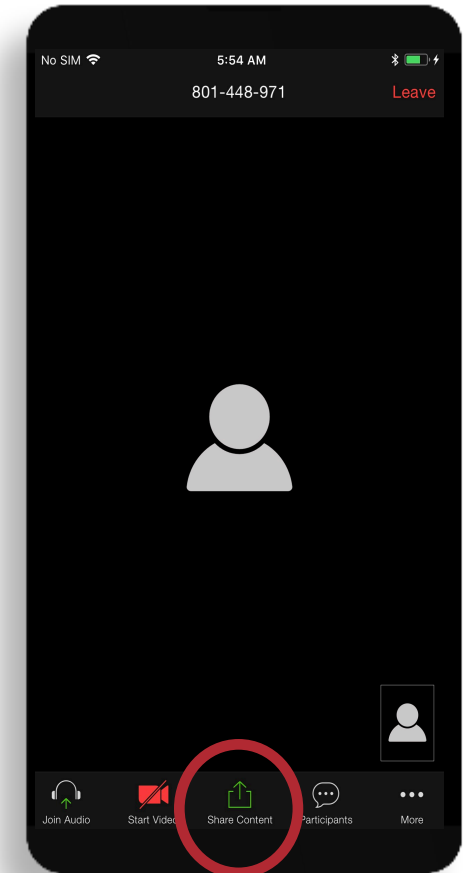
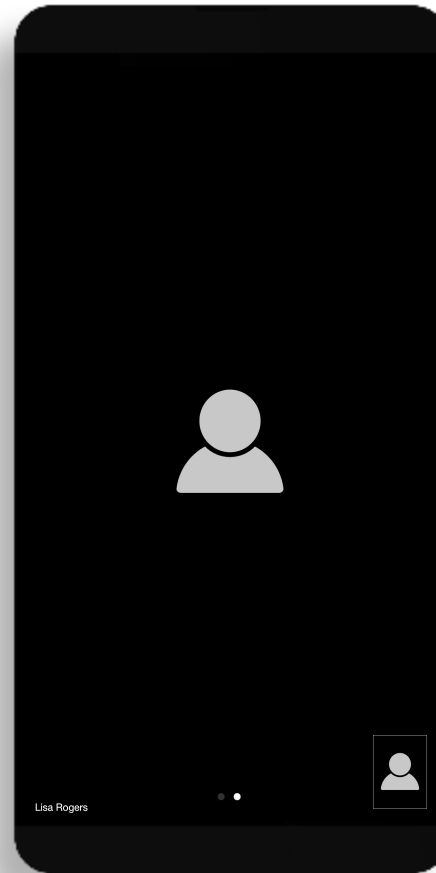
1

2

For prototypes and website it will behave for the most part like it does on desktop.

The biggest exception being sometimes users struggle to find the share screen

Have them tap on the screen (or as Ki says her face) to have the menu reappear



# What can you test? - Apps



The only complication with apps is that participants rarely download them ahead of time, no matter how many places you put the instructions! So have found it better to keep it simple and make time for it in session.

Plan for a few minutes near the start of your session for participants to download the necessary applications.

The first is the one I am currently using, the middle one is an extreme example of an off site phone test, and the bottom is a retired screener.

5. Are you willing to download 3 apps during our conversation from the app store?

- Yes [Accept]
- No [Reject]

I will have my technology prepared for this meeting.

That means: I will have my phone fully charged and able to use actively for an hour during our meeting.

Additionally, I have enough space to screen record for an hour and will allow the researcher to transfer that file to their computer (which I will be a part of, nothing other than that recording made during the study will be transferred). I will also bring a USB cable for my phone to enable the file transfer.

By signing up for this study, I consent to wear a small recording camera while shopping.

The recordings will for internal research use only, and will not be stored in an insecure location, though we do not anticipate any sensitive data will be gathered during the research process.

- Yes (accept)
- No (reject)

4. Are you willing to download 3 different applications prior to taking this test Houzz -

<https://itunes.apple.com/us/app/houzz/id399563465?mt=8> Home Depot - <https://itunes.apple.com/us/app/the-home-depot/id342527639?mt=8> Target - <https://itunes.apple.com/us/app/target/id297430070?mt=8>

- Yes [Accept]
- No [Reject]

# Known Bugs - Moderated

**Both known bugs with moderated testing involve iOS testing.**

- 1. User has gone through the process of sharing their screen, they have seen “start screen broadcast” but their screen still isn’t showing up.**
  - Ask them to repeat what they just did and check if they selected Zoom under start broadcast rather than camera roll. This is a common user error since it is the iOS default.**
- 2. You have seen the user’s screen, but it is frozen despite the audio remaining stable.**
  - Ask the user if they have joined on phone call audio or Zoom audio.**
  - If they are on phone audio ask them to hang up and enable audio on Zoom.**

**If you run into any bugs we haven’t reported (coming soon to Confluence) let me know what it looked like, what caused it, and how you fixed it.**

## Desktop

- Easy to test both desktop and mobile in a single session.
- Can see their face/ some gestures as well as the screen capture.
- Requires more work from the user and support from the moderator.
- Doesn't always record properly on UT so make sure you are recording what you see on Go To Meeting

## Smartphone

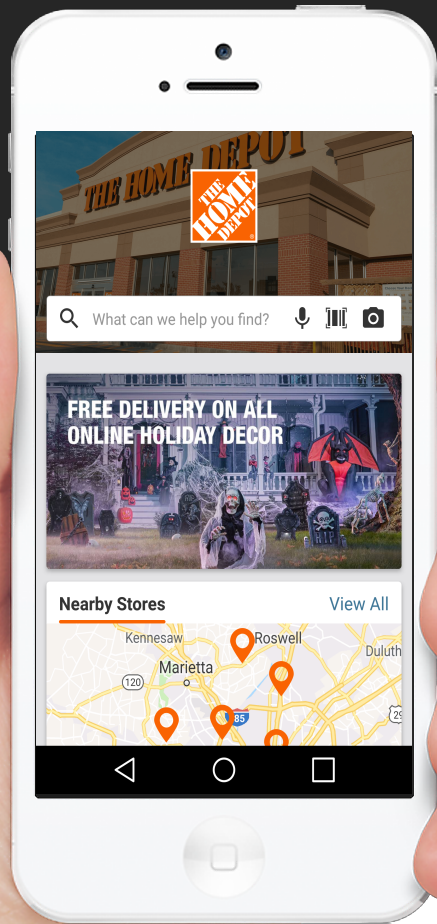
- Easy setup.
- Customers know for sure they will be using their phone for the interview.
- Can't see face and screen simultaneously.
- Can't also test desktop in the same test.
- A few extra bugs are possible if they join with phone rather than zoom audio.

If you are having users join from desktop and mobile in one test

Users download Zoom Cloud Meetings from the app store then follow these instructions.

When you are doing a User Testing live conversation it uses an instance of Zoom, you don't need to purchase a separate subscription.

This tutorial will allow you to share a phone screen to a Zoom meeting.



### iPhone Setup

Requires modifying settings in the control center for first time setup. This ranges in complexity depending on the user and iPhone build

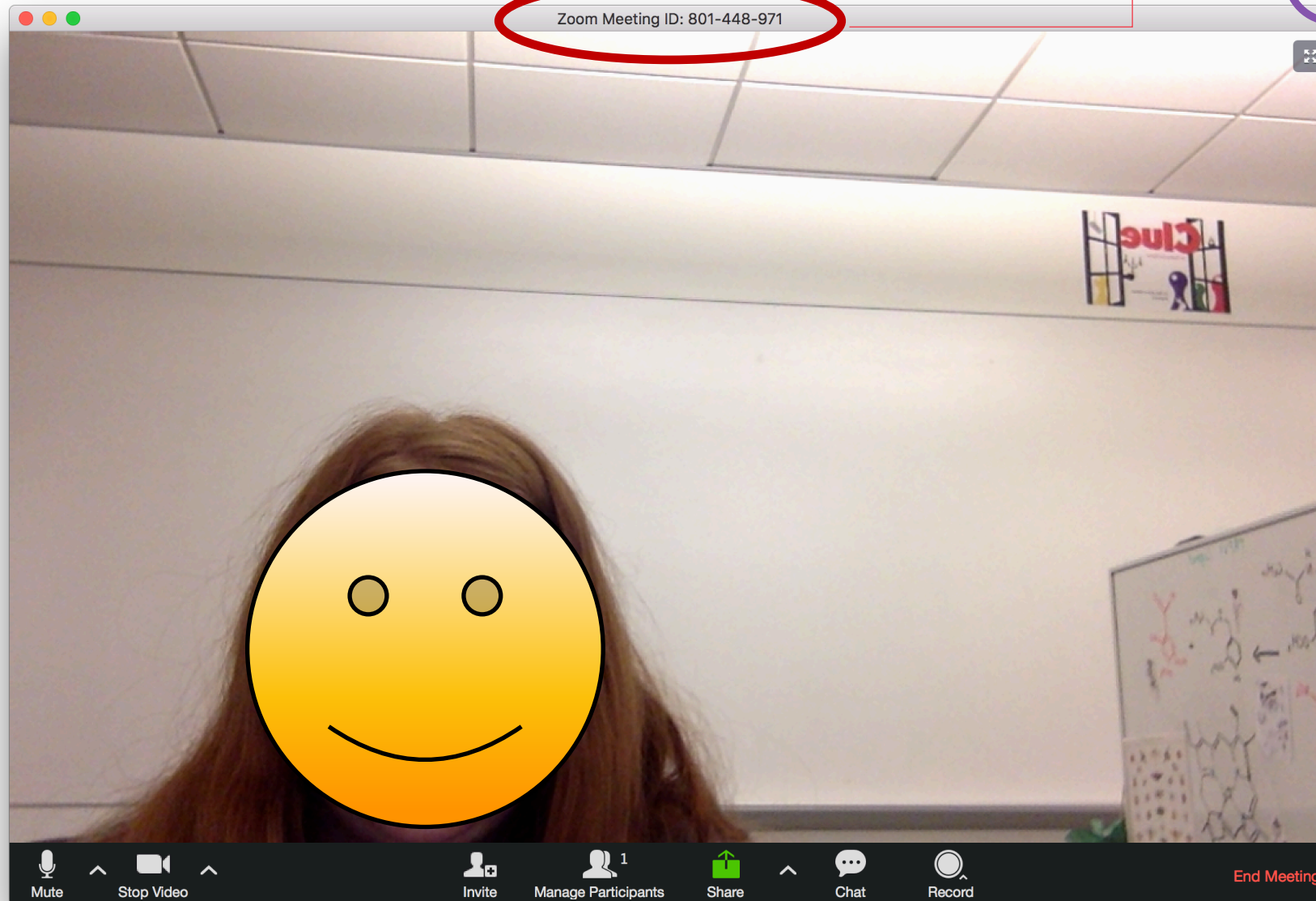


### Android Setup

Is pretty simple and most participants won't need help with it beyond finding the share screen button.

# What is my Zoom Meeting ID?

Jiggle your mouse over the top bar of your Zoom Meeting



## Meeting ID

Look here!  
That 9 Digit Number

# Both Operating Systems

Please ensure that the Don't Join Audio Toggle is selected (it will be blue or green depending on the phone)



## Meeting ID

You can find this at the top of the Zoom Window as seen on the slide before this.



## Don't join audio

For the love of your ears select this.

# iPhone Setup Steps

## Hit Share on Zoom

Then share screen. They might have to tap on the screen to see the menu. Make sure to start with this step.

1

## Settings/ Customize Controls

Go from Settings, to Control Center to Customize Controls

2

## Modify Settings

Put Screen Recording into your Control Panel hitting the green + by Screen Recording

3



4

## Pull up the Control Panel

On older iPhones this will be accessed by dragging their finger from the bottom of the screen up

5

## Hard Tap the Record Button

Make sure it doesn't give a count down to start recording. Tap it hard until a menu appears

6

## Select Zoom and Start Broadcast

Select Zoom (there should be at least camera roll and Zoom as options) and hit start broadcast.

# iPhone Setup

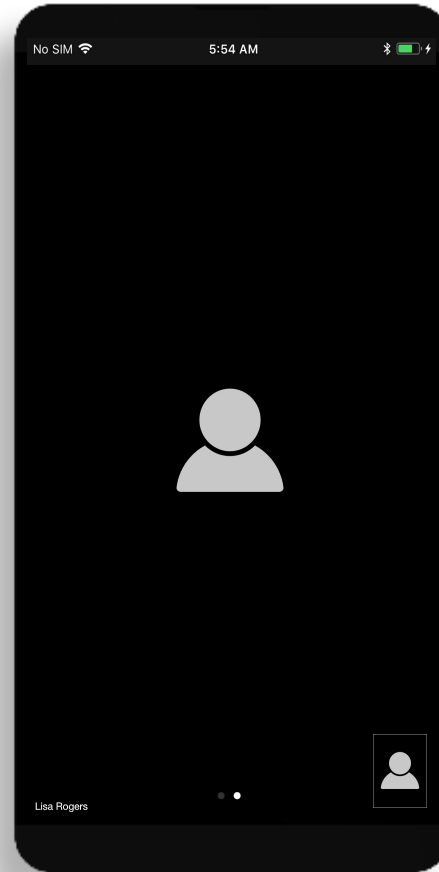
Hit Share on Zoom



Settings/ Customize Controls



Modify Settings



## Tap The Screen To Access Menu

This is something really simple that can throw a participant off, ex: “I don’t see a share button”. Remind them to tap on the screen to see the menu.

# iPhone Setup

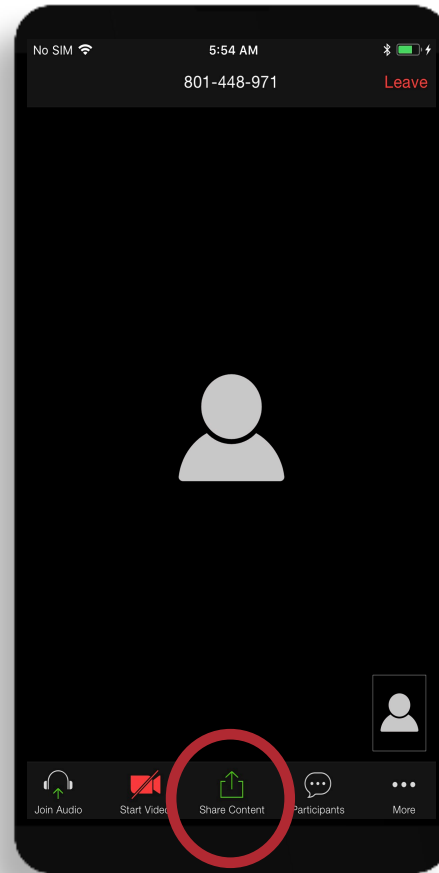
Hit Share on Zoom



Settings/ Customize Controls



Modify Settings



**Hit Share Content**

At the bottom of the screen there is a green button that looks a bit like a house. It may say “Share” or “Share Content”.

# iPhone Setup

Hit Share on Zoom

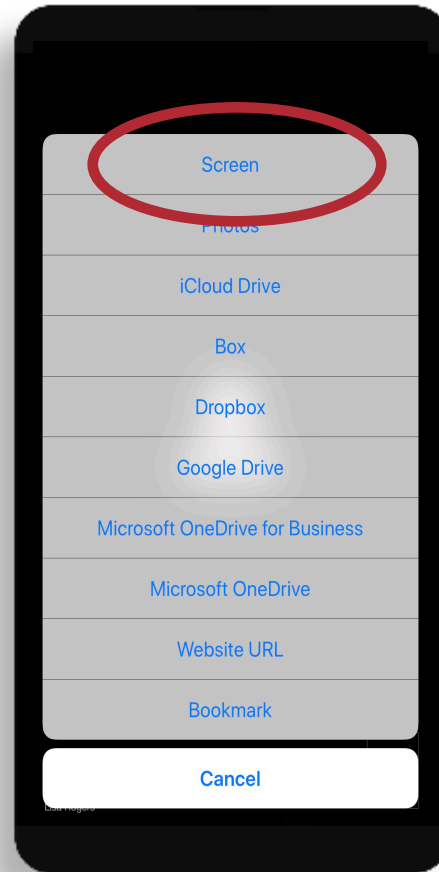
1

Settings/ Customize Controls

2

Modify Settings

3



## Select Screen from the Menu

Once the menu pops up, encourage participants to hit screen. The others are untested but I'd love to hear your experiences with them if you try.

# iPhone Setup

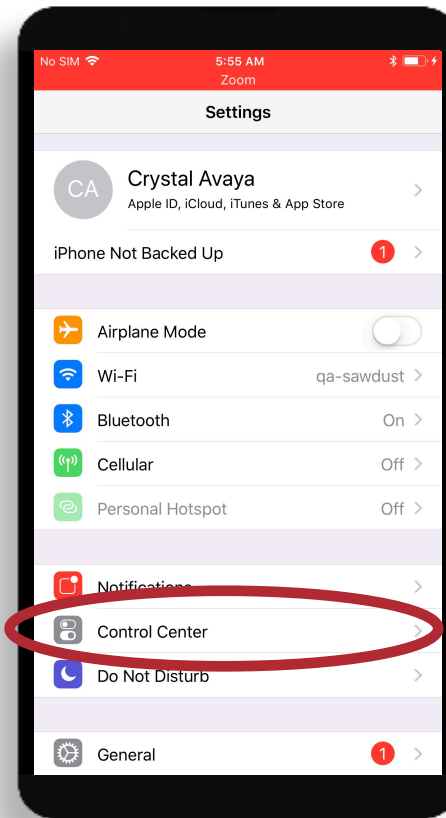
Hit Share on Zoom



Settings/ Customize Controls



Modify Settings



Select Settings and then Control Center

Most participants are comfortable with this step from regular phone use.

# iPhone Setup

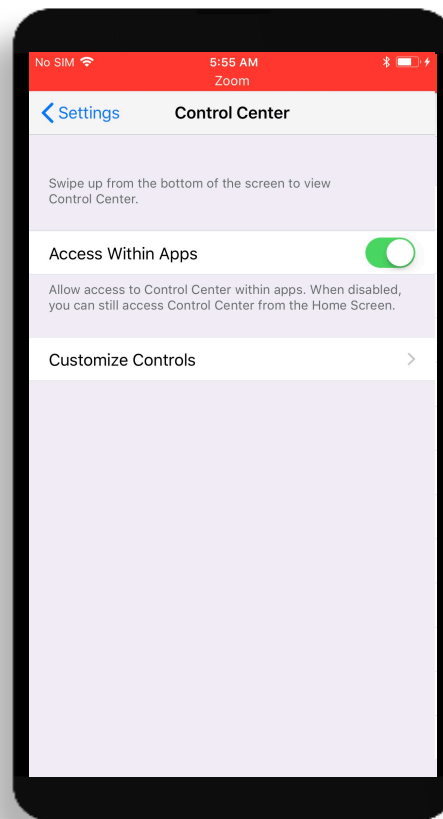
Hit Share on Zoom



Settings/ Customize Controls



Modify Settings



## Customize Controls

Hit Customize Controls. They may have to toggle “Access Within Apps” as well depending on their security settings.

# iPhone Setup

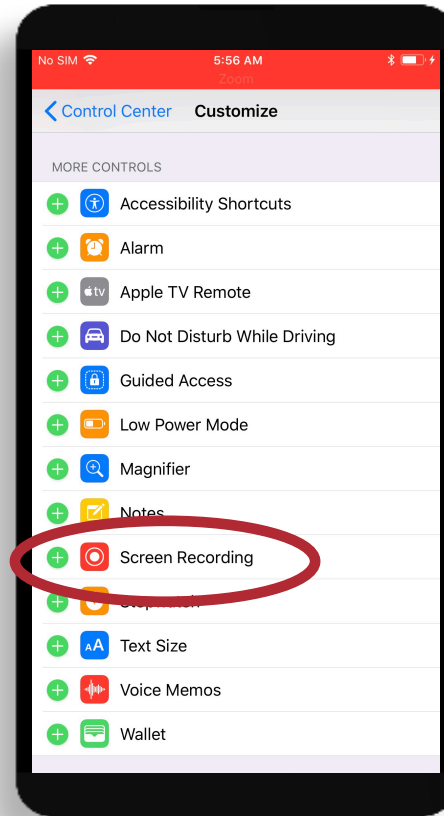
Hit Share on Zoom



Settings/ Customize Controls



Modify Settings



## Look for Screen Recording

Next to Screen Recording they will likely see a green plus sign. Have them hit it.

# iPhone Setup

Hit Share on Zoom

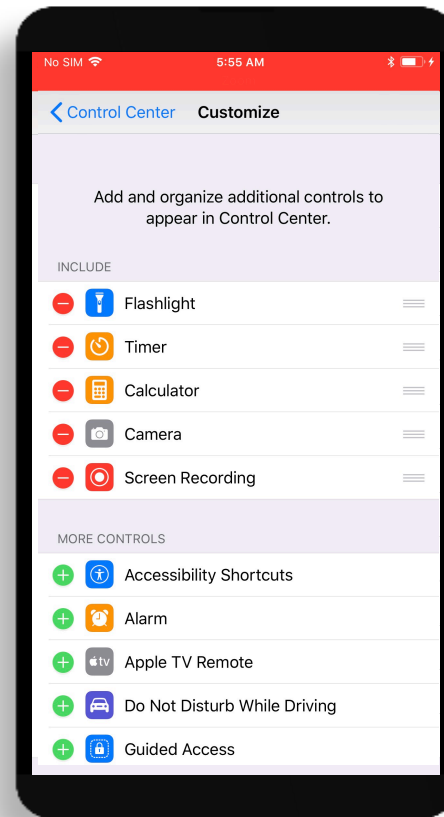
1

Settings/ Customize Controls

2

Modify Settings

3



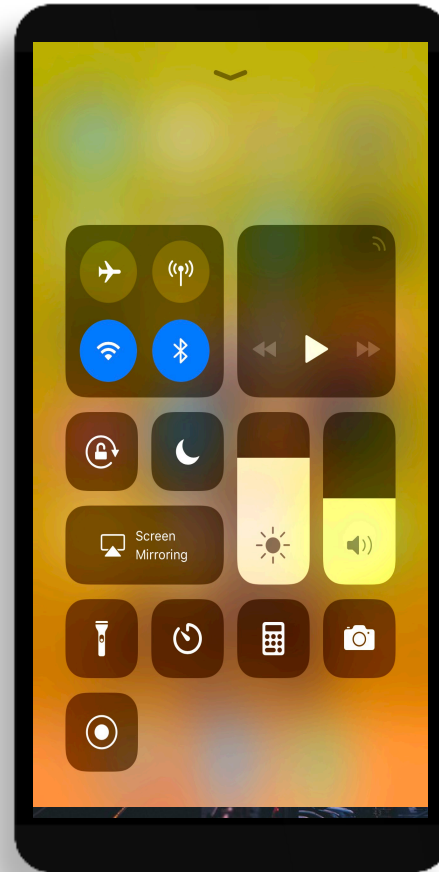
## Control Center Complete!

Once Screen Recording has a Red Minus sign next to it you are done with the settings modification portion!

# iPhone Setup Steps

## Pull up the Control Panel

This can be accomplished by dragging your fingers up on older iPhones until the menu appears. On newer iPhones it can be accessed by dragging down and from the left.



**Pull up the Control Panel**



Hard Tap the Record Button

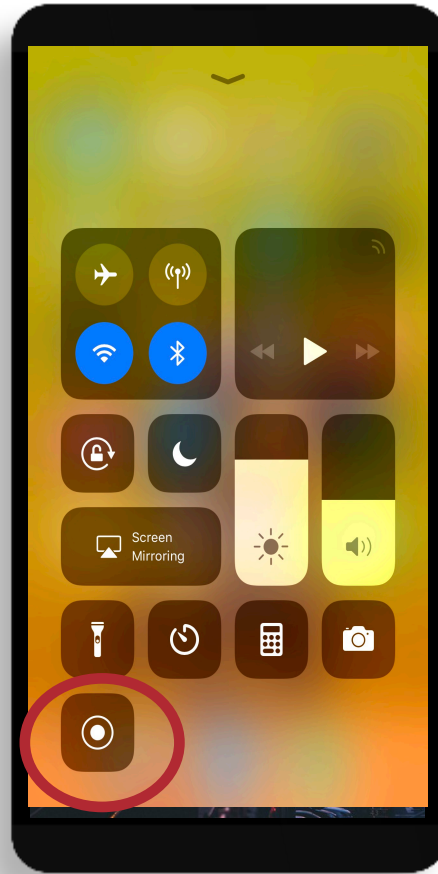


Select Zoom and Start Broadcast

# iPhone Setup Steps

## Hard Tap the Record Button

A light tap will result in a countdown from the screen recording starting. A hard tap will open another menu



Pull up the Control Panel



Hard Tap the Record Button

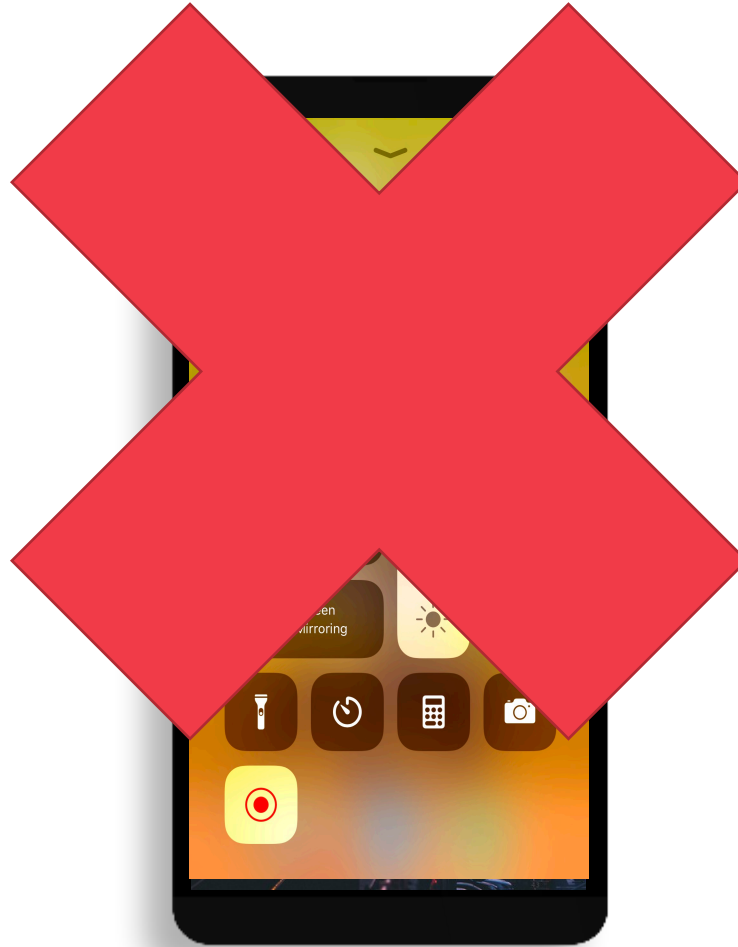


Select Zoom and Start Broadcast

# iPhone Setup Steps

## Hard Tap the Record Button

If you see a count down and the recording button turn red, they didn't hit the button right. It should open another menu.



Pull up the Control Panel



Hard Tap the Record Button



Select Zoom and Start Broadcast

# iPhone Setup Steps

## Scroll down to Select Zoom and “Start Broadcast”

It will default to camera roll.



Pull up the Control Panel



Hard Tap the Record Button



Select Zoom and Start Broadcast

# iPhone Setup Steps

## You should see this screen on the Zoom Meeting now

By the way they won't have to "Stop Broadcast" they can just leave the Zoom meeting at the end.



Pull up the Control Panel



Hard Tap the Record Button



Select Zoom and Start Broadcast



# Android Setup Steps

## Hit Share on Zoom

They might have to tap the screen in order to see the menu



Select Screen from the options

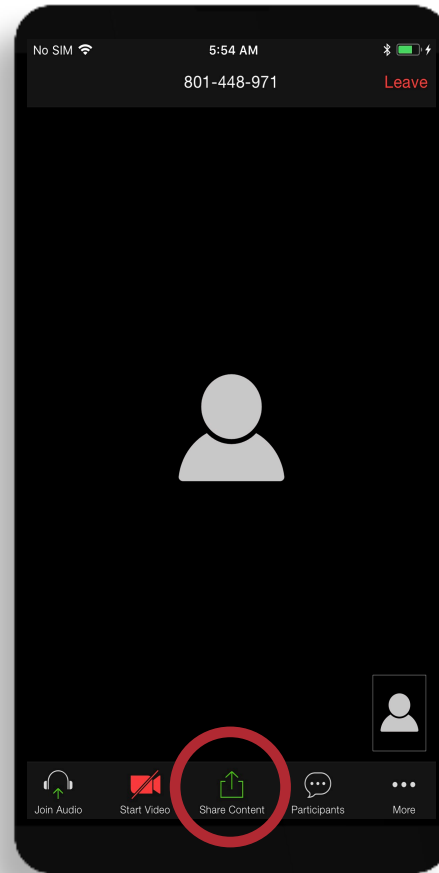


Done. Android is simple once they can find the menu.



# Android Setup Steps

Hit Share on Zoom



**Hit. Share on Zoom**

Click the button at the bottom of the screen that has an up arrow.

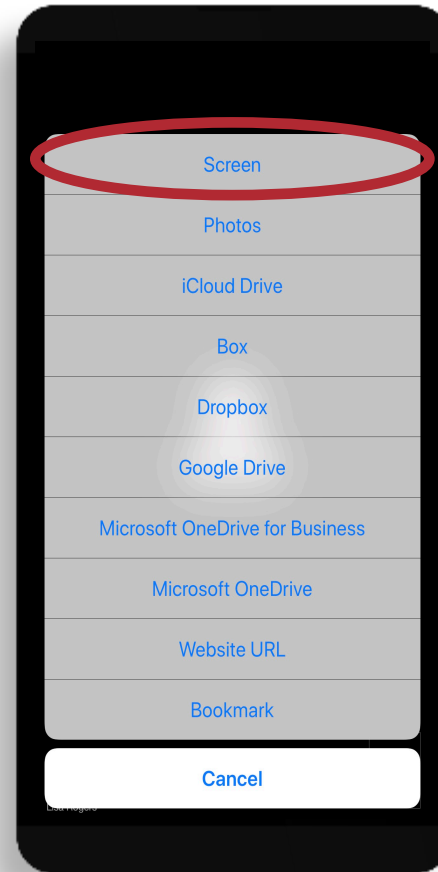
Select Screen from the options





# Android Setup Steps

Hit Share on Zoom



**Hit Screen as an option**

And you should see their screen pop up momentarily.

Select Screen from the options



Fin