Awala User Experience Heuristic Review

Simply Secure,
August 2021

Heuristic: Error prevention, diagnosis, and recovery

Severity: Medium

Violation: It says "You're disconnected" when it first starts, but it actually is just loading.

This may be jarring for users and implies that an error has occurred or they are disconnected from the internet when actually Awala is just getting started and hasn't finished connecting yet

Recommendation: When the app starts, show a loading screen, rather than 'you are disconnected'.

You're disconnected from Awala

You can still send and receive data from the Internet via Awala couriers: Simply connect to a nearby courier and we'll do the rest.

If there is a courier near you, connect to their Wi-fi network to sync the data. You will have to:

① Turn on your Wi-Fi if it's off.

② Connect to the courier's network.

③ Wait until their device is ready.

You are connected to Awala via the Internet

So there's no much to do here. Feel free to close this app and enjoy your Awala apps.

Come back if you're cut off from the Internet.

Heuristic: Efficiency and just-in-time information

Severity: Medium

Violation: This is overall great, but could be improved with some more information displayed exactly when the user needs it and giving some clear action items on how to connect with a courier

Recommendation: It would be nice to make this more context-dependent with more information about the current wi-fi network.

(continued on next slide)

Recommendations (cont.):

If Wi-Fi is off: "You are not connected to Wi-Fi. Turn on your Wi-Fi"

If Wifi is on, but no courier has been detected: "You are connected to: NETGEAR-12312A. No courier detected. Are you sure you are connected to the courier's network?"

If Wifi is on, and a courier is detected: Proceed with loading screen and some more information about what actions to take next.

You're disconnected from Awala

You can still send and receive data from the Internet via Awala couriers: Simply connect to a nearby courier and we'll do the rest.

If there is a courier near you, connect to their Wi-fi network to sync the data. You will have to:

1. Turn on your Wi-Fi if it's off.
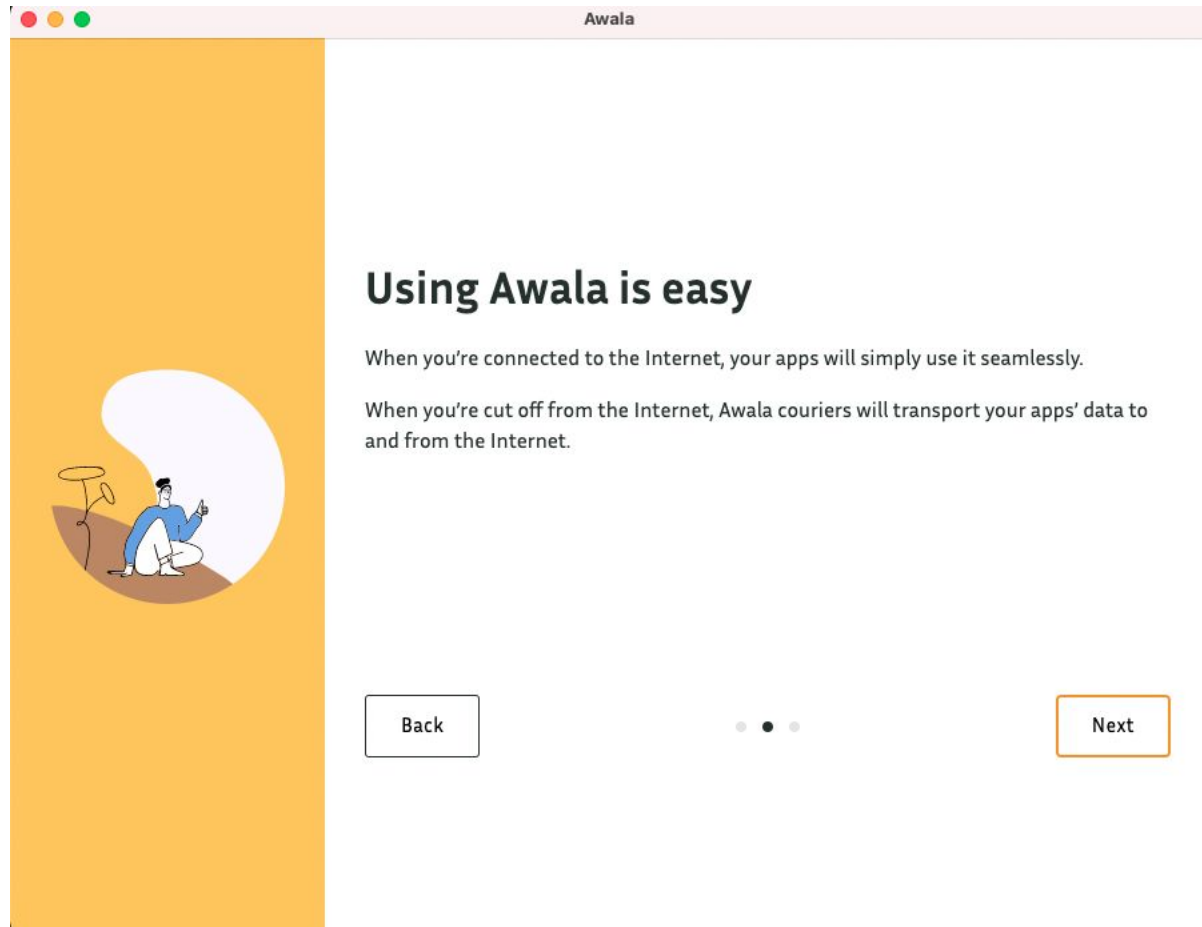2. Connect to the courier's network.
3. Wait until their device is ready.

Heuristic: Wayfinding and visibility

Severity: High

Violation: How does a user find 'compatible apps'? How does a user know if an app is compatible?

Recommendation: Offer a directory of compatible applications, similar to F-Droid, that make it easy to find applications that will work with Awala.

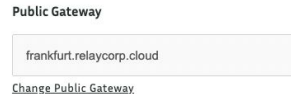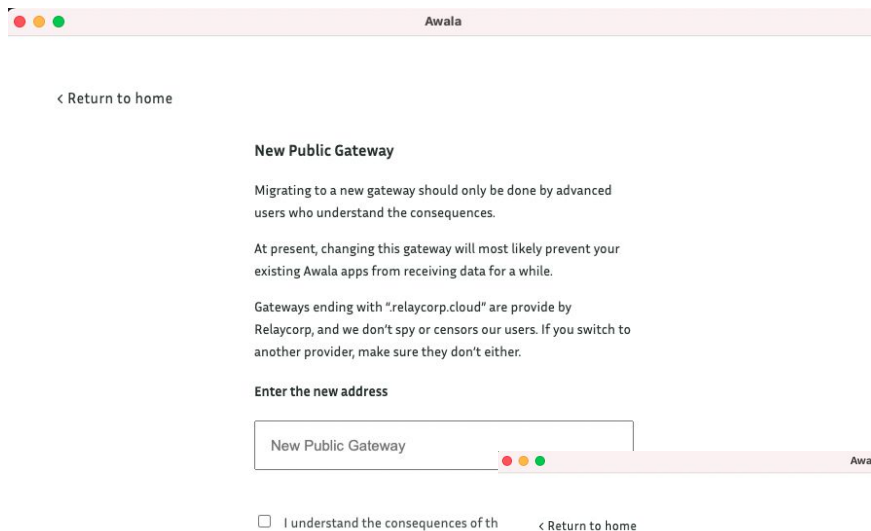Offer this directory immediately, with clear examples of apps they can download right now.

Awala

Using Awala is easy

When you're connected to the Internet, your apps will simply use it seamlessly.

When you're cut off from the Internet, Awala couriers will transport your apps' data to and from the Internet.

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Heuristic: Wayfinding and visibility

Severity: Low

Violation: It seems unnecessarily difficult to instruct a user to change the public gateway.

Recommendation: Combine these two screens into a single screen.

Because these screens are already hidden behind a menu, and there is a good amount of warning text, users won't be changing this unless instructed to anyway.

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Awala

< Return to home

New Public Gateway

Migrating to a new gateway should only be done by advanced users who understand the consequences.

At present, changing this gateway will most likely prevent your existing Awala apps from receiving data for a while.

Gateways ending with ".relaycorp.cloud" are provide by Relaycorp, and we don't spy or censors our users. If you switch to another provider, make sure they don't either.

Enter the new address

New Public Gateway

☐ I understand the consequences of th

Awala

< Return to home

Public Gateway

frankfurt.relaycorp.cloud

Change Public Gateway

It isn't clear why you can only exchange data with Awala users when you don't have access to the Internet. What if the internet is connected, but just really slow, rate limited, or under censorship?

I don't fully understand this message
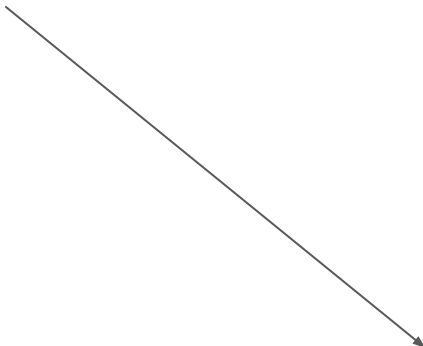
10:59

Settings

MANAGE STORAGE UTILIZATION

Specify the maximum amount of space that Awala users' data can take up on your device.

Maximum allocation	1.00 GB
Current utilization	0 B
Available storage on device	25.48 GB
Total storage on device	117 GB

CLEAR ALL USER DATA

Any data lost in transit will eventually reach its destination. It'd just take longer if you delete it now.

Clear

ABOUT

Awala Courier
Version 1.4.11 (35)

Learn more about Awala