

	P1				P2				P3				P4				P5				P1	P2	P3	P4	P5
	✓	?	!	X	✓	?	!	X	✓	?	!	X	✓	?	!	X	✓	?	!	X	SCORE				
Task 1: Getting to Know You screen	✓	?	!	X	✓	?	!	X	✓	?	!	X	✓	?	!	X	✓	?	!	X	SCORE				
Field: first name	1				1				1	1	1		1				1				1	1	3	1	1
Field: middle initial			1	1	1				1	1	1		1				1	1			3	1	3	1	2
Field: last name	1				1				1				1				1				1	1	1	1	1
Field: email address			1	1	1				1				1	1			1				3	1	1	2	1
Button: continue	1				1				1				1				1				1	1	1	1	1
Task 2: Enter Your Property Address screen	✓	?	!	X	✓	?	!	X	✓	?	!	X	✓	?	!	X	✓	?	!	X	SCORE				
Text: Qualification information					1				1				1				1				0	1	1	1	1
Progress bar					1								1								0	1	0	1	0
Field: parcel number	1	1			1	1				1		1	1				1	1			2	2	3	1	2
Field: purchased month/day/year	1		1		1				1	1	1		1	1			1				2	1	3	2	1
Field: amount	1				1				1				1				1				1	1	1	1	1
Field: trust toggle	1				1	1			1				1								1	2	1	1	0
Link: find on map	1				1					1	1	1	1				1				1	1	3	1	1
Link: recorder's office																					0	0	0	0	0
Task 3: Let's See if You Qualify	✓	?	!	X	✓	?	!	X	✓	?	!	X	✓	?	!	X	✓	?	!	X	SCORE				
Field: birthday month/day/year	1		1		1				1		1		1	1			1				2	1	2	2	1
Radio buttons:: marital status	1				1				1	1			1				1				1	1	2	1	1
Optional: Tell us about your spouse					1				1				1	1			1				0	1	1	2	1
Field: name, first / m.i. / last					1				1				1				1				0	1	1	1	1
Field: birthday month/day/year					1				1				1				1				0	1	1	1	1
Task 4: Let's Check Your Income Screen	✓	?	!	X	✓	?	!	X	✓	?	!	X	✓	?	!	X	✓	?	!	X	SCORE				
Selection: tax form	1				1				1				1				1				1	1	1	1	1
Text: compliance information					1		1	1									1				0	3	1	0	1
Button: continue (to next screen)	1	1			1				1				1	1			1				2	1	1	2	1
Button: enter income start	1	1			1				1				1	1			1				2	1	1	2	1
Fields: income fields (multiple)	1				1	1			1				1	1			1	1			1	2	1	2	2
Button: enter deductions start	1				1		1						1				1				1	2	0	1	1
Fields: deduction fields (multiple)	1				1								1				1				1	1	0	1	1
Button: continue (to complete task)	1				1				1				1	1			1				1	1	1	2	1
Task 5: Required documentation screen	✓	?	!	X	✓	?	!	X	✓	?	!	X	✓	?	!	X	✓	?	!	X	SCORE				
Text: Document preparation			1	1	1		1			1		1		1		1	1		1	1	3	2	3	3	3
Button: print this list					1	1															0	2	0	0	0
Button: email this list																					0	0	0	0	0
Field or document: drivers license	1				1	1				1		1	1	1			1	1			1	2	3	2	2
Document: IRS return			1	1	1		1			1		1		1	1		1		1	1	3	3	3	3	3
Document: SS income statement			1	1	1		1			1		1		1	1		1		1	1	3	3	3	3	3
Screen: incomplete document submission	1	1			1					1		1	1						1	1	2	1	3	1	3
Task 6: "Almost There" screen	✓	?	!	X	✓	?	!	X	✓	?	!	X	✓	?	!	X	✓	?	!	X	SCORE				
Button: view my form					1												1		1		0	1	0	0	2
Button: document list	1	1			1	1							1				1		1		2	2	0	1	2
Button: submit form	1	1			1	1			1				1		1	1	1		1		2	2	1	3	2
Text: Suspend / resume process			1	1	1	1				1		1		1		1			1	1	3	2	3	3	3

✓	Success
?	Issues of understanding or awareness
!	Issues of capability or system error
X	Failure

0	Not applicable
1	Success, no issues
2	Success, with complications
3	Failure or abandonment