

User Guide

The Websters

Sarah, Manar, Ben, James

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Abstract

This report depicts the process needed to be followed to reproduce, use and maintain our website.

Introduction

The purpose of the user manual is to provide the essential information to the client in order to efficiently and effectively pass over the website. The following information provides the client with the necessary knowledge in order to build and improve upon this website as if they were the ones who were building it from the start. The goal with this is to flawlessly transition between website owners, and allow the clients to skip the learning process of the website. Identifying problems, explaining a step-by-step process, and mentioning what we wish we knew from the start will give the client the idea as to what the goal of this website is, and how to easily improve it based on previous struggles.

Problem Identification

We began our process with a client meeting with the JamZ team. Dr. Knox explained to us in that week's lecture the great importance of a beginners mindset. Often when a proposed problem arises human nature makes us jump to what we think is the best solution. The idea of the beginner mindset was to come into the client meeting with a clean slate and with that we wrote down the exact words that our client said. Anything of relevance we wrote down and tried to make them as close to their words as possible. These words comprise our raw data. Using this raw data we turned them into understandable needs. These needs include things such as: Tracking the Drone, Placing Orders, Requesting help. With those needs made we categorized and grouped them into Aesthetic, Main Function, and User Experience. With all these needs our problem was identified and thus the problem statement below was made:

“JamZ needs an interactive website prepared to handle both a consumer and business’s needs by allowing the business to provide services and advertisements in an aesthetically pleasing way to users. The website should be able to allow the customer to login into their account, while protecting customer information. Customers should successfully be able to pick items to add to their personal shopping cart, checkout with their items, and track their drones full trip to the address specified.”

Suggested Solution

Our solution to their problem begins with the basics, we needed to decide the who, what, where, when, and how. For who, it would be us four as a team and our clients and peers inputs that would drive our project and For what, it would be a website to cater to the JamZ team’s needs, but for the rest we needed a plan.

Plan

With drone delivery being new, the user interface must be easy to use and learn. The website must be simple and aesthetically pleasing. The goal is to make food delivery safe and contactless during the times of covid-19 and beyond, thus we want to create an ordering and food retrieval procedure that is safe for both the drone and the customer. With this being said, we want to implement emergency services in case of any problems that may occur.

Time Management

Our team stayed on top of time management with the use of multiple online tools and strong communication. With the assistance of Trello's boards and its "Big Picture" extension we created a task board labelled with tasks that we were each responsible for and the due dates for each task. We then enhanced this practice by also putting our subsequent tasks in our individual task boards to plan further ahead. Once that was done we utilized the "Big Picture" extension to place these tasks into a gantt chart. Each task was placed in the order in which they would be executed and dependencies were made for tasks that required prior tasks to be completed. We found the best way to utilize these tools effectively was to meet once a week (we used our weekly lab period) to refresh both of these schedules so we always knew what we were doing in the week ahead. We recommend both of these tools if this project is performed.

Cost

Alongside the "how" of a project is also the "how much". Cost is a greatly important target specification for a project like this because the possible benefits of a design must be worth it for the cost that the design takes. Luckily for our website the cost is zero for the exact version we developed. This does include some caveats when you are considering the price of the design. This cost does not include the labour that each of us put in, the cost of a map API, the cost of outsourcing a payment system, and the cost of a domain for hosting the website. Each of these would all require some type of upfront or ongoing cost, but as our design stands it is not present.

Creating the Website

website link: <https://shajj0634.wixsite.com/jamz>

The website was created using a web builder called Wix. The design concepts of this website were created and refined using benchmarking, brainstorming, raw client data and feedback. These processes are detailed below.

Design Criteria

The website was designed taking into consideration the design criteria that were formulated using benchmarking and interpreting client requirements. The most critical requirements were simplicity, ease of use and order tracking. All the design criteria are provided in the table below.

Needs	Criteria (functional)	Constraints
Ability to track order progress	Allow the customer to confirm that the order has been received, is being made, etc.	This process relies on the restaurants ability to update the order progress, giving some restaurants better tracking than others.

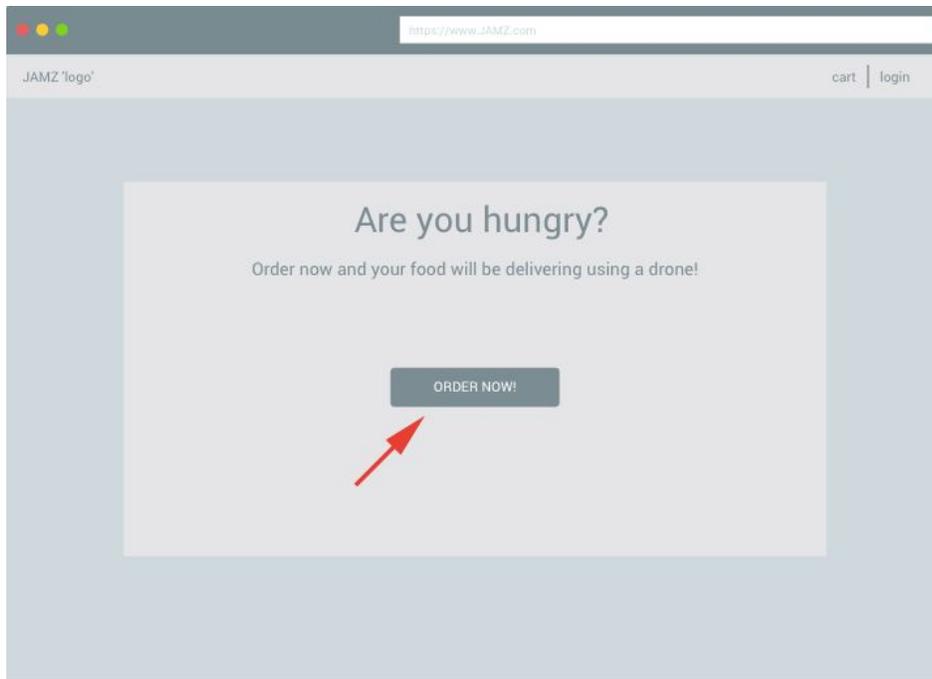
Account creation	Allow the customer to create an account to use the app giving them the confidence that their information is secure and private	An age restriction stops people under the age of 16 to make an account, or only allows them to order from certain restaurants.
Track Drone	Contains a moving map that allows a customer to track their drone on its way.	Will only approximate the location of the drone as it will only give a location on the map at the rate that the JamZ system receives a location update.
Checkout / Online payments	Allow the customer to make secure and easy payments through the app/website through the use of a checkout system.	There may be a certain of allowed payment cards to be saved on the app
Domain Stability	Keep a constantly running and working website so customers are always aware of their order progress and can trust the payment process to go to completion	This might require a limit to people on the site at one time and only allowing around 15 people to be tracking orders at once. This will work well considering only a small number of drones will be flying at once anyways.
Receive Reviews	Create a tab that will allow the customer to type a review with a 1-5 star ranking as well as a written review of up to 180 words.	The only constraint is that on this page we can display 3 previously written reviews at a time.
Shopping Cart / Order menu	Create a constantly present icon representing the shopping cart that when clicked will bring up the names of the items selected and subtotal of the order.	We will possibly have to limit the amount of items in the cart eligible for an order at a time depending on whether JamZ will allow multiple drones for an order.
Restaurant and Menu Selection	On the Main page there will be an animated image representing each restaurant and when clicked it will lead to their full menu.	We will have to extend the length of the page or limit the size of the icons to allow all of them to fit. Will only show restaurants that are within a certain radius determined by the total flight time to both reach the restaurant, the desired delivery point, and the drone center.

Order Progress Screen	Implement a secondary function on the drone tracking screen that shows at which stage the order is at.	If multiple drones are being dispatched for an order it will have to showcase them as separate orders.
	Criteria (Non-Functional)	
Restaurant Advertising	On each icon per restaurant an advertisement / display for the restaurant will be visible.	Size of advertisements will be limited to icon size
JamZ Logo	A logo at the top of the page representing JamZ	
Easy to follow	Direct links on icons, so if you something that looks like what you're looking for, it will lead right to it.	

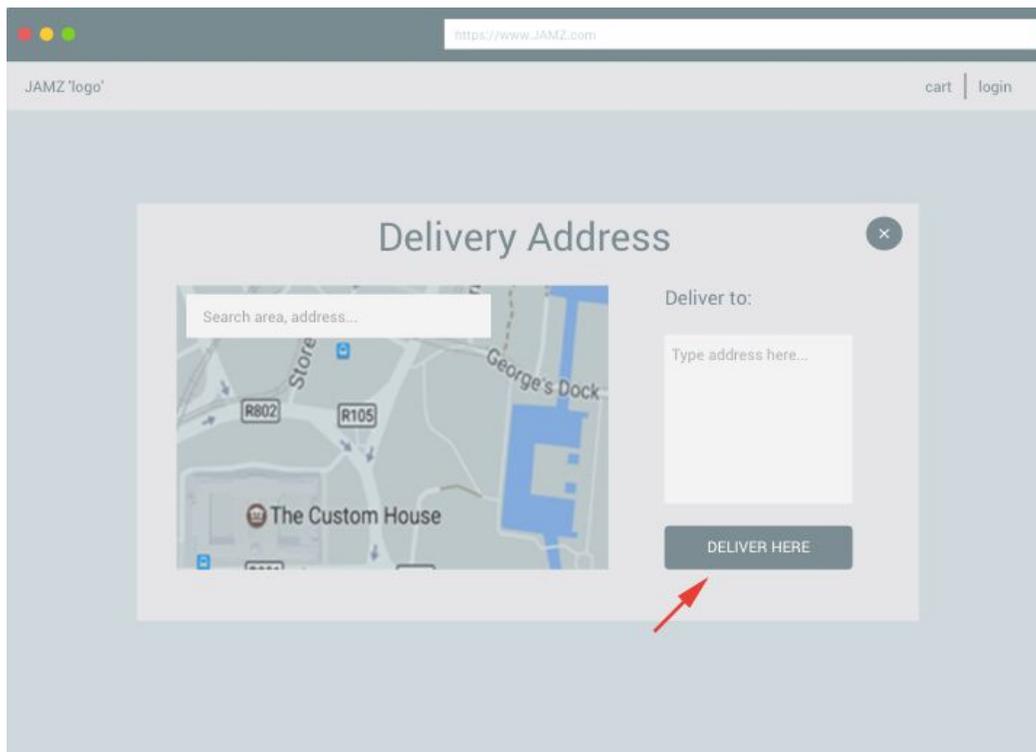
Blue Prints

Using these criteria, some mockup designs were created using a site called FluidUI. This site allowed us to design each page of our website easily so we could come up with multiple ideas for each page. The website was divided into subsystems in order to simplify the design processes. Each member of the team was allocated a subsystem to work on. Using the client's feedback, the best mockups were chosen for the development of the website.

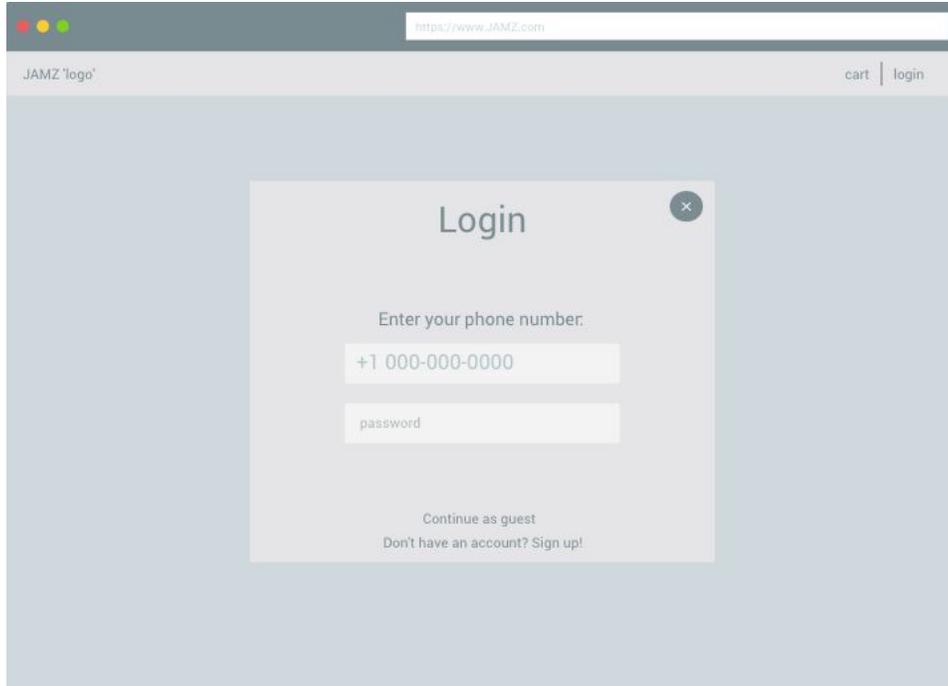
Home Page



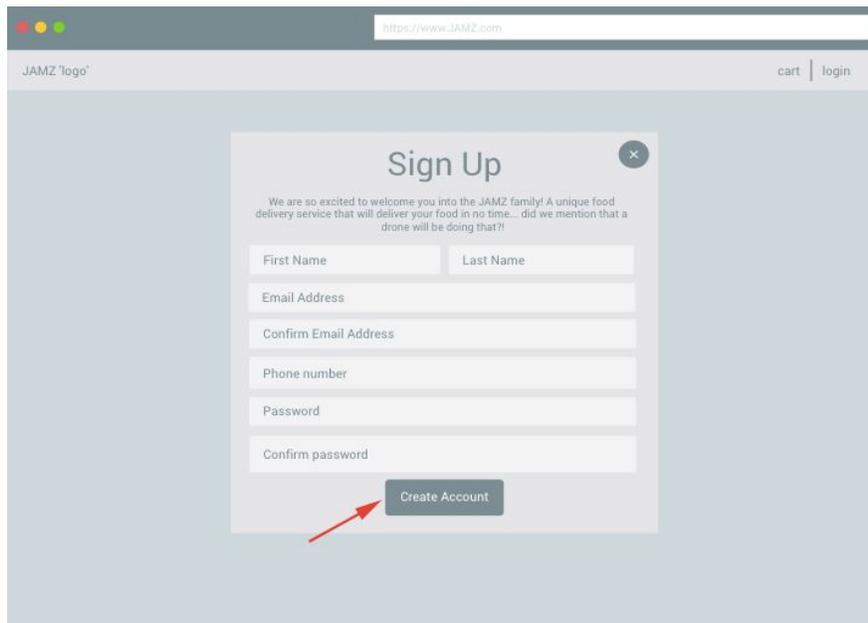
Order Tracking



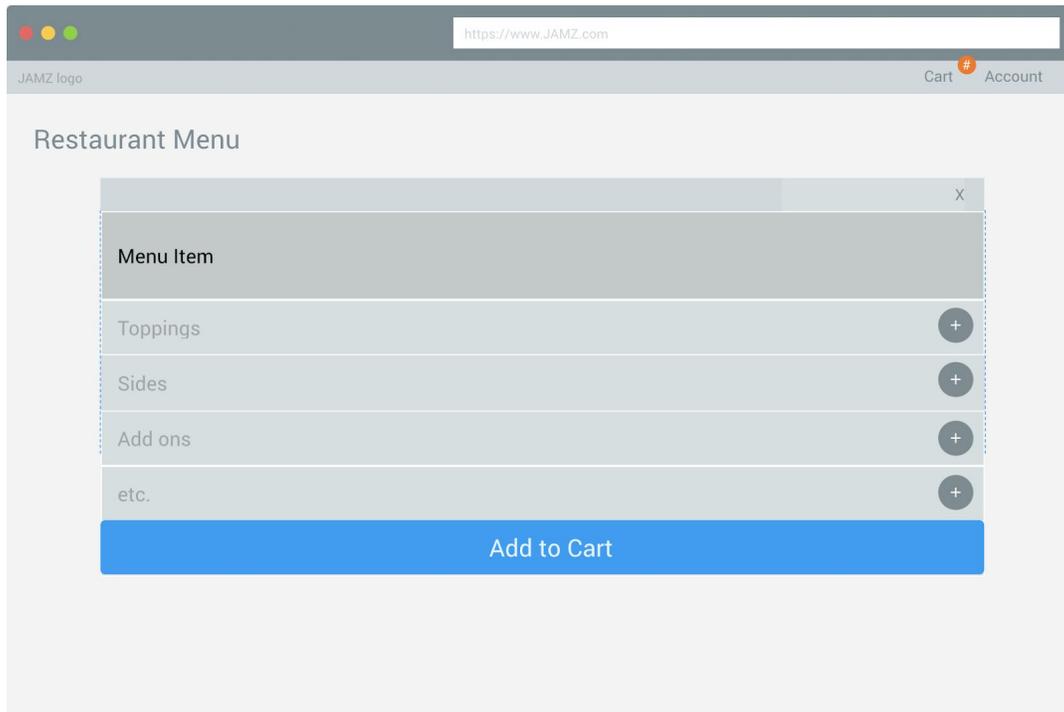
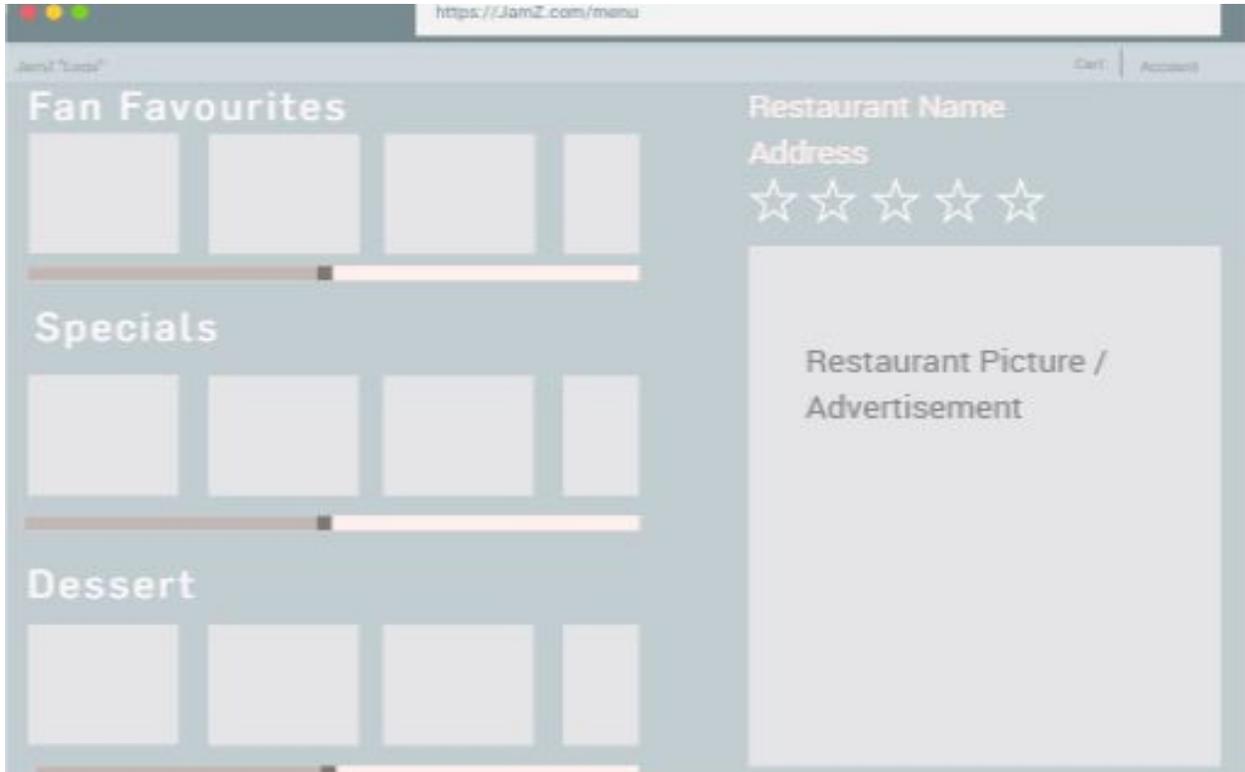
Member Login



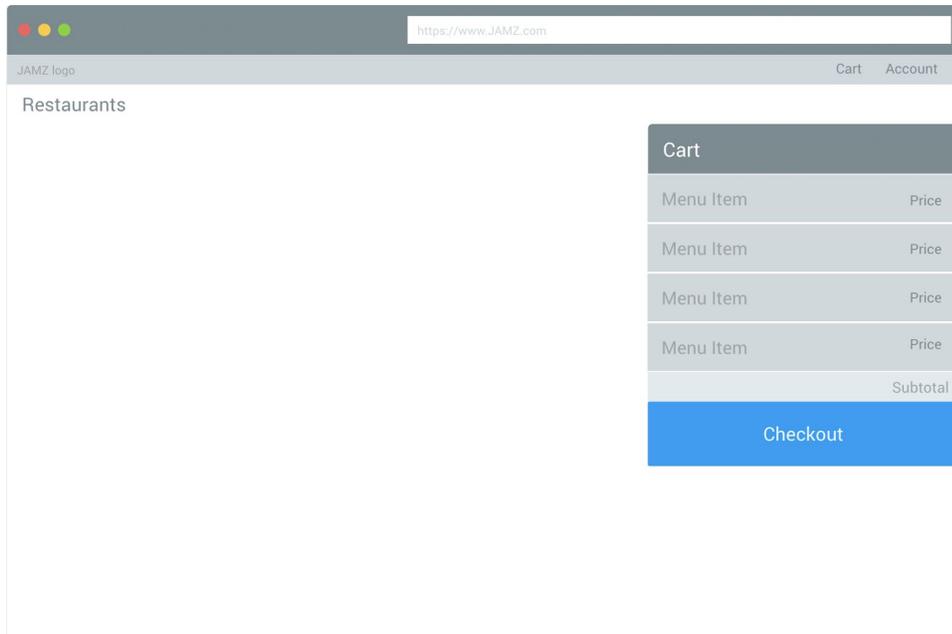
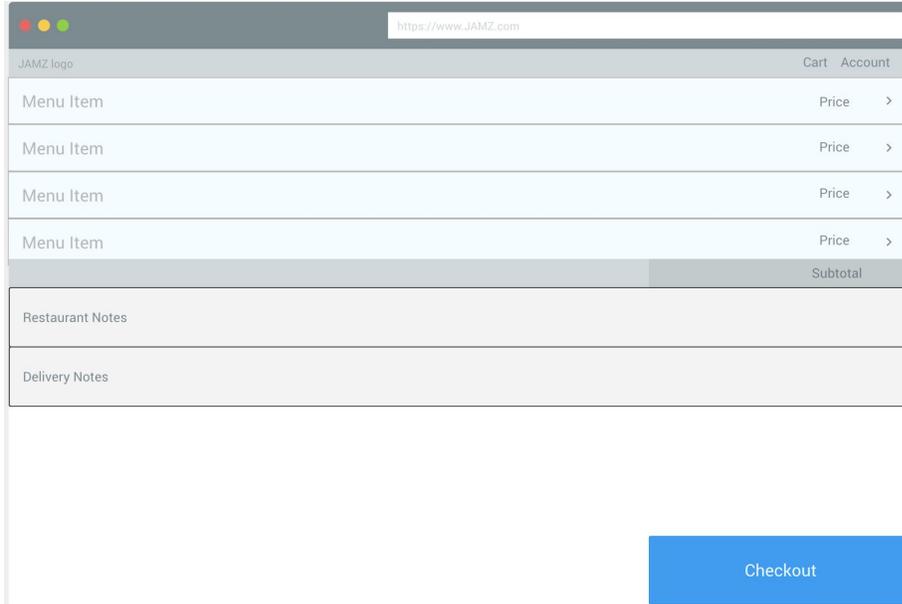
Signup Page



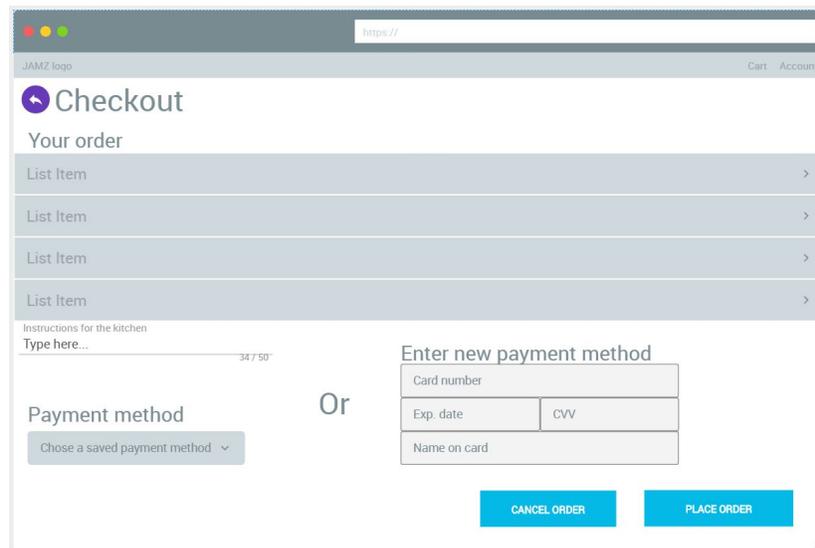
Restaurant/ Menu Viewing



Shopping Cart



Checkout



JAMZ logo Cart Account

Checkout

Your order

- List Item >
- List Item >
- List Item >
- List Item >

Instructions for the kitchen
Type here... 34 / 50

Payment method
Choose a saved payment method ▾

Or

Enter new payment method

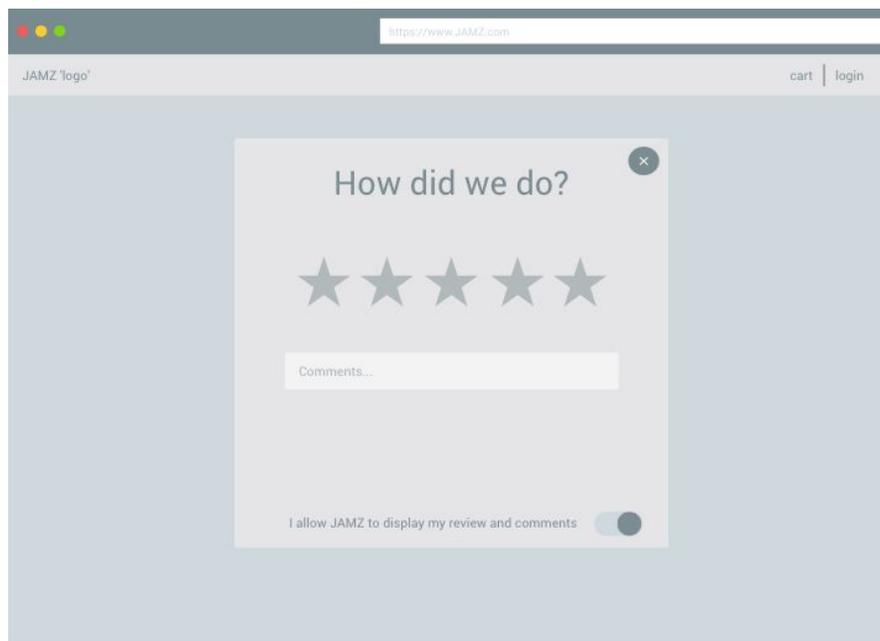
Card number

Exp. date CVV

Name on card

CANCEL ORDER PLACE ORDER

Rating



JAMZ logo cart login

How did we do?

★ ★ ★ ★ ★

Comments...

I allow JAMZ to display my review and comments

Logo

A logo serves two purposes, it tells customers the name of the company and it gives them an idea of what the business is about. Developing a logo is a divergent process where any idea (crazy or not) is acceptable, the more logos generated the better. Then, it becomes a convergent process where only one logo is chosen, the logo that best represents the business and the one that the clients prefer. Figure 1 showcases the logo that our clients liked the most, the rest (figures 2-4) were archived.

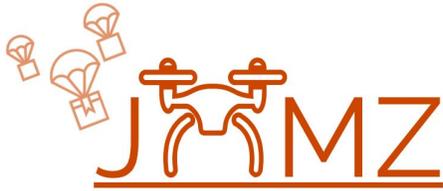


Figure 1

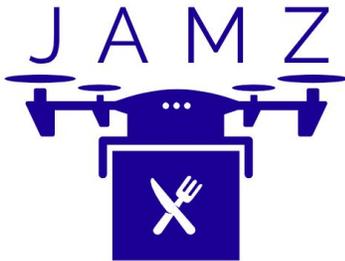


Figure 2

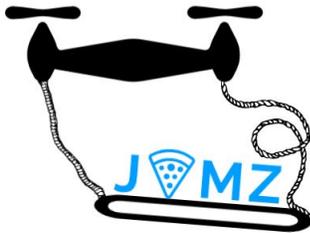


Figure 3



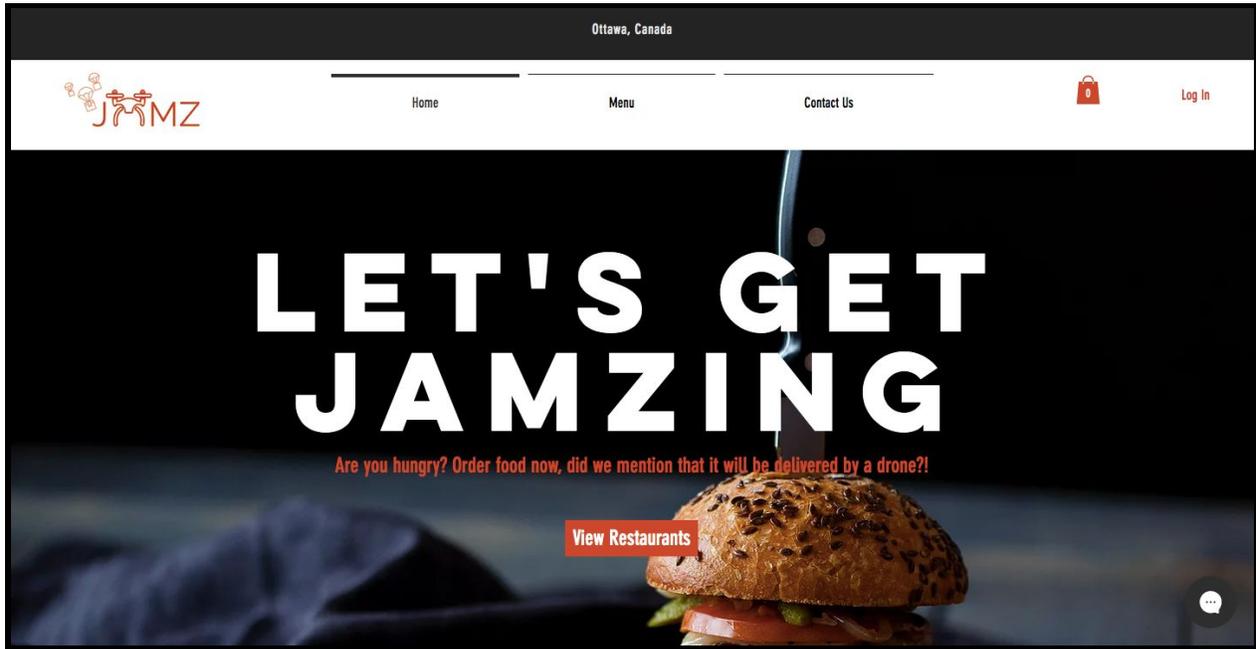
figure 4

Use of Website

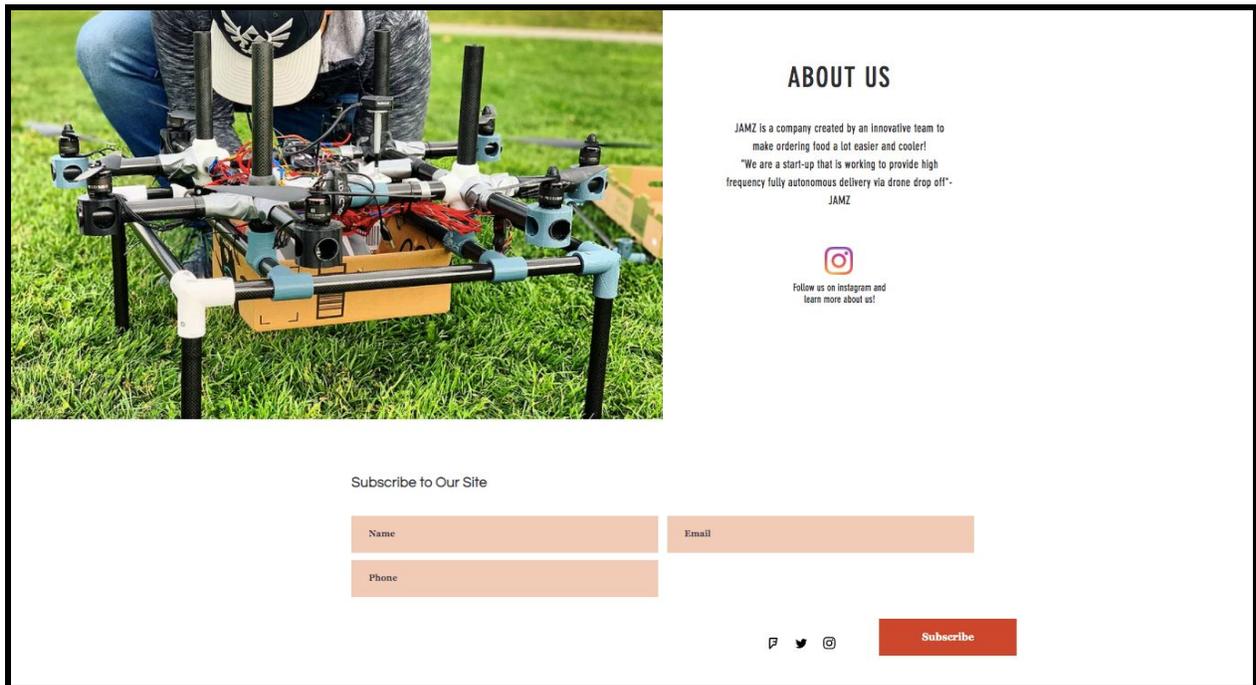
Our website follows a moderately specific process in order to get from viewing menu items to receiving your order. In order to simplify and explain this process, we will provide information on how to navigate each web page, along with pictures to provide a visual representation to relate to the explanations. In saying this, our website is simple and easy to use, and it takes minutes to learn every feature.

Home page

The first thing a user sees when they enter the website is the home page:



When the user scrolls down, they see a brief 'about us' section where the user learns more about JAMZ and how they started. Along with that, JAMZ's Instagram page is linked and available for access in the Instagram icon. There is also a subscription box where users can enter their email address to subscribe to the JAMZ site.

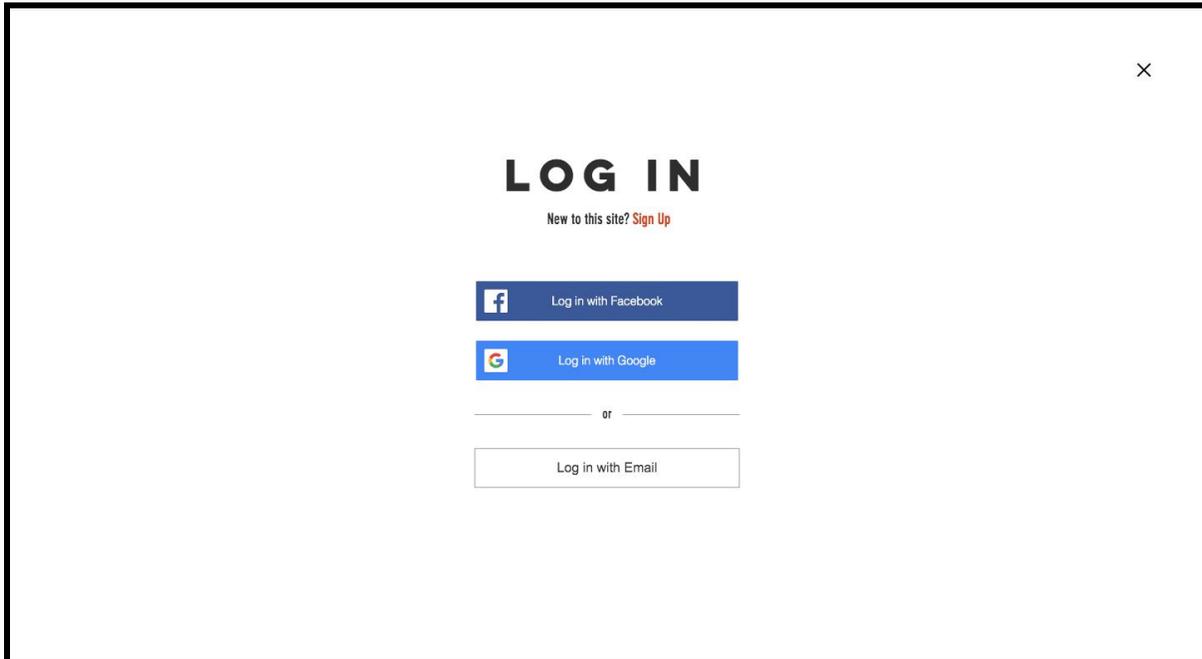


Login/Sign up

Next, the user will either log in to their account (if they are returning customers) or they will sign up and create an account:

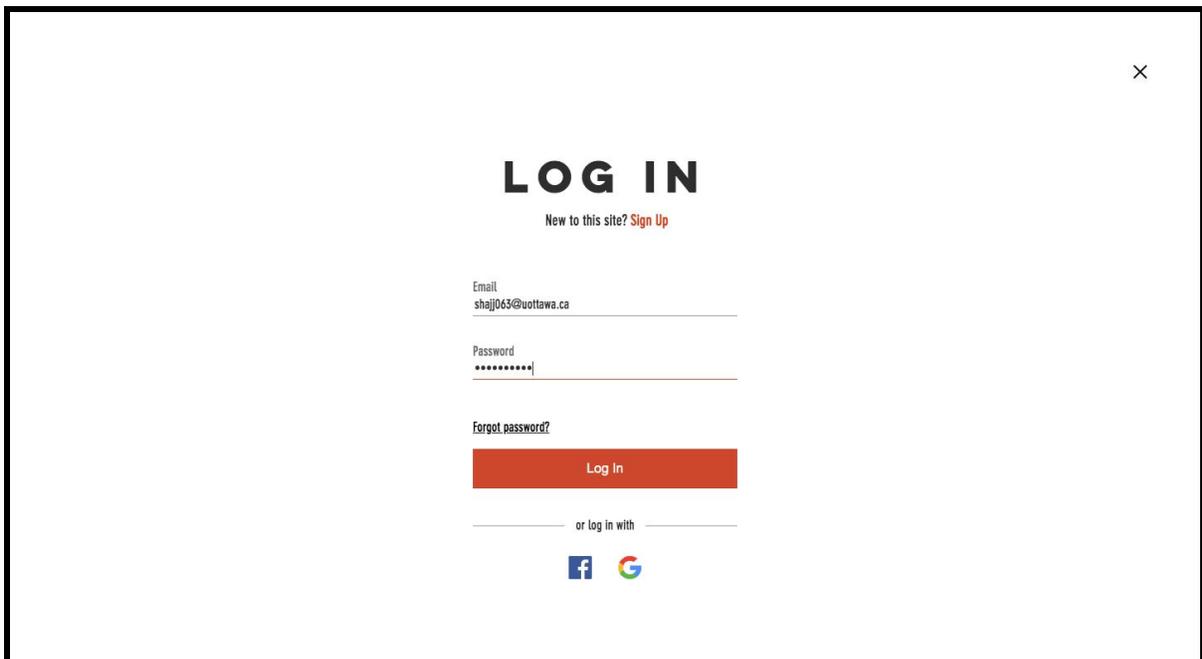
1. login

The user will be able to log in by either using facebook, google or email



A screenshot of a login page. At the top right is a close button (X). The main heading is "LOG IN" in large, bold, black letters. Below it, in smaller text, is "New to this site? [Sign Up](#)". There are three login options: "Log in with Facebook" (with a Facebook icon), "Log in with Google" (with a Google icon), and "Log in with Email" (with a white button). The options are separated by a horizontal line with the word "or" in the center.

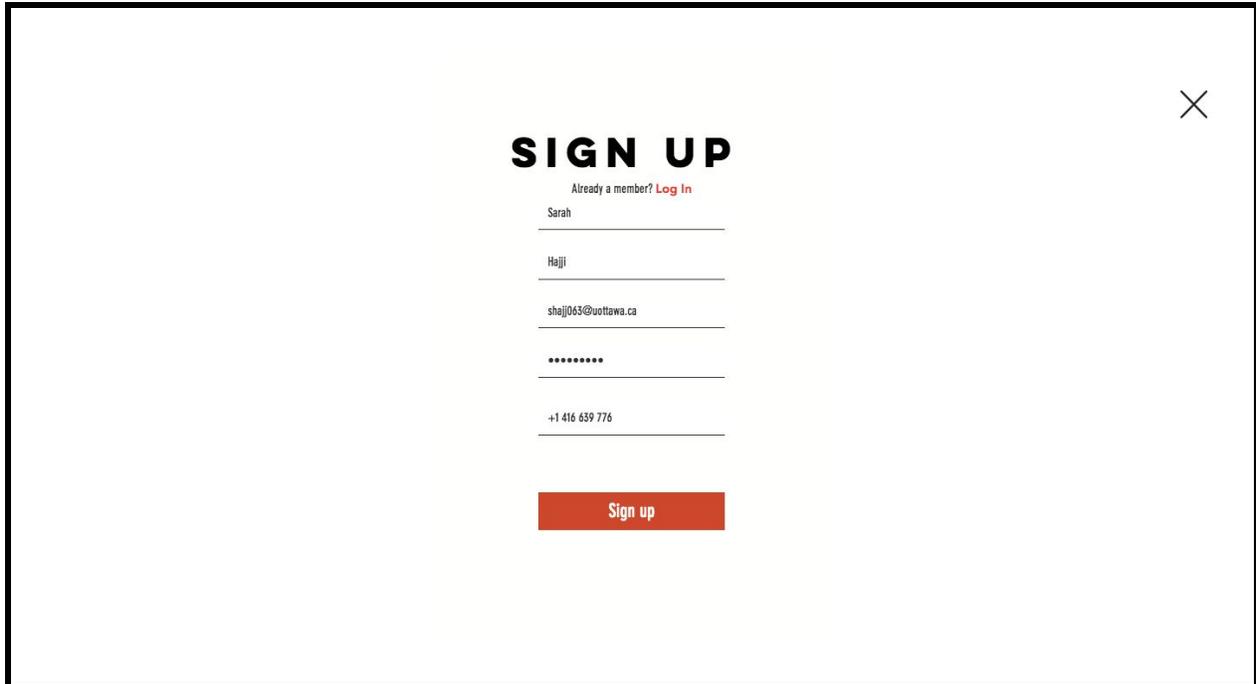
For the purposes of this demo, log in with email was chosen, any of the other two options will work.



A screenshot of a login page. At the top right is a close button (X). The main heading is "LOG IN" in large, bold, black letters. Below it, in smaller text, is "New to this site? [Sign Up](#)". There are two input fields: "Email" with the value "shajj063@uottawa.ca" and "Password" with a masked password "*****". Below the password field is a link "Forgot password?". A red "Log In" button is positioned below the input fields. Below the button is a horizontal line with the text "or log in with" in the center, followed by Facebook and Google icons.

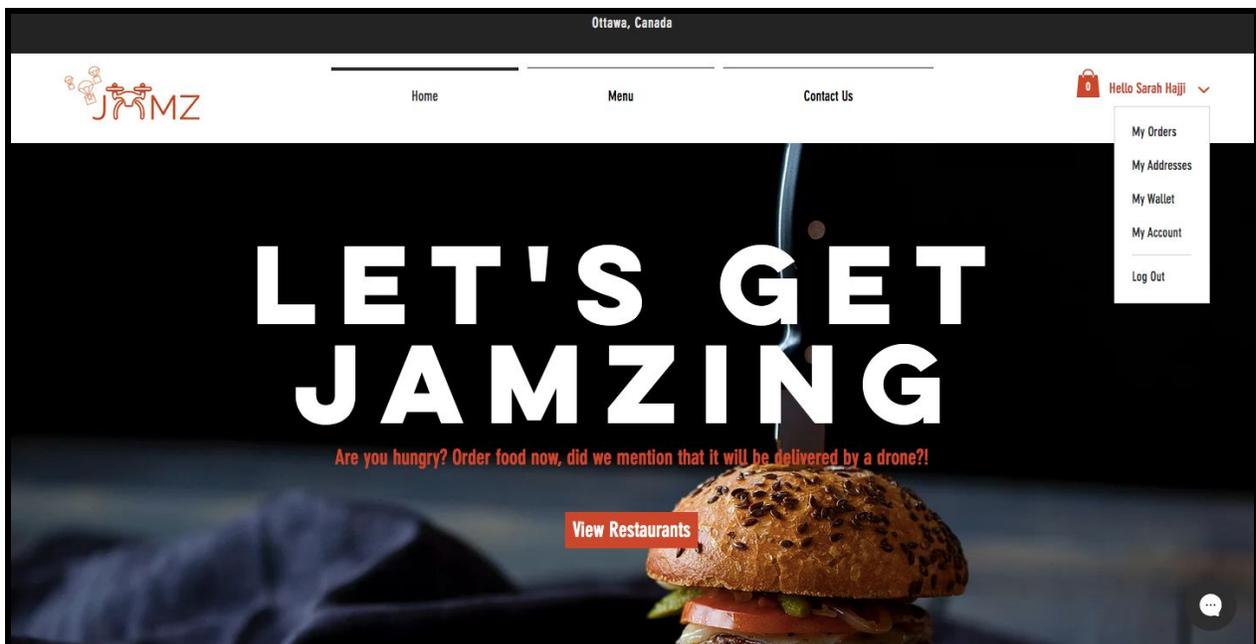
2. sign up

If the user is a new customer, they will create an account by signing up and entering their credentials (first name, last name, email address, password and phone number):



A screenshot of a 'SIGN UP' form. The form is centered on a white background with a black border. At the top right of the form area is a close button (an 'X' icon). The title 'SIGN UP' is in large, bold, black letters. Below the title, there is a link: 'Already a member? [Log In](#)'. The form fields are as follows: 'Sarah' in the first name field, 'Hajji' in the last name field, 'shajj063@uottawa.ca' in the email field, a password field with eight dots, and '+1 416 659 776' in the phone number field. At the bottom of the form is a red button with the text 'Sign up' in white.

Once the user has either login or created an account, they can view and edit their information by clicking on the Hello 'username' button where a drop down will appear and the user can choose any of the following categories (my account, my wallet, my addresses, my orders):



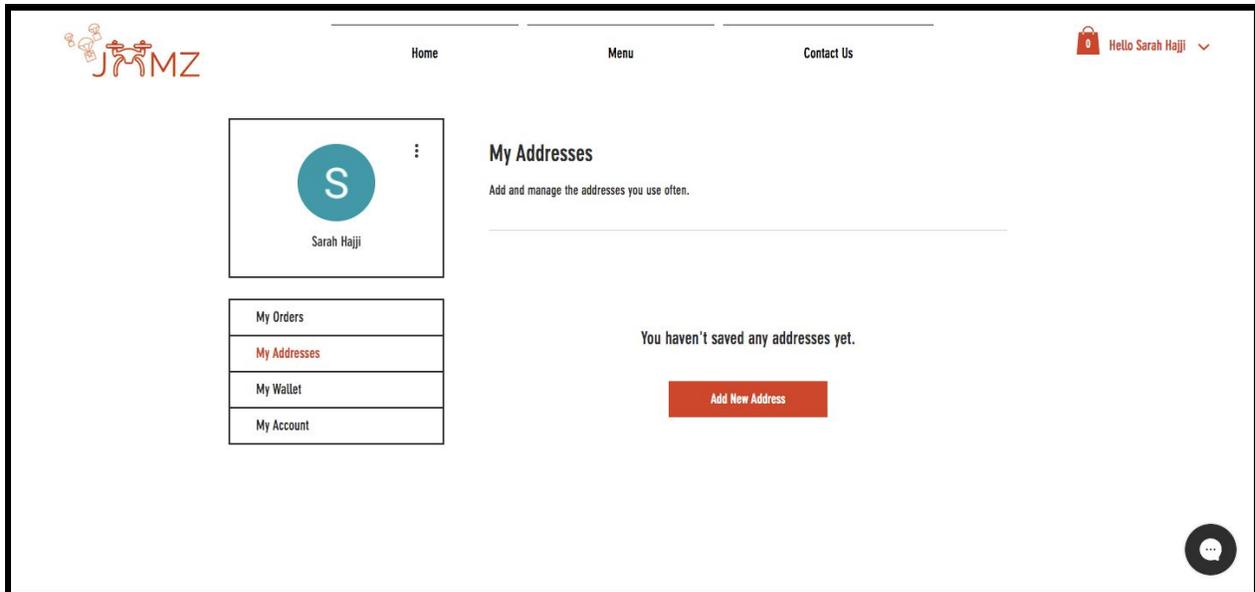
In the 'My Account' tab, the user can edit their credentials, they can also add another phone number by clicking on the '+' icon to the right of the phone text box.

The screenshot shows the 'My Account' page of the JAMZ application. The user is Sarah Hajji. The page features a navigation bar with 'Home', 'Menu', and 'Contact Us' links, and a user profile section with a circular avatar containing the letter 'S'. Below the avatar is a list of account options: 'My Orders', 'My Addresses', 'My Wallet', and 'My Account' (which is highlighted in red). The main content area is titled 'My Account' and includes the instruction 'View and edit your personal info below.' The form contains the following fields: 'Login Email' (shajj063@uottawa.ca), 'First Name' (Sarah), 'Last Name' (Hajji), 'Contact Email' (shajj063@uottawa.ca), and 'Phone' (1415639776). There is a small '+' icon to the right of the phone field. A 'Update Info' button is located at the bottom of the form. A chat icon is visible in the bottom right corner.

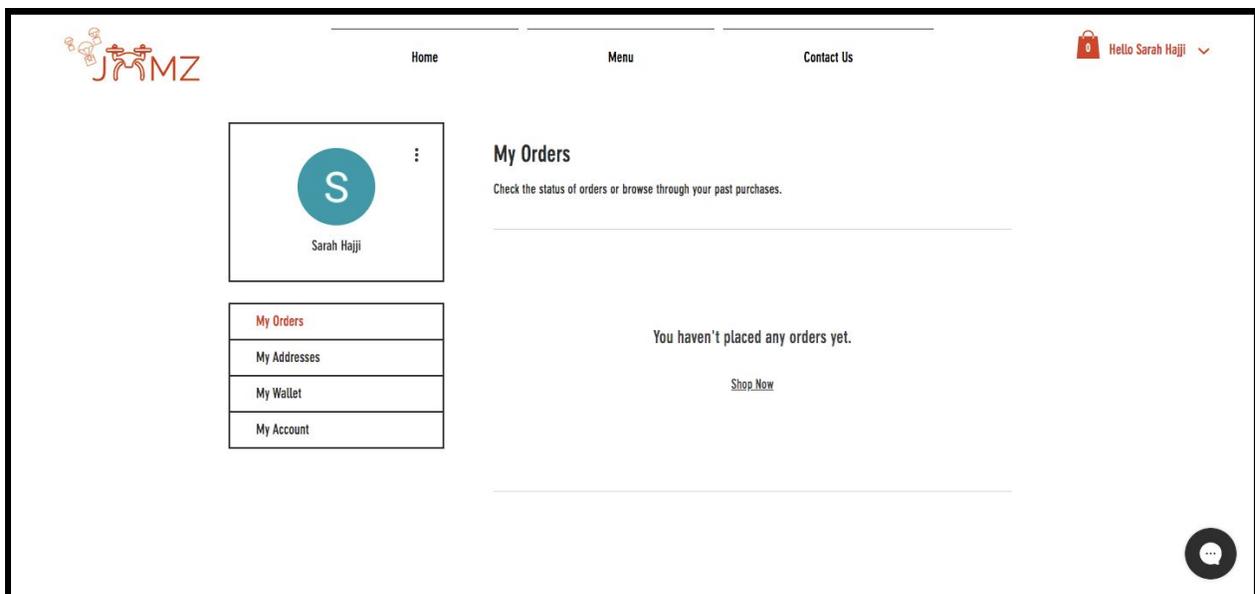
In the 'My Wallet' tab, the user's credit card credentials will be displayed here if they choose to save that information when checking out.

The screenshot shows the 'My Wallet' page of the JAMZ application. The user is Sarah Hajji. The page features a navigation bar with 'Home', 'Menu', and 'Contact Us' links, and a user profile section with a circular avatar containing the letter 'S'. Below the avatar is a list of account options: 'My Orders', 'My Addresses', 'My Wallet' (which is highlighted in red), and 'My Account'. The main content area is titled 'My Wallet' and includes the instruction 'Save your credit and debit card details for faster checkout.' Below this, a message states 'You Haven't Saved Any Cards Yet' and 'Securely save your payment details when you place an order at checkout.' A chat icon is visible in the bottom right corner.

In the 'My Address' tab, the user will be able to add a new address or simply access their address if they have placed an order before and chose to save it.

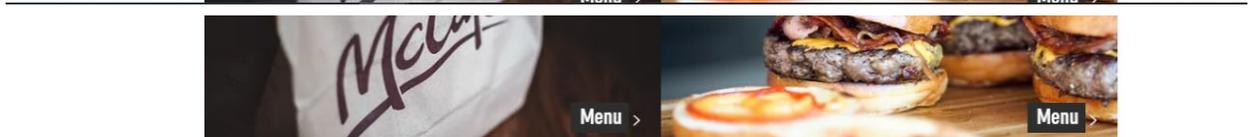
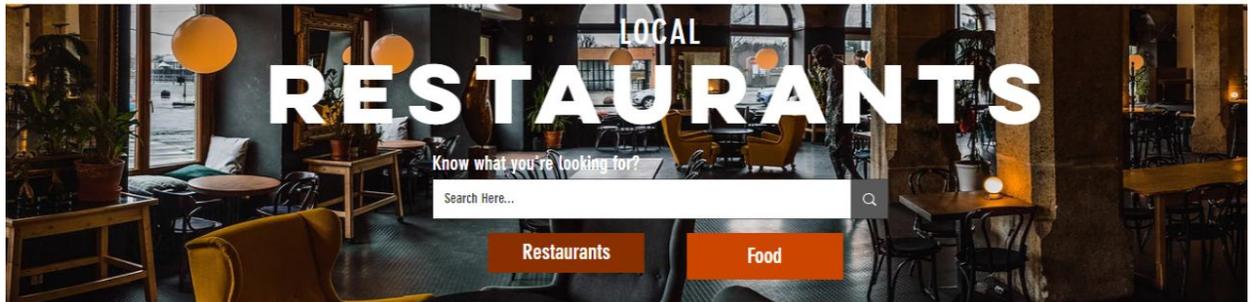


In the 'My Orders' tab, the user will be able to view past orders and reorder them.



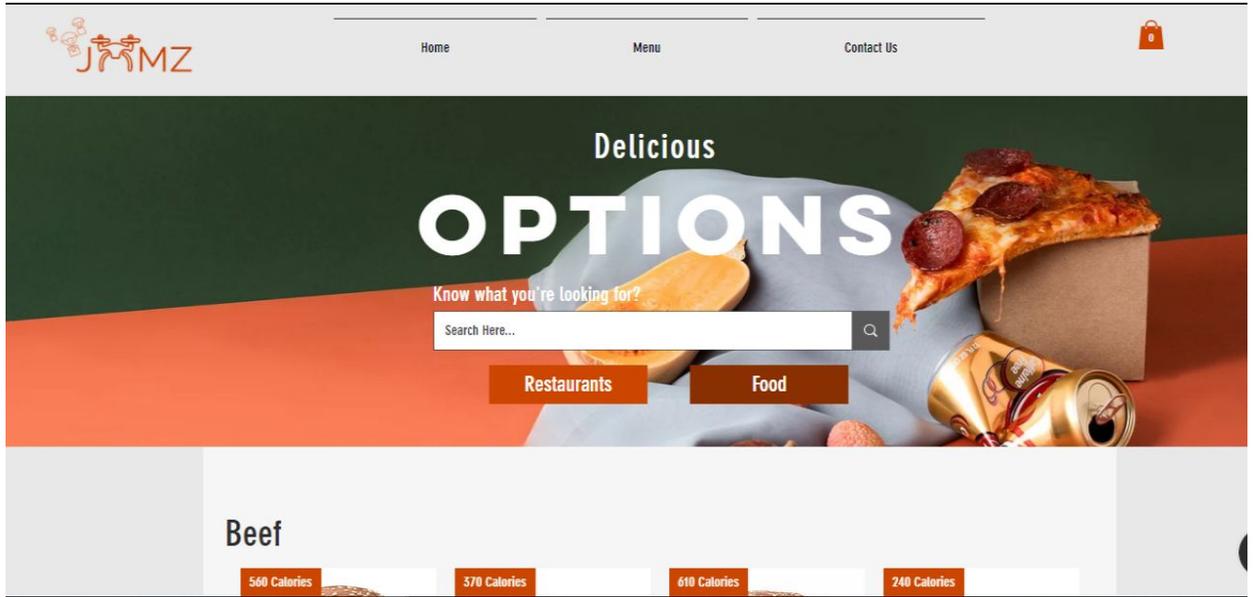
Navigating & Viewing Menu

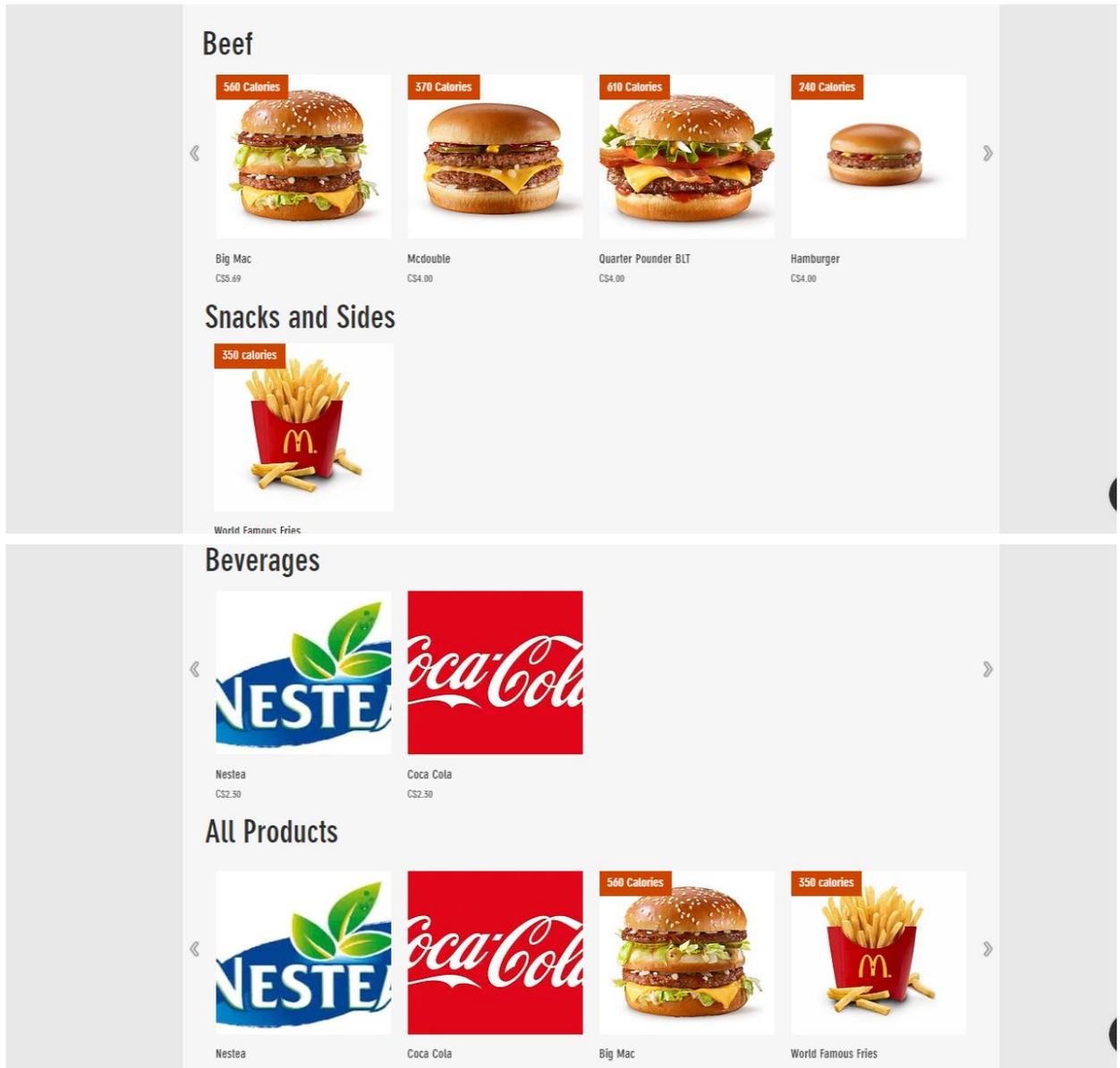
You can access the menu by either clicking on the “View Restaurants” button on the home page or by at any time clicking the “menu” button at the top of the page. When either of these are clicked it brings you to the picture presented below. The Restaurant page holds icons for each restaurant in the area that can be ordered from.



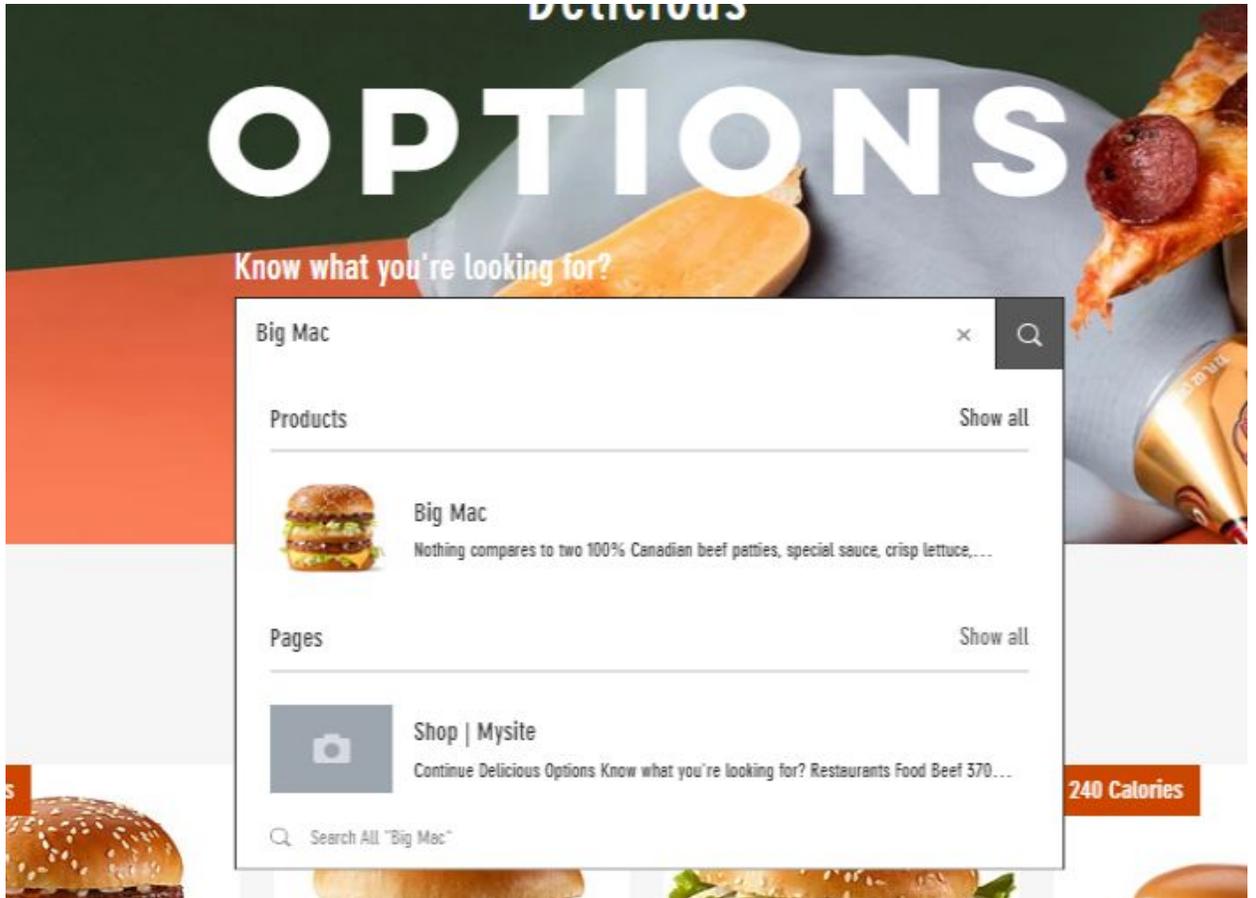
For the alternative view we implemented the “Food” view as well. When the “Food” button on the restaurants page is clicked you will be brought to the page below. On this page, you can select from the different food options available from all restaurants instead of choosing a restaurant first. Each food item is classified by what they are. For Example, A big mac is in the

beef category and a coke is in the beverage category.





The final extra function of our restaurants and food menu is the search bar as seen below. This search bar appears on both the Restaurants and Food page and allows a user to type in a food they want and then results of that food and similar foods will be displayed.



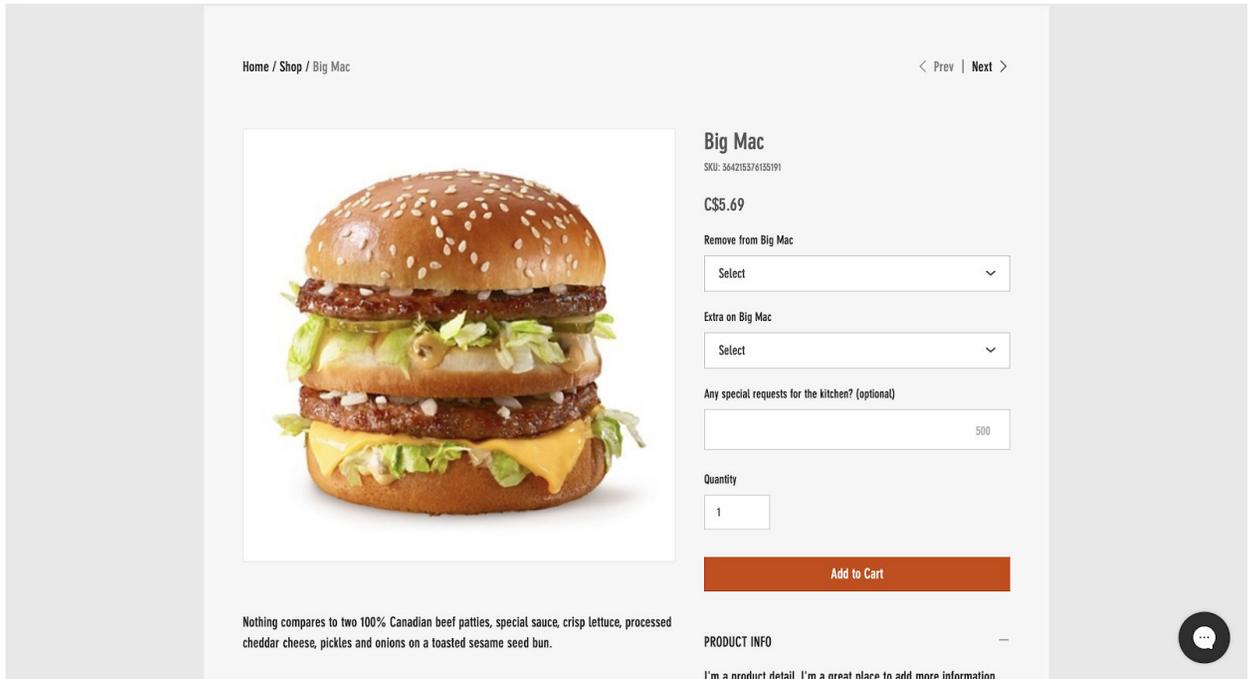
Search Results



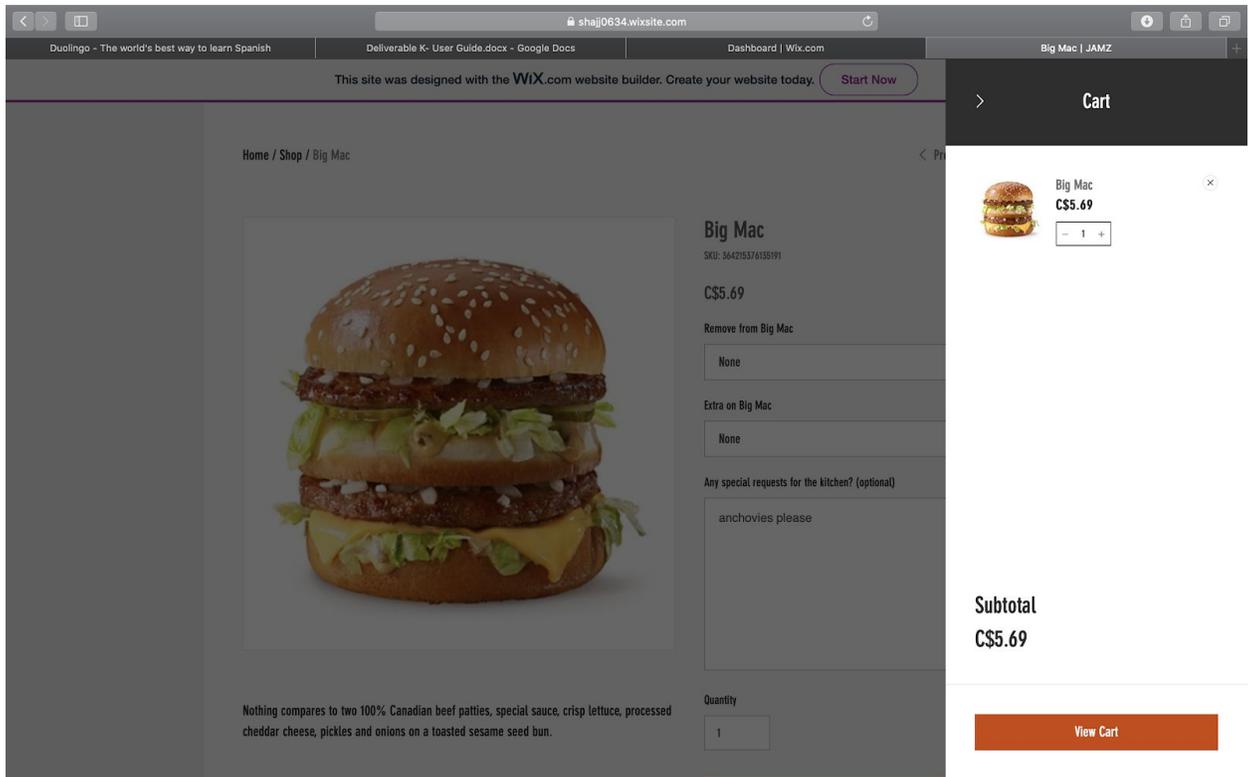
Adding to Cart & Ordering

To add an item to cart, first click on the menu item on the restaurant menu. A page will appear where modifications can be made to the menu item such as adding/removing ingredients and

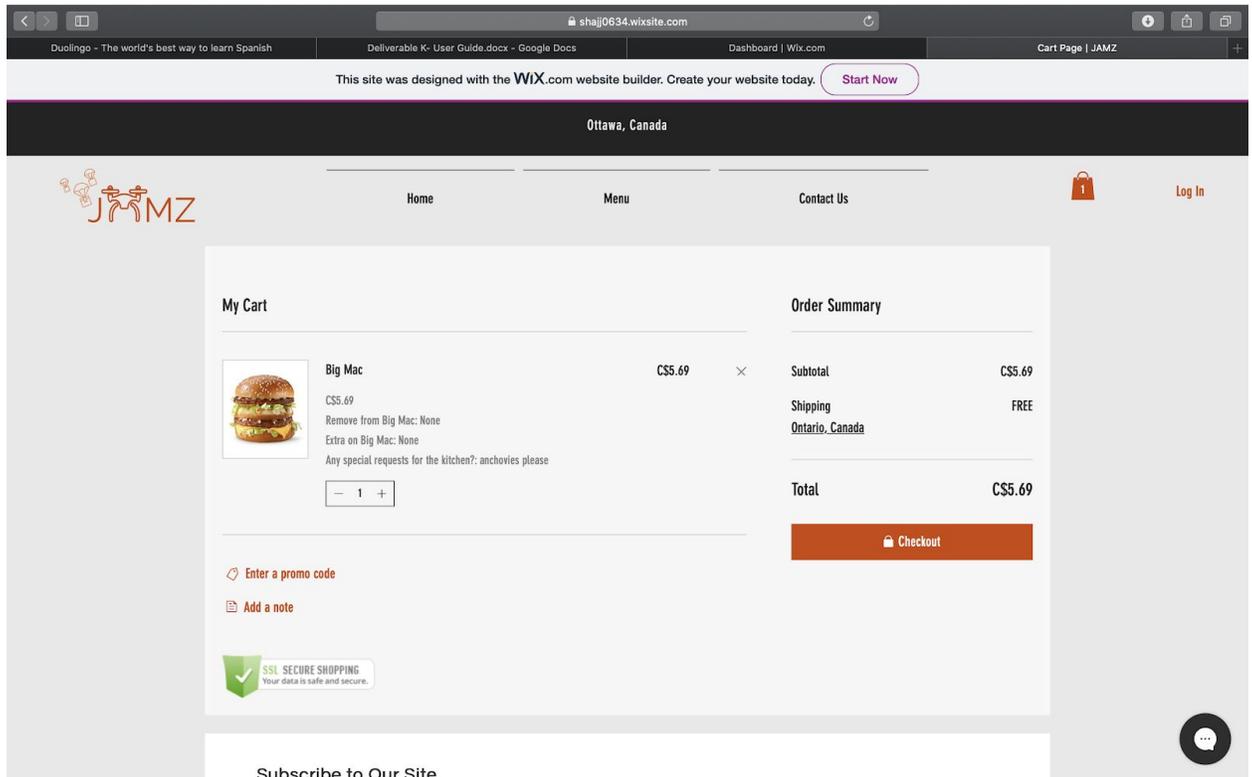
special comments can be made for the kitchen.



The quantity of the item can also be changed by editing the field labeled Quantity. Once the item is up to par, the item can be added to the cart by clicking on the orange “Add to Cart” button at the bottom of the menu. Once the item is added, a mini menu appears at the right hand side of the screen.



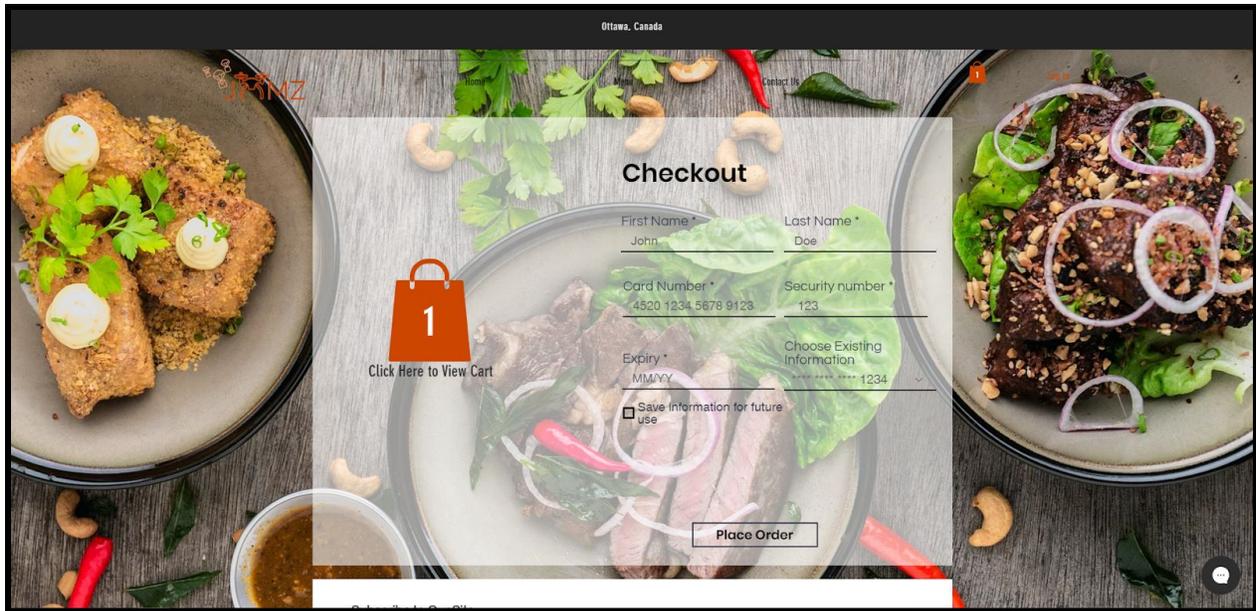
The mini cart can be dismissed by clicking the arrow on the left hand corner of the mini cart. The items displayed in the mini cart can be removed by hovering over the item and clicking the “X” that appears on the right hand corner. The quantity of the item can also be edited on the mini cart by clicking the “+” or “-” on either side of the quantity value. A subtotal will also be displayed at the bottom of the mini cart. To view the full cart, the “View Cart” button can be clicked and the shopping cart page will appear.



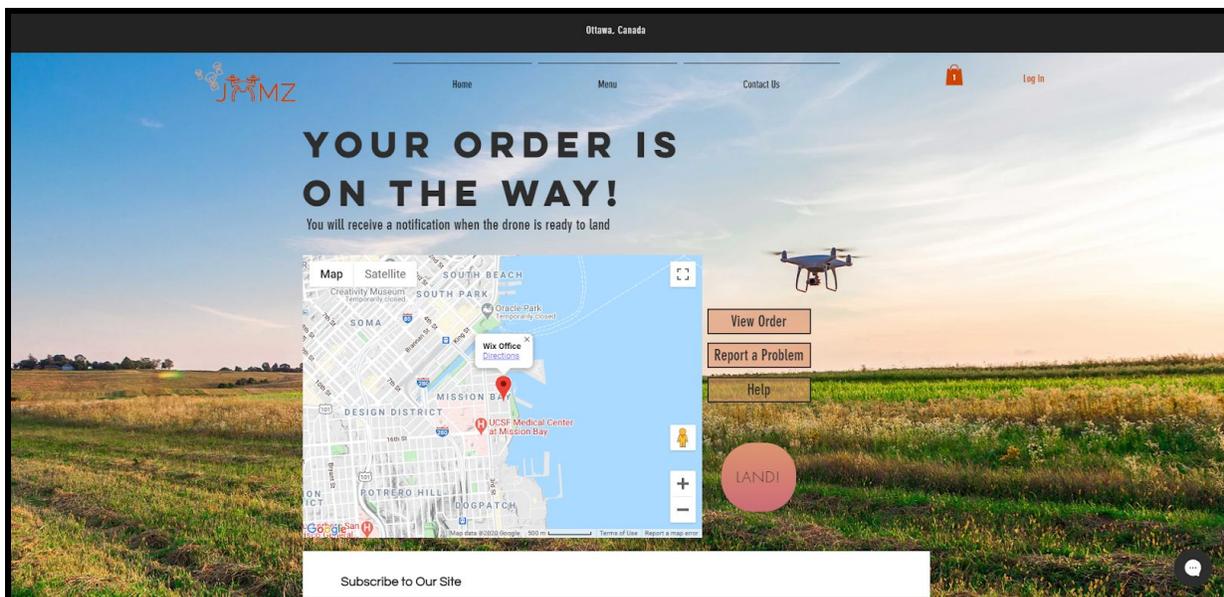
Items can be removed from the cart by clicking the “X” on the right corner of the item. The quantity of the item can also be changed here the same way it is changed on the mini cart. The subtotal, service fee, and total are displayed on the right side of the page. Once the order is complete, the checkout button can be clicked to take the user to the checkout menu.

Checkout/Payment & Confirmations

The checkout page is where the user will input their payment information, or select a previously saved payment information. By clicking the shopping bag, the cart will display in order to show the user what is in their cart. The user also has the option to save the inputted information to their account for future use.



Once the user clicks “Place Order”, they will be brought to this page which confirms that their order is on the way. From here, the user is given a visual representation of where the drone is relative to their location, by using maps. While the user waits for the drone to arrive, the “Land” button will not be available. The user can simply wait for the drone to arrive, or they can view their order, report a problem with regards to the drone, or click the help button which will bring the user to the contact screen.



If a problem occurs, such as a crashed drone, the user can fill out the report form to let the company know what has happened. If the problem is an emergency, the user can skip the form and click the emergency button. This will immediately alert the company, as well as the proper emergency staff.

Report a Problem

Please fill out the form below to report a problem:

Report Form

*First Name **

*Last Name **

Email

What type of problem are you reporting? *

Crash
 Injury
 Tampering
 Other

Where did this incident take place? *

At the destination
 In transit
 At the restaurant
 Other

Is medical attention needed? *

Yes
 No

Was the order recieved? *

Yes
 No

Submit Report

CLICK HERE IN CASE OF EMERGENCY

When the drone arrives and is ready to land, the user will press the “Land” button in the confirmation page. The drone will then proceed to land and this page will display. This page provides instructions as to how the user must retrieve their order from the drone. Once that is completed, the user will press the “Take off” button and the drone will leave.

JAMZ Home Menu Contact Us [Log In](#)

THE DRONE IS NOW LANDING

Once the drone has landed, wait for the propellers to stop spinning, then take your food from the container



Once you have grabbed your food, please stand at least 10 feet away, and press the "take off" button

Take Off

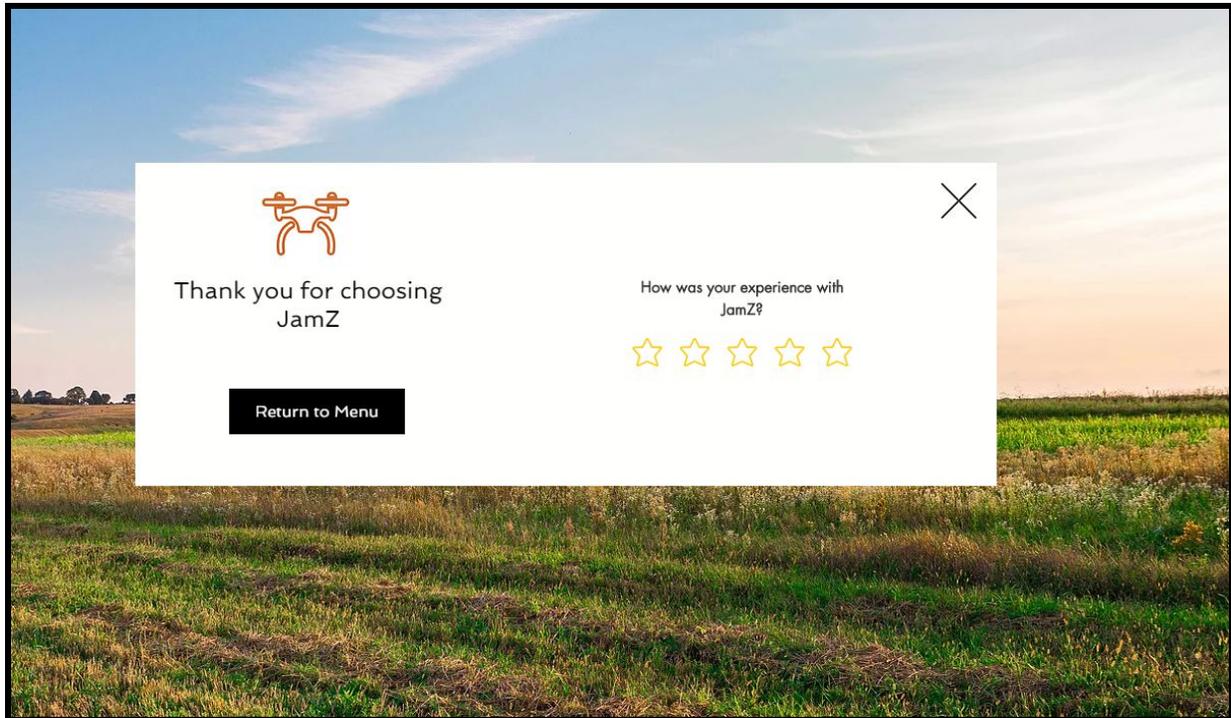
Subscribe to Our Site

Name

Email

Rating

Once the drone has taken off and left, the user will be provided the opportunity to rate their experience. It ranges from 1-5 stars. Once the user does that, they can return to the main menu, or exit the website.



Prototyping & Testing

Now that the website is set up, it needs to be cut into several subsections and tested accordingly.

Prototype Subsections

When prototyping and testing, it is best to have multiple subsections to avoid risk of failing to recognize failure. Moreover, if we were to just have the prototype as the whole website, and assuming a feature or a tab is not working properly, then it would be way harder to identify the exact place where the error is. This is why we use subsystems. In the development of our website, there 5 subsystems: login/sign up, menu, ordering, checkout & tracking and rating. Each subsystem was designed to test a specific feature. The login/sign up subsystem was designed to insure that users can successfully login and/or create an account. The menu subsystem was created to ensure that users can successfully enter, access the menu and view the items, as well as use the search bar provided. The ordering subsection was designed to make sure that users can successfully add and remove items from their cart, with that comes the updated price with respect to the change made. And the last subsection was designed to test and insure that users are able to successfully checkout/pay, track their order (hypothetically) and view the 'land' and 'take off' buttons. All subsections were tested using the testing criteria mentioned below. Finally, after all the subsystem tests came back positive, we combined each subsystem to form one big prototype for the purposes of testing the functionality of the website as a whole and to insure that everything is perfect and running smoothly, the more you test the better!

Testing Criteria

The best testing criteria is to simulate a customer's experience. What better way to do so than to have people actually try to use the website! Our website was designed to be simple and user friendly. With that in account, the users chosen to test the website would have to be versatile as we want it to be user friendly. This includes varying ages and varying technology backgrounds. Five users with the ages ranging from 15-60 were chosen to test our website. Here, we are measuring the time it takes for the participating users to successfully complete the task that they were given (this depends on the subsection being tested). Clear instructions were given and no further assistance was provided. This needs to be done so that we can have a true understanding of what a user's experience would be like when using our website. Data is then collected and implemented to our website as explained below.

Implementing Test Results

Since the tests were geared towards accessing the simplicity and ease of use of the website, the test results allowed us to remove convoluted parts of the website. For instance, the home page was cleaned up considerably in the final prototype in comparison to the second prototype. In the second prototype, the home page was longer and contained a view desserts button. However, since this caused confusion, these removed food categories (i.e. desserts) were added to the menu page. The goal was to reduce the number of clicks and the time needed to complete an order.

Lessons Learned

We have learned many lessons throughout our entire design process and we have each taken away many things that we wish we got right the first time or did instead. For a start, we wish that we began with Wix Website Builder from the beginning. When we started we decided that regardless of our lack of coding experience we would make our website from scratch. After reaching prototype 1 we realized what an endeavor it would be for us to make a finished product that we would be completely happy with this way. Our main motivation for switching was our lack of time. We could have most likely created our site using code done completely ourselves, but we would be wasting lots of time and pushing many deadlines back just for a factor of our design that we could change. Another point of emphasis we wish we would have had from the start is to make all core decisions closer to the beginning and not as we go. Our site changed shape many times throughout our process and there many times we wished we would have had the precious time we spent redoing things.

Maintaining the Website

Just like there is a process to reproduce the website, there is also a process to maintain the website. There are many aspects to take into account when maintaining a website, especially over a long period of time, two of the most important are aesthetics and functionality.

Aesthetics

Aesthetics is a crucial aspect to anything really. In order to have users and customers use your website, it needs to lure them in, it needs to look good. A good portion of time was spent on

developing the look of the website, this consists of the color palette, logo and structure of the pages. This website was designed with respect to what is modern today. To be more specific, this website was designed in 2020. Around this time, simplicity, slickness and the color black are very in, so they were implemented in our website. Orange was also implemented in the color palette as it psychologically makes people hungry. Aesthetics is an important aspect of the website so there should be an effort to maintain it. So regularly updating the website's aesthetics with respect to what is in style is important to ensure that the website is not outdated at any time.

Functionality

In order to maintain any websites, there has to be regular test checks to ensure that there are no bugs and that everything is working properly. Websites can crash at any time, so doing a test run once or twice a week is a solid idea in efforts to maintain the website. A test run would consist of logging/signing up and placing an order to see if all the functionalities are working properly. The tracking order page is very important, so it should be checked more frequently. This needs to be done to ensure that the 'land' button for landing the drone is functional as well as the 'take off' button as our clients have emphasized the importance of the functionality of those two buttons quite frequently.

Mistakes to Avoid

The main mistake we wished to avoid was the acceptable use of Wix website builder. We should have clarified more information with clients from the beginning, as we were all under the impression that coding the website from scratch was mandatory. With that being said, we found using the Wix website builder much easier than coding it from scratch. It provided an improved aesthetic, as well as an improved functionality that we would not have been able to achieve as beginner level HTML programmers.

Conclusions and Recommendations

This customer interface was designed to be simple and user friendly to allow customers of all ages and backgrounds to order food easily. The designs and tests that were applied ensure that there is minimal confusion and that the website is familiar to its users. With the use of the Wix website manager, the owner of the website is able to directly communicate with the customers, view all orders being placed, see site analytics, and much more. This management system is available as an app on tablet and phones as well and is a great way of managing the website.

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