

ReliaSite Walkthrough

Sign Up & Discovery Process – Free Plan

Pricing page - <http://dev.reliasite.com/plan/upgrade>

- Wondering if we list/detail the 5 different monitor types on this page.
- Do we want the slug to say “pricing” rather than “upgrade” if they’re coming to this as a first-time user?

Monthly

- Info tooltips on “Check Location” aren’t showing tooltip text.
- Test 1, Test 2, Test 3 buttons on the last plan need plan names.
- Maybe we should repeat the plan title above the buttons on the Pro 100 & 200 accounts because the buttons are small, you kind of miss the name of the plan on those.

Annual

- Need dollar signs on “Billed at” amounts.

Register - http://dev.reliasite.com/register?plan_id=59

Format Validation

- On the other forms we have, the field validation is instant, i.e., if correct format is entered, alert formatting (red X in field and red outline) goes away, and if wrong format is entered, microcopy below field changes instantly. On this form, you need to click the Get Started button to get validation feedback.
- It would be great to have instant validation and feedback on all fields, password especially.
- Another problem with current functionality on password field is if the passwords don’t match, and user has to re-enter, the microcopy stating formatting rules for password creation (10 characters or more) is replaced by “confirmation does not match”. So if they have to re-enter the password, they have to remember what the rules were.
- Phone validation worked for me!

Quick Add Monitors on Free Plan?

- I’m sure you’ve already thought of this but what if on the Free Plan we add the URL/domain name field and the checkboxes of all monitor types pre-checked, and “Quick Added” their monitors at registration? This way, it’s all done in one go. They could also start seeing some of their own data as soon as they see the dashboard.
- Also a thought... the free plan doesn’t allow SMS alerts. So what if on this page, the phone number field was greyed out and there was a prompt next to it saying “Get SMS alerts for only \$5/month.” It’s really a major benefit for them and it could appear like a feature they’re missing out on. We could have a small CTA next to the text that would open a modal with selling points on the feature (focused on avoiding future pain). It would be great to then make the upgrade instant, i.e., not requiring them to go back to the Upgrade page, but click a button in the modal to upgrade to the selected pricing.

After Signup/Registration

- Some confirmation feedback would be great saying signup was successful for the plan they chose.
- After that, what do you think if instead of going to the dashboard, they’re directed right to the Quick Add Monitor page (if we go that route) where they can enter their monitors right away, and then be taken to the dashboard after they’re done.

Guided Tutorial

- I think this is a really good idea for first-time users on the dashboard to give them a good first impression. Especially in cases where there is zero data. It could also reduce the number of those who abandon the product after first use, which is common. I’m thinking of the following:

- Quick introduction tutorial - Simple guide showing 3 or 4 features - immediately convince them of the value of the product and show how to access the features.
- Guided task completion - How to set up monitors if they're not set up.
- Gamify - points if action is taken.
- Allow user to skip if they choose.

Dashboard - <http://dev.reliasite.com>

- For the short term, what if we add a message box to the top that says something like "Welcome! You have no monitors set up... To set up your first monitor, click here, etc...."
- Icon/messaging for empty states would also be great.
- What do you think about instances where there's only one domain (which would probably be pretty common) the Certificate Expiration Module and Domain Expiration modules show countdowns to expiration date instead of what we have now, which is great for multiple domains.

Add Monitor - <http://dev.reliasite.com/monitors/add>

- Just a note, are we only allowing default checkpoint location and no SMS for free plans? I'm logged in as a free plan and I see North America (default), Europe and Asia, as well as SMS option.
- Tooltips are not working.
- For SMS country code, default to 1, and a tooltip to make it more user friendly.
- SMS texts currently say "test alert for [domain] [monitor type]".

View Monitors - <http://dev.reliasite.com/monitors/view>

- In the search fields, should the "Site" dropdown be the URL? Currently, it's the Monitor Name, that's only going to be a singular monitor so will only return one listing. If it's the URL it will return all monitors for that URL.
- It would be great to have an alerts column here with maybe a red bell or green check, so you can see at a glance if there are any alerts associated with any of your monitors - which ones need action and which ones are fine.

Uptime Monitor Detail

- Should we mention on this page how often checks are done? Such as "Your Uptime is checked every 5 minutes."
- FYI, mine was default set to 6 minutes instead of 5.
- Would be cool to have an orange pill for the HTTP status code (i.e., 200). Perhaps change the title of that column from "Reason" to "Status" and a tooltip to see a list of status codes. If they do get a bad status, they're going to want to know what the status code means.
- Date and date range is working fine.
- It would be great to have more system feedback when you switch the toggle from "On" to "Off." How about a modal message, "Are you sure you want to pause this feature?..." and some graphical change to the interface as indication it's paused or turned off.

SSL Monitor Detail

- Since this is the detail page for the one SSL monitor, the first two modules could be changed up because otherwise you would always have only "1 Certificate Discovered" and "1" certificate expiring in x days. I think a countdown to expiration would be great as the first module, the errors for the second module and for the third maybe an ad?
- Also, perhaps an HTTP status error code column added to the table like the Uptime table has for showing the HTTPS error status code if it shows up.
- For the errors module, I think if the SSL/HTTPS errors are at 0, the graphic could be green with a check. If there's one or more errors, then orange with the alert icon as is shown currently.

Page Speed History Detail

- I'm not getting any data on Page Load speed.

Blacklist/Malware Detail

- Last Check/Next Check - What do you think about standard time formats here rather than military? Just a little more user friendly.
- For Event column, we already have "Clean" as a status... should the event be a verb like "Scanned"?
- For a third module, what if we had something here that was informational? As a user, I was wondering what types of malware my site is scanned for. We could have a module with messaging that when clicked shows a modal with all the malware types/description with a "clean" checkmark in front of each.. to really play up this feature and show how valuable it is. It also really adds to that sense of reassurance.

Domain Expiration Detail

- Days Remaining in the module and number of days remaining in the Event detail are off by 1 day.

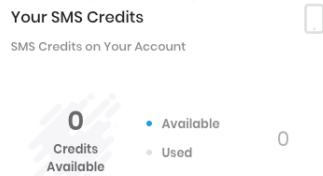
Global

- Header
 - Update or remove "Tagline" next to logo.
 - What will happen when the Support icon is clicked? Possibly add "Need Help?" next to it so you can identify at a glance?
- Footer
 - Change copyright date to 2020?
- Alerts drop down
 - Remove question mark in title.
 - How about when there are no "red alerts" a few green statuses show up here such as, "Uptime for [domain.com] is at 100% for the last x days", "Congratulations, your site [domain.com] is malware free." Reassuring and congratulatory messages.. for when things are going great and running fine. Connects with them emotionally, helps people feel the product is really working for them & has their back.
- We should make all form asterisks for req fields red.
- The text "x monitors available" I think could link to the view monitors page. If there are monitors available, maybe show a + button to the left of this text to quick add a monitor. When all monitors are used up, change tooltip to add "Upgrade to add more."
- Would we want to add an "Alerts" table to every monitor detail page?
- Breadcrumbs on detail pages - The monitor type added to the end of the monitor name creates a redundancy if monitor name includes type as it is by default. I don't think it's necessary to have the monitor type added to the end.

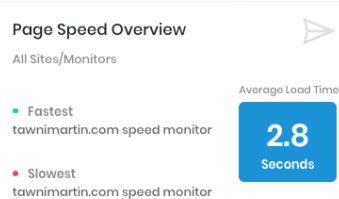
 • [View Monitors](#) • [tawnimartin.com uptime monitor Uptime](#)

Dashboard - <http://dev.reliasite.com>

- When all SMS credits are gone, graph does not appear. Thinking it should say “0 Available”, and “# Used”, with the graph all grey.



- For the Page Speed Overview module, the display works well for multiple domains, but when there’s only one domain, it appears as both “Fastest” and “Slowest”. What if in the event that there is only a single domain, “Fastest” shows the fastest time, and “Slowest” shows the slowest time instead of the monitor name? Also, there is limited room here to display the monitor name, this could get super long.. perhaps we could use the URL rather than monitor name and/or truncate the string with ellipses.



Page Speed History Detail

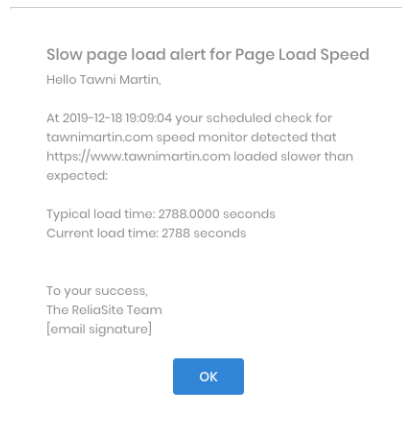
- I think it would be helpful in comprehending the graph to display how often the checks are done, also to use standard date and time formats, if possible (date: month-day-year and non-military date) We also need to indicate milliseconds for the vertical axis.
- It would be great to have a button to view alerts from the alerts table.
- Pills with HTTP code are linked to old test links.

View Alerts - <http://dev.reliasite.com/alerts/view>

- Just a note, I have one total alert showing up here (Load Speed), but the alerts table on the Page Load Speed detail page says “2 alerts sent”.
- Also, I did not receive the text alerts. Or any email alerts as of yet.
- Slow Page Load Alert
 - I got a slow page alert, with it showing “Typical Load Time” and “Current Load Time” as the same number, so perhaps this data is incorrect (see below.)
 - What do you think of instead of the signatory we include support contact information?
 - Some other ideas for Page Load Speed:
 - Display tips on how to reduce page load or other ways to speed up their website.
 - Display load speed metric ranges such as the below (but in percentage of average as per settings) so that they can gauge the severity.



- Display information on “Why does site load time matter?” (Benefits & motivation to improve.)
- Display how their page load speed compares to all other page load speeds on ReliaSite (or just compared to general internet statistics if we don’t have enough users).
- Allow them to set current speed as a benchmark so that when they make changes/improvements to their site, they receive texts saying “Congratulations! As of [Datetime] you’ve improved your page load speed by XX%. Keep up the good work.” Or “You must be doing something right today! Your page load speed just increased by X%!”



Manage Alerts - <http://dev.reliasite.com/alerts/manage>

- We might want to add a filter by alert format, so they can view all email alerts or all SMS alerts (For instance, let's say they want to only edit email alerts for all their domains.)

Add a Monitor (Quick Add) - <http://dev.reliasite.com/monitors/add>

- What do you think about allowing the user to add new URL fields (with the plus button) in the case they want to set up all monitors for more than one domain?

View Monitors - <http://dev.reliasite.com/monitors/view>

- Would be helpful to have edit and delete actions in addition to view.
- Correct me if I'm wrong, but where we have status indicating monitor is "Up", I was thinking this should change if the user switches the toggle to "Off" on the detail page? So then should it be "On"/"Off"? Or "Up/Down"? Either way, it still says "Up" when toggle is switched to "Off".

Global

- Alerts drop down
 - Love that it tracks whether an alert is viewed! What do you think of keeping the history here after alerts are checked? Instead of clearing them, change appearance/style to a "viewed" state, i.e., faded or greyed or with an eye icon, but still clickable. Once the user learns one way to find something, they tend to repeat the behavior. I wouldn't want them to say, "I saw an alert here yesterday, where did it go?"
- Main Navigation
 - Menu items should appear blue and unlinked when the user is on the page it references, to show the user what page they're currently on.
- All individual custom add monitor pages: (<http://dev.reliasite.com/monitors/add/1>, <http://dev.reliasite.com/monitors/add/2>, <http://dev.reliasite.com/monitors/add/3>, <http://dev.reliasite.com/monitors/add/4>, <http://dev.reliasite.com/monitors/add/5>)
 - I would add the top-tier page to the breadcrumb, like: "dashboard icon • [Add a Monitor \(linked to QuickAdd page\)](#) • Add an Uptime Monitor" because all these custom monitors are sub-pages of the QuickAdd page. When you're on one of these sub-pages, you might not know how to get back to the Quick Add page, because if you're looking for "Quick Add", that page is titled "Add a Monitor" in the main menu.
 - I would add a Delete Monitor button to these pages.
 - Perhaps a Cancel button as well. Because, when you delete an alert setting, such as your phone number for SMS texts, this action is permanent. In other words, it's not dependent on clicking the "Update Monitor" button to save the change. If this is going to stay, we need an "Are you sure" prompt.
 - Would you want slugs to be page name rather than numbers?

- Need microcopy for format of telephone number for SMS alerts. It does not accept formatted text.