

## Introduction for the participant

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

We're asking people to use University of Edinburgh systems so we can see whether they're working as intended.

The first thing I want to make clear right away is that we're testing the system, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

As you use the system, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve things, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away. We're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then. And if you need to take a break at any point, just let me know.

*Present participant with a browser on the Learn homepage with the dummy account logged in.*