

USABILITY EXAMPLE – VERY POOR

Instructions begin with, “Click on *Account Maintenance*”

Question: How would you think to get there? (Note: It is not a link in orange under any of the tabs.)

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Hi Patricia Saver Since: November 19, 2007

Checking and Savings Download

Account Type	Account #	Balance ⓘ	Available ⓘ
Electric Orange Activate Checkbook		120.74	120.74
Orange Savings		32.80	32.80
Total:		\$ 153.54	\$ 153.54

Routing Number:
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HELLO Can't tell your accounts apart? [Nickname 'em](#)

FAQs
▶ Why is there a difference between my Balance and Available Balance?

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Answer: The amounts in the *Available* column are links to a page where there is an *Account Maintenance* link. But there is nothing to indicate that the amounts are even links at all.

Improvement: Have an *Accounts Maintenance* link under the *My Accounts* tab.