

Theme Identification

1. It was observed that 2 out of 6 participants were confused between logo and profile picture. This means that it is difficult for some users to differentiate between profile picture and the logo
2. It was observed that 1 out of 6 participants wanted to import profile from social media. This means that a small portion of users want to import profile picture from social media.
3. It was observed that 2 out of 6 participants wanted to edit the profile but could not. This means that some users want to change their profile but could not.
4. It was observed that 2 out of 6 participants wanted to edit the profile picture but could not. This means that some users want to change their profile picture but could not.
5. It was observed that 3 out of 6 participants want separate back icons on the screen. This means that many users want back icons on the screen.
6. It was observed that 1 out of 6 participants wants an emergency calling system. This means that a small portion of users want an emergency calling facility.
7. It was observed that 3 out of 6 participants want to call the second-opinion therapists. This means that many users want to call the second opinion therapists.
8. It was observed that 1 out of 6 participants wants an in-screen navigation system. This means that a small portion of users want an in-screen navigation facility.
9. It was observed that 2 out of 6 participants found date selection incomplete since could not read the date on the screen. This means that some users found date selection incomplete since could not read the date on the screen.

10. It was observed that 3 out of 6 participants did not understand what the app does essentially, hence, wanted explanatory video or text for the same (maybe after registering, since logged in users already know their way around the app). This means that did not understand what the app does essentially, hence, wanted explanatory video or text for the same (maybe after registering, since logged in users already know their way around the app).
11. It was observed that 6 out of 6 participants felt that calls should not be made directly and wanted a booking system before calling. This means that all users felt that calls should not be made directly and wanted a booking system before calling.
12. It was observed that 2 out of 6 participants Did not understand that there was going to be a therapist session before having set tasks because in the prototype it was already present. This means that some users did not understand that there was going to be a therapist session before having set tasks because in the prototype it was already present.
13. It was observed that 1 out of 6 participants had no idea how to view the reviews. This means that a small portion of users had no idea how to view reviews.
14. It was observed that 2 out of 6 participants could not exit the messaging element intuitively. This means that some users could not exit the messaging element intuitively.
15. It was observed that 1 out of 6 participants could not exit a pop-up. This means that a small portion of users could not exit a pop-up.
16. It was observed that 1 out of 6 participants could not exit a call with the therapist. This means that a small portion of users could not exit a call with the therapist.

Insight Identification

1. Based on the theme that: all participants felt that calls should not be made directly and wanted a booking system before calling, an insight is: a booking system must be created.

2. Based on the theme that: few participants **wanted to import profile from social media**, an insight is: **there could be a method included to import profile from social media.**
3. Based on the theme that: many participants **wanted to edit the profile**, an insight is: **there should be way for the user to easily edit the profile.**
4. Based on the theme that: most participants **wanted a separate back icon to navigate**, an insight is: **there must be a separate back icon to navigate.**
5. Based on the theme that: few participants **wanted an emergency calling system**, an insight is: **there could be an emergency calling system.**
6. Based on the theme that: most participants **wanted to call the second opinion therapists**, an insight is: **there must be a provision to call the second opinion therapists.**
7. Based on the theme that: many participants **found the date selection incomplete**, an insight is: **there should be a date display for the user to see.**
8. Based on the theme that: most participants **wanted an explanatory element to tell them the dynamics of the app**, an insight is: **there must be an explanatory element included to tell users of the dynamics of the app.**
9. Based on the theme that: all participants **wanted an explanatory element to tell them the dynamics of the app**, an insight is: **there must be an explanatory element included to tell users of the dynamics of the app.**
10. Based on the theme that: few participants **could not understand the exiting system of the app**, an insight is: **there must be a more obvious and intuitive method to show the users how to.**