

1. There's a considerable amount of redundancy between the top two lines of text which provides little added value.

Recommendation: Consider just using the top line of text but placing it within the colored boxes. See mock up on the final page.

2. Kerberos Tickets may not be the proper terminology to use here.

Recommendation: Consider using a more standard terminology that takes advantage of existing mental models. For example, web.mit.edu/techtim and MIT Webmail both use Kerberos username, which if used would prevent confusion by the term "Tickets".

3. BEST FOR: Both certificates and Kerberos Username are best for the same groups, MIT Community.

Comment: I would also question just the student listing. If I am a Harvard student would I use certificates? This may need to be clarified.

4. There is no affordance to tell the user how to use certificates or tickets, only the username / password provides the option to log in.

Consider moving the renew cert and install leash to links under the Note (as done with Leash). This will clean up the bottom of the page and provide an area for Log In.

5. Graphic Identity: The IS&T logo needs to be of higher quality and the MIT logo may violate Graphic Identity policy.

Recommendation: Redo the IS&T logo, unless there's a good justification stay with standard MIT logo colors and incorporate "Massachusetts Institute of Technology" with the MIT identity.

 The site you are trying to access requires authentication.

1	MIT CERTIFICATES	KERBEROS TICKETS 2	USERNAME/PASSWORD
	USE CERTIFICATES	USE TICKETS	NOT REGISTERED?
	3 BEST FOR: Students MIT Faculty MIT Staff	BEST FOR: MIT Staff	BEST FOR: MIT Collaborators MIT Visitors
	Note: You must have a certificate installed on your computer to select this option	6 Note: You must have <u>Leash</u> installed on your computer to use tickets	MIT ID: <input type="text"/> Password: <input type="password"/>
	RENEW CERTIFICATE	INSTALL LEASH	4 LOG IN
	HELP	HELP	HELP

The MIT Login server authenticates you to secure MIT web services. Once you have authenticated successfully, you will be able to continue to your requested web site. Subsequently, when you visit other secure MIT web sites, you will not have to authenticate again, unless the web site requires that you do so explicitly.

[Success: Certificate](#)

[Success: Tickets](#)

[Success: Username/Pwd](#)

6. Bold and capitalization is typically used sparingly to highlight key terms or draw attention to specific areas. The current design capitalizes too many terms creating rectangles of text that cannot be preattentively processed by the mind.

Recommendation: Minimize the use of capital letters and the use of bold except where attention should be directed.

1. All three options provide an interaction design issue. The current design requires an additional click just to access content - Single Sign on page > Select method > Continue > Intended page.

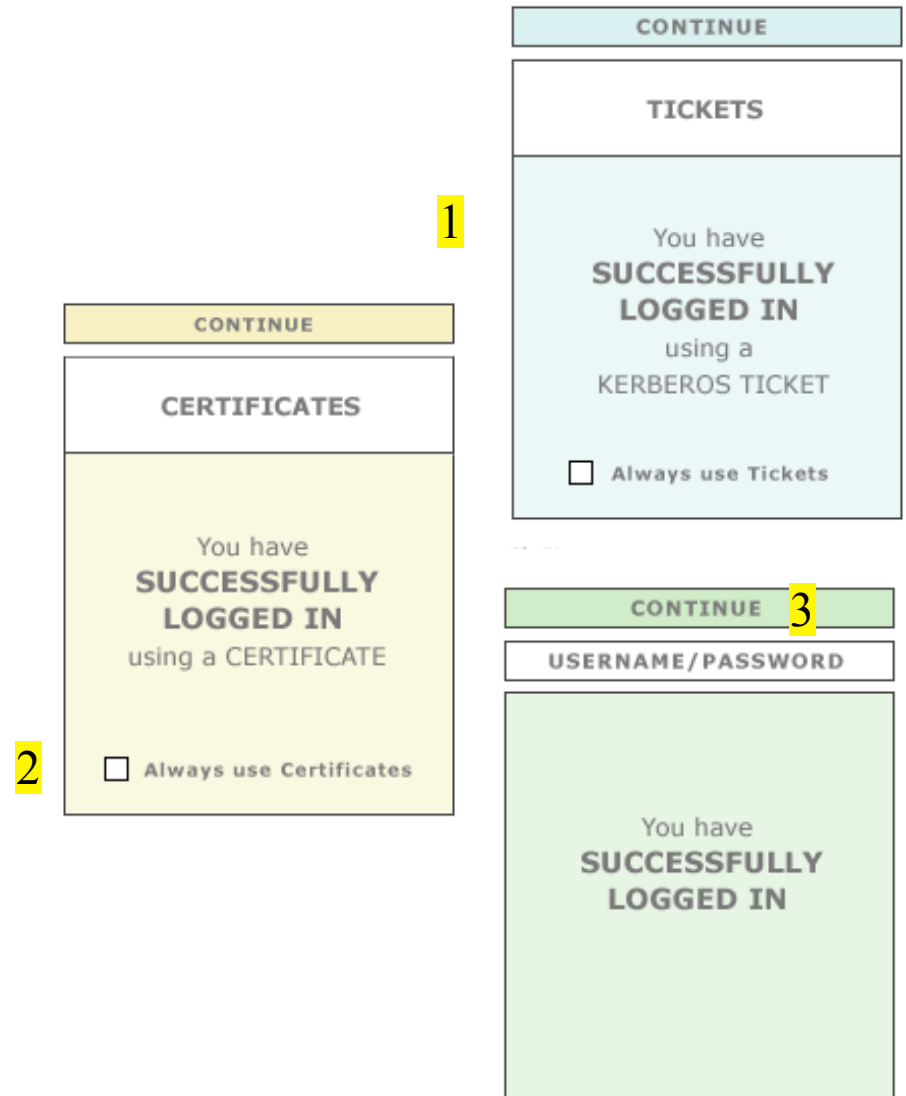
Recommendation: Simplify the interaction by using: Single Sign on page > Select Method > Intended page - unless there's an error with the method selected. This will become even less of an interaction coupled with the comment below.


2. "Always use . . ." is late in the process.

Recommendation: Mirror major sites like Yahoo and Google which provide this feature at the login page. By placing it at the sign in page, it will also reduce the interactions that the user has to take.

3. Continue - being placed at the top, rather than the bottom is counter to the present design flow. The weight and boldness of the Successfully Logged In message draws the eye to the center and then normal reading models will continue down to the option which may make the user have to learn that continue is at the top.

Comment: This can be simplified with the above comments which would remove this entire page for a successful log in.



 The site you are trying to access requires authentication.

Use Certificates	<u>Kerberos</u> Username	Visitor Access
<p>BEST FOR: MIT Students MIT Faculty MIT Staff</p> <p>Note: You must have a <u>certificate</u> installed on your computer to select this option</p> <p><input type="checkbox"/> Always use Certificates</p>	<p>BEST FOR: MIT Staff</p> <p>Note: You must have <u>Leash</u> installed on your computer to use tickets</p> <p><input type="checkbox"/> Always use <u>Kerberos</u></p>	<p>BEST FOR: MIT Collaborators MIT Vistors</p> <p>MIT ID: <input type="text"/></p> <p>Password: <input type="password"/></p> <p><input type="checkbox"/> Remember MIT ID</p>
Log In	Log In	Log In
Help	Help	Help

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