

Application: OneStart Portal

Application owner: James Thomas

Type of evaluation: Heuristic Evaluation
 Usability Testing

Date of evaluation: August 31 – September 27, 2001

Participants: 45

IUB Campus	Male	Female
Undergraduate Education Students	12	33

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Executive summary

During the month of September 2001, usability testing of the OneStart portal was conducted with 45 undergraduate students from the School of Education at Indiana University. The purpose of this study was to identify usability problems with the portal and to determine students' levels of satisfaction with the system. Participants performed nine different personalization tasks during a 90-minute session in the UITS usability lab at Indiana University.

Participants demonstrated a noticeable learning effect during the course of the test as they typically struggled with certain concepts early on and typically improved their performance as the test went on. The tasks of viewing a custom channel and changing the color scheme proved to be two of the most difficult for users. The general lack of feedback and consistent instructions led to uncertainty in many cases. While users' experiences with the system varied, virtually all of the participants expressed a high level of satisfaction with the system and an eagerness to use it when it becomes available to them.

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Purpose of Study

The purpose of this study was to evaluate the usability of the OneStart portal and guide the next iteration of the system's design. The study was unique in two ways: it was the first time an electronic version of the system was tested with undergraduate students; and the study employed a larger than normal number of users (N=45).

Method

Design

This study applied basic usability testing methodology with its emphasis on authentic tasks, authentic users, the recording of observations and comments, the analysis of data, and the formation of recommendations.¹

Efficiency, effectiveness and satisfaction measures were recorded in the following ways:

- **Efficiency** – time to complete a task
- **Effectiveness** – success or failure in completing a task
- **Satisfaction** – participants' post-test scores on the Post-Study Satisfaction Usability Questionnaire (PSSUQ)²

Participants were asked to perform a “think-aloud” or verbal protocol in order to help the researchers understand their cognitive processes during the test sessions.³

Participants

A total of 45 undergraduate students (M=12, F=33) from the School of Education at Indiana University – Bloomington, participated in the usability study. All students were either currently enrolled in or were recent graduates of W200: Using Computers in Education, an introductory course to using computers in Education. Students' ages ranged from 17 – 41 with the majority in the 19-20 age range..

¹ Dumas, J.S. & Redish, J.C. (1993). *A Practical Guide to Usability Testing*. Norwood, NJ. Ablex.

² Lewis, J.R. (1995). IBM Computer Usability Satisfaction Questionnaires: Psychometric Evaluation and Instructions for Use. *International Journal of Human-Computer Interaction*. 7(1), 57-58.

³ Ericsson, K.A. & Simon, H.A. (1993) *Protocol Analysis: Verbal Reports as Data*. Cambridge, MA. MIT Press.

WWW Experience

Participants indicated a wide range of experience with the World Wide Web with over 80% of them noting four or more categories of use. The most commonly cited uses were general news and information research, school-related tasks, online purchasing and online banking. Only 3-4 participants indicated prior experience with online portals.

Computer Application Experience

Participants also noted a range of experiences with computer applications with the majority stating proficiency with *Microsoft Office* products, *Netscape*, *Internet Explorer*, *WebMail*, *Telnet*, *OnCourse* and *Insite*. Over 50% of participants indicated proficiency with seven or more products.

Tasks

The tasks used for this study were chosen to represent some common personalization activities and to assess the most recently added features to the portal (creating a custom channel; adding and editing a bookmark). A series of nine tasks were developed with Tasks A-C performed in sequence followed by Tasks D-I performed in a random order.

For a list of the Tasks used in the study, please refer to *Appendix A*.

To avoid 'leading' the user by the wording of the tasks themselves, two of the more complex procedural tasks (C & F) were presented to participants as screen shots with instructions to make their portal look like the illustration (See *Appendix B*)

Results

The following pages of this report present the results of the study. These results have been separated according to the main components of the OneStart portal: *Tutorial*, *Personalize Content*, *Personalize Pages*, etc.

For each component discussed in the results section, primary and secondary observations are presented, along with recommendations for redesign. The **primary observations** were selected based on the frequency of their occurrence during the study and should be given the highest consideration by the design team. **Secondary observations** typically address less frequent or less critical issues, but ones that were still found to be the source of difficulty for participants in the study. Included in the secondary observations are the research team's observations based on design principles and heuristics.

NOTE: *the numbering of items in the observation and recommendation sections is to facilitate reference and discussion only and should not be considered an indicator of priority ranking.*

Tutorial

Primary observations

- 1.1 Immediately after completing the tutorial, many users had difficulty verbally identifying the four channels on the printed page for Task C.
- 1.2 After closing the tutorial window, it continued to reappear whenever users navigated through the portal. This occurred whenever users hit the BACK button, when the screen refreshed automatically after personalizing, or when manual refreshes were performed. Several users expressed their annoyance at having to close it multiple times.
- 1.3 Several users commented that the screen shots were too small to be helpful.

Secondary observations

- 2.1 The multiple navigation options (body text links, sidebar navigation, and arrow buttons) are confusing. Those users who selected these links often ended up missing information in the tutorial and not realizing it.
- 2.2 Some users had great difficulty in understanding the Personalize icon to be the critical icon for making changes.
- 2.3 The majority of people saw the arrow icons described for the accessible option and interpreted it to mean the arrow keys on their keyboard.
- 2.4 Several users commented that the term *Accessible Option* was confusing.
- 2.5 The mouseover label for the *Detach* button says “New Window” yet the button is referred to as “Detach” in the tutorial.
- 2.6 The reference to dragging and dropping content is misleading since it actually requires a “click – drag – drop” approach.
- 2.7 The reference to channel icons changing color is misleading (channel icons themselves do not change color).

Recommendations:

- R.1 Embed the tutorial into the front page and take advantage of its location to reference critical things like the *Personalize* icon, the channel icons, and the relationship between pages and channels. This will also avoid the problem of having the tutorial window reappearing unexpectedly throughout a user's initial session.
- R.2 The general content for the tutorial requires a greater focus on that information which is critical to a user getting started:
 - the relationship between portal, page and channel
 - the ability to have multiple pages
 - the ability to select from existing channels or to create your own
 - how to **begin** the personalization process by using the *Personalize* icon or the *Add a Page* feature
- R.3 Reduce the navigation options by removing the sidebar and body text links. This will make better use of the available space and creating a simpler navigation experience for the user.
- R.4 Change *Accessible Option* to *Button Version*. For the most part, only people in the computer industry are familiar with the accessible term. Until this option is truly accessible, referring to it by another name will be more accurate and understandable for the majority of users.
- R.5 Add *Next* and *Previous* text to arrows to help beginners understand. Mouseover labels are helpful, but not adequate for novice users.
- R.6 Consider including a progress indicator (e.g. #1 of X) to indicate the length of different sections within the tutorial.

Personalize Content

Primary observations

- 1.4 The channel search feature worked extremely well. Not all users made use of it, but many did and expressed great satisfaction with it.
- 1.5 Many users failed to associate the *Select a Page* feature above the channel folders with the column layout area. By doing so, over 50% of users (26 of 45) added channels to the wrong page.
- 1.6 When users clicked the *Apply* button after selecting secure channels, the *Personalize* window would inevitably disappear as the background became the active window on the screen. This served to startle many users who were then unsure what to expect from their actions.
- 1.7 When users added a secure site to their portal, a secure/non-secure dialogue appeared which asked if they wanted to continue. Several users selected *No* (8 of 45) which then canceled their navigation.
- 1.8 When users changed the *View* using the dropdown menu, they would frequently proceed to enter in their keyword search before the screen refreshed. This forced them to re-enter their data on repeated occasions.
- 1.9 Users had to read instructions before they realized how to delete a channel using the trashcan. The first action for several users was to drag the channel back to the left side to remove it.
- 1.10 When working in the accessible mode, several users began by closing all of the folders so they could more easily browse for content in the small window.
- 1.11 When the *Save before switching views?* prompt appeared, many students clicked cancel without reading it. This forced them to repeat the work they had just done.

Secondary observations

- 2.8 Users frequently struggled when browsing for certain channels. They wanted to find the following channels in the following locations:
 - the *Indiana Digital Student* in *News & Entertainment*
 - *IU Weather* in *IU Info*
 - *My Custom Channels* in *Personal*
 - *My Bookmarks* in *Personal*
- 2.9 Unlike the other *Personalize* pages, there is a lack of instruction at the top of this page.
- 2.10 In the accessible mode, users frequently looked for and occasionally commented that it was missing a *Close Window* button similar to the drag and drop version.

- 2.11 Several users had difficulty recognizing the *Columns* drop-down menu as the method for changing the screen layout. A few users failed to complete tasks as a result.
- 2.12 Many users persisted in trying to drag and drop items from the channel folders to the column layout area often nearly to the point of failure.
- 2.13 Users often clicked on the bolded, red item in first line of the search results (the description of their search criteria) only to find that it was not the actual result they were looking for.
- 2.14 Several users expressed uncertainty over the I-bar cursor. They did not believe at first that it would allow them to drag their desired item.
- 2.15 In the accessible mode, instructions were in a different frame from the channels themselves making it difficult to know at first what the instructions were referring to.

Recommendations:

- R.7 Move the *Select a Page* drop-down menu over to the right-hand side of the *Personalize Content* screen. This feature determines what appears on the right hand side of the screen, yet its current location suggests it is related to the left side.
- R.8 Seek options for overcome/reduce the impact of the non-secure/secure warning and the disappearing *Personalize* window.
- R.9 Add instructions to the top of the *Personalize Content* screen to be consistent with the other pages and to help guide users through the process.
- R.10 Eliminate the trashcan on this screen. Since it doesn't exist within *Bookmarks* anymore, consistency is no longer a compelling argument. If users want to drag trash back to where it came from, let's allow them to do so. Its removal will also help to manage the clutter factor on this screen.
- R.11 Introduce an hourglass cursor to provide users with feedback when they have initiated an action that requires the screen to refresh.
- R.12 Avoid forcing users to confirm saving their views after every search and add sequence. This is not required within the *Accessible Option* and that process was found to work much more smoothly.
- R.13 In the accessible option, present the list of folders in their collapsed form initially to allow users to browse more easily.
- R.14 In the first line of the search results make the key words bold instead of red to avoid having them appear as a link.
- R.15 Add a close window button/link to the accessible mode.

Personalize Themes

Primary observations:

- 1.12 The majority of users visited *Themes*, often several times, and typically failed to notice that it would allow them to change colors. Over 65% (31 of 45) of users failed to complete this task.
- 1.13 Students typically went first to *Preferences* in an attempt to change the screen color.

Secondary observations:

- 2.16 There is no mention of the word color anywhere on the *Themes* screen.
- 2.17 Because there are multiple campuses that currently all have the same colors, the feedback to the user is minimal as they begin to explore the multiple-select box of themes. As a result, users frequently stopped exploring after a few tries.

Recommendations:

- R.16 Use the word **color** when talking about themes until the time comes that themes are truly available and obvious in the system.
- R.17 Combine the *Themes* and *Preference* tabs into a single tab labeled *Preferences*. This would reduce the navigation required by students and it would place the color change option in a place where users expect it.
- R.18 Present only those themes or color schemes that are currently available and unique. Where the options are the same for different campuses, indicate so in the label rather than requiring the user to perform a trial and error method of clicking each item to see if there are any differences.

Personalize Pages

Primary observations:

- 1.14 Users were uncertain how to proceed on the *Pages* screen both before and after having a created a page. There is no information or feedback to guide the student through the procedure.
- 1.15 Over 50% of the users erased the name of an existing page when the task was to create a new page. In a couple of cases, individual users committed this error in both Tasks C and F, but for the most part, this occurred only in Task C as users were learning the system.
- 1.16 Many users were uncertain if they had successfully created a page. They often went to change the *Default Page* setting to see what, if any, effect that would have.

Secondary observations:

- 2.18 Several users selected and made changes to the *Default Page* drop-down menu commenting that perhaps it would allow them to view their newly created page.
- 2.19 A few users clicked the *Add more* link at the bottom of this screen when they first arrived on this screen. When it did nothing for them, they proceeded to try other things.

Recommendations:

- R.19 Rearrange and label the elements on the page to convey the difference between existing pages and creating a new page. (*See Appendix C*)
- R.20 Remove the *Default Page* option from this screen. While it is page-related, it belongs on the *Preferences* screen and since it is already there, we can simplify the organization of information by having it in a single location.
- R.21 Either remove the *Add more* feature or make it inactive until it is needed. When a user has defined the first level of 10 pages, this feature may then become visible or activated.
- R.22 If users immediately go to add content to the newly created page, that page should automatically appear in the *Select a Page* drop down menu.

Portal Page Design

Primary observations:

- 1.17 At some point all users clicked on a channel's title to expand the channel's content. Frequently, users clicked it several times, often waiting for long periods of time expecting the system to respond. In one case, a user failed to complete the task as a result.
- 1.18 On several occasions, users ended up with two different *Personalize* windows open as a result of having previously selected both the *Personalize* icon and the *Personalize* link within the *Personalize* channel. When this occurred, later attempts to open the *Personalize* window by clicking the channel's link failed to activate the window. This made it very difficult for users to proceed.
- 1.19 The current title bar function of refreshing the channel's home page interferes with tasks involving secure sites. Users who clicked on the title bar wanting to expand it, were unexpectedly returned to the home page and forced to login again before they could complete their task (e.g Insite).
- 1.20 Several users thought the footer bar at the bottom of the page was another channel given its similar appearance to the channel bars.

Secondary observations:

- 2.20 A couple of users noted that the portal's channel icons are in a different sequence compared to how Windows sequences their icons.
 - Windows (Min/Max, Resize, Close)
 - Onestart (New window, Min/Max, Remove)
- 2.21 Some users were slow to notice the *Select a Page* menu in the tope left corner.
- 2.22 Users who clicked on the title bar and had to login a second time to their secure channel commented that the homepage refresh feature was unnecessary and they would just use the back button.

Recommendations:

- R.23 When a user clicks on the title bar of a collapsed channel, the channel should expand or maximize to display its contents. When the same title is clicked again, the channel should minimize. The Min and Max icons may remain in their current form for those who are used to the Windows environment.
- R.24 Remove the homepage refresh feature when a channel title is clicked.
- R.25 Remove the *Personalize* channel option. This will simplify the numerous options available in the portal and make the personalization activity easier to both describe and understand. This will also eliminate the problems that arise by having two different personalize windows open.
- R.26 Move the *Select a Page* feature and the *Personalize* icon closer together. The improved proximity between these two common elements will benefit both the novice and the experienced user through improved visibility and efficiency of selection.
- R.27 Change the footerbar so its appearance is different from that of a channel. This will avoid users confusing channels with the footer.

My Custom Channels

Primary observations:

- 1.21 Many users commented the *My Custom Channels* feature made the portal much more useful to them than if it only had predefined channels determined by IU.
- 1.22 The majority of users demonstrated a significant uncertainty about how to use the *Save* and *Add* buttons. Many users thought the *Add* button was going to directly add it to their page.
 - clicked *Save*: 9 users
 - clicked *Add*: 7 users
 - clicked *Save + Add*: 14 users
 - clicked *Add + Save*: 8 users
- 1.23 Once users created their channel, many were uncertain where to look for it. Over 50% of users failed to locate the newly created channel and passed on Task G at this point.
- 1.24 When users realized they were uncertain how to proceed after creating a channel, they typically returned to read the instructions at the top of the *My Custom Channel*. There was no instruction there for them however.
- 1.25 When users created their channel and went to *Personalize* to add it, they all began by looking in the *All Channels* view. When they browsed the list to find it, they invariably looked in either the *Personal* folder or the *Entertainment* folder (believing that it could have been added automatically somehow).

Secondary observations:

- 2.23 Users expressed uncertainty over the various fields in the *My Custom Channels* window (e.g. does *link* = url? what is '*detach with toolbar*'? what is *channel height*?)
- 2.24 When users went to channel or portal Help to find out how to proceed, the information regarding *My Custom Channels* provided no details on what to do following the creation of a custom channel.
- 2.25 Even though optional items are labeled with an asterisk (*), many users returned to select *detach with toolbar* when their new channel did not appear as expected. This seemed to suggest that it was unclear what was optional.

Recommendations:

- R.28 Redesign the labels and location of the *save* and *add* buttons to avoid confusion over what each does and when they should be used. (See *Appendix C*)
- R.29 Either include feedback following the save of a new custom channel or in the general instructional steps for the channel. This informs the user what to do next.
- R.30 Have all new custom channels automatically stored in a folder entitled *My Custom Channels*. This folder should be stored at the main level of the channel folders hierarchy in the *Personalize Content* screen. The current *My Custom Channels* channel could be renamed (e.g. *Create a Custom Channel*) and stored in this folder as well.
- R.31 Consider a design that might allow users to select the destination page for their new channel as part of the creation process.
- R.32 Provide examples (in brackets) as to what the various options are for in the *Custom Channels* field. (See *Appendix C*)
- R.33 Make explicit what is optional information and arrange the items within *My Custom Channels* according to priority with optional items presented last.
- R.34 Include an **http://** pull down menu in order to be consistent with the *Bookmarks* channel and to avoid the need for error screens when users forget to enter this detail. This would also eliminate the *Channel Link* label which was confusing for several users.

Help

Primary observations:

- 1.26 When users did go to use Portal Help and the topic of interest was available, they often skipped over it without noticing it. The current arrangement of items in the *FAQ* list do not lend themselves to easy recognition – the repetition of Why, How, etc. makes it difficult to easily and quickly discriminate between items.
- 1.27 When users went looking for assistance with the following, they failed to find what they needed:
 - printing a channel's contents –not available
 - *My Custom Channels* –no information on how to proceed after creation
 - adding a channel –only details intended for publishers (very confusing for the average user who is just trying to personalize their page)

Secondary observations:

- 2.26 One user commented that a search function within the help section would be useful.

Recommendations:

- R.35 Organize *FAQs* by category to allow easier browsing and discrimination among items.
- R.36 Include details on the basic activities that users may want to perform as they are learning to use the portal (e.g. how to add a page, how to add a channel, etc.).

Bookmarks

Primary observations:

- 1.28 Virtually all users created their bookmarks and folders in a different place than they intended and later had to move them. In several cases, moving the item presented a major problem, causing users to delete and start over again rather than successfully moving the item.
- 1.29 Users frequently missed the cues for certain functions (edit icon, move to folder button, drop-down menu for Bookmarks/Folder, the horizontal display of folder hierarchy). Many users spent extra time redoing their actions as they tried to understand the sequence of steps required and the various displays of information.
- 1.30 All users required a prompt to refresh their screen after organizing their bookmarks and attempting to view them within the channel on the portal page. Until this prompt was given, users were unclear why their changes had not taken effect.
- 1.31 10% of users (4 of 45) added a bookmark or folder and then hit the *Enter* key, causing the screen to scramble the display.
- 1.32 On numerous occasions, users selected an item from the Bookmarks/Folder drop-down menu and immediately began typing in the name field before the system refreshed. Individual users often committed this error multiple times during their session, having to retype their entries each time.
- 1.33 When users wanted to add a folder they typically went to the *Folders* tab, even after having used the Bookmarks/Folder drop-down menu successfully.

Secondary observations:

- 2.27 Several users began the first *Bookmarks* task by clicking the link in *What's New?*. They then had a difficult time being able to return to the *Edit* mode since the *Edit* link is only available on the channel bar. Users who went directly to the *My Bookmarks* channel itself generally noticed and used the link although some failed to see it for several minutes.
- 2.28 In the *Edit* mode, the hyperlinks for each bookmark frequently interfered with the users objectives of moving or editing a bookmark. They expected the link to allow them to edit the bookmark and instead it opened a new window for that URL.
- 2.29 There is no feedback nor instructions on the *Edit* screen.

Recommendations:

- R.37 Improve the visibility of cues presented in the bookmarks interaction by reducing the number required. (*See Appendix C*)
- R.38 Avoid the problem of the Bookmarks/Folder drop-down menu and make it clearer for users to select the action they desire by separating out the *Add Bookmark*, *Add Folder*, and *Edit* activities using the tabs at the top of the window (*See Appendix C*)
- R.39 Ensure that the *Enter* key performs the same action as the *Save* button to avoid users losing their information.
- R.40 Remove the hyperlink feature that sends users to the actual website associated with the bookmark.
- R.41 Rearrange the layout of the *Edit* screen to improve the proximity of the edit links and to improve the display of the folder/bookmark hierarchy. (*See Appendix C*).

Printing

Primary observations:

- 1.34 Many users struggled when trying to print only the contents of a particular channel.
- Right clicked: 9 users
 - Browser icon with selected frame: 4 users
 - Menu print with selected frame: 14 users
 - Menu print without selecting frame: 13 users
 - Gave up 5 users
- 1.35 Several users tried to detach the channel and print their schedule from the new window. However, without a toolbar on the detached channel, there were no such options available to them.
- 1.36 When users looked for assistance with printing, none was available. (See Help)

Secondary observations:


- 2.30 Users who decided to use the *Print* icon or *Print* menu command were often uncertain as to whether their desired frame was the active one or not.

Recommendations:

- R.42 Make it so that new channel windows automatically detach with a toolbar.
While the bar takes up some additional space, it is the most familiar way for users to print their desired information. It also removes the uncertainty about which channel is active.
- R.43 Include details in Portal Help on printing channel contents.

Appendices

Appendix A: Tasks

- A Log into OneStart with your IU UserID and password.
- B Use the OneStart Tutorial to answer each of the following questions:
- Explain the difference between a page and a channel.
 - Explain the difference between portal icons and channel icons.
 - Describe the two different methods for selecting content for the portal?
- C Add a new page to your portal and name it “My stuff”. Add the 4 channels below and change the screen’s colors to red and gold as seen below. (*See Appendix B for this illustration*)
- D Add a channel to the wide column (right side) of the OneStart page named “IUB” that lets you view the “Indiana Digital Student” online newspaper.
- E You would like to print out a copy of your course schedule for this semester. Use the OneStart portal to add the necessary channel to your “IUB” page and use it to print out your schedule.
- F Add a page and name it “Computer Info”. Add the 3 channels as below. Use the “Accessible Option”  on the Content & Layout screen for adding your content this time. (*See Appendix B for this illustration*)
- G You would like to be able to view movie showtime details in your portal. Currently, no such option is available in the list of OneStart channels.
- Use “My Custom Channels” on your portal’s “Front Page” to create a channel that will contain the Kerasotes website (<http://www.kerasotes.com/Showtimes.asp>).
- Once created, make it so you can view this new channel on your “MyStuff” page. Use the new channel to identify two movies playing at the College Mall theatres in Bloomington.

- H Use the Bookmarks channel on the “Front Page” to create a bookmark for “Amazon.com” (www.amazon.com). Store this bookmark in a folder called “Online Stores”. Your channel should like the diagram below when you are done.

Once you have completed this, check to see that the Amazon.com bookmark works properly.



- I Using the Bookmarks channel on your “Front Page”, rename the “Amazon.com” bookmark to simply “Amazon”, and transfer it to a new folder called “Books”. Your channel should like the diagram below when you are done.



Appendix B: Tasks C & F

Task C



Task F



Appendix C: Redesign Illustrations

My Custom Channels

My Custom Channels

Use this channel to create and edit channels that are important to you but that are not available in the OneStart list.

1. Add or edit the details for your custom channel below.
2. SAVE it.
3. Go to Personalize and find your new channel in the My Custom Channels Folder.
4. Add it to the page of your choice.

Save **Add another**

Channel Title:

Channel Height: 400 (default height is 400 pixels)

Description (optional):

Toolbar (optional): (displays when channel is opened in new window)

Delete this channel:

Portal Page Layout (top= current; bottom = revised)



Personalize Content

content pages preferences

Use this page to add channels of content to your page.

1. Select a page to work with.
2. Search or browse the folders below for your content.
3. Click a channel to move it to your page.
4. Drag and drop a channel to move between columns. Drag it back to remove.

Select your channels: View: All Channels Search: GO

- Academic
- E-mail and Search
- Employment
- Entertainment and News
- IU Administrative
- IU Info
- OneStart
- Sports and Athletics
- Student Life
- Technology

Select page: Front Page Columns: Two

Personalize
New in OneStart
News Feeds

OneStart Tuto...
IU Home Page
My Bookmarks
My Custom Cha...

apply close

Personalize Pages

[content](#) **pages** [preferences](#) ?

Use this page to add, delete, and rename portal pages. You may have up to 20 pages in your portal.

1. Add, delete, or rename an existing page.
2. Click Apply.
3. Go to Content to arrange your channels on that page.

Delete	Existing pages	Add a new page
• <input type="checkbox"/> <input type="checkbox"/>	Front Page IUB IUB Staff	<input style="width: 100px; height: 20px;" type="text"/>

^ The default page appears when you log in to the portal.
You can change the default page in the Preferences section.

apply [close](#)

Personalize Preferences

content **pages** **preferences** **?**

Use this page to
- change your color theme, select a default page, select a portal greeting, and your contact details for portal feedback

First Name:

Last Name:

Preferred Email:

Greeting:

Default Page: (indicates the first page displayed when you login to OneStart)

Color themes:

IPFW	show closeup of channel bar combo and any theme related details
IU	
IUB	
IUE	
IUK	
IUN	
IUPUI	
IUS	
IUSB	

Apply to:
















All Pages

Bookmarks – Edit Bookmarks & Folders

edit **add B** **add F** **import** **export** **?**

Click below to edit, move or delete a folder or bookmark. **delete selected** **close**

my bookmarks

Delete	Edit/Move	 My Bookmarks
<input type="checkbox"/>		 Books
<input type="checkbox"/>		 Amazon
<input type="checkbox"/>		 Barnes & Noble
<input type="checkbox"/>		 IU Bookstore
<input type="checkbox"/>		 <u>Class websites</u>
<input type="checkbox"/>		 <u>Online stores</u>
<input type="checkbox"/>		 <u>Sport sites</u>

delete selected **close**

Bookmarks – Add a Bookmark



my bookmarks

Enter a name and URL for your bookmark. Specify a location for it and click Save.

Bookmark Name:

URL:

Location:

[Go back](#)

Bookmarks – Add a Folder



m y b o o k m a r k s

Enter a name and URL for your bookmark. Specify a location for it and click Save.

Folder name:

Location:

[Go back](#)