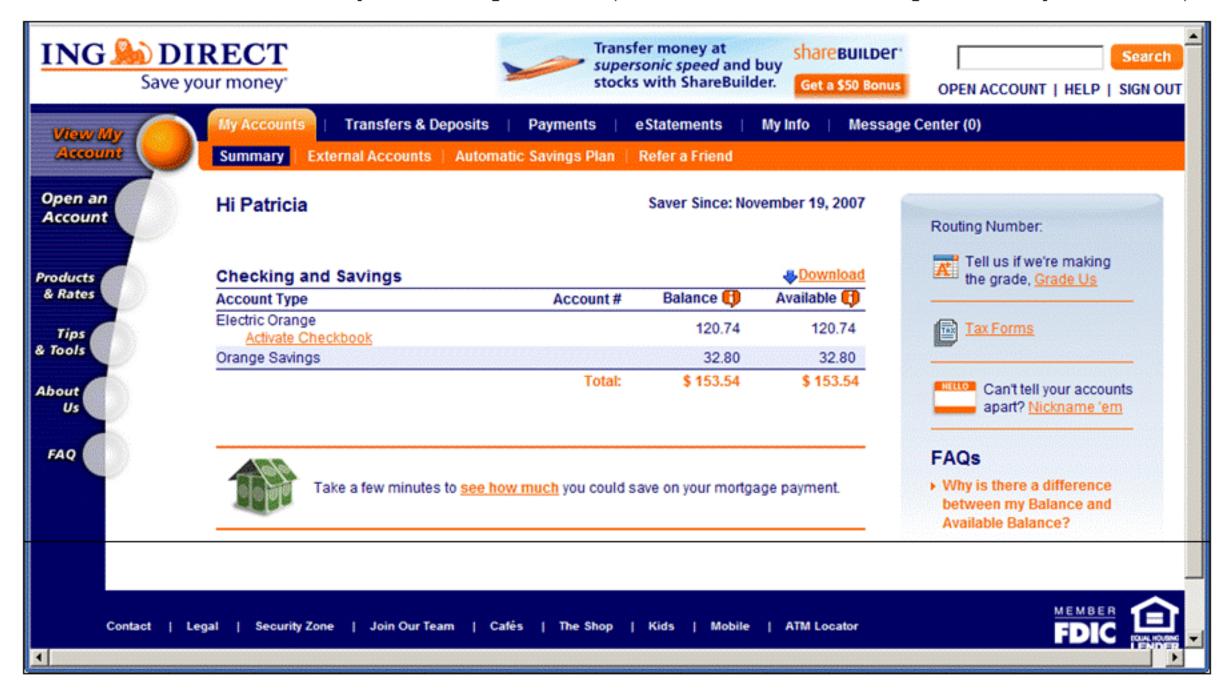
USABILITY EXAMPLE - VERY POOR

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.)



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.