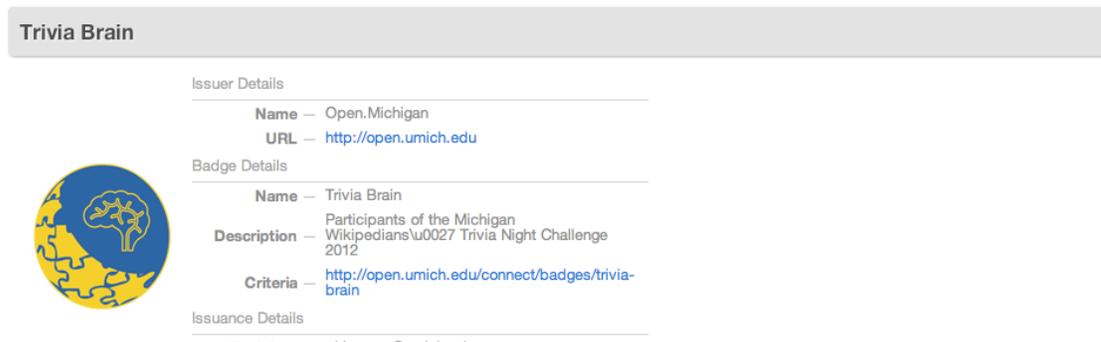Critical: There needs to be more time for the lightbox to appear after a user shared badges on Twitter in case user wants to navigate to Twitter or.nCurrently the lightbox disappears too quickly to process what is said on it.

Critical: The group name isn't saved on the home page after it has been updated on the share-this-group page. If this is done intentionally to allow users to have two group names, it is not clear what the difference between the two names accomplishes.
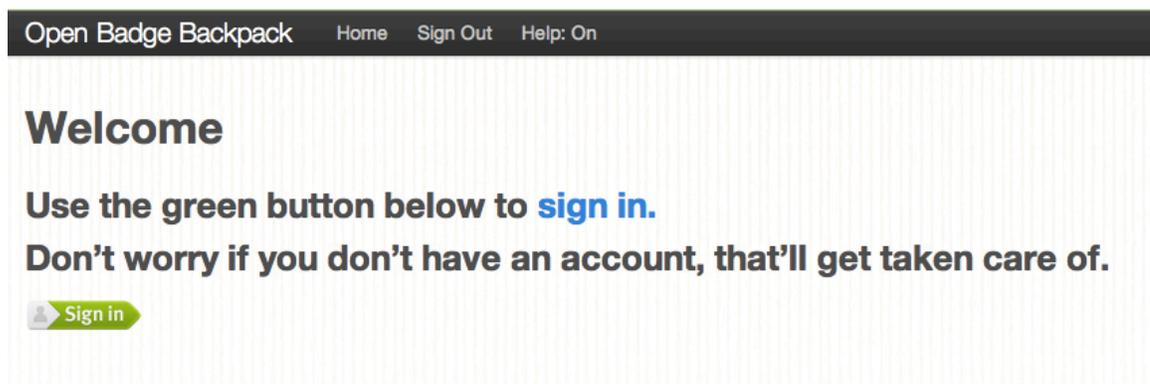
Critical: Missing first apostrophe in issuer URL causes dead links. For example: <td>http://navigator-badge.hackasaurus.org/</td>

Critical: Allow for badge titles and badge descriptions to have special characters. For example, in the picture below the "Description" should state: "Participants of the Michigan Wikipedians' Trivia Night Challenge 2012."

Critical: Change "SignOut" link to "SignIn" link when user is signed out.

Critical: Problems with groups saving when clicking the "back" browser button on Google Chrome.

1. This workflow on Google Chrome did not work:
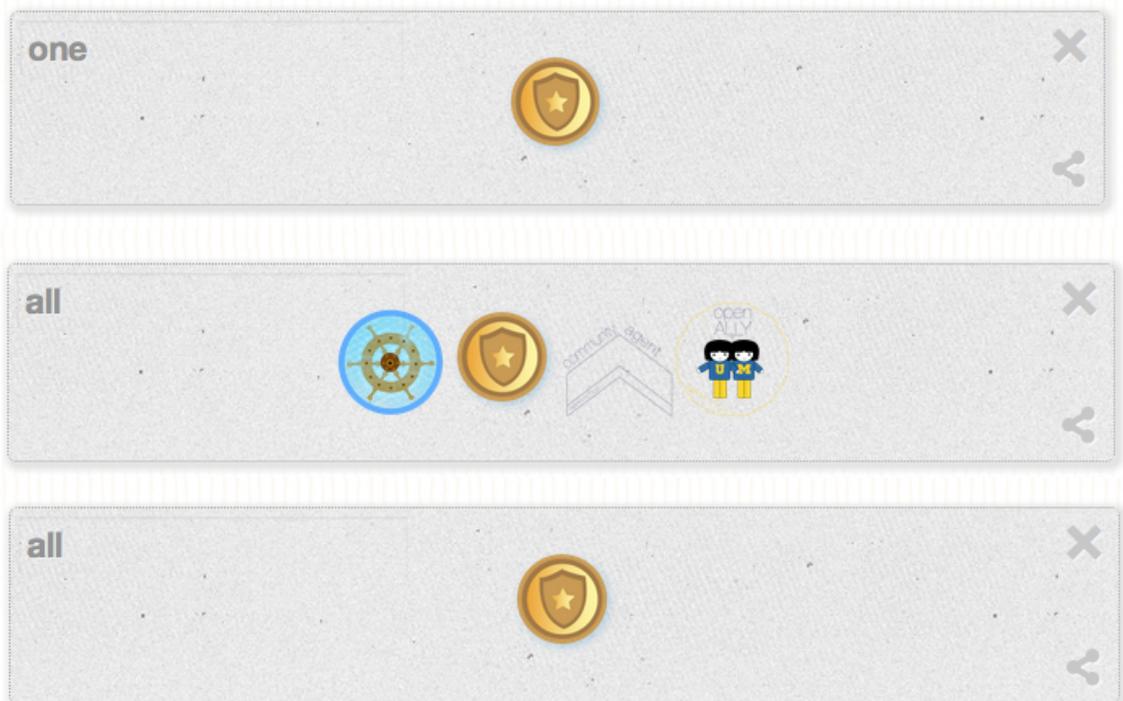2. Start with no badge groups

3. Drag and drop a badge into a group space
4. Click on the share-this-group symbol
5. Don't click on the "Save this Page" blue button but navigate back to the home page with the "Back" browser button.

Result: Badge group disappears. Badge group comes back only when user signs out and signs back in.

Similar workflow on Google Crhome did not work:
1. Start with an already created and named badge group
2. Delete group.
3. Drag and drop a badge into a group space to create a new group
4. Name this group.
5. Click on the share-this-group symbol
6. Don't click on the "Save this Page" blue button but navigate back to the home page with the "Back" browser button.

Result: First badge group that was deleted appears with the new name of the second badge group and the second badge group is no longer visible.

Critical: Clicking on the "Help:On" link from the share-this-group page takes user to the home page. Tool-tips should be available for the share-this-group page or feature should be completely turned off.

Moderate: Keep consistency with text editing. On the share-this-badge page either remove the "Save this page" button and allow user to save text by clicking off the text edit box or make the button more prominent.

There is a difference in experience of how users edit text on different pages. This may cause some users to be confused with how to save edited text. On the home page text is saved once the user clicks off the text-edit box. On the share-this-badge page the user needs to click the saved button – particularly problematic when a group contains multiple badges and user needs to scroll to see the save button.

Moderate: Make the critical task of being able to share one badge or multiple badges more visible. This could be accomplished by allowing users to share badges without clicking the "Save this Page" button.

Users took between 5 and 7 minutes when asked to use the backpack to share a badge or group of badges on Twitter. Help feature did not explain to users how to accomplish critical tasks such as sharing, grouping or uploading badges. One user expressed frustration that the help page and tool-tips only showed her information that she already knew: "duh, I know these are badges, but how do I share them?"

Moderate: Provide the user with more information about whether the badge they want to upload is OBI compliant. Add another sentence about this in the directions of the "Upload Badges" section making sure to link to the metadata spec.

Users have no way of knowing what they can or cannot upload without Google Searching "Mozilla OBI metadata spec." Pointing them in the right direction with a link will help. For example, move the "Upload Badges" tool tip language to main page: "You can upload previously earned badges here, but they have to comply with the OBI metadata spec." Potentially, use the tool-tip on the "Help:On" view to better describe compliance.

Moderate: If user deletes badge name on home page and navigates away, it is not possible to see text field. The same "New Group" wording should appear if there is no entered text.

Low: Use consistent terminology. Home page uses the term "Group" for a collection of badges while the third page in the sharing workflow uses the term "Portfolio." Similarly, some pages use the term "Share" while the tool-tips use the term "Publish" when referring to putting badges on social networks.

Low: may not be clear that going home will take user to all badge pages (may want another link to navigate) (user control and freedom)

Low: "Drag a Badge Here" wording made some users think that only one badge could be dragged per group.