

"Transaction" Checklist

Compliance and evidence repository

(see filling notes below)

The requirements listed below are linked to the respective evidence collection sheets

Website designation: Online Appointments
 Website address: <https://agendamentos.mne.gov.pt>
 Organisation: Ministry of Foreign Affairs
 Evaluation date: 28-11-2023

Y	N	NA	
			1 - FORMS
X			1.1 The tab sequence between fields follows the filling sequence
		X	1.2 Forms more than 2 screens high must be distributed over several pages
		X	1.3 Forms with more than one page have the sequence of steps illustrated
			2 - FIELDS
X			2.1 Field sizes should reflect the predictable size of the data
X			2.2 Progressive disclosure is used instead of inactive fields
X			2.3 Field captions are brief and clear
X			2.4 Mandatory fields must be clearly indicated as such
			3 - RESPONSE
		X	3.1 In long actions, the system must indicate what is happening
X			3.2 The success of the transaction/sending information must be confirmed
			4 - ERRORS
X			4.1 Information already entered must be capable of being corrected at any time
X			4.2 Destructive actions must never be permanent; it must always be possible to undo the operation
X			4.3 Error messages are clearly identified next to the source fields
X			4.4 Error messages must show concrete steps to resolve them

Conformity: 10/10

Tests not applicable: 3

Test list: 13

100,0%

Filling note:

In the "Summary Sheet" you must fill in 4 fields:

- Website designation
- Website address
- The owning entity
- Evaluation date

These 4 fields are identified with a yellow background and are found in cells G1 to G8 respectively. For screen reader users, they can identify the filler cells by their background color, which is announced by the reader. For example, VoiceOver reads "yellow solid color fill".

Use the links in the checklist to navigate to the inner sheets, each dedicated to collecting evidence for each of the requirements.

On the inner sheets - from 1.1 to 4.4 - it is only necessary to mark with an 'X' the columns Y (Yes), N (No), NA (Not Applicable), respectively cells B3, C3 and D3. Note that these cells are automatically collected and copied to the Summary Sheet.

On the inner pages, under the indication "List of evidence", you must place the images and make notes that lead you to consider that it passes this requirement (Yes), to justify why it does not pass this requirement (No) or why it is that the requirement is not applicable (NA) to the website under analysis.

1 - FORMS

Y	N	NA
x		

- 1.1 The tab sequence between fields follows the filling sequence
The tab order between the fields must correspond to the normal form filling sequence.

List of evidence

<https://agendamentos.mne.gov.pt/pt/suggestions>

Notes:

The tab sequence between fields follows the filling sequence.

Sugestões, Elogios ou Reclamações

Todos os campos são de preenchimento obrigatório.

Nome

E-mail

Assunto

Mensagem

0/246



Ao enviar este formulário, declaro que li e compreendi a [Declaração de Privacidade](#) e dou o meu consentimento para o tratamento dos meus dados pessoais para os fins expressos.

Submeter

1 - FORMS

Y	N	NA
		x

1.2 Forms more than 2 screens high must be distributed over several pages

Forms should not be presented in an excessively long format. Forms that occupy more than 2 screens in height must be distributed across as many screens as necessary to comply with this rule. Long forms can also have several deferred interaction moments, asking the user for absolutely necessary information at each stage, as opposed to requesting all the necessary information in the first moment of interaction.

List of evidence

<https://agendamentos.mne.gov.pt/pt/suggestions>

Notes:

The website does not have forms more than 2 screens tall

Sugestões, Elogios ou Reclamações

Todos os campos são de preenchimento obrigatório.

Nome

E-mail


Assunto

Mensagem

0/246

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☐ Não sou um robô


reCAPTCHA
Privacidade - Termos de Utilização

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Submeter

1 - FORMS

Y	N	NA
		x

1.3 Forms with more than one page have the sequence of steps illustrated

Forms distributed over several pages must indicate at the top of the page the sequence of steps necessary to complete them, together with the designation of each step. The user must be able to select previous steps to return to the respective screens and, if necessary, correct information.

List of evidence

<https://agendamentos.mne.gov.pt/pt/suggestions>

Notes:

The website does not have forms longer than 1 page

Sugestões, Elogios ou Reclamações

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Nome

E-mail

Assunto

Mensagem

0/246

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Submeter

2 - FIELDS

Y	N	NA
x		

2.1 Field sizes should reflect the predictable size of the data

The size of the fields should reflect the predictable size of the data input. For example, a telephone field must be as wide as necessary to contain all the digits. Neither more nor less.

List of evidence

<https://agendamentos.mne.gov.pt/pt/suggestions>

Notes:

The size of the fields is necessary to record and display the predictable values to be recorded

Sugestões, Elogios ou Reclamações

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Nome

E-mail

Assunto

Mensagem

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Submeter

2 - FIELDS

Y	N	NA
x		

2.2 Progressive disclosure is used instead of inactive fields

Instead of showing inactive fields, the form should hide fields dependent on the key field whenever it has not been activated. When activating the key field, the fields that depend on the condition defined in it are displayed.

List of evidence

<https://agendamentos.mne.gov.pt/pt/suggestions>

Notes:

The website has forms with dependent fields that are revealed progressively and responsively to key fields

Escolha o Posto e Ato Consular

Posto Consular

Consulado de Portugal em New Bedford



Categoria do Ato Consular

Documentos de viagem



Ato Consular

Selecione o Ato Consular



Pesquisar



Passaporte Comum Electronico (PEP)

2 - FIELDS

Y	N	NA
x		

2.3 Field captions are brief and clear

The captions associated with the fields must be clear and as brief as possible, without resorting to extensive explanations. If such explanations are necessary, they should be presented in a parallel text block.

List of evidence

<https://agendamentos.mne.gov.pt/pt/suggestions>

Notes:

Field captions are brief and clear

Sugestões, Elogios ou Reclamações

Todos os campos são de preenchimento obrigatório.

Nome

E-mail

Assunto

Mensagem

0/246

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Submeter

2 - FIELDS

Y	N	NA
x		

2.4 Mandatory fields must be clearly indicated

Identification should not be based solely on color. Visual identification signs must be visible. An alternative equivalent compatible with the assistive technologies used by users with special needs must be made available.

List of evidence

<https://agendamentos.mne.gov.pt/pt/suggestions>

Notes:

Mandatory fields are identified

Assunto

⚠ O campo assunto é obrigatório

Mensagem

⚠ O campo mensagem é obrigatório

0/246

3 - RESPONSE

Y	N	NA
		x

3.1 In long actions, the system must indicate what is happening

The system must indicate what is being processed or what waiting time is expected when the user triggers actions that lead to this behavior.

List of evidence

<https://agendamentos.mne.gov.pt/pt/suggestions>

Notes:

The website does not have forms that trigger long actions that require an indication of expected waiting time.

3 - RESPONSE

Y	N	NA
x		

3.2 The success of the transaction/sending information must be confirmed

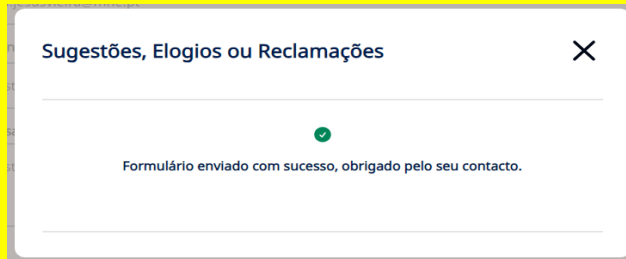
The success of a transaction must be clearly communicated to the user through a confirmation message.

List of evidence

<https://agendamentos.mne.gov.pt/pt/suggestions>

Notes:

Sending the contact form/suggestions data informs you of the success of sending the email



4 - ERRORS

Y	N	NA
x		

4.1 The information already entered must be able to be corrected at any time

All information already transmitted by the user in a session can be corrected, at any time, before the transaction is finalized.

List of evidence

<https://agendamentos.mne.gov.pt/pt/suggestions>

Notes:

The data filled in the form fields can be changed before sending them

Sugestões, Elogios ou Reclamações

Todos os campos são de preenchimento obrigatório.

Nome

E-mail


Assunto

Mensagem

0/246

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Submeter

4 - ERRORS

Y	N	NA
x		

4.2 Destructive actions should never be permanent; it must always be possible to undo the operation

The user must be able to recover from any action they took during the session.

List of evidence

<https://agendamentos.mne.gov.pt/pt/suggestions>

Notes:

There are no destructive operations on registered data. There is the possibility of changing data in the Profile and Schedules, which are only effective upon final confirmation and can be changed up until that moment.

4 - ERRORS

Y	N	NA
x		

4.3 Error messages are clearly identified next to the source fields

Error messages must be presented clearly associated with the fields to which they relate. This does not invalidate the need to present them in a summary list. This last technique is particularly useful on long pages.

List of evidence

<https://agendamentos.mne.gov.pt/pt/suggestions>

Notes:

The error message indicates the field is invalid or missing

Assunto

O campo assunto é obrigatório

Mensagem

O campo mensagem é obrigatório0/246

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☐ Não sou um robô

reCAPTCHA

Privacidade - Termos de Utilização

Recaptcha é obrigatório

4 - ERRORS

Y	N	NA
x		

4.4 Error messages must show concrete steps to resolve them

Error messages must be clear and succinct, not unnecessarily exposing the user to the system's internal mechanisms, clearly explaining the steps necessary for the user to resolve the problem.

List of evidence

<https://agendamentos.mne.gov.pt/pt/suggestions>

The screenshot shows a web form titled 'Assunto' and 'Mensagem'. The 'Assunto' field is empty and has a red border. Below it is a red error message: 'O campo assunto é obrigatório'. The 'Mensagem' field is also empty and has a red border. Below it is a red error message: 'O campo mensagem é obrigatório'. At the bottom of the form is a reCAPTCHA widget with the text 'Não sou um robô' and a checkbox. Below the reCAPTCHA is a red error message: 'Recaptcha é obrigatório'.

Notes:

The error message clearly indicates which fields must be corrected