**eHealth Usability Benchmarking Instrument (HUBBI) [English]**

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| **Nr.** | **English item** | **Answer options** |
| 1 | I experienced system errors while using [the system] | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 2 | I get stuck when using [the system] | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 3 | [The system] is convenient to use at home | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 4 | [The system] is suitable for me | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 5 | [The system] is helpful to monitor people with one or more chronic health conditions | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 6 | I can see everything clearly in [the system] | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 7 | The signals, warnings and cues in [the system] are easy to interpret | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 8 | The layout of each page of [the system] is appealing | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 9 | The messages in [the system] are well-structured | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 10 | I know where in [the system] I can find the information I need | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 11 | I understand the relationships among the different parts of [the system] | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 12 | [The system] information is easy to understand | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 13 | [The system] offers clear explanations for difficult medical topics | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 14 | The error messages in the Healthentia app tell me how to fix problems clearly | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 15 | [The system] sufficiently explains how to perform system procedures e.g., create account, log on, change settings, connect with other devices | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 16 | The Healthentia app provides sufficient feedback to support me in managing my health | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 17 | Overall, I am satisfied with [the system] | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |
| 18 | I like how [the system] contributes to my health | Totally disagree | Disagree | Disagree nor agree | Agree | Totally agree |