

Task	Use Error	Possible Scenario	Hazard	Harm	Likelihood Rating	Severity Rating	Risk Rating	Mitigation
User opens app and completes onboarding process.	User skips through onboarding process without reading the text.	User skips through the onboarding process and misses important information about the app's features and functionality. Consequently, user does not know how to use the app effectively and might feel confused or frustrated.	Option to skip onboarding	Confusion, frustration, lack of awareness of app functionality	Very Likely	Insignificant	Low	Make the onboarding process more interactive or visually interesting, summarize the main points and include them in an FAQ section within the app.
User signs into their account.	User signs into the wrong account.	User signs into a different account they have with another email address. The user cannot access the book clubs they joined with their account.	Incorrect input	Inability to access content	Unlikely	Minor	Low-Medium	Allow user to sign into multiple accounts and switch between them.
	User forgets their password.	User can't access their account because they forgot their password.	Memory, inability to recall information	Inability to access content	Possible	Moderate	Medium	Add "Forgot password?" functionality and allow user to change their password in a secure manner.
User signs up for a new account.	User chooses paid subscription accidentally.	User accidentally selects the "confirm" button instead of the "cancel" button and confirms their payment.	Charged for payment	Financial loss	Unlikely	Major	Medium	Add a confirmation alert if user selects paid subscription.
	User forgets to cancel free trial.	User does not remember to go into settings and cancel a subscription they signed up for.	Charged for payment	Financial loss	Likely	Major	Medium-High	Send the user a reminder/ alert via email or within the app close to the end of their free trial.
User enters their personal information while making their profile.	User includes inappropriate or personal identifying information in their public profile.	User includes their personal Instagram handle in their profile bio and starts receiving unsolicited requests to follow on the account.	Personal information displayed/ viewed by others	Personal information compromised, identity theft	Possible	Moderate	Medium	Give users an example of what kind of information to include, with specific titles for each section.
User selects their preferred book genres.	User selects unintended categories.	User selects category next to the one they meant to select, does not realize before pressing "Submit."	Recommendation algorithm outcomes	Poor recommendations and personalized experience, seeing irrelevant information	Unlikely	Insignificant	Low	Have settings option to change initial personalization selections.
User connects their Kindle account/ other e-readers.	User connects the wrong account.	User's device automatically inputs information for the wrong Kindle account. The user doesn't realize until they try to access a book that they had purchased on a different Kindle account.	Viewing library of another account	Inability to access content, frustration, confusion	Very Unlikely	Moderate	Low-Medium	Have settings option to log out of Kindle account and into another account.
User adds a friend.	User sends an unintended friend request to another user.	User selects a profile that looks similar to the person they meant to search for, ends up pressing "friend" button before realizing.	Similarities, heuristics	Loss of privacy, personal information compromised	Unlikely	Insignificant	Low	Include option to cancel a friend request before it has been answered.
User follows another user.	User follows the wrong account.	User selects a profile next to the one they intended to select, follows account before realizing the mistake.	Content from followed account in user's feed	Seeing irrelevant information	Unlikely	Insignificant	Low	Have option to unfollow an account
User views their notifications.	User clicks to view a notification related to a part of the book they have not read yet.	User selects notification to read new comment, reads a spoiler before they realize which part of the book they opened to.	Viewing content containing spoilers	Plot of the book spoiled, frustration, anger	Possible	Major	Medium-High	Include spoiler alert warnings when notification is at a further point in book.
User accepts an invite to a new book club.	User accepts an invite from a spam account.	User does not realize an account is spam before accepting invite, realizes later when they receive spam comments.	Viewing inappropriate/ harmful content	Unsolicited interactions, feeling unsafe	Unlikely	Moderate	Low-Medium	Option to block and report spam accounts
	User commits to too many book clubs.	User is excited to join clubs, overextends themselves and falls behind in many of their clubs. User feels overwhelmed.	Information overload, overcommitment, lack of time	Feeling overwhelmed, losing motivation, giving up on reading goal	Possible	Moderate	Medium	Suggest average amount of clubs to participate in at one time

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User checks their friend requests.	User accepts a friend request from a stranger.	User is unsure if a friend request is from someone they know or not, decides to accept anyway before realizing they do not know the person.	Inappropriate/ harmful content	Unsolicited interactions, seeing irrelevant information	Unlikely	Minor	Low-Medium	Ability to unfriend accounts.
User clicks to view the information of a book club.	User clicks "Join" by mistake.	User does not realize they have accidentally joined a club while viewing the page.	Clicking "Join" button	Seeing irrelevant information, receiving unwanted updates/ notifications	Unlikely	Minor	Low-Medium	Option to leave clubs
	User accidentally leaves the book club.	User accidentally presses the leave button while viewing the club page.	Clicking on "Leave" button, hidden content for book clubs user is not in	Loss of access to the book club discussion, frustration	Unlikely	Moderate	Low-Medium	User's progress in club is saved and returns when they rejoin an old club
User joins a public book club.	User joins too many book clubs.	User is already in several book clubs and decides to join another. User feels overwhelmed from the overcommitment and gives up on reading goals.	Unrealistic expectations, overcommitment, lack of time, information overload	Feeling overwhelmed, loss of motivation, giving up on reading goals	Unlikely	Moderate	Low-Medium	Suggestion for amount of clubs they can follow, remind them the number of clubs they are already in
User creates a new book club.	User names the book club incorrectly.	User confuses club they are creating with another similar club, ends up mixing up the names.	Misleading name	Misaligned expectations	Unlikely	Insignificant	Low	Option to change club name
	User sets the book club's privacy settings incorrectly.	User does not pay attention when creating the club, and forgets to change the default privacy setting. Their book club is then joined by random accounts.	Viewing of discussions by unintended users	Personal notes compromised	Possible	Moderate	Medium	Option to change privacy settings after publishing, default privacy setting is set to "friends only" instead of public
	User selects the wrong book for the book club.	User accidentally presses on the book next to the one they want, and does not realize until they have created the club.	Incorrect book and associated information/ content	Unwanted focus for book club, logistical issues, confusion	Very Unlikely	Insignificant	Low	Option to change the book chosen before users begin reading the book
	User invites unintended users to the book club.	User selects wrong user from the search bar, thinking it was the person they meant to invite.	Viewing of discussions by unintended users	Confusion, personal notes compromised	Unlikely	Minor	Low-Medium	Option to revoke invitation or remove members from clubs user has created.
	User chooses another of their book clubs' book for a new book club.	User adds a comment/ discussion intended for one book club but accidentally puts it in another	Content shared/ accessed by unintended user	Confusion, private group discussions viewed by third parties	Very Unlikely	Minor	Low	Menu that allows user to select a different lens for another club on the same book.
User invites friends to their book club.	User sends an invite to the wrong account.	User searches for the account of a friend, but selects a different account of someone with the same name without realizing.	Similarities, heuristics	Unsolicited interactions, private group discussions viewed by unintended user	Very Unlikely	Minor	Low	Option to revoke invitation or remove members from clubs user has created.
User reads a book in the app.	User opens a book they have not purchased.	User does not know that they have to purchase each book they want to read, and is disappointed they cannot access the same book as their friends.	Hidden content, copyright issues	Feeling left out, inability to access content	Possible	Minor	Low-Medium	Option to purchase the book through the app
	User turns pages to a later part of the book without reading.	User is trying to view how far their friends have gotten in a book, and travels to that page by accident, losing their current place.	Flipping pages	Viewing spoilers in the book, losing current place in the book	Possible	Moderate	Medium	Option to return to last opened page
User highlights a sentence in their book.	User highlights the wrong sentence.	User wants to highlight a part of the book that resonates with them but accidentally highlights a different part of the book on the same page.	Highlighted text	Unintended annotations for future reference	Unlikely	Minor	Low-Medium	Option to undo the highlight or delete once confirmed.

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User adds a note to a highlighted sentence in book.	User adds a personal note while in the public "lens" (setting).	User wants to add a personal note for themselves for a self-help book they are reading with a book club. They add the note within the Public lens instead of the Private lens, so other users are able to view their personal notes.	Shared annotations	Unintended viewers of private thoughts	Unlikely	Moderate	Low-Medium	Have privacy setting visible on commenting bubble.
	User adds a specific note to a different highlight by mistake.	User adds a question for discussion to one line of the book, but the question actually refers to a different highlighted line.	Unrelated note on highlight	Unintended annotations, confusion	Very Unlikely	Minor	Low	Option to remove/edit note without removing highlight.
User views a friend's comment or discussion in a section of the book.	User accidentally likes a comment.	User views a friend's comment on part of the book and accidentally likes it despite not agreeing with the comment. The friend receives a notification about the interaction.	Clicking on Like button	Embarrassment, indicating agreement where there is none	Possible	Insignificant	Low	Buffer period to unlike comment before notification is sent to the other user.
User finishes reading a book in the app.	User forgets to mute notifications for updates in corresponding book club.	User finishes reading a book for one book club and wants to focus on another club. They forget to mute/ archive the finished book club and they receive distracting notifications about a finished book.	Unwanted updates	Annoyance, time wasted	Possible	Minor	Low-Medium	Option to silence clubs.
User archives a book club.	User archives a book club that was in progress.	User accidentally archives a book club they were still participating in. When they open the app the next day, they cannot find the book club and stop receiving notification updates for it.	Use of archive feature	Loss of content, confusion	Unlikely	Minor	Low-Medium	Option to view archived book clubs and unarchive them.