

Quick WinsDay #4 (But On Thursday)

HBOMax Remembers Everything

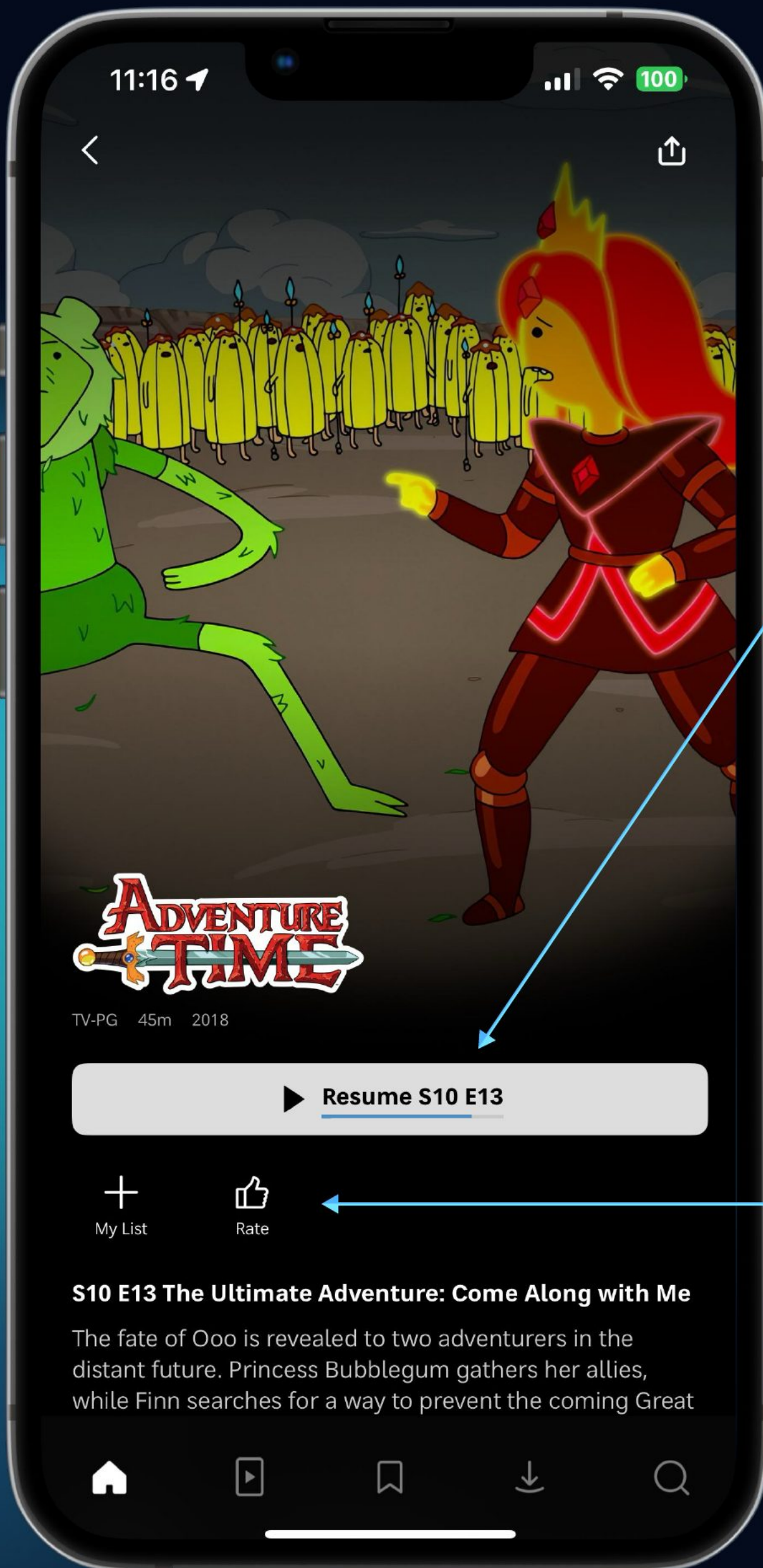
Except what I want it to forget.



Brittany Welch

The Problem

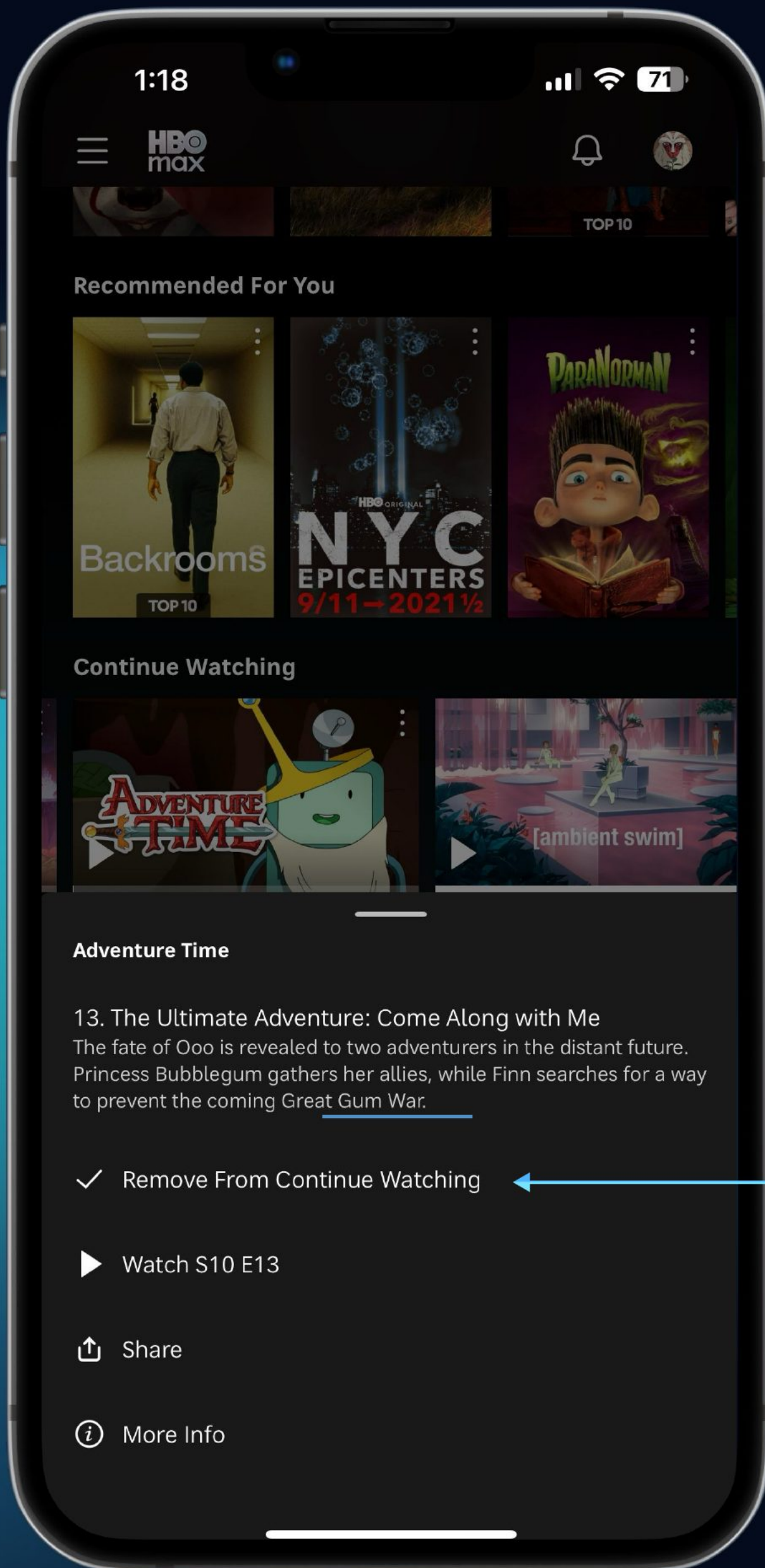
Rewatching a series is a common experience in our household. Most streaming services solve this problem in similar ways. However, when it comes to resetting a series in HBOMax, there currently is no real solution.



Resume is the only button on the whole show page. There's no way to tell it you're done and want to start over.

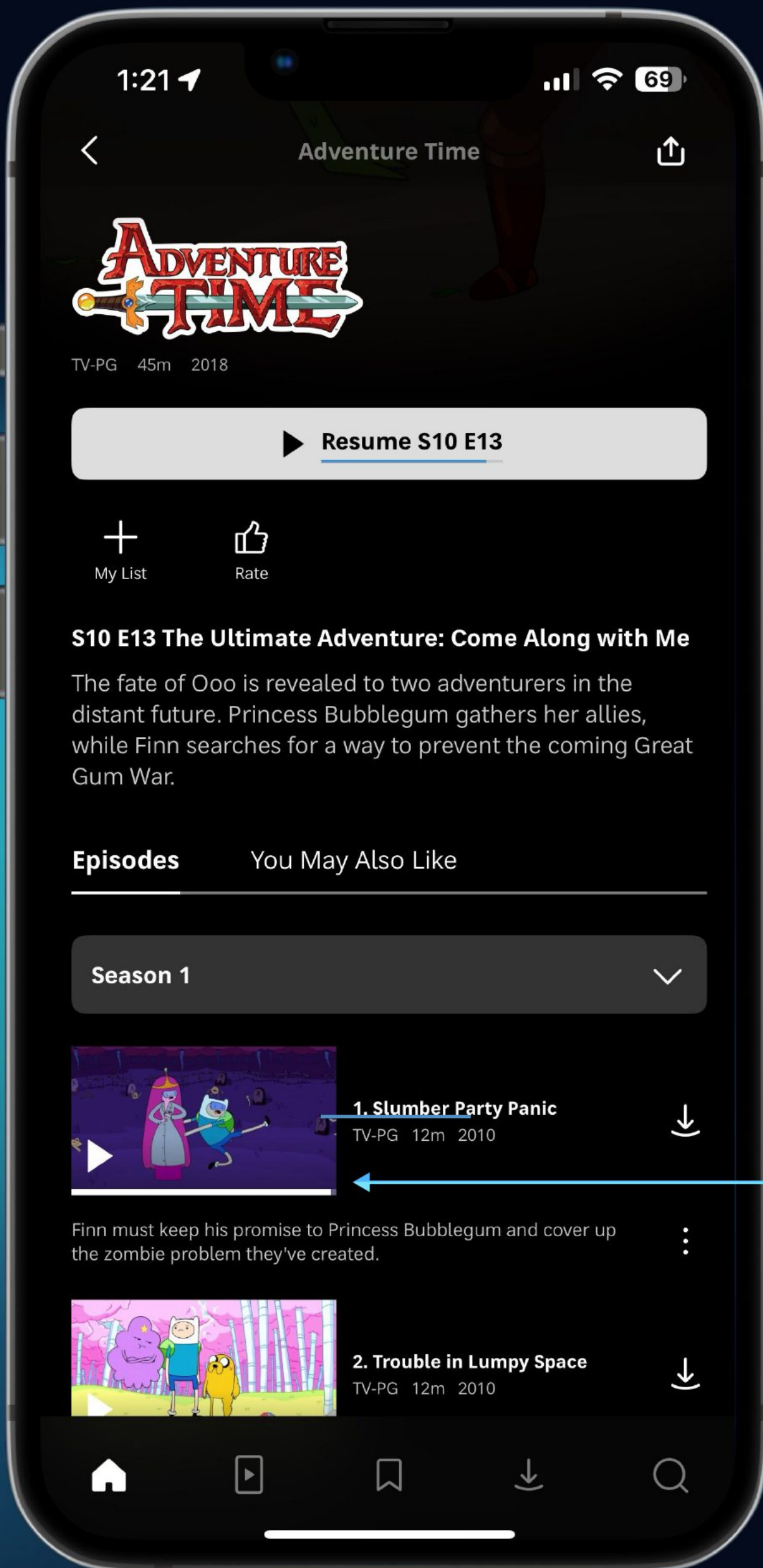
The progress bar sits right under it, stuck at 94% watched, with nothing nearby to clear it.

My List and Rate sit in a row below the main play/resume episode button. There's room for one more icon without overwhelming the user with options. It's just not there.



Users have the option of removing the show from the "Continue Watching" on the home screen.

However, that does not reset the progress bar on the episodes.



Like most streaming services, there is always a minute or seconds left at the end of each episode where the autoplay feature skips the credits.

The only workaround is scrubbing the bar back to 0:00 by hand, episode by episode.

The Quick Win

Add Reset right where you already are. One more icon next to My List and Rate. Tap it, and the episode goes back to S1E1, the progress bar for each episode clears, and it drops out of Continue Watching until you press play again.

11:16

100



TV-PG 45m 2018



Resume S10 E13



My List



Rate



Rewatch Series

S10 E13 The Ultimate Adventure: Come Along with Me

The fate of Ooo is revealed to two adventurers in the distant future. Princess Bubblegum gathers her allies, while Finn searches for a way to prevent the coming Great



I've added a menu item where My List and Rate already live.

Tap it once and the episode resets to the beginning.

No new screen, no extra steps.

Notes

It looks like throughout the app, HBOMax does not prompt you for confirmation for major profile changes. To test, I used HBOMax's "sign out of all devices" feature and was surprised to see there was no "are you sure?" prompt or confirmation. So keeping with that precedent, no confirmation screen or modal would be required.

Ideally, this feature would be implemented only after some user testing. Would users only want to see it if they have watched more than 50% of a series or should it be persistent?

Most of the more popular streaming services do not handle this flow the same way. They generally require the user to remove a series from their watch history to reset the progress bar for each episode.

While I think mine is a more straightforward solution, users might prefer an experience that is similar to other streaming apps they use. Again, user testing would guide the solution.