



DESIGNING FOR USERS WITH ANXIETY

DO...

Give users enough time to complete an action



Explain what will happen after completing a service



Make important information clear



Give users the support they need to complete a service



Let users check their answers before they submit them

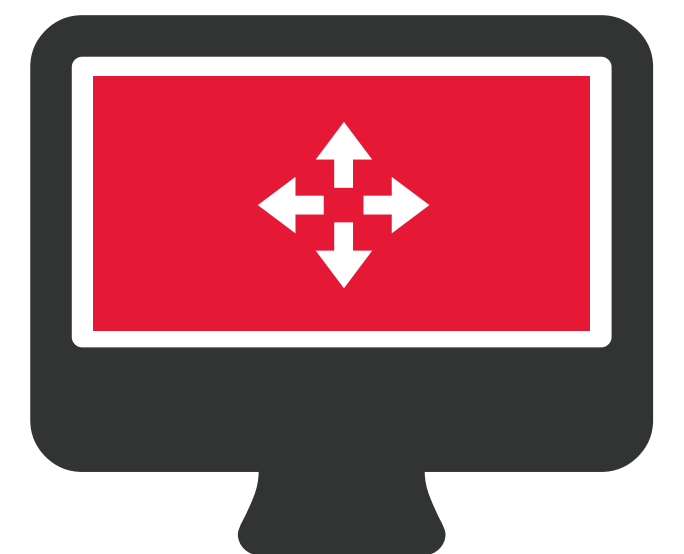


DON'T...

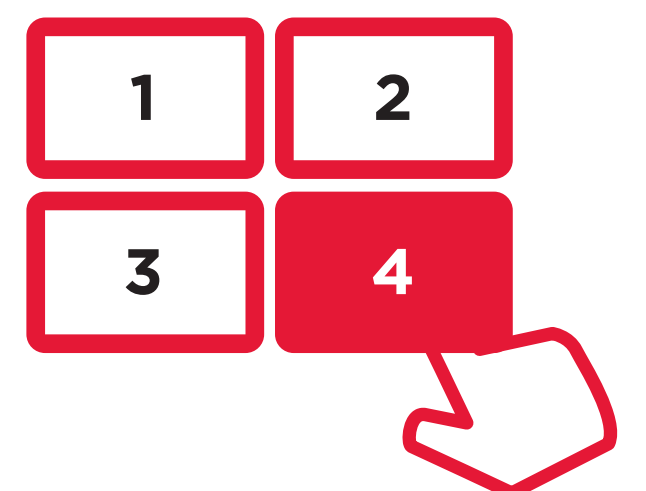
Rush users or set impractical time limits



Leave users confused about next steps or timeframes



Leave users uncertain about the consequences of their actions



Make support or help hard to access



Leave users questioning what answers they gave

