

Designing for users with anxiety



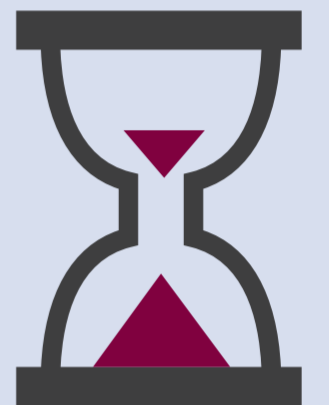
Do...

Don't...

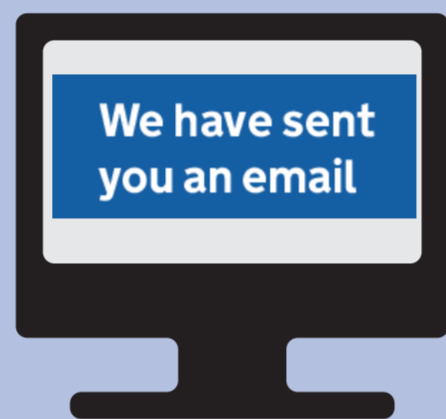
give users enough time to complete an action



rush users or set impractical time limits



explain what will happen after completing a service



leave users confused about next steps or timeframes



make important information clear



leave users uncertain about the consequences of their actions



give users the support they need to complete a service



make support or help hard to access



let users check their answers before they submit them



leave users questioning what answers they gave

