Designing for users with anxiety
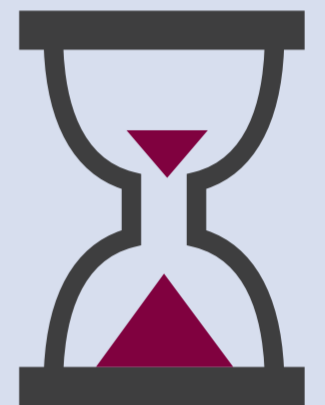
Do...

give users enough time to complete an action

explain what will happen after completing a service

We have sent you an email

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
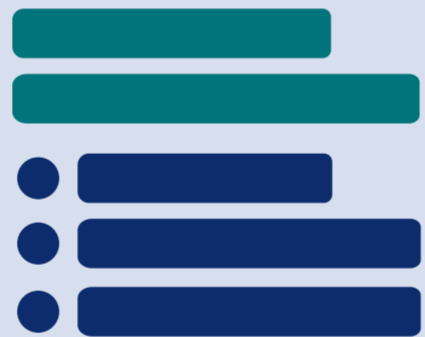
leave users uncertain about the consequences of their actions

1 2
3 4

make support or help hard to access

leave users questioning what answers they gave

ukhomeoffice.github.io/accessibility-posters/posters/accessibility-posters.pdf