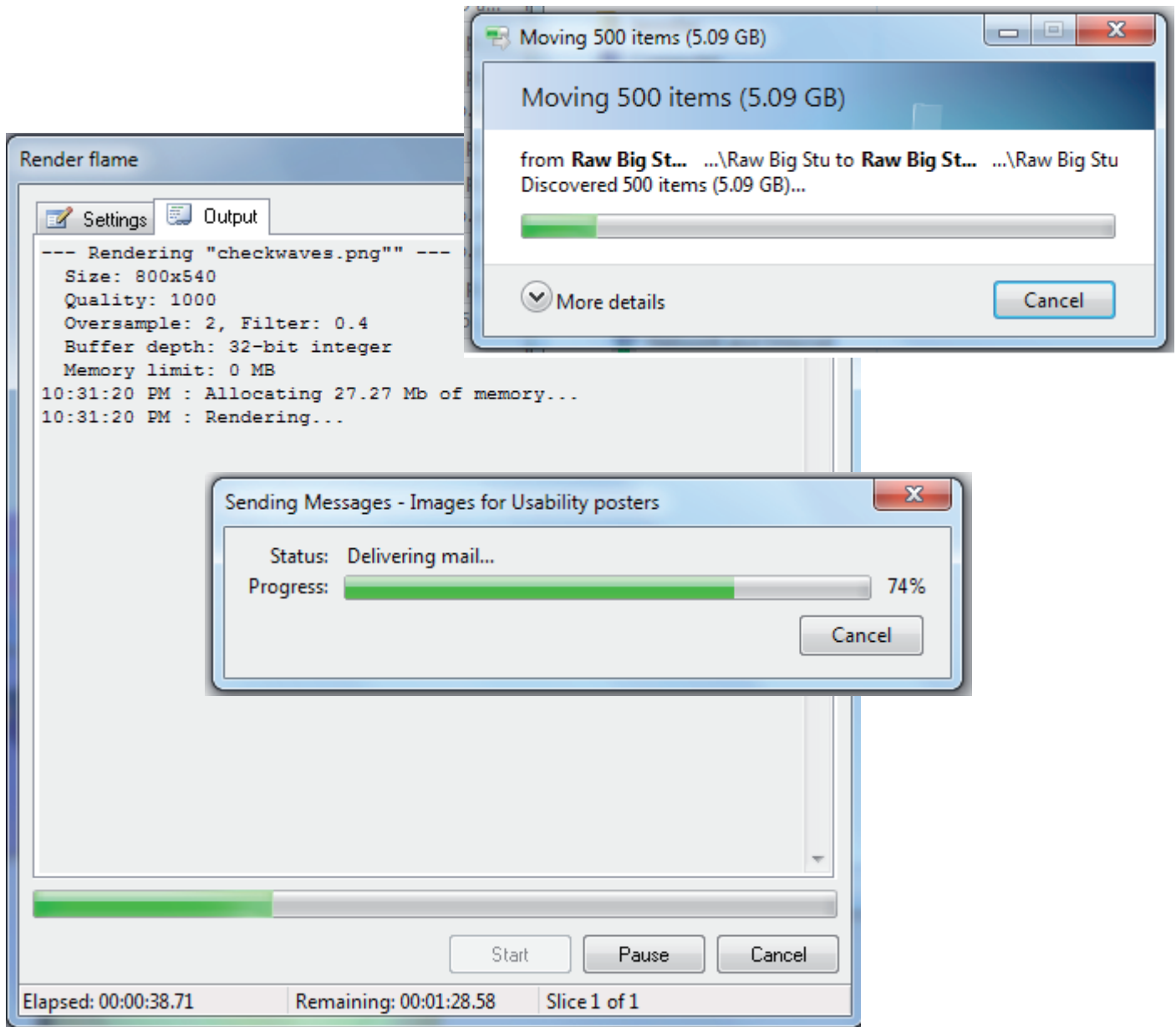


Rule #1

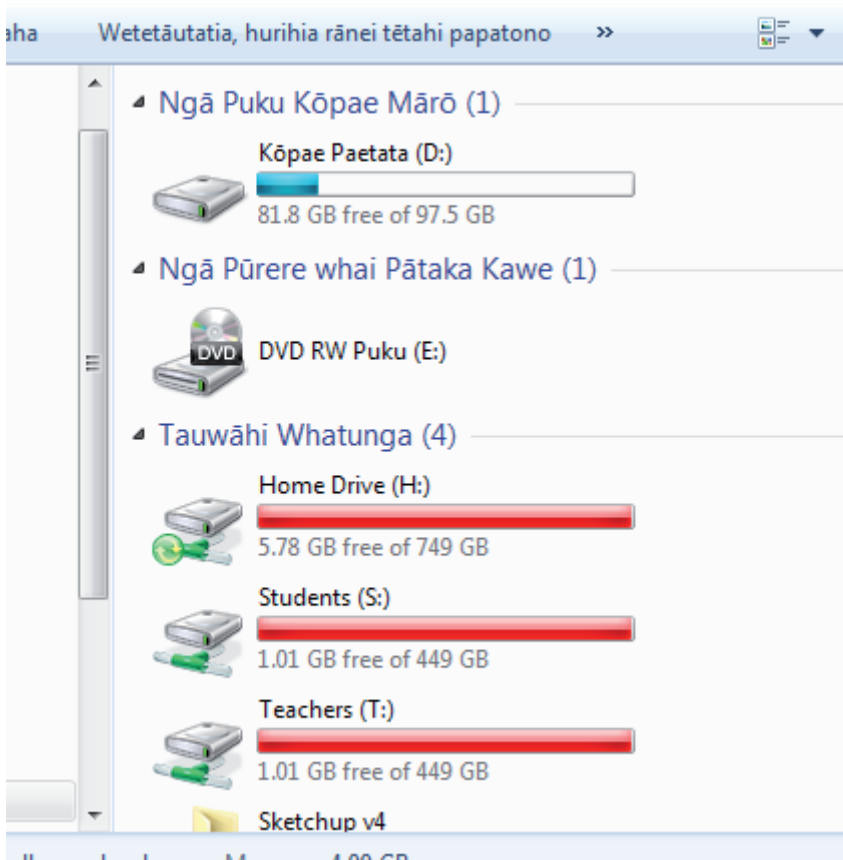
Visibility of System Status



System keeps user informed of what is going on (eg: loading bar so we know it has not frozen)

Rule #2

Match between systems and real world



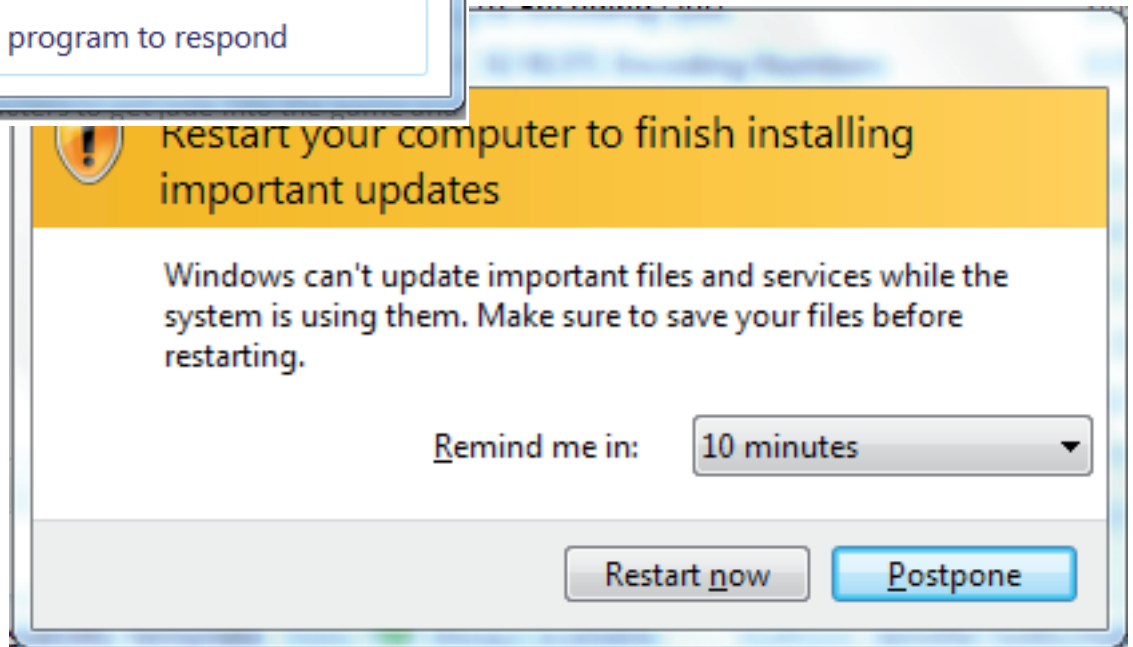
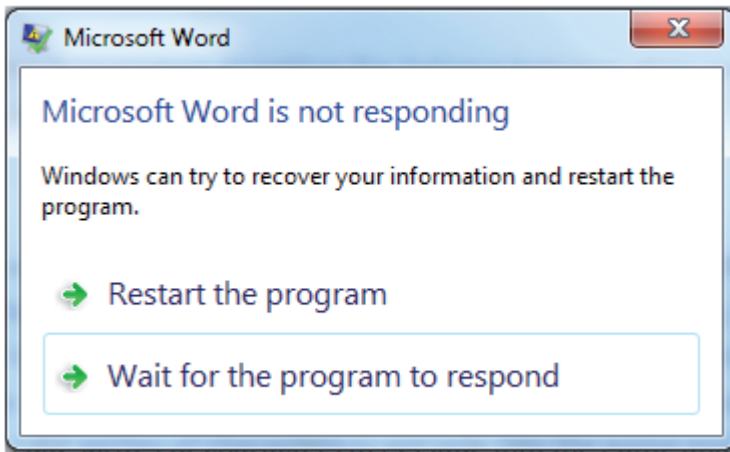
In the real world, red means “danger” / “caution”. This is mirrored by the system which is showing that three of the main storage areas are almost at capacity.

Likewise, cool colours like green / blue mean that there are no problems. This can be seen in the “D Drive” bar where there is plenty of storage space left (and it is coloured blue).

System follows real world conventions and uses concepts which are familiar to users.

Rule #3

User Control and Freedom



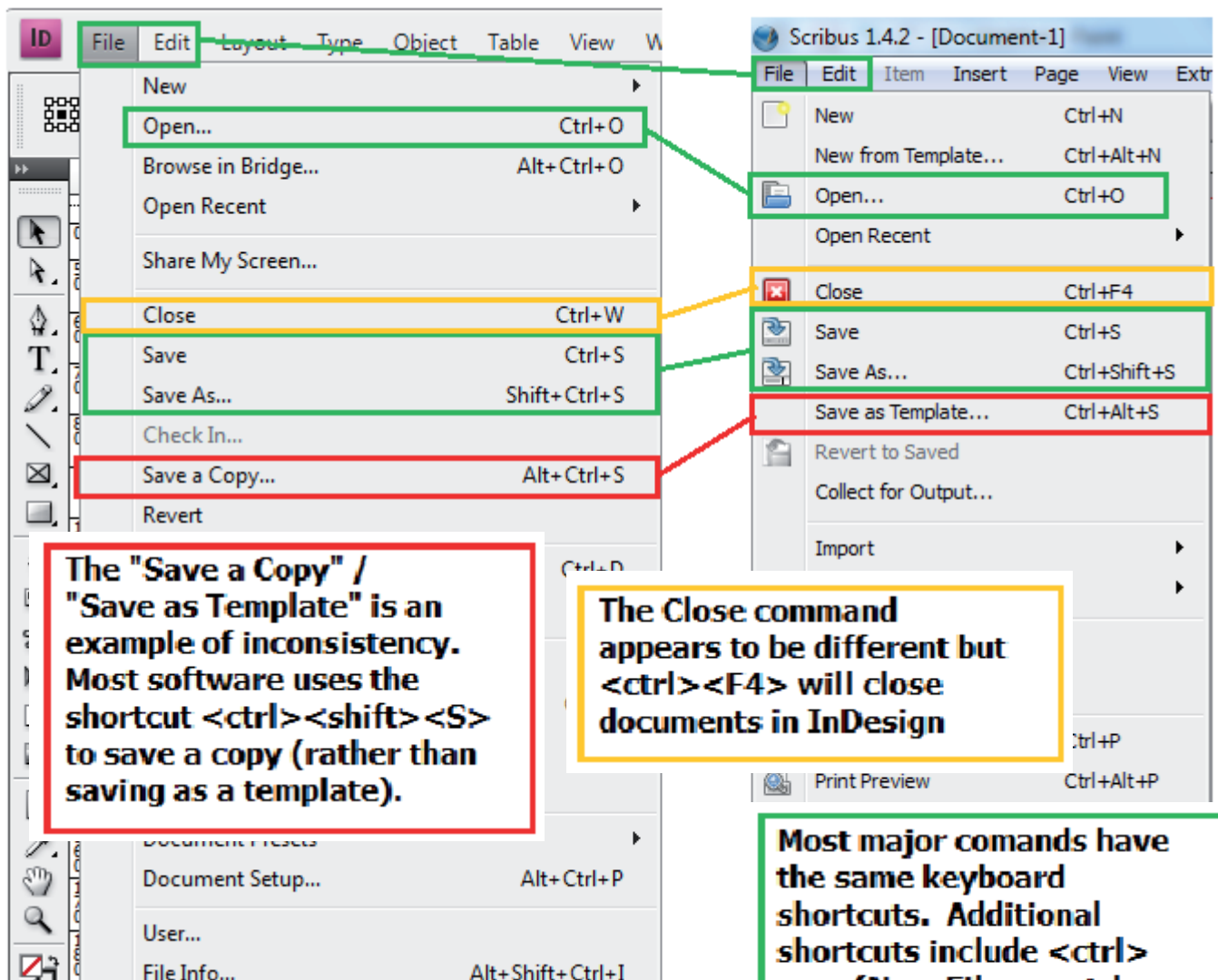
<ctrl><z>

<ctrl><y>

System has 'emergency' exit and allows undo / redo. System gives user options (restart now / later)

Rule #4

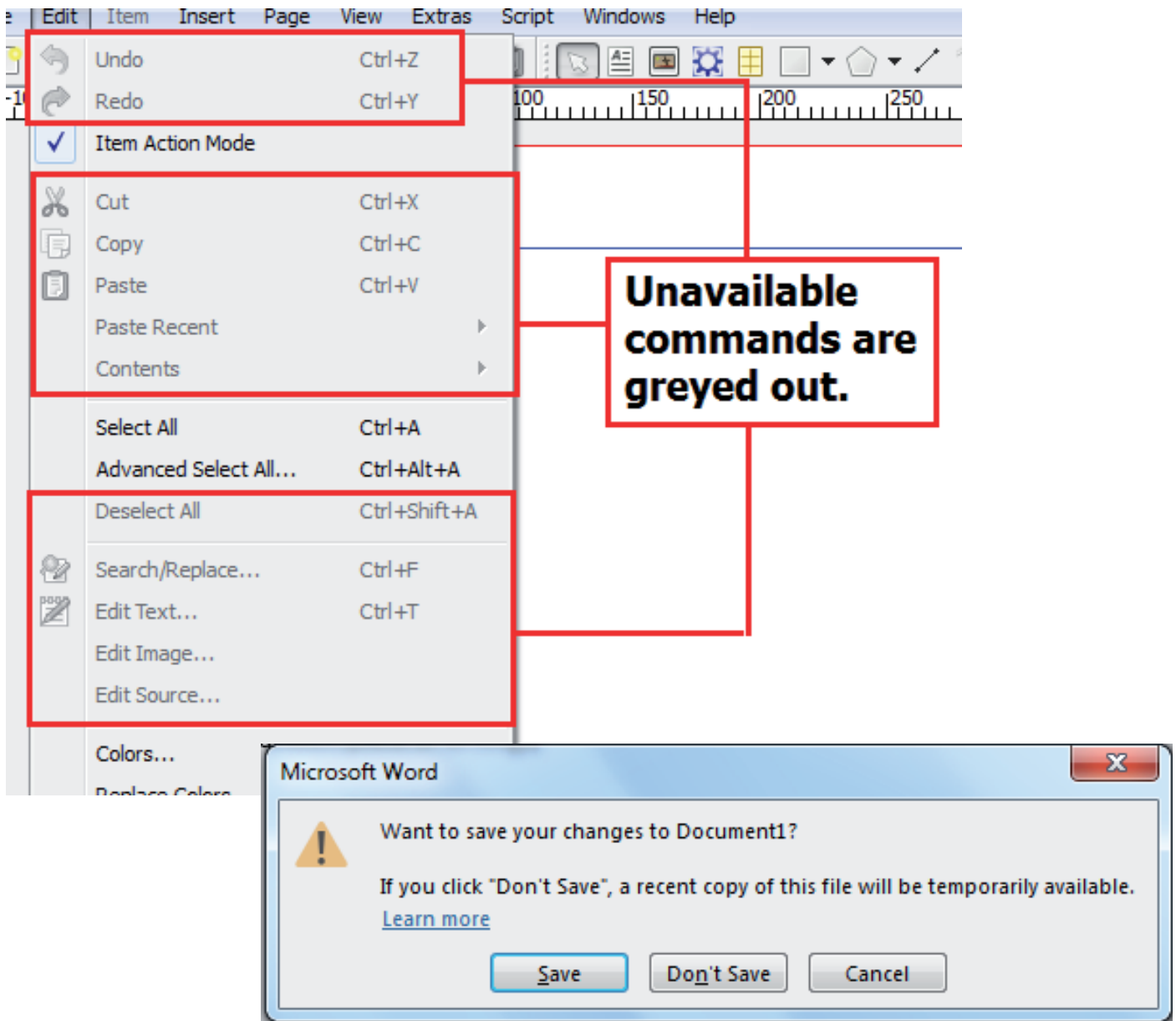
Consistency and Standards



Interface is consistent with other interfaces. Platform conventions are followed.

Rule #5

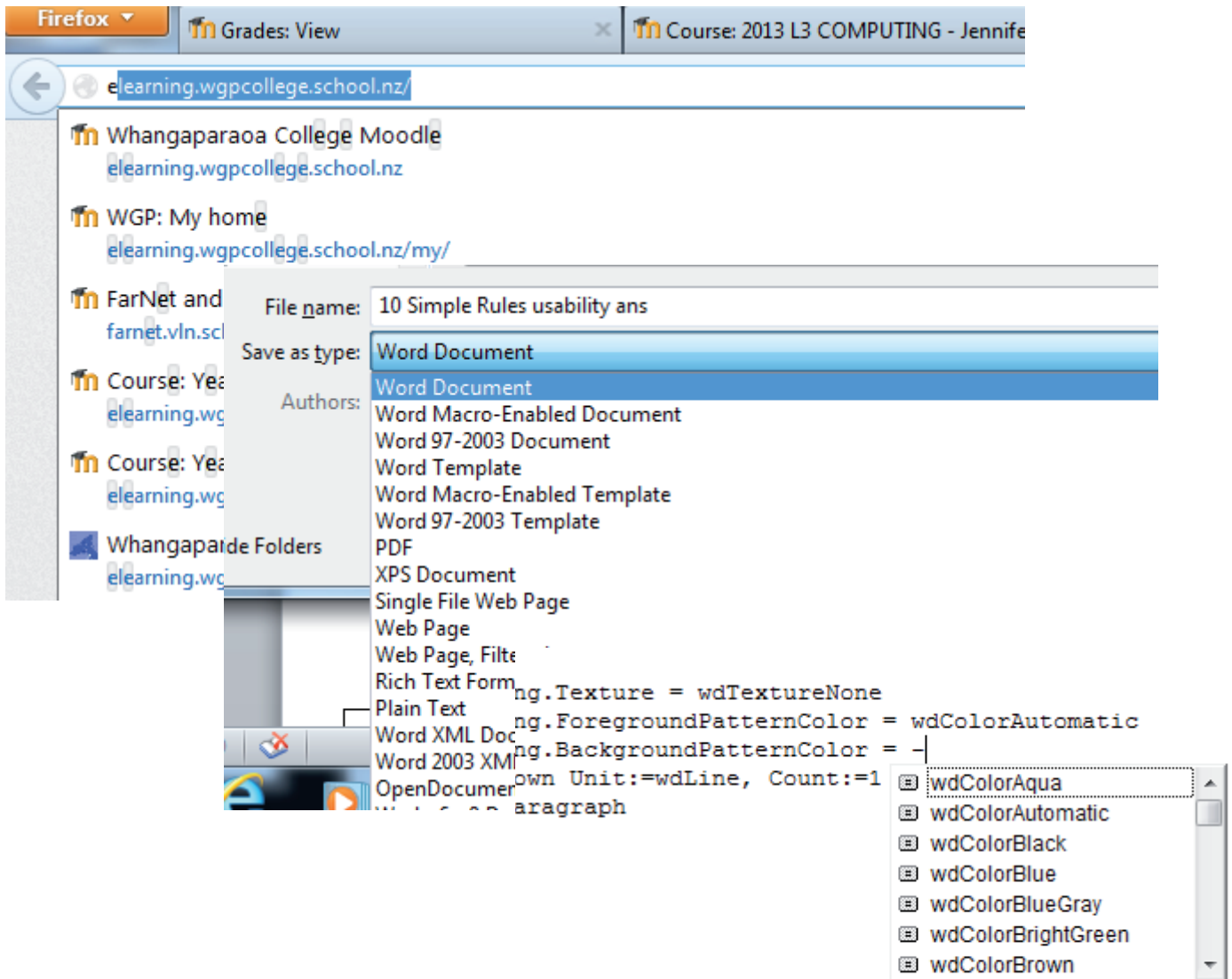
Error Correction



System should prevent serious user errors (and ask for confirmation before they commit to an action)

Rule #6

Recognition vs Recall



*Being given a list of possibilities
and choosing one (no remembering
necessary)*

Rule #7:

Flexibility & Efficiency of Use

Add to Quick Access Toolbar
Customize Quick Access Toolbar...
Show Quick Access Toolbar Below the Ribbon
Customize the Ribbon...
Collapse the Ribbon

This sequence shows how a custom keyboard shortcut can be created in word. Now pressing <ctrl><alt><shift><I> will quickly insert an online image.

Customize the Ribbon and keyboard shortcuts.

Choose commands from: Popular Commands

- Accept and Move to Next
- Align Left
- Breaks
- Bullets
- Center
- Change List Level
- Copy
- Cut
- Define New Number Format...
- Delete
- Draw Table
- Draw Vertical Text Box
- Email
- Find
- Font
- Font...

Line and Paragraph spacing
Macros
Multiple Pages
New
New Comment
Next
Numbering

Keyboard shortcuts: **Customize...**

Customize Keyboard

Specify a command

Categories:

- Table Tools | Layout Tab
- Header & Footer Tools | Design Tab
- Equation Tools | Design Tab
- Ink Tools | Pens Tab
- Commands Not in the Ribbon
- Other Commands | <<No label>> Tab
- Blog Post Tab

Commands:

- InsertChart2
- InsertExcelTable
- InsertHyperlink
- InsertOnlinePicture**
- InsertPicture
- InsertSymbol
- JapaneseGreetingClosingSentence
- JapaneseGreetingOpeningSentence

Specify keyboard sequence

Current keys:

Press new shortcut key: **Alt+Ctrl+Shift+I**

Currently assigned to: [unassigned]

Save changes in: Normal.dotm

Description
Inserts a picture from an online graphics file

Assign Remove Reset All... Close

System caters to experienced users and allows them to customise the interface for maximum efficiency

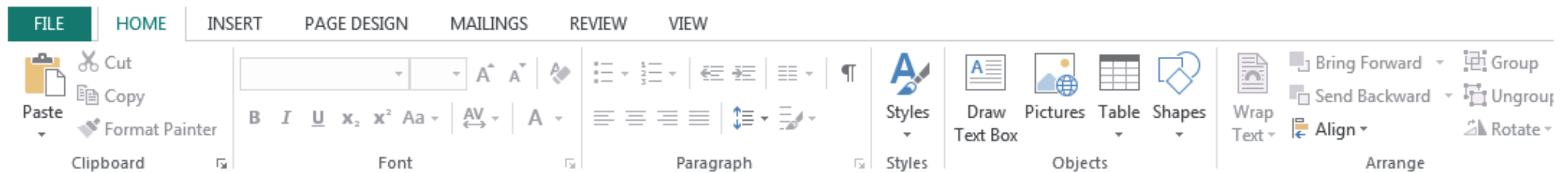
Rule #8

Aesthetics & Minimalist Design

The toolbar in Scribus (open source desktop publishing software) has relatively few icons. More detail / options can be found by using the drop down menus. This makes it easy to focus on the task at hand



Compare this with the toolbar in Publisher which has too many icons all vying for attention. Many of these are not used frequently and it can be very difficult to find the correct tool / command quickly if one is new to the software.



Dialogues / tool bars should not contain information which is irrelevant or rarely needed.

Rule #9

Error Recognition / Recovery

404

A 404 ERROR OCCURS WHEN WE DON'T HAVE A PAGE ATTACHED TO A URL ON THE SITE. THIS COULD BE OUR FAULT, BUT POSSIBLY YOU JUST TYPED IN GIBBERISH. IN WHICH CASE... SHAME ON YOU.

Error messages make sense and suggest solutions to the problem.

Rule #10

Help & Documentation

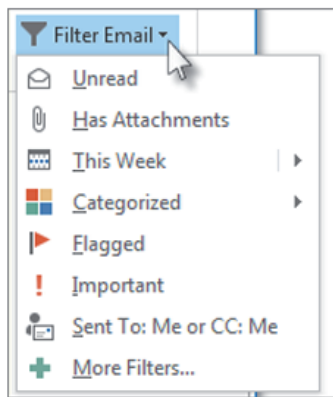
Outlook Help -



Filter email messages

When searching for a particular message, you might remember that it contained an attachment, was marked important, or was received last week. To find a message based on certain criteria, the **Filter Email** command provides fast access to the most frequently used Instant Searches.

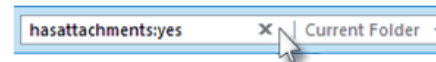
- Click Home, and then in the Find group, click Filter Email.



Explains how to use feature and includes screen shots so that instructions are clear and easy to understand

When you use a filter, the same Search Tools tab appears on the ribbon as when you click in the Instant Search box.

To clear the search results and view all items in the selected mail folder, click **x** in the Instant Search box, or on the Search tab, in the Close group, click Close Search.



In the Instant Search box, click **x** to clear the search results

TIP The Outlook Junk Email Filter is a different feature. For more information, see [Overview of the Junk Email Filter](#).

[TOP OF PAGE](#)

Did this article help you?

Allows users to provide feedback so that help can be improved if it is not useful

Includes relevant link to related topic

Instructions are easy to understand and free of jargon / confusing codes

Help should be easy to search, list concrete steps and be brief. It should address the user's problem.