

BEST PRACTICES FOR WEB FORM DESIGN

LUKE WROBLEWSKI
USER INTERFACE 12, BOSTON 2007

LUKEW
INTERFACE DESIGNS

YAHOO!

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Yahoo! Inc.

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Author

- Site-Seeing: A Visual Approach to Web Usability (Wiley & Sons)
- Form Design Best Practices (Rosenfeld Media) - Upcoming
- Functioning Form: Web applications, product strategy, & interface design articles

Previously

- eBay Inc., Lead Designer
- University of Illinois, Instructor
- NCSA, Senior Designer

<http://www.lukew.com>

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WHY DOES FORM DESIGN MATTER?



SHOPPING



<http://www.flickr.com/photos/edditob/1507525853/>

SHOPPING ONLINE

The screenshot shows the eBay Express registration page. At the top right, there are links for "Shopping Cart", "Wish List", "Your Account", and "Customer Service". The main heading is "Enter Your Information (Already registered? Sign In)". Below this, there are several input fields: "First Name" and "Last Name", "Street Address", "City", "State" (with a dropdown menu), "ZIP Code", and "Country or Region" (with a dropdown menu). There is also a "Phone Number" field with a "Country Code" dropdown and a "Phone Number" input. Below these fields, there is a "Register" button. At the bottom of the form, there are links for "Privacy" and "Security".

ACCESS



Images from Flickr users katielips, pealco, and *nathan

ACCESS ONLINE

VOX

Already a member? Sign in

Create your Vox account

Email address:

Password:

Confirm password:

Your Vox address: vox.com

Display name:

Birthday: (Jan 20 | 01 20 | 1870 20)

First name:

Last name:

Gender: (Decline to state)

Country: (United States)

Postal code:

Enter code: 997-zv3

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DATA INPUT

STATE OF CALIFORNIA
VOTER REGISTRATION FORM

IMPORTANT! SEE INSTRUCTIONS ON REVERSE

DO NOT MAIL

INTERNAL DMV USE ONLY

1 FIRST NAME (Print)

2 LAST NAME (Print)

3 FULL STREET ADDRESS (Include where you live (City, County, P.O. Box, Section, Range, N, E, S, W))

4 CITY

5 STATE

6 ZIP CODE

7 POLITICAL PARTY - Fill in the box

8 VOTER REGISTRATION INFORMATION

9 LAST NAME

10 STREET ADDRESS

11 STATE

12 ZIP CODE

13 POLITICAL PARTY

70 DW282117

200001

Remember to sign and date in Item 12.



DATA INPUT ONLINE

California On-line Voter Registration

Are you a U.S. citizen? Yes No (If No, don't fill out this form.)

Will you be at least 18 years of age on or before election day? Yes No (If No, don't fill out this form.)

Indicate your preferred title:
 Mr. Ms. Mx. Ms.

Last Name: _____ First Name: _____ Middle Name: _____

Address where you live (Number, Street, Ave., Road, including N, S, E, W, NO PO BOX/BUSINESS ADDRESS: Apt. #):
 City: _____ State: _____ Zip Code: _____ County (select from the list):
 CA _____ (select county) _____

If no street address, describe where you live (Cross Streets, Route, Section, Range, N, S, E, W):

Mailing Address (if different from the address where you live, or PO BOX):
 City (or APO/FPD): _____ State: _____ Zip Code: _____ Foreign Country: _____

Date of Birth (Month/Day/Year) Month: _____ Day: _____ Year: _____ Place of Birth: (U.S. State or Foreign Country Only)

CA driver's license or CA ID card # SSN (last 4 digits)

Telephone: () _____ E-mail: _____

Political Party: Select One
 American Independent Party Democratic Party Green Party
 Libertarian Party Peace & Freedom Party
 Republican Party I Decline to State A Political Party
 Other: _____ (Specify)

Have you ever been registered to vote? No Yes
 (If Yes, give information from last voter registration form, including political party.)
 Last Name: _____ First Name: _____ MI: _____



Why Forms Matter

- How customers “talk” to companies online
- Commerce (\$)
 - User: Enable purchasing
 - Business: Maximize sales
- Access (membership)
 - User: Enable participation
 - Business: Increase customers & grow communities
- Engagement
 - User: Enable information entry & manipulation
 - Business: Accumulate content & data






Design Principles



- **Minimize the pain**
 - No one likes filling in forms
 - Smart defaults, inline validation, forgiving inputs
- **Illuminate a path to completion**
- **Consider the context**
 - Familiar vs. foreign
 - Frequently used vs. rarely used
- **Ensure consistent communication**
 - Errors, Help, Success
 - Single voice despite many stakeholders

Multiple Data Sources



-  • **Usability Testing**
 - Errors, issues, assists, completion rates, time spent per task, satisfaction scores
-  • **Customer Support**
 - Top problems, number of incidents
-  • **Best Practices**
 - Common solutions, unique approaches
-  • **Site Tracking**
 - Completion rates, entry points, exit points, elements utilized, data entered
-  • **Eye Tracking**
 - Number of fixations, gaze paths, length of fixations

Design Patterns



Information

Visual Communication
Affordances

+

Interaction

Engagement
Disclosure

+

Feedback

Response
Verification

INFORMATION



Information



- **Layout**
 - Label positioning
 - Content groupings
- **Input Affordances**
 - Formats, required fields
- **Actions**
 - Primary & secondary
- **Help & Tips**
- **Visual Hierarchy**

Top Aligned Labels



- When data being collected is familiar
- Minimize time to completion
- Require more vertical space
- Spacing or contrast is vital to enable efficient scanning
- Flexibility for localization and complex inputs

Vertical Labels

Label

Longer Label

Even Longer Label

One More Label

Value 1

Value 2

Primary Action

Advantage: Rapid Processing

Advantage: Adjacent Label and corresponding Input field

Disadvantage: Increased vertical space

Top-aligned Labels

Sign a friend up
Give the gift of a healthier smoke-free lifestyle to a friend or loved one. Just fill in the information below and we'll take care of the rest. If you have any questions, [drop us a note](#).

Gift Membership

Program: **\$19.95 30-day program**

Recipient's Name

Recipient's Email Address

Payment

Credit Card

Credit Card Number

Expiration Date

Billing Address

Name on Credit Card

Address

City State

Postal Code Country

Review Order Let's make sure we got everything right.

Right Aligned Labels



- Clear association between label and field
- Requires less vertical space
- More difficult to just scan labels due to left rag
- Fast completion times

Right-Justified Horizontal Labels

Label

Longer Label

Even Longer Label

One More Label Value 1
 Value 2

Primary Action

Disadvantage: Reduced readability

Advantage: Adjacent Label and corresponding Input field

Label

Longer Label

Even Longer Label

One More Label Value 1
 Value 2

Advantage: Reduced vertical space

Primary Action

Right-aligned labels

This person's name will appear with their messages, comments, and files and whenever they are responsible for a to-do or milestone.

First Name:

Last Name:

Email:

Choose a user name and password so that this person can log in (they can change this later).

User Name:

Password:

The rest is optional, but some contact info will come in handy when you want to take your communication offline.

Title:

Office #: **ext:**


Mobile #:

Fax #:

Home #:

IM Name: **IM Service:**

Left Aligned Labels



- When data required is unfamiliar
- Enables label scanning
- Less clear association between label and field
- Requires less vertical space
- Changing label length may impair layout

Left-Justified Horizontal Labels

Label:

Longer Label:

Even Longer Label:

One More Label: Value 1
 Value 2

Disadvantage:
Adjacency of Label and corresponding Input field

Advantage:
Easy to scan labels

Disadvantage:
Adjacency of Label and corresponding Input field

Advantage:
Reduced vertical space

Label:

Longer Label:

Even Longer Label:

One More Label: Value 1
 Value 2

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Left-aligned labels

Edit Estimate Book

WEV Book Type: DMA

Book Name: May05 EST (P)

Project Year: 2005

Month: May

Enabled for: Research Sales

Type: 4 Bk. Avg. Custom Book

Share Book: Feb-04

Put Book: Feb-03

Index: 1

Description: (Feb-04/Feb-03)

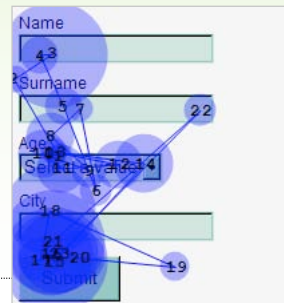
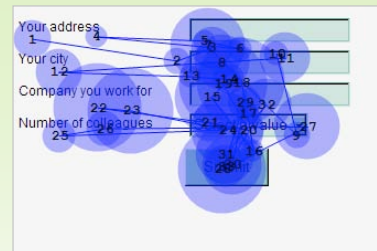
Update default book formula
 If PAV exists, use PAV to build SHR book
 Delete number for Not Selected DP

Update Cancel

Eye-tracking Data



- **July 2006 study by Matteo Penzo**
- **Left-aligned labels**
 - Easily associated labels with the proper input fields
 - Excessive distances between labels inputs forced users to take more time
- **Right-aligned labels**
 - Reduced overall number of fixations by nearly half
 - Form completion times were cut nearly in half
- **Top-aligned labels**
 - Permitted users to capture both labels & inputs with a single eye movement
 - Fastest completion times





BEST PRACTICE

- For reduced completion times & familiar data input: top aligned
- When vertical screen space is a constraint: right aligned
- For unfamiliar, or advanced data entry: left aligned

Required Form Fields



- Indication of required fields is most useful when
 - There are lots of fields
 - But very few are required
 - Enables users to scan form to see what needs to be filled in
- Indication of optional fields is most useful when
 - Very few fields are optional
- Neither is really useful when
 - All fields are required

Form with Optional Fields

Label

Long Label (optional)

Longer Label

Even Longer Label

One More Label
 Value 1
 Value 2

[Primary Action](#) [Secondary Action](#)

Form with Required Fields

Label

Long Label *required


Longer Label *required

Even Longer Label

One More Label
 Value 1
 Value 2

[Primary Action](#) [Secondary Action](#)

All fields required

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www.bn.com

Cart > Shipping > Payment > **Account** > Review > Thank You

Create a Barnes & Noble.com Account

Required *

To complete your purchase, you must create a Barnes & Noble.com account. Fill in the fields below.


Email address *
nepa00@yahoo.com

Password *
(8-12 characters; letters, numbers or (8)thnumetic characters; no spaces; case sensitive)

Confirm Password *


First Name *

Last Name *

Security Question *
What's your pet's name? 
[About Security Questions](#)


Security Answer *
(8-15 characters; spaces allowed; case sensitive)

[See our safe shipping guarantee.](#)



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All fields required

BARNES & NOBLE  Safe Shipping Guarantee | Help with Your Account

YOUR ACCOUNT

BARNES & NOBLE.COM ACCOUNT

Fill in the fields below to create a Barnes & Noble.com account. You'll be able to shop and check out faster on your next visit; check your order status online and receive updates on special offers and events.

Email Address: *


Re-Enter Email Address: *

First Name: *

Last Name: *

Password: *
(Use 6-12 letters, numbers, or numeric symbols.
CaSe SeNsItIvE. No spaces.)

Confirm Password: *

Select Security Question  *


Security Answer: *
(Use 6-15 characters, including spaces.)

CREATE ACCOUNT & CONTINUE >

[Back to Top](#)

Customer Service: 1-800-THE-BOOK
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Most fields required

 **CHECKOUT**

Shopping Bag » **Shipping** » Billing » Order Summary » Order Confirmation

Help | Talk Live | Test Chat Temporarily Unavailable

ENTER NEW SHIPPING ADDRESS

* Required field

* FIRST NAME:

MIDDLE NAME/INITIAL:

* LAST NAME:

ATTENTION:

* ADDRESS:

* CITY:

* STATE:

* ZIP CODE:

AREA CODE & PHONE:

[Clear Form](#)

Check here to use this address as your billing address.

[BACK ONE STEP](#) [SAVE & CONTINUE](#)

[Shipping Policy](#) | [Return Policy](#) | [Privacy Policy](#) | [Security Policy](#)

Few fields optional

WAL-MART® [Welcome](#) [★ Address](#) [Ship](#) [Gift](#) [Pay](#) [Confirm](#)

Enter Shipping Address

Enter the name and address you'd like for us to ship your order. We do not currently ship to Canada or other destinations outside of the U.S. [Learn More](#)

First Name

Last Name

Address Line 1 (or company address)

Address Line 2 (optional)

City
 [Address Instructions for APO/FPO](#)

State

ZIP Code

Phone Number

Is this address also your billing address?

Yes

No (If not, we'll ask you for it in an moment.)

[Continue](#) to send all items to this address only

Do you have questions?
If you have any questions or need help during checkout, please contact one of our knowledgeable Customer Service Associates at 1-800-766-6544 from 8 a.m. to 1 a.m. (CT), 7 days a week.

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www.muji.net

ネットストア
ネットコミュニティ
店舗情報
企業情報
はじめての方へ
サイトマップ
お問い合わせ

お客さま情報の入力

メンバー登録されると2回目ご注文時の住所入力等が省略できます。
 また、購入履歴が画面上でご確認いただけます。登録は無料です。
 メンバー登録されなくてもご購入いただけます。下の「ゲスト購入する」をお選び下さい。
 ご登録いただくお客様の個人情報の利用目的および管理等の取扱いにつきましては、「MUJINETメンバー規約」ならびに「プライバシーの考え方」に定めておりますので、必ずご確認ください。

基本情報 *は必須項目です

お名前 (氏名) * (全角)

フリガナ (氏名) * (全角カタカナ)

Eメールアドレス * (半角数字)

Eメールアドレス (確認) * (半角数字)

携帯アドレス (半角数字)

携帯アドレス (確認) (半角数字)

郵便番号 * 〒 - (半角数字)

7桁の郵便番号を入力して「住所表示」ボタンを押して下さい。
郵便市区町村名を郵便番号から自動的に表示し、入力されます。

都道府県 * (全角)

市区町村 * (全角)

それ以降の住所 (丁目/番地など) * 入力ください (全角) *丁目/番地を必ずご入力ください

ビル/マンション名 (全角)

電話番号 * - - (半角数字)

メンバー登録 * ゲスト購入する 会員登録する

*郵便表示方式、導入に伴う弊社のレジ機能についてのご案内
Copyright (c) 2015 Ryohin Keikaku Co., Ltd. 個人情報取り扱いについて セキュリティについて

Store
ショッピングカート/アカウント作成/お届け先/お支払い方法/お支払い情報/お問い合わせ

【ご注意】
下記の取送品目にごがあるものは必ずご記入ください。

新規にアカウント情報を作成します。
下記の項目をご記入の上、確認画面へ進んで下さい。

基本情報入力 *以下の内容は必須項目となります。すべての項目にご記入下さい。

お名前 姓* (全角)

フリガナ さま* (全角ひらがな)

ご住所 〒 - (半角数字)
(郵便番号から住所が検索できます)

*

市区町村* (全角)

郵便番号* (全角/半角混合)
字) 建物ビル名等 (全角/半角)
数字)

電話番号 - - (半角数字)

FAX番号 - - (半角数字)

Eメールアドレス (半角英数字)

Eメールアドレス (確認) (半角英数字)

パスワード * (4文字以上8文字以下の半角英数字)

パスワード (確認) * (4文字以上8文字以下の半角英数字)

オプション情報入力 *以下の内容はご希望の方のみにご記入下さい。*必須情報以外は表示されません。*

性別 男性 女性 指定しない*

生年月日 (YYYY) 年 月 日*

結婚/未婚 結婚 未婚*

家族構成 (人数) 人 (本人含む)*

どこで知り合いましたか?

広告 新聞/雑誌の記事 (紙/店名) 友人/知人から

テレビ/ラジオ インターネット上の情報 (サイト名) 商業エンジン

イベント/展覧会 メールマガジン (紙名) その他

購入動機をお聞かせ下さい

デザイン 機能 色

材料/質感 価格 その他



BEST PRACTICE

- Try to avoid optional fields
- If most fields are required: indicate optional fields
- If most fields are optional: indicate required fields
- Text is best, but * often works for required fields
- Associate indicators with labels

Field Lengths



- Field lengths can provide valuable affordances
- Appropriate field lengths provide enough space for inputs
- Random field lengths may add visual noise to a form

A screenshot of a form with the following fields and labels: Name, Street Address, City, State (dropdown menu), ZIP Code, Phone Number, Website, and a checkbox labeled 'Make this place public'. At the bottom are 'Add Place' and 'Cancel' buttons. The field lengths are varied, with 'Name' being the longest and 'ZIP Code' being the shortest.

Enter Your Information (Already registered? [Sign In](#))

Please enter your U.S. address and email address to create your account.

First Name **Last Name**

Street Address

City

State **ZIP Code** **Country or Region** U.S. addresses only, please.
-Select- United States

Phone Number
() - **ext:** Needed if there are questions about your order.

A valid email address is required to communicate with you.

Email address

Re-enter Email address

Create Password **How secure is your password?**
Must be at least 6 characters, including a number or special character. Example: xPr355 Check your password strength - the higher, the better.

Re-enter Password

By clicking "Register" you agree to eBay Express's [privacy policy](#) and [terms of use](#). You also agree to be contacted for marketing purposes, but you can change your notification preferences in your account.

ENTER NEW BILLING INFORMATION

* Required field

* **CARD TYPE:** Select

* **CARD NUMBER:**

* **CARD VERIFICATION NUMBER:** [What is this?](#) Required for Visa/MC/Amex.

* **EXPIRATION DATE:** Select Select Required for Visa/MC/Amex.

Please enter your full name and address exactly as it appears on your statement, and enter your credit card number as it appears on your credit card. Please check your statement for accuracy to avoid delays in processing your order.
If you are unable to enter your billing information in the section below, please call customer service at 1-800-BUY-NALC.

* **FIRST NAME:**

MIDDLE NAME/INITIAL:

* **LAST NAME:**

ATTENTION:

* **ADDRESS:**

* **CITY:**

* **STATE:** Select

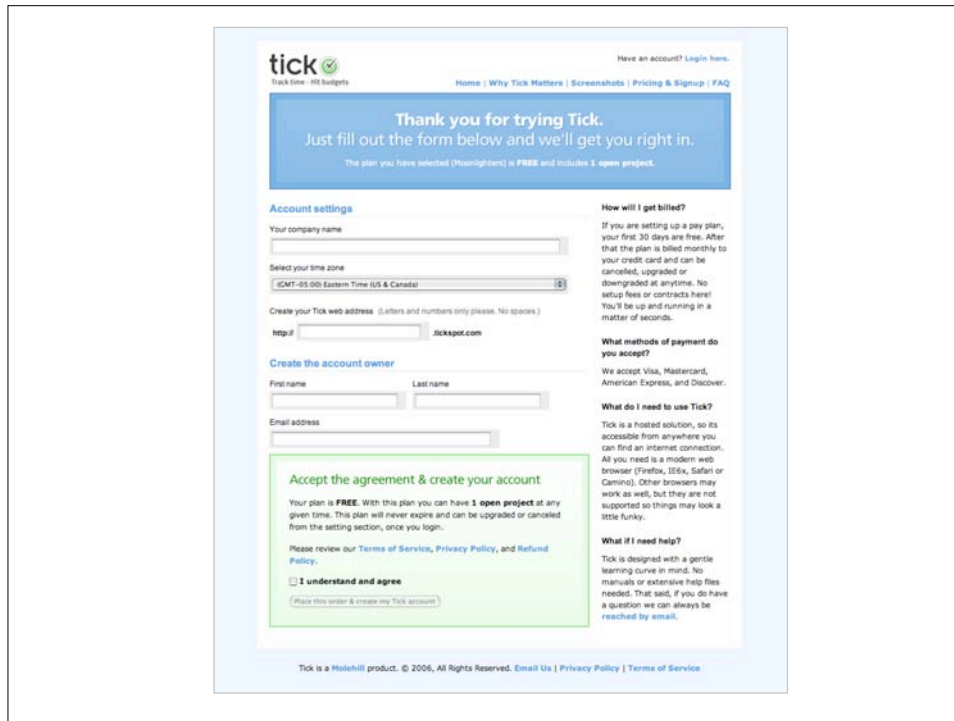
* **ZIP CODE:** xxxxx (5 digits only) ←


* **AREA CODE & PHONE:** xxx-xxx-xxxx

* **EMAIL:** sxxmanna@acutname.com

[Clear Form](#)


[Shipping Policy](#) | [Return Policy](#) | [Privacy Policy](#) | [Security Policy](#)



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BEST PRACTICE

- When possible, use field length as an affordance
- Otherwise consider a consistent length that provides enough room for inputs


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Content Grouping



- Content relationships provide a structured way to organize a form
- Groupings provide
 - A way to scan information required at a high level
 - A sense of how information within a form is related

Separating Related Content

Label:

Longer Label:

Even Longer Label:

One More Label: Value 1 Value 2

Label:

Longer Label:

Even Longer Label:

Primary Action

Lots of content grouping

■ 資料送付先

◎ 現住所に送付する
○ その他の住所 (勤務先など) に送付する

■ 住所系 (住所) 資料送付先

氏名 (漢字) 姓 名 例) 山本 太郎

氏名 (フリガナ) 姓 名 例) カネタ 太郎

郵便番号 (〒) 例) 000-0000

〒 市町村 (郵便局) 例) 札幌7-3-5

建物名 例) かもめマンション203号室

電話番号 (TEL) 例) 000-0000

FAX番号 (FAX) 例) 000-0000

Disadvantage:
Excessive visual noise
Reduced readability

基本情報 ※必須項目です

お名前 (姓・名) (姓) (名)

フリガナ (姓・名) (姓フリガナ) (名フリガナ)

Eメールアドレス (Eメール)

FAX番号 (フリガナ) (フリガナ)

電話番号 (TEL) 例) 000-0000

郵便番号 (〒) 例) 000-0000

〒 市町村 (郵便局) 例) 札幌7-3-5

建物名 例) かもめマンション203号室

電話番号 (TEL) 例) 000-0000

FAX番号 (FAX) 例) 000-0000

Disadvantage:
Visual noise

Excessive visual noise

| Backgrounds & Rules | |
|---------------------|---|
| Label: | <input type="text"/> |
| Longer Label: | <input type="text" value="Select Value"/> |
| Even Longer Label: | <input type="text"/> |
| One More Label: | <input checked="" type="radio"/> Value 1 <input type="radio"/> Value 2 |

| Additional Visual Elements | | | |
|----------------------------|--------------------|---|----|
| 1 | Label: | <input type="text"/> | 9 |
| 2 | Longer Label: | <input type="text" value="Select Value"/> | 10 |
| 3 | Even Longer Label: | <input type="text"/> | 11 |
| 4 | One More Label: | <input checked="" type="radio"/> Value 1 | 12 |
| 5 | | <input type="radio"/> Value 2 | 13 |
| 6 | | | 14 |
| 7 | | | 15 |

8

| Impaired Scanning | | |
|-------------------|--------------------|---|
| ↓ | Label: | <input type="text"/> |
| ↓ | Longer Label: | <input type="text" value="Select Value"/> |
| ↓ | Even Longer Label: | <input type="text"/> |
| ↓ | One More Label: | <input checked="" type="radio"/> Value 1 <input type="radio"/> Value 2 |

Minimum amount necessary

| | | |
|--------------------------------------|---|--|
| 氏名 | <input type="text"/> | Advantage: Visual clarity Direct path to completion |
| フリガナ (漢字フリガナ) | <input type="text"/> | |
| 郵便番号 (郵便番号) | <input type="text"/> | |
| 電話番号 (電話番号) | <input type="text"/> | |
| 状態中の連絡先 | <input checked="" type="radio"/> 直接 <input type="radio"/> 呼出し <input type="radio"/> 内線 | |
| 電話番号 (電話番号) | <input type="text"/> | |
| 状態中の連絡先 | <input type="radio"/> 発信者への電話 ←この電話は本人専用です。(発信者専用) <input checked="" type="radio"/> 発信者への電話 ←この電話は本人専用です。(発信者専用) | |
| 郵便番号 (郵便番号) | <input type="text"/> | |
| 電話番号 (電話番号) | <input type="text"/> | |
| <input type="button" value="決定"/> 決定 | | |

Office DEPOT International Websites Log In | My Account | Password

Home **En Español** Tech Depot Ink Depot SALE! KALEIDOSCOPE
 1-800-811-DEPOT Office Supplies Furniture Technology Business Center Customer Service Company Info

Do you shop with us by phone, fax, or already have a tax exempt account? **TAX**
 Do you want to apply for a tax exempt account? **TAX**
 Would you like to sign up for a Government account? **TAX**

Login
 Please login if you are a returning customer or fill in information below.
 User ID: Password: **Login**

New Customer Checkout

Billing Info
 Address should match that of the credit card.
 Business Name:
 First Name:
 Middle Initial:
 Last Name:
 Address:
 City:
 State/Province:
 Zip/Postal Code:
 Country: USA
 Phone: ext:
 Fax:
 Billing Email:

Please send my emails in HTML format.
 Yes, please send me exclusive discounts and special offers available only to Office Depot's email customers.

Payment Info
 Payment Type: **Credit Card**
 Credit Card Type: **Discover**
 Credit Card Number:
 Expiration Date: /
 Card ID:

Required for American Express, Visa, MasterCard and Discover Card [Click Here for Card ID](#)

Shipping Info
 Same as Billing.
 Also you can pick up at: **Select a Store**
 Business Name:
 First Name:
 Middle Initial:
 Last Name:
 Address:
 City:
 State/Province:
 Zip/Postal Code:
 Country: USA
 Phone: ext:
 Shipping Email:

Please send my emails in HTML format.
 Yes, please send me exclusive discounts and special offers available only to Office Depot's email customers.

Optional Info
 Special message for the driver or information for your own reference:

 Customer PO# Customer use only.

OFFICE DEPOT ADVANTAGE Member Number

Shipping Cost
 To enter valid Referral ID/Coupon Code, please click here **Coupon**
 Order # 263815303-001 Delivery Date 11/05/2004

| Item Number | Last Price | Our Price | Units | Quantity | Sub Total | Extended Price | Remove |
|--|------------|-----------|-------|----------|-----------|----------------|------------------------|
| 43795 | \$3.50 | \$2.99 | Box | 1 | \$2.99 | \$2.99 | |
| Office Depot® Map Tasks, Assorted Colors, Pack Of 100. | | | | | | | |
| | | | | | | | Subtotal \$2.99 |
| | | | | | | | Delivery Charge \$0.00 |
| | | | | | | | Coupon \$0.00 |
| | | | | | | | Estimated Taxes \$0.00 |
| | | | | | | | Total \$3.18 |

Update Shipping Cost
Place Order
 Click to return your cart

Minimum amount necessary

Enter Your Information (Already registered? Sign In)

Please enter your U.S. address and email address to create your account.

First Name Last Name

Street Address

City

State ZIP Code Country or Region U.S. addresses only, please.

Phone Number ext: Needed if there are questions about your order.

A valid email address is required to communicate with you.

Email address

Re-enter Email address

Create Password How secure is your password?

Must be at least 6 characters, including a number or special character. Example: xPr355 Check your password strength - the higher, the better.

Re-enter Password

By clicking "Register" you agree to eBay Express's [privacy policy](#) and [terms of use](#). You also agree to be contacted for marketing purposes, but you can change your notification preferences in your account.

Register

Other Costs (if they apply) [Learn More](#)

Who will pay the county transfer fee?
 Buyer
 Seller

Who will pay the city transfer fee?
 Buyer
 Seller

Who will pay the home owner's association transfer fee?
 Buyer
 Seller

Who will pay for the home owner's association transfer documents?
 Buyer
 Seller

Home Warranty

Do you want to order a home warranty?

Who will pay for the home warranty?
 Buyer
 Seller

How much home warranty coverage?

Which home warranty options do you want?
 Air conditioner Well
 Septic Roof
 Pool Washer / Dryer / Refrigerator
 Other:

Liquidated Damages

Liquidated damages can be assessed if the buyer fails to complete the purchase because of default. If the buyer agrees to pay liquidated damages in case of default, then the seller retains the deposit actually paid by the buyer.

If you default, do you agree to pay liquidated damages?
 Yes
 No

Dispute Resolution

Rather than having disputes resolved in courts, buyers and sellers can agree to have all disputes resolved by arbitration as provided by California law.

Do you agree to submit disputes to neutral arbitration?
 Yes
 No

Expiration

When do you want your offer to expire? (Commonly 3 calendar days after the buyer signs and dates the offer)

This offer shall officially expire, be deemed revoked, and the deposit shall be returned, unless the offer is signed by the seller and a copy of the offer is personally received by the buyer at 5 p.m. on the third day after this offer is signed by the buyer.
 If the seller makes a counter-offer, your Redfin Agent will help you respond appropriately.

BEST PRACTICE


- Use relevant content groupings to organize forms
- Use the minimum amount of visual elements necessary to communicate useful relationships


44

Actions



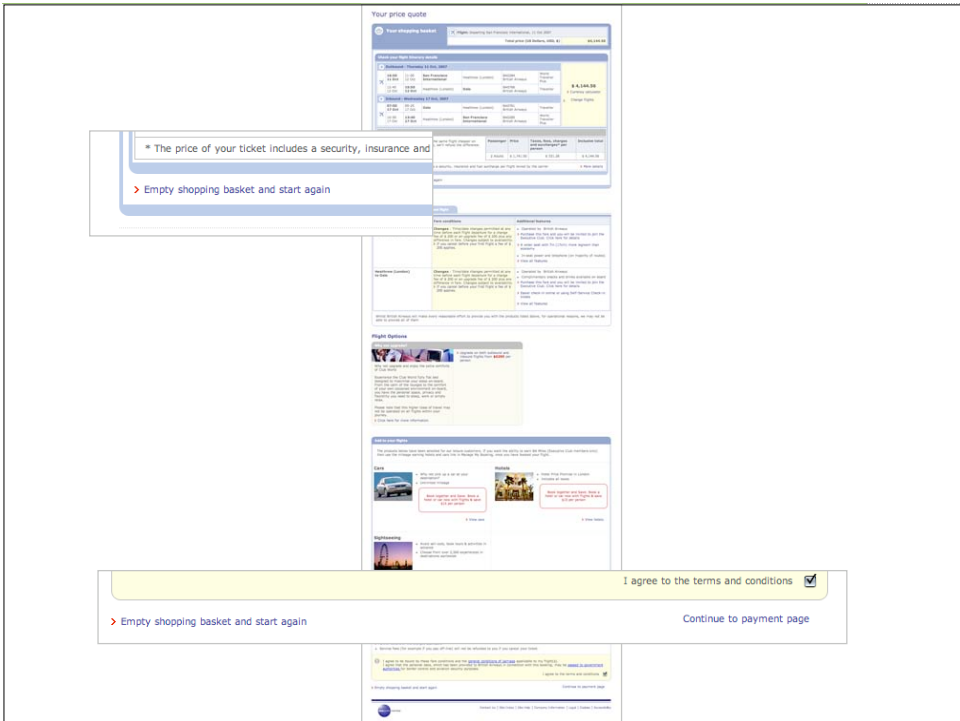
Primary & Secondary Actions

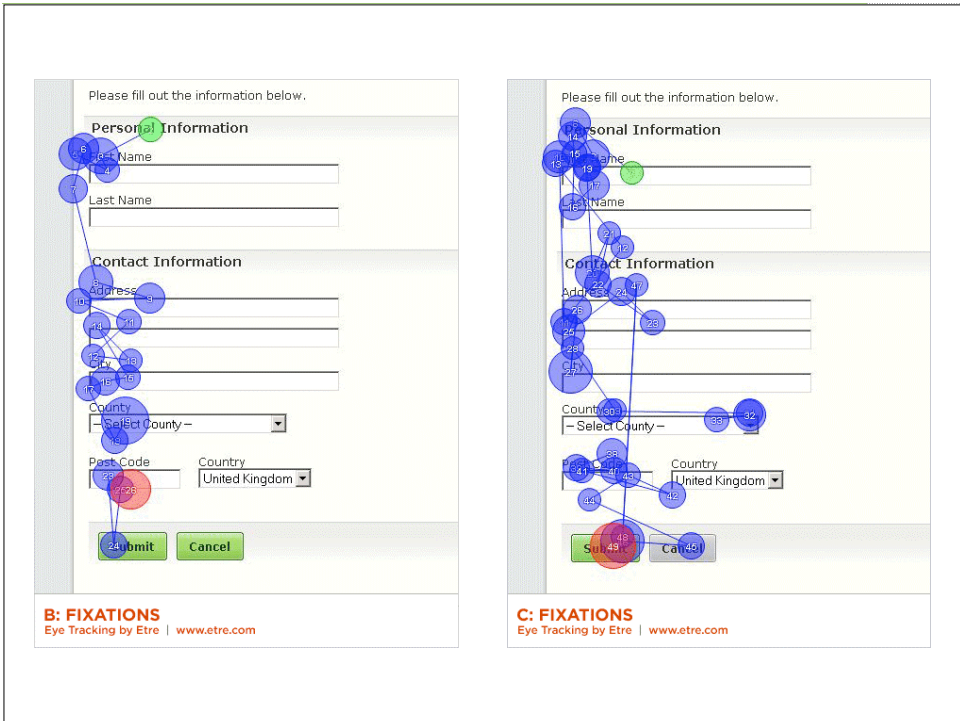
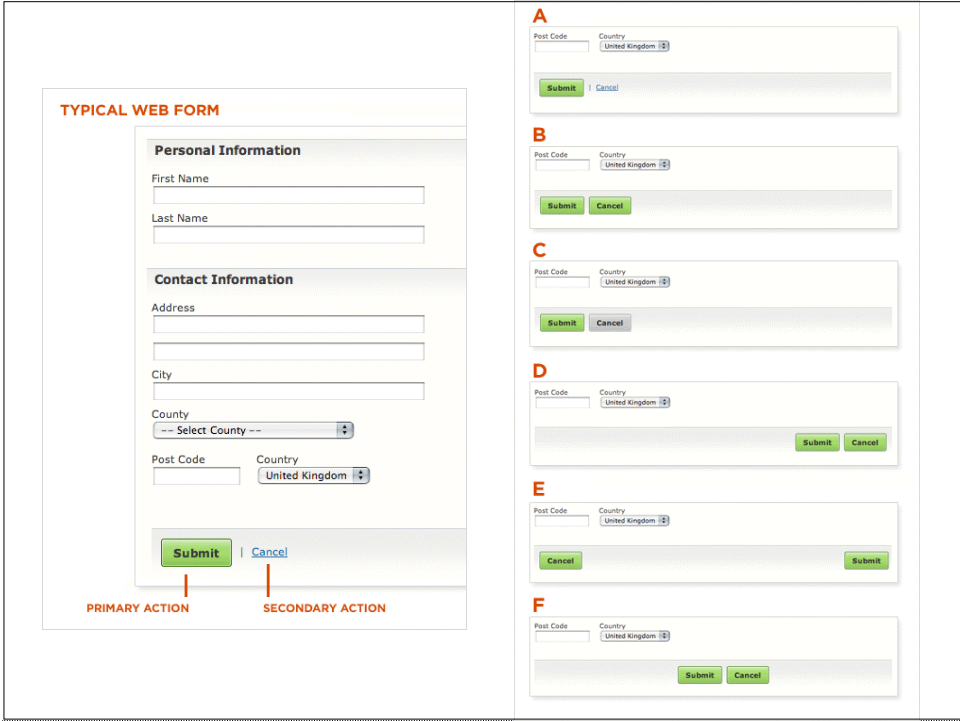
| | | |
|----------------|------------------|--|
| Primary Action | Secondary Action | Disadvantage: Potential Errors |
| Primary Action | Secondary Action | Advantage: Clear Action |
| Primary Action | Secondary Action | |

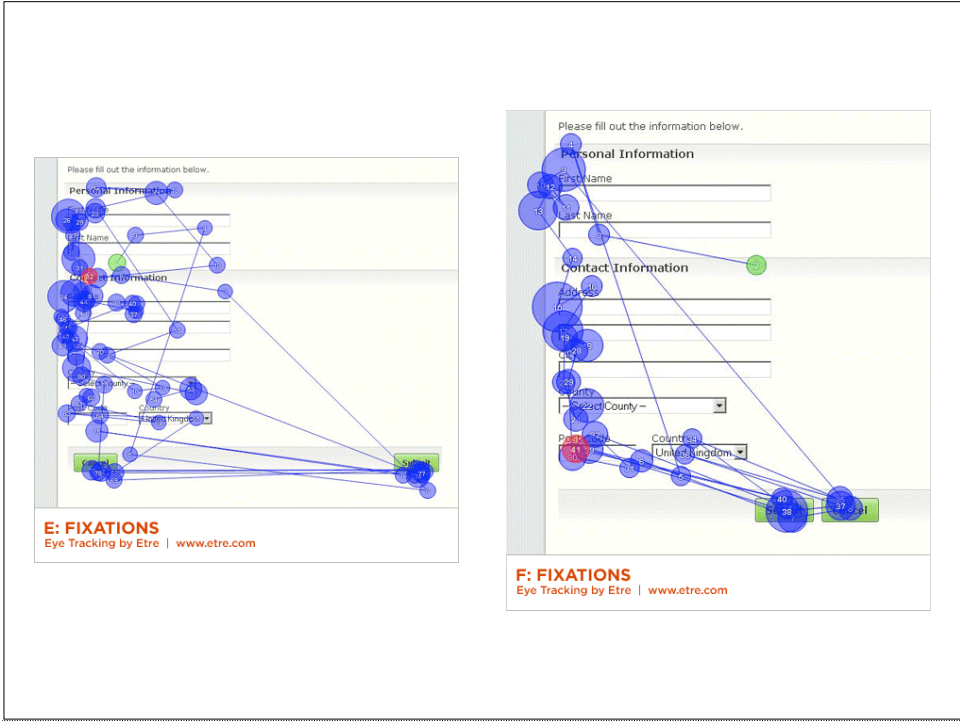
- **Not all form actions are equal**
 - Reset, Cancel, & Go Back are secondary actions: rarely need to be used (if at all)
 - Save, Continue, & Submit are primary actions: directly responsible for form completion
- **The visual presentation of actions should match their importance**

Sample Primary & Secondary Actions

| | |
|--|--|
| Continue | Primary Action |
| Back | Secondary Action |
| Activate | Primary Action |
| Expand options | Secondary Action |
| Select a room | Hotel and room details, photos, and maps |
| Primary Action | Secondary Action |
| Yahoo! Search | Advanced Preferences |
| Primary Action | Secondary Actions |
| Choose and continue to more options. | Primary Action |
| Save this information in an itinerary. | Secondary Actions |
| Cancel and go to home page. | Secondary Actions |









BEST PRACTICE

- Avoid secondary actions if possible
- Otherwise, ensure a clear visual distinction between primary & secondary actions
- Align primary actions with input fields for a clear path to completion



Help & Tips

- **Help & Tips are useful when:**
 - Asking for unfamiliar data
 - Users may question why data is being requested
 - There are recommended ways of providing data
 - Certain data requests are optional
- **However, Help & Tips can quickly overwhelm a form if overused**
- **In these cases, you may want to consider a dynamic solution**
 - Automatic inline exposure
 - User activated inline exposure
 - User activated section exposure

Help Text

videoegg

Sign up here.

VideoEgg is all about VideoEgg Publishing Over Easy. We're simply the best and easiest way to upload and share videos on the internet. To get started, create an account below, and we'll have you sharing your videos in no time!

Desired Login:

Choose a Password:
(4 or more characters)

Confirm Your Password:

Email:
We don't spam. Period.

I know you said you don't spam, but really, will you spam me?
No way! SPAM is for mortgage companies, fake watches and people pimping Viagra. We'd never give your address to someone or send you unsolicited emails. We hate getting them, and we won't send them.

Sign in.
Username:
Password:
 remember me

[Sign up](#) | [Lost Login](#)

videoegg [Home](#) | [About Us](#) | [Blog](#) | [Jobs](#) | [Press](#) | [Partners](#) | [FAQ](#) | [Contact](#) [Terms of Service](#) | [Privacy Policy](#)
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Lots of Help/Tips

ebay [home](#) | [pay](#) | [services](#) | [site map](#) [Advanced Search](#)

[Buy](#) | [Sell](#) | [My eBay](#) | [Community](#) | [Help](#) Powered By **IBM**

Hello, skitterball! ([Sign out](#))

Sell Your Item: Choose a Selling Format

To begin, select a [format](#) and click the **Continue** button. Please make sure your item is [allowed](#) on eBay first.

- Sell item at online Auction**
Allows bidding on your item(s). You may also add the Buy It Now option. [Learn more](#)
- Sell at a Fixed Price**
Allows buyers to purchase your item(s) at a price you set. [Learn more](#)
- Advertise your Real Estate**
Allows advertising of property to generate multiple leads. Real estate sellers may also sell at an online Auction or Fixed Price. [Learn more](#)

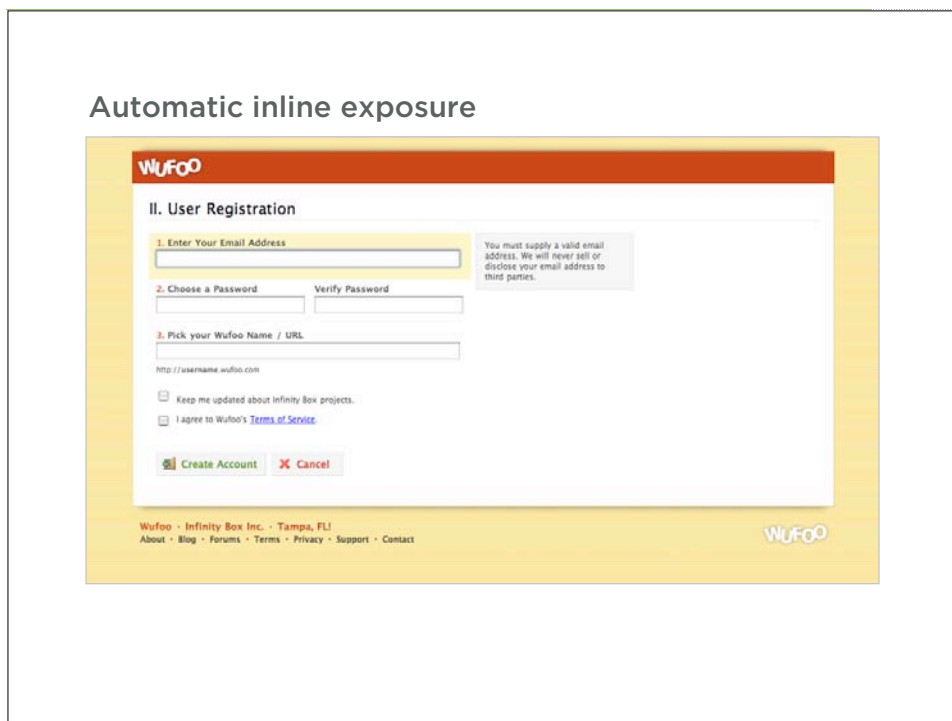
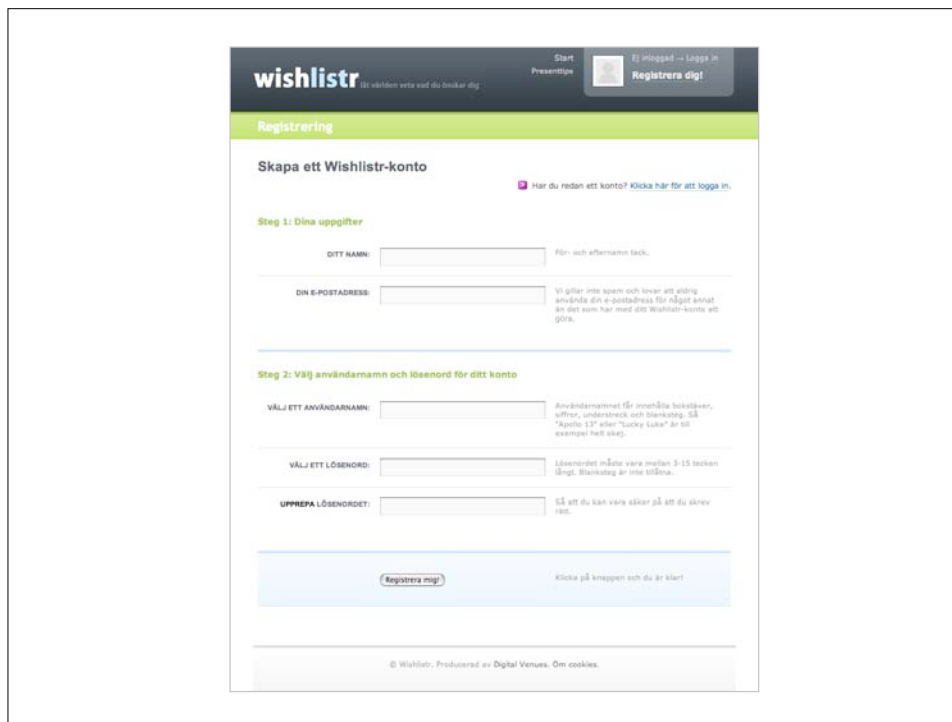
Sell your items in your own eBay Store
Your own storefront on eBay, plus features to help you sell more. Learn more [about eBay Stores](#).

Want someone else to sell for you? Find a [Trading Assistant](#).

New Sellers, before you sell...

- [Learn how to sell](#)
- Review the [seller's checklist](#)
- Learn about [selling fees](#)

eBay Solutions Directory [Ramp up your business with new tools & services!](#)



Automatic inline exposure

The screenshot shows the SnapTax 1040EZ form interface. At the top, there are buttons for 'Save', 'Print', 'Error Check', and 'Exit'. The SnapTax logo is on the right. Below the navigation bar, the form title is '1040EZ Income Tax Return for Single and Joint Filers With No Dependents'. The 'Personal Information' section contains fields for 'Your First Name', 'M.I.', 'Last Name', 'Suffix', 'Date of Birth', and 'Social Security #'. A blue callout box with a question mark icon is positioned over the 'Last Name' field, containing the text: 'Name change? Report it to your local Social Security Administration office before you file to prevent delays. Tell me more'. Below this, there are fields for 'Spouse's First Name', 'M.I.', 'Last Name', 'Suffix', 'Date of Birth', and 'Social Security #'. Further down are fields for 'Street Address', 'Apartment No.', 'City', 'State', and 'ZIP Code'. At the bottom of the form, there are checkboxes for 'Single' and 'Married - Filing Jointly' under the 'Filing Status' section.

User-activated inline exposure

The first screenshot shows a 'Phone Details' section with two input fields: 'IMEI Code:' and 'PAC Code:'. Each field has a question mark icon to its right. A 'Submit' button is located below the fields.

The second screenshot shows the same 'Phone Details' section, but with an 'Explanation of IMEI Code' displayed below the 'IMEI Code:' field. The explanation text reads: 'The International Mobile Equipment Identity (IMEI) number is a unique 15-digit code used to identify an individual GSM mobile telephone. The number can be found on most mobiles by typing in *#06#. If this combination doesn't work on your mobile phone, please call our support centre on +44 (0) 1252 xxxx xxx.' Below the explanation is a blue link that says 'Back to IMEI input field.' The 'PAC Code:' field and the 'Submit' button are also visible in this view.

User-activated inline exposure

Issuing Bank (51A) Code

Citibank
123 Bennet Ct.
Hongartu, Malaysia

51A: Issuing Bank
An Issuing Bank is required for Letters of Credit. Issuing Banks must be approved FDA lenders if they are headquartered in the United States.

Applicant (50)

Excel Chemical Corporation
9A no. 25 Sec. 4
Taipei, 105, Taiwan

Beneficiary (59) Code

AlphaGary
150 West Naperville Rd
Naperville, IL 60653

Drawee (42A) Code

AlphaGary
150 West Naperville Rd
Naperville, IL 60653

Consigned to

Applicant

Notify

Accountee

User-activated dialog exposure

charles SCHWAB LOG IN | CONTACT US | MY LIFE

Welcome to Schwab | Investment Products | Research & Strategies | Planning & Retirement | Active Trader | Banking & Lending

Retirement | Changing Jobs | College | Tax | Life Insurance | Estate Planning | Charitable Giving

Assess Your Needs

Reasons to Insure

Assess Your Needs

Get a Quote

Insurance Carriers

Insurance Types

Learn More

Glossary

Calculate how much life insurance you need

This calculator will help you determine how much life insurance you might consider in order to:

- Replace your income for a specific number of years
- Pay off major expenses, including mortgage and college educations.

What is your personal monthly net income?

For how many years would you want to replace that income?

What is your outstanding mortgage balance?

How many children will be attending college?

Estimated expense for college: (Determines college expenses)

What is your current outstanding debt?

Estimated final expenses/estate settlement expenses.

Other major expenses you may want to cover:

Total Expenses:

How much life insurance do you currently have?

Retirement Savings:

Education Fund:

Other Assets (excluding primary residence):

Help College Costs

Saving for College

How much money will you need?
Just how much will it cost for your child to attend college? The table below shows what the average costs may be.

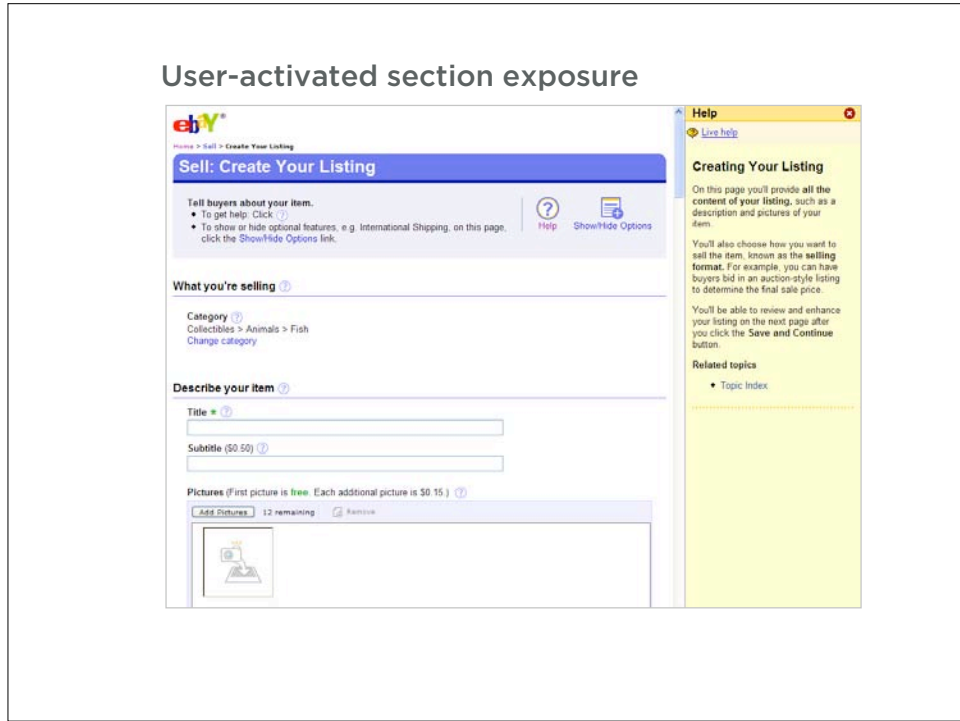
Projected cost of college

| Your child begins college in | Type of college | | |
|------------------------------|----------------------------------|--------------------------------------|------------------------|
| | 4 years public school (in-state) | 4 years public school (out-of-state) | 4 years private school |
| 2 years | \$81,100 | \$121,200 | \$188,300 |
| 4 years | \$91,200 | \$136,200 | \$188,900 |
| 10 years | \$129,400 | \$193,200 | \$285,200 |
| 14 years | \$163,300 | \$243,900 | \$334,900 |
| 18 years | \$208,200 | \$307,800 | \$422,800 |

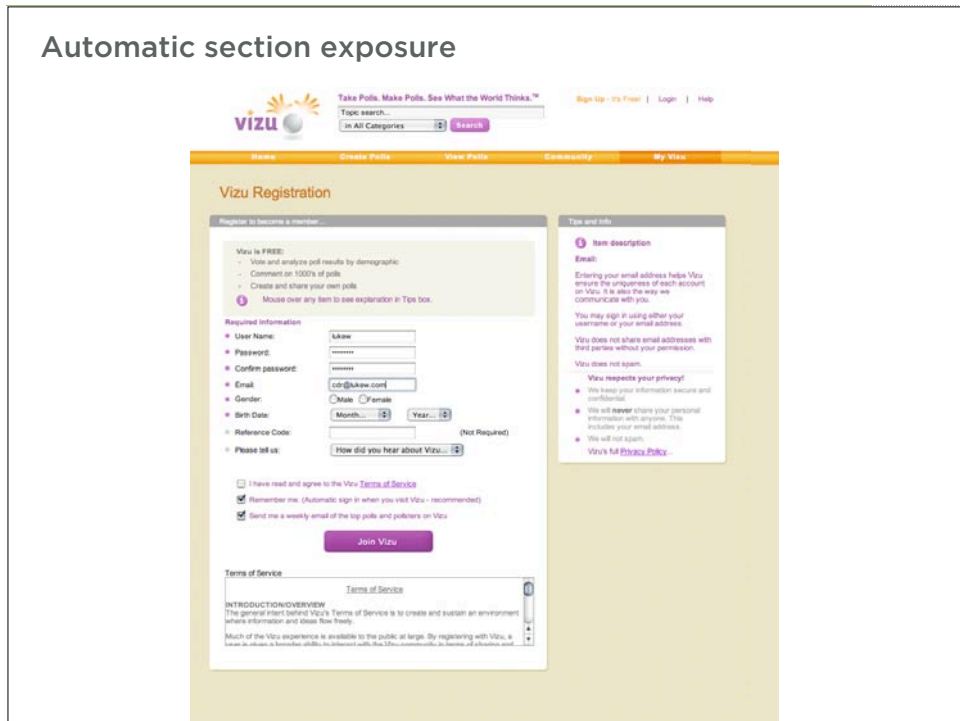
Source: Annual Survey of Colleges, The College Board. Chart assumes a 6% average annual increase in tuition, fees, books, room and board, and other expenses.

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User-activated section exposure



Automatic section exposure





BEST PRACTICE

- Minimize the amount of help & tips required to fill out a form
- Help visible and adjacent to a data request is most useful
- When lots of unfamiliar data is being requested, consider using a dynamic help system



INTERACTION



Interaction



- Path to Completion
- “Tabbing”
- Progressive Disclosure
- Exposing dependencies

Path to Completion



- Primary goal for every form is completion
- Every input requires consideration & action
 - **Remove all unnecessary data requests**
 - Enable flexible data input
- Provide a clear path
- Enable smart defaults

Remove Unnecessary Inputs

The screenshot shows the eBay registration process. At the top, there are navigation links: home, my eBay, site map, sign in. Below that are buttons for Browse, Sell, Services, Search, Help, and Community. A progress bar indicates the current step is 'Registration', with previous steps 'Check email' and 'User ID & Password' shown as completed. The main heading is 'Welcome! Let's begin.' followed by instructions to enter contact information and a note that users must be at least 18 years old. The form is divided into two sections: 'Personal Contact Information' and 'Optional Information'. The 'Personal Contact Information' section includes fields for Email address, Retype your email address, Full name (with sub-fields for First name, M.I., and Last name), Company, Address, City, State (a dropdown menu), Zip, Primary phone #, and Secondary phone #. The 'Optional Information' section includes a checkbox for 'Also register me at eBay's Half.com', a dropdown for 'How did you first hear about eBay?', a date of birth field (Month, Day, Year), a dropdown for 'Annual Household Income', a dropdown for 'Gender', and a field for a promotional priority code.

Remove Unnecessary Inputs

The two screenshots show the PayPal 'Add a Credit or Debit Card to Complete Purchase' form. Both forms have a header with the PayPal logo and 'Secure Payments' icon. The left form has a yellow warning box stating: 'You must add a credit card to complete this purchase, possibly because the seller does not accept eChecks. Some payments, like instant and immediate payments, require a credit card.' Below this, it says 'This transaction amount is greater than your available PayPal balance. To complete purchase, please add a credit or debit card.' and provides a field for the 'Credit or Debit Card Number:'. The right form has a similar warning box: 'You must add a credit card to complete this purchase, possibly because the seller does not accept eChecks. Some payments, like instant and immediate payments, require a credit card.' and says 'This transaction amount is greater than your available PayPal balance. To complete purchase, please add a credit or debit card.' with a field for 'Credit or Debit Card Number:'. Both forms include a 'Payment Type' section with logos for VISA, MasterCard, American Express, and Discover. Below that is an 'Expiration Date' field with 'Month / Day / Year' and 'CSC' (Card Security Code) input. The 'Billing Address' is listed as 'Post Office Box 131, New York, NY 10276, United States' with a 'Change' link. At the bottom of each form are 'Add Card and Continue' and 'Cancel and return to merchant' buttons.

Remove Unnecessary Inputs

YAHOO! Yahoo! - Help

Hi There! We'll get you set up on Yahoo! in three easy steps! Just answer a few simple questions, select an ID and password, and you'll be all set.

Already have an ID or Mail address?
[Sign In](#)
[Forget your password or Yahoo! ID?](#)

I prefer content from Yahoo! U.S. in English

1. Tell us about yourself...

My Name

Gender -- Select One --

Birthday -- Select Month --

I live in United States

Postal Code

2. Select an ID and password

Yahoo! ID and Email @yahoo.com

Password Password Strength

Re-type Password

3. In case you forget your ID or password...

Alternate Email

Security Question -- Select One --

Your Answer

Flexible Data Input

Phone Number (ex. 555-123-4444)

Phone Number () - -

Phone Number

(555) 123-4444
555-123-4444
555 123 4444
555.123.4444
5551234444



Smart Defaults

Shipping Costs

| | |
|---|---|
| Shipping Service Standard delivery <input type="text"/> Add another shipping service | Shipping & Handling \$ <input type="text"/> Don't know what to charge? Try the Shipping Calculator . To offer free shipping, enter 0.00 above. |
| Shipping Insurance Not offered <input type="text"/> \$ 0.00 <small>View insurance rate table</small> | Sales Tax I don't charge tax Change |

Path to Completion

PayPal® [Log Out](#) | [Help](#)

[My Account](#) [Send Money](#) [Request Money](#) [Merchant Tools](#) [Auction Tools](#)

Jason, please confirm this secure transaction

You're about to send \$37

To: lucky@37signals.com (a [verified member](#))

Source: \$37 from your PayPal balance ([pay another way](#))

Email
Email subject: Here's the cash I owe ya
Note: Thanks for bailing me out! I also included \$7 for the cab ride. Thanks again!

Shipping Information

Ship to: 400 N. May Street, #301, Chicago, IL 60622, USA (Confirmed)
or [add a new address](#)

I'm not shipping anything, no address required.

Clear Path to Completion

The screenshot shows the PayPal payment confirmation interface. At the top, the PayPal logo is on the left, and 'Log Out | Help' is on the right. Below the logo is a navigation bar with buttons for 'My Account', 'Send Money', 'Request Money', 'Merchant Tools', and 'Auction Tools'. The main heading is 'Check Payment Details' with a 'Secure Transaction' lock icon. The 'Payment Details' section includes: 'Pay To: paypal.jf@spinfree.com (a verified member)', 'Amount: \$37.00', 'Source of Funds: PayPal balance more funding options', 'Email Subject: Here's the cash I owe ya', and 'Note: Thanks for bailing me out! I also included \$7 for the cab ride. Thanks again!'. The 'Shipping Information' section has a 'Ship to' dropdown menu showing '400 North May Street, #301, Chicago, IL 60622, USA' and an 'Add Address' link, with a radio button for 'No shipping address required'. A yellow bar at the bottom contains the 'Send the \$37' button, 'Edit Transaction', and 'Cancel Transaction' links. A red arrow points from the 'Send the \$37' button up to the 'Pay To' field. At the bottom, there are links for 'About Us', 'Accounts', 'Fees', 'Privacy', 'Security Center', 'User Agreement', 'Developers', and 'Shops', along with the copyright notice 'Copyright © 1999-2003 PayPal. All rights reserved.'

Path to completion

The screenshot shows the 'Step 2. Buyer information' page of a Redfin offer wizard. On the left, there is a sidebar with 'Offer Wizard Pages' (1. Offer Information, 2. Buyer Information, 3. Initial Deposit, 4. Contingencies, 5. Inspections, 6. Closing, 7. Confirm and Submit) and 'Redfin Direct Resources' (How Redfin Direct Works, Frequently Asked Questions, Terms and Conditions). The main content area includes: 'Previous Offer Information' and 'Offer status: DRAFT' with 'Last saved: 12/11/06, 10:18 AM' and a 'Save My Offer' button (indicated by a red arrow); 'Step 2. Buyer information' with a note that buyers listed in the purchase and sale agreement will become the owners of the property at closing; 'Personal Information' section with fields for 'Who is buying the property?' (Buyer 1 name: Luke Wroblewski, Buyer 2 name: optional), 'Where do the buyer(s) currently live?' (Street address, Unit #, City, State, Zip), and 'What is the legal status of the buyer(s)?' (radio buttons for Married couple, Married person, Single person, Two or more single people, Corporation); 'Contact Information' section with fields for 'How may a Redfin agent will contact you to discuss your offer?' (Phone number, Email address: cdr@lukew.com) and 'When can a Redfin agent contact you?'; and 'Other Information' section with fields for 'What special conditions, if any, are related to your offer?' and 'How did you hear about Redfin? (Optional)'. Logos for BBB Online Business Review and HACKER SAFE are visible in the bottom left.



BEST PRACTICE

- Remove all unnecessary data requests
- Enable smart defaults
- Employ flexible data entry
- Illuminate a clear path to completion
- For long forms, show progress & save



Tabbing

- Many users interact with a form by “tabbing” between fields
- Proper HTML markup can ensure tabbing works as expected
- Multi-column form layouts may conflict with expected tabbing behavior

Office DEPOT
Billing Care of America

Corporate Customers | Store Locator | International | Español | About Us | Help

1.800.GO.DEPOT

Search for:

Log In | Register

HOME SUPPLIES | FURNITURE | TECHNOLOGY | TOOL SERVICES | WORKING TOOLS

Home | Register

Register

Use our convenient one-step registration form.

Before you begin...

Please note that if you can answer "yes" to any of the following questions, you may not need to fill out this registration form. Simply click on the link that applies and you'll be taken to the appropriate page.

- Do you shop with us by phone, fax, or already have a tax exempt account?
- Do you want to apply for a tax exempt account?
- Would you like to sign up for a Government account?
- Do you have a Viking® account?

Required Information

Billing Info

Name and address should match that of the credit card. Billing info is required for all orders, including GiftWard® Card purchases.

Business Name:

First Name:

Mobile Email:

Last Name:

Address Line 1:

Address Line 2:

City:

State:

Zip Code:

Country: USA

Consider users register at: www.officedepot.ca

Phone Number: Ext.

Fax Number: Ext.

*Billing Email:

Please send my emails in HTML format.

Yes, please send me exclusive discounts and special offers available only to Office Depot's Email customers. [Privacy Policy](#)

Shipping Info

Same as Billing

Currently Office Depot is unable to process orders online for delivery to APO/FPO/PO Box and export addresses. Please [click here](#) for additional ordering options.

Business Name:

First Name:

Mobile Email:

Last Name:

Address Line 1:

Address Line 2:

City:

State:

Zip Code:

Country: USA

Consider users register at: www.officedepot.ca

Phone Number: Ext.

*Shipping Email:

Please send my emails in HTML format.

Yes, please send me exclusive discounts and special offers available only to Office Depot's Email customers. [Privacy Policy](#)

Payment Info (optional)

Payment Type: Credit Card

Credit Card Number:

Please enter your credit card # without spaces or dashes (i.e. 1234567890123456)

Credit Card Type:

Select payment type:

Expiration Date: / (mm/yy)

Create Your Login and Password

Login Name: must be at least 8 characters

Password: must be at least 8 characters

Password Confirm: retype your password

Yes, please log me in automatically.

BEST PRACTICE

- Remember to account for tabbing behavior
- Use the tabindex attribute to control tabbing order
- Consider tabbing expectations when laying out forms

80

Progressive Disclosure



- Not all users require all available options all the time
- Progressive disclosure provides additional options when appropriate
 - Advanced options
 - Gradual engagement

Exposing Options

Post a new message [Cancel](#)

Title:

Category:

Message body: [Show extended message body](#)

Make this message private

[Attach files to this message...](#)

Associate this message with a milestone
A link to this message will appear below the milestone you select.

Completes this milestone

[Associate this milestone](#) or [Cancel](#)

Notify people of this message via email

All of InDA Volunteers

Jeff Howard Pedro Jorge Adler

All of InDA Board

Carrie Ritch Josh Seiden Mauro Cavalletti

Dan Saffer Lada Gorlenko micah alpern

David Malouf Lita deBettencourt Pabini Cabrial-Pet

Frank Ramirez Luke W Robert Reimann

Greg Petroff

[Post this message](#) [Preview](#)

Exposing Options

Select a Category

| | |
|---|-----------------------------------|
| <input type="checkbox"/> Drink | <input type="checkbox"/> Movie |
| <input type="checkbox"/> Food | <input type="checkbox"/> Sports |
| <input type="checkbox"/> Gathering | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Nightlife | <input type="checkbox"/> Beauty |
| <input checked="" type="checkbox"/> Outings | <input type="checkbox"/> Art Show |
| <input type="checkbox"/> Professional | |
| <input type="checkbox"/> Other | |

Dialog

Profile Events About Logout Renkoo

About You
We hate it when websites make you give up a bunch of personal data for no good reason. So on Renkoo, it's all about you.

Subdomain:
Email Address:
Password:
Change your password by using [this link](#).

Notification Preference
Tell us when and how to get in touch.

Send me notifications by:

- Email address
- AOL Instant Messenger
AOL ID:
- Yahoo! Messenger
- Mobile phone (as a text message)
- Nowhere. Please don't send me any notifications.

To select what kinds of notifications you want to receive, use our advanced notification settings.

© Renkoo 2006. | Feedback | Terms of Use | Help

Advanced Notification Settings

When an event is about to happen

When I get a new invitation

When plans are finalized

When someone responds to one of my events

When there's great news from Renkoo

When an event is about to happen, send a note to:

- Email address
- AOL Instant Messenger
AOL ID:
- Yahoo! Messenger
- Mobile phone (as a text message)
- Nowhere. Please don't send me any notifications.

Progressive Disclosure


The image illustrates three stages of progressive disclosure for a search form:

- Stage 1:** A single input field labeled "Type or select a Place" with a search icon and a help icon. A link below reads "Include an address and map".
- Stage 2:** The input field now contains the text "Starbucks". Below it, a form is revealed with fields for "Address", "City", "State", and "ZIP Code". A "Search for a Place" button is also present. A tooltip below the button says "Enter a city & state or ZIP code to search for places nearby."
- Stage 3:** The form is further populated. The "Address" field contains "245 Bascom Ave.", "City" is "Campbell", and "State" is "CA". The "ZIP Code" field contains "95008". A map of the area is shown. The "Search for a Place" button is now disabled. A tooltip below the button says "Enter a city & state or ZIP code to search for places nearby."

Gradual Engagement

The image shows a screenshot of the Jumpcut website interface:

- Header:** The Jumpcut logo is on the left. Navigation links include "Home", "Your Page", "Explore", "Create", "Upload", and "Groups". On the right, there are links for "Help", "Register", and "Sign In".
- Main Content:**
 - Pick a Style:** A list of radio buttons for video styles: None, Smooth, Net Love, Quiet, Time Reversal, Wild, The Jumpcut, and Speed Up.
 - Video Player:** A video player showing a man standing in a field. To the right of the player are two buttons: "Edit My Movie" and "Publish My Movie", both with help icons.
 - Thumbnail:** Below the player is a small thumbnail of the same video with the ID "DSC05768anx".
- Footer:** Links for "Import from flickr or facebook", an "Upload More" button, and a link for "any questions" with a help icon.


Create a Google Account - Google Video

Create an Account

Your Google Account gives you access to Google Video and other Google services. If you already have a Google Account, you can [sign in](#) here.

Required information for Google account

Your current email address: e.g. myname@example.com. This will be used to sign-in to your account.

Choose a password: Minimum of 6 characters in length. [Password strength](#)

Re-enter password:

Remember me on this computer.

Creating a Google Account activates Personalized Search, which finds the search results most relevant to you based on your search history. [Get more info](#)

Enable Personalized Search.


Get started with Google Video

First name:

Last name:

Location:

Word Verification: Type the characters you see in the picture below.



Letters are not case-sensitive [? <](#)

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Create your family tree and stay in touch

Your Father

Your Mother


Start Here

your first name

your last name


email

gender male female

 Geni is private and secure. Only the people in your family tree can see your tree and your profile.

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myPlan Snapshot™ 

Your age **31** Your annual income \$ **300000** Your savings thus far \$ **210000**

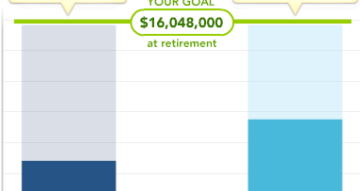
Projected Assets in future dollars Our assumptions and methodology ?

If the market performs **poorly** If the market performs on **average**

YOUR GOAL*

\$16,048,000

at retirement



On-Track to Have: **\$3,670,000** On-Track to Have: **\$7,363,000**

* Your goal represents assets needed to replace 85% of your pre-retirement income before taxes and assumes poor market conditions, estimated social security, and no pension or other retirement income.

Time ?

retirement age **65**

Money ?

contributions **\$2500/mo**


Investment ?

style **Growth**

We can give you a plan to help you get closer to your retirement goal. Get a detailed action plan in under 30 minutes. [Create a Plan](#)


Ready to start saving? We'll help you find great ways to save. [Start Saving](#)

[Sign up for our free eNewsletter](#) on investing and retirement or call us at 1-800-FIDELITY.



BEST PRACTICE

- Map progressive disclosure to prioritized user needs
- Most effective when user-initiated
- Maintain a consistent approach


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Selection Dependent Inputs



- Sometimes an initial data input requires or enables additional inputs
 - More options become available because of an initial input
 - Further clarification required due to initial input

Selection Dependent Inputs

Create a Download Request

Select active listings and sales history records that you want to download.
Note: Your sales records are available for the current month and the past three calendar months.

Listings and records
Sold

Date Range
 All records
 All new records since last download only (Last downloaded: Jan-01-05 00:00:00 PST)
 From Yesterday

From April 25 2005 at 12:00 AM US Time (PST)
To April 26 2005 at 12:00 AM US Time (PST)

Email address
jnucci@ebay.com
Your downloads will be sent to this email address. Separate multiple email addresses with commas.

Page Level

Section Title

- Top Level Choice 1**
Single line of explanatory text about Top Level Choice 1
- Top Level Choice 2**
Single line of explanatory text about Top Level Choice 2
- Top Level Choice 3**
Single line of explanatory text about Top Level Choice 3

Action

Section Tabs

Section Title

Choice 1 Choice 2 Choice 2

Choice 1 Data Choice 1 Data

Choice 1 Data

Select ▼

Choice 1 Data
 Choice 1 Data

Action

Section Finger Tabs

Section Title

| | | |
|--------------------|---------------|---------------|
| Top Level Choice 1 | Choice 1 Data | Choice 1 Data |
| Top Level Choice 2 | Choice 1 Data | |
| Top Level Choice 3 | Choice 1 Data | |

Choice 1 Data
 Choice 1 Data

Action

Section Selectors

Section Title

Top Level Choice 1

| | |
|---------------|---------------|
| Choice 1 Data | Choice 1 Data |
| Choice 1 Data | |

Choice 1 Data

Choice 1 Data
 Choice 1 Data

Action

Expose Below

Section Title

Top Level Choice 1
 Top Level Choice 2
 Top Level Choice 3

Choice 1 Data Choice 1 Data

Choice 1 Data

Choice 1 Data
 Choice 1 Data

Action

Expose Within

Section Title

Top Level Choice 1
 Top Level Choice 2
 Top Level Choice 3

Choice 1 Data Choice 1 Data

Choice 1 Data

Choice 1 Data
 Choice 1 Data

Action

Inactive Until Selected

Section Title

Top Level Choice 1

Choice 1 Data Choice 1 Data

Choice 1 Data

Choice 1 Data
 Choice 1 Data

Top Level Choice 2

Choice 2 Data Choice 2 Data

Choice 2 Data

Top Level Choice 3

Choice 3 Data

Action

Exposed & Grouped

Section Title

Top Level Choice 1

Choice 1 Data Choice 1 Data

Choice 1 Data

Choice 1 Data
 Choice 1 Data

Top Level Choice 2

Choice 2 Data Choice 2 Data

Choice 2 Data

Top Level Choice 3

Choice 3 Data

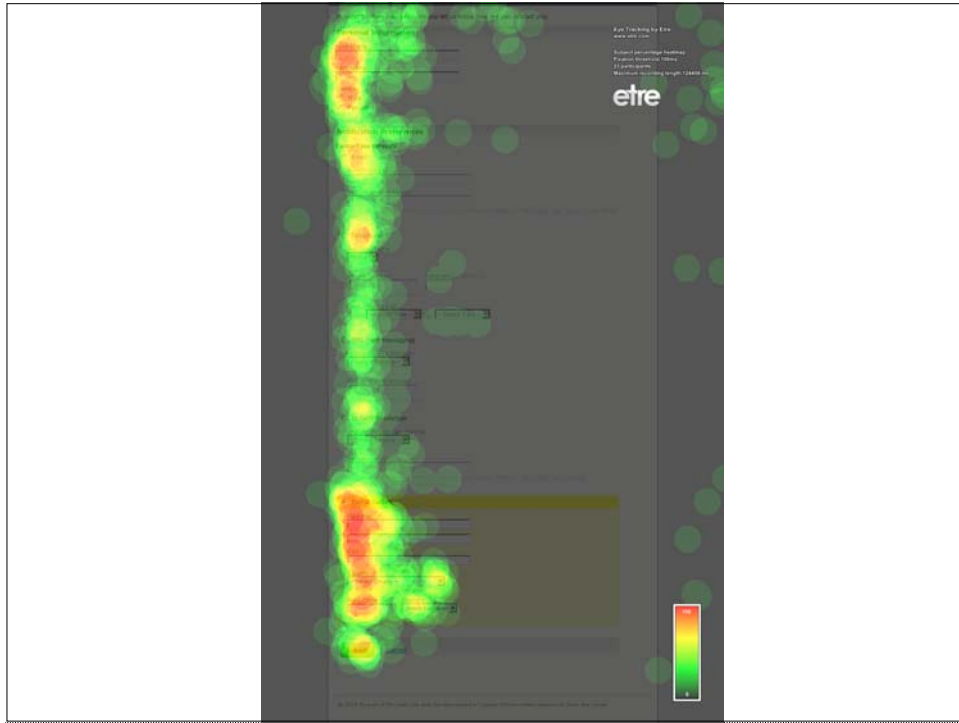
Action

Exposing Dependent Inputs



- Page Level
 - Requires additional step
- Section Tabs
 - Often go unnoticed
 - Require smart defaults
- Finger Section Tabs
 - Follow path to completion scan line
- Section Selectors
 - Effectively Group information
 - Hide some options
- Expose Below & Expose Within
 - Potential for confusion
- Inactive Until Selected & Exposed within Groups
 - Association between primary selection is impaired





BEST PRACTICE

- Maintain clear relationship between initial selection options
- Clearly associate additional inputs with their trigger
- Avoid “jumping” that disassociates initial selection options

LUHEW
INTERFACE DESIGNS

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FEEDBACK



Feedback

- **Inline validation**
 - Assistance
- **Errors**
 - Indication & Resolution
- **Progress**
 - Indication
- **Success**
 - Verification

Inline Validation



- Provide direct feedback as data is entered
 - Validate inputs
 - Suggest valid inputs
 - Help users stay within limits

Password Validation

| | |
|---|--|
| Create Password <input type="text"/> <small>Must be at least 6 characters, including a number or special character. Example: eXpr3\$\$</small> | How secure is your password? <input type="text"/> <small>Check your password strength - the higher, the better.</small> |
| Re-enter Password <input type="text"/> | |

| | |
|---|--|
| Create Password <input type="text" value="*****"/> <small>Must be at least 6 characters, including a number or special character. Example: eXpr3\$\$</small> | How secure is your password? <input type="text"/> <small>Check your password strength - the higher, the better.</small> |
| Re-enter Password <input type="text"/> | |

| | |
|---|--|
| Create Password <input type="text" value="*****"/> <small>Must be at least 6 characters, including a number or special character. Example: eXpr3\$\$</small> | How secure is your password? <input type="text"/> <small>Check your password strength - the higher, the better.</small> |
| Re-enter Password <input type="text"/> | |

Unique User Name Validation

Getting a free account on Newsvine takes less than a minute.
As a community member, you can comment, chat, and create your own column.
Simply fill out the short form below and you'll be on your way!

Private Information

Email Address:

Password:

Confirm Password:

I certify that I am at least 13 years of age and have read and agree to the terms of the [Newsvine User Agreement](#).

Public Information

Display Name: **Available!** (How you will be seen on the site — e.g. *John Smith* or *supergerbil420*)

Newsvine Domain: .newsvine.com **Available!** (The address for your column — e.g. *jim.newsvine.com*)

[Register for Newsvine](#)

Input Field Validation

Create a Profile
Choose a username and password

Desired username: [Check Availability](#)
(max 15 characters, no spaces)

Email:

Password:


Confirm password:


Newsletter: The occasional email to keep you up-to-date.

Terms & Conditions: Yes, I agree. [View](#)


[Sign up](#)

Create a Profile
Choose a username and password

Desired username: [Try another name](#) 
(max 15 characters, no spaces)

Email: 

Password: 

Confirm password: 

Newsletter: The occasional email to keep you up-to-date.

Terms & Conditions: Yes, I agree. [View](#)

[Sign up](#)

Valid Input Suggestions

Round-trip One-way Multi-city

From (city or airport) To (city or airport)

show nearby airports

Leave Time

Sunday

Travelers Cabin

[More search options](#) (flexible dates, preferred airlines)

for flights from 120+ websites

Get more out of Kayak.

[Sign up for free](#) to track fares, get fare alerts by email, share tips in forums, get personalized results and access your search history from anywhere.

Buzz - San Jose (SJC) to Kayak Top 25

| | |
|---------------------------|-------|
| 1. Philadelphia, PA (PHL) | \$230 |
| 2. Las Vegas, NV (LAS) | \$158 |
| 3. Paris, France (CDG) | \$619 |
| 4. Honolulu, HI (HNL) | \$258 |
| 5. Santa Ana, CA (SNA) | \$119 |

[Get the full buzz for SJC](#)

Forums

[22 hours](#)
I have a 22 hour layover in Amsterdam. Any ideas on what to do to pass the time. ...
[Amsterdam](#) - 9 replies
[Visit Kayak Forums](#)

Maximum Character Count

Message

1000 characters left (Limit is 1000 characters)

Message

After typing a few words I get a sense of how much room I have left to type...

922 characters left (Limit is 1000 characters)



BEST PRACTICE

- Use inline validation for inputs that have potentially high error rates
- Use suggested inputs to disambiguate
- Communicate limits



Errors

- Errors are used to ensure all required data is provided and valid
 - Clear labels, affordances, help/tips & validation can help reduce errors
- But some errors may still occur
- Provide clear resolution in as few steps as possible

Error Messaging

The screenshot shows the eBay 'Sell Your Item: Add Subtitle' page. At the top, there is a navigation bar with links for 'home', 'pay', 'register', 'services', and 'site map'. Below this are buttons for 'Buy', 'Sell', 'My eBay', 'Community', and 'Help'. A search bar is located on the right with the text 'Start new search' and a 'Search' button. The user is logged in as 'wookash!' and is prompted to 'Sign in'. The main heading is 'Sell Your Item: Add Subtitle'. A red warning icon and message state: 'Please enter your correct information in the highlighted fields below. Subtitle - Please enter a subtitle or click Cancel.' Below this is a text input field for the subtitle, followed by a 'Please enter a subtitle or click Cancel' message and a note that the subtitle is searchable. At the bottom, there are 'Confirm' and 'Cancel' buttons. The footer contains copyright information for 1995-2005 eBay Inc. and a 'TRUSTe' logo.

Short Forms: too much?

The screenshot shows the eBay 'Post to Want It Now' page. The navigation bar is similar to the previous page. The user is logged in as 'scuberson@ebay.com!'. The main heading is 'Post to Want It Now'. A red warning icon and message state: 'Please correct the highlighted fields before continuing.' Below this are three bullet points: 'Title - Please enter a title for your post.', 'Description - Please enter a description for your post.', and 'Category - Please enter a valid category.' The form includes a 'Title' input field, a 'Description' text area, and a 'Category' dropdown menu. A 'Post To Want It Now' button is at the bottom. The footer contains copyright information for 1995-2005 eBay Inc. and a 'TRUSTe' logo.

Short Forms

Wufoo

II. User Registration

1. Enter Your Email Address
Invalid email address

2. Choose a Password **Verify Password**
Password is required

3. Pick your Wufoo Name / URL
Username can only contain letters and numbers.
<http://username.wufoo.com>

Keep me updated about Infinity Box projects.
 I agree to Wufoo's [Terms of Service](#).
Please accept Wufoo's [Terms of Service](#).

Wufoo · Infinity Box Inc. · Tampa, FL!
[About](#) · [Blog](#) · [Forums](#) · [Terms](#) · [Privacy](#) · [Support](#) · [Contact](#)

Wufoo

Short Forms

Jotspot LIVE [About Jot](#) [Contact](#)

Account Setup

You've selected the **Personal** plan (free!)

We'll need the following information to create your account. Once your account is created, your pages will be located at <http://www.jotlive.com/lukew/>.

Error: That email address is already registered.

| | | |
|---|---|---|
| 1. Choose a username This name is how you'll be identified in JotSpot Live. <input type="text" value="lukew"/> | 2. Choose a password For security, password should be at least 6 characters long Enter again to verify | 3. Enter e-mail address You'll receive an activation message at this address <input type="text" value="info@lukew.com"/> Enter again to verify <input type="text" value="info@lukew.com"/> |
|---|---|---|

Home > Documents > Letters of Credit > E050920054-00 > LC Details

E050920054-00: LC Details

Please correct the following before continuing.
Required: Applicant (30)

Letter of Credit
LC Details
Checklist
File Repository
Draws
Parties & Alerts

Draws
09/20/2005
E050920054-01
\$2,000.00

09/18/2005
E050920054-02
\$3,000.00

09/12/2005
E050920054-03
\$5,000.00

SWIFT Messages
09/23/2005
MT700 (Processed)
MT799 (Processed)
SWIFT Information

Balance & Draws

| | | | | | |
|-----------------|---------------|-------------------------|--------------|-----------|--------------|
| Type | Commercial LC | Total Transaction Value | 0.00 | Workgroup | SCTest |
| Status | New | Cash in Advance | 0.00 | Owner | Poopah Tamoh |
| Number | 04409250221 | LC Value | 1,072,500.00 | | |
| Latest Shipment | 11/01/2005 | Under Reserve | 0.00 | | |
| Expiration | 09/29/2005 | Draws Total (3) | 10,000.00 | | |
| Currency | USD | Balance | 1,072,500.00 | | |

Parties

Availability (41A)
Any Bank by Negotiation Freely Negotiable

Negotiating Bank
ABN AMRO Bank N.V.D. Achennai, India

Reference Number
BIC Number
40354BN A05

Issuing Bank (31A)
Citibank
123 Banknet Ct.
Hingertu, Malaysia

Code
SOCCITMS

Applicant (30)

Code

Beneficiary (33)
AlphaGary
150 West Naperville Rd
Naperville, IL 60563

Code

Drawee (42A)
AlphaGary
150 West Naperville Rd
Naperville, IL 60563

Code

Consigned to
Applicant

Notify
Accountee

Transaction

Documentary Credit Number (20)
04409250221

Amount (32B)
1,072,500.00 USD - United States Dollars

Credit Tolerance % (28A)

BEST PRACTICE

- Clearly communicate an error has occurred: top placement, visual contrast
- Provide actionable remedies to correct errors
- Associate responsible fields with primary error message
- “Double” the visual language where errors have occurred

Progress



- Sometimes actions require some time to process
 - Form submission
 - Data calculations
 - Uploads
- Provide feedback when an action is in progress

Disable Submit Button

The screenshot shows a web form with the following elements:

- Attach a file** (each file should be under 10MB)
 - Choose File ap_beyond_...rames.pdf
 - Attaching files ...
- [Associate this message with a milestone...](#)
- Notify people of this message via email**
 - All of IxDA Volunteers
 - Jeff Howard Pedro Jorge Adler
 - All of IxDA Board
 - Carrie Ritch Josh Seiden Mauro Cavalletti
 - Dan Saffer Lada Gorlenko micah alpern
 - David Malouf Lisa deBettencourt Pabini Gabriel-Petit
 - Frank Ramirez Luke W Robert Reimann
 - Greg Petroff

A red arrow points to the "Choose File" button, which is disabled. Below the form is a blue and white striped bar.



BEST PRACTICE

- Provide indication of tasks in progress
- Disable “submit” button after user clicks it to avoid duplicate submissions



Success

- After successful form completion confirm data input in context
 - On updated page
 - On revised form
- Provide feedback via
 - Message (removable)
 - Animated Indicator

E050920054-00: LC Details Home > Documents > Letters of Credit > E050920054-00 > LC Details

Letter of Credit
 LC Details
 Checklist
 File Repository
 Draws
 Parties & Alerts

Draws
 09/20/2005
E050920054-01
 \$2,000.00

09/18/2005
E050920054-02
 \$3,000.00

09/13/2005
E050920054-03
 \$5,000.00

SWIFT Messages
 09/20/2005
MT700 (Processed)

09/18/2005
MT1699 (Processed)

SWIFT Information

LC changes saved successfully.

Balance & Draws Hide

| | | | | | |
|-----------------|---------------|-------------------------|--------------|-----------|--------------|
| Type | Commercial LC | Total Transaction Value | 0.00 | Workgroup | SCTest |
| State | New | Cash in Advance | 0.00 | Owner | Poopak Tameh |
| Number | 04ADDH250221 | LC Value | 1,072,500.00 | | |
| Latest Shipment | 11/01/2005 | Under Reserve | 0.00 | | |
| Expiration | 09/29/2005 | Draws Total (3) | 10,000.00 | | |
| Currency | USD | Balance | 1,072,600.00 | | |

Parties Hide

Availability (41A)
 Freely Negotiable

Negotiating Bank

Issuing Bank (51A)

Applicant (50)

Beneficiary (59)

Drawee (42A)

ALERTLOGIC INVISION SECURITY Welcome, LukeW | My Account | Log Out

Summary Dashboard Threats Exposures Defenses Mangement Reports

Dashboard Dashboard options

Options Hide

Layout:

Modules:

Incidents
 List of the 5 latest incidents on your network

Incident Severity
 Graph of all incidents by severity

External vs. Internal Incidents
 Graph comparing total internal and external incidents

Did you Know?
 You can reposition modules on the dashboard by dragging the title bar.

Incidents Edit

| Threat | Events | Date | Summary |
|---------------------|--------|-----------|---------|
| 23 misc-activity | | Today 14 | |
| 45 spprocessor | 1 | Today 12 | |
| 67 shellcode-detect | | Today 11 | |
| 89 trojan-activity | 12 | Today 10 | |
| 12 misc-attack | 1 | Mar 30 11 | |

Incident Severity
 View complete Incident Severity report

Exposures Edit

| Exposure | Count |
|-------------|-------|
| 2-2000-1200 | 32 |
| 3-1999-3456 | 30 |
| 5-2000-1222 | 30 |
| 7-1234-3423 | 29 |
| 9-2000-1222 | 28 |

Exposed Hosts Edit

| Host | Exposures |
|------|-----------|
| 33 | 32 |
| 55 | 30 |
| 245 | 30 |
| 425 | 29 |
| 1 | 28 |

Attacked Hosts Edit

| Host | Events |
|--------------|--------|
| 57.68.50.33 | 84,546 |
| 172.16.0.55 | 54,070 |
| 172.16.0.245 | 46,317 |
| 170.16.0.425 | 41,182 |
| 127.0.0.1 | 21,608 |

Edit Incidents

Changes Saved.
 Close this window.

Animated Indication

The screenshot shows a web application interface for 'TravelCenter Web Site Redesign'. The top navigation bar includes links for 'All Posts', 'Assets', 'Code', 'Copywriting', 'Design', 'Miscellaneous', 'Transcripts', 'Contacts', 'To-Do', and 'Milestones'. The main content area displays a post from 27 January titled 'Competitive analysis' with a text description and two PDF attachments. Below it is a comment from 21 November titled 'Jim Messier Photo' with a question and a small profile picture. A third post from 18 November titled 'Domains are REALLY pointing now' is partially visible at the bottom. A right sidebar shows '37signals' and 'What's Fresh?' with a list of recent comments.

BEST PRACTICE

- Clearly communicate a data submission has been successful
- Provide feedback in context of data submitted

Additional Tips



- **Avoid changing inputs provided by users**
 - With later inputs
 - After an error has occurred
- **Let users know if difficult to obtain information is required prior to sending them to a form**

Accessibility & Mark-up



- **Use <label> tags to associate labels with inputs**
 - Properly read by screen readers
 - Most browsers treat text with <label> tags as clickable: larger actions
- **Use the tabindex attribute to provide a “tabbing” path**
 - Provides control over tabbing order
 - Enables forms to be navigated by keyboard
- **Consider the accesskey attribute for additional keyboard support**
 - Direct access to associated input fields
- **Consider <fieldset> to group related form fields**

PUTTING IT ALL TOGETHER...



LUHEW
INTERFACE DESIGNS

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Pownce™ login sign up!

Sign up


Please fill in all of these fields. Thanks!

Choose a unique username
lukew Check

Password

First name
Luke

Last name

Country
United States 

Postal code or ZIP (Required for US, UK, and Canada)

Birthday
Month: Day: Year:

Don't display my age

Gender
Select One

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Entering your real name will help your friends find you.

YAHOO! Yahoo! - Help

Hi There!
We'll get you set up on Yahoo! in three easy steps! Just answer a few simple questions, select an ID and password, and you'll be all set.

Already have an ID or Mail address?
[Sign In](#)
[Forgot your password or Yahoo! ID?](#)

I prefer content from: Yahoo! U.S. in English

1. Tell us about yourself...

My Name: First Name Last Name

Gender: - Select One -

Birthday: - Select Month - Day Year

I live in: United States

Postal Code:

2. Select an ID and password

Yahoo! ID and Email: @yahoo.com

Password: Password Strength: [Progress Bar]

Re-type Password:


3. In case you forget your ID or password...

Alternate Email:

Security Question: - Select One -

Your Answer:

Just a couple more details...

Type the code shown: 

[Try a different maze](#)

Do you agree? I have read and agree to the [Yahoo! Terms of Service](#) and [Yahoo! Privacy Policy](#), and to receive important communications from Yahoo! electronically.
For your convenience, these documents will be emailed to your Yahoo! Mail account.

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Code verification technology developed in collaboration with the [Captcha Project](#) at [Gameque/Melbo University](#)
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Data is provided for informational purposes only, and may not be accurate. Yahoo! shall not be liable for any errors or delays in the content, or for any actions taken in reliance on these findings.

Web Form Creation Tools



- Wufoo
 - <http://www.wufoo.com>
- Form Assembly
 - <http://www.formassembly.com>
- icebrrg
 - <http://www.icebrrg.com>

For more information...



- **Functioning Form**
 - www.lukew.com/ff/
- **Web Form Design Best Practices**
 - www.rosenfeldmedia.com
 - Early 2008
- **Drop me a note**
 - luke@lukew.com