**1: Visibility of System Status**

**Scenario:** You have been removed from a Confluence site. Just as social media apps like Facebook will not notify if someone unfriended you, Confluence would not notify (most likely for good reasons) that you have been removed. We know how to find out if someone unfriended us on Facebook (let’s not go through the details of that) but how intuitive is it to find out on Confluence?

**Heuristic violated:** To find that you have been removed from the site (refreshing the browser will not help) you will have to log out of Confluence and log back in to find the image below:

A screenshot of a computer

AI-generated content may be incorrect.

**2: Match Between the System and the Real World**

**3: User Control and Freedom**

**4: Consistency and Standards**

**5: Error Prevention**

**6: Recognition Rather than Recall**

**7: Flexibility and Efficiency of Use**

**8: Aesthetic and Minimalist Design**

**9: Help Users Recognize, Diagnose, and Recover from Errors**

**10: Help and Documentation**