

What are Defaults ?



“Defaults are a type of *nudge* that system designers place at *points of choice* for the user”

Serve as guidance to influence the user towards desirable actions

Option to return the initial settings

Avoid distractions and temptations (to use competitor product)

Principles of Defaults

P₁

Defaults within fields should be easy to “blow away”

= Easy to select and/or delete

P₂

Defaults should be “intelligent” and responsive.

= Geared towards common users or you specifically

P₃

Replace the word “default” with a more meaningful and responsive term.

= Use of more descriptive wording

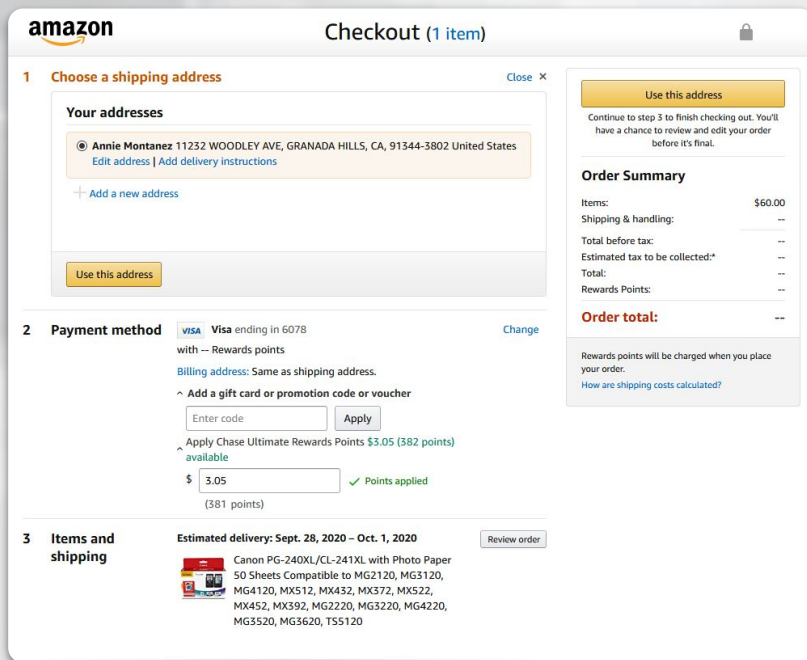
P₄

Both your vocabulary and visual design must communicate the scope of a reversion.

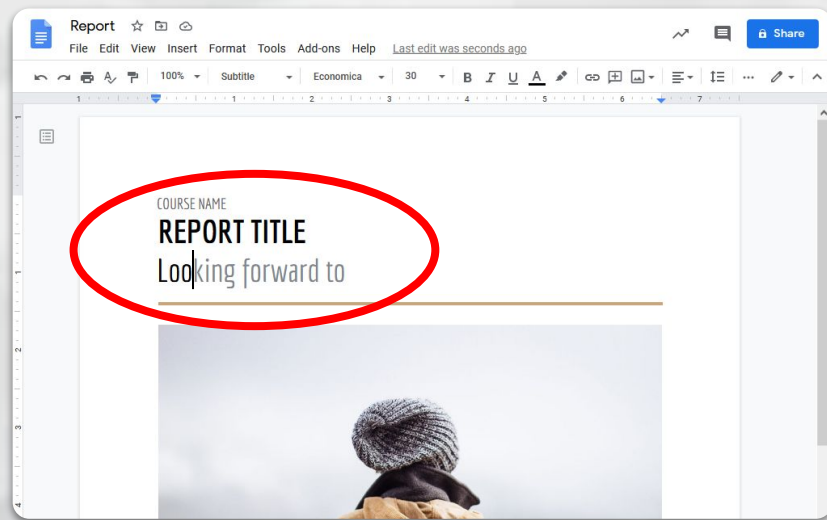
= Warnings & Details about what will happen

P₁

Defaults within fields should be easy to “blow away”



The screenshot shows the Amazon checkout page for one item. It is divided into three main sections: 1. Choose a shipping address, 2. Payment method, and 3. Items and shipping. In the shipping address section, a default address for Annie Montanez is selected. In the payment method section, a Visa card ending in 6078 is selected, and a Chase Ultimate Rewards Points discount of \$3.05 is applied. The items section shows a Canon PG-240XL/CL-241XL ink cartridge. The right sidebar contains an 'Order Summary' with a total of \$60.00 and a 'Use this address' button at the top.



The screenshot shows a Microsoft Word document titled 'Report'. The document content includes a placeholder for 'COURSE NAME', a bolded 'REPORT TITLE', and the text 'Looking forward to'. A red oval highlights the 'REPORT TITLE' text, demonstrating how predictive text can be easily modified or deleted by typing or using the SHIFT key.

Predictive text:

You are easily able to choose by pressing SHIFT or delete by typing

Geology 101 Report

Sed et lacus quis enim mattis nonummy

Lorem ipsum dolor sit amet, ligula suspendisse nulla pretium, rhoncus tempor fermentum, enim integer ad vestibulum volutpat. Nisl rhoncus turpis est, vel elit, congue wisi enim nunc ultricies sit, magna tincidunt. Maecenas aliquam maecenas ligula nostra, accumsan taceri. Sociis mauris in integer, a dolor netus non dui aliquet, sagittis felis sodales, dolor sociis mauris, vel eu libero cras. Faucibus at. Arcu habitasse elementum est, ipsum purus pede porttitor class, ut adipiscing, aliquet sed auctor, imperdiet arcu per diam dapibus libero dui. Enim eros in vel, volutpat nec pellentesque leo, temporibus scelerisque nec.

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Apple Pages

- When selecting the DATE field, *Pages* recommends today's date as the default option
- **Select-On-Entry rule**; when you click into the text box, all of the content is highlighted at once, giving the user an easy way to delete/replace.

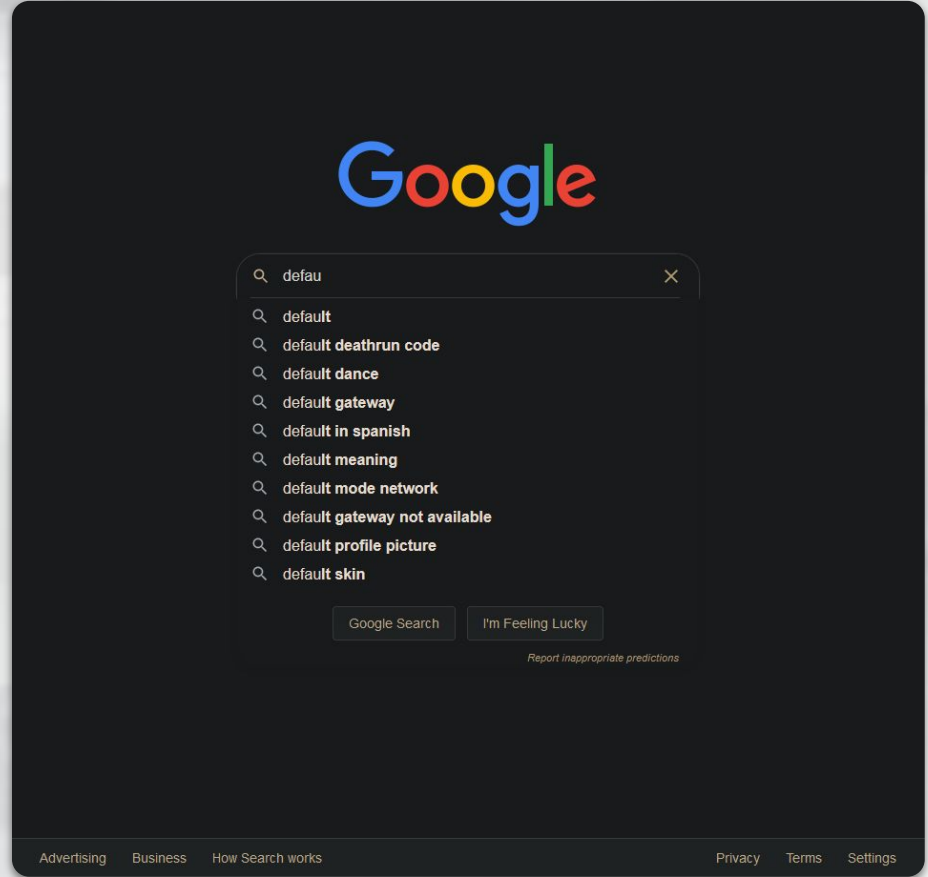
Text instantly deletes when you start typing or by pressing DELETE

COMPANY NAME	<input type="text" value="e.g. Volvo"/>
FULL NAME	<input type="text" value="e.g. Jonathan van Lutteren"/>
EMAIL	<input type="text" value="e.g. tomas@company.com"/>
PHONE	<input type="text" value="e.g. +46 (123) 123-4567"/> ?

✓

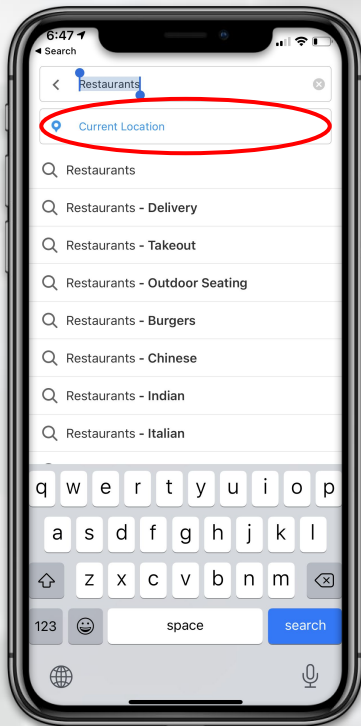
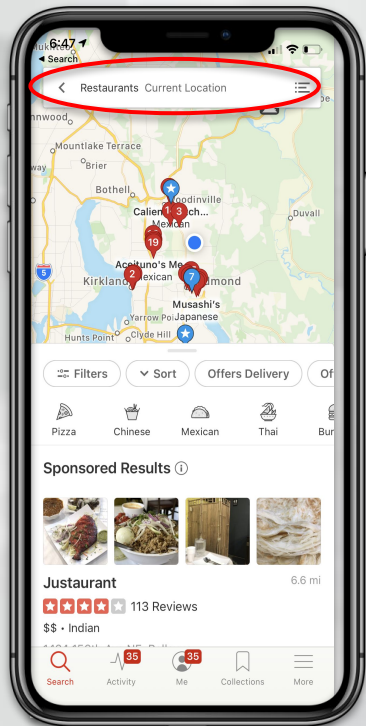
A default example is provided and once the user types, the previous text disappears.

Google can predict more common or relevant searches.



P₂

Defaults should be “intelligent” and responsive





OLD & NEW



Book a trip

From
United Kingdom
London all airports

To
select country
select city

☒ Round trip ☐ One way

Outward
September 2007
M T W T F S S
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30

Return
September 2007
M T W T F S S
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30

Passenger type
1 Adult
0 Children 2-11 years
0 Infants 0-23 months
0 Children 12-15 years

Group travel (more than 9 people) [find out more](#)

[Search](#)

[Reset](#)

From flysas.com

KAYAK from Booking.com

Trips

Find flight deals

Round-trip 1 Adult Economy 0 Bags

Los Angeles (LAX) ⇌ To?

Fri 9/25 < > Sun 9/27 < >

[Search](#)

New features for traveling during the COVID-19 (coronavirus) outbreak
Flexible Options filter for flights • Route-specific alerts • Flexible cancellation for hotels and cars




Compare **cheap flights and hotels**. For free

 Flights

 Hotels



 Cars


 Enter origin city



 Enter destination city

 27 May 2015

 1 Jun 2015 

 1 Passenger 

 Search

 Trip type: Return trip 

 Ticket class: Economy 

☐ Non-stop flights only

☐ Include nearby airports



Language: English ▾

Country: Denmark ▾

Safety: Off ▾



Help ▲

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Samantha B. George 313-255-4312 E-Mail

US MI 44674 4230 ACC ACC

Forms **Source**

Federal

1040 Alert

C D SE 4562 8879 9325

Federal Return Summary
Main Return Disclosure
Alerts Summary
Attachments
E-filing Info
Invoice

Michigan

E-File
Send
Print
Copy
Forms
Returns
Notes

1040 P1 **1040 P2** **Additional Information I** **Additional Information II** **Additional Information III**

1040 Department of the Treasury—Internal Revenue Service (99) **2013** OMB No. 1545-0074 IRS Use Only—Do not write or staple in this space

For the year Jan. 1–Dec. 31, 2013, or other tax year beginning 2013, ending 20 See separate instructions.

Your first name and initial **SAMANTHA** Last name **SMITH** Your social security number **421-00-3456**

If a joint return, spouse's first name and initial **GEORGE** Last name **SMITH** Spouse's social security number **443-00-3456**

Home address (number and street). If you have a P.O. box, see instructions. **53553 WELLINGTON LANE** Apt. no. **▲** Make sure the SSN(s) above and on line 6c are correct.

City, town or post office, state, and ZIP code. If you have a foreign address, also complete spaces below (see instructions). **DETROIT MI 48201**

Foreign country name Foreign province/state/country Foreign postal code

Filing Status 1 ☐ Single 4 ☐ Head of household (with qualifying person). (See instructions.) If the qualifying person is a child but not your dependent, enter this child's name here. 2 ☒ Married filing jointly (even if only one had income) 3 ☐ Married filing separately. Enter spouse's SSN above and full name here. 5 ☐ Qualifying widow(er) with dependent child

Exemptions 6a ☒ Yourself. If someone can claim you as a dependent, do not check box 6a. 6b ☒ Spouse. 6c Dependents:

(1) First name	Last name	(2) Dependent's social security number	(3) Dependent's relationship to you	(4) <input checked="" type="checkbox"/> Child under age 17 (qual. for credit, see instructions) <input type="checkbox"/> Did not live with you due to divorce or separation (see instructions)	Bores checked on 6a and 6b
					0
					0
					0
Total number of exemptions claimed					2

Income 7 Wages, salaries, tips, etc. Attach Form(s) W-2 75,120 8a Taxable interest. Attach Schedule B if required 230 b Tax-exempt interest. Do not include on line 8a 8b 0 9a Ordinary dividends. Attach Schedule B if required 75 9b 75 10 Qualified dividends 10 0 11 Taxable refunds, credits, or offsets of state and local income taxes 11 0 12 Alimony received 12 23,108 13 Business income or (loss). Attach Schedule C or C-EZ 13 -3,000 14 Capital gain or (loss). Attach Schedule D if required. If not required, check here. 14 0 15 Other gains or (losses). Attach Form 4797

Home & Business My TurboTax Sign Out Ask for help

Personal

Tell Us About Any Foreign Trusts

Select **any** that applied to you for 2013:

- ☐ I received a distribution or a loan from a foreign trust.
- ☐ I was a beneficiary of more than 50% of the assets of a foreign trust.
- ☐ I received more than 50% of the income of a foreign trust.
- ☐ I was the grantor of a foreign trust.
- ☐ I was the transferor to a foreign trust.
- ☐ I inherited an interest in a foreign account owned by a foreign trust.
- ☒ None of the above

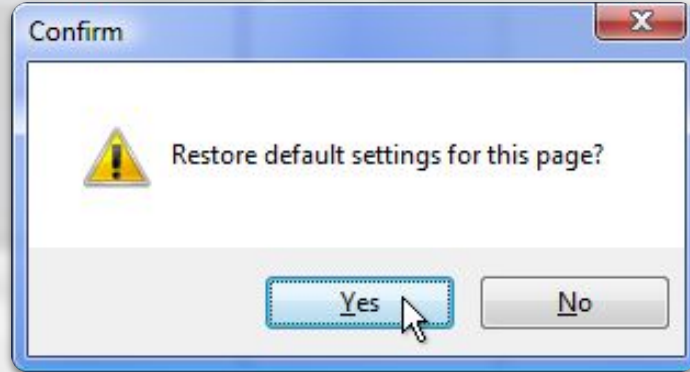
Back

P₃

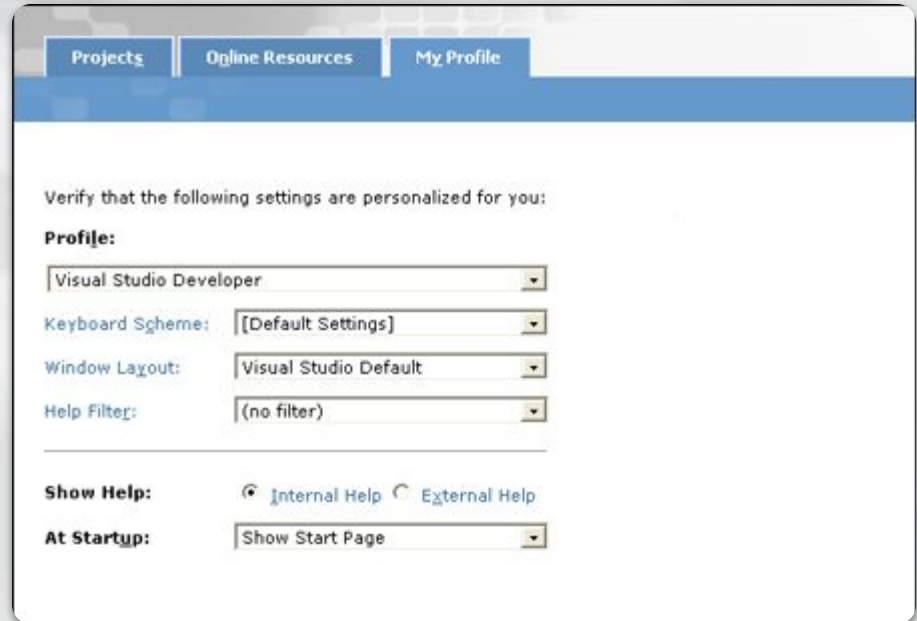
Replace the word “default” with a more meaningful and responsive term

Clarifies what is
being “defaulted”



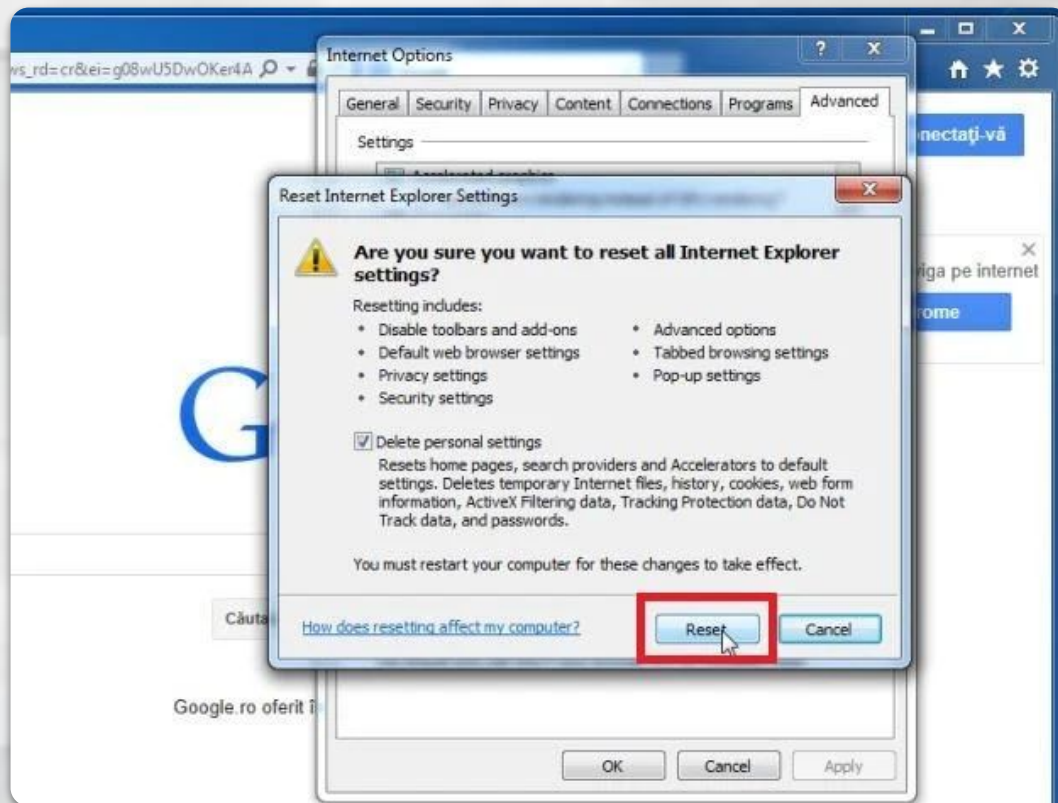


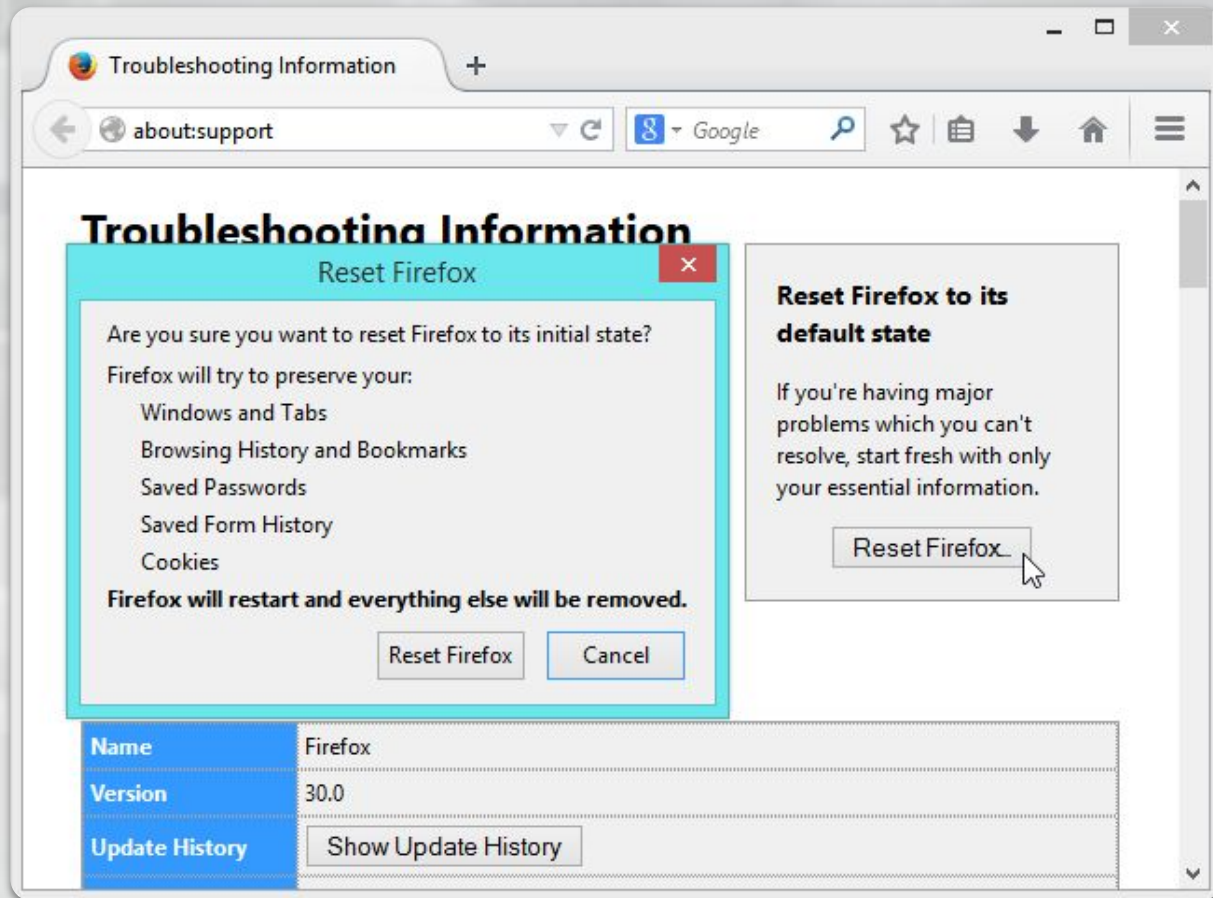
X



X

Both your vocabulary and visual design must communicate the scope of a reversion





Troubleshooting Information

about:support

Google

Troubleshooting Information

Reset Firefox

Are you sure you want to reset Firefox to its initial state?

Firefox will try to preserve your:

Windows and Tabs

Browsing History and Bookmarks

Saved Passwords

Saved Form History

Cookies

Firefox will restart and everything else will be removed.

Reset Firefox

Cancel

Reset Firefox to its default state

If you're having major problems which you can't resolve, start fresh with only your essential information.

Reset Firefox

Name

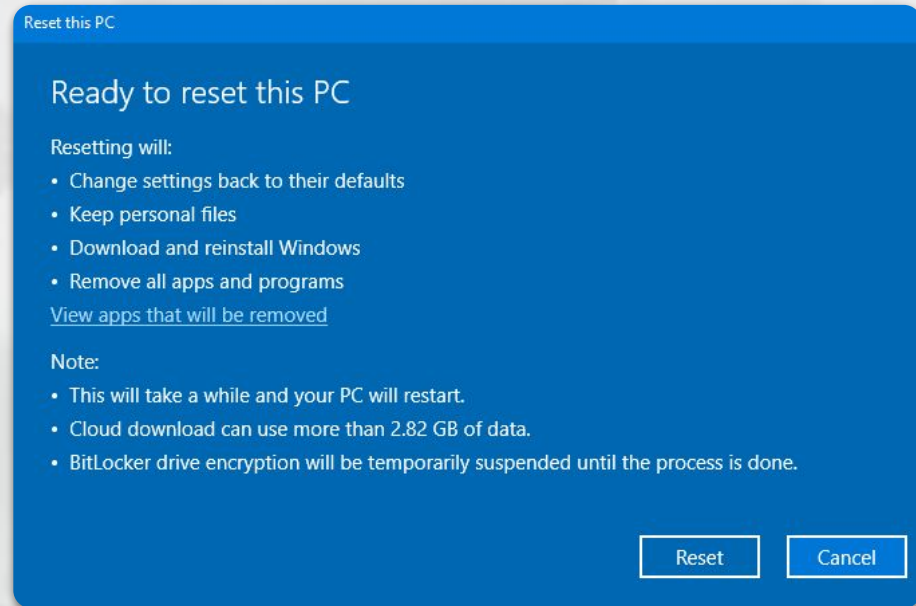
Firefox

Version

30.0

Update History

Show Update History



A

Free

\$29.99**\$59.99**

Start over

Keep PLUS

Upgrade

BDelete your info and
start from scratchAutomatically
import your info
with PLUS*Maximize your
deductions**C**

Don't worry about pulling out your wallet—look for the payment option to deduct the cost from your federal refund when you file.

Why are defaults important?



Decreasing cognitive load and time needed for a user's action

Influence user behavior; good for sales (or bad)

Heuristics:

People tend to take the path of least resistance
-for most tasks, we rely on habits and shortcuts



CCleaner v5.37 Setup

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Install

[Customize](#)

Recommended by CCleaner

Avast Antivirus - keep your PC protected with the world's most popular PC security.

- ✓ Real-time protection against ransomware and malware
- ✓ Fast, light, and easy to use
- ✓ Trusted by 400+ million users worldwide



☒ Get Avast Free Antivirus now

By installing this application, you agree to Avast End User [License Agreement](#) and [Privacy Policy](#)

☒ Follow @MakeSets on Twitter

SAVE SETTINGS

SMILE !



**You are happy by
default !**

Reference

[First Principles of Interaction Design \(Revised & Expanded\)](#)

<https://www.nngroup.com/articles/the-power-of-defaults/>

<http://ui-patterns.com/patterns/GoodDefaults>

<https://uxdesign.cc/turbotax-design-1a37356adc61>

http://www.designinginterfaces.com/firstedition/index.php?page=Good_Defaults

<https://www.slideshare.net/rahulnaryani/power-of-defaults-in-design>

Notes

A typical use of the Good Defaults design pattern is at travel sites. Here, data like dates, trip type, and price range is pre-selected to what most other users typically select.

Provide ease of use and a quick start to searching for your next trip.

It is **assumed** that the user wishes to make a round trip, fly sometime in the current month, and fly alone without any children.

-These default choices is likely relative to the large majority of the airline's customers.

Filling out a long form can sometimes be enough reason for the user to go somewhere else, where the process is easier.

The default values might not be right, but at least you provided the user with an example that he can change with as much effort as he would have put in if there was no example.

Do not use for input fields that are important for the user to think about. For instance for signing up to a newsletter or accepting the terms and agreements of a website.

Use when the user has to choose among many options, where some are **most likely to match the default values chosen by other users**.

Use when it is possible for the system to make qualified guesses regarding what the user might choose.

Use when it seems a complicated task to fill out the form without the default: when the number of required choices hinders the user from finishing filling out a form.