

#3: User control and freedom

- **Users often choose system functions by mistake and will need a clearly marked “emergency exit” to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.**

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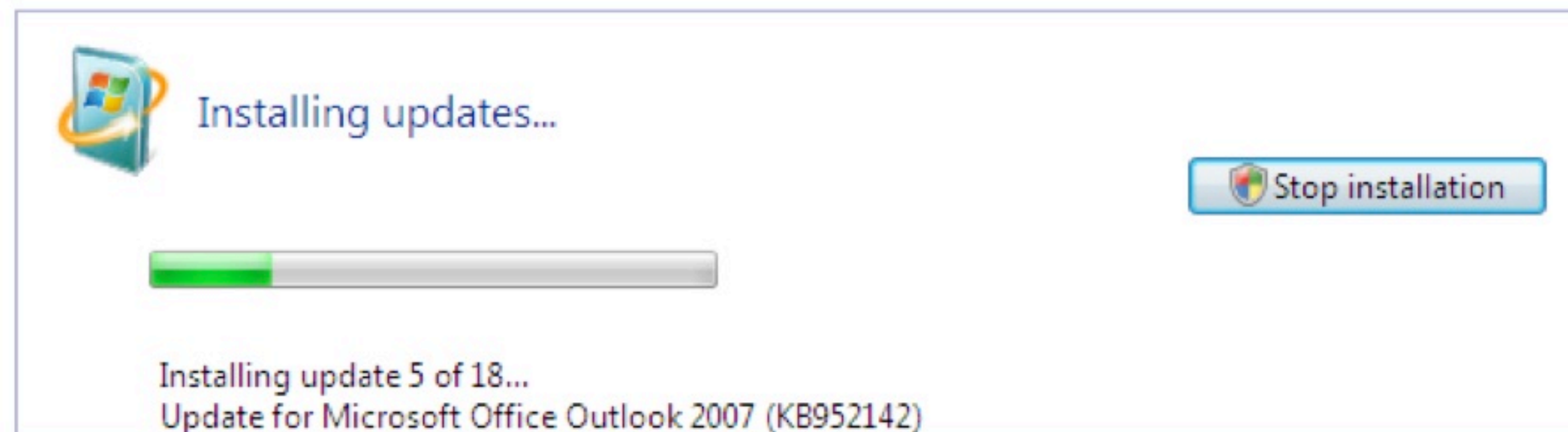
- **Why?**
- **Mistakes are inevitable**
- **Support the 7 stages of action by allowing reformulated goals**
- **Users employ *trial and error* to learn a new system**
- **Your UI isn't perfect**

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- Emergency exits



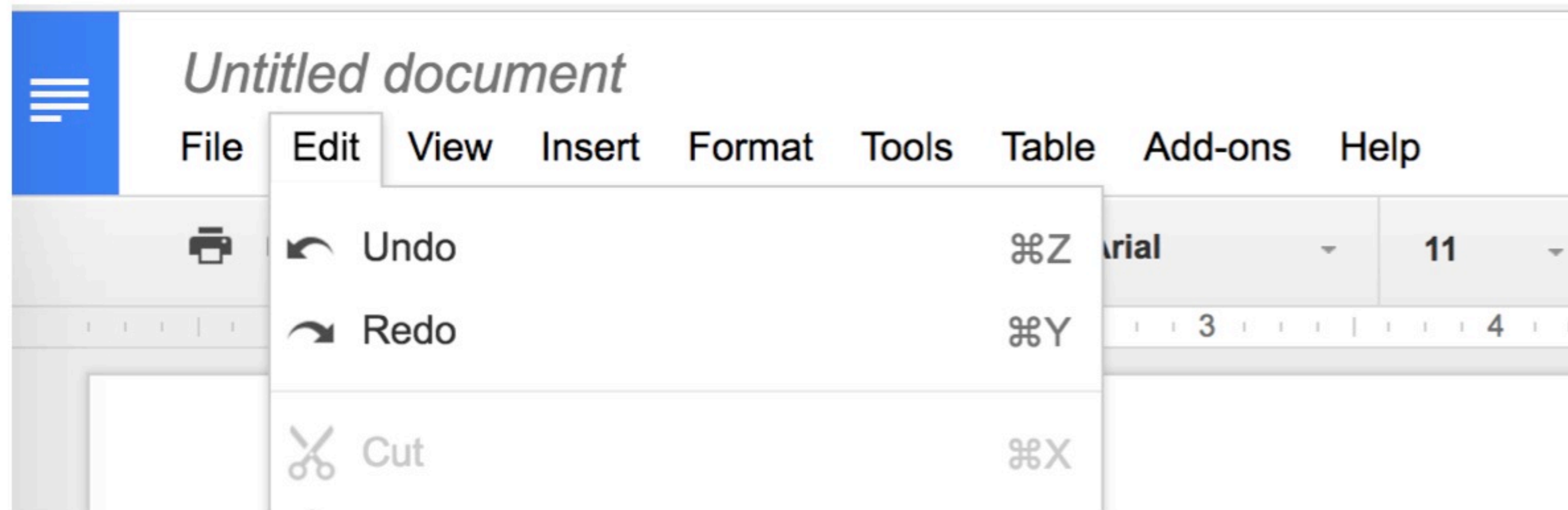
Windows Update



Most recent check for updates: Today at 11:23 AM
Updates were installed: Today at 11:20 AM. [View update history](#)
You have Windows set to: Automatically install new updates every day at 3:00 AM (recommended)
You receive updates: For Windows and other products from Microsoft Update

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- Undo and Redo



12 conversations have been marked as read. Undo

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- Undo and Redo

