

## **#9: Help users recognize, diagnose, and recover from errors**

- **Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution**

# **#9: Help users recognize, diagnose, and recover from errors**

- **Why?**
  - **#9 is a special case of #1, #2, #3, and #5**
  - **#1: Give feedback**
  - **#2: Speak the users' language**
  - **#3: Allow users to undo and escape from mistakes**
  - **#5: Prevent and detect errors**

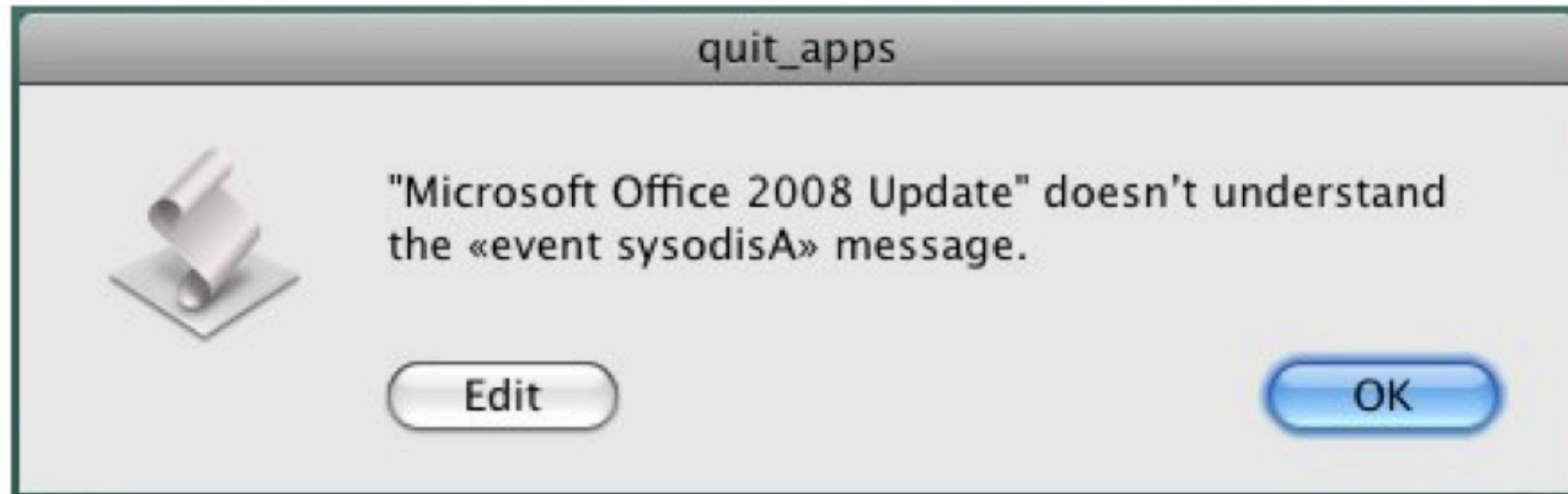
# **#9: Help users recognize, diagnose, and recover from errors**

- **Error messages**
- **AirBnB vs “regular” Page Not Found**



# #9: Help users recognize, diagnose, and recover from errors

- **Error messages**



# #9: Help users recognize, diagnose, and recover from errors

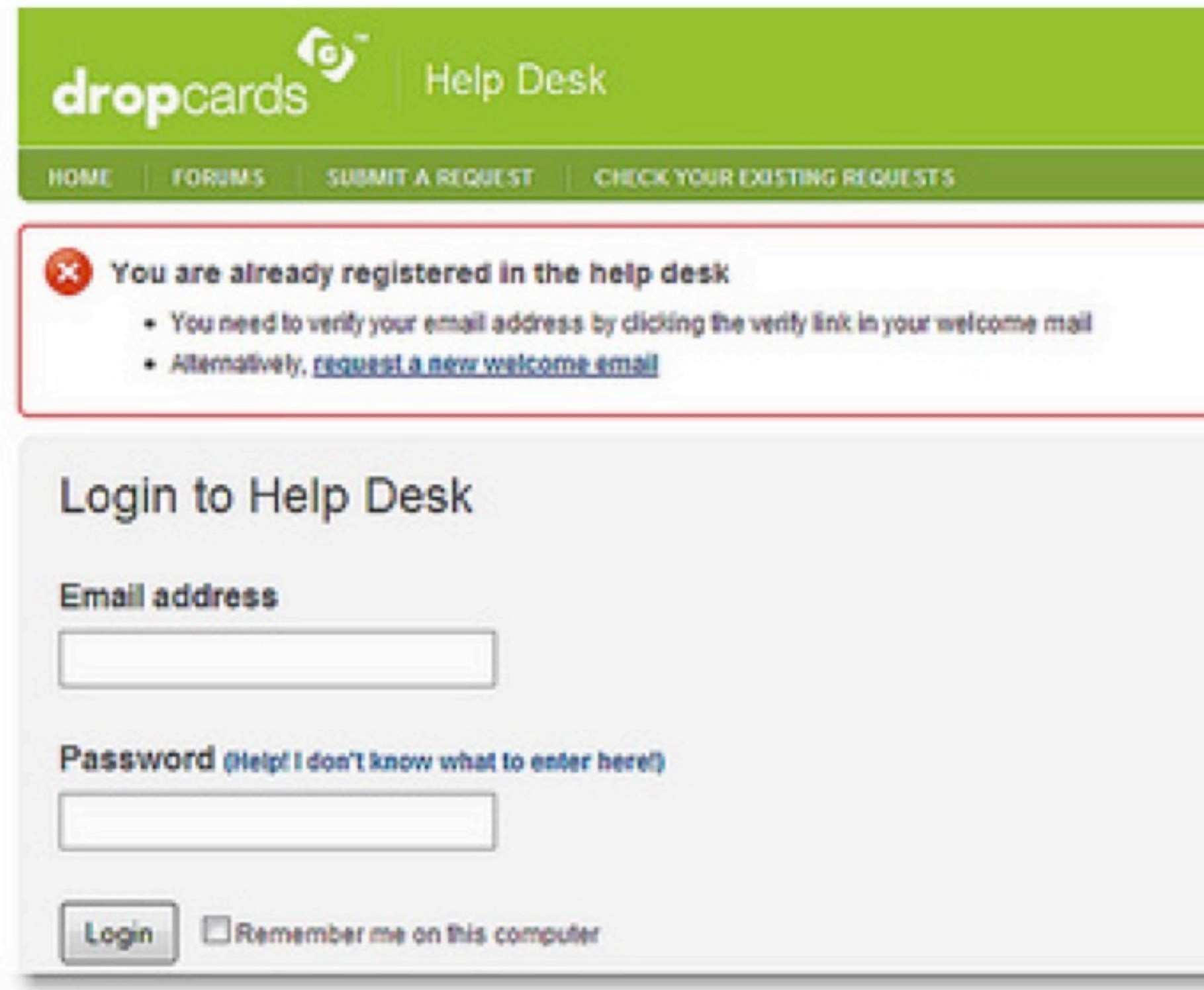
- Error messages





# #9: Help users recognize, diagnose, and recover from errors

- **Error messages**



The screenshot shows the 'dropcards' Help Desk interface. At the top is a green header with the 'dropcards' logo and 'Help Desk' text. Below the header is a navigation bar with links: HOME, FORUMS, SUBMIT A REQUEST, and CHECK YOUR EXISTING REQUESTS. A red-bordered box contains an error message: 'You are already registered in the help desk'. Below this message are two bullet points: 'You need to verify your email address by clicking the verify link in your welcome mail' and 'Alternatively, [request a new welcome email](#)'. Below the error message is a 'Login to Help Desk' section with fields for 'Email address' and 'Password (Help! I don't know what to enter here!)'. At the bottom of the login section are a 'Login' button and a checkbox labeled 'Remember me on this computer'.

dropcards Help Desk

HOME | FORUMS | SUBMIT A REQUEST | CHECK YOUR EXISTING REQUESTS

✖ You are already registered in the help desk

- You need to verify your email address by clicking the verify link in your welcome mail
- Alternatively, [request a new welcome email](#)

Login to Help Desk

Email address

Password (Help! I don't know what to enter here!)

Login ☐ Remember me on this computer

