

Instructions and help text heuristics

Heuristic principle	Pass / Fail	Notes
Informative Users know enough to decide and continue		
Helpful Help the user succeed first time. Users have enough context to begin a multi-step task. Give routes to get more help eg offline where needed		
Guiding Friction points are addressed with reassuring guidance		
Intuitive Make the design clear and intuitive so that instructions are minimal. Instructions should not be added to solve design problems.		
Positive Be warm and supportive. Keep language positive		