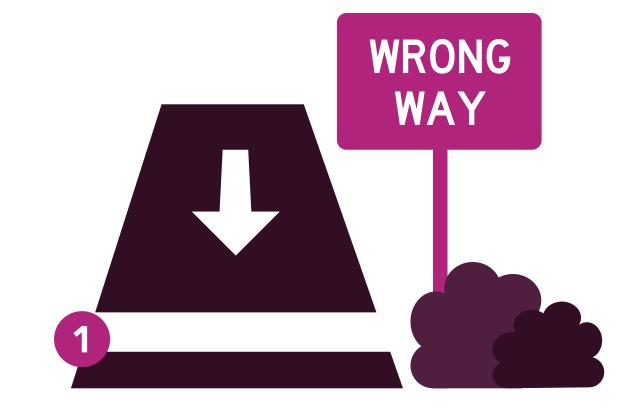


Help Users Recognize, Diagnose, and Recover from Errors

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



Error messages should be presented with visual treatments that will help users notice and recognize them.

- Tip: Use traditional error message visuals, like bold, red text.
- Tip: Tell users what went wrong in language they will *understand* avoid technical jargon.
- Tip: Offer users a solution, like a shortcut that can solve the error immediately.

1 Wrong way sign

Wrong-way signs on the road remind drivers that they are heading in the wrong direction and ask them to stop.

2 Internet connection error

Good internet connection error pages show what happened and constructively instruct users on how to fix the problem.

3 No search results

Provide useful help when people encounter search-result pages returning zero results, such as popular topics.

