






10 Help and Documentation

Definition It's best if the design **doesn't need** any additional explanation. However, it may be necessary to provide documentation to help users understand how to complete their tasks.



Help and documentation content should be easy to search and focused on the user's task. Keep it concise, and list concrete steps that need to be carried out.

-  **Tip:** Ensure that the help documentation is easy to search.
-  **Tip:** Whenever possible, present the documentation in-context right at the moment that the user requires it.
-  **Tip:** List *concrete* steps to be carried out.

- 1 Airport information center**
Information kiosks at airports are easily recognizable and solve customers' problems in context and immediately.
- 2 Frequently asked questions**
Good frequently-asked-question pages anticipate and provide the helpful information that users might need.
- 3 Information icon**
Information icons reveal tooltips to explain jargon when users touch or hover over them, which provides contextual help.

