






3 User Control and Freedom

Definition Users often perform actions by mistake. They **need a clearly marked "emergency exit"** to leave the unwanted action without having to go through an extended process.

When it's easy for people to back out of a process or undo an action, it fosters a sense of freedom and confidence.

Exits allow users to remain in control of the system and avoid getting stuck and feeling frustrated.

-  **Tip:** Support *Undo* and *Redo*.
-  **Tip:** Show a clear way to *exit* the current interaction, like a "Cancel" button.
-  **Tip:** Make sure the exit is clearly *labeled* and discoverable.

- 1 Exit sign**
Digital spaces need quick "emergency" exits, just like physical spaces do.
- 2 Undo and redo**
These functions give users freedom because they don't have worry about their actions — everything is easily reversible.
- 3 Cancel button**
Users shouldn't have to commit to a process once it's started — they should be able to easily cancel and abandon.

