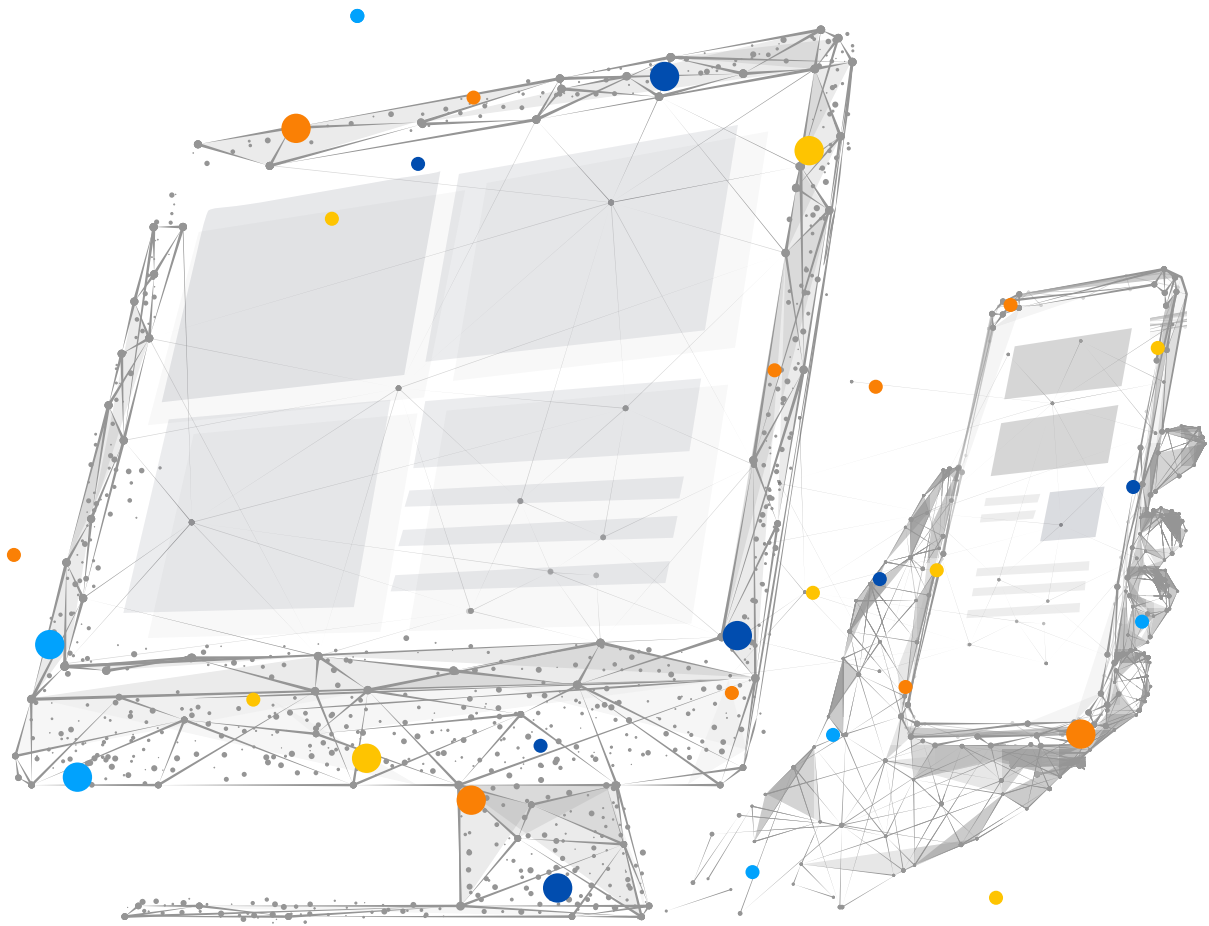




MOSIP



# Inclusive User Interface Design Guidelines



# User Interface Design Guidelines

The User Interface Design Guidelines serve as a comprehensive resource for developers aiming to create user-centric and visually appealing applications consistent with MOSIP's standards. This document encapsulates essential elements of inclusive UX (User Experience) design, offering insights into crafting interfaces that prioritize usability, inclusivity, and aesthetic coherence. These design guidelines are derived from MOSIP's extensive experience, user research, and industry best practices. Additionally, they undergo rigorous evaluations and collaboration with inclusivity experts to ensure their effectiveness. The broader vision is to provide a comprehensive set of guidelines that can serve as a toolkit for any developer building a DPI or DPG.

## #1: Provide detailed task information upfront

Empower users by providing all the necessary information needed to complete a task. Without an understanding of all the steps and information that a user needs to perform the task, users who like to form a complete understanding of a task before acting on it may not feel comfortable even starting the task and seek external assistance. However, care must be taken to make sure to not overburden the users with full documentation of the system - you have to ascertain the specific information that users require for their current context.



Do:

- Offer clear instructions for each task and its subsequent steps

Don'ts:

- Not providing enough information for the user to understand what to expect



**Don't: Not giving users enough information about what to expect**

**Do: Offer comprehensive information and guide users through tasks**

## #2: Clearly Indicate Multiple Paths to Achieve a Goal

When there are multiple routes to achieve a goal, inform users upfront about the different options. Without a clear understanding of what the options are, how much effort is required / benefits of each option, users who are risk averse to trying out “strange” / unknown options will not do so and end up pursuing options that are slower or error prone. Additionally, if the options as well as efforts required are not clear, users who are not tinkerers won't be able to find the best option forward.

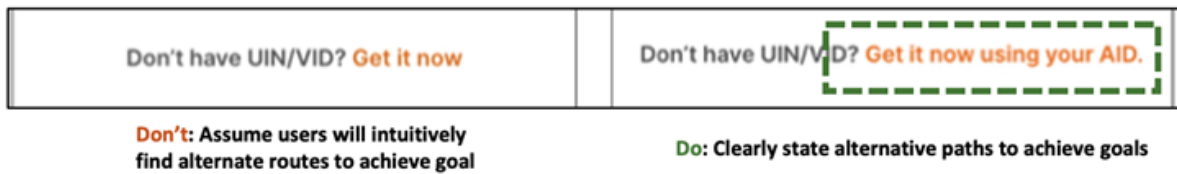
Do:

- Allow users to choose how to go about pursuing the goal, when there are multiple workflows in place



- Don't:

Conceal alternative paths, leaving users unaware of their options and limiting freedom



## #3: Provide adequate cues for user progression

It's essential to offer users sufficient cues to facilitate their progression to the next step. Users who prefer learning through structured processes, like tutorials or step-by-step guides, can feel lost and overwhelmed without clear guidance on what to do next. Unclear directions may create a barrier for users to proceed and they may seek external assistance.

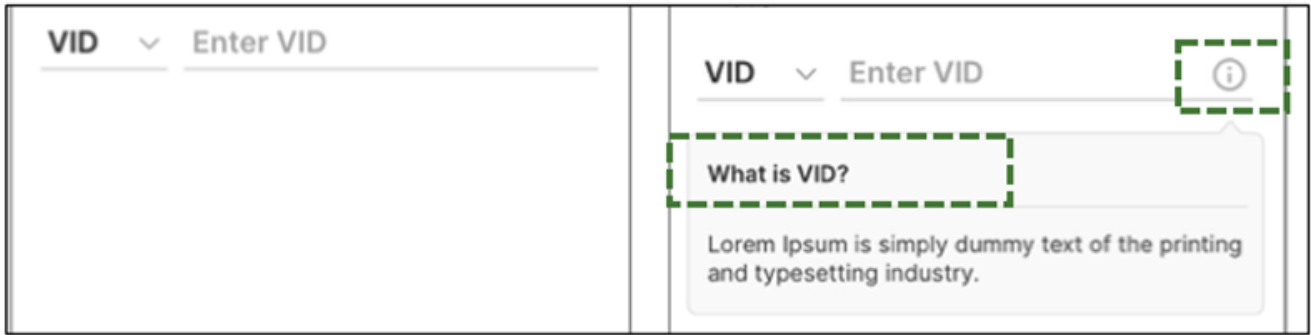
Dos:

- Give enough cues so that the user can select an action to get to the next step

Don'ts:

- Leave users guessing about the next step without clear guidance.
- Assume users will figure out the next step on their own without adequate cues
- Overload the interface with unnecessary distractions that obscure the next action





**Don't:** Leave users uncertain about how to proceed

**Do:** Provide information for users to understand what is being asked and how to proceed

## #4: If there are dependencies between multiple user goals in the same screen, make it clear

Clearly indicate dependencies between multiple goals on the same screen and ensure that alternative routes to goals are available in the design to maintain access to familiar features. Users with lower computer self-efficacy and high risk aversion may blame themselves and stop using the technology when faced with unfamiliar features. To support these users and encourage continued use, provide access to familiar features and information.

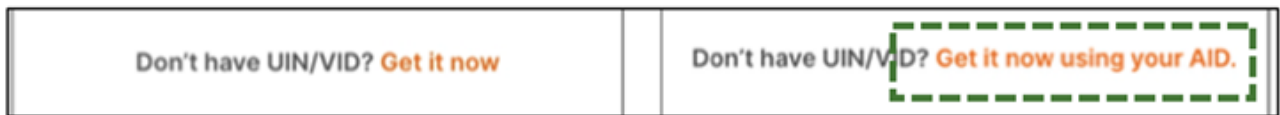
Dos:

- Clearly highlight dependencies between user goals on the screen
- Offer alternate paths and provide intuitive cues or indicators when certain actions are dependent on others

Don'ts:

- Present deadends where users cannot progress due to lack of information or options





**Don't:** Assume users will intuitively find alternate routes to achieve goal

**Do:** Clearly state alternative paths to achieve goals

## #5: Maintain internal consistency

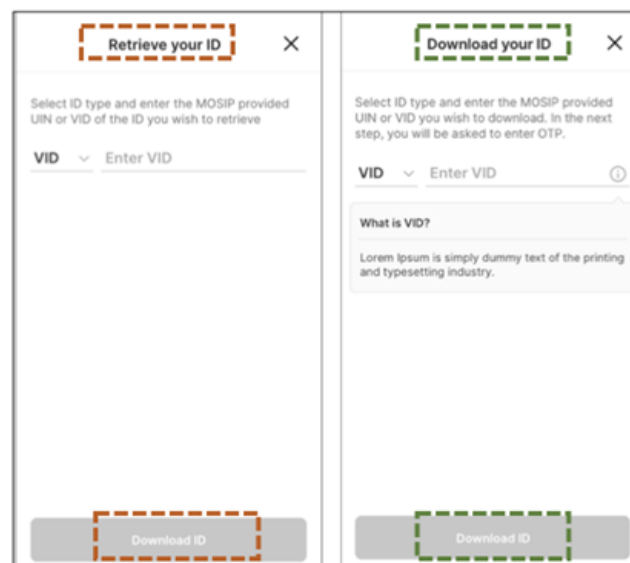
Ensure consistency in both design elements and interaction patterns. Users should not have to wonder whether they are on the right path and whether different words and actions mean the same thing.

Do's:

- Follow consistent design elements and interaction patterns
- Use consistent wording

Don'ts:

- Use different wording in the headings and buttons if they refer to the same action / goal



**Don't:** Use different vocabulary referring to the same goal

**Do:** Use consistent wording for a single goal



# #6: Maintain external consistency

Utilize real-world actions verbatim for clarity and external consistency. Focus on helping users reach their goals as efficiently as possible rather than on creating a nonconventional interface that people will need to figure out.

Dos:

- Mirror real-world actions in interface interactions.

Don'ts:

- Assume the user will know the right action towards their goal



**Don't:** Assume users will know what is the right action towards their goal

**Do:** Reflect real world action to make actions intuitive. The button name was revised to "Share" to reflect the goal



# #7: Explain warnings and negative outcomes

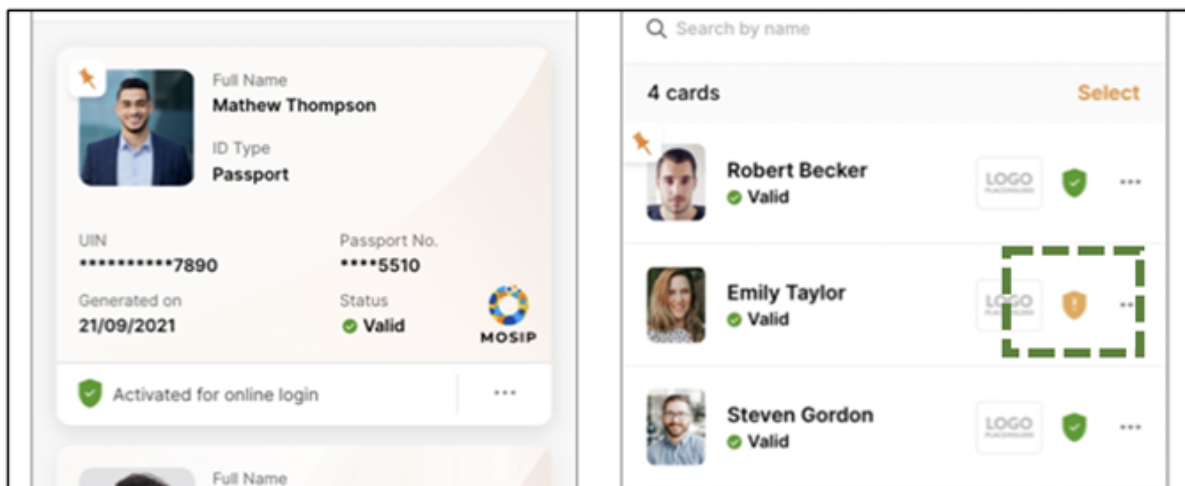
Users with lower computer self-efficacy may blame themselves and cease using the technology when confronted with errors. To support these users and encourage continued use, prioritize the communication of errors and warnings. Clearly communicate potential negative outcomes and next steps.

Dos:

- Provide explanations for potential risks

Don'ts:

- Leave users uninformed



**Don't:** Leave users uninformed about warnings

**Do:** Communicate warnings. The yellow badge provides more information on what went wrong.





# #8: Add clear cues to explain micro-interactions

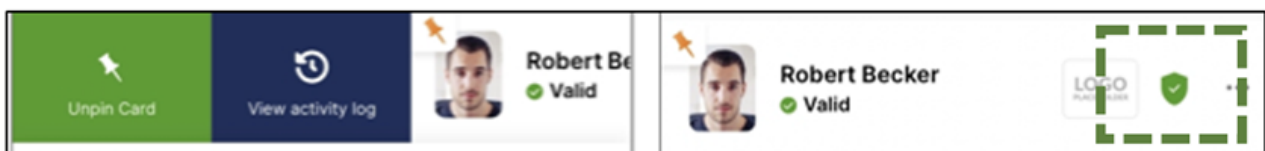
Integrate obvious cues to elucidate microinteractions. Microinteractions, such as scroll bars and swipe animations, are trigger-feedback pairs in which the trigger can be a user action and the feedback is communicated through small visual changes in the user interface. When UI elements are inaccessible or invisible, users who prefer to learn in a process-oriented manner are forced to resort to trial and error, attempting every seemingly available option to advance.

Dos:

- Clearly indicate microinteraction functions.

Don'ts:

- Assume users will understand microinteractions intuitively



**Don't:** Assume that users will tinker and find micro interactions.

**Do:** Add cues to show more information is available, such as a button with three dots.



# #9: Avoid cluttering and provide necessary information

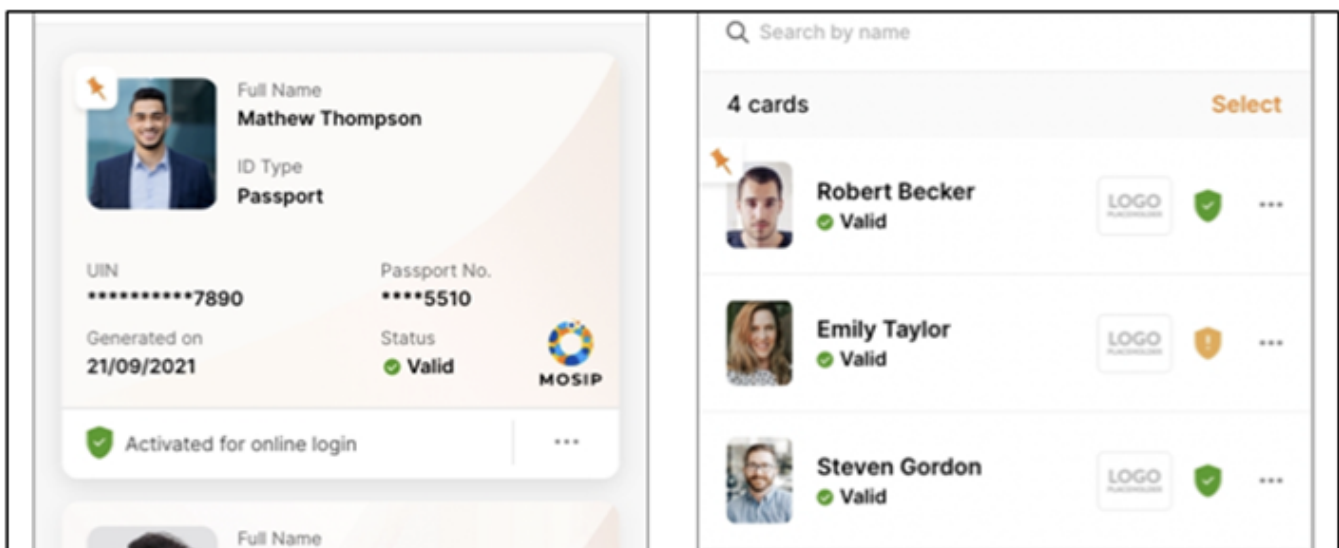
Enable users who prefer to read relevant information before taking action to access as much detail as they desire, without necessitating excessive time or effort. Optional access to additional details provides flexibility for users to delve deeper into the information as needed.

Do's:

- Streamline information presentation.

Don'ts:

- Overwhelm users with unnecessary information.



**Don't:** Overwhelm user with unnecessary information

**Do:** Provide key information upfront, with the option to view details. The cards were cut into strips to display only the essential information.



# #10: Provide feedback adequately

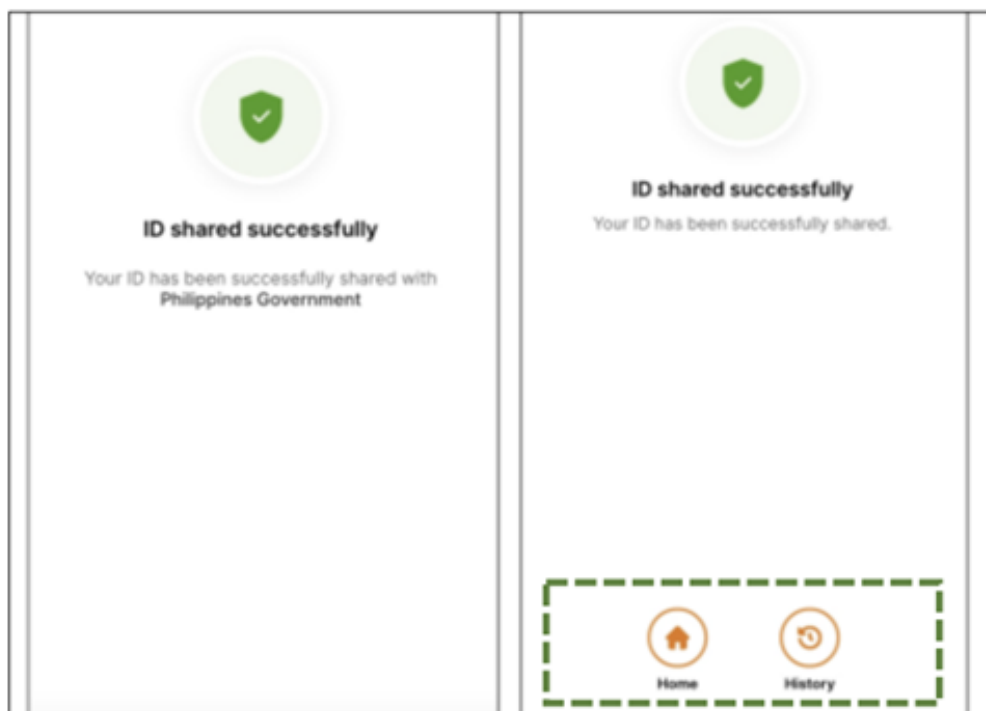
Display feedback and success screens to inform users that they have achieved their objective. Following the feedback screen, clearly indicate the next expected action, providing users with a clear path to progress.

Dos:

- Provide clear and immediate feedback
- Let users control when and for how long they see the screen
- Offer clear instructions for the next steps

Don'ts:

- Close the feedback screen before users can read it
- Neglect to provide a way to proceed



**Don't:** Fail to provide a way for users to proceed

**Do:** Clearly indicate the next expected action, providing users with a clear path to progress



# #11: Explain the “why” behind requested details and actions

Explain to users why certain details or actions are necessary - this enhances their understanding, and promotes transparency, specially when requesting sensitive and private information, such as user location. Keeping users informed would enable users who are motivated to investigate and learn to assess the purpose and benefits of required actions. Additionally, this also supports users who are risk-averse with technology by allowing them to make informed decisions and choose whether to move forward.

Dos:

- Explain why requested details are necessary

Don'ts:

- Overwhelm users with technical jargon or complex explanations

