# Designing for users with anxiety
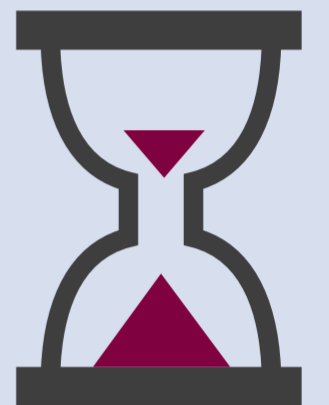
## Do...

give users enough time to complete an action

explain what will happen after completing a service

We have sent you an email

make important information clear

give users the support they need to complete a service

let users check their answers before they submit them

## Don't...

rush users or set impractical time limits

leave users confused about next steps or timeframes
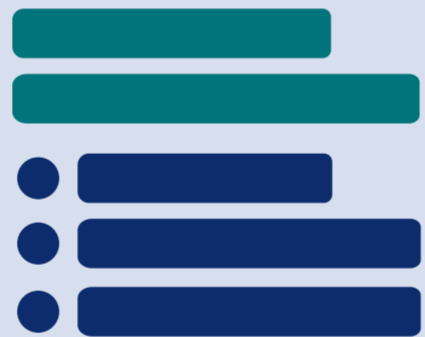
leave users uncertain about the consequences of their actions

1 2 3 4

make support or help hard to access

leave users questioning what answers they gave

ukhomeoffice.github.io/accessibility-posters/posters/accessibility-posters.pdf