

The Story: We're on page 3

Last time we looked at the last part of page 2 of the form (passport details). Today, we're looking at the 3rd page of doom – and it's all about YOU!

Applicant Details Form

[Save and Continue](#) [Save and Temporarily Exit](#)

Please note down the Temporary Application ID : 58141811BZHGE4B

Your Information will be saved if you click save button or continue to next page. If you exit without doing either of that, your information will be lost.

Applicant's Address Details

Present Address

House No./Street*	<input type="text"/>	Applicant's Present Address. Maximum 35 characters (Each Line)
Village/Town/City*	<input type="text"/>	Village/Town/City
Country*	<input type="text" value="Select Country"/>	
State/Province/District*	<input type="text"/>	State/Province/District
Postal/Zip Code*	<input type="text"/>	Postal/Zip Code
Phone No.*	<input type="text"/>	One Contact No is Mandatory
Mobile No.*	<input type="text"/>	Mobile number.
Email Address	<input type="text" value="TEST@TESTER.COM"/>	
Click here for same address	<input type="checkbox"/>	Click here for same address

Permanent Address

House No./Street*	<input type="text"/>	Applicant's Permanent Address(with Postal/Zip Code)
Village/Town/City	<input type="text"/>	Village/Town/City
State/Province/District	<input type="text"/>	State/Province/District

Family Details

Father's Details

Name *	<input type="text"/>	Applicant's Father Name
Nationality/Region*	<input type="text" value="Select Nationality"/>	Nationality/Region of Father
Previous Nationality/Region	<input type="text" value="Select Nationality"/>	Previous Nationality/Region of Father
Place of birth *	<input type="text"/>	Place of birth
Country/Region of birth *	<input type="text" value="Select Country"/>	Country/Region of birth

Mother's Details

Name *	<input type="text"/>	Applicant's Mother Name
Nationality/Region*	<input type="text" value="Select Nationality"/>	Nationality/Region of Mother
Previous Nationality/Region	<input type="text" value="Select Nationality"/>	Previous Nationality/Region of Mother
Place of birth *	<input type="text"/>	Place of birth
Country/Region of birth *	<input type="text" value="Select Country"/>	Country/Region of birth

Applicant's Marital Status *

Were your Parents/Grandparents (paternal/maternal) Pakistan Nationals or Belong to Pakistan held area. * Yes No

Were your Parents/Grandparents (paternal/maternal) Pakistan Nationals or belong to Pakistan held area? Yes / No

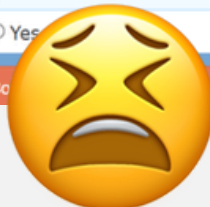
If Yes, give details*

If Yes, give details

Profession / Occupation Details of Applicant

Present Occupation*	<input type="text" value="Select Occupation"/>	If Others, please specify
Employer Name/business *	<input type="text"/>	Employer Name / Business
Designation	<input type="text"/>	Designation
Address *	<input type="text"/>	Address
Phone	<input type="text"/>	Phone no
Past Occupation, if any	<input type="text" value="Select Occupation"/>	Past Occupation, if any
Are/were you in a Military/Semi-Military/Police/Security. Organization? <input type="radio"/> Yes <input type="radio"/> No		If yes, give details

[Save and Continue](#) [Save and Temporarily Exit](#)



It's a monster!



First thoughts: Overwhelmed

Given the difficulties of the previous 2 pages, at this point we're wondering if it's worth going abroad at all.

The screenshot shows a web form titled "Applicant Details Form" with a home icon in the top right. At the top, there are two buttons: "Save and Continue" and "Save and Temporarily Exit". Below these, a message reads: "Please note down the Temporary Application ID : 58141811BZHGE4B". A smaller note states: "Your Information will be saved if you click save button or continue to next page. If you exit without doing either of that, your information will be lost."

The form is divided into several sections:

- Applicant's Address Details:** This section is split into "Present Address" and "Permanent Address". Each has fields for House No./Street, Village/Town/City, Country (dropdown), State/Province/District, and Postal/Zip Code. There are also fields for Phone No., Mobile No., and Email Address. A checkbox "Click here for same address" is present.
- Family Details:** This section is split into "Father's Details" and "Mother's Details". Each has fields for Name, Nationality/Region (dropdown), Previous Nationality/Region (dropdown), Place of birth, and Country/Region of birth (dropdown).
- Marital Status:** A dropdown menu for "Applicant's Marital Status" and a question: "Were your Parents/Grandparents (paternal/maternal) Pakistan Nationals or belong to Pakistan held area? Yes / No". There are radio buttons for "Yes" and "No", and a field for "If Yes, give details".
- Profession / Occupation Details of Applicant:** Fields for Present Occupation (dropdown), Employer Name/business, Designation, Address, Phone, and Past Occupation (dropdown). A question "Are/were you in a Military/Semi-Military/Police/Security. Organization?" has radio buttons for "Yes" and "No", and a field for "If yes, give details".

At the bottom, there are two buttons: "Save and Continue" and "Save and Temporarily Exit". A large red arrow points from the left side of the image towards the "Marital Status" dropdown menu.

There are 30 things to do here and likely 30 more bad UX blunders to navigate. So let's start.

Fields: House No / Street

There is a character limit set here (mentioned in the tooltip) but there is no indicator of how many characters you have left as you type. _ spaces _ also count as a character so you've got less than you think (but it doesn't mention that)

Your Information will be saved if you click save button or continue to next page. If you exit without doing either of that, your information will be lost.

Applicant's Address Details

Present Address

House No./Street*

Village/Town/City*

Country*

State/Province/District*

Postal/Zip Code*

Phone No.*

Mobile No.*

Email Address **TEST@TESTER.COM**

Click here for same address

Permanent Address

House No./Street*

Village/Town/City

State/Province/District

Applicant's Present Address. Maximum 35 characters (Each Line)
Village/Town/City
State/Province/District
Postal/Zip Code
One Contact No is Mandatory
Mobile number.
Click here for same address

Applicant's Permanent Address(with Postal/Zip Code)
Village/Town/City
State/Province/District

If you have to set a character limit, make it a reasonable one. Clearly indicate the limit and provide a visual indicator of how many characters are remaining (and what is counted as a character)

Fields: Country

You've been on this journey with us long enough now to know that a non-searchable massive drop down country list is an assault on any user.

Applicant's Address Details

Present Address

House No./Street* 1 TESTESTETESTETESTETESTETESTETES

Village/Town/City* 1 TESTESTETESTETESTETESTETESTETES

Country* Select Country

State/Province/District* Select Country

Postal/Zip Code* AFGHANISTAN

Phone No.* ALAND ISLANDS

Mobile No.* ALBANIA

Email Address ALGERIA

Click here for same address AMERICAN SAMOA

Permanent

House No./Street* ANDORRA

Village/Town/City ANGOLA

State/Province/District ANGUILLA

ANTARTICA

ANTIGUA AND BARBUDA

Family Details

Father's

Name * ARGENTINA

Nationality/Region* ARMENIA

Previous Nationality/Region ARUBA

Place of birth * AUSTRALIA

Country/Region of birth * AUSTRIA

Mother's

Name * AZERBAIJAN

BAHAMAS

BAHRAIN

BANGLADESH

Applicant's Present Address. Maximum 35 characters (Each Line)

Village/Town/City

State/Province/District

Postal/Zip Code

One Contact No is Mandatory

Mobile number.

Click here for same address

Applicant's Permanent Address(with Postal/Zip Code)

Village/Town/City

State/Province/District

Applicant's Father Name

Nationality/Region of Father

Previous Nationality/Region of Father

Place of birth

Country/Region of birth

Applicant's Mother Name

Long select drop downs should always be searchable for quicker and more accurate completion rates.



Fields: Contact Numbers

Given this form has an international audience, there is no way to select a “country code” to ensure data accuracy. The form also states that a phone* number AND a mobile* number are required but the tool tip suggests only one is. What is correct here?

Your information will be saved if you click save button or continue to next page. If you exit without doing either of that, your information will be lost.

Applicant's Address Details

Present Address		
House No./Street*	<input type="text"/>	Applicant's Present Address. Maximum 35 characters (Each Line)
Village/Town/City*	<input type="text"/>	Village/Town/City
Country*	<input type="text" value="Select Country"/>	
State/Province/District*	<input type="text"/>	State/Province/District
Postal/Zip Code*	<input type="text"/>	Postal/Zip Code
Phone No.*	<input type="text"/>	One Contact No is Mandatory
Mobile No.*	<input type="text"/>	Mobile number.
Email Address	TEST@TESTER.COM	
Click here for same address	<input type="checkbox"/>	Click here for same address
Permanent Address		
House No./Street*	<input type="text"/>	Applicant's Permanent Address(with Postal/Zip Code)
Village/Town/City	<input type="text"/>	Village/Town/City
State/Province/District	<input type="text"/>	State/Province/District

If something isn't required make it abundantly clear that is the case. Don't make it ambiguous.



Fields: Contact Numbers

Whilst the error message is *accurate* it isn't particularly readable. "Phone number must only contain numbers, (), + or -" might be better. Alternatively, presenting the phone number inputs differently with inline validation to minimise potential errors would be a better option

Postal/Zip Code

Phone No.*

Mobile No.*

Postal/Zip Code

Phone No. can contain numbers ()+- and space only

Mobile number.

For trickier inputs, use UI elements that help to reduce error rates and control data entry so it's suitable.

Fields: Same Address

This checkbox is out of the form flow. It's actually asking if your present address is the same as your permanent address, but comes before the permanent address section which puts it out of context. It would be better to change the copy to "Is this the same as your permanent address?" with a yes/no option. If no is selected, then show the permanent address fields (don't have them on display until necessary).

Your information will be saved if you click save button or continue to next page. If you exit without doing either of this, your information will be lost.

Applicant's Address Details

Present Address

House No./Street*

Village/Town/City*

Country*

State/Province/District*

Postal/Zip Code*

Phone No.*

Mobile No.*

Email Address **TEST@TESTER.COM**

Click here for same address

Permanent Address

House No./Street*

Village/Town/City

State/Province/District

Applicant's Present Address. Maximum 35 characters (Each Line)

Village/Town/City

State/Province/District

Postal/Zip Code

One Contact No is Mandatory

Mobile number.

Click here for same address

Applicant's Permanent Address(with Postal/Zip Code)

Village/Town/City

State/Province/District

Group fields and form elements in context to each other. Don't display information until it is required due to a choice made by the user.



Fields: Permanent Address

When “same address” is checked, the permanent address fields prepopulate with information entered on present address. Nice try, no banana though. Why? Because information such as state/ province / district has not been entered here despite it being entered on the present address section. We’re confused! Should we add it in? Where are the inputs for Country / Postal/Zip code?

Address Details

Present Address

House No./Street*	1 TESTETESTETESTETESTETESTETESTETES	Applicant's Present Address. Maximum 35 characters (Each Line)
Village/Town/City*	1 TESTETESTETESTETESTETESTETESTETES	Village/Town/City
Country*	UNITED KINGDOM	Country
State/Province/District*	TEST	State/Province/District
Postal/Zip Code*	11111	Postal/Zip Code
Phone No.*	123456789	Phone Number
Mobile No.*	123456789	Mobile Number
Email Address	TEST@TESTER.COM	
Click here for same address	<input checked="" type="checkbox"/>	Click here for same address

Permanent Address

House No./Street*	1 TESTETESTETESTETESTETESTETESTETES	Applicant's Permanent Address(with Postal/Zip Code)
Village/Town/City	1 TESTETESTETESTETESTETESTETESTETES	Village/Town/City
State/Province/District		State/Province/District

If you prefill information for the user then make sure it's correct and complete. If the user is expecting a field based off past experience, provide it.




Fields: Fathers Name

Hmm, is this their full name? It just says "name" on the label which isn't explicit. Note the grammatical typo on the tooltip too – yes we're being pedantic but many small things add up to big trouble.

Family Details

Father's Details		
Name *	<input type="text"/>	Applicant's Father Name
Nationality/Region*	Select Nationality	Nationality/Region of Father
Previous Nationality/Region	Select Nationality	Previous Nationality/Region of Father
Place of birth *	<input type="text"/>	Place of birth
Country/Region of birth *	Select Country	Country/Region of birth
Mother's Details		
Name *	<input type="text"/>	Applicant's Mother Name
Nationality/Region*	Select Nationality	Nationality/Region of Mother
Previous Nationality/Region	Select Nationality	Previous Nationality/Region of Mother
Place of birth *	<input type="text"/>	Place of birth
Country/Region of birth *	Select Country	Country/Region of birth



If you prefill information for the user then make sure it's correct and complete.

Fields: Nationality / Region

Does it feel like Groundhog day to you? We're getting a distinct sense of déjà vu with these non-searchable but exceptionally long drop downs.

The screenshot shows a web form titled "Family Details" with several sections. The "Father's Details" section includes fields for Name, Nationality/Region, Previous Nationality/Region, Place of birth, and Country/Region of birth. The "Mother's" section includes fields for Name, Nationality/Region, Previous Nationality/Region, Place of birth, and Country/Region of birth. Below these are fields for Applicant's Marital Status and a question about parents/grandparents. The "Profession / Occupation Details of Applicant" section includes fields for Present Occupation, Employer Name/business, Designation, and Address. A dropdown menu for "Nationality/Region" is open, showing a long list of countries and regions, including "NOT A TEST", "Select Nationality", "AFGHANISTAN", "ALAND ISLANDS", "ALBANIA", "ALGERIA", "AMERICAN SAMOA", "ANDORRA", "ANGOLA", "ANGUILLA", "ANTARTICA", "ANTIGUA AND BARBUDA", "ARGENTINA", "ARMENIA", "ARUBA", "AUSTRALIA", "AUSTRIA", "AZERBAIJAN", "BAHAMAS", "BAHRAIN", and "BANGLADESH". A red arrow points to the "Nationality/Region" field, and a mouse cursor is over the dropdown menu.

Make. Them. Searchable.



Fields: Previous Nationality / Region

Did you spot that it wasn't mandatory? No, we didn't either but it was such a joy to look a bit long select again for no reason whatsoever. The tooltip doesn't mention this is an optional field, either.

Family Details		
Father's Details		
Name *	<input type="text"/>	Applicant's Father Name
Nationality/Region *	Select Nationality	Nationality/Region of Father
Previous Nationality/Region	Select Nationality	Previous Nationality/Region of Father
Place of birth *	<input type="text"/>	Place of birth
Country/Region of birth *	Select Country	Country/Region of birth
Mother's Details		
Name *	<input type="text"/>	Applicant's Mother Name
Nationality/Region *	Select Nationality	Nationality/Region of Mother
Previous Nationality/Region	Select Nationality	Previous Nationality/Region of Mother
Place of birth *	<input type="text"/>	Place of birth
Country/Region of birth *	Select Country	Country/Region of birth

Before you ask for details, as a qualifying question first to see if more details are even needed (especially if it's an optional field!)

Fields: Country / Region Of Birth

Oh. No. You. Better. Did. Not.

But they did...

The screenshot shows a web form titled "Family Details" with several sections. The "Father's Details" section includes fields for Name, Nationality/Region, Previous Nationality/Region, Place of birth, and Country/Region of birth. The "Mother's" section includes fields for Name, Nationality/Region, Previous Nationality/Region, Place of birth, and Country/Region of birth. The "Applicant's Marital Status" section includes a field for "Were your Parents/Grandparents (paternal/maternal) Pakistan Nationals or belong to Pakistan held area? If Yes, give details". The "Profession / Occupation Details of Applicant" section includes fields for Present Occupation, Employer Name/business, Designation, Address, Phone, Past Occupation, if any, and a checkbox for "Are/were you in a Military/Semi-Military/Police/Security. Organization?". A dropdown menu for "Country/Region of birth" is open, showing a long list of countries including Afghanistan, Albania, Algeria, American Samoa, Andorra, Angola, Anguilla, Antarctica, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Bahamas, Bahrain, and Bangladesh. A red arrow points to the dropdown menu.


Selects suck at the best of times. Don't make the even worse than necessary but not allowing your user to search very long lists of things

Fields: Mothers Details

We won't bore you with the details, but this entire section has all the same usability issues as Father's Details. See if you can remember what they are.

Family Details

Father's Details		
Name *	<input type="text" value="NOT A TEST"/>	Applicant's Father Name
Nationality/Region *	<input type="text" value="UNITED KINGDOM"/>	Father's Nationality
Previous Nationality/Region	<input type="text" value="Select Nationality"/>	Previous Nationality of Father
Place of birth *	<input type="text" value="WALES"/>	Place of birth
Country/Region of birth *	<input type="text" value="UNITED KINGDOM"/>	Country of birth
Mother's Details		
Name *	<input type="text" value="NOT A TEST TOO"/>	Applicant's Mother Name
Nationality/Region *	<input type="text" value="UNITED KINGDOM"/>	Mother's Nationality
Previous Nationality/Region	<input type="text" value="Select Nationality"/>	Previous Nationality of Mother
Place of birth *	<input type="text"/>	Place of birth
Country/Region of birth *	<input type="text" value="Select Country"/>	Country/Region of birth



How many did you get?

Fields: Marital Status

What if you're a widower? Does "single because my life partner passed away" qualify? If there are so few options why are they presented in a drop down?

The image displays two screenshots of a web form. The top screenshot shows a form with a dropdown menu for 'Applicant's Marital Status' and a radio button for 'Were your Parents/Grandparents (paternal/maternal) Pakistan Nationals or Belong to Pakistan held area?'. The bottom screenshot shows the same form with the dropdown menu open, displaying options: 'Select Marital Status', 'DIVORCEE', 'MARRIED', and 'SINGLE'. A red arrow points to the 'SINGLE' option.

Sensitive questions should provide equally sensitive responses. Use the appropriate input for the information request.

Fields: Spouses Details

We know marriage takes hard work and commitment, but even moreso if you're looking for that e-visa. You'll need to fill in all your spouses information too

Applicant's Marital Status *

Spouse's Details

Name *

Nationality/Region*

Previous Nationality/Region

Place of birth *

Country/Region of birth *

Were your Parents/Grandparents (paternal/maternal) Pakistan Nationals or Belong to Pakistan held area. * Yes No

If Yes, give details*

Applicant's Marital Status

Applicant's Spouse Name

Nationality/Region of Spouse

Previous Nationality/Region of Spouse

Place of birth

Country/Region of birth

Were your Parents/Grandparents (paternal/maternal) Pakistan Nationals or belong to Pakistan held area? Yes / No

If Yes, give details


We'll summarise: Long select drop downs = bad. But you'll need to endure that torture 3 times in total.

Fields: (Grand) Parent Nationality

Fabulous. Another qualifying question that shows TMI before a choice is made because the choice has been made for you already by default. Note only that if your answer is YES then you only get 35 characters to explain the answer (and no, they don't tell you that)

Applicant's Marital Status *	Select Marital Status	Marital Status is required
Were your Parents/Grandparents (paternal/maternal) Pakistan Nationals or Belong to Pakistan held area. *	<input checked="" type="radio"/> Yes <input type="radio"/> No	Were your Parents/Grandparents (paternal/maternal) Pakistan Nationals or belong to Pakistan held area? Yes / No
If Yes, give details *	<input type="text"/>	If Yes, give Details

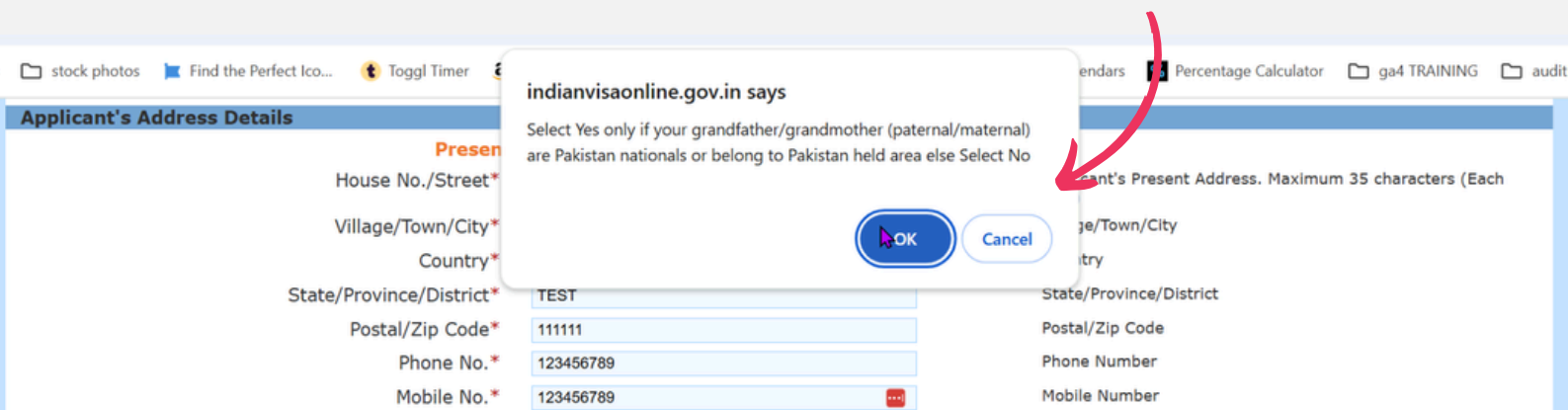
Profession / Occupation Details of Applicant



Assuming you know the answer of a user is not always a good idea. Especially if you also display information that might not be relevant.

Fields: (Grand) Parent Nationality

Another on-page dialogue pops up if you do enter information and whilst it's a good reminder, the interruption could be avoided completely by better messaging within the form itself rather than disrupting the user.



The screenshot shows a web browser window with a form titled "Applicant's Address Details". The form fields include: Present House No./Street*, Village/Town/City*, Country*, State/Province/District* (with value "TEST"), Postal/Zip Code* (with value "11111"), Phone No.* (with value "123456789"), and Mobile No.* (with value "123456789"). A modal dialog box from "indianvisaonline.gov.in" is overlaid on the form, containing the text: "Select Yes only if your grandfather/grandmother (paternal/maternal) are Pakistan nationals or belong to Pakistan held area else Select No". The dialog has "OK" and "Cancel" buttons. A red arrow points from the dialog box to the form fields.

**Keep your alerts & error messages consistent.
Provide sufficient information to avoid
interruptions whilst a form is being completed.**

Fields: Occupation of Applicant

Occupation lists are notoriously bad, and not just on this form. There is no way to search this drop down even though it's unlikely your profession would be listed in any event. There is however an "Others" option that allows manual entry.

Profession / Occupation Details of Applicant

Present Occupation *	Select Occupation	If Others, please specify
Employer Name/business *		Employer Name / Business
Designation		Designation
Address *		Address
Phone		Phone no
Past Occupation, if any	Select Occupation	Past Occupation, if any

Are/were you in a Military/Semi-Military/Police/Security. Organization? Yes No

If yes, give details

[Save and Continue](#) [Save and Temporarily Exit](#)

Select Occupation

- AIR FORCE
- BUSINESS PERSON
- CAMERAMAN
- CHARITY/SOCIAL WORKER
- CHARTERED ACCOUNTANT
- COLLEGE/UNIVERSITY TEACHER
- DEFENCE
- DIPLOMAT
- DOCTOR
- ENGINEER
- FILM PRODUCER
- GOVERNMENT SERVICE
- HOUSE WIFE
- JOURNALIST
- LABOUR
- LAWYER
- MEDIA
- MILITARY
- MISSIONARY
- NAVY
- NEWS BROADCASTER
- OFFICIAL
- OTHERS
- PARAMILITARY
- POLICE
- PRESS
- PRIVATE SERVICE
- PUBLISHER
- REPORTER
- RESEARCHER
- RETIRED
- SEA MAN
- SECURITY
- SELF EMPLOYED/ FREELANCER
- STUDENT
- TRADER
- TV PRODUCER
- UN-EMPLOYED
- UN OFFICIAL

Using smart defaults can help here as well as clear grouping that isn't overly specific

Fields: Employer Details

Designation feels like a hefty word when something like Job Title is clearer and more friendly.

Profession / Occupation Details of Applicant

Present Occupation*	OTHERS TEST	
Employer Name/business *	A FONEY COMPANY	Employer Name / Business
Designation	A FONEY JOB TITLE	Designation
Address *		Address
Phone		Phone no
Past Occupation, if any	Select Occupation	Past Occupation, if any

Are/were you in a Military/Semi-Military/Police/Security. Organization? Yes No

Save and Continue Save and Temporarily Exit

The address field has a 35 character limit, but again this is not communicated.

Profession / Occupation Details of Applicant

Present Occupation*	OTHERS TEST	
Employer Name/business *	A FONEY COMPANY	Employer Name / Business
Designation	A FONEY JOB TITLE	Designation
Address *	Employer Address is required
Phone		Phone no
Past Occupation, if any	Select Occupation	Past Occupation, if any

Are/were you in a Military/Semi-Military/Police/Security. Organization? Yes No

Save and Continue Save and Temporarily Exit

The phone number field provides no assistance towards standardised input of data (but we've covered this already)

Profession / Occupation Details of Applicant

Present Occupation*	OTHERS TEST	
Employer Name/business *	A FONEY COMPANY	Employer Name / Business
Designation	A FONEY JOB TITLE	Designation
Address *	Employer Address is required
Phone		Phone no
Past Occupation, if any	Select Occupation	Past Occupation, if any

Are/were you in a Military/Semi-Military/Police/Security. Organization? Yes No

Save and Continue Save and Temporarily Exit

More fun this way...



Fields: Past Occupation

This is the same drop down as seen in Present Occupation, so has the same issues.

Profession / Occupation Details of Applicant

Present Occupation*	OTHERS	Employer Name / Business	
	TEST	Designation	
Employer Name/business *	A FONEY COMPANY	Employer Address is required	
Designation	A FONEY JOB TITLE	Phone no	
Address *		Past Occupation, if any	
Phone		If yes,give details	
Past Occupation, if any	Select Occupation		

Are/were you in a Military/Semi-Military/Police/Security. Organization? Yes No

[Save and Continue](#) [Save and Temporarily Exit](#)

Immediate questions a user might ask could be
“do you mean the job I had before my current role?”
“can I enter any past occupation?”
“is there a time frame I need to think about?”

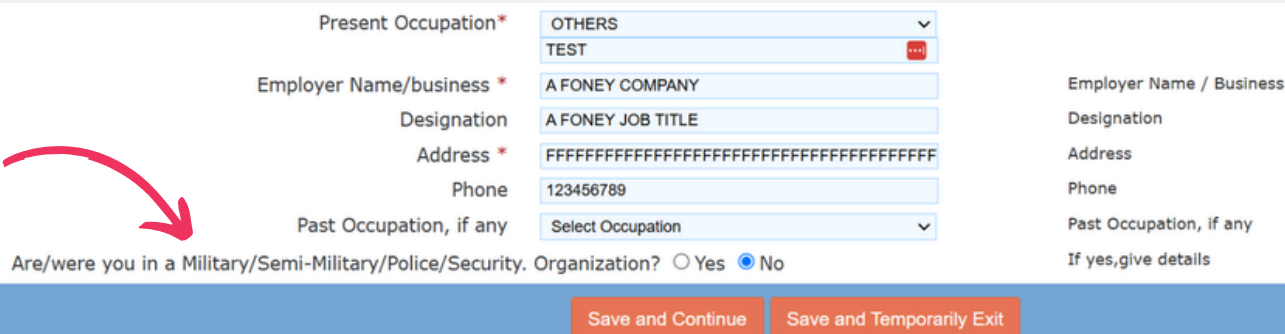
This field is also optional (though hard to spot) – so you could ask is it really required information to ask for in the first instance? Does providing this information have any benefit towards the visa application?

More questions next...



Fields: Military / Police / Security

Thankfully, the default selection here is “no” working on the basis that most applicants won’t fit this criteria.



Present Occupation* OTHERS
TEST

Employer Name/business* A FONEY COMPANY

Designation A FONEY JOB TITLE

Address* FF

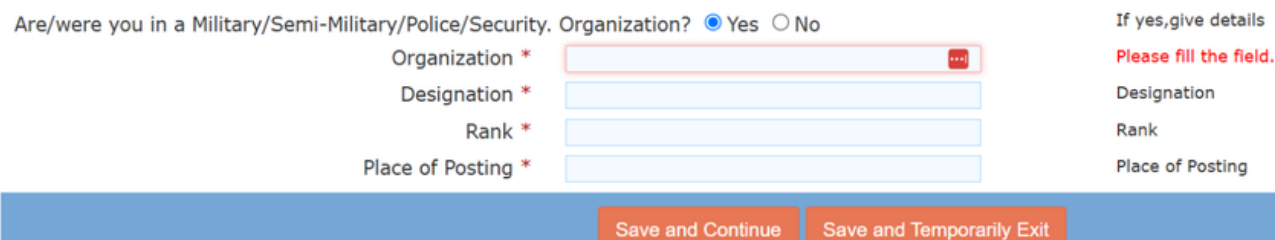
Phone 123456789

Past Occupation, if any Select Occupation

Are/were you in a Military/Semi-Military/Police/Security. Organization? Yes No

Save and Continue Save and Temporarily Exit

But, if you do select “yes” then you are hit with the 35 character limit on these inputs. Sadly, no warning about this restriction.



Are/were you in a Military/Semi-Military/Police/Security. Organization? Yes No

Organization* [Red border, 35 characters limit]

Designation*

Rank*

Place of Posting*

If yes,give details
Please fill the field.

Designation

Rank

Place of Posting

Save and Continue Save and Temporarily Exit

And that’s the end of Page 3! One more page to go, but we can’t face it right now... we need to recover :)



Action Checklist:

1. Set reasonable character limits and tell people what they are
2. Make sure tool tips are consistent with field labelling
3. Using inline validation can minimise errors
4. Allow sensitive answers to sensitive questions
5. Group field elements in context to each other
6. Pre-populating information is good but make sure it's correct and complete
7. Make dropdowns searchable (if you must use them at all!)
8. Job questions are tricky – provide specific copy to tell the user exactly how to answer

Coming next...



Abi Hough

abi@uu3.co.uk



Alun Lucas

alun@zuko.io

How to infuriate a user with the numbers 500 and 404...

Spoiler: It's an eye-roller